Research Report

Luton Citizens' Panel Survey – January 2011

Prepared for: Luton Borough Council

bmg research

Citizens' Panel – January 2011

Prepared for: Luton Borough Council

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Table of Contents

1 Executive summary

1.1 Introduction

This survey was undertaken among members of the Luton Citizens' Panel. 994 current Panel members were mailed a survey questionnaire in January 2011, with a reminder mailing going out in February. In total, 545 questionnaires were returned, providing a response rate of 55%.

This report contains a written summary of the survey questions concerning, community safety, soLUTiONs (Luton's Community Safety Partnership), audit and investigations, communications, street services enforcement and Bedfordshire and Luton Fire & Rescue Service.

1.2 Community safety

When asked how safe panel members feel when outside in the local area after dark and during the day, the vast majority feel safe during the day (87% rating very or fairly safe). However, the proportion feeling safe falls to just under a half (48%) after dark, with 32% stating they feel unsafe.

The main reason for feeling unsafe after dark is groups or gangs of youths hanging around (42%). Smaller proportions also mention dark areas/lack of lighting (10%), lack of police presence (9%), drunks (8%), drug dealers/addicts (7%) and a general fear (7%). Only 24 respondents feel unsafe during the day and the main reasons for this are group or gangs of youths (9 respondents) or muggings/fear of being mugged. (4).

The main anti-social behaviour problems are people using/dealing drugs (39% a big or very big problem), rubbish/litter (39%), burglary (39%) and teenagers hanging around (34%). Sizeable proportions also cite people being drunk/rowdy (23%), robbery (23%), violent crime (20%), vandalism/graffiti (23%) and vehicle crime (24%) as big problems.

When panel members were asked to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together, eight in ten of those providing a valid response (79%) say they agree and 21% disagree.

1.3 soLUTiONs

More than a quarter of panel members (27%) say they recognise the soLUTiONs logo. A similar proportion (28%) have heard of soLUTiONs.

Among those aware of soLUTiONs, at least a half first heard about the partnership in Lutonline (57%) and local newspapers (50%). Smaller proportions mention newsletters (16%), events (13%), the Council's website (11%) and word of mouth (11%).

1.4 Audit and investigations

When panel members were then asked how strongly they agree or disagree with specific statements about Council audit and investigation activities, most say they agree that they are concerned about the level of benefit fraud in Luton (76%), that they would feel confident in reporting allegations of fraud to the Council (65%) and that the Council positively publicises fraud convictions in the local media (53%). Just under half agree that the Council's Investigations Team delivers value for money (47%) and that it has a robust approach to tackling benefit fraud (46%).

1.5 Communications

Sources of information

Almost seven in ten panel members feel well informed about Council services (68% saying very well or fairly well), leaving just under a third not well informed (32% saying not very well or not at all).

A majority of panel members say they have received all three free newspapers through their door, particularly the Herald & Post (82%) and Luton on Sunday (78%), with slightly fewer recalling receipt of Lutonline (61%). Most of those who received them also read them; 71% (of all respondents) read the Herald & Post, 66% Luton on Sunday and 53% Lutonline.

Four in ten residents say they listen to both Heart FM (39%) and BBC 3 Counties (39%). About a third also listen to National Radio (32%). About one in six listen to no radio stations (15%).

The main source used to obtain information about Council services is Lutonline (52%). More than a third also use Luton Borough Council website (37%), and about a quarter each use the Council A-Z guide (23%) and local radio stations (23%). One in ten say they do not get council information (10%).

In terms of rating the communication panel members receive from the Council at present, more than four in ten (42%) rate it good, whilst one in five (20%) rate it poor.

Views on a single publication with information about the Council

Almost eight in ten panel members (78%) agree that the Council should produce one publication that includes all information about the Council, in order to cut costs. Less than one in ten (8%) disagree. Furthermore, about three quarters would like to receive such a publication to their door (76%). Smaller proportions mention receiving it via the Council website (25%) or leaving it to be picked up in public places (21%).

More than eight in ten panel members (85%) agree with the proposal of producing one shared publication for residents to access information about public services, with 5% disagreeing.

Of the 27 respondents who disagree, the main reasons for this are that it would be too big/have too much information (7 respondents) or would be too expensive/waste of money (6 respondents).

1.5.1 Access to the internet

Eight in ten panel members (79%) have access to the internet at home. Among these, seven in ten (71%) use the Council website for at least one of the listed activities. In particular, it is used for looking for contact details for services (41% of those with internet access), to access service information (34%), to check refuse collection times (28%) and to view/apply for jobs (22%). Smaller proportions also use it to check bus timetables (17%), to view the latest council news stories (14%) and to pay bills (10%).

Among those with internet access, a half (51%) fully support the Council to include advertisements on their website to generate a small income. A further third (34%) partly support this proposal, leaving about one in seven (15%) not supporting it at all.

1.5.2 Preferences for receiving Council information

When asked what were the three most preferred methods to receive information from the Council, eight in ten panel members (79%) cite local newspapers. Lutonline (58%), the Council website (46%) and local radio (35%) was also mention by at least a third.

1.6 Street Services Enforcement

1.6.1 Perceptions of environmental issues

In terms of specific environmental issues, just under a half of panel members feel that street litter is a problem (45% a very big or fairly big problem). Sizeable proportions also feel that bins left out on pavements (30%), unlicensed vehicles (34%) and fly tipping (34%) are problems.

Street litter is cited by more than a quarter of panel members as both a concern in the local area (33%) and in Luton as a whole (28%). Whilst only small proportions mention other issues (between 1% and 10%), they are generally cited equally as a local and borough-wide problem.

1.6.2 Priorities for allocating resources

When asked to prioritise the activities of the Council's Street Services Enforcement Unit in allocating resources in the future, street litter (76% rating it a high priority, ie a score of 4-5 out of 5) and unlicensed vehicles (68%) are considered the top two priorities. Fly tipping (59%) and abandoned vehicles (54%) are also scored as a high priority by more than a half of respondents.

1.6.3 Contact with the Street Services Enforcement Unit

One in seven panel members (14%) have had contact with the Street Services Enforcement Unit in the last two years. Among these, views on the service received are generally very good, with most respondents rating each aspect good or very good. The vast majority rate politeness/courteousness good (88%) and at least three quarters professionalism (77%), speed of initial response (79%) and clarity of communication (76%). The only aspects which a sizeable proportion rate poor were the overall time taken to resolve the issue (25% rating poor or very poor) and satisfaction with the resolution (23%).

Among the 52 respondents who said 'very good', reasons for this centred on the fact that the issue was dealt with quickly (44%). A further one in five said that staff were well mannered or polite (21%).

1.7 Bedfordshire and Luton Fire & Rescue Service

Following an explanation of the activities and cost of the Fire & Rescue Service, panel members were asked whether the Service represents good value or not.

Among users, more than a half (53%) feel the Fire & Rescue Service is 'very good value' for money and just under a half (46%) 'good value', with only 1% giving a 'poor' response. Among non users almost four in ten (38%) say it is 'very good value' and more than a half 'good value' (46%), with less than one in ten (8%) saying 'poor value'.

A third of panel members (35%) would be prepared to pay more Council Tax in order to protect the front line services that the Fire & Rescue Service provides. However, more than six in ten (62%) would not be prepared to do so.

Among those who have used the Fire & Rescue Service, four in ten (40%) are very satisfied and more than a half (56%) fairly satisfied. Very few are dissatisfied (4%).

1.8 Benchmarking over time

The table below summarises the findings for the current survey against findings from the Place Survey 2008, where applicable.

The data suggests that perceptions of anti-social issues have decreased over the last two and half years across most aspects. There has been a sizeable fall for vehicle crime, teenagers hanging around and vandalism/graffiti. The only issue which is perceived to have increased is rubbish/litter lying around.

Compared to 2008, perceptions of the level of community cohesion have also increased and the provision of information is perceived as having improved.

Figure 1 : Key data over time

	2008	2011
% feeling safe when outside in the local area :		
After dark	35%	48%
During the day	80%	87%
% perceiving a problem with anti-social behavior issues :		
People using or dealing drugs	45%	39%
Rubbish or litter lying around	35%	39%
Burglary	47%	39%
Teenagers hanging around the streets	53%	34%
Vehicle crime (eg theft of or theft from a vehicle)	44%	24%
Vandalism, graffiti and other deliberate damage to property or vehicles	39%	23%
People being drunk or rowdy in public places	35%	23%
Robbery	37%	23%
Violent crime	29%	20%
Noisy neighbours or loud parties	16%	9%
Abandoned or burnt out cars	14%	8%
% agreeing that the local area is a place where people from different backgrounds get on well together :		
Agree	73%	79%
% who feel well informed about Council services		
Informed	39%*	68%
* Question wording : Overall, how well informed do you feel about local public services?		

1.9 Key findings

Despite improvements over time, there is a sizeable proportion of the community which is fearful of going out after dark. Interestingly this is most prevalent among young people, who are also considered by many to be the cause of their fear.

One of the key areas of improvement, which soLUTiONs could focus on is increased lighting in key locations.

Apart from more obvious anti-social behaviour issues, litter lying around effects peoples' perceptions of an area. Running anti-litter campaigns, which would encourage volunteers to help clear up and keep areas looking tidy would help these perceptions.

Interestingly, it is the same group of young people that most perceive lack of harmony in their community. Is this a direct response to lack of community cohesion or are other issues impacting on their perceptions of an area, such as anti-social behaviour and litter problems?

A sizeable proportion of residents are already aware of soLUTiONs and this in itself may aid support from local volunteers and community groups, to get involved in picking up litter, or being more vigilant of local crime. This awareness could be further built upon through communication in Lutonline, local newspapers and using electronic communication methods.

There is also substantial support in the Council's endeavours to tackle benefit fraud, although again, young people seem the most sceptical of these activities. It is young people who feel the least well informed of council services, and thus further communication should be targeted at young people via the Council website, text messaging, Facebook, Twitter etc.

Most residents agree that one publication that includes Council information and that of partners would be more cost effective. Whilst delivery to the door is still important for older age groups, this is changing. Indeed, more than a half of 65+ year olds now have access to the internet.

There is also a need to encourage much more use of the Council website, particularly when responding to online consultations, viewing Lutonline and paying bills. It is worth considering offering Luton Citizens' Panel members the option of completing panel surveys on line as well as paper based or telephone questionnaires in the future.

There is a lot of support for advertising on the website to generate further income. Furthermore, focussing on interesting advertising, for example local events and activities may draw in a wider audience to use the website, eg local pop concerts attracting young people.

The Street Services Enforcement Unit is seen in a very positive light among those who have had contact with it.

Apart from litter, none of the listed environmental issues are considered big problems locally, but they have a far wider impact than just untidy streets. The state of streets affects people's perceptions of their local area, how comfortable and how safe they feel, and how much pride they take in the area.

Thus, these activities are very important not only in keeping streets clean but also potentially impacting on the level of anti-social behaviour, because pride will affect both the perceptions of victims and perpetrators alike.

The Bedfordshire and Luton Fire & Rescue Service is considered good value for money, both among users and non users. However a majority of residents do not want to pay more Council tax to protect the service, and the groups most likely to say so are those least able to afford more expenditure. Behind this fact may also be a lack of understanding of what the Fire & Rescue Service does for residents and more communication, not only as part of the annual Council Tax Bill notification, will aid better understanding and appreciation of the Service.

2   Introduction

2.1   Method

This survey was undertaken among members of the Luton Citizens' Panel. 994 current Panel members were mailed a survey questionnaire on 20th January 2011, with a cut off date of 7th February. Those who had not returned a completed questionnaire by the cut off date, were mailed a reminder on 11th February, with a cut off date of 28th February. In total, 545 questionnaires were returned, providing a response rate of 55%.

2.2   Report content

This report contains a written summary of the survey questions concerning:

- Community safety;

- soLUTiONs – Luton's Community Safety Partnership;

- Audit and investigations;

- Communications;

- Street services enforcement;

- Bedfordshire and Luton Fire & Rescue Service.

Where applicable, data has been compared to the results from the Place Survey 2008. When analysing these results, it must be borne in mind that the Place Survey was a postal survey among all residents of Luton, whilst the current survey is among Luton Citizens' Panel members.

Graphs and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than +/-1%. These occur where, for example, rating scales have been added to calculate proportions of respondents who are satisfied at all (ie either very or fairly satisfied).

'Rating questions' have been reported on those who provided a valid response, ie taking out 'don't know', 'not applicable' and 'not provided' responses.

In addition to this written report, a separate data report has been produced, which shows the total results for each question and also the results cross-tabulated by the following respondent sub groups :

- Gender;

- Age;

- Children in household;

- Ethnicity;

- Disability;

- Employment status;

- Length in Luton;

- Index of Multiple Deprivation (5 groups);

- Socio-economic classification (SEC);

- Area committee area.

The Index of Multiple Deprivation is a measure of multiple deprivation at the small area level (Super Output Areas). The IMD contains seven Domains of deprivation: Income deprivation, Employment deprivation, Health deprivation and disability, Education, skills and training deprivation, Barriers to Housing and Services, Living environment deprivation and Crime. Each Domain contains a number of indicators. All the Super Output Areas in Luton are given a value, ranked from the most deprived to the least deprived areas and then divided into 5 groups. Several Super Output Areas fall into each ward in Luton, so some wards can be a mix of Indices.

The map below shows each of the Super Output areas in Luton, and each is colour coded according to which of the 5 IMD groups they fall into.
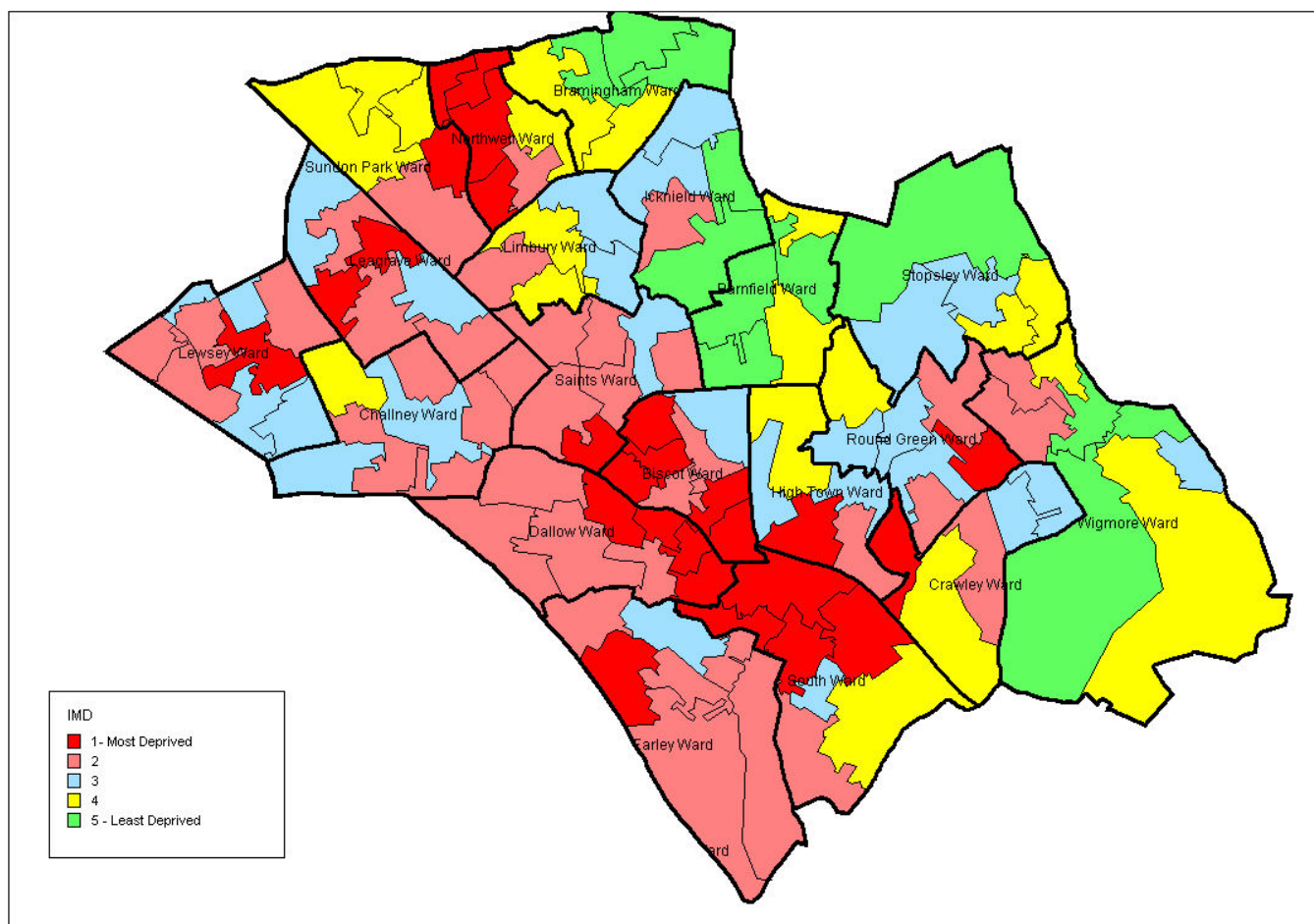
The five Area committee areas were defined by ward, with the following wards included in each :

- North Luton = Bramingham, Icknield, Limbury, Northwell and Sundon Park;

- East Luton = Crawley, Round Green, Stopsley, Wigmore;

- South Luton = Dallow, Farley, South;

- West Luton = Challney, Leagrave, Lewsey;

- Central Luton = Barnfield, Biscot, High Town, Saints.

