

Tunbridge Wells Borough Council
Borough Wide Survey 2005

CASE NO:	STAMP NO:
INTERVIEWER ID:	INTERVIEW DATE:
INTERVIEWER NAME:	WARD CODE: WARD NAME:
INTERVIEW TIME: (24 HR CLOCK)	INTERVIEW DAY:
TYPE OF QUESTIONNAIRE	1 STANDARD HOUSEHOLD 2 THOSE WITH DISABILITIES 3 BLACK & MINORITY ETHNIC GROUPS 4 14 – 18 YEAR OLDS

READ : Good morning / afternoon / evening. My name is ... and I work for BMG Research in Birmingham. **(SHOW ID)**

You may have heard about the survey we are carrying out for Tunbridge Wells Borough Council. **(SHOW LETTER OF AUTHORITY)**

The Council would like to find out what local residents think of Council services, and how they might be improved. May I ask you some questions? The survey should take about 20 minutes to complete, depending on your answers.

CHECK THAT RESPONDENT IS 16 + YEARS UNLESS PART OF 14 – 18 YEAR BOOST

RECORD (& CONFIRM SPELLING OF) RESPONDENT'S DETAILS AFTER INTERVIEW

TITLE:	1 MR	2 MRS	3 MISS	4 MS	5 DR
	95 OTHER PLEASE SPECIFY:				
SURNAME:					
FORENAME / INITIALS:					
ADDRESS 1:					
ADDRESS 2:					
ADDRESS 3:					
POSTAL TOWN:					
POST CODE:					
PHONE NO (INC STD):					

Section 1: Council services

Q1 Which of the following services have you used in the last 12 months?
SHOWCARD 1 (ROTATED) AND CODE ALL THAT APPLY UNDER 'Q1 USED/VISITED' BELOW

ASK ALL WHETHER USE OR NOT

Q2 How important would you say that the **<NAME EACH SERVICE>...** is to you? Please use a 5 point scale, whereby 1 indicates very unimportant and 5 indicates very important. **SHOWCARD 2 [RATINGS]. READ OUT EACH SERVICE AND WRITE IN SCORE FOR EACH UNDER 'Q2 IMPORTANCE' BELOW. DK=6.**

ASK USERS OF EACH SERVICE ONLY :

Q3 And on the whole, how satisfied are you with how well the **<NAME EACH SERVICE>....** met your needs? Again, please rate it on a 5 point scale, whereby 1 indicates very dissatisfied and 5 indicates very satisfied. **SHOWCARD 3 [RATINGS]. READ OUT EACH SERVICE AND WRITE IN SCORE UNDER 'Q3 SATISFACTION' BELOW. DK=6**

		Q1 Used / visited	Q2 Impor- tance (1-5)	Q3 Satis- faction (1-5)
A	Car parks in Tunbridge Wells	2		
B	Civic / dog warden	5		
C	Council tax benefit / housing benefit	8		
D	Organisation of national / local elections	11		
E	Planning applications	13		
F	Noise control services	15		
G	Health & Safety courses	18		
H	Refuse collection	19		
I	Street cleaning services	26		
J	Public toilets	30		
K	The removal of fly tipping from public land and open spaces	35		
L	The removal of abandoned cars	36		
M	The removal of graffiti from public buildings and highways	37		
N	Care and Repair Agency's Handy Person Scheme	39		

Section 2: Borough News

Q4 Have you seen a copy of the Council's Residents' Newsletter - Borough News in the last 12 months? **SHOWCARD 4 AND CODE ONE ONLY**

Yes 1 **CONTINUE**
No 2 **GO TO Q8**
Don't know 3 **GO TO Q8**

**IF YES, ASK :
OTHERS GO TO Q8**

Q5 Did you.....**READ OUT AND CODE ONE ONLY**

- Read all of it from cover to cover 4
- Skim through most of the articles 3
- Just read one or two articles 2
- Read none of it 1
- Cannot recall 5

Q6 How much do you agree or disagree with the following statements about Borough News? **SHOWCARD 5 (RATINGS). READ OUT EACH STATEMENT AND CODE ONE FOR EACH**

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
A	I enjoy reading the Borough News and look forward to receiving it	5	4	3	2	1	6
B	The Borough News gives me useful information about the Council's activities	5	4	3	2	1	6
C	The Borough News is well presented with a good balance of stories and pictures	5	4	3	2	1	6
D	The articles in the Borough News are honest	5	4	3	2	1	6
E	The Borough News is too large for me to read all the articles	5	4	3	2	1	6

Q7 In what ways, if any, could the Borough News be improved for you? **WRITE IN VERBATIM PROBING FULLY**

Section 3: Community Plan

ALL RESPONDENTS

READ : The Council works in partnership with other organisations on issues relating to the environment, economy, leisure, community safety, transport, housing, health and community development in the Borough.

