



**PLACE SURVEY 2008  
RESULTS**

**COMMUNITY FORUM COMPARISONS**

## 1.0 Introduction & Methodology

The Place Survey has superseded the BVPI Satisfaction Surveys and has more of a focus on place rather than Council Services. Council's have a statutory requirement to undertake the survey every two years.

The Place Survey is used to measure how residents experience life in the Stratford District area, what they think about Stratford area as a place, and their satisfaction with a range of local public services.

The first Place Survey took place in Autumn 2008, and will happen every two years.

The survey sought to collect data to inform 18 of the new National Indicators introduced by the Government in 2008/09. In addition, the survey asked for residents' perceptions of the place they lived, and their satisfaction with various public services.

The survey findings will also be used by the Council and the Local Strategic Partnership to help establish its priorities for the future and in improving its services to residents.

Guidelines laid down by the Audit Commission are prescriptive in terms of the content of the questionnaire, the process and the timescales.

Core questions were required to be asked in a strict order within the questionnaire. Additional questions from the "Question Bank" were used.

The survey was conducted via postal self-completion questionnaires. The survey was drawn randomly from a list of 6000 addresses drawn from the Postcode Address File (PAF) that was provided by the Audit Commission. The methodology included two reminder mailings implemented within the prescribed timescale between October 1<sup>st</sup> 2008 and December 15<sup>th</sup> 2008. 4000 questionnaires were despatched at the end of September with two reminder mailings sent out subsequently.

1,846 questionnaires returned in the timescale allowed (October to December 2008), from a mailing of 3,914. 86 of the original 4,000 mailing were returned, address inaccessible, gone away, refused to complete, too old etc. A response rate of 47.2% was achieved.

**This summary report contains extracts from the 2008 Stratford Place Survey Final Report and only includes results by the six community forum areas (known as localities throughout the report).**

**Typed comments for a result are only included when the results are statistically significant.**

*Table 1: Table of Responses*

LOCALITY	NOS OF RETURNS
Henley / Studley	315
Alcester / Bidford	300
Stratford	387
Shipston	307
Wellesbourne / Kineton	226
Southam	265
Unknown	46
<b>TOTAL</b>	<b>1846</b>

## 2.0 About the Respondents Local Area

### What Is Important

The level of crime is the top most important factor in four of the six localities. The exceptions are in the Alcester / Bidford and Southam localities where health services are top.

*Table 2: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?*

<b>HENLEY / STUDLEY LOCALITY</b>	<b>2008 %</b>
Level of crime	61
Health services	55
Level of traffic congestion	38
Clean streets	37
Public transport	35
BASE: (All Respondents)	(277)

*Table 3: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?*

<b>ALCESTER / BIDFORD LOCALITY</b>	<b>2008 %</b>
Health services	57
Level of crime	53
Access to nature	43
Clean streets	36
Affordable decent housing	30
BASE: (All Respondents)	(262)

*Table 4: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?*

<b>STRATFORD LOCALITY</b>	<b>2008 %</b>
Level of crime	58
Health services	49
Affordable decent housing	38
Clean streets	36
Education provision	35
BASE: (All Respondents)	(344)

*Table 5: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?*

<b>SHIPSTON LOCALITY</b>	<b>2008 %</b>
Level of crime	57
Health services	48
Affordable decent housing	39
Access to nature	37
Public transport	34
BASE: (All Respondents)	(265)

Table 6: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

<b>WELLESBOURNE / KINETON LOCALITY</b>	<b>2008 %</b>
Level of crime	60
Health of services	57
Clean streets	39
Access to nature	37
Affordable decent housing	34
BASE: (All Respondents)	(193)

Table 7: Thinking about this local area, which of the things below do you think are most important in making somewhere a good place to live?

<b>SOUTHAM LOCALITY</b>	<b>2008 %</b>
Health services	57
Level of crime	51
Affordable decent housing	42
Clean streets	40
Education provision	40
BASE: (All Respondents)	(230)

### Improvements

Activities for teenagers are the top improvement required in four of the six localities. The exceptions are in the Stratford and Henley / Studley localities where the level of traffic congestion is top.

Table 8: Thinking about this local area, which of the things below, if any, do you think most needs improving?

<b>HENLEY / STUDLEY LOCALITY</b>	<b>2008 %</b>
Level of traffic congestion	47
Road & pavement repairs	44
Public transport	43
Activities for teenagers	40
Level of crime	28
BASE: (All Respondents)	(278)

Table 9: Thinking about this local area, which of the things below, if any, do you think most needs improving?

<b>ALCESTER / BIDFORD LOCALITY</b>	<b>2008 %</b>
Activities for teenagers	55
Road & pavement repairs	41
Affordable decent housing	30
Public transport	28
Level of traffic congestion	26
BASE: (All Respondents)	(268)

Table 10: Thinking about this local area, which of the things below, if any, do you think most needs improving?

<b>STRATFORD LOCALITY</b>	<b>2008 %</b>
Level of traffic congestion	60
Affordable decent housing	37
Activities for teenagers	36
Road & pavement repairs	35
Wage levels & cost of living	24
<b>BASE: (All Respondents)</b>	<b>(357)</b>

Table 11: Thinking about this local area, which of the things below, if any, do you think most needs improving?

