

**HEREFORDSHIRE PARTNERSHIP
PANEL SURVEY 1
QUALITY OF LIFE**

SUMMARY REPORT

- APRIL 2001-

Prepared for: -
HEREFORDSHIRE PARTNERSHIP

Research Director: -
Dawn Hands

Project Manager:-
Lindsey Bowes

Bostock Marketing Group Limited
6 Holt Court North
Heneage Street West
Aston Science Park
Birmingham
B7 4AX

Tel: 0121 333 6006
Fax: 0121 333 6800

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1.0 EXECUTIVE SUMMARY

1.1 Respondent profile

- The profile of the panel is broadly representative of the Herefordshire area in terms of gender, age, economic status and ward. The only group to be under represented is 16 to 24 year olds. Hence the data has been weighted by age to redress this imbalance.
- The majority of respondents (53%) were working at the time of interview. The largest proportion of respondents who are not working are retired (27% of all respondents).
- Six out of ten respondents are not in receipt of any of the specified benefits (60%). However, of those who are, the largest proportion receives Child Benefit.
- Just under one in ten respondents (9%) state that they have a disability or long-term illness which affects the everyday tasks they can undertake.
- The majority of respondents (83%) live in a household where there is a car or van normally available for use by them or a member of their household. Over half the respondents (53%) use public transport to some degree, although the largest proportion (29% of all respondents) use it less than once per week.
- Almost three-quarters of respondents (74%) have lived in Herefordshire for over ten years. One in ten respondents (10%) have lived in the area between five and ten years, whilst 15% have lived in Herefordshire for less than five years.
- Almost three-quarters of respondents (73%) are homeowners, either having bought their home outright, or paying a mortgage. Respondents who are renting their accommodation are most commonly renting from Herefordshire Council (12% of all respondents). Respondents (44%) most commonly live in a semi-detached house.
- Two-thirds of respondents (66%) are either married or living with a partner. Almost a fifth of respondents (19%) are single, whilst smaller proportions are either divorced / separated (7%), or widowed (9%). Almost two in five households (37%) contain children under the age of 16 and there are most commonly two children per household (44%).
- The vast majority of respondents (86%) have access to a land-line telephone at home, with a further three in five (59%) having access to a mobile phone. Under half the respondents (45%) have access to a computer at home, whilst one in three (31%) have Internet access.

1.2 Access to key services

- Respondents were asked how easy it was for them to get to a range of key services by their usual form of transport. Respondents were asked to rate their answer on a scale of one to five where one is very difficult and five very easy.
- The majority of respondents find it easy or very easy to get to each of the specified services. Respondents are most likely to experience difficulties getting to the local hospital (11%).

Table 1

RATINGS FOR THE EXTENT TO WHICH RESPONDENTS FIND IT EASY TO GET TO KEY SERVICES BY THEIR USUAL FORM OF TRANSPORT				
All respondents	% fairly or very difficult	% fairly or very easy	Mean rating	Mean rating sample base
Corner shop	8	85	4.33	992
Medium to large supermarket	8	82	4.17	1016
Post office	6	89	4.39	1015
Doctor	9	82	4.17	1015
Local Hospital	11	76	4.02	1020
Green space (e.g. park)	5	85	4.37	988
Public transport facility	9	80	4.22	969
Recycling facility	10	73	4.06	956
%s BASED ON SAMPLE OF 1024 RESPONDENTS				

- The respondent groups who find it easiest to access the specified amenities are those with cars, respondents aged 25-34, non-white respondents, those who work part-time, respondents with children, residents of Council housing and those who have lived in the Herefordshire area for more than 2 years. Respondents who live in the former local authority district of Hereford find it easier to access these services than residents of other former local authority districts.
- Conversely, older respondents, respondents with long-term health problems and residents of wards in the former district of South Herefordshire generally experience most difficulties accessing the specified facilities.

1.3 LITTER

- This section is concerned with respondent perceptions of the extent to which litter is a problem in local areas and in the county as a whole. Respondents were asked to rate the extent to which litter is a problem on highways, streets, footpaths, public open spaces and wasteland and the extent to which flytipping/dumping is a problem.

Litter in local areas

- Respondents were asked to rate their responses on a scale of one to five where one is a very serious problem and five not a problem at all. The mean scores of 4.00 and above indicate that the majority of respondents do not believe litter is a very serious problem in any of the specified locations in their local area. However, almost a fifth of respondents report that litter is a problem in streets (18%) and over one in ten report there is a problem on the highways (11%).

Table 2

RESPONDENT RATINGS FOR THE EXTENT TO WHICH LITTER IS A PROBLEM IN SPECIFIED LOCATIONS IN THEIR LOCAL AREA (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 – litter is a problem	% rating 4 or 5 – litter is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Streets	18	79	3	4.03	995
Footpaths	14	84	2	4.16	997
Highways	11	88	1	4.19	1013
Public open spaces	9	86	5	4.25	964
Flytipping / dumping	6	82	12	4.34	899
Wasteland	4	83	13	4.35	889
Somewhere else	1	12	87	4.39	140
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

Litter in Herefordshire

- The majority of residents do not believe that litter is a serious problem in any of the specified locations in Herefordshire. Although a higher proportion of respondents felt unable to give a rating at county level than at the local level, mean scores show that residents are less likely to express concern over litter on the streets, highways, footpaths and public open spaces in the county than in their local area. Respondents express slightly more concern over the incidence of flytipping / dumping in the county than in their neighbourhood and express equal concern over litter on wasteland.

Table 3

RESPONDENT RATINGS FOR THE EXTENT TO WHICH LITTER IS A PROBLEM IN SPECIFIED LOCATIONS IN HEREFORDSHIRE (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 – litter is a problem	% rating 4 or 5 – litter is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Streets	10	77	13	4.18	893
Highways	8	80	12	4.25	898
Footpaths	7	78	15	4.26	873
Public open spaces	5	80	15	4.31	867
Flytipping / dumping	5	71	24	4.32	780
Wasteland	4	74	22	4.35	800
Somewhere else	20	15	65	2.67	4
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

1.4 dog fouling

- This section is concerned with the incidence of dog fouling in local areas and in the county in general.
- Respondents were asked if they owned a dog and a third said that they did (33%). Dog owners are consistently less likely to express concern over fouling issues than those who do not own a dog.

Dog fouling in local areas

- Respondents were asked to rate the extent to which dog fouling is a problem in pedestrianised areas, residential pavements, public footpaths and public parks and open spaces on a scale of one to five where one is a very serious problem and five not a problem at all.
- On average, there is more concern about dog fouling than litter, especially amongst parents of children under the age of 16. Almost one in three respondents express concern over the amount of dog fouling on residential pavements and pedestrianised areas and a quarter believe there is a problem on public footpaths. However, in each case the majority of respondents do not perceive dog fouling to be a serious problem in their local area.

Table 4

RESPONDENT RATINGS FOR THE EXTENT TO WHICH DOG FOULING IS A PROBLEM IN SPECIFIED LOCATIONS IN THEIR LOCAL AREA (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 –is a problem	% rating 4 or 5 –is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Residential pavements	29	67	4	3.61	977
Pedestrianised areas	27	68	5	3.67	974
Public footpaths	25	70	5	3.71	975
Public parks and open spaces	17	75	8	3.91	944
Somewhere else	2	11	87	4.10	133
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

Dog fouling in Herefordshire

- Mean ratings show that respondents are more likely to express concern over dog fouling in local areas than in Herefordshire in general. Indeed, less than one in ten respondents rate each location at three or below on the five-point scale. However, the proportion of respondents who report that dog fouling is not a problem in Herefordshire, (provide a rating of four or five) is lower than the proportion who report that dog fouling is not a problem in their local area in every case except residential pavements which is the same.

1.5 Graffiti

- This section examines respondents' views on graffiti to street furniture, public toilets, other public facilities and play areas and surrounding areas. It also explores the impact that graffiti has on quality of life and the quality of the environment as well as measures to tackle the problem.
- The majority of respondents do not believe that graffiti is a problem either in their local area or in the county as a whole. Mean scores all exceed 4.00, where a score nearer to five indicates there is little or no concern, and less than one in ten respondents rate each issue at three or below on the five-point scale where one is a serious problem and five not a problem at all. Respondents are more likely to express concern over the incidence of graffiti in the county than in their local area. However, graffiti on street furniture and public toilets is more likely to cause respondents' concern, irrespective of location, than graffiti on other public facilities and in parks and open spaces.