Q8 If you have a view about something in the Borough, how do you usually voice your view? **SHOWCARD 6 AND CODE ALL THAT APPLY – REMEMBER TO SPECIFY WHO AT CODE 2**

To a friend or neighbour	1
To a local contact e.g. Local Councillor, youth leader etc	2
	SPECIFY WHO
<hr/>	
Telephone the organisation concerned	3
Write to the organisation concerned	4
Contact the local newspaper	5
Contact your MP	6
I don't tell anyone	7
Other SPECIFY	95
<hr/>	
None of the above	96
Don't know	97

Q9 How would you most like to be consulted or put forward your views about these issues? **SHOWCARD 7 (ROTATED) AND CODE ALL THAT APPLY**

Attend meetings	1
Telephone the appropriate organisation in response to publicity	2
Write to the appropriate organisation in response to publicity	3
Contact a key person eg Borough Councillor, Parish Councillor	4
	SPECIFY WHO
<hr/>	
Attend local workshops	5
Small scale exhibitions E.g. in shopping centres, supermarkets etc	6
	SPECIFY WHERE
<hr/>	
Research surveys	7
Comment on a draft document which sets out ways forward	8
Other SPECIFY	95
<hr/>	
None of the above	96
Don't know	97

Q10 Looking at this list of community priorities, could you please tell me which 3 are the most important to you and your family? **SHOWCARD 8 (ROTATED) AND CODE 3 ONLY**

- The Environment 1
- The Local Economy 2
- Leisure opportunities 3
- Community Safety 4
- Transport 5
- Health 6
- Community Development 7
- Education opportunities 8
- Housing 9
- Other **SPECIFY** 95

Don't know 97

READ : The Borough Council and its partners in Health, Police, County Council, Parish Councils etc have undertaken some initial research which has identified key themes for the Borough across all the priorities just discussed. I would now like to know how important each of these themes are for the 3 priorities you identified.

**FOR EACH OF THE 3 COMMUNITY PRIORITIES CHOSEN AT Q10, ASK Q11 TO Q18
CHECK Q10 AND IF APPROPRIATE ASK :**

Q11 Thinking about **the environment**, which 3 of the issues on this card are most important to you? **SHOWCARD 9 (ROTATED) AND CODE UP TO 3**

THE ENVIRONMENT

- Recycling and reducing waste 1
- Keeping public areas clean 2
- Protecting the landscape 3
- Improving air quality 4
- Reducing water use 5
- Building infrastructure for new development 6
- Conserving historical buildings and local heritage 7
- Improving energy efficiency 8
- Reducing the contribution to climate change 9
- Improving awareness of environmental issues 10
- Other **SPECIFY** 95

Don't know 97

CHECK Q10 AND IF APPROPRIATE ASK :

Q12 Thinking about **the local economy**, which 3 of the issues on this card are most important to you? **SHOWCARD 10 (ROTATED) AND CODE UP TO 3**

THE LOCAL ECONOMY

Considering wider economic issues in the South East	1
Maintaining low unemployment	2
Keeping our towns and villages thriving (eg keeping local shops open)	3
Supporting local businesses	4
Providing a mix of business premises	5
Encouraging entrepreneurship	6
Meeting skills requirements for businesses	7
Promoting tourism	8
Other SPECIFY	95
<hr/>	
Don't know	97

CHECK Q10 AND IF APPROPRIATE ASK :

Q13 Thinking about **leisure opportunities**, which 3 of the issues on this card are most important to you? **SHOWCARD 11 AND CODE UP TO 3**

LEISURE OPPORTUNITIES

Providing accessible and high quality leisure facilities	1
Maximising the benefit of the Olympics and Paraolympics	2
Encouraging participation by young people in sport and the arts	3
Encouraging older people to participate in physical activities	4
Encouraging healthy lifestyles	5
Maintaining and retaining parks and open spaces	6
Other SPECIFY	95
<hr/>	
Don't know	97

CHECK Q10 AND IF APPROPRIATE ASK :

Q14 Thinking about **community safety**, which 3 of the issues on this card are most important to you? **SHOWCARD 12 (ROTATED) AND CODE UP TO 3**

COMMUNITY SAFETY

- Reducing crime 1
 - Reducing the fear of crime 2
 - Reducing anti-social behaviour and disorder 3
 - Reducing drug and alcohol related crime 4
 - Improving responses and interventions related to domestic abuse 5
 - Increasing visible policing 6
 - Increasing a sense of security (eg CCTV, lighting) 7
 - Other **SPECIFY** 95
-
- Don't know 97

CHECK Q10 AND IF APPROPRIATE ASK :