<b>SHIPSTON LOCALITY</b>	<b>2008 %</b>
Activities for teenagers	48
Road & pavement repairs	40
Affordable decent housing	40
Public transport	39
Job prospects	25
<b>BASE: (All Respondents)</b>	<b>(269)</b>

Table 12: Thinking about this local area, which of the things below, if any, do you think most needs improving?

<b>WELLESBOURNE / KINETON LOCALITY</b>	<b>2008 %</b>
Activities for teenagers	55
Road & pavement repairs	38
Sports & leisure facilities	37
Public transport	37
Affordable decent housing	32
<b>BASE: (All Respondents)</b>	<b>(196)</b>

Table 13: Thinking about this local area, which of the things below, if any, do you think most needs improving?

<b>SOUTHAM LOCALITY</b>	<b>2008 %</b>
Activities for teenagers	50
Road & pavement repairs	46
Affordable decent housing	37
Public transport	31
Clean streets	20
<b>BASE: (All Respondents)</b>	<b>(238)</b>

### Satisfaction with the area as a place to live

92% of those living in the Southam area, as opposed to 86% of those living in the Shipston area, are satisfied with the local area as a place to live.

Table 14: Overall satisfaction with the local area as a place to live

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	35	34	19	47	29	34
Fairly Satisfied	55	57	68	39	57	58
Neither	7	7	5	9	10	5
Fairly Dissatisfied	2	1	6	3	3	2
Very Dissatisfied	2	1	2	2	1	1
Base: (All Respondents)	(310)	(294)	(383)	(299)	(225)	(263)

### Satisfaction with their home

96% of those living in the Southam area, as opposed to 86% of those living in the Stratford area, are satisfied with their home as a place to live.

Table 15: How satisfied or dissatisfied are you with your home as a place to live

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	58	62	49	59	52	56
Fairly Satisfied	35	31	37	33	38	40
Neither	5	4	7	5	6	2
Fairly Dissatisfied	3	1	4	2	4	1
Very Dissatisfied	0	1	3	1	0	1
Base: (All Respondents)	(307)	(296)	(383)	(301)	(224)	(263)

### Strength of belonging

74% of those living in the Shipston and Southam areas, as opposed to 51% of those living in the Stratford area, feel strongly that they belong to their immediate neighbourhood. 49% of those living in the Stratford area feel not very strongly or not at all strongly with the statement.

Table 16: How strongly you feel you belong to your immediate neighbourhood

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Strongly	21	21	12	25	17	21
Fairly Strongly	46	50	38	49	49	53
Not Very Strongly	26	24	31	18	27	18
Not at all Strongly	8	5	18	8	7	8
Base: (All Respondents)	(300)	(284)	(363)	(288)	(218)	(253)

### 3.0 Local Public Services

#### Public Services

Table 17: Local public services .....are working to make the area safer

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	8	9	9	12	7	4
To some extent	53	58	58	59	55	55
Not very much	33	27	28	20	33	35
Not at all	7	6	6	9	6	5
Base: (All Respondents)	(267)	(252)	(322)	(244)	(192)	(229)

Table 18: Local public services .....are working to make the area cleaner and greener

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	11	11	11	16	13	11
To some extent	61	64	57	63	65	66
Not very much	26	23	25	18	18	21
Not at all	3	2	7	3	4	3
Base: (All Respondents)	(279)	(260)	(350)	(259)	(198)	(243)

73% of those living in Stratford believe not very much or not at all with the statement compared to 48% of those living in the Southam area.

Table 19: Local public services .....promote the interests of local residents

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	5	6	4	8	7	4
To some extent	43	43	24	43	44	48
Not very much	41	39	49	39	41	36
Not at all	11	12	24	11	9	12
Base: (All Respondents)	(259)	(241)	(321)	(242)	(187)	(233)

68% of those living in Stratford believe not very much or not at all with the statement compared to 47% of those living in the Southam area.

Table 20: Local public services .....act on the concerns of local residents

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	6	4	5	6	9	4
To some extent	39	46	27	48	39	49
Not very much	41	41	46	35	39	38
Not at all	15	9	22	12	12	9
Base: (All Respondents)	(255)	(247)	(330)	(236)	(185)	(222)

43% of those living in Stratford believe not very much or not at all with the statement, compared to 20% of those living in the Wellesbourne area.

Table 21: Local public services .....treat all types of people fairly

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A great deal	16	14	11	17	19	12
To some extent	57	61	47	60	62	62
Not very much	19	18	28	19	12	18
Not at all	8	7	15	4	8	9
Base: (All Respondents)	(215)	(205)	(265)	(201)	(156)	(192)

### Satisfaction with Public Services

21% of those living in the Stratford and Southam areas, as opposed to 8% of those living in the Wellesbourne area, are dissatisfied with Warwickshire Police.