Table 5

RESPONDENT RATINGS FOR THE EXTENT TO WHICH GRAFFITI IS A PROBLEM IN SPECIFIED LOCATIONS (ALL RESPONDENTS)								
All respondents	% rating 1 to 3 –is a problem		% rating 4 or 5 –is not a problem		Don't know / Not applicable		Mean rating	
	Local area	Hereford-shire	Local area	Hereford-shire	Local area	Hereford-shire	Local area	Hereford-shire
Street furniture	8	8	89	71	3	21	4.38	4.26
Public toilets	8	8	78	66	14	26	4.34	4.26
Other public facilities	3	4	88	70	9	26	4.48	4.38
Play and surrounding areas	3	4	86	69	11	27	4.46	4.39
Other areas	1	2	14	11	85	87	4.58	4.34
%s BASED ON SAMPLE OF 1024 RESPONDENTS MEAN RATINGS EXCLUDE DON'T KNOW AND NOT APPLICABLE RESPONSES								

The impact of graffiti on quality of life and the environment

- Respondents who felt that graffiti was a problem both in their local area and in the county were asked to rate the extent to which the level of graffiti impacts on their quality of life. Answers were rated on a five-point scale where one is no impact at all and five a very strong impact. The mean score of 2.21 demonstrates that graffiti has only a mild impact on the quality of life of respondents in general.
- Respondents were then asked to rate the extent to which they agree with the statement 'graffiti is mainly a problem in towns'. Answers were once again measured on a five-point scale where one is do not agree at all and five strongly agree. Almost half the respondents (47%) agree or strongly agree that graffiti is mainly concentrated in towns.
- A fifth of respondents do not know whether 'young people under 25 are mainly responsible for the graffiti' and 15% give a neutral rating. However, the mean rating of 4.05 shows that respondents are generally in agreement that the perpetrators of graffiti are under 25.
- Respondents were then asked to comment on the extent to which they agreed that graffiti is most common in public places such as parks, public toilets and bus shelters. Almost two-thirds (65%) of respondents agree or strongly agree that graffiti is most common in public places such as those specified.
- The questioning then went on to explore the extent to which the respondent agreed that certain types of graffiti could be viewed as public art. With a mean score of 2.55, it is clear that respondents do not consider certain types of graffiti to be public art. Indeed, 26% of the panel strongly disagree with this statement compared with only 7% who strongly agree.

Measures to control graffiti

- Respondents were asked the extent to which they agreed that immediate action to remove graffiti discouraged those responsible from doing it again. Over a fifth of respondents were unable to say whether this would act as a deterrent (21%) and 17% provided a neutral rating of neither agree or disagree. The remaining respondents were more likely to disagree with the hypothesis, 37% of the total sample disagree compared with 25% who agree.
- Respondents were next asked the extent to which they agreed that the presence of some graffiti is unavoidable. A third agreed and a third disagreed (33%). Respondents who agreed were also asked the extent to which the amount of graffiti needs to be controlled. Three-quarters of respondents agree or strongly agree (75%) that the amount of graffiti should be controlled and only 2% do not think any measures should be taken.
- The extent to which respondents agreed that the people responsible could be encouraged to graffiti in designated areas such as a specially provided graffiti wall was explored. Over three-fifths of respondents (63%) agree or strongly agree with the proposition. However three in ten (30%) report that such a measure would be unlikely to be effective.
- Finally, respondents were questioned on the extent to which they agreed that the local community must tackle the problem in order to solve it. Respondents in the main agree with the proposition (78%).

1.6 VANDALISM

- This section examines respondents' views on vandalism to street furniture, public toilets, other public facilities and play areas and surrounding areas in their neighbourhood and in the county in general.
- Vandalism is not a problem for the majority of respondents either in their local area or in the county and the proportion of respondents who rate vandalism to each of the specified facilities at three or below on the five-point scale is similar, irrespective of location. However, the proportion who do not perceive vandalism to be a problem at the county level is lower than at the local level. This is largely because of the greater proportion of respondents who provide a 'don't know' rating at county level.
- Vandalism to street furniture in local areas is the only aspect where the proportion of respondents who rate it at three or below on the five-point scale exceeds one in ten (12%). Mean ratings show that concern amongst respondents over the incidence of vandalism to street furniture is greater in local areas, but concern over vandalism to public toilets and other public facilities is greater at the county level. Respondents express equal concern over vandalism to play and surrounding areas in their neighbourhood and in the county.

Table 6

RESPONDENT RATINGS FOR THE EXTENT TO WHICH VANDALISM IS A PROBLEM IN SPECIFIED LOCATIONS (ALL RESPONDENTS)								
All respondents	% rating 1 to 3 –is a problem		% rating 4 or 5 –is not a problem		Don't know / Not applicable		Mean rating	
	Local area	Herefordshire	Local area	Herefordshire	Local area	Herefordshire	Local area	Herefordshire
Street furniture	12	7	81	67	7	26	4.21	4.26
Public toilets	7	7	80	64	13	29	4.34	4.27
Other public facilities	4	4	84	67	12	29	4.42	4.38
Play and surrounding areas	5	4	81	64	14	32	4.38	4.38
Other areas	3	2	13	10	84	88	4.13	4.32
%s BASED ON SAMPLE OF 1024 RESPONDENTS MEAN RATINGS EXCLUDE DON'T KNOW AND NOT APPLICABLE RESPONSES								

1.7 Noise pollution

- This final section explores respondents' experiences of noise pollution from road traffic, low flying aircraft, agriculture and farming, industry and factories and neighbours. As with previous sections, respondents were asked to rate the severity of the problem on a scale of one to five where one is a very serious problem and five not a problem at all. To conclude, respondents were questioned on a related issue, the extent to which speeding traffic is a problem in the area where they live and in Herefordshire in general.
- The vast majority of respondents do not regard noise pollution from any of the specified sources as a significant problem. However, one in seven respondents are troubled by noise from road traffic in their local area and one in ten experience problems from low flying aircraft.

Table 7

RESPONDENT RATINGS FOR THE EXTENT TO WHICH THEY AGREE THAT NOISE POLLUTION FROM SPECIFIED SOURCES IS A PROBLEM IN THEIR LOCAL AREA (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 –is a problem	% rating 4 or 5 –is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Road traffic	14	83	3	4.23	1000
Low-flying aircraft	10	86	4	4.36	987
Neighbours	4	92	4	4.59	987
Agriculture / farms	3	93	4	4.61	979
Industry / factories	3	91	6	4.65	954
Other source	3	12	85	4.06	156
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

1.8 Speeding traffic

- Respondents were asked for their perceptions of the extent to which speeding traffic is a problem in their local area and in Herefordshire in general. Respondents overall are slightly more concerned about speeding traffic in their local area than the county as a whole.
- Mean scores of 2.97 and 3.11 respectively suggest that respondents are divided on the extent to which speeding traffic is a problem. Almost two-fifths of respondents perceive speeding traffic to be a notable problem in their local area (59%) and just over half regard it as a county-wide problem (53%).
- Further analysis by ward at the local level reveals that residents in rural areas are more likely to express concern over speeding traffic than respondents in urban areas. However, at the county level there is no difference in opinion.

1.9 Key Findings

- Although the majority of respondents find it easy to access local amenities such as a corner shop or green space, there are groups who find it more difficult to access services that they have most need of. Older respondents and those with long-term health problems for example experience greater difficulties getting to the local hospital and their doctor than respondents in general. The local hospital appears to be particularly difficult to reach for those who do not drive and / or have access to a car.
- Mean ratings show that residents of Herefordshire do not regard litter, graffiti, vandalism or noise pollution as very serious problems, but express concern over the incidence of dog fouling and speeding traffic.

- In each case, respondents express most concern over the impact these issues have on the local environment. The only exceptions are graffiti and vandalism to public toilets which are seen as more serious problems in the county as a whole. Vandalism to play areas in the county is a particular problem for parents who are concerned about their children's welfare, along with the incidence of dog fouling.
- Graffiti is regarded as an urban problem by almost half the respondents, yet the majority recognises the role of the local community in tackling it.

2.0 INTRODUCTION

2.1 BACKGROUND

- The modernisation agenda presents local authorities with a broad range of challenges and opportunities. Central to this agenda is the need to consult with the public. As part of their consultation strategy, Herefordshire Partnership, which includes Herefordshire Council, the Chamber of Commerce for Herefordshire and Worcestershire, the Herefordshire Health Authority, West Mercia Police, voluntary organisations and Advantage West Midlands, commissioned BMG to recruit a panel of 1000 residents with whom they could consult on a range of local issues.
- The principle objectives of the first survey were to:
 - ◆ Establish a Citizens' Panel of 1000 residents that reflects the population of Herefordshire in terms of ward, gender, age, ethnic background and economic status.
 - ◆ Ascertain the ease with which residents are able to access key services.
 - ◆ Gauge the extent to which litter is a problem in local areas and the county as a whole.
 - ◆ Gauge the extent to which dog fouling is a problem in local areas and the county as a whole.
 - ◆ Gauge the extent to which graffiti and vandalism are problems in localities and the county as a whole and explore respondents' perceptions of strategies to combat graffiti.
 - ◆ Gauge the extent to which noise and speeding traffic are problems in local areas and the county as a whole.

2.2 METHODOLOGY

- The panel was recruited through two methods. A random sample of 2500 residents were sent a User Satisfaction Survey as part of the Government's Best Value initiative. Respondents to this survey were asked to indicate on the questionnaire if they would be interested in joining the citizens' panel. Each of the volunteers was sent the Quality of Life survey through the post. Just under half responded and made up approximately 10% of the panel.
- The remainder of panel was recruited using a household methodology (face-to-face interviewing at the respondent's home). Conducting the interviews in this way meant that regular quota sampling could be established to ensure that the panel is representative of the population of Herefordshire.

- Overall, 1024 questionnaires were completed. Thus, the sample is subject to a maximum standard error of $\pm 3.1\%$ at the 95% confidence level on an observed statistic of 50%. Thus, we can be 95% confident that responses are representative of those that would be given by the total population, if a census had been conducted, to within $\pm 3.1\%$ of the percentages reported.
- In addition to this written report, data tabulations have been produced which present the data as a whole, and broken down by the following groups:
 - ◆ Gender of the respondent;
 - ◆ Age of the respondent;
 - ◆ Ethnicity of the respondent;
 - ◆ Economic status of the respondent;
 - ◆ Whether the respondent has children under 16 years of age;
 - ◆ Whether the respondent's home is bought or rented;
 - ◆ The length of time the respondent has been resident in Herefordshire;
 - ◆ The former local authority district in which the respondent lives.