Q15 Thinking about **local transport**, which 3 of the issues on this card are most important to you? **SHOWCARD 13 (ROTATED) AND CODE UP TO 3**

LOCAL TRANSPORT

- Improving travel safety (eg reducing speeding, reducing road accidents) 1
 - Reducing traffic congestion 2
 - Increasing sustainable transport opportunities, including reducing school journeys by car 3
 - Making major improvements to trunk roads and rail infrastructure 4
 - Improving public transport 5
 - Ensuring sufficient car parking 6
 - Ensuring road design and signs are appropriate 7
 - Other **SPECIFY** 95
-
- Don't know 97

CHECK Q10 AND IF APPROPRIATE ASK :

Q16 Thinking about **health**, which 3 of the issues on this card are most important to you? **SHOWCARD 14 AND CODE UP TO 3**

HEALTH

- Improving provision and access to health services (eg doctors, dentists, hospitals, GP's and specialist services) 1
- Promoting healthy lifestyles 2
- Meeting the health needs of older people 3
- Promoting good health among children and young people 4
- Improving hospital cleanliness and performance 5
- Providing a new district general hospital 6
- Other **SPECIFY** 95

Don't know 97

CHECK Q10 AND IF APPROPRIATE ASK :

Q17 Thinking about **community development**, which 3 of the issues on this card are most important to you? **SHOWCARD 15 (ROTATED) AND CODE UP TO 3**

COMMUNITY DEVELOPMENT

- Identifying and meeting community needs (eg recognising gaps in service provision) 1
- Helping people to become more involved in local decision-making 2
- Promoting the physical, emotional, social and intellectual development of young children 3
- Championing the aspirations of those with disabilities 4
- Supporting older people 5
- Meeting the diverse needs of Black & Minority Ethnic groups, and gypsies and travelers 6
- Increasing volunteering activity 7
- Other **SPECIFY** 95

Don't know 97

CHECK Q10 AND IF APPROPRIATE ASK :

Q18 Thinking about **education opportunities**, which 3 of the issues on this card are most important to you? **SHOWCARD 16 (ROTATED) AND CODE UP TO 3**

EDUCATION OPPORTUNITIES

Increasing school attendance	1
Improving literacy and numeracy in primary schools	2
Improving secondary education	3
Improving the education of children in care	4
Developing skills and training to meet business needs	5
Increasing the number of young people with skills and vocational qualifications to meet business requirements	6
Identifying and responding to those with additional educational and welfare needs	7
Improving early years and primary education	8
Introducing school centres for community learning and support adult education	9
Other SPECIFY	95
<hr/>	
Don't know	97

ALL RESPONDENTS - IRRESPECTIVE OF WHETHER MENTIONED HOUSING AT Q10 OR NOT :

Q19 Thinking about **housing**, which 3 of the issues on this card are most important to you? **SHOWCARD 17 (ROTATED) AND CODE UP TO 3**

HOUSING

Increasing the provision of affordable homes	1
Improving the standard of rented homes	2
Providing key worker accommodation (ie for nurses, teachers etc)	3
Preventing homelessness	4
Improving the standard of owner occupied homes	5
Retaining and providing specialist housing for older people in need of support	6
Retaining and providing specialist housing for other vulnerable people in need of support eg young people, people with disabilities	7
Improving home safety and security for vulnerable households	8
Increasing the energy efficiency of homes	9
Enabling older people and other vulnerable households to be more independent in their own homes	10
Other SPECIFY	95
<hr/>	
Don't know	97

Q20 Are you or a member of your household a member of a local club, society or local residents association? **CODE ONE ONLY**

Yes 1
No 2
Don't know 3

Section 4: Sports and fitness

ALL RESPONDENTS

Q21 Which of the following activities do you regularly take part in? **SHOWCARD 18 – ALPHABETICAL ORDER (ROTATED) AND CODE ALL THAT APPLY UNDER 'Q22 CURRENTLY TAKE PART IN'**

Q22 And which of these activities would you like to take part in, but don't currently? **SHOWCARD 18 (AGAIN) AND CODE ALL THAT APPLY UNDER 'Q23 WOULD LIKE TO TAKE PART IN'**

		Q21 Currently take part in	Q22 Would like to take part in
A	Aerobics / exercise classes	1	1
B	Badminton	2	2
C	Bowls	3	3
D	Canoeing	4	4
E	Croquet	5	5
F	Cycling	6	6
G	Dancing	7	7
H	Fencing	8	8
I	Golf	9	9
J	Gym	10	10
K	Horse riding	11	11
L	Judo / martial arts	12	12
M	Orienteering	13	13
N	Pilates	14	14
O	Rambling	15	15
P	Running	16	16
Q	Sailing	17	17
R	Squash	18	18
S	Swimming	19	19
T	Table tennis	20	20
U	Tai Chi	21	21
V	Tennis	22	22
W	Walking regularly for at least 30 minutes	23	23
X	Windsurfing	24	24
Y	Yoga	25	25
Z	Other SPECIFY	95	95
	None	96	96
	Don't know	97	97