Table 22: Warwickshire Police

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	15	11	18	14	15	10
Fairly Satisfied	48	40	40	38	50	40
Neither	22	30	21	30	27	29
Fairly Dissatisfied	10	15	12	14	3	12
Very Dissatisfied	5	4	9	4	5	9
Base: (All Respondents)	(263)	(238)	(321)	(242)	(192)	(228)



Table 23: Warwickshire Fire and Rescue Service

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	45	58	52	52	46	41
Fairly Satisfied	37	31	34	30	35	42
Neither	14	11	13	18	18	16
Fairly Dissatisfied	2	0	1	0	0	1
Very Dissatisfied	1	0	1	1	0	0
Base: (All Respondents)	(212)	(215)	(282)	(200)	(158)	(195)

92% of those living in the Shipston area, as opposed to 81% of those living in the Alcester area, are satisfied with their GP. 10% of those living in the Alcester area are dissatisfied with their GP compared to only 2% of those living in the Shipston area.

Table 24: Your GP (local doctor)

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	55	45	45	61	56	50
Fairly Satisfied	36	36	37	31	31	39
Neither	5	9	10	7	7	7
Fairly Dissatisfied	3	6	6	2	5	2
Very Dissatisfied	2	4	2	0	1	2
Base: (All Respondents)	(296)	(289)	(371)	(290)	(219)	(257)

83% of those living in the Shipston area, as opposed to 64% of those living in the Alcester area, are satisfied with their local hospital. 23% of those living in the Stratford area are dissatisfied with their local hospital compared to only 4% of those living in the Shipston area.

Table 25: Your local hospital

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	27	24	28	41	28	27
Fairly Satisfied	52	40	37	42	46	46
Neither	14	21	12	13	13	16
Fairly Dissatisfied	5	9	19	2	9	8
Very Dissatisfied	3	7	4	2	5	3
Base: (All Respondents)	(277)	(246)	(338)	(256)	(200)	(237)

82% of those living in the Shipston area, as opposed to 67% of those living in the Alcester area, are satisfied with their local dentist.

Table 26: Your local dentist

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	34	35	40	48	44	32
Fairly Satisfied	34	32	35	34	35	44
Neither	14	16	12	10	6	11
Fairly Dissatisfied	10	9	8	4	9	4
Very Dissatisfied	8	7	5	5	6	10
Base: (All Respondents)	(215)	(211)	(314)	(229)	(167)	(201)

### Satisfaction with services provided by Stratford District Council and Warwickshire County Council

#### Satisfaction with keeping public land clear of litter and refuse

71% of those living in the Shipston area, as opposed to 59% of those living in the Henley area, are satisfied.

Table 27: Satisfaction that SDC has kept land clear of litter and refuse

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	14	10	10	10	10	8
Fairly Satisfied	45	60	53	61	56	60
Neither	23	17	17	15	16	12
Fairly Dissatisfied	16	9	15	11	15	15
Very Dissatisfied	4	4	6	4	3	6
Base: (All Respondents)	(292)	(275)	(362)	(274)	(216)	(248)

#### Satisfaction with Refuse Collection

91% of those living in the Southam area, as opposed to 75% of those living in the Shipston area, are satisfied with the refuse collection provided by SDC.

Table 28: Satisfaction of Refuse Collection by SDC 2008

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	42	35	34	35	38	46
Fairly Satisfied	42	48	44	40	40	45
Neither	6	8	10	11	7	7
Fairly Dissatisfied	7	7	8	7	10	2
Very Dissatisfied	4	3	4	8	4	1
Base: (All Respondents)	(307)	(293)	(376)	(298)	(223)	(261)

### **Satisfaction with Doorstep Recycling**

91% of those living in the Southam area, as opposed to 71% of those living in the Stratford area, are satisfied with the doorstep recycling provided by SDC. 15% of those living in the Shipston area are dissatisfied compared to only 4% in the Southam area.

*Table 29: Satisfaction with Doorstep Recycling by SDC 2008*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	40	31	31	33	42	37
Fairly Satisfied	38	48	40	41	41	54
Neither	15	10	15	12	6	4
Fairly Dissatisfied	4	8	7	8	8	4
Very Dissatisfied	3	3	7	7	4	0
Base: (All Respondents)	(286)	(275)	(349)	(284)	(202)	(243)

### **Satisfaction with Local Tips / Household Waste Recycling Centres**

84% of those living in the Stratford area, as opposed to 56% of those living in the Henley area, are satisfied with local tips / household waste recycling centres provided. 33% of those living in the Henley area are dissatisfied compared to 5% in the Wellesbourne area.

*Table 30: Satisfaction with local tips / household waste recycling centres*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	26	31	43	37	40	27
Fairly Satisfied	30	47	42	43	41	50
Neither	11	15	9	8	14	12
Fairly Dissatisfied	10	5	3	6	4	8
Very Dissatisfied	22	3	3	7	1	4
Base: (All Respondents)	(271)	(269)	(356)	(291)	(215)	(243)

### **Satisfaction with Local Transport Information**

55% of those living in the Southam area, as opposed to 33% of those living in the Henley area, are satisfied with the local transport information provided by WCC. 31% of those living in the Henley area are dissatisfied compared to 12% in the Southam area.

*Table 31: Satisfaction with local transport information*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	7	8	12	7	7	8
Fairly Satisfied	26	37	26	28	31	48
Neither	37	32	33	35	36	33
Fairly Dissatisfied	18	18	24	19	16	8
Very Dissatisfied	12	5	5	11	9	3
Base: (All Respondents)	(239)	(231)	(306)	(232)	(171)	(204)

### **Satisfaction with Local Bus Services**

53% of those living in the Southam area, as opposed to 33% of those living in the Shipston area, are satisfied with local bus services. 41% of those living in the Henley area are dissatisfied compared to 21% in the Southam area.