Where significant differences in demographic groups are apparent these have been reported.

The profile of respondents can be found in Appendix 1.

A copy of the questionnaire can be found in Appendix 2.

3   Community safety

3.1   Perceptions of safety in the local area

Panel members were first asked how safe they feel when outside in the local area after dark and during the day.

The vast majority felt safe during the day (87% rating very or fairly safe) and only 5% felt unsafe. However, the proportion feeling safe fell to just under a half (48%) after dark, with 32% stating they felt unsafe.

Figure 2 : Q1/Q2 Perceptions of safety when outside in the local area after dark/during the day (all respondents providing a valid response)
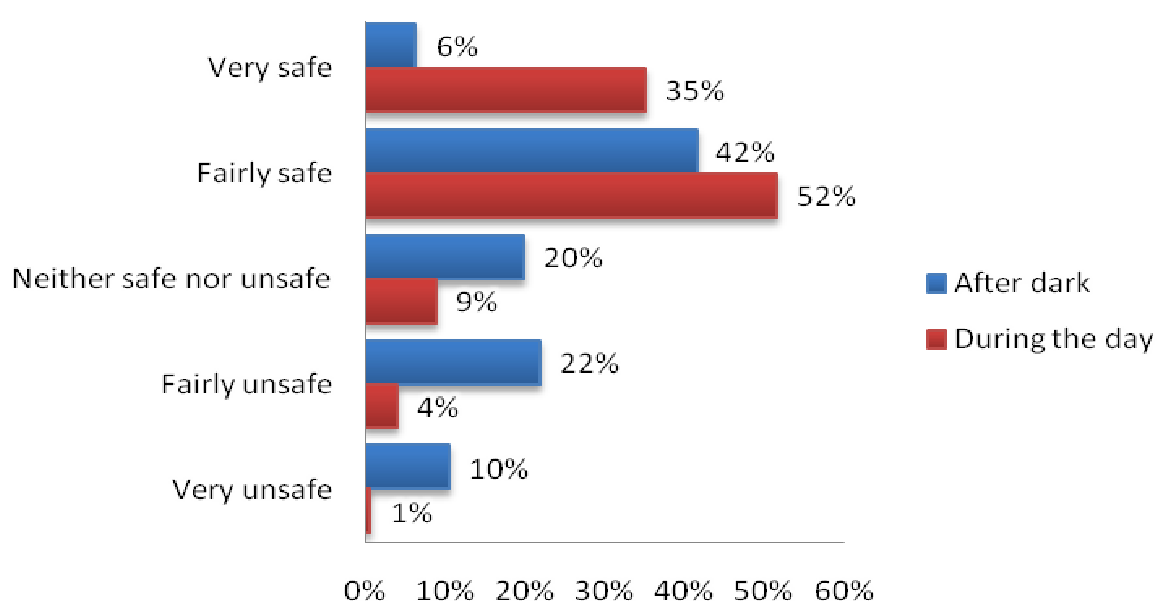
Sample bases=525 (after dark), 530 (during the day)

Those most likely to feel unsafe after dark were :

- 16-24 year olds (50%);

- Those living in the most deprived areas (38% in the most deprived and 42% in the second most deprived area).

The only significant difference among those most likely to feel unsafe during the day was those living in South Luton (8%), who were more likely to feel unsafe than those living in Central Luton (1%).

As the table below shows, a comparison to the Place Survey results in 2008[1], shows an increase in perceptions of safety both after dark and during the day.

Figure 3 : Q1/Q2 Perceptions of safety when outside in the local area after dark/during the day (all respondents providing a valid response)

	2008	2011
Very/fairly safe after dark	35%	48%
Very/fairy safe during the day	80%	87%
Very/fairly unsafe after dark	45%	32%
Very/fairy unsafe during the day	9%	5%
Bases= after dark/during the day	**1173/1165**	**525/530**

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[1] The Place Survey 2008 was undertaken using a postal methodology with a sample of all residents in Luton

Panel members who felt safe during the day or after dark were asked why this was the case.

The main reason for feeling unsafe after dark was groups or gangs of youths hanging around, with more than four in ten residents mentioning this. Smaller proportions also mentioned dark areas/lack of lighting, lack of police presence, drunks, drug dealers/addicts and a general fear.

Figure 4 : Q3a Reasons for feeling unsafe after dark (where feel unsafe)
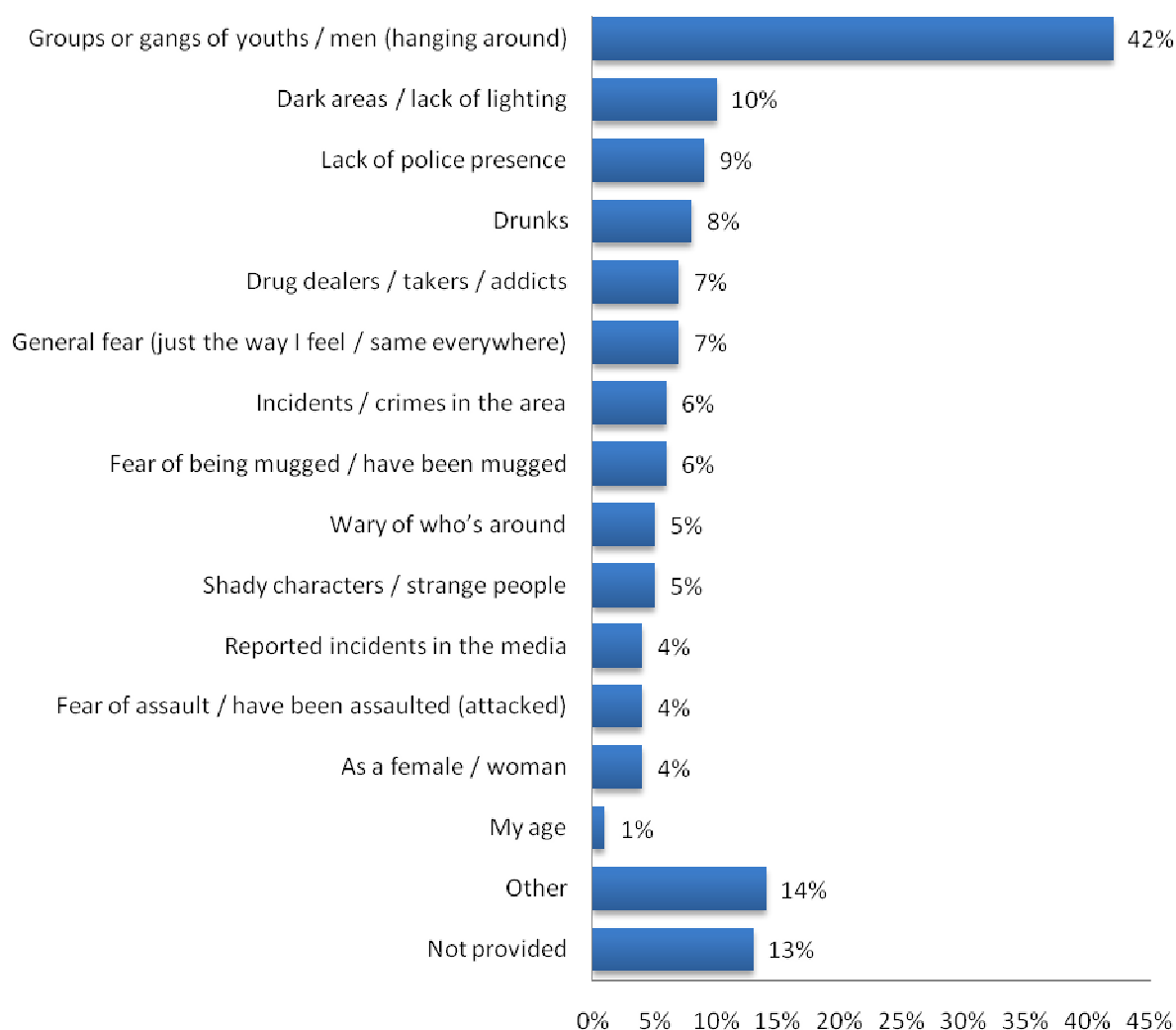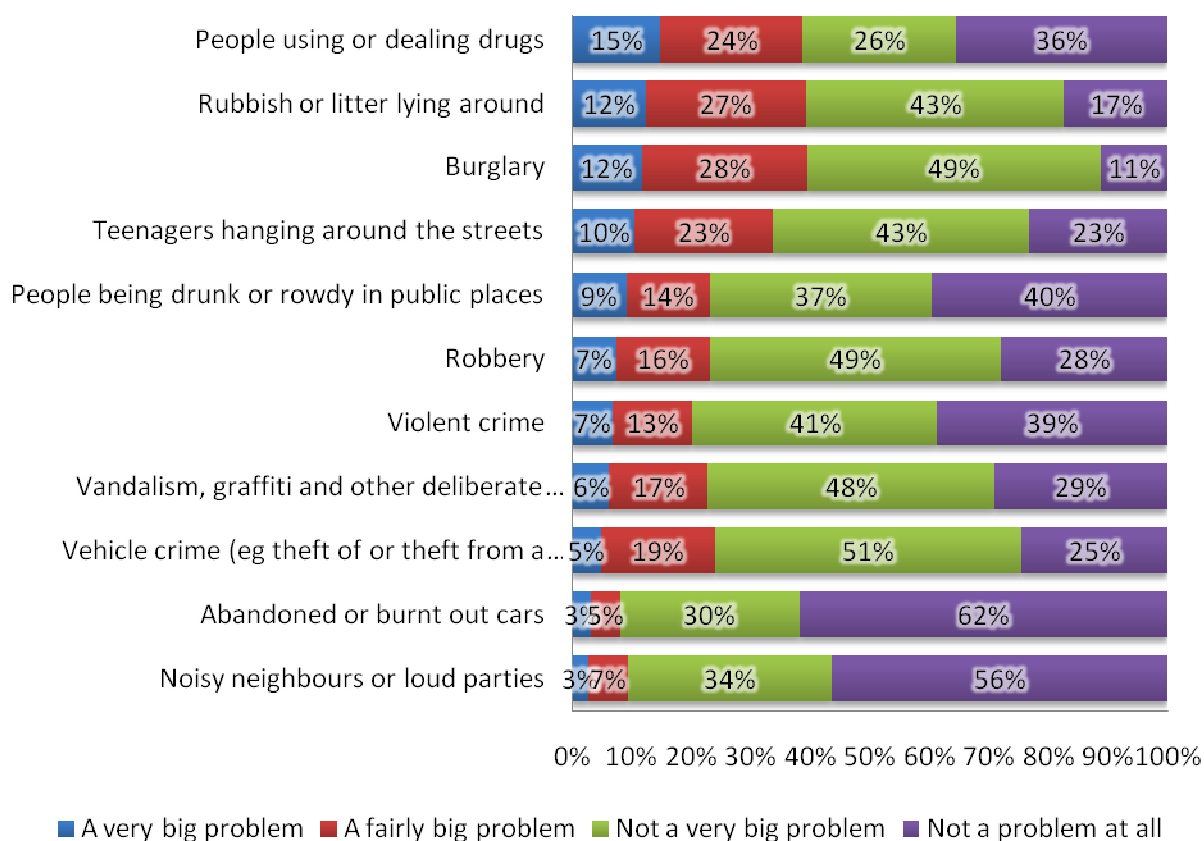

Sample base=170

Only 24 respondents felt unsafe during the day and the main reasons for this were group or gangs of youths (9 respondents) or muggings/fear of being mugged. (4).

3.2 Perceptions of anti-social behaviour issues

Panel members were asked how much of a problem they felt specific anti-social issues were in the local area.

The main anti-social behaviour problems, cited by at least a third of panel members as a big or very big problem were people using/dealing drugs (39%), rubbish/litter (39%), burglary (39%) and teenagers hanging around (34%). People being drunk/rowdy (23%), robbery (23%), violent crime (20%), vandalism/graffiti (23%) and vehicle crime (24%) were also perceived as big problems by sizeable proportions of residents.

Figure 5 : Q4 Level of problem with anti-social behaviour issues in the local area (all respondents providing a valid response)

Sample bases vary=460-526

Focussing on the biggest issues in the local area, similar groups of respondents tended to perceive them as problems. Those most likely to perceive a problem with people using/dealing drugs were :

- 16-24 year olds (64%);

- Those living in the most deprived wards (61%).

Those most likely to perceive a problem with rubbish/litter were :

- Those based in South Luton (59%) and Central Luton (59%).

Those most likely to perceive a problem with burglary were :

- 16-24 year olds (67%);

- Asian groups (63%).

Those most likely to perceive a problem with teenagers hanging around were :

- 16-24 year olds (64%);

- Those in SEC group non-working, routine and semi-routine occupations (52%);

- BME groups (50%).

The table below shows a comparison of 2011 data with 2008 data. It shows the proportion citing each problem as a 'fairly big' or 'very big' problem.

The data suggests that perceptions of anti-social issues have decreased over the last two and half years across most aspects. There has been a sizeable fall for vehicle crime, teenagers hanging around and vandalism/graffiti. The only issue which is perceived to have increased is rubbish/litter lying around.

Figure 6 : Q4 Level of problem with anti-social behaviour issues in the local area (all respondents providing a valid response) % saying a 'fairly big' or 'very big' problem

|	2008	2011
People using or dealing drugs	45%	39%
Rubbish or litter lying around	35%	39%
Burglary	47%	39%
Teenagers hanging around the streets	53%	34%
Vehicle crime (eg theft of or theft from a vehicle)	44%	24%
Vandalism, graffiti and other deliberate damage to property or vehicles	39%	23%
People being drunk or rowdy in public places	35%	23%
Robbery	37%	23%
Violent crime	29%	20%
Noisy neighbours or loud parties	16%	9%
Abandoned or burnt out cars	14%	8%
Sample bases vary		

3.3 Community cohesion

Panel members were asked to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together.

Among all respondents, 14% said don't know, 2% that there were too few people in the local area, 2% that they were all the same background and 1% did not provide a response.

Taking the above responses out of the calculations and focussing on those providing a valid response, eight in ten respondents (79%) agreed that their local area is a place where people from different backgrounds get on well. 21% disagreed with this.