3.0 RESPONDENT PROFILE

- The profile of the panel is broadly representative of the Herefordshire area. The only group to be under represented is 16 to 24 year olds. Hence the data has been weighted to redress this imbalance.

Gender

- The sample is 46% male and 54% female.

Age

- Table 8 illustrates the age profile of the sample before and after the weights had been applied.

Table 8

AGE RANGE OF RESPONDENTS (ALL RESPONDENTS)		
	TOTAL	
	Unweighted	Weighted
16 – 24 years	47	164
25 – 34 years	158	164
35 – 44 years	204	174
45 – 54 years	194	154
55 – 64 years	166	143
65+ years	255	225
Sample bases	1024	1024

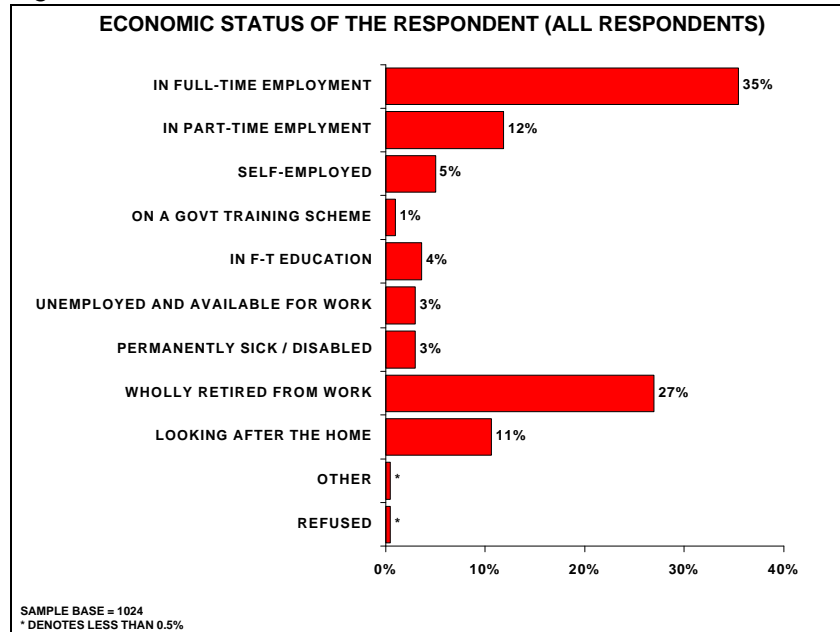
Ethnicity

- Almost the entire sample (99%) are of White ethnic origin.

Economic status and benefits claims

- The majority of respondents (53%) were working at the time of interview, with the largest proportion (35% of all respondents) being in full-time employment. The largest proportion of respondents who were not working were retired (27% of all respondents).

Figure 1



- Of the respondents who are working, the highest proportion are employed in crafts and related occupations (15%) and the personal and protective services (15%) and the smallest proportion in professional occupations (8%). Approximately one in ten respondents are employed in each of the other industrial sectors.
- Six out of ten respondents are not in receipt of any of the specified benefits (60%). One in ten respondents are in receipt of Council Tax benefit and / or Housing benefit. The largest proportion is in receipt of Child Benefit (31% of all respondents).

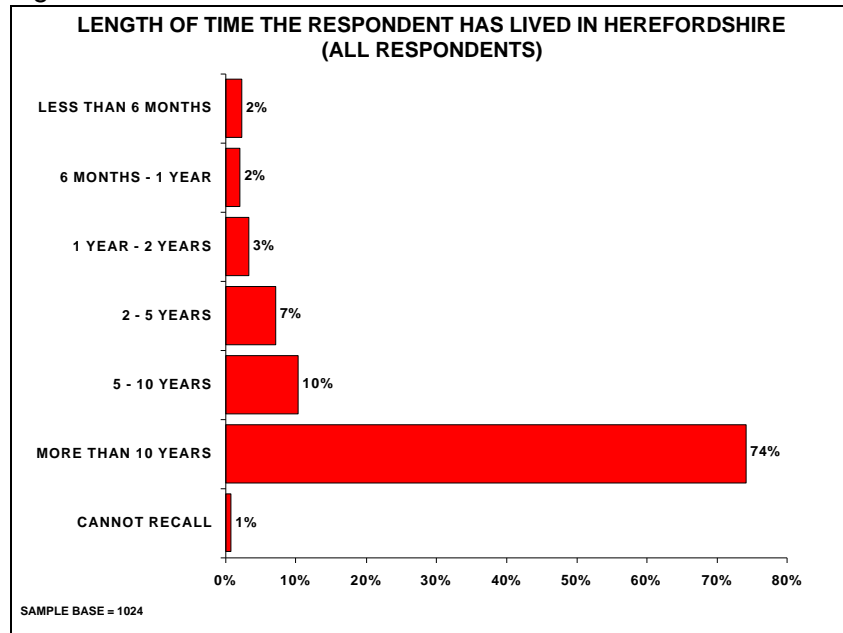
Mobility

- Just under one in ten respondents (9%) state that they have a disability or long-term illness which affects the everyday tasks they can undertake.
- The majority of respondents (83%) live in a household where there is a car or van normally available for use by them or a member of their household.
- Over half the respondents (53%) state that they use public transport to some degree, although the largest proportion (29% of all respondents) are infrequent users (i.e. using public transport less than once per week). One in seven respondents (15%) use public transport more than once per week, whilst 8% use it no more than once per week.

Residency and household composition

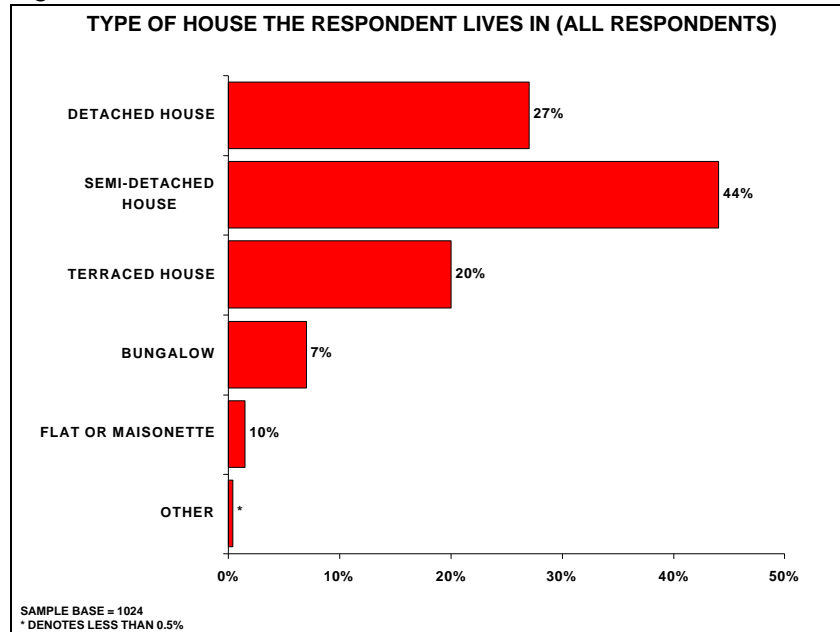
- Almost three-quarters of respondents (74%) have lived in Herefordshire for over ten years. One in ten respondents (10%) have lived in the area between five and ten years, whilst 15% have lived in Herefordshire for less than five years.

Figure 2



- Interviews were conducted in all wards in the region and for the purposes of analysis have been grouped according to the local authority district they were formerly a part of. Almost two-fifths of the interviews were conducted with residents in wards formerly in Hereford (37%) and 31% were conducted in wards formerly in South Herefordshire. Almost a fifth took place in wards formerly in Leominster (18%) and the remainder were conducted in wards formerly in Malvern Hills (14%).
- Almost three-quarters of respondents (73%) are homeowners, either having bought their home outright, or paying a mortgage. Respondents who are renting their accommodation are most commonly renting from Herefordshire Council (12% of all respondents).
- The largest proportion of respondents (44%) lives in a semi-detached house. Substantial proportions also live in detached (27%) or terraced (20%) housing.

Figure 3



- Two-thirds of respondents (66%) are either married or living with a partner. Almost a fifth of respondents (19%) are single, whilst smaller proportions are either divorced / separated (7%), or widowed (9%).
- Almost two in five households (37%) contain children under the age of 16 and there are most commonly two children per household (44%). A third of households only have one child under 16 (32%) and a small proportion of respondents have three or more children.

Access to communications

- The vast majority of respondents (86%) have access to a land-line telephone at home, with a further three in five (59%) having access to a mobile phone. Under half the respondents (45%) have access to a computer at home, whilst one in three (31%) have Internet access.

4.0 ACCESS TO KEY SERVICES

- Respondents were asked how easy it was for them to get to a range of key services by their usual form of transport. Respondents were asked to rate their answer on a scale of one to five where one is very difficult and five very easy.
- The majority of respondents find it easy or very easy to get to each of the specified services. Respondents are most likely to experience difficulties getting to the local hospital (11%).