*Table 32: Satisfaction with local bus services*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	9	13	14	8	5	13
Fairly Satisfied	25	33	26	25	29	41
Neither	25	27	34	28	30	26
Fairly Dissatisfied	22	18	15	21	19	14
Very Dissatisfied	19	10	11	18	17	6
Base: (All Respondents)	(245)	(233)	(309)	(225)	(167)	(209)

### **Satisfaction with Sports / Leisure Facilities**

54% of those living in the Shipston area, as opposed to 22% of those living in the Wellesbourne area, are satisfied with the sports/leisure facilities provided by SDC. 46% of those living in the Wellesbourne area are dissatisfied, compared to 13% in the Shipston area.

*Table 33: Satisfaction with Sports / Leisure Facilities*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	9	8	8	12	0	10
Fairly Satisfied	30	32	36	42	22	43
Neither	39	33	39	34	32	33
Fairly Dissatisfied	14	21	19	8	30	12
Very Dissatisfied	9	6	8	5	16	3
Base: (All Respondents)	(224)	(225)	(296)	(224)	(174)	(210)

### **Satisfaction with Libraries**

76% of those living in the Alcester area, as opposed to 57% of those living in the Henley area, are satisfied with the libraries provided by SDC. 15% of those living in the Henley area are dissatisfied compared to 4% in the Alcester area.

*Table 34: Satisfaction with Libraries*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	19	30	30	21	20	24
Fairly Satisfied	38	46	44	46	46	47
Neither	27	20	18	26	20	23
Fairly Dissatisfied	12	3	7	5	13	4
Very Dissatisfied	3	1	2	3	1	2
Base: (All Respondents)	(262)	(256)	(337)	(237)	(189)	(221)

### **Satisfaction with Museums and Galleries**

52% of those living in the Alcester area, as opposed to 29% of those living in the Shipston area, are satisfied with the museums / galleries provided by SDC.

*Table 35: Satisfaction with museums and Galleries*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester/ Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	8	9	15	7	4	5
Fairly Satisfied	22	44	35	22	40	30
Neither	52	40	35	61	38	47
Fairly Dissatisfied	10	6	11	6	10	10
Very Dissatisfied	8	2	5	4	9	8
Base: (All Respondents)	(177)	(191)	(256)	(164)	(140)	(152)

### **Satisfaction with Theatres and Concert Halls**

67% of those living in the Stratford area, as opposed to 43% of those living in the Southam area, are satisfied with theatres / concert halls.

*Table 36: Satisfaction with theatres and concert halls*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester/ Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	13	17	27	15	7	6
Fairly Satisfied	32	37	39	35	38	37
Neither	38	34	20	41	36	38
Fairly Dissatisfied	8	10	9	7	10	10
Very Dissatisfied	9	2	5	3	8	8
Base: (All Respondents)	(195)	(203)	(315)	(193)	(153)	(177)

### **Satisfaction with Parks and Open Spaces**

75% of those living in the Alcester area, as opposed to 60% of those living in the Wellesbourne area, are satisfied with the parks and open spaces provided by SDC. 18% of those living in the Wellesbourne area are dissatisfied compared to 7% in the Alcester area.

*Table 37: Satisfaction with Parks and Open Spaces*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester/ Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very Satisfied	18	15	23	17	14	14
Fairly Satisfied	54	60	48	50	46	55
Neither	18	18	16	21	22	23
Fairly Dissatisfied	8	6	9	10	15	5
Very Dissatisfied	2	1	4	3	3	3
Base: (All Respondents)	(265)	(270)	(366)	(249)	(195)	(240)

## Frequency of using services provided or supported by Stratford District Council and Warwickshire County Council

### Local Tips / Household Waste Recycling

16% of those living in the Shipston area use local tips / household waste recycling centres at least once a week compared to 8% of those living in the Henley and Alcester areas. 14% of those living in the Henley area have never used them compared to 3% of those in Wellesbourne.

### Local Transport Information

33% of those living in the Stratford area have used local transport information within in the last 6 months compared to 20% of those living in the Henley area. 36% of those in Shipston have never used them compared to 21% of those from Stratford.

### Local Bus Services

Table 38: Frequency of using local bus services

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Almost every day	5	5	4	5	3	5
At least once a week	12	10	12	9	11	14
About once a month	8	12	11	12	7	11
Within the last 6 months	10	13	20	14	11	14
Within the last year	6	8	10	10	12	11
Longer ago	23	15	12	13	16	16
Never used	37	37	31	38	40	30
Base: (All Respondents)	(272)	(258)	(354)	(268)	(199)	(246)

### Sport and Leisure Facilities

40% of those living in the Henley area have never used sports / leisure facilities compared to 18% of those living in Stratford.

Table 39: Frequency of using Sports / Leisure Facilities provided by SDC

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Almost every day	2	3	5	4	1	4
At least once a week	15	14	19	22	17	18
About once a month	6	9	11	10	10	13
Within the last 6 months	12	15	15	11	14	17
Within the last year	9	13	11	5	10	7
Longer ago	16	16	22	17	17	17
Never used	40	32	18	31	32	24
Base: (All Respondents)	(255)	(250)	(342)	(254)	(174)	(235)

### Libraries

18% of those living in the Stratford area use libraries at least once a week compared to 8% of those living in the Henley, Southam and Alcester areas. 32% of those living in the Henley area have never used them compared to 15% of those in Stratford.