Figure 7 : Q5 Level of agreement that the local area is a place where people from different backgrounds get on well together (all respondents providing a valid response)
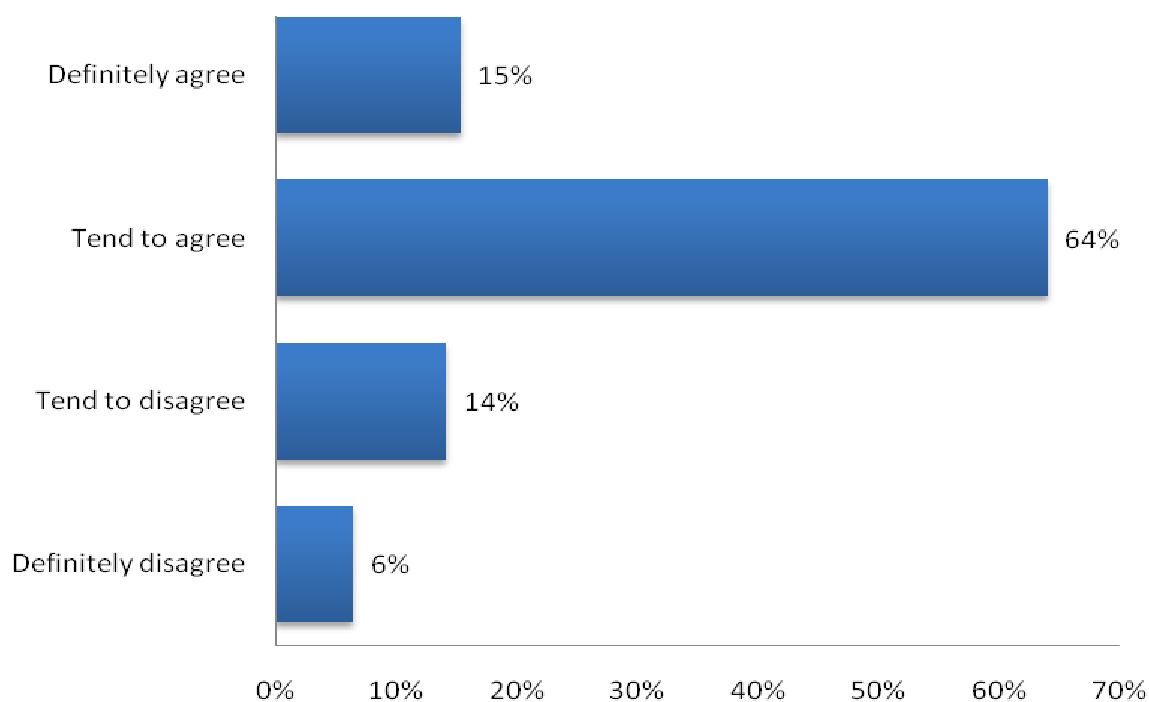
Sample base=437

Those most likely to disagree were :

- 16-24 year olds (44%);

- Non-working, routine and semi-routine occupations (34%).

Compared to 2008, perceptions of the level of community cohesion have increased.

Figure 8 : Q5 Level of agreement that the local area is a place where people from different backgrounds get on well together (all respondents providing a valid response)

	2008	2011
Agree	73%	79%
Disagree	28%	21%
Bases	**965**	**437**

4 soLUTiONs

4.1 Awareness of soLUTiONs

Panel members were provided with some background information about soLUTiONs:

'soLUTiONs, Luton's Community Safety Partnership, acts as an umbrella under which organisations including the Council, Police, NHS Primary Care Trust, Probation and Fire & Rescue Services work together to tackle crime and anti-social behaviour in the town.'

They were then asked about the awareness of the logo and partnership.

More than a quarter of panel members said they recognised the soLUTiONs logo.

Figure 9 : Q6 Whether panel members recognise the soLUTiONs logo (all respondents)
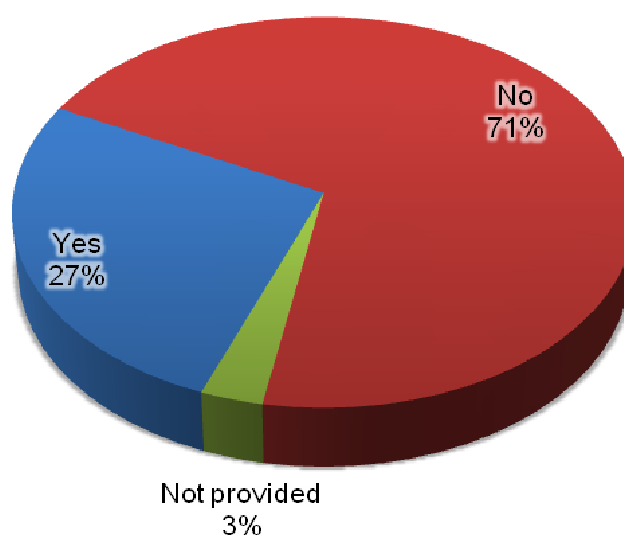
Sample base=545

Those more likely to recognise the soLUTiONs logo included BME groups (35%) and those living in the most deprived wards (34%).

A similar proportion said they had heard of soLUTiONs.

**Figure 10 : Q7 Whether panel members have heard of soLUTiONs (all respondents)**
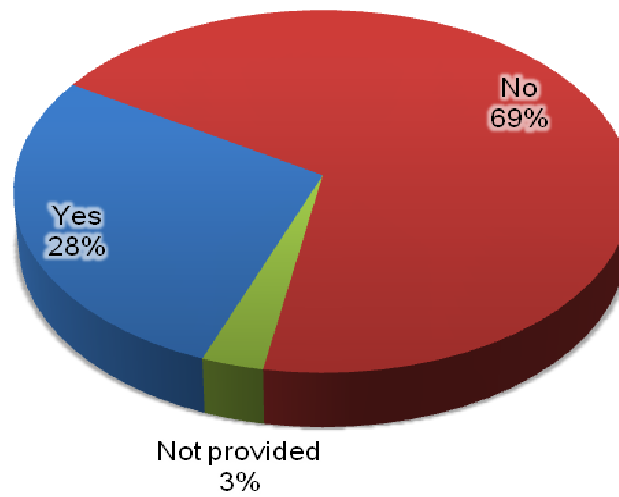
Sample base=545

In terms of those who were more likely to have heard of soLUTiONs were 65+ year olds (33%) and those in lower & higher managerial occupations (33%).

4.2 Sources of information about soLUTiONs

Among those aware of soLUTiONs, at least a half said they first heard about the partnership in Lutonline and local newspapers.   Smaller proportions mentioned newsletters, events, the Council's website and word of mouth.

Figure 11 : Q8 How panel members first heard about soLUTiONs (where have heard of soLUTiONs)
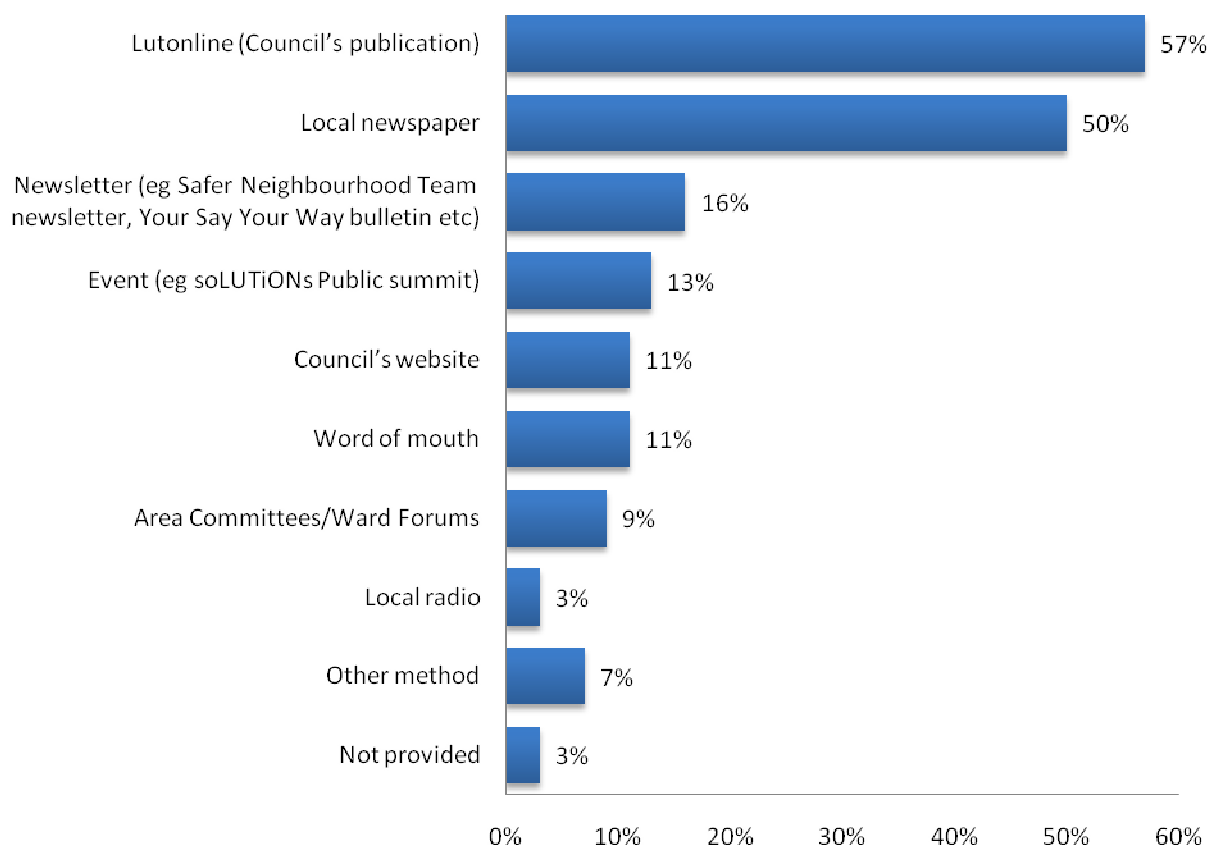
Sample base=150

There were few differences by sub group, although 65+ year olds were much more likely to first here about soLUTiONs in the local newspaper (70%).

5   Audit and investigations

Panel members were provided with some background information on the Council's Audit & Investigation Team :

'The Council's Audit & Investigation Team is tasked with investigating allegations of criminal conduct connected to Housing and Council Tax Benefit. The team actively investigates these allegations and where appropriate prosecutes offenders through the Courts. In 2009/2010 the team investigated 613 allegations of crime and successfully convicted 70 individuals for fraud. The team comprises 4 Investigation Officers and 1 Manager. Since 1st April 2010, the Investigations Team has indentified savings of over £640,000. The team costs £260,000 to run per annum.'

They were then asked how strongly they agreed or disagreed with specific statements about Council audit and investigation activities.

Among those able to provide a response, most agreed that they are concerned about the level of benefit fraud in Luton (76% agreeing or agreeing strongly), that they would feel confident in reporting allegations of fraud to the Council (65%) and that the Council positively publicises fraud convictions in the local media (53%). Just under half agreed that the Council's Investigations Team delivers value for money (47%) and that it has a robust approach to tackling benefit fraud (46%).

Figure 12 : Q9 Level of agreement with statements about Council audit and investigation activities (all respondents providing a response)

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
I am concerned about the level of benefit fraud in Luton	30%	45%	21%	2%	1%
I would feel confident in reporting allegations of fraud to the Council	14%	51%	23%	8%	3%
The Council's Investigations Team delivers value for money	10%	37%	40%	7%	5%
The Council positively publicises fraud convictions in the local media	9%	44%	27%	15%	5%
Luton Borough Council has a robust approach to tackling benefit fraud within Luton	9%	37%	33%	15%	7%

Sample bases vary=405-483

There were few differences by sub group, although 16-24 year olds were more likely than other age groups to disagree with some of the statements, particularly that the Council has a robust approach to tackling benefit fraud (33%) or that they would feel confident in reporting allegations of fraud to the Council (30%).

6 Communications

6.1 How well informed the Council keeps residents

Panel members were asked how well they felt the Council keeps the residents of Luton informed about its services.

Almost seven in ten panel members felt well informed about Council services (68% saying very well or fairly well), leaving just under a third not well informed (32% saying not very well or not at all).

Figure 13 : Q10 How well informed panel members feel about how the Council keeps residents informed about its services (all respondents providing a valid response)
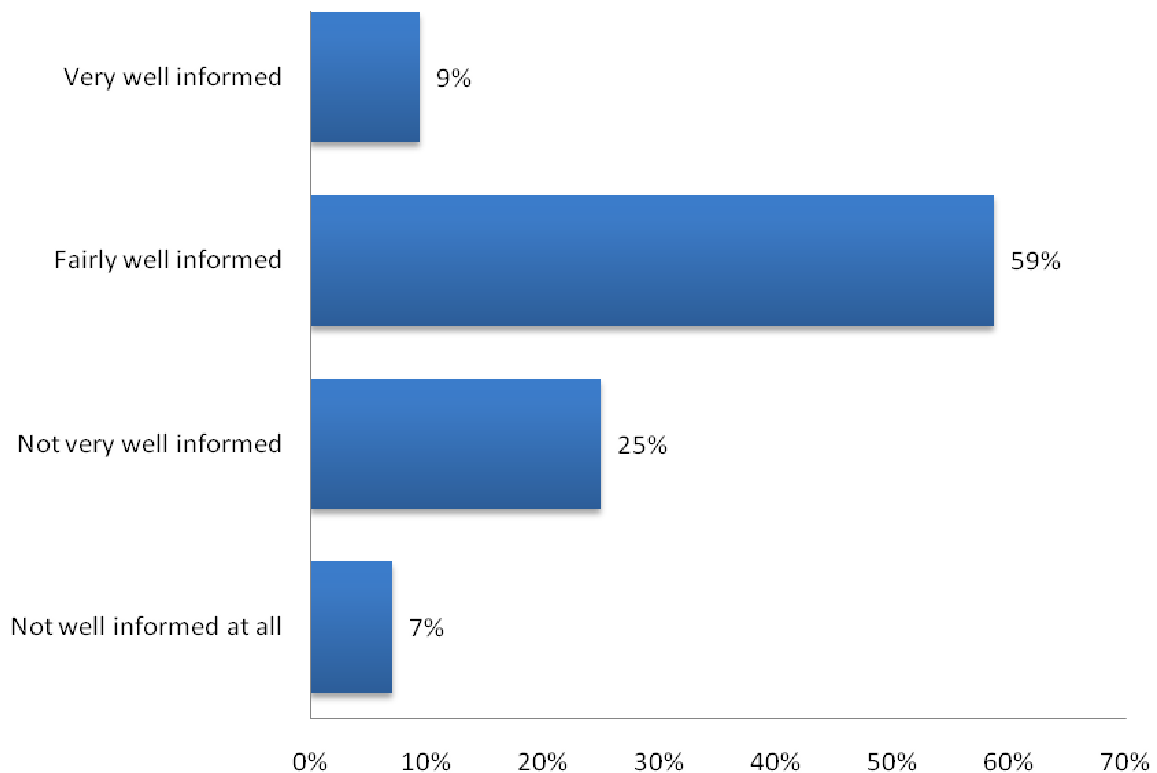
Sample base=498

Those most likely to feel *not* well informed were :

- 16-24 year olds (77%);

- Asian groups (45%);

- Those non-working, in routine and semi-routine occupations (45%).

The table below shows a comparison between 2008 and 2011 : note question wording difference. The data suggests that there has been a perceived improvement in the provision of information.

Figure 14 : Q10 How well informed panel members feel about how the Council keeps residents informed about its services (all respondents providing a valid response)

	2008	2011
Informed	39%*	68%
Not well informed	61%*	32%
Bases	**965**	**498**
* Question wording : Overall, how well informed do you feel about local public services?		

6.2 Sources of general information

Panel members were asked which of a list of free newspapers they receive that are delivered to their door and which ones they read.

A majority of panel members have received all three free newspapers, particularly the Herald & Post and Luton on Sunday, with slightly fewer recalling receipt of Lutonline.

Most of those who received the free newspapers through the door, also read all three of them.

Figure 15 : Q11/12 Free newspapers received to the door/read (all respondents)
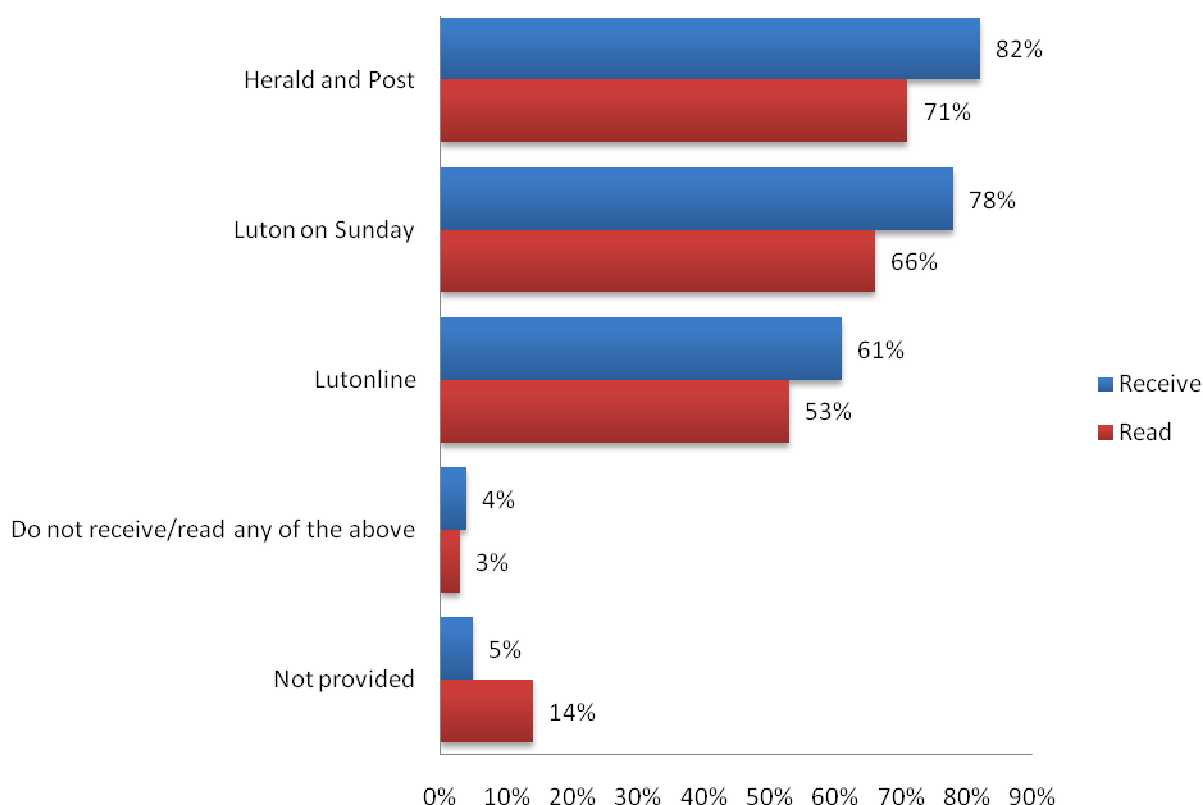
Sample base=545

Those living in the most deprived wards (8%), as well as those living in Central Luton (7%) and South Luton (6%) were more likely to say they do not receive any of the free newspapers.