Table 9

RATINGS FOR THE EXTENT TO WHICH RESPONDENTS FIND IT EASY TO GET TO KEY SERVICES BY THEIR USUAL FORM OF TRANSPORT				
All respondents	% fairly or very difficult	% fairly or very easy	Mean rating	Mean rating sample base
Corner shop	8	85	4.33	992
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Post office	6	89	4.39	1015
Doctor	9	82	4.17	1015
Local Hospital	11	76	4.02	1020
Green space (e.g. park)	5	85	4.37	988
Public transport facility	9	80	4.22	969
Recycling facility	10	73	4.06	956
%s BASED ON SAMPLE OF 1024 RESPONDENTS				

- Analysis by gender reveals little variation in the ease with which men and women can access each of the specified amenities. However, analysis by other variables such as age, ethnicity, economic status and former local authority district highlights some differences.
- The respondent groups who find it easiest to access the specified amenities are those with cars, respondents aged 25-34, non-white respondents, those who work part-time, respondents with children, residents of Council housing and those who have lived in the Herefordshire area for more than 2 years. Respondents who live in the former local authority district of Hereford find it easier to access these services than residents of other former local authority districts.
- Conversely, older respondents, respondents with long-term health problems and residents of wards in the former district of South Herefordshire generally experience most difficulties accessing the specified facilities.

- Below are instances where the mean rating observed differed from the overall mean rating by ± 0.20 . The closer the mean score to 1.00, the greater the difficulty the respondent group has reaching the service.
- ◆ **Corner shop (overall mean 4.33)** – non-white respondents (4.84), full-time students (4.78), residents of the former local authority district of Hereford (4.69), the unemployed (4.58), respondents who rent their accommodation from the Council (4.55), residents of the former local authority district of Leominster (4.10), respondents who have lived in Herefordshire for 5 years or less (4.06), residents of the former local authority district of South Herefordshire (4.04) and respondents with long-term health problems (3.92).
- ◆ **Medium to large supermarket (overall mean 4.17)** - non-white respondents (4.65), residents of the former local authority district of Hereford (4.51), part-time workers (4.45), the unemployed (4.44), respondents who rent their accommodation from the Council (4.42), respondents in lower order occupations (4.41), respondents with long-term health problems (3.97), residents of the former local authority district of South Herefordshire (3.90) and respondents who have lived in Herefordshire for 2 years or less (3.83).
- ◆ **Post Office (overall mean 4.39)** - full-time students (4.82), non-white respondents (4.75), residents of the former local authority district of Hereford (4.66), respondents who rent their accommodation from the Council (4.57), residents of the former local authority district of South Herefordshire (4.08), respondents who have lived in Herefordshire for 2 years or less (4.07) and respondents with long-term health problems (3.91).
- ◆ **Doctor (overall mean 4.17)** - non-white respondents (4.65), residents of the former local authority district of Hereford (4.45), unemployed respondents (4.41), respondents in lower order occupations (4.37), residents of the former local authority district of Malvern Hills (3.98), those with no access to a car (3.93). respondents with long-term health problems (3.92), respondents who have lived in Herefordshire for 2 years or less (3.91) and residents of the former local authority district of South Herefordshire (3.88).
- ◆ **Local Hospital (overall mean 4.02)** - non-white respondents (4.65), residents of the former local authority district of Hereford (4.44), unemployed respondents (4.32), respondents in lower order occupations (4.30), part-time workers (4.28), respondents with long-term health problems (3.79), residents of the former local authority districts of South Herefordshire (3.69) and Malvern Hills (3.69), respondents who have lived in Herefordshire for 2 years or less (3.66) and respondents without a car (3.80).
- ◆ **Green space (e.g. park) (overall mean 4.37)** - Residents of the former local authority district of Hereford (4.68), non-white respondents (4.64), respondents without a car (4.14), residents of the former local authority district of South Herefordshire (4.09), respondents who have lived in Herefordshire for 2 years or less (4.00) and respondents with long-term health problems (3.93).
- ◆ **Public transport facility (overall mean 4.22)** - non-white respondents (4.56), residents of the former local authority district of Hereford (4.53), respondents who rent their accommodation from the Council (4.47), respondents who have lived in Herefordshire for 2 years or less (4.02), residents of the former local authority district of South Herefordshire (3.90) and respondents with long-term health problems (3.76).

- ◆ **Recycling facility (overall mean 4.06)** - Respondents who rent their accommodation from the Council (4.45), residents of the former local authority district of Hereford (4.38), respondents in lower order occupations (4.36), non-white respondents (4.30), respondents who have lived in Herefordshire for 5-10 years (3.79) or 2 years or less (3.75) and residents of the former local authority district of South Herefordshire (3.74).

5.0 LITTER

- This section is concerned with respondent perceptions of the extent to which litter is a problem in local areas and in the county as a whole. Respondents were asked to rate the extent to which litter is a problem on highways, streets, footpaths, public open spaces and wasteland and the extent to which flytipping/dumping is a problem. Respondents rated their answers on a scale of one to five where one is a very serious problem and five not a serious problem at all. Where respondents felt there was a particular problem, that is, rated the aspect between one and three on the five-point scale, they were asked to cite a specific location as an example. These have been included as an appendix to the main report.

5.1 Litter in local areas

- The majority of respondents do not believe litter is a very serious problem in any of the specified locations in their local area. However, almost a fifth of respondents report that litter is a problem in streets (18%). Although litter on the highways is not perceived to be a problem by 88% of respondents, over one in ten report that it is a problem (11%).

Table 10

RESPONDENT RATINGS FOR THE EXTENT TO WHICH LITTER IS A PROBLEM IN SPECIFIED LOCATIONS IN THEIR LOCAL AREA (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 – litter is a problem	% rating 4 or 5 – litter is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Streets	18	79	3	4.03	995
Footpaths	14	84	2	4.16	997
Highways	11	88	1	4.19	1013
Public open spaces	9	86	5	4.25	964
Flytipping / dumping	6	82	12	4.34	899
Wasteland	4	83	13	4.35	889
Somewhere else	1	12	87	4.39	140
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

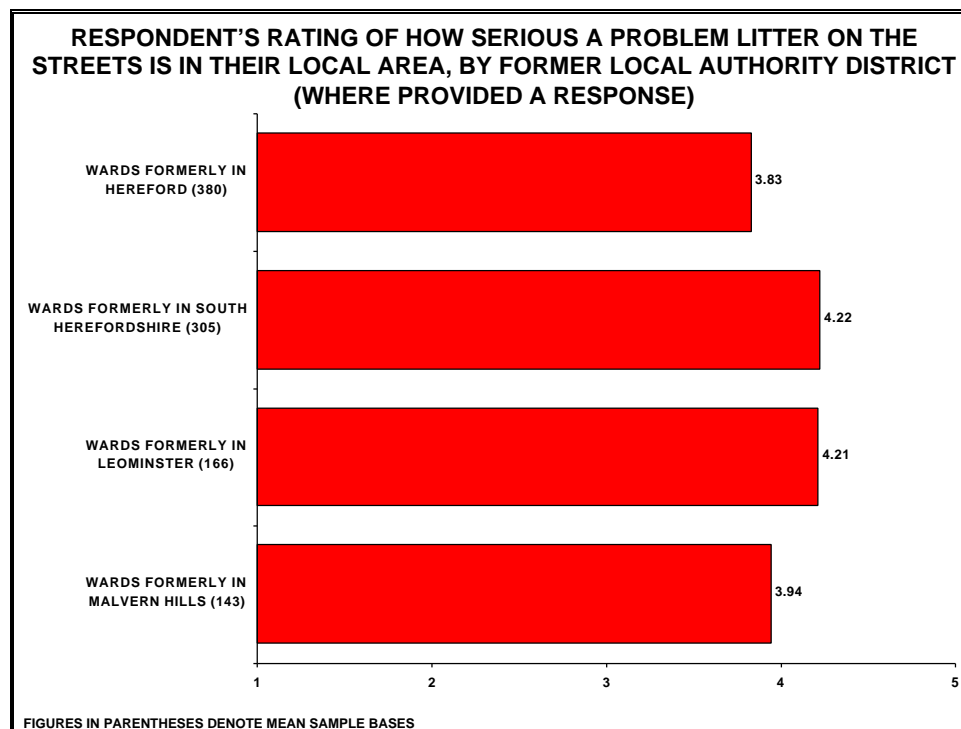
Highways

- ◆ Analysis by age reveals that a larger than average proportion of respondents aged 45-64 perceive that litter on the highways in their area is a problem (15% compared with 11% overall). There is little variation in the views of respondents who rent or own their property. However, respondents without children under the age of sixteen and residents of the former district of Malvern Hills tend to view litter as a more serious problem than respondents with children and those who reside in other areas. Respondents who have lived in the area for 2 years or less regard litter on the highways as less of a problem than respondents who have lived in Herefordshire for longer.

Streets

- ◆ Mean ratings show once again that respondents aged 45 to 64 are more likely to regard litter in the streets as a serious problem than respondents from other age groups. However, the proportion who rate this aspect between one and three on the five-point scale where one is a very serious problem and five not a problem at all is only slightly higher than the overall score (20%). Analysis by accommodation type reveals that over a quarter of Council tenants are concerned about the amount of litter in the streets where they live (26%) as are 29% of residents from the former local authority district of Hereford.