### **Museums and Galleries**

27% of those living in the Wellesbourne area have used museums / galleries within the last 6 months compared to 14% of those living in the Henley and Shipston areas. 47% of those living in the Henley and Shipston areas have never used them compared to 29% of those in Stratford.

### **Theatres and Concert Halls**

36% of those living in the Southam area have never used theatres / concert halls compared to 16% of those living in the Stratford area.

### **Parks and Open Spaces**

35% of those living in the Stratford area use parks and open spaces at least once a week compared to 21% of those living in the Henley and Wellesbourne areas. 9% of those living in the Henley, Shipston, and Wellesbourne and Southam areas have never used them compared to 2% of those in Stratford.

*Table 40: Frequency of using Parks and Open Spaces provided by SDC*

<b>BY LOCALITY</b>	<b>Henley / Studley</b>	<b>Alcester / Bidford</b>	<b>Stratford</b>	<b>Shipston</b>	<b>Wellesbourne / Kineton</b>	<b>Southam</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Almost every day	13	14	15	16	13	14
At least once a week	21	25	35	24	21	27
About once a month	23	26	32	22	25	27
Within the last 6 months	20	19	10	16	19	11
Within the last year	9	7	5	8	8	9
Longer ago	5	5	2	5	5	2
Never used	9	4	2	9	9	9
Base: (All Respondents)	(274)	(276)	(374)	(257)	(198)	(242)



## Value for Money

37% of those living in the Henley area agree that SDC provides value for money compared to 25% of those in Stratford. 45% of those living in Stratford disagree with the statement compared to 24% of those in Southam.

Table 41: Whether Stratford DC provides Value for money by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Strongly Agree	3	2	3	4	3	4
Tend to Agree	34	24	22	26	28	31
Neither	33	37	31	42	40	41
Tend to Disagree	21	30	31	19	21	19
Strongly Disagree	9	7	14	10	9	5
Base: (All Respondents)	(287)	(270)	(344)	(270)	(200)	(227)

35% of those living in the Shipston area agree that WCC provides value for money compared to 25% of those in Stratford. 40% of those living in Stratford disagree with the statement compared to 23% of those in the Wellesbourne and Southam areas.

Table 42: Whether Warwickshire CC provides value for money by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Strongly Agree	2	2	4	2	1	2
Tend to Agree	29	24	21	33	29	30
Neither	39	42	35	42	48	46
Tend to Disagree	23	28	25	16	18	18
Strongly Disagree	7	5	15	8	5	5
Base: (All Respondents)	(277)	(264)	(333)	(264)	(191)	(207)

## Overall Satisfaction with the Council

### Satisfaction with Stratford District Council

53% of those living in the Southam area are satisfied with the way SDC runs things compared to 36% of those living in Stratford. 38% of those living in Stratford are dissatisfied compared to 14% of those in Southam.

Table 43: Satisfaction with way Stratford DC runs things by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	6	3	5	5	4	8
Fairly Satisfied	44	42	31	39	44	45
Neither	30	33	27	37	35	33
Fairly Dissatisfied	16	17	28	15	12	10
Very Dissatisfied	4	4	10	3	6	4
Base: (All Respondents)	(300)	(280)	(368)	(282)	(212)	(250)

### Satisfaction with Warwickshire County Council

53% of those living in the Southam area are satisfied with the way WCC runs things compared to 36% of those living in Stratford. 33% of those living in Stratford are dissatisfied compared to 11% of those in Wellesbourne.

Table 44: Satisfaction with way Warwickshire CC runs things by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	3	2	5	4	3	4
Fairly Satisfied	43	42	31	41	40	49
Neither	35	38	31	39	46	34
Fairly Dissatisfied	14	14	23	14	9	10
Very Dissatisfied	5	4	10	3	2	3
Base: (All Respondents)	(288)	(270)	(361)	(272)	(198)	(232)

## 4.0 Information

78% of those living in the Southam area felt well informed about how their council tax is spent compared to 63% of those in Stratford.

Table 45: How well informed for about how their council tax is spent

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
Very well informed	19	18	19	20	22	20
Fairly well informed	56	58	45	55	53	58
Not very well informed	21	18	26	19	19	20
Not well informed at all	5	7	11	6	6	2
Base: (All Respondents)	(299)	(283)	(371)	(285)	(215)	(255)

65% of those living in the Stratford area felt not well informed about how they can get involved in local decision-making compared to 54% of those in Henley and Wellesbourne.

Table 46: How well informed about how they can get involved in decision-making

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
Very well informed	7	6	3	8	6	9
Fairly well informed	40	32	32	37	40	36
Not very well informed	39	47	43	37	44	41
Not well informed at all	14	15	22	18	10	14
Base: (All Respondents)	(263)	(248)	(326)	(254)	(185)	(230)

Table 47: How well informed about what standard of service they should expect from local public services

59% of those living in Stratford felt not well informed about what standard of service they should expect from local public services compared to 50% of those in Southam.