Interestingly, those panel members living in Luton for less than 10 years (17%) were more likely to say they have not received any free newspapers compared to those who have lived there for 11+ years (3%). Whether this is to do with this group being more likely to live in new build properties or estates which may be less likely to be part of the distribution, or that they are less interested in local information and activities, it is difficult to identify.

Those more likely to have not read free magazines were those in lower & higher managerial occupations (7%) and 16-24 year olds (6%).

Four in ten residents said they listened to both Heart FM and BBC 3 Counties. About a third also listened to National Radio. About one in six said they listened to no radio stations and one in twenty did not provide a response.

**Figure 16 : Q13 Radio stations listened to (all respondents)**
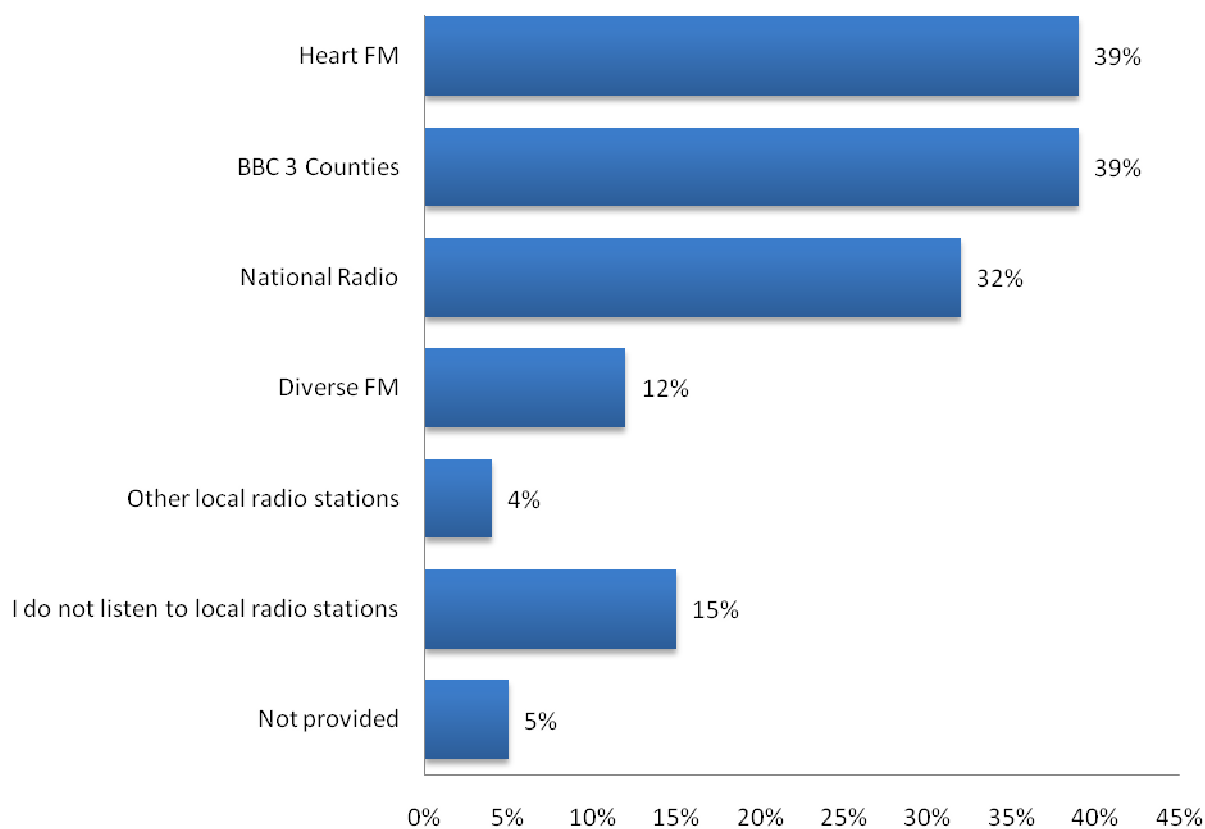
Sample base=545

65+ year olds (23%) were among those most likely to have not listened to local radio stations.

6.3   Sources of information about the Council

The main source used to obtain information about Council services was Lutonline, with more than half of panel members mentioning it. More than a third also used Luton Borough Council website, and about a quarter each used the Council A-Z guide and local radio stations. One in ten said they did not get council information and about one in twenty did not provide a response.

Figure 17 : Q14 Council publications/sources used to get information about Council services (all respondents)
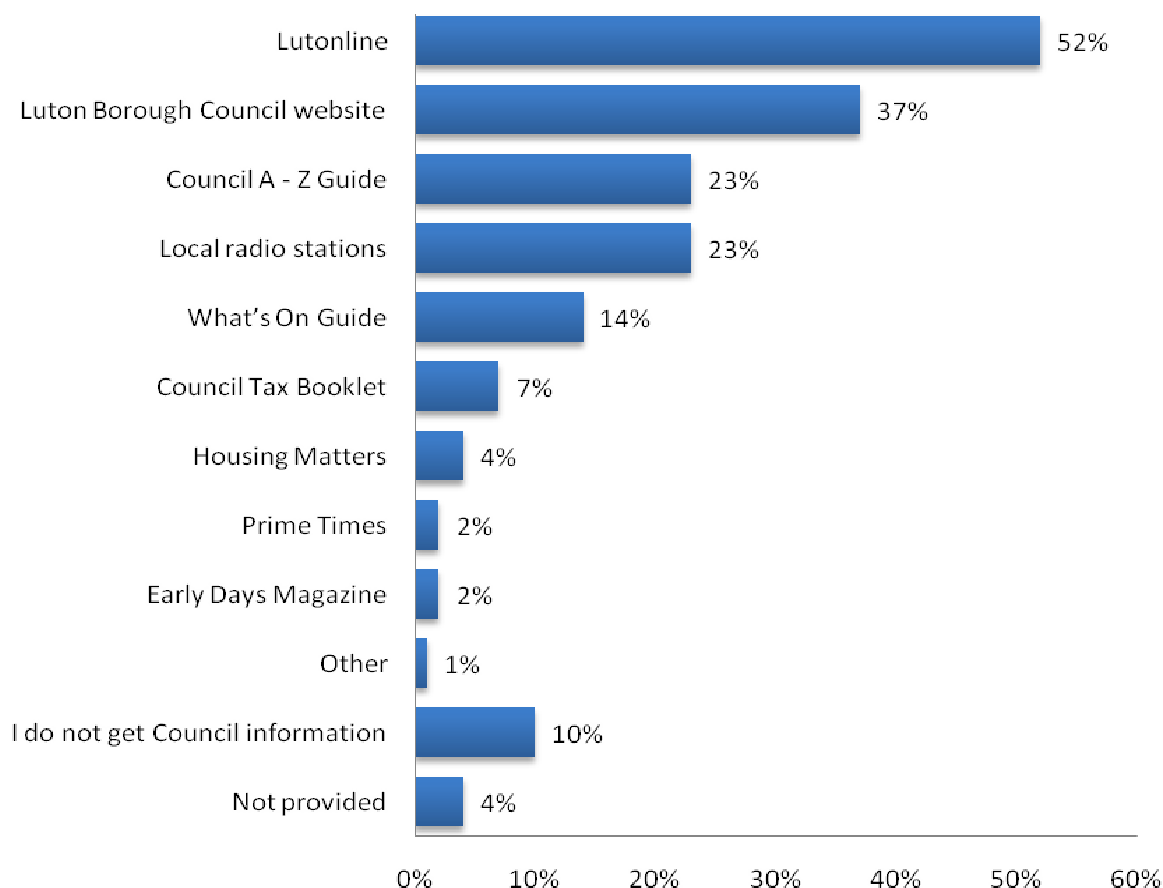
Sample base=545

Older age groups were more likely to use Lutonline for Council information (64% of 45-64 year olds and 61% of 65+ year olds). Younger age groups were more likely to use the Council's website (53% of 16-24 year olds, 48% of 25-44 year olds and 41% of 45-64 year olds).

6.4 Views on a single publication with information about the Council

Panel members were explained that the Council's need to identify the most cost effective ways to communicate information about Council services to residents, given the current economic climate.

In terms of rating the communication panel members receive from the Council at present, more than four in ten (42%) said it was good, whilst one in five (20%) said it was poor.

Figure 18 : Q15 Rating of the communication received from the Council at present (all respondents providing a valid response)
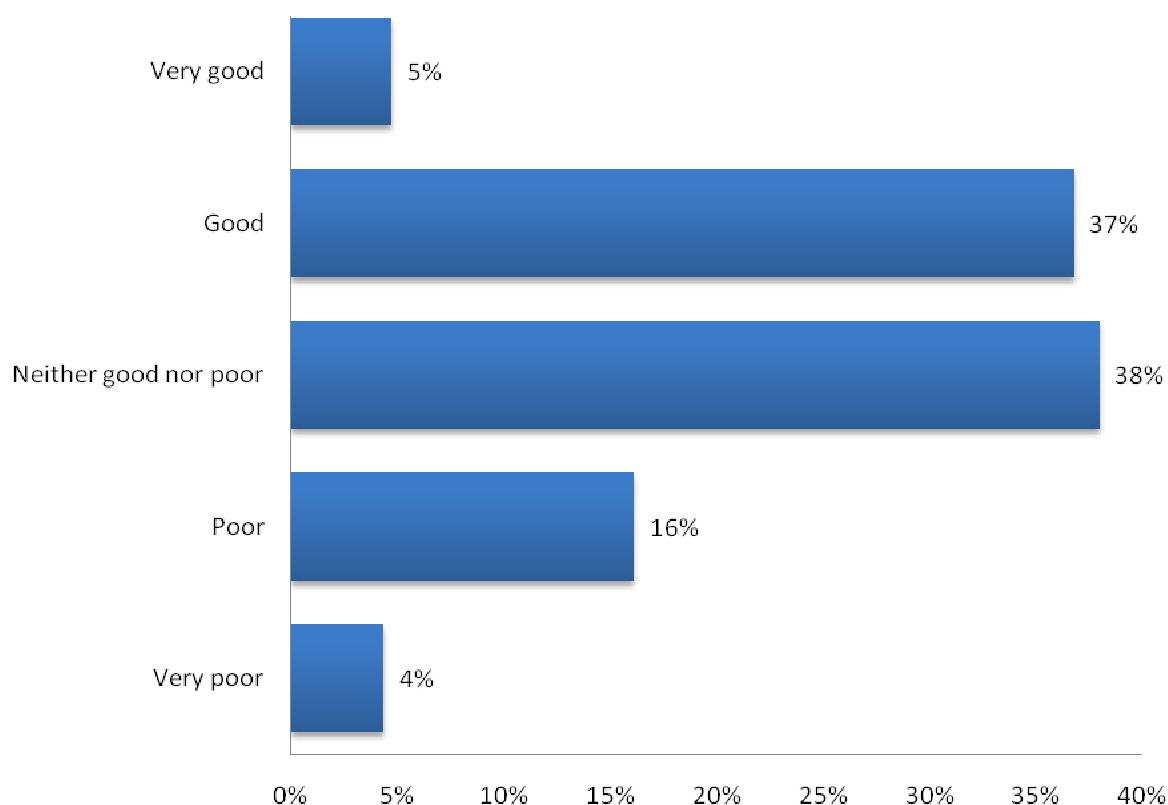
Sample base=508

The main group of respondents to rate communication from the Council poor were 16-24 year olds (43%) and BME groups (33%).

Panel members were then asked to what extent they agreed or disagreed that the Council should produce one publication that includes all information about the Council (eg What's On, Early Days information and housing matters etc)?

Among those providing a valid response, almost eight in ten panel members (78%) agreed that there should be one publication, with less than one in ten (8%) disagreeing.

Figure 19 : Q16 Level of agreement that the council should produce one publication that includes all information about the Council (all respondents)
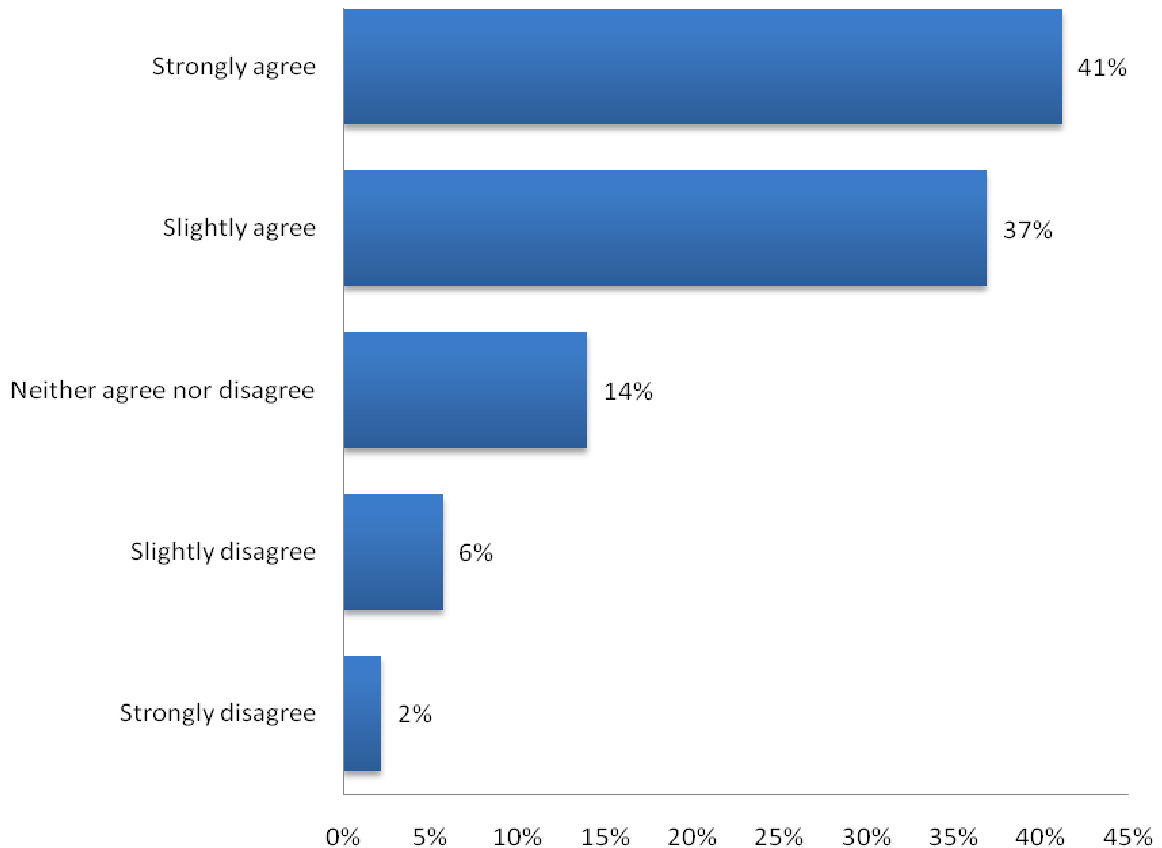
Sample base=507

There were few differences across sub groups, however white groups (9%) were more likely to disagree than those BME groups (1%).

About three quarters of panel members would like to receive such a publication to their door. Smaller proportions also mentioned receiving it via the Council website or to be picked up in public places.