Figure 4



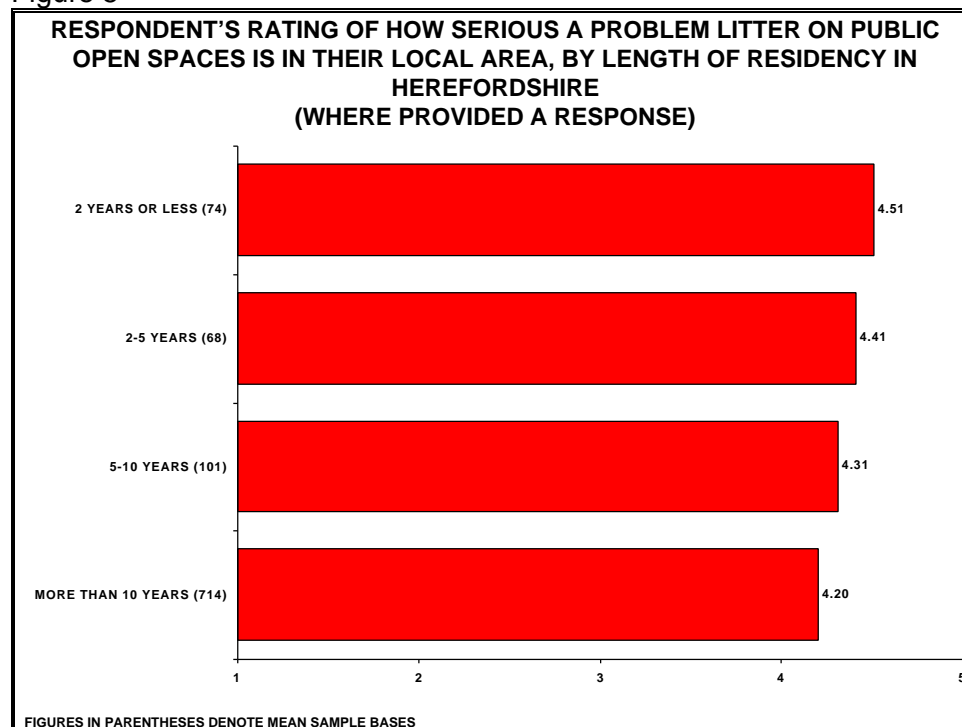
Footpaths

- ◆ Over a fifth of respondents aged 45-54 believe litter on footpaths is a problem in their local area (22%), compared with 14% overall. Although 16% of non-white respondents rate litter on footpaths as a problem, all these respondents rate this aspect as three on the five-point scale.
- ◆ Reflecting the trend observed for streets and highways, analysis by length of residency shows that respondents who are relatively new to the area are more likely to perceive litter as less of a problem than respondents who have lived in the area for more than 2 years. Over nine out of ten respondents who have lived in Herefordshire for less than 2 years do not think litter is a problem in their neighbourhood. When the data are analysed by former local authority district, the results show that litter on the footpaths is more likely to be serious problem for residents of Hereford (20% rate this aspect between 1 and 3 on the scale) and Malvern Hills (17% rate this aspect between 1 and 3 on the scale).

Public open spaces

- ◆ Just under one in ten (9%) respondents report that litter in public open spaces is a serious problem, a proportion that rises to 14% amongst 45-54 year olds and 16% amongst respondents employed in lower order occupations such as plant and machine operatives. Mean ratings demonstrate that there is little variation in the perceptions of respondents with or without children on this issue and amongst respondents living in each of the four former local authority districts. However, respondents who have lived in Herefordshire for a relatively short time are once again least likely to regard litter as a problem.

Figure 5



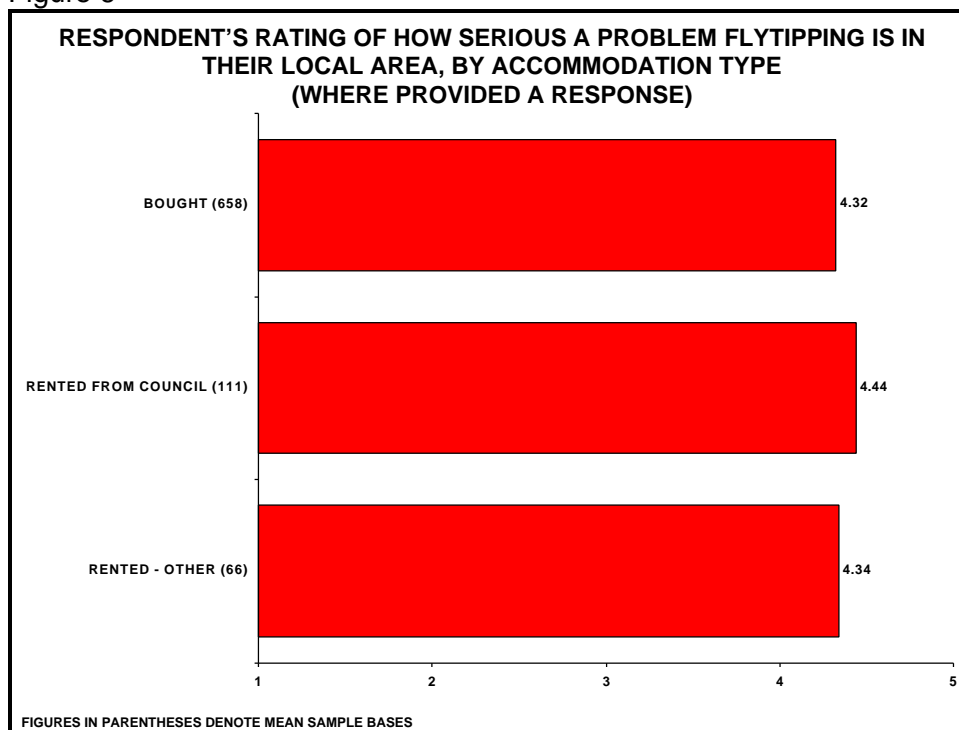
Wasteland

- ◆ Approximately one in twelve respondents (8%) don't know whether litter is a problem on wasteland in their local area and a further 5% state that this aspect does not apply to them. Of those who were able to comment, only 4% felt that litter was a problem on wasteland. This proportion was similar irrespective of respondent group. However, a slightly higher proportion of respondents residing in the former local authority district of Malvern Hills regard litter on wasteland as a problem (7%).

Flytipping / Dumping

- ◆ One in eleven respondents (9%) don't know whether flytipping / dumping is a problem in their local area and 4% do not feel that this issue applies to them. A larger than average proportion of respondents aged 55-64 perceive flytipping / dumping as a problem (11% compared with 6% overall). Residents of Council accommodation are less likely to be concerned about flytipping / dumping than residents who own their accommodation or who rent from another source. Flytipping / dumping is also more likely to be a problem in Malvern Hills than other former local authority districts.

Figure 6



5.2 Litter in Herefordshire

- The table below demonstrates that the majority of residents do not believe that litter is a serious problem in any of the specified locations in Herefordshire. Although a higher proportion of respondents felt unable to give a rating at county level than at the local level, mean scores, which exclude 'don't know' and 'not applicable' ratings, show that residents are less likely to express concern over litter on the streets, highways, footpaths and public open spaces in the county than in their local area. Respondents express slightly more concern over the incidence of flytipping / dumping in the county than in their neighbourhood and express equal concern over litter on wasteland.

Table 7

RESPONDENT RATINGS FOR THE EXTENT TO WHICH LITTER IS A PROBLEM IN SPECIFIED LOCATIONS IN HEREFORDSHIRE (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 – litter is a problem	% rating 4 or 5 – litter is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Streets	10	77	13	4.18	893
Highways	8	80	12	4.25	898
Footpaths	7	78	15	4.26	873
Public open spaces	5	80	15	4.31	867
Flytipping / dumping	5	71	24	4.32	780
Wasteland	4	74	22	4.35	800
Somewhere else	20	15	65	2.67	4
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