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
Very well informed	6	7	5	10	5	7
Fairly well informed	40	37	37	36	40	43
Not very well informed	45	43	38	39	44	40
Not well informed at all	9	14	21	15	11	10
Base: (All Respondents)	(269)	(263)	(327)	(256)	(203)	(238)

53% of those living in the Alcester and Southam areas felt well informed about how well local public services are performing compared to 44% of those in Stratford.

Table 48: How well informed about how well local public services are performing

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	6	6	3	10	5	8
Fairly well informed	41	47	41	39	41	45
Not very well informed	40	38	39	40	46	38
Not well informed at all	14	8	18	11	9	9
Base: (All Respondents)	(274)	(259)	(328)	(254)	(193)	(230)

84% of those living in Stratford felt not well informed about what to do in the event of an emergency compared to 71% of those in Southam.

Table 49: How well informed for what to do in the event of a large-scale emergency e.g. flooding, human pandemic flu.

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	3	5	2	4	2	4
Fairly well informed	18	21	14	20	20	25
Not very well informed	42	49	38	40	44	39
Not well informed at all	36	26	46	36	33	32
Base: (All Respondents)	(209)	(217)	(276)	(206)	(169)	(201)

64% of those living in Stratford felt not well informed overall about the local public services compared to 51% of those in Southam.

Table 50: Overall, how well informed do you feel about local public services?

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Very well informed	5	5	3	5	3	8
Fairly well informed	38	41	33	41	41	42
Not very well informed	41	37	38	37	42	38
Not well informed at all	16	16	26	17	15	13
Base: (All Respondents)	(283)	(269)	(348)	(267)	(202)	(237)

## 5.0 Local Decision Making

### Influence Decisions

78% of those living in Stratford disagree that they can influence decisions affecting the local area compared to 64% of those living in Henley and Southam.

Table 51: Influence decisions that affect local area by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Definitely Agree	3	6	3	4	2	4
Tend to Agree	33	29	20	29	26	32
Tend to Disagree	45	48	48	51	48	44
Definitely Disagree	19	17	30	16	23	19
Base: (All Respondents)	(264)	(252)	(336)	(260)	(188)	(223)

### Involvement in Decisions

Table 52: Getting more involved in decisions by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Yes	19	25	28	24	21	17
No	11	10	6	10	11	9
Depends on the issue	70	65	67	66	68	75
Base: (All Respondents)	(289)	(281)	(364)	(289)	(215)	(253)

## 6.0 Helping Out

22% of those living in Shipston have given unpaid help to any group less than once a week but at least once a month compared to only 9% of those living in Stratford. 46% of those living in Henley and Stratford have not given any unpaid help at all over the last 12 months compared to 34% of those living in Shipston.

## 7.0 Getting Involved

Residents were asked to state whether they had been involved in different ways to get 8% of those living in Henley have been a member of a decision-making group set up to tackle local crime problems compared to 1% of those living in Southam.

Table 53: Been a local councillor (for the local authority, town or parish)

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Yes	3	3	1	4	2	2
No	97	98	99	96	98	98
Base: (All Respondents)	(275)	(267)	(347)	(271)	(198)	(239)

Table 54: Been a member of a group making decisions on local health or education services

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Yes	3	4	5	3	4	4
No	97	96	95	97	96	96
Base: (All Respondents)	(278)	(264)	(346)	(268)	(196)	(238)

Table 55: Been a member of a decision-making group set up to regenerate the local area

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Yes	5	2	3	4	1	2
No	95	98	97	96	99	98
Base: (All Respondents)	(276)	(267)	(345)	(270)	(196)	(238)

Table 56: Been a member of a decision-making group set up to tackle local crime problems

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kington	Southam
	%	%	%	%	%	%
Yes	8	3	3	3	4	1
No	92	97	98	97	96	99
Base: (All Respondents)	(275)	(266)	(346)	(269)	(196)	(238)

Table 57: Been a member of a tenant's group decision-making committee

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	5	5	3	3	6	2
No	95	95	97	97	94	98
Base: (All Respondents)	(274)	(265)	(345)	(266)	(195)	(238)

Table 58: Been a member of a group making decisions on local services for young people

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	4	7	6	4	1	3
No	96	93	95	96	99	97
Base: (All Respondents)	(272)	(265)	(341)	(267)	(195)	(239)

Table 59: Been a member of another group making decisions on services in the local community

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Welles-bourne / Kineton	Southam
	%	%	%	%	%	%
Yes	8	9	6	11	10	6
No	92	91	94	89	90	94
Base: (All Respondents)	(278)	(273)	(346)	(272)	(199)	(243)

## 8.0 Respect and Consideration

### Parents taking responsibility for their children

Table 60: Parents take enough responsibility for their children by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Definitely Agree	11	8	3	7	5	6
Tend to Agree	26	29	32	37	30	29
Neither	18	19	23	20	24	25
Tend to Disagree	29	29	25	25	29	24
Definitely Disagree	16	15	17	12	12	16
Base: (All Respondents)	(283)	(260)	(340)	(275)	(206)	(234)

### Extent to how much the local area is a place where people from different backgrounds get on well together

78% of those living in Wellesbourne agree with the statement compared to 66% of those living in Shipston.