Figure 20 : Q17 How panel members would like to receive such a publication (all respondents)
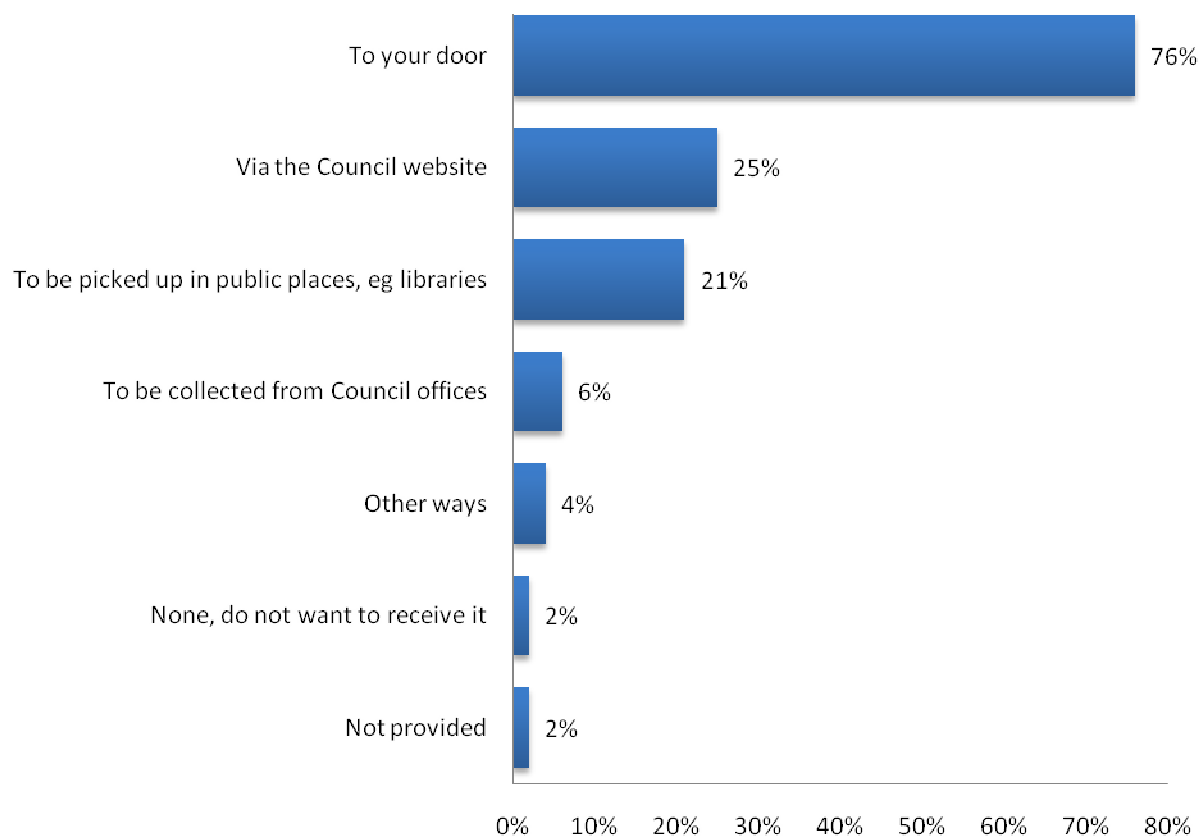
Sample base=545

In terms of differences across sub groups, 65+ year olds would prefer to receive such a publication to their door (88%), whilst younger age groups would prefer it via the Council website (28% of 16-24 year olds, 32% of 25-44 year olds and 29% of 45-64 year olds).

Panel members were explained that the Council is exploring producing one shared publication for residents to access information about public services (eg Police, NHS, Council etc), and then asked how strongly they agreed or disagreed with this. More than eight in ten (85%) agreed, with 5% disagreeing.

Figure 21 : Q18 Level of agreement with producing one shared publication for residents to access information about public services (all respondents)
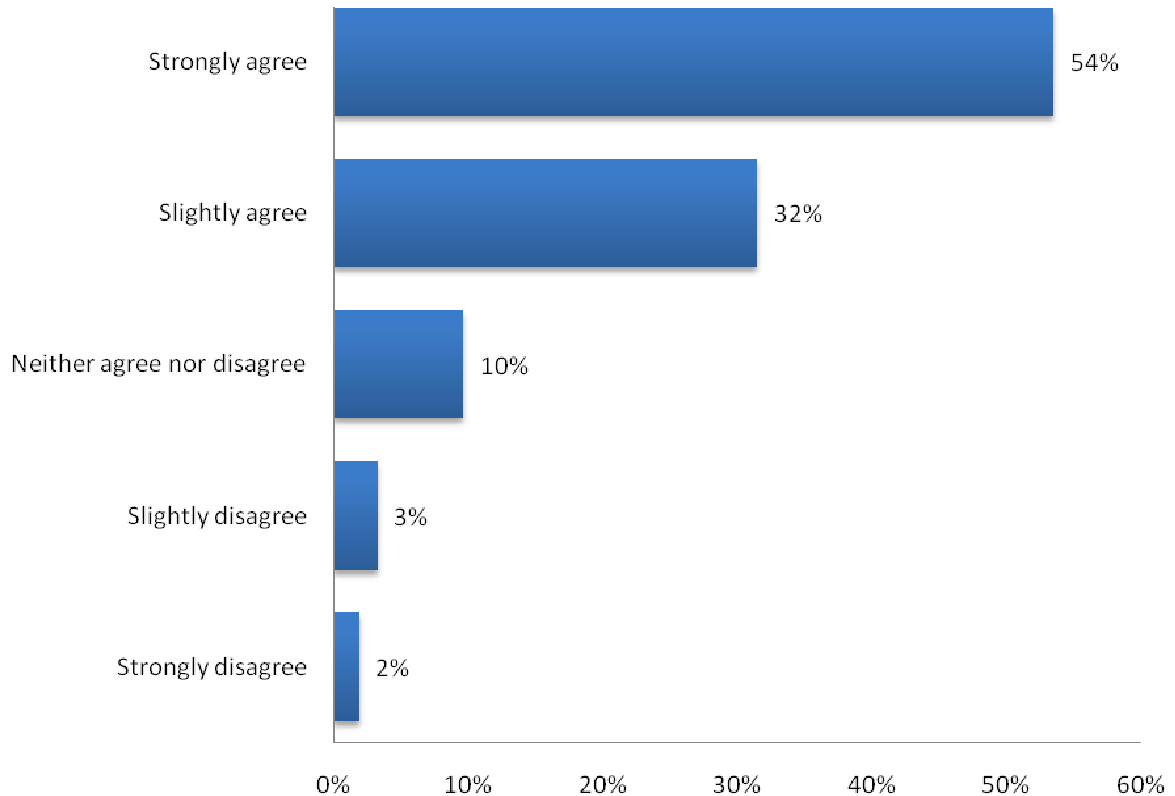
Sample base=517

There were no significant differences in terms of levels of disagreement across sub groups.

Of the 27 respondents who disagreed, the main reasons for this were that it would be too big/have too much information (7 respondents) or would be too expensive/waste of money (6 respondents).

6.5   Access to the internet

Eight in ten panel members said they had access to the internet at home.

Figure 22 : Q20 Whether panel members have access to the internet at home (all respondents)
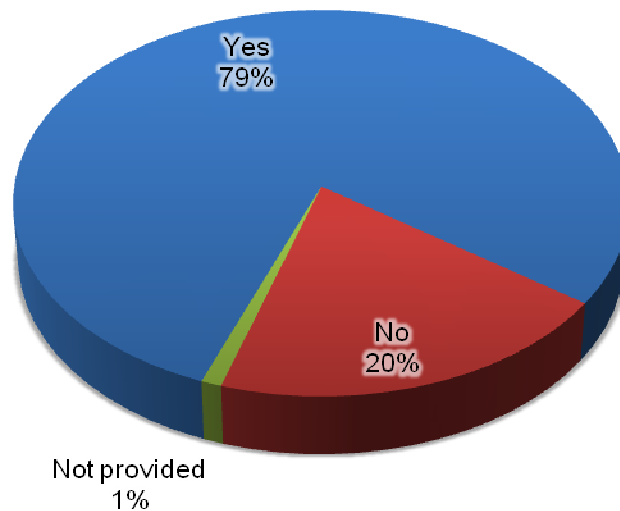
Sample base=545

Younger age groups were much more likely to have access to the internet than older age groups; 94% of 16-24 year olds, 91% of 25-44 year olds, 81% of 45-64 year olds cf. 55% of 65+ year olds.

Among those with access to the internet at home, seven in ten (71%) used the Council website for at least one of the listed activities. In particular, it was used for looking for contact details for services, to access service information, to check refuse collection times and to view/apply for jobs. Smaller proportions also used it to check bus timetables, to view the latest council news stories and to pay bills.

Figure 23 : Q21 Activities panel members use the Council website for (where have access to the internet at home)
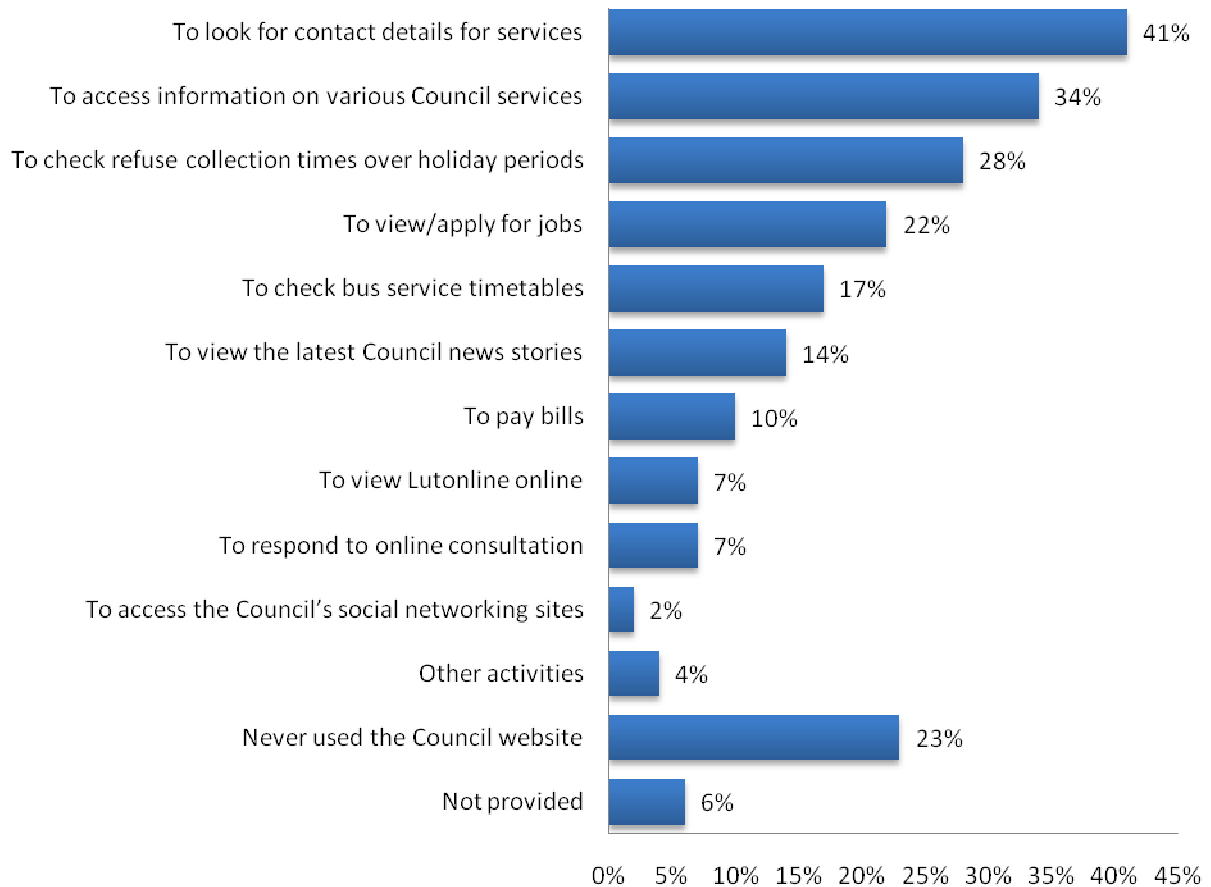
Sample base=430

Among those with internet access at home, a half of panel members fully support the Council to include advertisements on their website to generate a small income. A further third partly support this proposal, leaving about one in seven not supporting it at all.

Figure 24 : Q22 Extent to which panel members support the council including advertisements on the Council's website to generate a small income (where have access to the internet at home and provided a valid response)
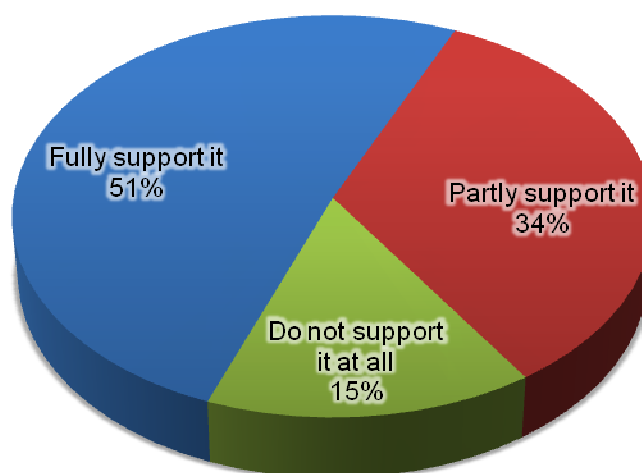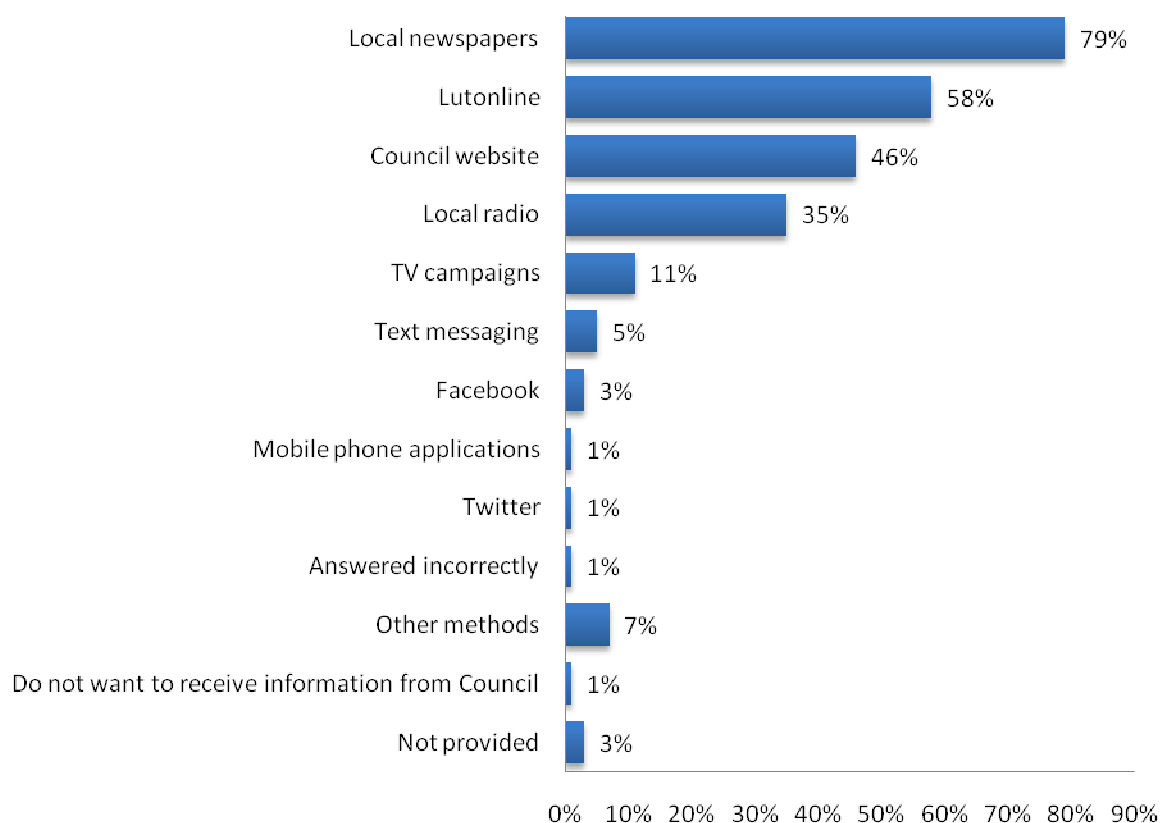

Sample base=361

Those in lower & higher managerial occupations (61%) were more likely to fully support inclusion of advertisements than other SEC groups (50% of those in lower supervisory & intermediate occupations and small employers and 44% of those non-working, routine and semi-routine occupations).

