

Listening to your Views

<ADDRESS 1>
<ADDRESS 2>
<ADDRESS 3>
<TOWN>
<POSTCODE>

SERIAL NUMBER

September 2006

Dear Resident,

I am writing to you to ask for your help in improving the local area and the services which the Council provides.

We'd like to hear your views about life in the local area and about issues such as transport, recycling and leisure facilities.

It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax, it is important that we hear everybody's views so that we can put our resources where they really matter.

We have appointed an independent research agency, Ipsos MORI North, to undertake this survey on our behalf.

All of your answers will be treated in the strictest confidence and will only be used to monitor the Council's services. Responses, excluding any information that might identify individual respondents, will be submitted for national comparisons by central government so that national patterns of service satisfaction can be studied.

If you have any questions or concerns about this survey please do not hesitate to contact Saralyn Chaloner at Ipsos MORI North on 0161 240 2401 who will be very happy to help you.

I very much hope you will be able to take part and feel sure that you will find it interesting. Thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire **as soon as possible** or by the 13th October 2006. No stamp is required.

Yours sincerely,



Tony Reeves, Chief Executive

If you require a large print copy or taped version of this questionnaire please telephone 0161 240 2401



Helpful hints for completing this questionnaire

- The questionnaire should be completed by any resident aged 18 or over living at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 13 pages and should take no longer than 20 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact Saralyn Chaloner at Ipsos MORI North on 0161 240 2401 or you can email listeningtoyourviews@ipsos-mori.com.
- Once you have completed the questionnaire please return it in the pre-addressed envelope supplied as soon as possible or by the 13th October 2006. **You do not need to add a stamp.**
- If you cannot find or did not receive the pre-addressed envelope please send to Ipsos MORI North, Freepost NEA 15990, Timperley, Altrincham, WA14 5ZY or call 0161 240 2401.
- If you require the questionnaire translating into Bengali, Gujarati, Hindi, Punjabi or Urdu please contact Ayaz Riaz on 01274 437007

आ प्रश्नावली में तमारी काउन्सिल की सेवाओं विषे तमारा अभिप्रायो पूछवामा आया छे. आ प्रश्नावली भरवामा जो तमारे मदद जोईती होय तो मददबानी करी अमने (01274) 437007 नंबर पर टेलिफोन करी.

اس سوالنامے میں آپ سے کونسل کی سروسز کے متعلق آپکے خیالات جاننے کے لئے کہا گیا ہے۔ اگر آپ کو یہ سوالنامہ مکمل کرنے یا سوالنامہ اپنی زبان میں درکار ہو تو براہ مہربانی ٹیلی فون نمبر: 01274437007 پر ہم سے رابطہ کریں۔

এই প্রশ্নাবলীর মাধ্যমে আপনার কাউন্সিল প্রদত্ত সার্ভিস সম্পর্কে আপনার মতামত জানতে চাওয়া হয়েছে। আপনি যদি এই যত্ন প্রশ্নাবলী আপনাকে কাউন্সিল की ओर से दी जाने वाली सेवाओं के बारे में आपके विचार जानना चाहती है। यदि आपको इस প্রশ্নাবলী को भरने में সহায়তা की आवश्यकता हो तो कृपया हमें (01274) 437007 पर टेलिफोन करें।

ਇਹ ਸਵਾਲਨਾਮਾ ਤੁਹਾਡੀ ਕੌਂਸਲ ਵਲੋਂ ਦਿੱਤੀਆਂ ਜਾਂਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਤੁਹਾਡੇ ਵਿਚਾਰ ਪੁੱਛਦਾ ਹੈ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਸਵਾਲਨਾਮਾ ਭਰਨ ਵਿਚ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ (01274) 437007 ' ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

SECTION 1 : ABOUT YOUR LOCAL AREA

Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? **Please tick ✓ up to FIVE boxes only in the left column below**

Q2. And thinking about this local area, which of the things below, if any, do you think most need improving? **Please tick ✓ up to FIVE boxes only in the right column below**