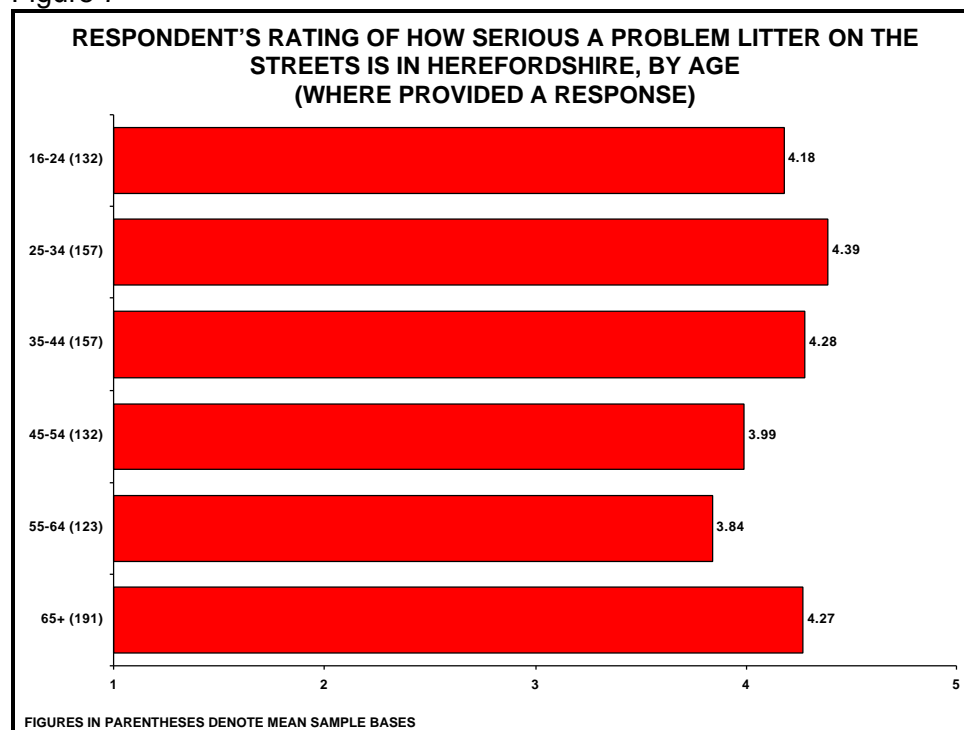
Highways

- ◆ Respondents aged 45-64 are more likely to regard litter on the highways as a problem in their local area than respondents in other age groups. Analysis at the county level shows that although a higher than average proportion of respondents from the 45-54 age group express concern, respondents aged 55-64 are most concerned with 14% rating the extent to which litter is a problem on the highways at 3 or below. The proportion of respondents who are concerned about litter on the highways in the county increases with length of residency in the area.
- ◆ There is little deviation from the overall figure when the data are analysed by former local authority district. However, 23% of residents who live in wards formerly in Malvern Hills give a 'don't know' response, compared with approximately one in ten respondents living elsewhere.

Streets

- ◆ One in ten respondents express concern over the amount of litter in the streets of Herefordshire, irrespective of gender. However, analysis by age reveals that respondents aged 45-64 are more likely to regard litter on the streets as a serious problem than respondents in other age groups. Conversely, 85% of respondents who have lived in Herefordshire for 2 years or less do not perceive litter on the streets to be a problem compared with 77% of those who have lived in the area for 10 years or more.
- ◆ When the data are analysed by former local authority district, the mean ratings reflect the overall figure. However, a slightly higher proportion of residents of the former district of Hereford rate litter on the streets between one and three on the five-point scale than residents of other areas (12%, compared with 7% in South Herefordshire, 10% in Leominster and 9% in Malvern Hills).

Figure 7



Footpaths

- ◆ Only 7% of respondents believe litter on the footpaths is a problem in Herefordshire, a proportion that rises to 14% of 55-64 year olds and 17% of non-white respondents. Conversely, none of the full-time students on the panel and only 5% of respondents who have been resident in Herefordshire for 2 years or less believe there is a litter problem.
- ◆ Analysis by former local authority district reveals that litter on the footpaths in local areas is more likely to be a serious problem for residents of Hereford and Malvern Hills. However, when the data for the county as a whole are analysed by area the results do not reveal any significant difference in the perceptions of residents of the different areas.

Public open spaces

- ◆ Four-fifths of respondents (80%) do not believe there is a litter problem in public open spaces and only 5% actually express concern. Mean ratings show little variation between the views of the different respondent groups on this issue. The only instances where the mean rating observed differs from the overall mean rating by ± 0.20 are for full-time students (4.52) and respondents who have lived in the area for 2 years or less (4.59), both of whom express less concern over this issue than respondents overall.

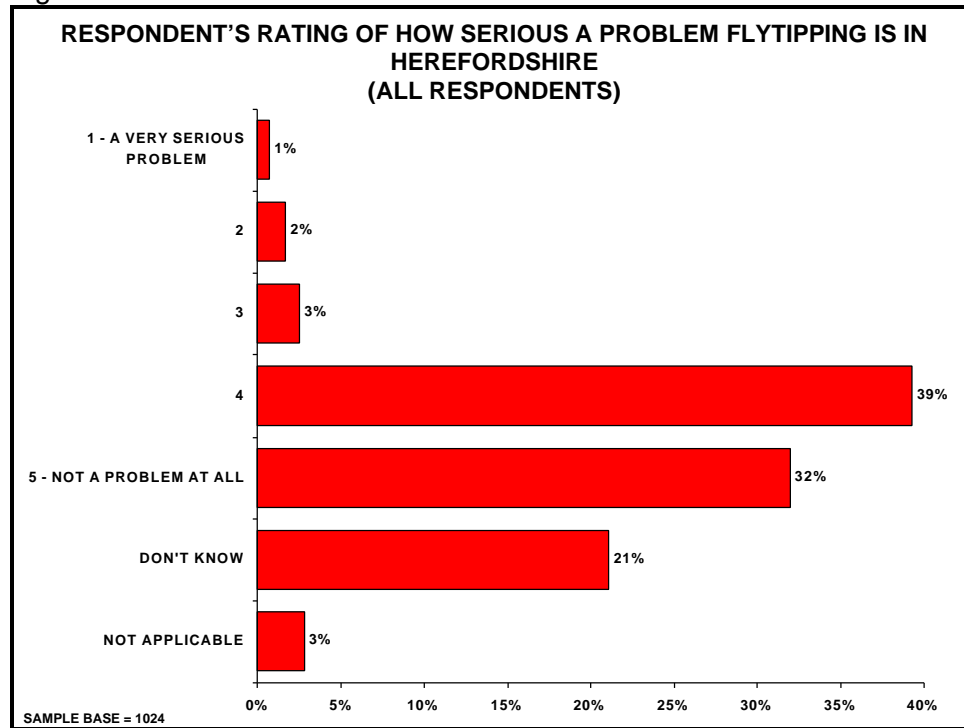
Wasteland

- ◆ Over a fifth of respondents don't know whether there is a problem with litter on wasteland throughout Herefordshire in general (21%), a proportion that rises to 31% of respondents who are looking after the home, children or other dependants and 36% of those with a long-term health problem. Mean ratings, which exclude respondents who give a 'don't know' response, show very little variation in the perceptions of the different respondent groups. The only groups for whom the mean rating differs by ± 0.20 from the overall rating are respondents aged 55-64 (4.13) and respondents who have lived in Herefordshire for 2 years or less (4.58).

Flytipping / Dumping

- ◆ Once again, over a fifth of all respondents (21%) and 39% of those with long-term health problems don't know whether flytipping / dumping is a problem in Herefordshire. Of those who were able to comment, the majority do not regard it as a problem.
- ◆ Analysis by gender reveals that men (mean rating = 4.25) are more likely to express concern over flytipping / dumping than women (mean rating = 4.38). Residents of the former local authority district of Hereford are less likely to be concerned about flytipping / dumping than residents of other areas. However, these differences in opinion are only slight and the only groups to score a mean rating that differs by more than ± 0.20 from the overall rating are respondents aged 55-64 (4.02) and respondents who have been residents for 2 years or less (4.62).

Figure 8



6.0 DOG FOULING

- This section is concerned with the incidence of dog fouling in local areas and in the county in general. Respondents were asked to rate the extent to which dog fouling is a problem in pedestrianised areas, residential pavements, public footpaths and public parks and open spaces. Respondents rated their answers on a scale of one to five where one is a very serious problem and five not a serious problem at all. Where respondents felt there was a particular problem, that is, rated the aspect between one and three on the five-point scale, they were asked to cite a specific location as an example. These have been included as an appendix to the main report.
- Respondents were first asked if they were a dog owner. This facilitated a comparison between the perceptions of dog owners and those without a dog on dog fouling issues. A third of the panel are dog owners (33%). In general, older respondents are less likely to be dog owners than younger respondents. Just under a quarter of those aged 65+ (24%) have a dog compared with 47% of 16-24 year olds. A higher than average proportion of respondents with long-term health problems (48%) own a dog and respondents with children are more likely to have a dog (37%) than those without (31%). Analysis by former local authority district demonstrates that residents of the former district of Hereford are less likely to own a dog than respondents who live in other areas.

6.1 Dog fouling in local areas

- In each case the majority of respondents do not perceive dog fouling to be a problem in their local area. However, almost one in three respondents express concern over the amount of dog fouling on residential pavements and pedestrianised areas and a quarter believe there is a problem on public footpaths.