Q23 At what times of day does it / would it best suit you to take part in these physical activities? **SHOWCARD 19 AND CODE ALL THAT APPLY**

	Early morning 7am–9am	Mid morning 9am–12 noon	Afternoon 12 noon–6pm	Evening 6pm onwards
Monday	1	2	3	4
Tuesday	5	6	7	8
Wednesday	9	10	11	12
Thursday	13	14	15	16
Friday	17	18	19	20
Saturday	21	22	23	24
Sunday	25	26	27	28
Anytime	29			
Don't know	30			

Section 5: Leisure services

Q24 Can I just check, are you 14 – 17 years of age? **CODE ONE ONLY**

Yes 1 **CONTINUE**
No 2 **GO TO Q31**

**IF AGED 14 – 17 YEARS, ASK :
OTHERS GO TO Q31**

Q25 Have you visited any of the following types of venues in the last year?
SHOWCARD 20 AND CODE ONE FOR EACH ONLY

	Yes	No	Don't know
Sports centres	1	2	3
Museums	1	2	3
Theatres	1	2	3
Parks	1	2	3

**IF NO FOR ANY OF THE ABOVE VENUES, ASK FOR EACH :
 OTHER 14 – 17 YEAR OLDS GO TO Q27**

Q26 Why have you not visited any sports centres / museums / theatres / parks?
SHOWCARD 21 AND CODE ALL THAT APPLY FOR EACH VENUE

	Sports centers	Museums	Theatres	Parks
Difficult to get to	1	1	1	1
Too expensive	2	2	2	2
Not interested	3	3	3	3
Don't know what is available	4	4	4	4
No time	5	5	5	5
Other SPECIFY	95	95	95	95
Don't know		97	97	97

ASK ALL 14 – 17 YEAR OLDS – WHETHER VISITED SPORTS CENTRES OR NOT

Q27 What would encourage you to visit sports centres (more often)? **WRITE IN VERBATIM AND PROBE FULLY**

ASK ALL 14 – 17 YEAR OLDS – WHETHER VISITED MUSEUMS OR NOT

Q28 What would encourage you to visit museums (more often)? **WRITE IN VERBATIM AND PROBE FULLY**

ASK ALL 14 – 17 YEAR OLDS – WHETHER VISITED THEATRES OR NOT

Q29 What would encourage you to visit theatres (more often)? **WRITE IN VERBATIM AND PROBE FULLY**

ASK ALL 14 – 17 YEAR OLDS – WHETHER VISITED PARKS OR NOT

Q30 What would encourage you to visit parks (more often)? **WRITE IN VERBATIM AND PROBE FULLY**

Section 6: Tunbridge Wells Assembly Halls Theatre

ALL RESPONDENTS

Q31 Can I just check, have you visited the Assembly Halls Theatre in Tunbridge Wells in the last year? **CODE ONE ONLY**

Yes	1	GO TO Q33
No	2	CONTINUE
Don't know	3	GO TO Q33

**IF NO, ASK :
OTHERS GO TO Q33**

Q32 Why is this? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Difficult to get to	1
Too expensive	2
Not interested in theatres	3
Don't know what is available	4
No time	5
Other SPECIFY	95

Don't know 97

Section 7: Tunbridge Wells Museum and Art Gallery

ALL RESPONDENTS

Q33 Can I just check, have you visited Tunbridge Wells Museum and Art Gallery in the last 12 months? **CODE ONE ONLY**

Yes	1	GO TO Q35
No	2	CONTINUE
Don't know	3	GO TO Q36

IF NO, ASK :
IF YES GO TO Q35, IF DON'T KNOW GO TO Q36

Q34 Why is this? **DO NOT PROMPT AND CODE ALL THAT APPLY**

- Difficult to get to in terms of location 1
 - Difficult to access the building 2
 - Too expensive 3
 - Not interested in museums 4
 - Don't know what is available 5
 - No time 6
 - Not interested in the Museum and Gallery programme 7
 - Other **SPECIFY** 95
-
- Don't know 97

NOW GO TO Q36

IF YES AT Q33, ASK :
OTHERS GO TO Q36

Q35 Which of these services provided by Tunbridge Wells Museum and Art Gallery are you aware of OR have you taken part in? **SHOWCARD 22 AND CODE ONE FOR EACH ROW**

