

Are you being served?

Annex A: example questionnaires



Introduction

This annex shows how a survey which follows all of the guidelines in *Benchmarking resident satisfaction data: question set and guidance* would look.

Four example questionnaires are outlined below, covering four possible scenarios:

- Scenario A: The survey is being conducted by a single tier council
- Scenario B1: The survey is being conducted by a district only, within a two tier area.
- Scenario B2: The survey is being conducted by a county only, within a two tier area.
- Scenario C: The survey is being conducted by a district and county council in partnership within a two tier area.

Please note, these questionnaires are based on a postal survey approach. Slight modifications will be needed for a telephone or face to face data collection method, in particular with regard to the 'don't know' answer option. The guidelines around this are outlined in the main guidance document.

12. *To what extent would you agree or disagree that people in this local area pull together to improve the local area?*

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. *Thinking about this local area, how much of a problem do you think each of the following are....*

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/no opinion
Noisy neighbours or loud parties	<input type="checkbox"/>				
Rubbish or litter lying around	<input type="checkbox"/>				
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>				
People using or dealing drugs	<input type="checkbox"/>				
People being drunk or rowdy in public places	<input type="checkbox"/>				
Groups hanging around the streets	<input type="checkbox"/>				

12. *To what extent would you agree or disagree that people in this local area pull together to improve the local area?*

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. *Thinking about this local area, how much of a problem do you think each of the following are....*

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Rubbish or litter lying around	<input type="checkbox"/>				
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>				
People using or dealing drugs	<input type="checkbox"/>				
People being drunk or rowdy in public places	<input type="checkbox"/>				
Groups hanging around the streets	<input type="checkbox"/>				

12. *To what extent would you agree or disagree that people in this local area pull together to improve the local area?*

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
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13. *Thinking about this local area, how much of a problem do you think each of the following are....*

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/no opinion
Noisy neighbours or loud parties	<input type="checkbox"/>				
Rubbish or litter lying around	<input type="checkbox"/>				
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>				
People using or dealing drugs	<input type="checkbox"/>				
People being drunk or rowdy in public places	<input type="checkbox"/>				
Groups hanging around the streets	<input type="checkbox"/>				

Scenario C: district and county council in partnership

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your local area receives services from two councils, [name of district council] and [name of county council]. [Name of district council] is responsible for services such as refuse collection, street cleaning and planning. [Name of county council] is responsible for services such as education, social care services and road maintenance.

2. Overall, how satisfied or dissatisfied are you with the way:

a) **[Name of district council]** runs things?

b) **[Name of county council]** runs things?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
[name of district council]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[name of county council]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In considering the following question, please think about the range of services that both [name of district council] and [name of county council] provide to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services [name of district council] and [name of county council] provide to the community. We would like your general opinion.

3. To what extent do you agree or disagree that:

a) **[Name of district council]** provides value for money?

b) **[Name of county council]** provides value for money?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
[name of district council]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[name of county council]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. On balance, which of the following statements comes closest to how you feel about:

a) **[Name of district council]**?

b) **[Name of county council]**?

	I speak positively of the council without being asked	I speak positively of the council if I am asked about it	I have no views one way or another	I speak negatively about the council if I am asked about it	I speak negatively about the council without being asked	Don't know
[name of district council]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[name of county council]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. To what extent do you think:

a) **[Name of district council]** acts on the concerns of local residents?

b) **[Name of county council]** acts on the concerns of local residents?

	A great deal	A fair amount	Not very much	Not at all	Don't know
[name of district council]	<input type="checkbox"/>				
[name of county council]	<input type="checkbox"/>				

6. Overall, how well informed do you think:

a) **[Name of district council]** keeps residents about the services and benefits it provides?

b) **[Name of county council]** keeps residents about the services and benefits it provides?

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
[name of district council]	<input type="checkbox"/>				
[name of county council]	<input type="checkbox"/>				

7. How strongly do you feel you belong to your local area?

Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
<input type="checkbox"/>				

8. How safe or unsafe do you feel when outside in your local area after dark?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/>					

9. How safe or unsafe do you feel when outside in your local area during the day?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/>					

10. How much do you trust:

a) **[Name of district council]**?

b) **[Name of county council]**?

	A great deal	A fair amount	Not very much	Not at all	Don't know
[name of district council]	<input type="checkbox"/>				
[name of county council]	<input type="checkbox"/>				

11. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

By getting on well together, we mean treating each other with respect.

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same ethnic background
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Thinking about this local area, how much of a problem do you think each of the following are....

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Rubbish or litter lying around	<input type="checkbox"/>				
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>				
People using or dealing drugs	<input type="checkbox"/>				
People being drunk or rowdy in public places	<input type="checkbox"/>				
Groups hanging around the streets	<input type="checkbox"/>				



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