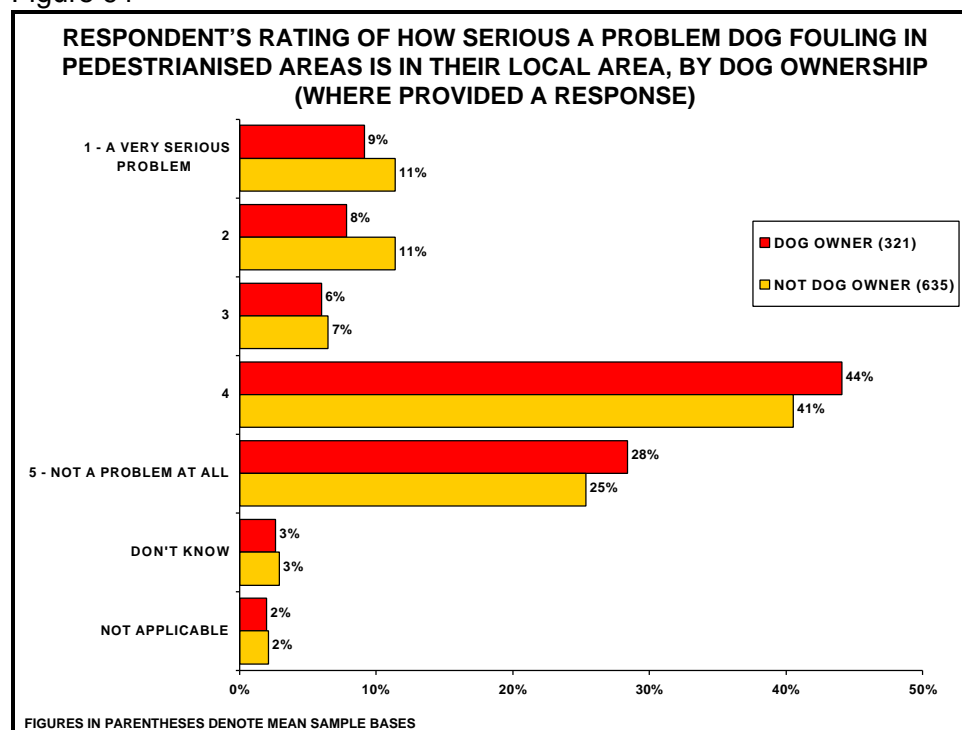
Table 12

RESPONDENT RATINGS FOR THE EXTENT TO WHICH DOG FOULING IS A PROBLEM IN SPECIFIED LOCATIONS IN THEIR LOCAL AREA (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 –is a problem	% rating 4 or 5 –is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Residential pavements	29	67	4	3.61	977
Pedestrianised areas	27	68	5	3.67	974
Public footpaths	25	70	5	3.71	975
Public parks and open spaces	17	75	8	3.91	944
Somewhere else	2	11	87	4.10	133
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

Pedestrianised areas

- ◆ The proportion of respondents who do not own a dog but think dog fouling in pedestrianised areas is a problem is higher than the overall figure (29%). Conversely, a smaller proportion of dog owners feel dog fouling in these areas is a problem, with 23% providing a rating between one and three.
- ◆ Further analysis reveals that men (mean rating 3.93) are less concerned about dog fouling than women (mean rating 3.44), but there is little variation in the views of respondents of different ages. It is perhaps not surprising given the dangers associated with dog fouling for children’s health that respondents with children are more concerned about the incidence of dog fouling in pedestrianised areas than those without children. Respondents who have lived in Herefordshire for 5 years or less are less likely to be concerned about dog fouling in pedestrianised areas than residents who have lived in the area for longer. Indeed, respondents who have been residing in the area for less than 2 years express least concern of all groups (mean rating = 4.02).

Figure 91



Residential pavements

- ◆ Analysis by former local authority district reveals considerable variation in views of respondents living in each of the different areas. As table 13 shows, almost three-quarters of respondents living in the former district of South Herefordshire (74%) do not regard dog fouling as a problem, compared with three-fifths of residents of the former district of Leominster (61%)

Table 13

RESPONDENT RATINGS FOR THE EXTENT TO WHICH DOG FOULING IS A PROBLEM ON RESIDENTIAL PAVEMENTS IN THEIR LOCAL AREA BY FORMER LOCAL AUTHORITY DISTRICT (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 – is a problem	% rating 4 or 5 – is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Wards formerly in Leominster (179)	32	61	7	3.45	166
Wards formerly in Hereford (381)	36	63	1	3.53	376
Wards formerly in Malvern Hills (148)	26	68	6	3.60	139
Wards formerly in South Herefordshire (316)	20	74	6	3.81	296
SAMPLE BASE IS SHOWN IN PARENTHESES					

- ◆ There is once again a pronounced difference in the views of men and women, dog owners and respondents who do not own a dog and those with and without children. Approximately a third of women (35%), non-dog owners (32%) and respondents with children (35%) provide a rating between one and three on this issue compared with around a quarter of men (22%), dog owners (23%) and respondents without children (25%).

Public footpaths

- ◆ Reflecting the trend observed amongst respondents' views on dog fouling in pedestrianised areas and on residential pavements, women, respondents with children, respondents who have been resident in the area for 5 years or more and non-dog owners express most concern over dog fouling on public footpaths.
- ◆ There is also a degree of variation in the perceptions of respondents living in the four former local authority districts. Residents of the former district of South Herefordshire are least concerned about fouling on public footpaths (mean rating = 3.88) and residents of the former district of Leominster are most likely to be concerned (mean rating = 3.57).

Public parks and open spaces

- ◆ Respondents are least likely to express concern over the incidence of dog fouling in public parks and open spaces with 75% providing a rating of four or five on a scale where one is a very serious problem and five not a problem at all. When the mean scores are considered, only unemployed respondents (3.65), respondents who rent their accommodation from a source other than the Council (3.69), respondents who have lived in Herefordshire for less than 2 years (4.28) and residents of the former district of Leominster (3.52) provide ratings that differ by ± 0.20 from the overall mean (3.91).
- ◆ In this instance, there is very little difference between the views of men and women, respondents with and without children and between dog owners and those who do not have a dog.

6.2 Dog fouling in Herefordshire

- Mean ratings show that respondents are more likely to express concern over dog fouling in local areas than in Herefordshire in general. Indeed, less than one in ten respondents rate each location at three or below on the five-point scale where one is a very serious problem and five not a problem at all. However, the proportion of respondents who report that dog fouling is not a problem in Herefordshire, (provide a rating of four or five) is lower than the proportion who report that dog fouling is not a problem in their local area in every case except residential pavements which is the same.

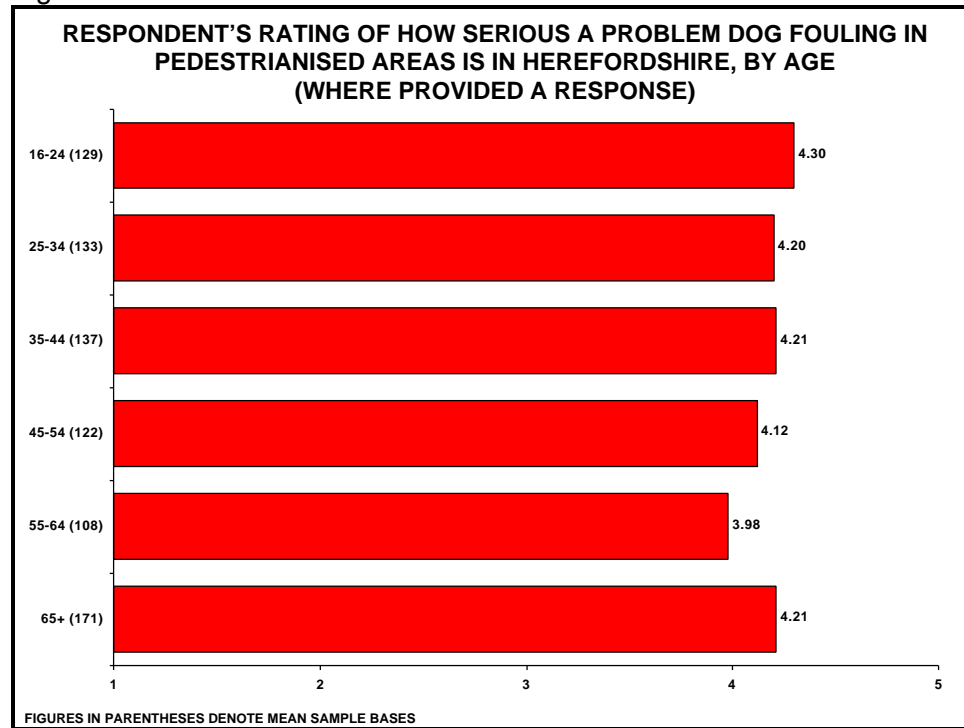
Table 14

RESPONDENT RATINGS FOR THE EXTENT TO WHICH DOG FOULING IS A PROBLEM IN SPECIFIED LOCATIONS IN HEREFORSHIRE (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 –is a problem	% rating 4 or 5 –is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Public footpaths	9	67	24	4.16	769
Public parks and open spaces	8	65	27	4.17	741
Pedestrianised areas	8	70	22	4.18	799
Residential pavements	8	67	25	4.18	788
Somewhere else	2	10	88	4.18	117
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

Pedestrianised areas

- ◆ The only mean score to differ by more than ± 0.20 from the overall mean is that for respondents who have lived in Herefordshire for 2 years or less (4.47). This group expresses the least concern over dog fouling in pedestrianised areas of all respondent groups. Reflecting the results for this issue in local areas, dog owners, women, and respondents with children regard dog fouling as more problematic than respondents without a dog, men and respondents without children respectively. Figure 10 shows that concern over the incidence of dog fouling rises with age.

Figure 10



Residential pavements

- ◆ Analysis by former local authority district reveals considerable variation in views of respondents living in each of the different areas. A comparison with the same breakdown for local areas also reveals a significant difference in opinion. Respondents in all locations are less concerned about fouling on residential pavements in Herefordshire in general than in their local area. However, Table 15 shows that a substantial proportion of respondents in all areas, and in the former district of Malvern Hills in particular, were unable to comment. Residents of Leominster are most concerned about fouling on residential pavements in both their local area and in the county in general. Conversely, residents of the former district of Hereford are some of the most concerned about this aspect in their local area, but are the least concerned about it in Herefordshire as a whole.