		Aware of	Taken part in	Neither
A	Schools workshop	1	2	3
B	Fun on Friday for pre school children	1	2	3
C	Art Strolls for the visually impaired	1	2	3
D	Holiday Happenings for families	1	2	3
E	Family Fun Days	1	2	3
F	Working as a volunteer at the Museum and Art Gallery	1	2	3
G	Lending or donating something to the museum	1	2	3
H	Walks and talks for adults	1	2	3
I	Walks and talks for families	1	2	3
J	Identification of an object	1	2	3
K	Enquiries (eg local/family history)	1	2	3

ALL RESPONDENTS

Q36 The Council is proposing to redevelop Tunbridge Wells Museum and Art Gallery. Which of the following would encourage you to use the Museum's facilities and services? **SHOWCARD 23 (ROTATED) AND CODE ALL THAT APPLY**

Lift	1
Café	2
Better souvenir and book shop	3
Continued free admission	4
Free Services	5
Evening Opening	6
Seeing and handling the objects behind the scenes	7
The Museum's collections coming out to you in the community	8
More 'hands on' things to do in the building	9
Creating exhibitions and events yourself	10
Other SPECIFY	95
<hr/>	
Nothing/none	96
Don't know	97

Section 8: Tourism

Q37 Have you ever used the Tourist Information Centre (TIC) located in the Pantiles, Tunbridge Wells? **CODE ONE ONLY**

Yes	1	CONTINUE
No	2	GO TO Q39
Don't know	3	GO TO Q39

**IF YES, ASK :
OTHERS GO TO Q39**

Q38 What service(s) did you use? **DO NOT PROMPT AND CODE ALL THAT APPLY**

- Information about where to stay **anywhere in the UK** 1
 - Information about where to stay **locally** 2
 - Information on local events/ 'what's on' 3
 - Information on walks in area 4
 - Information on local attractions 5
 - Information on activities for children 6
 - Information on school projects 7
 - Obtain local maps, books and souvenirs 8
 - Accommodation booking services **anywhere in the UK** 9
 - Accommodation booking services **locally** 10
 - Other **SPECIFY** 95
-
- Don't know / can't recall 97

ALL RESPONDENTS

Q39 Tunbridge Wells Borough Council operates the Tourist Information Centre (TIC) in the Pantiles, Royal Tunbridge Wells. Would you like to see any of the services on this card provided at this Tourist Information Centre?
SHOWCARD 24 AND CODE ALL THAT APPLY

- Make Council Tax payments 1
 - Post Office services 2
 - Internet Access / point 3
 - Assembly Hall Theatre / other venue ticket purchases 4
 - Other **SPECIFY** 95
-
- Nothing/none 96
- Don't know 97

Section 9: Housing

Q40 a) Which of these services, facilities or centres do you know are provided by Tunbridge Wells Borough Council? **SHOWCARD 25 (ROTATED) AND CODE ALL THAT APPLY UNDER 'Q40a AWARE OF' BELOW**

b) Which of the following services have you used or visited in the last 12 months? **SHOWCARD 25 AGAIN AND CODE ALL THAT APPLY UNDER 'Q40 USED/VISITED' BELOW**

ASK ALL WHETHER USE OR NOT

Q41 How important would you say that the <NAME EACH SERVICE>... is to you? Please use a 5 point scale, whereby 1 indicates very unimportant and 5 indicates very important. **SHOWCARD 26 [RATINGS]. READ OUT EACH SERVICE AND WRITE IN SCORE FOR EACH UNDER 'Q41 IMPORTANCE' BELOW. DK=6.**

ASK USERS OF EACH SERVICE ONLY :

Q42 And on the whole, how satisfied are you with how well the <NAME EACH SERVICE>.... met your needs? Again, please rate it on a 5 point scale, whereby 1 indicates very dissatisfied and 5 indicates very satisfied. **SHOWCARD 27 [RATINGS]. READ OUT EACH SERVICE AND WRITE IN SCORE UNDER 'Q42 SATISFACTION' BELOW. DK=6**

		Q40a Aware of	Q40b Used / visited	Q41 Importance (1-5)	Q42 Satisfaction (1-5)
A	Housing register / waiting list	1	1		
B	Housing Association rented housing	2	2		
C	Shared Ownership scheme	3	3		
D	Homebuyer scheme	4	4		
E	Housing Advice surgeries - Town Hall	5	5		
F	Housing Advice Drop In surgeries - rural locations	6	6		
G	Shelter's free housing advice helpline / Kent Housing Aid Centre	7	7		
H	Shelter's advice for young people - Know Your Rights	8	8		
I	Connexions service	9	9		
J	Disabled facilities grants	10	10		
K	Home improvement grants	11	11		
L	Kent Energy Centre	12	12		
M	Kent Energy to Save Heat (KASH)	13	13		
N	Care and Repair	14	14		
O	Borough Private Landlord Forum	15	15		

Section 10: ICT

ALL RESPONDENTS

READ : Tunbridge Wells Borough Council is introducing an online / interactive forum in which to raise and discuss issues that affect or are of concern to you when living and working in the borough.