	Q1 Most important in making somewhere a good place to live	Q2 Most needs improving in this local area
Access to nature	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
Activities for teenagers	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
Affordable decent housing	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
Clean streets	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
Community activities	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
Education provision	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇
Facilities for young children	<input type="checkbox"/> ₈	<input type="checkbox"/> ₈
Health services	<input type="checkbox"/> ₉	<input type="checkbox"/> ₉
Job prospects	<input type="checkbox"/> ₀	<input type="checkbox"/> ₀
The level of crime	<input type="checkbox"/> _x	<input type="checkbox"/> _x
The level of pollution	<input type="checkbox"/> _y	<input type="checkbox"/> _y
The level of traffic congestion	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
Parks and open spaces	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
Public transport	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
Race relations	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
Road and pavement repairs	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
Shopping facilities	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
Sports & leisure facilities	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇
Wage levels & local cost of living	<input type="checkbox"/> ₈	<input type="checkbox"/> ₈
Other (□ and write in below)	<input type="checkbox"/> ₉	<input type="checkbox"/> ₉

None of these ₀ ₀
 Don't know _x _x

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?
Please tick ✓ one box only

Very
satisfied
₁

Fairly
satisfied
₂

Neither satisfied
nor dissatisfied
₃

Fairly
dissatisfied
₄

Very
dissatisfied
₅

Anti-social behaviour

Q4. Thinking about this local area, how much of a problem do you think are...

Please tick ✓ one box per row

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...parents not taking responsibility for the behaviour of their children	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...people not treating other people with respect and consideration	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...noisy neighbours or loud parties	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...teenagers hanging around on the streets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...rubbish and litter lying around	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...people being drunk or rowdy in public spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...abandoned or burnt out cars	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
...people using or dealing drugs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q5. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? **Please tick ✓ one box only**

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same background
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇

WHAT DOES YOUR COUNCIL DO?

This section summarises what some of your local authority service departments do :

Transport services

- Plan and deliver schemes, often in partnership with Metro, to improve the transport network, including new roads, bus lanes, park & ride and traffic calming schemes
- Controlling car parking, CCTV, street wardens and taxis
- Maintaining the highway, which includes roads, footpaths, cycle-ways and bridges
- Promoting road safety including winter gritting

Environmental services

- The collection, recycling and disposal of domestic waste
- Cleaning the streets and public places
- Street lighting and lighting public places
- Monitor atmospheric pollution and noise from non-domestic premises and investigate complaints
- A range of public protection activities, e.g. safety of premises such as petrol stations, entertainment centres and shops

Local Authority Education services

- Community education
- Student awards, grants and loans
- Admission to schools/exclusions
- Educational psychology
- Education welfare
- Schools
- Special educational needs teaching
- Governor services
- School planning and organisation
- Commissioning the building of new schools in co-operation with local partners
- Youth Service

Personal social services

- Day-care and home-care services
- Residential care
- Meals on wheels
- Supported living and personal support
- Children and family services
- Advocacy
- Hospital social work
- Referral to other appropriate services
- Providing information on services
- Assessment of peoples' needs

Planning services

- Prepare plans to promote the regeneration of the District
- Give expert advice to developers to help ensure developments take place
- Process planning and building regulation applications
- Look after the countryside and rights of way, conservation areas, listed buildings and trees

Cultural and recreational services

- Arts, music, festival and dance development
- Sports & leisure facilities
- Library services – including mobile libraries
- Museums and heritage services
- Neighbourhood and community centres
- Grant aid to local voluntary groups
- Manage parks and open spaces – including playing fields, nature reserves, woodland and allotments
- Open air festivals & events
- Theatres & concert halls

Benefits service

- Housing benefit claims
- Free School Meals
- Student Finance
- Council Tax benefit claims
- School Clothing Allowance

SECTION 2 : YOUR LOCAL AUTHORITY

Bradford Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services. Further information is given in 'What does your council do?' above.

Waste and litter services

Bradford Council has a duty to keep clear of litter and refuse all open public land, which it controls.