Table 61: Local area is a place where people from different backgrounds get on well together by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Definitely Agree	8	7	4	11	4	6
Tend to Agree	66	70	67	55	74	63
Tend to Disagree	9	10	15	8	11	11
Definitely Disagree	2	3	4	1	1	1
Too few people in local area	6	6	4	15	7	11
All the same background	8	5	6	10	5	9
Base: (All Respondents)	(228)	(231)	(287)	(248)	(174)	(206)

Table 62: Local area is a place where people from different backgrounds get on well together by area

BY AREA	OVERALL	West	South	East
	%	%	%	%
Definitely Agree	7	7	7	5
Tend to Agree	66	68	62	68
Tend to Disagree	11	10	12	11
Definitely Disagree	2	2	3	1
Too few people in local area	8	6	9	9
All the same background	7	7	8	7
Base: (All Respondents)	(1374)	(459)	(535)	(380)



### People treating each other with respect and consideration

24% of those living in the Henley area felt there was a problem with people not treating each other with respect and consideration compared to 11% of those living in Shipston.

Table 63: People not treating each other with respect and consideration by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	3	4	4	4	1	3
A fairly big problem	21	16	16	7	12	14
Not a very big problem	53	58	60	56	60	60
Not a problem at all	23	23	20	33	27	24
Base: (All Respondents)	(278)	(266)	(349)	(277)	(199)	(244)

### Treatment and respect given by local public services

Table 64: People being treated with respect and consideration by local public services by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
All the time	26	21	18	25	17	22
Most of the time	50	55	53	57	57	57
Some of the time	19	20	23	14	22	17
Rarely	4	4	4	2	3	4
Never	2	-	1	2	1	1
Base: (All Respondents)	(260)	(242)	(338)	(253)	(190)	(228)

## 9.0 Community Safety

### Feeling safe after dark

82% of those living in the Shipston area felt safe after dark in their local area compared to 60% of those living in Henley. 27% of those living in Stratford felt unsafe after dark compared to 8% of those in Shipston.

Table 65: Feeling safe after dark by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Safe	16	14	14	24	18	21
Fairly Safe	44	52	49	58	48	46
Neither	15	15	10	10	18	19
Fairly Unsafe	18	14	21	5	9	9
Very Unsafe	7	6	6	3	8	4
Base: (All Respondents)	(299)	(281)	(363)	(293)	(218)	(252)

### Feeling safe during the day

95% of those living in the Alcester area and 94% of those living in the Shipston area felt safe during the day in their local area, compared to 89% of those living in Wellesbourne.

Table 66: Feeling safe during the day by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Safe	58	59	59	74	61	61
Fairly Safe	36	36	35	20	28	33
Neither	5	3	4	3	7	5
Fairly Unsafe	2	2	2	2	3	2
Very Unsafe	-	0	1	0	-	-
Base: (All Respondents)	(302)	(287)	(367)	(290)	(223)	(246)

### Residents' feelings towards various examples of anti-social behaviour

95% of those living in Henley felt no problems with noisy neighbours or loud parties compared to 90% of those living in Stratford and 89% of those living in Alcester.

Table 67: Noisy neighbours or loud parties

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	1	2	3	2	2	2
A fairly big problem	4	9	8	5	5	7
Not a very big problem	32	37	45	34	38	37
Not a problem at all	63	52	45	59	56	54
Base: (All Respondents)	(292)	(280)	(368)	(285)	(203)	(244)

42% of those living in Wellesbourne felt there was a problem with teenagers hanging around the streets compared to 22% of those living in Shipston.

Table 68: Teenagers hanging around the streets

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	11	13	8	5	8	11
A fairly big problem	24	24	17	17	34	26
Not a very big problem	34	32	48	36	35	44
Not a problem at all	30	31	28	42	24	19
Base: (All Respondents)	(264)	(267)	(340)	(272)	(200)	(234)

89% of those living in Shipston felt there was no problem with rubbish or litter lying around compared to 73% of those living in Wellesbourne.

Table 69: Rubbish or litter lying around

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	7	4	7	2	3	6
A fairly big problem	20	17	18	9	25	17
Not a very big problem	45	54	55	54	53	57
Not a problem at all	29	25	21	35	20	20
Base: (All Respondents)	(281)	(276)	(369)	(287)	(213)	(246)

86% of those living in Shipston felt there was no problem with vandalism, graffiti and other deliberate damage to property compared to 73% of those in Henley.

Table 70: Vandalism, graffiti and other deliberate damage to property or vehicles

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	5	4	8	1	4	8
A fairly big problem	22	20	13	12	21	15
Not a very big problem	45	53	53	40	50	55
Not a problem at all	28	24	26	46	24	23
Base: (All Respondents)	(281)	(267)	(351)	(282)	(204)	(240)

85% of those living in Shipston felt there was no problem with people using or dealing drugs compared to 73% of those in Stratford.

Table 71: People using or dealing drugs

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	6	4	7	3	3	4
A fairly big problem	18	17	19	12	14	17
Not a very big problem	31	42	33	30	35	41
Not a problem at all	45	37	40	55	48	38
Base: (All Respondents)	(230)	(228)	(297)	(245)	(168)	(186)

28% of those living in Stratford felt there was a problem with people being drunk or rowdy in public places compared to 12% of those living in Shipston.