Q43 Would you be interested to learn more about this and/or take an active role in becoming a member of the forum? **CODE ONE ONLY**

- Yes - learn more about it 1
- Yes - become an active member 2
- No - neither 3
- Don't know 4

Q44 Are you connected to the Internet at home? **CODE ONE ONLY**

- Yes 1 **CONTINUE**
- No 2 **GO TO Q46**

**IF YES, ASK :
OTHERS GO TO Q46**

Q45 What type of connection do you have to the Internet at home? **READ OUT
AND CODE ALL THAT APPLY**

- Standard Modem 1
- Broadband Modem 2
- Don't know 3

ALL RESPONDENTS

Q46 Have you seen / visited any of these Council web sites? **SHOWCARD 28
AND CODE ALL THAT APPLY**

- www.tunbridgewells.gov.uk - the Council's main site 1
- www.visittunbridgewells.com - The Council's tourism website 2
- Don't know 3

Q47 Do you have access to an interactive digital TV service? **CODE ONE ONLY**

- Yes - Telewest 1
 - Yes - Sky 2
 - Yes - Other **SPECIFY** 95
-
- No 96

Section 11: The complaints procedure

READ : The Council aims to provide good quality services, however, if a person is unhappy with the service they received or with any actions taken by the Council they can make a complaint through the Council's Complaints Procedure. Customers can make a complaint in the following way: in person at the Council offices, in writing, by phone, using a complaint form, on the website or by e-mail.

Q48 Have you submitted a complaint via the Council's complaints procedure within the last 12 months? **CODE ALL THAT APPLY**

- | | | |
|---|---|------------------|
| Yes – a complaint about the Council | 1 | CONTINUE |
| Yes – a complaint to the Council about an external person or organisation | 2 | CONTINUE |
| No – neither | 3 | GO TO Q50 |
| Can't recall / don't know | 4 | GO TO Q50 |

IF YES COMPLAINED ABOUT THE COUNCIL OR TO THE COUNCIL, ASK : OTHERS GO TO Q50

Q49 How satisfied were you with the following elements of our complaints procedure? **SHOWCARD 29 (RATINGS) AND CODE ONE FOR EACH ASPECT**

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
A	An easy to understand procedure	5	4	3	2	1	6
B	Helpfulness of staff dealing with your complaint	5	4	3	2	1	6
C	Time taken to provide a response	5	4	3	2	1	6
D	Outcome of complaint	5	4	3	2	1	6
E	Explanation provided	5	4	3	2	1	6
F	Overall, how satisfied were you with the way your complaint was handled?	5	4	3	2	1	6

Section 12: Image of local government

ALL RESPONDENTS

Q50 How strongly do you agree or disagree with the following statements about Tunbridge Wells Borough Council? **SHOWCARD 30 (RATINGS). READ OUT EACH STATEMENT AND CODE ONE FOR EACH ROW**

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
A	My Council needs to make more effort to find out what local people want	5	4	3	2	1	6
B	The Council treats all types of people fairly	5	4	3	2	1	6
C	The Council is too remote and impersonal	5	4	3	2	1	6
D	The Council offers good value for money	5	4	3	2	1	6
E	The Council does not play important part in improving quality of local life	5	4	3	2	1	6

Q51 Taking everything into account, how satisfied or dissatisfied are you with the way Tunbridge Wells Borough Council runs things? **SHOWCARD 31 AND CODE ONE ONLY**

Very satisfied 5
 Fairly satisfied 4
 Neither satisfied nor dissatisfied 3
 Fairly dissatisfied 2
 Very dissatisfied 1
 Don't know 6

Q52 Do you agree or disagree that you can influence the decisions affecting your local area? **SHOWCARD 32 AND CODE ONE ONLY**

Strongly agree 5
Tend to agree 4
Neither agree nor disagree 3
Tend to disagree 2
Strongly disagree 1
Don't know 6

Q53 How easy or difficult do you find it to get to key local services such as a doctor's surgery, post office, grocery store etc? **SHOWCARD 33 AND CODE ONE ONLY**

Very easy 5
Fairly easy 4
Neither easy nor difficult 3
Fairly difficult 2
Very difficult 1
Don't know 6

Section 13: Finance

ALL RESPONDENTS

Q54 Have you ever done any of the following? **READ OUT AND CODE ALL THAT APPLY**

Requested a copy of the Council's Annual Accounts 1 **CONTINUE**
Read the Council's Annual Accounts 2 **CONTINUE**
Neither of these 3 **GO TO Q57**

**IF YES REQUESTED/READ THE COUNCIL'S ANNUAL ACCOUNTS, ASK :
OTHERS GO TO Q57**

Q55 In what capacity did you make this request / read the Annual Accounts? **SHOWCARD 34 AND CODE ONLY**