Q6. How satisfied or dissatisfied are you that Bradford Council has kept this land clear of litter and refuse? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Household waste collection

Bradford Council undertakes a weekly collection of general household waste.

Q7. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	It does not apply/don't know
The bin provided for your general household waste	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The reliability of the waste collection	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How "clean and tidy" the street is following the waste collection	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The collection of bulky household waste	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The waste collection service overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

Doorstep recycling collection

Bradford Council collects waste for recycling every four weeks from most households across the District.

Q8. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dis- satisfied	Very dis- satisfied	It does not apply/don't know
The container provided for items of recycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The reliability of the collection of items for recycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How "clean and tidy" the street is following the collection of items for recycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The service for the collection of items for recycling overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

Local recycling facilities

Bradford Council provides a range of local recycling facilities for glass, cans, plastics, paper and cardboard, textiles, wood and garden waste at several sites spread across the District.

Q9. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	It does not apply/ don't know
The location of the recycling facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The items you can deposit for recycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How "clean and tidy" the site is	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The provision of local recycling facilities overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

The local tip/household waste recycling centre

Bradford Council provides several sites for the disposal and/or recycling of bulky household waste, that is, the local "tip" or "household waste recycling centre". Spread across the District, these include Bowling Back Lane and Wilson Road in Bradford, Ford Hill in Queensbury, Golden Butts in Ilkley, Dowley Gap in Bingley, and Sugden End and Stockbridge in Keighley.

Q10. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide. PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE USED A LOCAL TIP or HOUSEHOLD WASTE RECYCLING CENTRE IN THE LAST 12 MONTHS. **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	It does not apply/ don't know
The location of the site	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The opening hours of the site	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The recycling facilities at the site	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How clean the site is	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How helpful the staff are	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How "user-friendly" the site is (the ability to deposit your waste easily)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The local tip/household waste recycling centre overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

Public transport information

West Yorkshire Passenger Transport Executive (Metro) has responsibility for the following types of information about local transport services: timetables, leaflets and information at bus stops, maps, Metro Travel Centres, Metroline telephone information line, Journey Planner (Internet) 'yournextbus' realtime information by text, internet and WAP, and promotional leaflets, such as those for concessionary travel by senior citizens or young people.

Q11. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide. **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ don't know
The amount of information	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The accuracy of the information	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The provision of public transport information overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

Q12. Have you received or seen any of the information provided on local transport services, in the last 12 months? **Please tick ✓ one box only**

Yes ₁ No ₂ Don't know ₃

The local bus service

West Yorkshire Passenger Transport Executive (Metro) subsidises non-profitable services provided by commercial bus operators. Metro also organises home-to-school transport, including the MyBus Yellow Bus scheme. Metro operates and maintains bus stations including Bradford Interchange and Keighley, all bus stops and bus shelters. Metro is not responsible for the actual operation of buses.

Q13. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT. **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ don't know
The frequency of buses	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The number of bus stops	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The state of the bus stops	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
Whether buses arrive on time	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
How easy buses are to get on and off	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
The local bus service overall	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

Q14. How frequently, if at all, do you use the local bus service? **Please tick ✓ one box only**

Almost every day ₁ At least once a week ₂ About once a month ₃ Within the last 6 months ₄ Within the last year ₅ Longer ago ₆ Never used ₇ Don't know ₈

Cultural and recreational activities and venues

Bradford Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q15. Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Bradford Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT. Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Museums and galleries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Theatres/concert halls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q16. Please indicate how frequently you have used the following cultural and recreational services provided or supported by Bradford Council in the last 12 months.

Please tick ✓ one box per row

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ don't know
Sports/leisure facilities and events	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Museums and galleries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Theatres/concert halls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Q17. For each of the following services provided by Bradford Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Collection of household waste	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Local recycling facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Doorstep collection of items for recycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Local tips/household waste recycling centres	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Local transport information	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Local bus service	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Sports/leisure facilities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Libraries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Museums/galleries	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Theatres/concert halls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Parks and open spaces	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Other services

Bradford Council also provides other services and West Yorkshire Fire & Rescue Authority has responsibility for fire and rescue services in your area.