6.6   Preferences for receiving Council information

When asked what were the three most preferred methods to receive information from the Council overall, eight in ten panel members mentioned local newspapers. Lutonline, the Council website and local radio was also mentioned by at least a third.

Figure 25 : Q23 The three most preferred methods to receive information from the Council overall (all respondents)

Sample base=545

Perhaps not surprisingly, 16-24 year olds were much more likely to prefer the Council website (68%), text messaging (15%), Facebook (15%) and Twitter (4%) to receive information than other age groups. They were also more likely to prefer TV campaigns (21%). Older age groups were more likely to prefer Lutonline (73% of 45-64 year olds and 66% of 65+ year olds).

Panel members were asked what one thing they would like the Council to change in the way it communicates to residents. Whilst most respondents did not provide an answer, three in ten (29%) made some suggestions. Responses tended to be piecemeal, but all comments made by at least 1% of respondents are listed below :

- More information / communication (8%);

- Should use the internet and the website (7%);

- Communicate by post (4%);

- Need to be more objective/not council propaganda (3%);

- Keep it clear and straightforward / plain English (3%);

- Use the local newspaper (2%);

- Use Lutonline (2%);

- Do not assume that every household has access to the internet / email / website (2%);

- Find a more efficient / cheaper / least wasteful way (2%);

- More local / community information should be available (2%);

- Need more notices / billboards / information you can get from public places (2%);

- Need less printed paper / forms / media (2%);

- Use newsletters (1%);

- Need more honesty / facts (1%);

- Need only one publication(1%);

- Communicate information to everyone (1%);

- Need a single point of contact / number to call (1%);

- Don't post information (1%);

- Stop producing multi-language media (1%);

- Need to notify us of planning developments / changes to planning policy (1%);

- Provide up-to-date information (1%);

- Use leaflets (1%);

- Listen to residents more (1%);

- Improve the current poor customer service / bad attitude of Council staff / need to set-up an independent complaints committee (1%);

- Improve the website (1%);

- Ensure people will want to read / won't overlook the information (1%).

7   Street Services Enforcement

7.1   Perceptions of environmental issues

Panel members were provided the following background information :

'The Council's Street Services Enforcement Unit has responsibility for dealing with environmental crime and anti-social behaviour in public areas. They investigate fly tipping and littering offences, deal with abandoned / unlicensed vehicles and are the first point of call for combating crime and anti-social behaviour of an environmental nature.'

They were then asked how much of a problem specific environmental issues dealt with by the Street Services Enforcement Unit were.

Just under a half of panel members (45% a very big or fairly big problem) felt that street litter was a problem. Sizeable proportions also felt that bins left out on pavements (30%), unlicensed vehicles (34%) and fly tipping (34%) were problems. Other issues were not considered a problem by more than a quarter of respondents.

Figure 26 : Q25 Perceptions of problems with specific environmental issues dealt with by the Street Services Enforcement Unit (all respondents providing a valid response)
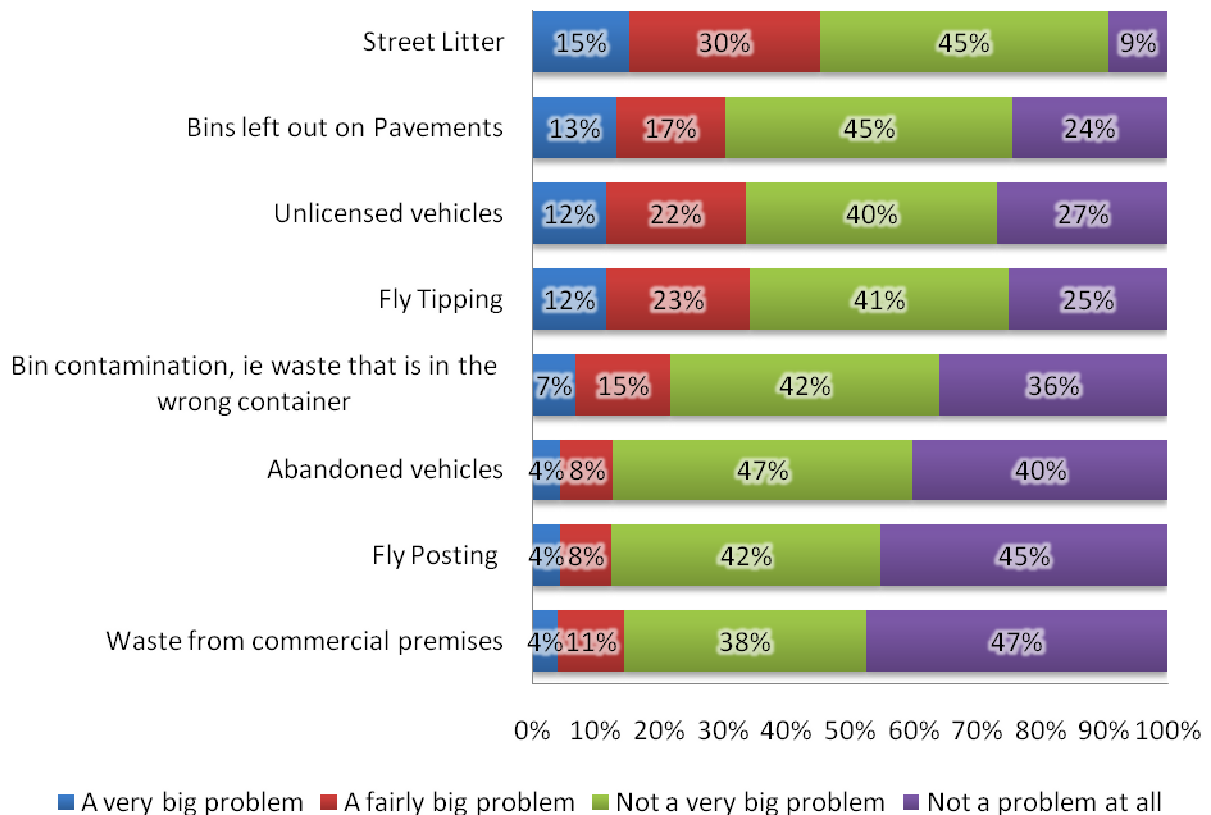

Sample bases vary=415-531

Those more likely to perceive street litter as a problem were :

- Those living in South Luton (71%) and Central Luton (59%);

- Those living in the two most deprived areas (58% and 57%).

From the same list of environmental issues, panel members were asked which were of most concern to them in their local area and which were most of concern to them in Luton as a whole.

Street litter was cited by more than a quarter of panel members as both a problem in the local area and in Luton as a whole. Whilst only small proportions mentioned other issues, they were generally cited equally as a local and borough-wide problem. More than three in ten did not provide an answer to either question.

Figure 27 : Q26/Q27 Issues that are of most concern to panel members in their local area/in Luton as a whole (all respondents)
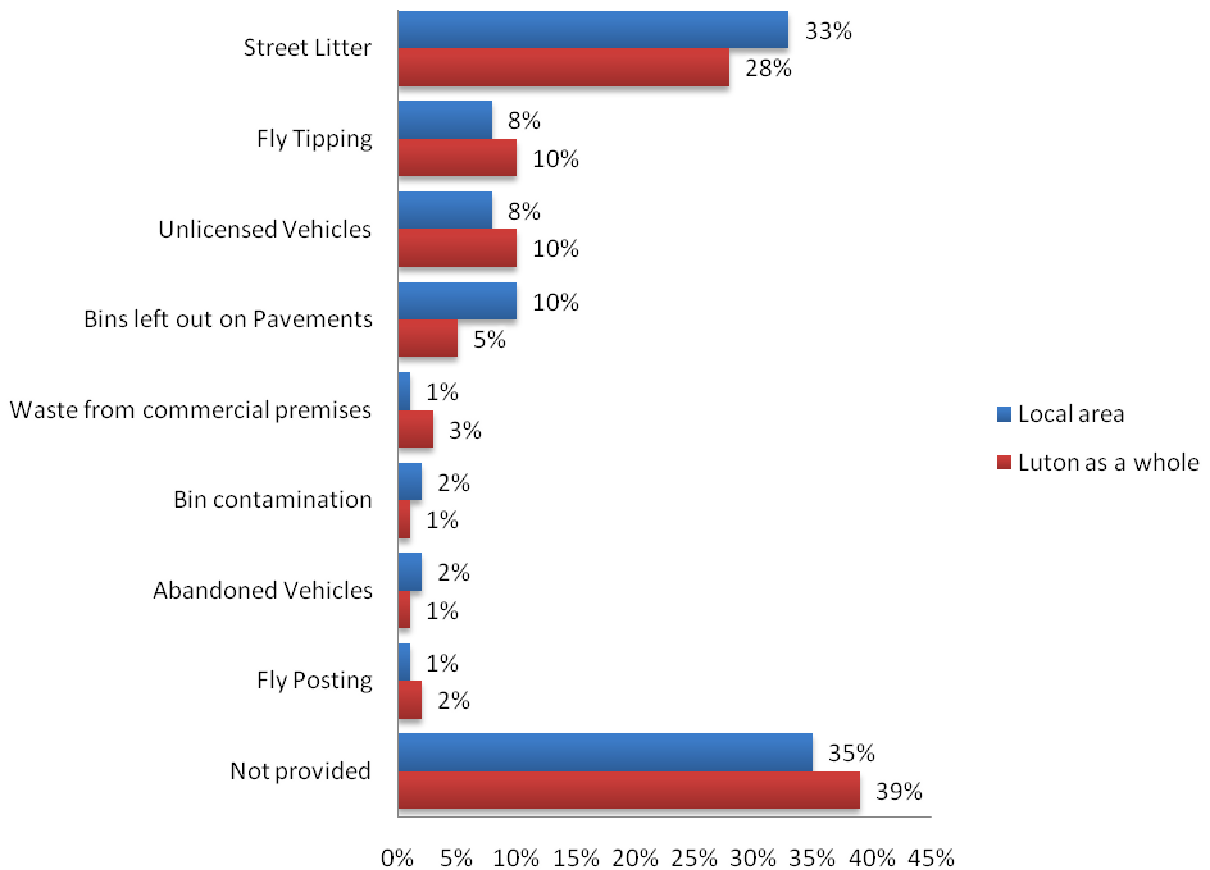
Sample base=545

7.2 Priorities for allocating resources

Panel members were asked, if it were up to them, how would they like to see the Enforcement team allocate their resources in the future. They were asked to prioritise each issue using a 5 point scale.

Street litter (76% rating it a high priority, ie a score of 4-5) and unlicensed vehicles (68%) were considered the top two priorities. Fly tipping (59%) and abandoned vehicles (54%) were also scored as a high priority by more than a half of respondents.

Figure 28 : Q28 Level of priority in allocating resources in the future (all respondents providing a valid response)
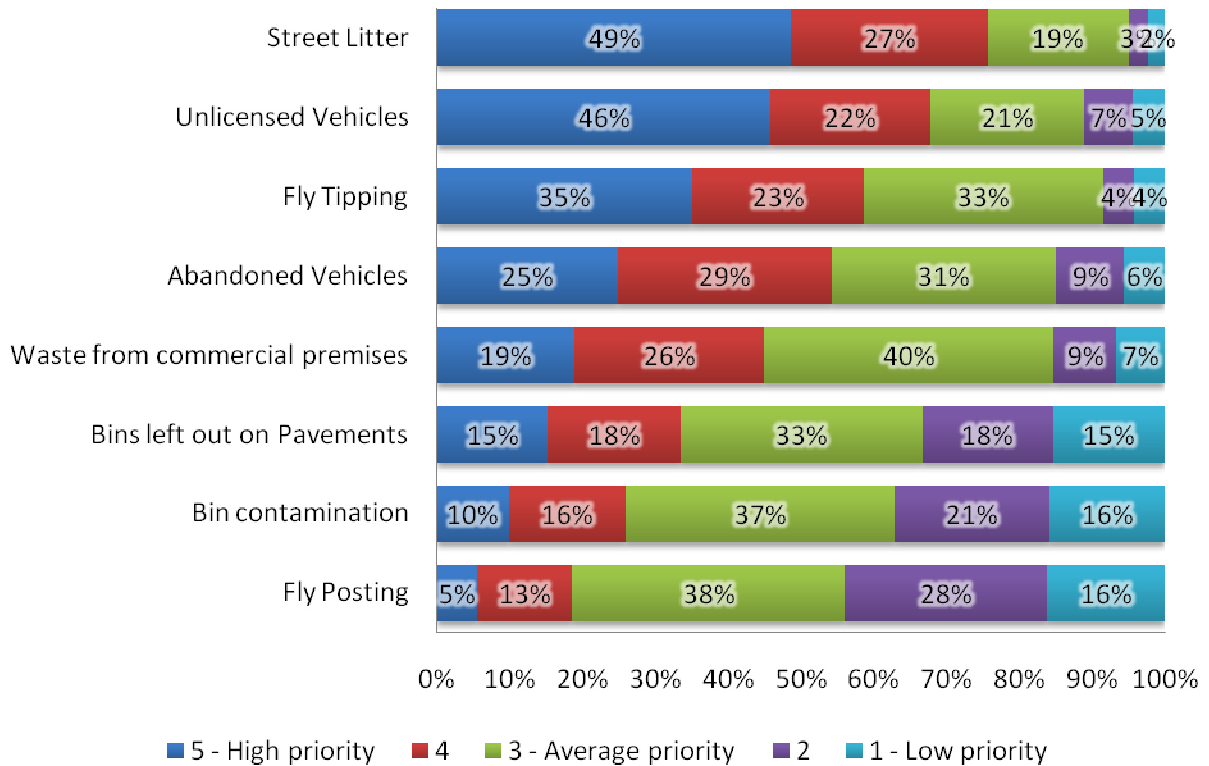
Sample bases vary=477-512

7.3 Contact with the Street Services Enforcement Unit

One in seven panel members have had contact with the Street Services Enforcement Unit in the last two years.

Figure 29 : Q29 Whether panel members have had contact with the Street Services Enforcement Unit in the last 2 years (all respondents)


No
80%

Yes
14%

Not provided
2%

Not sure
4%
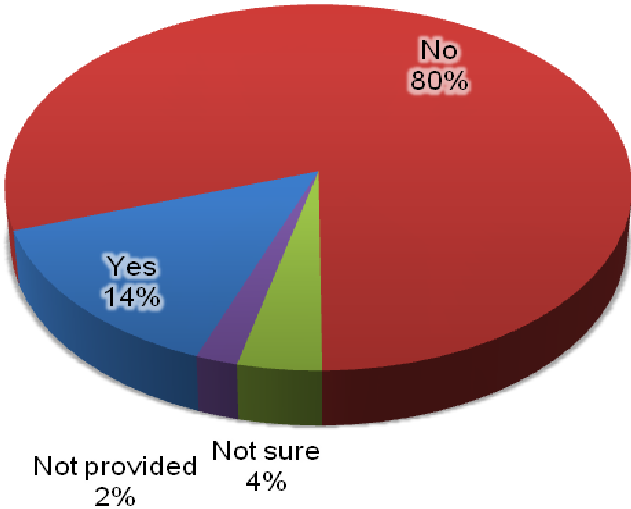
Sample base=545

There were few differences by sub group, except that those living in South Luton (20%) were more likely than those living in North Luton (10%) to say they have had contact with the Unit.

Panel members who had contacted the Street Services Enforcement Unit, were asked to rate different aspects of the service they received.

Views on the service received were generally very good, with most respondents rating each good or very good. The vast majority rated politeness/courteousness good (88%) and at least three quarters professionalism (77%), speed of initial response (79%) and clarity of communication (76%).

The only aspects where a sizeable proportion rated them poor were the overall time taken to resolve the issue (25% rating poor or very poor) and satisfaction with the resolution (23%). Indeed, 22% rated the latter 'very poor'.