Personal interest 1
Professional interest 2
Educational interest 3
Other **SPECIFY** 95

Can't recall 97

Q56 What information would you want to see in a summary of the Council's Annual Accounts? **SHOWCARD 35 (ROTATED) AND CODE ALL THAT APPLY**

Balance Sheet - what the Council owe and is owed	1
Cash Flow - what money the Council has in the bank	2
Council Tax - how much tax the Council has collected and what remains uncollected	3
Revenue Account - what the Council has spent on services during the year	4
Capital Expenditure - what the Council has spent on its assets (typically land and property) during the year	5
What reserves ('savings') the Council has	6
How expenditure, income and assets compare with previous years	7
Where the Council's money comes from (eg grants, fees, interest, tax and rates)	8
How costs vary between different parts of the borough	9
Other SPECIFY	95
<hr/>	
Don't know	97

Section 14: Profile of respondent

ALL RESPONDENTS

Q57 Which, if any, of the following media do you read, watch or listen to at all? **SHOWCARD 36 (ROTATED) AND CODE ALL THAT APPLY**

Kent & Sussex Courier	1
Kent Messenger	2
Focus	3
Kent on Sunday	4
KM Extra	5
BBC South East Today	6
Meridian	7
BBC Radio Kent	8
KMFM	9
Invicta	10
Index	11
Other Specify	95
<hr/>	
None	96

Q58 How many cars does your household have or have access to? **CODE ONE ONLY**

One	1
Two	2
Three or more	3
None	4

Q59 **RECORD GENDER**

Male	1
Female	2

Q60 Can I just check your age please? **WRITE IN NUMBER OF YEARS AND CODE ONLY ONE**

14 - 15 Years BOOST ONLY!!!	1
16 - 17 Years	2
18 - 24 Years	3
25 - 44 Years	4
45 - 64 Years	5
65+ Years	6

Q61 Which language is your first language or the language you speak at home? **WRITE IN VERBATIM CHECKING SPELLING WHERE APPROPRIATE**

English	1
Other	95
Refused	98

Q62 To which of the following groups do you consider you belong?

SHOWCARD 37 AND CODE ONE ONLY

<u>White</u>	British	1
	Irish	2
	Other White Group	3
<u>Mixed</u>	White & Black Caribbean	4
	White & Black African	5
	White & Asian	6
	Other Mixed Group	7
<u>Asian/Asian British</u>	Indian	8
	Pakistani	9
	Bangladeshi	10
	Other Asian Group	11
<u>Black/Black British</u>	Caribbean	12
	African	13
	Other Black Group	14
<u>Other</u>	Chinese	15
	Other Specify	95

Q63 Can you tell me, does anyone in your household receive any of the following benefits? **SHOWCARD 38 AND CODE ALL THAT APPLY**

Council Tax Benefit	1
Disability Living Allowance	2
Disability Working Allowance	3
Family Credit	4
Housing Benefit	5
Income Support	6
Jobseekers Allowance	7
None of the above	8
Don't know	9

Q64 Which of the following best describes your current situation?

SHOWCARD 39 AND CODE ONE ONLY

Self-employed	1
In paid employment working 30+ hours per week	2
In paid employment working less than 30 hours per week	3
Out of work	4
Full-time student/School pupil	5
Long-term health problems	6
Retired	7
Caring for home / family / other dependants	8
Other Specify	95

Q65 And what type of work do you do, or did you last do (if worked in the last 2 years)?

IF EMPLOYED –

- Probe for job function (not title) & level of skill
- Obtain any qualifications needed for job (e.g. Degree / vocational qualifications / apprenticeship etc)
- If professional / managerial / supervisor – probe for no of employees in company & industry of employer

IF RETIRED / UNEMPLOYED –

- Take time for unemployed & details of last job function for both

IF HAVE NOT WORKED IN THE LAST 2 YEARS –

- Code as 'not worked'

IF CARING FOR HOME –

- Probe for length of time spent caring & take details of last job function

Please write in		
	Not worked	1
	Refused	2

OFFICE USE ONLY:		
CLASS 1	Higher managerial & professional occupations Professionals, employers, administrators, managers in companies with more than 25 employees	1
CLASS 2	Lower managerial & professional occupations Associate professionals, employers, administrators, managers & higher supervisors in companies with less than 25 employees	2
CLASS 3	Intermediate occupations Administrative, clerical, sales & technical work	3
CLASS 4	Small employers & own account workers Self-employed non-professionals & in agriculture	4
CLASS 5	Lower supervisory, craft & related occupations Other supervisors, craft & related workers	5
CLASS 6	Semi-routine occupations Routine occupations in manufacturing, services, technical & agriculture	6
CLASS 7	Routine occupations Elementary occupations in services & production	7
CLASS 8	Not classified Never worked, long-term unemployed (more than 6 months), long-term sick	8