Table 72: People being drunk or rowdy in public places

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	6	5	11	3	1	2
A fairly big problem	17	16	17	9	12	12
Not a very big problem	35	42	44	35	41	53
Not a problem at all	43	37	28	53	46	34
Base: (All Respondents)	(260)	(258)	(343)	(277)	(186)	(218)

100% of those living in Shipston felt there was no problem with abandoned or burnt out cars compared to 94% of those living in Henley.

Table 73: Abandoned or burnt out cars

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
A very big problem	1	0	2	1	-	1
A fairly big problem	5	2	2	1	5	3
Not a very big problem	26	26	18	20	18	21
Not a problem at all	68	71	72	80	77	76
Base: (All Respondents)	(267)	(264)	(334)	(277)	(193)	(220)

## 10.0 Questions in Respect of Stratford District Council

### Information Sources

34% of those living in the Stratford area indicated the local media compared to 11% of those living in Southam. 55% of those living in Wellesbourne indicated the information provided by the Council compared to 36% of those living in Stratford.

Table 74: How respondents found out about Stratford DC

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
Local media	19	20	34	20	14	11
Information provided by Council	49	42	36	42	55	48
Council website / Internet	17	18	13	17	12	20
From local councillor	1	3	2	4	2	3
Direct contact with the Council	6	7	9	4	6	5
Word of mouth	6	3	4	9	4	7
Other source	-	2	0	1	1	3
None of the above	1	1	1	2	0	1
Don't know	2	5	1	1	6	2
Base: (All Respondents)	(280)	(271)	(336)	(281)	(208)	(238)

### How informed residents feel

78% of those living in the Southam area feel informed compared to 61% of those living in the Stratford area.

Table 75: How well informed residents feel by locality

BY LOCALITY	Henley / Studley	Alcester/ Bidford	Stratford	Shipston	Wellesbourne / Kington	Southam
	%	%	%	%	%	%
Very well informed	8	7	6	9	8	9
Fairly well informed	60	67	55	54	61	69
Not very well informed	25	23	33	33	25	19
Not well informed at all	7	3	6	4	7	3
Base: (All Respondents)	(284)	(272)	(363)	(287)	(214)	(243)

## Influencing decisions affecting neighbourhood

55% of those living in the Shipston area, as opposed to 36% of those living in the Stratford area, agree with the statement: "by working together, people in my neighbourhood can influence decisions that affect the neighbourhood".

Table 76: Influencing decisions affecting neighbourhood by locality

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Definitely Agree	8	9	3	11	6	6
Agree	37	36	33	44	39	46
Neither	35	35	31	30	38	34
Disagree	16	18	27	13	16	11
Definitely Disagree	5	2	6	3	1	2
Base: (All Respondents)	(281)	(269)	(346)	(275)	(208)	(237)

## Complaints made to Stratford District Council in the last 12 months

34% of those living in the Wellesbourne area have contacted SDC with a complaint in the last 12 months, compared to 15% of those in Southam.

Table 77: Complaints to SDC in last 12 months

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Yes	24	21	24	23	34	15
No	76	79	76	78	66	85
Base: (All Respondents)	(300)	(285)	(374)	(295)	(221)	(256)

## Satisfaction with way complaint handled

Table 78: Satisfaction with way complaint handled by SDC

BY LOCALITY	Henley / Studley	Alcester / Bidford	Stratford	Shipston	Wellesbourne / Kineton	Southam
	%	%	%	%	%	%
Very Satisfied	21	16	7	12	4	22
Fairly Satisfied	15	21	18	24	12	12
Neither	10	16	16	10	19	9
Fairly Dissatisfied	26	27	31	26	32	36
Very Dissatisfied	29	20	28	29	33	22
Base: (Those complaining)	(74)	(54)	(79)	(64)	(55)	(40)

## How Stratford DC Performs Overall

73% of those living in Shipston compared to 60% of those living in Stratford think a great deal or to some extent that SDC is making the **local area a better place to live**.

66% of those living in Stratford compared to 46% of those living in Southam believe not very much or not at all that SDC has **improved town centres in the local area**.

70% of those living in Southam compared to 34% of those living in Stratford think a great deal or to some extent that SDC **is efficient and well run**.

78% of those living in Stratford compared to 43% of those living in Henley and Southam believe not very much or not at all that SDC **spends its money wisely**.

76% of those living in Henley and Southam compared to 46% of those living in Stratford think a great deal or to some extent that SDC is **trustworthy**.

79% of those living in Stratford compared to 55% of those living in Southam believe not very much or not at all that SDC **involves residents when making decisions**.

72% of those living in Stratford compared to 43% of those living in Southam believe not very much or not at all that SDC **promotes the interests of local residents**.

64% of those living in Stratford compared to 42% of those living in Southam believe not very much or not at all that SDC listens to the concerns of local residents.

73% of those living in Stratford compared to 43% of those living in Southam believe not very much or not at all that SDC **acts on the concerns of local residents**.

81% of those living in Alcester compared to 66% of those living in Stratford think a great deal or to some extent that **SDC treats all types of people fairly**.

63% of those living in Southam compared to 33% of those living in Stratford think a great deal or to some extent that **SDC keeps its promises**.

66% of those living in Southam compared to 42% of those living in Stratford think a great deal or to some extent that SDC **does enough for people like me**.