Q18. Please indicate how satisfied or dissatisfied you are overall with the following services provided by Bradford Council or West Yorkshire Fire & Rescue Authority.

PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Planning services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Personal social services	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Fire and rescue service	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Local authority education service	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q19. Please indicate whether you or any other member of your family have used any of the following services provided by Bradford Council or West Yorkshire Fire & Rescue Authority in the last 12 months.

Please tick ✓ all boxes that apply

Planning services	Personal social services	Fire & rescue service	Local authority education services
<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q20. Taking everything into account, how satisfied or dissatisfied are you with the way Bradford Council runs things? **Please tick ✓ one box only**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

SECTION 3 : INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES

Q21. How well informed do you feel about each of the following?

Please tick ✓ one box per row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the Council	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How and where to register to vote	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How you can get involved in local decision making	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How to complain to the Council	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
What the Council spends its money on	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
What standard of service you should expect from the Council	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Whether the Council is delivering on its promises	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
What the Council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
How well the Council is performing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Q22. How do you find out about Bradford Council? Please tick the MAIN source you use from the list below. **Please tick ✓ one box only**

- Local media (newspapers, television, radio) ₁
- Information provided by the Council (newspaper/magazine, leaflets, posters) ₂
- Council website/internet ₃
- From local Councillor ₄
- Direct contact with the Council ₅
- Word of mouth (e.g. family or friends) ₆
- Other source (and write in below) ₇

- None of the above ₈
- Don't know ₉

SECTION 4 : CONTACTING YOUR COUNCIL

Making a complaint

Q23. Have you contacted the authority with a complaint(s) in the last 12 months?

Please tick ✓ one box only

Yes (*Please continue to Q24*) ₁

No (*Please go to Q26*) ₂

Q24. What did the complaint(s) relate to?

Please write in below. Write in "don't know" if you cannot recall

Q25. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? **Please tick ✓ one box only**

Very satisfied

 ₁

Fairly satisfied

 ₂

Neither satisfied nor dissatisfied

 ₃

Fairly dissatisfied

 ₄

Very dissatisfied

 ₅

Contacting your Council for other reasons

QUESTIONS 26 TO 28 ARE ABOUT YOUR MOST RECENT CONTACT WITH THE COUNCIL FOR OTHER REASONS THAN TO MAKE A COMPLAINT.

IF YOU HAVE CONTACTED THE COUNCIL FOR ANY REASON OTHER THAN TO MAKE A COMPLAINT IN THE PAST 12 MONTHS, PLEASE CONTINUE TO Q26. OTHERWISE, PLEASE GO TO Q29.

Q26. Which of these describes the reasons why you made YOUR MOST RECENT contact with the Council? **Please tick ✓ all boxes that apply**

- | | | | |
|------------------------------|---------------------------------------|-------------------------------|---------------------------------------|
| Reported an issue or problem | <input type="checkbox"/> ₁ | Don't know/can't remember | <input type="checkbox"/> ₄ |
| Asked for advice/information | <input type="checkbox"/> ₂ | Any other reason | <input type="checkbox"/> ₅ |
| Applied to use a service | <input type="checkbox"/> ₃ | (☐ and write in below) | |

Q27. How were you in contact with the Council? **Please tick ✓ all boxes that apply**

- | | | | |
|--------------|---------------------------------------|------------------------|---------------------------------------|
| In person | <input type="checkbox"/> ₁ | Via a website/internet | <input type="checkbox"/> ₄ |
| By telephone | <input type="checkbox"/> ₂ | By letter | <input type="checkbox"/> ₅ |
| By e-mail | <input type="checkbox"/> ₃ | Other method | <input type="checkbox"/> ₆ |
- (☐ and write in below)**

Q28. Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable. **Please tick ✓ one box per row**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easy it was to find the right person to deal with	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
The length of time it took to deal with the person you contacted	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
Any information you were given	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
How competent the staff were	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
How helpful the staff were	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
The final outcome	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇

SECTION 5 : LOCAL DECISION MAKING

Bradford Council provides opportunities for residents to participate in decision making in your local area such as Neighbourhood Forum Meetings, public consultation meetings, residents' surveys and the Bradford Keighley Youth Parliament.