Figure 30 : Q30 Rating of the service received from the Street Services Enforcement Unit on specific aspects (where contacted the Unit and provided a valid response)
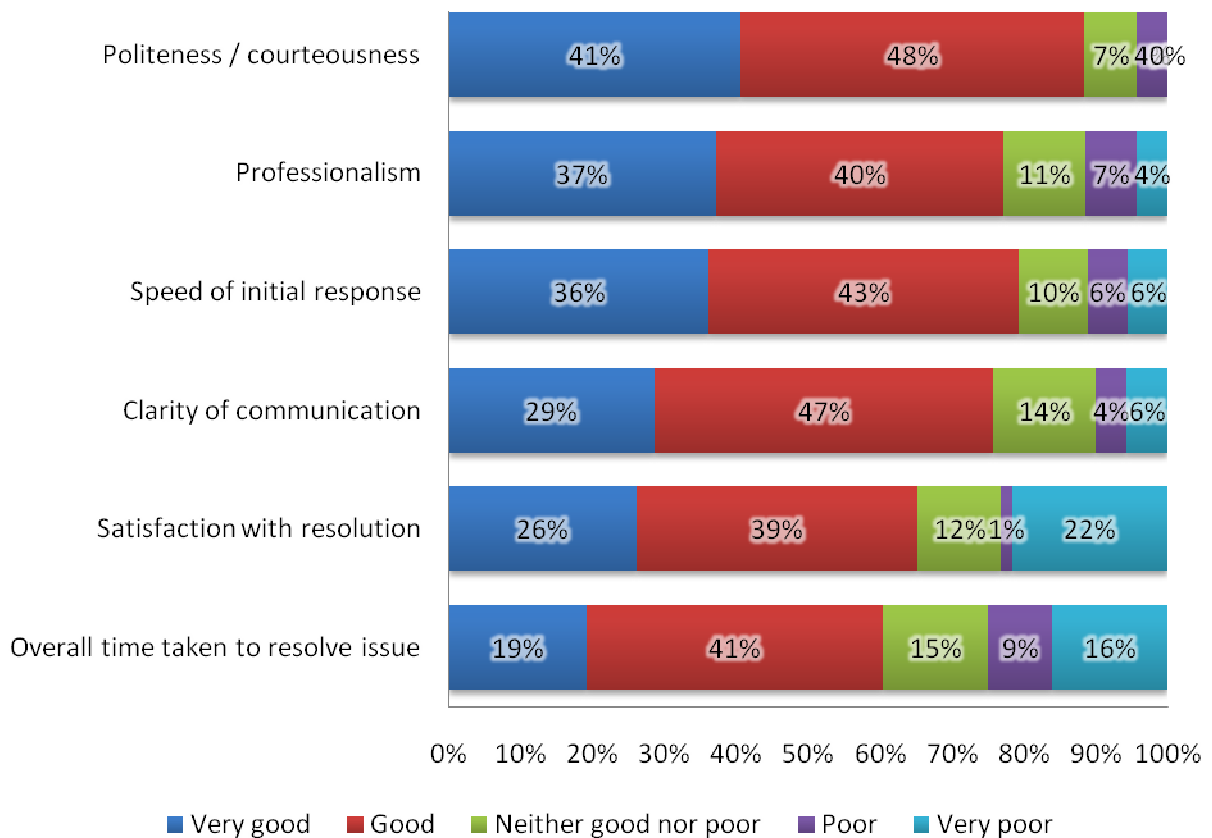
Sample bases vary=68-72

Those respondents who said 'very good' or 'very poor' were asked why they said this.

Reasons for saying 'very good' centred on the fact that the issue was dealt with quickly, with more than four in ten saying this. One in five said that staff were well mannered or polite. Three in ten were unable to provide a reason.

Figure 31 : Q31a Reasons for rating the Street Services Enforcement Unit 'very good' (where rated the Unit 'very good' on any aspects)
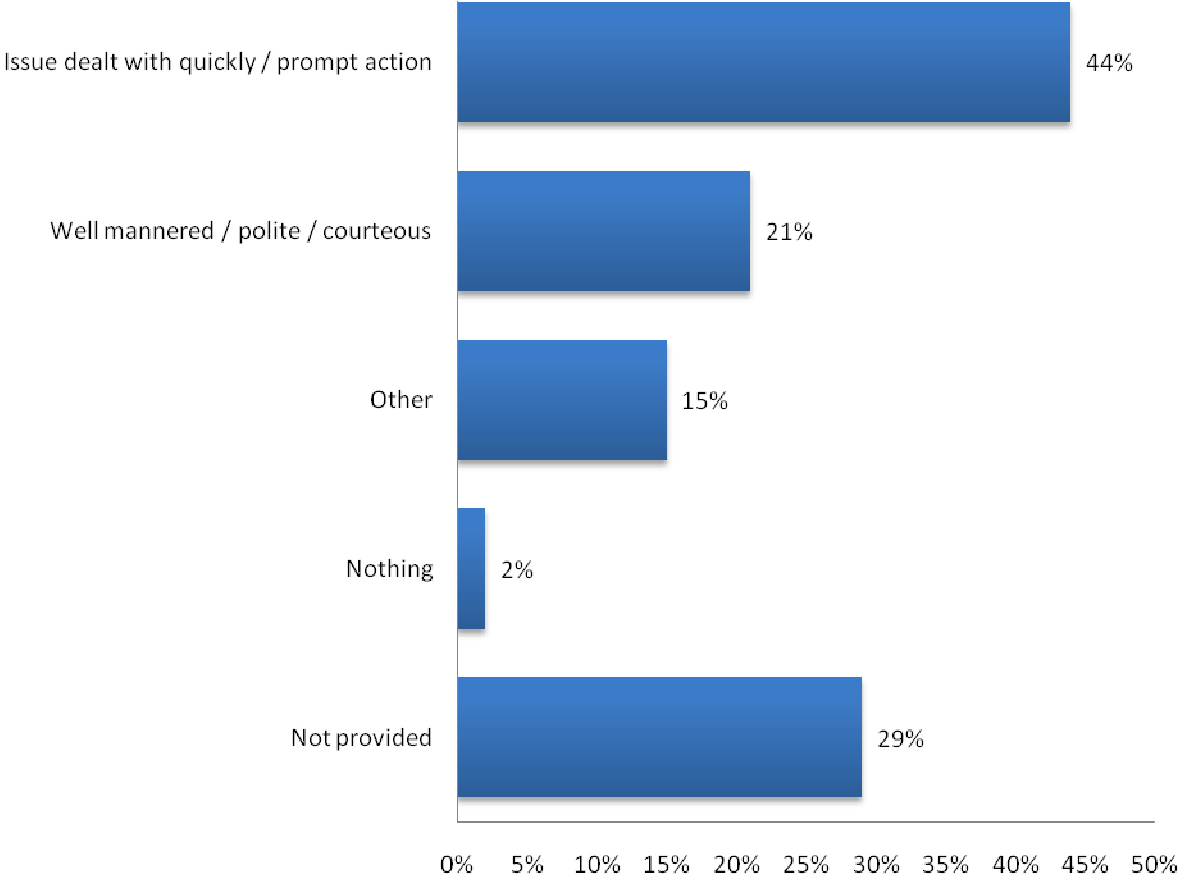
Sample base=52

Among the 19 respondents who said 'very poor', reasons for this centred on the problem of abandoned vehicles being ignored (5 respondents). All other responses were piecemeal.

8   Bedfordshire and Luton Fire & Rescue Service

8.1   Rating of value for money of the Fire & Rescue Service

Panel members were provided with the following information as an introduction to this section of the questionnaire :

'Your Fire & Rescue Service continues to work towards reducing the number and severity of fires, road traffic collisions and other emergency incidents. We are also committed to various community education programmes to help people understand what precautions can be taken to prevent fire related and other emergency incidents. We are now facing cuts in public sector funding; as such we are seeking your views to see if, in your opinion, we represent a value for money service. Your Fire & Rescue Service costs 22p per day for an average property in Luton (Band 'D').'

They were then asked whether the Service was very good value, good value or poor value. This was asked separately of both users of the Service and non-users, but unfortunately 86 people answer the question incorrectly by giving an answer to both questions, and thus making it impossible to differentiate between uses and non users.

In order to correct this the two questions were combined into one question, capturing all the possible valid responses. User and non users definitions were based instead on Q35, where respondents were given the option of saying they did not use the service.

Among users, more than a half felt the Fire & Rescue Service was very good value for money and just under a half good value, with only 1% giving a poor response. Among non users almost four in ten said very good value and more than a half good value, with less than one in ten saying poor value.

Figure 32 : Q32/Q33 Rating of value of money for the Service (users and non users providing a valid response)
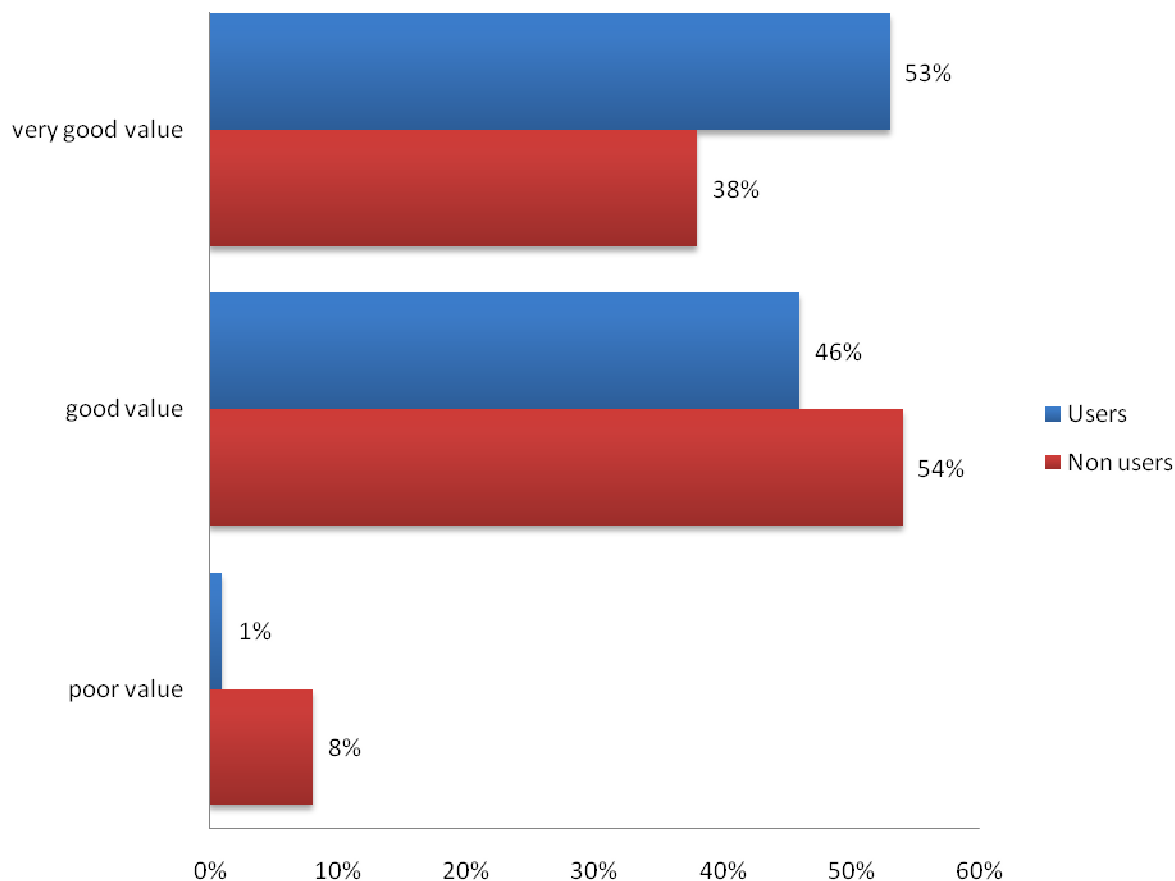

Sample bases=140 (users), 222 (non users)

There were no significant differences across sub groups among users. However, among non users those not working – due to unemployment, long term illness or caring for the home/other family members (21%) were more likely to rate the Service poor value than those working (6%) or retired (0%).

A third of panel members would be prepared to pay more Council Tax in order to protect the front line services that the Fire & Rescue Service provides. However, more than six in ten would not be prepared to do so.

Figure 33 : Q34 Whether panel members would be prepared to pay more Council Tax in the future in order to protect the front line services (all respondents)
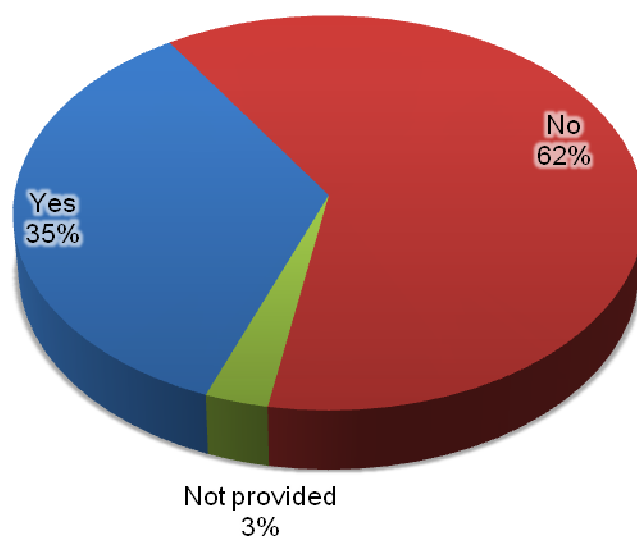
Sample base=545

Those more likely to say they would *not* be prepared to pay more Council Tax included:

- 16-24 year olds (83%);

- BME groups (83%);

- Those living in the most deprived wards (72%);

- Non users of the service (68%).

8.2 Overall satisfaction with the Fire & Rescue Service

All panel members were asked, if they had used the Fire & Rescue Service, how satisfied they were with it.

A half of respondents (50%) said they had not used the service. Among those who had used the service, their ratings are shown below as a proportion of users. Thus, 96% of users said they were very or fairly satisfied with the service.

Figure 34 : Q35 Overall satisfaction with the service (all respondents providing a valid response)
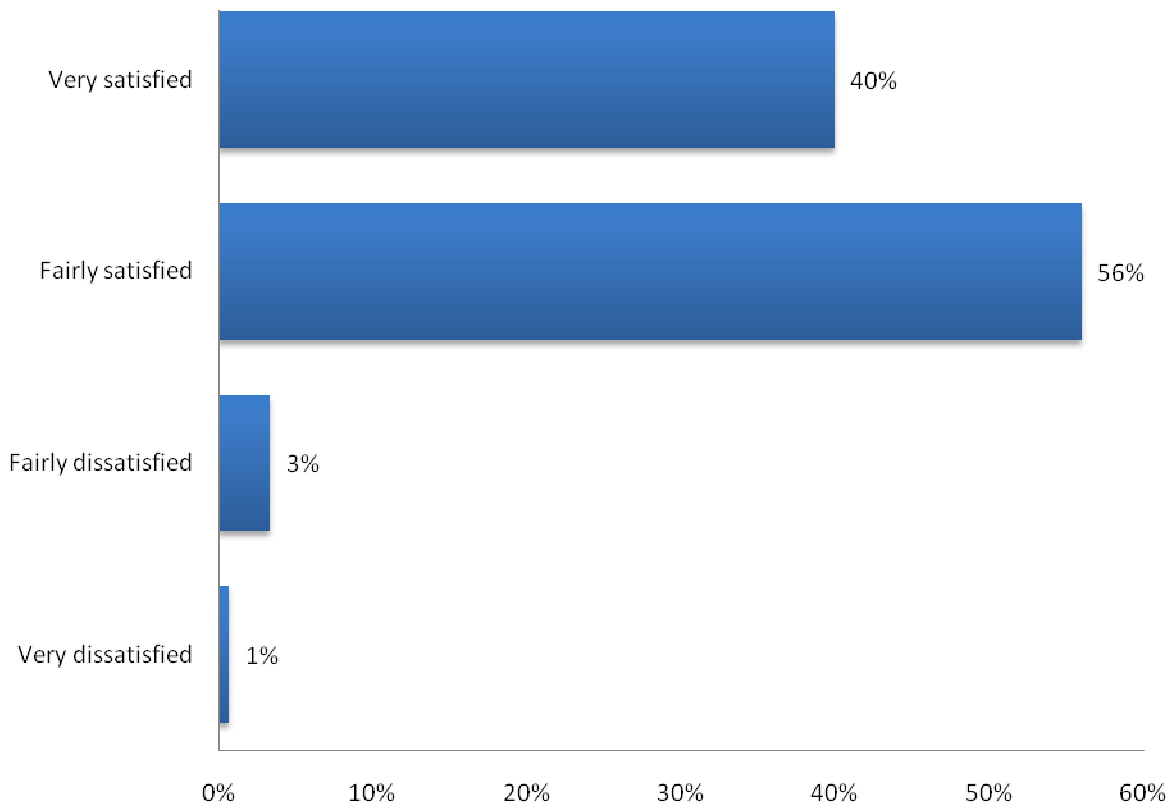
Sample base=150

The only group significantly more likely to be dissatisfied were 16-24 year olds (31%).