Q66 Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do? **CODE ONE ONLY**

- Yes 1 **CONTINUE**
- No 2 **GO TO Q68**
- Refused 3 **GO TO Q68**

**IF YES ASK:
 OTHERS GO TO Q68**

Q67 What is the nature of your long-term illness, health problem or disability?
CODE ONE ONLY

- Mobility 1
- Visual Impairment 2
- Hearing Impairment 3
- Learning Difficulties 4
- Other **Specify** 95

ALL RESPONDENTS

Q68 Please can you tell me how many adults (aged 18+) live in your household?
RECORD NUMBER FOR A) ADULTS BELOW

Q69 And how many children aged less than 18 live in your household? **RECORD NUMBER FOR B) CHILDREN UNDER 18 YRS BELOW**

A) Adults:	B) Children under 18 yrs:

Q70 For how long have you lived in the Tunbridge Wells area? **CODE ONE ONLY**

- Less than 6 months 1
- Between 6 months and 1 year 2
- Between 1 and 2 years 3
- Between 2 and 5 years 4
- Between 5 and 10 years 5
- For more than 10 years 6
- All of my life 7

Section 15: Further contact and information

Q71 More generally, which of these methods do you currently use to find out about local issues? **SHOWCARD 40 (ROTATED) AND CODE ALL THAT APPLY UNDER 'Q71 CURRENTLY USE'**

Q72 And which of these methods would you prefer to use to find out what is happening in the Borough? **SHOWCARD 40 (AGAIN) AND CODE ALL THAT APPLY UNDER 'Q72 PREFER TO USE'**

	Q71 CURRENTLY USE	Q72 PREFER TO USE
Through the local newspaper	1	1
Through the radio/TV	2	2
Through the Council's newsletter - Borough News	3	3
Through a personal letter from the Council	4	4
Through posters/banners/fliers/other Council publicity	5	5
By visiting Tunbridge Wells Borough Council website www.visittunbridgewells.com	6	6
By viewing posters in central locations (eg supermarket, post office, school gate)	7	7
Public meetings	8	8
Other SPECIFY	95	95
None of the above	96	96
Don't know	97	97

Q73 Would you be interested in taking part in and / or like to receive further information on any of the following? **SHOWCARD 41 AND CODE ALL THAT APPLY**

Receiving information about Tunbridge Wells Museum and Art Gallery	1	CONTINUE
Attending Council Meetings	2	CONTINUE
Attending Local Workshops	3	CONTINUE
Taking part in consultation for options for recycling plastics	4	CONTINUE
Take part in general future council research and consultation	5	CONTINUE
Commenting on a draft document	6	CONTINUE
Receiving a summary of the Council financial accounts each year	7	CONTINUE
None of these	8	GO TO 'ALL RESPONDENTS/ READ' ON LAST PAGE

**IF WOULD LIKE TO RECEIVE A SUMMARY OF ACCOUNTS (CODE 7 AT Q73),
ASK:
OTHERS GO TO 'ALL RESPONDENTS/READ' BELOW**

Q79 How would you like to receive the Summary of Accounts each year? Please bear in mind that the cheapest option is listed first and the most expensive last. **SHOWCARD 42 AND CODE ALL THAT APPLY UNDER 'SUMMARY OF ACCOUNTS'**

Q80 The Council also publishes information about its past performance and its future plans. What is your preferred method of publication? Please bear in mind that the cheapest option is listed first and the most expensive last. **SHOWCARD 42 (AGAIN) AND CODE ALL THAT APPLY UNDER 'COUNCIL PAST PERFORMANCE'**

	Q79 Summary of Accounts	Q80 Council past performance
View online at www.tunbridgewells.gov.uk	1	1
A Borough News article	2	2
Electronic leaflet by email	3	3
Printed leaflet in public places and available on request	4	4
Advert in Courier	5	5
Printed leaflet posted to all residents	6	6
Other SPECIFY	95	95

ALL RESPONDENTS

READ : Thank you, those are all the questions I have. Finally I need you to verify that you have taken part in this survey and that I have accurately recorded your comments, by signing the following statement:

'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided and used answer showcards for relevant questions.'

Name: _____
Signature: _____

PLEASE REMEMBER TO GIVE RESPONDENT A BMG CARD AND TUNBRIDGE WELLS BUSINESS CARD

IF 14 OR 15 YEARS OLD ALSO GIVE LETTER

CHECK RESPONDENT'S DETAILS – THEY NEED TO BE CORRECT FOR BACK CHECKING & FUTURE CONTACT – AND THANK THEM FOR THEIR TIME AND HELP.