Q29. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision making provided by your Council? **Please tick ✓ one box only**

- | | | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
| <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ | <input type="checkbox"/> ₆ |

Q30. Do you agree or disagree that you can influence decisions affecting your local area?

Please tick ✓ one box only

- | | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Definitely agree | Tend to agree | Tend to disagree | Definitely disagree | Don't know |
| <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |

Q31. Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area? **Please tick ✓ one box only**

Yes
_1

No
_2

Depends on the issue
_3

Don't know
_4

SECTION 6 : HOW YOUR COUNCIL PERFORMS OVERALL

Q32. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council? **Please tick ✓ one box per row**

My Council...

	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...is working to make the area safer	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...is working to make the area cleaner and greener	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...is efficient and well run	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...provides good value for money	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...is trustworthy	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...is remote and impersonal	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...promotes the interests of local residents	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...acts on the concerns of local residents	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
...treats all types of people fairly	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5

Q33. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same? **Please tick ✓ one box only**

Better
_1

Stayed the same
_2

Worse
_3

Don't know
_4

SECTION 7 : ABOUT YOURSELF

Q34. Are you male or female? **Please tick ✓ one box only**

Male _1

Female _2

Q35. What was your age on your last birthday?

Please write in

Years

Q36. How long have you/your household been living in your current accommodation?

Please tick ✓ one box only

Under 1 year _1

11-20 years _5

1-2 years _2

21+ years _6

3-5 years _3

Don't know/can't remember _7

6-10 years _4

Q37. How long have you/your household been living in this area?

Please tick ✓ one box only

Under 1 year ₁

11-20 years ₅

1-2 years ₂

21+ years ₆

3-5 years ₃

Don't know/can't remember ₇

6-10 years ₄

Q38. In which of these ways does your household occupy your current accommodation?

Please tick ✓ one box only

Owned outright ₁

Rent from Housing Association/Trust ₄

Buying on mortgage ₂

Rented from private landlord ₅

Rent from Council ₃

Other (and write in below) ₆

Q39. How many adults aged 18 or over are living here? **Please tick ✓ one box only**

One ₁

Four ₄

Two ₂

Five ₅

Three ₃

More than five
(and write in number below) ₆

Q40. Which of these activities best describes what you are doing at present?

Please tick ✓ one box only

Employee in full-time job (30 hours plus per week) ₁

Employee in part-time job (under 30 hours per week) ₂

Self employed full or part-time ₃

On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) ₄

Full-time education at school, college or university ₅

Unemployed and available for work ₆

Permanently sick/disabled ₇

Wholly retired from work ₈

Looking after the home ₉

Doing something else (and write in below) ₀

Q41. Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time).

Please tick ✓ one box only

Yes (*Please continue to Q42*) ₁

No (*Please go to Q43*) ₂

Q42. Does this illness or disability limit your activities in any way?

Please tick ✓ one box only

Yes ₁

No ₂

Q43. To which of these groups do you consider you belong?

Please tick ✓ one box only

White

British ₁

Irish ₂

Any other White background
(and write in below) ₃

Black or Black British

Caribbean ₁

African ₂

Any other Black background
(and write in below) ₃

Mixed

White & Black Caribbean ₄

White & Black African ₅

White & Asian ₆

Any other Mixed background
(and write in below) ₇

Asian or Asian British

Indian ₄

Pakistani ₅

Bangladeshi ₆

Any other Asian background
(and write in below) ₇

Chinese and Other ethnic groups

Chinese ₈

Other ethnic group
(and write in below) ₉

Q44. Is there anything else you would like to add?

Please write in below

Thank you very much for taking part in this survey.

Please return this questionnaire in the pre-paid envelope provided to :

Ipsos MORI North, Freepost NEA15990, Timperley, Altrincham, WA14 5ZY

Please return your questionnaire as soon as possible or by the 13th October 2006.