Appendix 1 – Profile of respondents

The table below shows the full profile of respondents taking part in this survey. The weighted numbers are shown as well as the percentages.

		Sample Bases	Sample %	Population figures (2004)
	Total	545		
Gender	Male	241	44%	51%*
	Female	300	55%	49%*
	Not provided	4	1%	-
Age	16-24	47	9%	18%
	25-44	157	29%	40%
	45-64	214	39%	27%
	65+	120	22%	16%
	Not provided	7	1%	
Children in household	Yes	250	46%	
	No	266	49%	
	Not provided	29	5%	
Ethnicity 1	White	448	82%	72%
	BME	88	16%	28%
	Not provided	9	2%	-
Ethnicity 2	White	448	82%	72%
	Mixed	8	1%	4%
	Asian	54	10%	18%
	Black	26	5%	6%
	Not provided	9	2%	-
Disability	Yes	87	16%	18%*
	No	455	83%	82%*
	Not provided	3	1%	-

Employment status	Working	296	54%	
	Retired	145	27%	
	Other	94	17%	
	Not provided	10	2%	
Length in Luton	Less than 10 years	43	8%	
	11+ years	332	61%	
	Not provided	170	31%	
IMD	1 - Most deprived	106	19%	20%
	2 -	127	23%	20%
	3 -	119	22%	20%
	4 -	110	20%	20%
	5 - Least deprived	83	15%	20%
	Not provided	0	0%	-
SEC grouped	Non- working, routine and semi- routine occupations	91	17%	
	Lower supervisory, intermediate & small employers	138	25%	
	Lower & Higher managerial	150	28%	
	Not provided	166	30%	
Area Committee	North Luton	161	30%	
	East Luton	115	21%	
	South Luton	65	12%	
	West Luton	106	19%	
	Central Luton	98	18%	
	Not provided	0	0%	

* 2007 estimates

Appendix 2 – Questionnaire

Project no. 8391

LUTON
BOROUGH COUNCIL

Luton Citizens' Panel – January 2011

Helpful hints for completing this questionnaire

- The questionnaire should be completed by the Luton Citizens' Panel member named on the letter.

- Please read each question carefully and mark ☒ one or more boxes to indicate your answer.

- If you make a mistake please fill in the box like this ■

- In most cases you will only have to mark one box but please read the questions and instructions carefully as sometimes you will need to mark more than one box.

- If you are asked to write something in the large box, please ensure that all the writing is inside the box boundaries.

- Please answer all questions 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 12 pages and should take no longer than 15 minutes to complete.

- If you have any queries about the questionnaire please do not hesitate to contact the BMG Research Helpline on 0800 3580337.

- Once you have completed the questionnaire please return it in the pre-addressed envelope supplied. **You do not need to add a stamp**

- If you cannot find or did not receive the pre-addressed envelope please send to :

Free post,
BMG Research
(Business Reply Plus Licence No. : RLRL-JAZJ-UCAC),
7 Holt Court North
Heneage Street West
Aston Science Park
Birmingham
B7 4AX

You do not need a stamp.

1

■   ■

Section 1 : Community Safety

Q1 How safe or unsafe do you feel when outside in your local area <u>after dark</u>? *Please mark ⊠ one box under 'Q1 After dark' below*

Q2 How safe or unsafe do you feel when outside in your local area <u>during the day</u>? *Please mark ⊠ one box under 'Q2 During the day' below*

	Q1 After dark	Q2 During the day
Very safe	☐	☐
Fairly safe	☐	☐
Neither safe nor unsafe	☐	☐
Fairly unsafe	☐	☐
Very unsafe	☐	☐
Don't know	☐	☐

Q3 If you feel unsafe after dark or during the day, please explain why? *Please write your answer in the box below*

After dark :
During the day :

2

■   ■

Q4 Thinking about this local area, how much of a problem do you think each of the following are? *Please mark ☒ one box in each row*

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties	☐	☐	☐	☐	☐
Teenagers hanging around the streets	☐	☐	☐	☐	☐
Rubbish or litter lying around	☐	☐	☐	☐	☐
Vandalism, graffiti and other deliberate damage to property or vehicles	☐	☐	☐	☐	☐
People using or dealing drugs	☐	☐	☐	☐	☐
People being drunk or rowdy in public places	☐	☐	☐	☐	☐
Abandoned or burnt out cars	☐	☐	☐	☐	☐
Burglary	☐	☐	☐	☐	☐
Vehicle crime (eg theft of or theft from a vehicle)	☐	☐	☐	☐	☐
Robbery	☐	☐	☐	☐	☐
Violent crime	☐	☐	☐	☐	☐

Q5 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? *Please mark ☒ 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
☐	☐	☐	☐	☐	☐	☐

3

Section 2 : soLUTiONs

soLUTiONs, Luton's Community Safety Partnership, acts as an umbrella under which organisations including the Council, Police, NHS Primary Care Trust, Probation and Fire and Rescue Services work together to tackle crime and anti-social behaviour in the town.

Q6   Do you recognise this logo? *Please mark* ☒ *one box only*

Yes   No

☐   ☐

Q7   Had you ever heard of soLUTiONs before completing this survey? *Please mark* ☒ *one box only*

Yes   No

☐   ☐

IF YES, PLEASE ANSWER Q8
OTHERS GO TO Q9

Q8   How did you first hear about soLUTiONs? *Please mark* ☒ *all boxes that apply*

Lutonline (Council's publication) ☐	Area Committees/Ward Forums	☐
Council's website ☐	Event (eg soLUTiONs Public summit)	☐
Local newspaper ☐	Word of mouth	☐
Local radio ☐	Newsletter (eg Safer Neighbourhood Team newsletter, Your Say Your Way bulletin etc)	☐

Other method Please mark ☒ box and write in below   ☐

Section 3 : Audit and Investigations

ALL PLEASE ANSWER
The Council's Audit & Investigation Team is tasked with investigating allegations of criminal conduct connected to Housing and Council Tax Benefit. The team actively investigates these allegations and where appropriate prosecutes offenders through the Courts.

In 2009/2010 the team investigated 613 allegations of crime and successfully convicted 70 individuals for fraud. The team comprises 4 Investigation Officers and 1 Manager.

4

Since 1ˢᵗ April 2010, the Investigations Team has indentified savings of over £640,000. The team costs £260,000 to run per annum.

Q9 How strongly do you agree or disagree with the following statements? *Please mark ☒ one box in each row*

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly	No opinion/ don't know
Luton Borough Council has a robust approach to tackling benefit fraud within Luton	☐	☐	☐	☐	☐	☐
The Council positively publicises fraud convictions in the local media	☐	☐	☐	☐	☐	☐
I would feel confident in reporting allegations of fraud to the Council	☐	☐	☐	☐	☐	☐
I am concerned about the level of benefit fraud in Luton	☐	☐	☐	☐	☐	☐
The Council's Investigations Team delivers value for money	☐	☐	☐	☐	☐	☐

Section 4 : Communications

Q10 In general, how well do you feel the Council keeps the residents of Luton informed about its services? *Please mark ☒ one box only*

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
☐	☐	☐	☐	☐

Q11 Which of the following <u>free</u> newspapers do you receive that are delivered to your door? *Please mark ☒ all boxes that apply under 'Q11 Receive' below*

Q12 Which of these do you read? *Please mark ☒ all boxes that apply under 'Q12 Read' below*

	Q11 Receive	Q12 Read
Herald and Post	☐	☐
Luton on Sunday	☐	☐
Lutonline	☐	☐
Do not receive/read any of the above	☐	☐

5

Q13 Do you listen to any of the following radio stations? *Please mark ☒ all boxes that apply*

Heart FM	☐	BBC 3 Counties	☐
Diverse FM	☐	National Radio	☐
Other local radio stations **Please mark ☒ box and write in below**			☐

I do not listen to local radio stations ☐

Q14 Which of the following Council publications/sources <u>do you use</u> to get information about Council services? *Please mark ☒ all boxes that apply*

Lutonline	☐	Early Days Magazine	☐
Council A – Z Guide	☐	Housing Matters	☐
Council Tax Booklet	☐	Luton Borough Council website	☐
Prime Times	☐	Local radio stations	☐
What's On Guide	☐	Other **Please mark ☒ box and write in below**	☐

I do not get Council information ☐

Given the current economic climate, the Council needs to identify the most cost effectively ways to communicate information about Council services to residents.

Q15 In your opinion, how would you rate the communication you receive from the Council at present? *Please mark ☒ one box only*

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
☐	☐	☐	☐	☐	☐

Q16 To what extent do you agree or disagree that the Council should produce one publication that includes all information about the Council (eg What's On, Early Days information and housing matters etc)? *Please mark ☒ one box only*

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

6

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Q17 How would you like to receive such a publication? *Please mark ⊠ all boxes that apply*

Via the Council website ☐   To be picked up in public places, eg libraries ☐

To your door ☐   To be collected from Council offices ☐

Other ways Please mark ⊠ box and write in below ☐

None, do not want to receive it ☐

Q18 We are exploring producing one shared publication for residents to access information about public services (eg Police, NHS, Council etc). How strongly do you agree or disagree with this? *Please mark ⊠ one box only*

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

IF STRONGLY OR SLIGHTLY DISAGREE, PLEASE ANSWER Q19
OTHERS GO TO Q20
Q19 Please explain why you disagree? *Please write your answer in the box below*

ALL PLEASE ANSWER
Q20 Do you have access to the internet at home? *Please mark ⊠ one box only*

Yes   No

☐   ☐

■   ■

■   ■

IF YES, PLEASE ANSWER Q21 AND Q22
OTHERS GO TO Q23

Q21 Do you ever use the Council website for the following activities? *Please mark ☒ all boxes that apply*

To pay bills	☐	To check refuse collection times over holiday periods	☐
To view/apply for jobs	☐	To check bus service timetables	☐
To view the latest Council news stories	☐	To access information on various Council services	☐
To view Lutonline online	☐	To look for contact details for services	☐
To respond to online consultation	☐	To access the Council's social networking sites (ie Twitter and Facebook)	☐
		Other activities Please mark ☒ box and write in below	☐

Never used the Council website ☐

Q22 The Council is considering including advertisements on the Council's website to generate a small income. To what extent do you support this idea? *Please mark ☒ one box only*

Fully support it	Partly support it	Do not support it at all	Don't know
☐	☐	☐	☐

ALL PLEASE ANSWER

Q23 Overall, what are your <u>three</u> most preferred methods to receive information from the Council? *Please mark ☒ up to 3 boxes only*

Council website	☐	Mobile phone applications	☐
Lutonline	☐	Text messaging	☐
Local newspapers	☐	Facebook	☐
Local radio	☐	Twitter	☐
TV campaigns	☐	Other methods Please mark ☒ box and write in below	☐

Do not want to receive information from the Council ☐

8

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Q24 What one thing would you like the Council to change in the way it communicates to residents? *Please write your answer in the box below*

[ ]

Section 5 : Street Services Enforcement

The Council's Street Services Enforcement Unit has responsibility for dealing with environmental crime and anti-social behaviour in public areas. They investigate fly tipping and littering offences, deal with abandoned / unlicensed vehicles and are the first point of call for combating crime and anti-social behaviour of an environmental nature.

Q25 The following is a list of the main environmental issues dealt with by the Street Services Enforcement Unit. Please rate them as to how much of a problem you feel they are in your local area? *Please mark ⊠ one box in each row*

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Fly Tipping, ie dumping of items larger than a big bag in a location other than an official refuse point	☐	☐	☐	☐	☐
Street Litter	☐	☐	☐	☐	☐
Waste from commercial premises	☐	☐	☐	☐	☐
Bins left out on Pavements	☐	☐	☐	☐	☐
Bin contamination, ie waste that is in the wrong container (eg food waste in a recycling bin)	☐	☐	☐	☐	☐
Fly Posting, ie posters or notices that have been stuck up on buildings or other areas in the street without permission	☐	☐	☐	☐	☐
Abandoned vehicles	☐	☐	☐	☐	☐
Unlicensed vehicles	☐	☐	☐	☐	☐

9

Q26 Which of these issues are of <u>most</u> concern to you in your local area? *Please mark ☒ one box under 'Q26 In your local area' below*

Q27 Which of these issues are of <u>most</u> concern to you in Luton as a whole? *Please mark ☒ one box under 'Q27 In Luton as a whole' below*

	Q26 In your local area	Q27 In Luton as a whole
Fly Tipping	☐	☐
Street Litter	☐	☐
Waste from commercial premises	☐	☐
Bins left out on Pavements	☐	☐
Bin contamination	☐	☐
Fly Posting	☐	☐
Abandoned Vehicles	☐	☐
Unlicensed Vehicles	☐	☐

Q28 If it were up to you, how would you like to see the Enforcement team allocate their resources in the future? Please prioritise each issue using a 5 point scale, whereby 5 = a high priority and 1 = a low priority

	5 High priority	4	3 Average priority	2	1 Low priority
Fly Tipping	☐	☐	☐	☐	☐
Street Litter	☐	☐	☐	☐	☐
Waste from commercial premises	☐	☐	☐	☐	☐
Bins left out on Pavements	☐	☐	☐	☐	☐
Bin contamination	☐	☐	☐	☐	☐
Fly Posting	☐	☐	☐	☐	☐
Abandoned Vehicles	☐	☐	☐	☐	☐
Unlicensed Vehicles	☐	☐	☐	☐	☐

10

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Q29 In the last 2 years, have you had any contact (for any reason), with the Street Services Enforcement Unit, which comprises the Abandoned/Unlicensed Vehicle team and Waste Enforcement Officers? *Please mark ☒ one box only*

Yes	No	Not sure
☐	☐	☐

IF YES, PLEASE ANSWER Q30
OTHERS GO TO SECTION 6

Q30 How would you rate the service you received from the Street Services Enforcement Unit in terms of the following aspects? *Please mark ☒ one box in each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Speed of initial response	☐	☐	☐	☐	☐	☐
Overall time taken to resolve issue	☐	☐	☐	☐	☐	☐
Politeness / courteousness	☐	☐	☐	☐	☐	☐
Professionalism	☐	☐	☐	☐	☐	☐
Clarity of communication	☐	☐	☐	☐	☐	☐
Satisfaction with resolution	☐	☐	☐	☐	☐	☐

IF YOU SAID 'VERY GOOD' OR 'VERY POOR' AT ANY ASPECT ABOVE, PLEASE ANSWER Q31
OTHERS GO TO SECTION 6

Q31 Please provide further details *Please write your answer in the box below*

Very good :

Very poor :

Section 6 : Bedfordshire and Luton Fire and Rescue Service

ALL PLEASE ANSWER

BEDFORDSHIRE & LUTON FIRE & RESCUE SERVICE

Your Fire & Rescue Service continues to work towards reducing the number and severity of fires, road traffic collisions and other emergency incidents. We are also committed to various community education programmes to help people understand what precautions can be taken to prevent fire related and other emergency incidents.

11

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We are now facing cuts in public sector funding; as such we are seeking your views to see if, in your opinion, we represent a value for money service.

Your Fire and Rescue Service costs 22p per day for an average property in Luton (Band 'D').

Q32 If you have used the Service, do you think this is......? *Please mark ⊠ one box only*

....very good value	....good value	...poor value	No opinion
☐	☐	☐	☐

Q33 If you have <u>not</u> used the Service, do you think this is......? *Please mark ⊠ one box only*

....very good value	....good value	...poor value	No opinion
☐	☐	☐	☐

Q34 In order to protect the front line services we provide would you be prepared to pay more Council Tax in the future? *Please mark ⊠ one box only*

Yes	No
☐	☐

Q35 Overall, if you have used the Service how satisfied are you? *Please mark ⊠ one box only*

Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Have not used the service
☐	☐	☐	☐	☐

Thank you very much for taking part in this survey.

Please return the questionnaire in the envelope provided as soon as possible or by xxxxxxxxxx.

If you cannot find, or did not receive, the pre-addressed envelope please send your questionnaire to (no stamp is required) :

Free post, BMG Research, (Business Reply Plus Licence No. : RLRL-JAZJ-UCAC), 7 Holt Court North, Heneage Street West, Birmingham Science Park, Aston Birmingham, B7 4AX

<<BAR CODE>>

<<REFERENCE>>

12

Because people matter, we listen.

With some 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

Our business is about understanding people; because they matter. Finding out what they really need; from the type of information they use to the type of services they require. In short, finding out about the kind of world people want to live in tomorrow.

BMG serves both the social public sector and the commercial private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of technologies such as portals and information systems to ensure that market and customer intelligence is widely shared.

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