Table 15

RESPONDENT RATINGS FOR THE EXTENT TO WHICH DOG FOULING IS A PROBLEM ON RESIDENTIAL PAVEMENTS IN HEREFORDSHIRE BY FORMER LOCAL AUTHORITY DISTRICT (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 – is a problem	% rating 4 or 5 – is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Wards formerly in Leominster (179)	10	67	23	4.07	138
Wards formerly in South Herefordshire (316)	10	72	18	4.11	257
Wards formerly in Malvern Hills (148)	4	60	36	4.24	95
Wards formerly in Hereford (381)	8	70	22	4.28	298
SAMPLE BASE IS SHOWN IN PARENTHESES					

- ◆ Reflecting the well-established trend, women, respondents with children and respondents without a dog are more likely to express concern over this issue than respondents overall. However, the difference in opinion is not as pronounced as it was for dog fouling in their local area.

Public footpaths

- ◆ There is little variation in the views of the different respondent groups on dog fouling on public footpaths in Herefordshire. When mean ratings are compared, only the scores of non-white respondents (4.43), respondents in lower order occupations (3.94), and those who have lived in Herefordshire for either 2 years or less (4.51) or between 5 and 10 years (4.41) deviate from the overall score by more than ± 0.20 .

Public parks and open spaces

- ◆ Similarly, there is little variation in the views of the different respondent groups on dog fouling in public parks and open spaces in Herefordshire. When mean ratings are compared, only the scores of respondents with long-term health problems (4.47) and those who have lived in Herefordshire for either 2 years or less (4.45) or between 5 and 10 years (4.42) deviate from the overall score by more than ± 0.20 .

7.0 GRAFFITI

- This section examines respondents' views on graffiti to street furniture, public toilets, other public facilities and play and surrounding areas. Respondents were once again asked to rate the severity of the problem on a scale of one to five where one is a very serious problem and five not a problem at all. Respondents who considered graffiti to be problem were also asked a series of questions on the impact that graffiti has on their quality of life, the quality of their environment and measures to tackle the problem.

7.1 Graffiti

- The majority of respondents do not regard graffiti as a problem either in their local area or in the county as a whole. Less than one in ten respondents rate each issue at three or below on the five-point scale where one is a serious problem and five not a problem at all. Mean ratings show that respondents are more likely to express concern over the incidence of graffiti in the county than in their local area. However, graffiti on street furniture and public toilets is more likely to cause respondents' concern, irrespective of location, than graffiti on other public facilities and in parks and open spaces.

Table 16

RESPONDENT RATINGS FOR THE EXTENT TO WHICH GRAFFITI IS A PROBLEM IN SPECIFIED LOCATIONS (ALL RESPONDENTS)								
All respondents	% rating 1 to 3 –is a problem		% rating 4 or 5 –is not a problem		Don't know / Not applicable		Mean rating	
	Local area	Hereford-shire	Local area	Hereford-shire	Local area	Hereford-shire	Local area	Hereford-shire
Street furniture	8	8	89	71	3	21	4.38	4.26
Public toilets	8	8	78	66	14	26	4.34	4.26
Other public facilities	3	4	88	70	9	26	4.48	4.38
Play and surrounding areas	3	4	86	69	11	27	4.46	4.39
Other areas	1	2	14	11	85	87	4.58	4.34
%s BASED ON SAMPLE OF 1024 RESPONDENTS MEAN RATINGS EXCLUDE DON'T KNOW AND NOT APPLICABLE RESPONSES								

Street furniture

- **Local area** - Respondents aged 16-24, full-time students and respondents with long-term health problems are more likely to express concern over graffiti on street furniture in their local area than other respondents. Conversely, non-white residents and respondents who have lived in Herefordshire for 2 years or less are least likely to regard graffiti on street furniture as problematic. Analysis by former local authority district reveals that residents of the former districts of Hereford and Malvern Hills are more likely to express concern over this issue than residents of the former districts of Leominster and South Herefordshire.

- ***In Herefordshire*** – A similar trend in the views of respondent groups can be observed when perceptions of graffiti on street furniture in the county as a whole are analysed. Full-time students and residents of the former district of Malvern Hills are most likely to regard graffiti on street furniture in the county as a problem and respondents who have lived in the area for less than 2 years are least likely to perceive a problem.

Public toilets

- ***In local areas*** – A substantially larger proportion of full-time students express concern over the incidence of graffiti on public toilets in their local area than respondents overall (34% compared with 8%). Respondents aged 16-24 are more likely to be concerned about this issue than respondents in other age groups. Similarly, a higher than average proportion of respondents who rent their accommodation from a source other than the Council are concerned about the incidence of graffiti in this location.
- ***In Herefordshire*** – The same respondent groups are most likely to express concern over the incidence of graffiti on public toilets in Herefordshire in general. In addition, analysis by former local authority district reveals that residents of the former district of Malvern Hills (mean rating = 4.10) are more likely to regard graffiti as a problem than respondents from the other former districts, the mean ratings for which broadly reflect the overall score of 4.26.

Other public facilities

- ***In local areas*** – The views of men and women on the extent to which graffiti is a problem differ little on all aspects including other public facilities. Analysis by age once again reveals that respondents aged 16-24 are most likely to regard graffiti as a problem, along with full-time students. The mean scores reveal that full-time students (3.90) are more likely to feel strongly about this issue than respondents overall (4.48).
- ***In Herefordshire*** – In addition to full-time students and respondents aged 16-24, a higher than average proportion of residents of the former district of Malvern Hills report that graffiti in other public places is a problem in Herefordshire; 7% provide a rating of between one and three compared with 4% overall. Conversely, unemployed respondents, along with those with a long-term health problem, non-white respondents and those who rent their house from the Council are least likely to express concern over the incidence of graffiti in other public places.

Play areas and surrounding areas

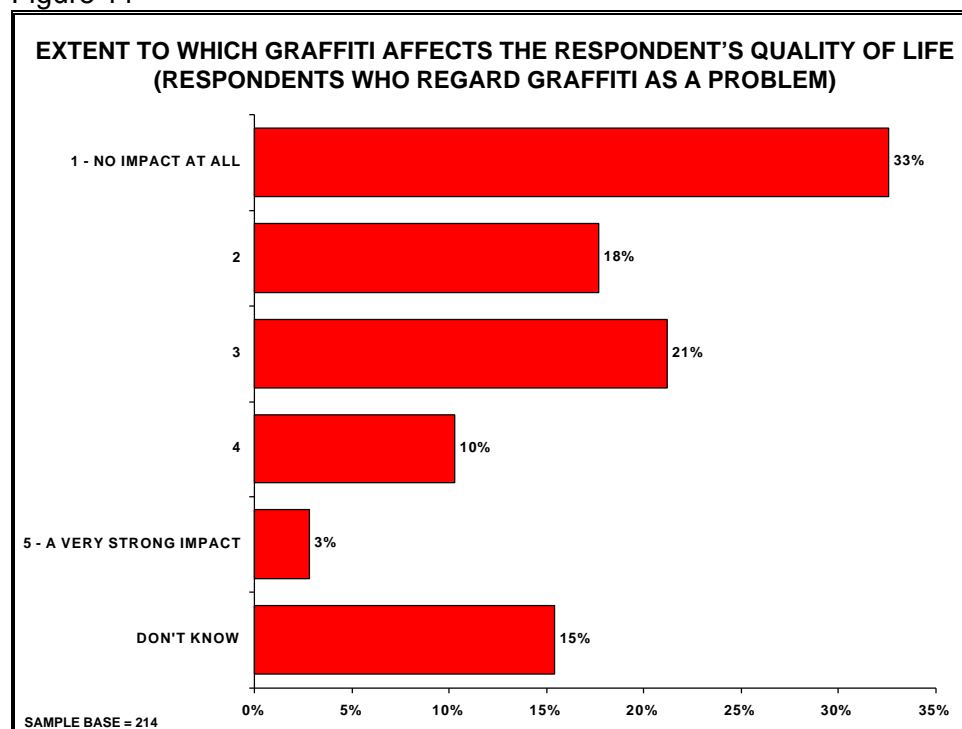
- ***In local areas*** – Analyses by age, economic status and former local authority district show once again younger respondents, those in full-time education and residents of the former district of Malvern Hills are most likely to express concern over the level of graffiti in play and surrounding areas. Respondents who have lived in Herefordshire for 10 years or more, are more likely to rate graffiti in play areas as problematic than respondents who have lived in the area for a shorter time, although the mean rating is only slightly below the overall figure, 4.43 compared with 4.46 overall.

- **In Herefordshire** – When mean ratings are examined, analysis by economic status is the only breakdown to reveal scores which differ by more than ± 0.20 from the overall mean of 4.39: self-employed respondents (4.18), full-time students (4.10), the unemployed (4.63) and respondents with long-term health problems (4.60). Whether respondents have children or not has no impact on their views on the incidence of graffiti play areas, however, whether they live in their own home or rented accommodation does. Respondents who own their home (4.37) are more likely to be concerned about graffiti levels in play areas than respondents who rent their home (4.49).

7.2 The impact of graffiti on quality of life and the environment

- Respondents who felt that graffiti was a problem both in their local area and in the county as a whole were asked a series of questions on the impact of graffiti on their quality of life and the quality of their environment.
- Respondents were asked to rate the extent to which the level of graffiti impacts on their quality of life. Answers were rated on a five-point scale where one is no impact at all and five a very strong impact. The mean score of 2.21 demonstrates that graffiti has only a mild impact on the quality of life of respondents in general.

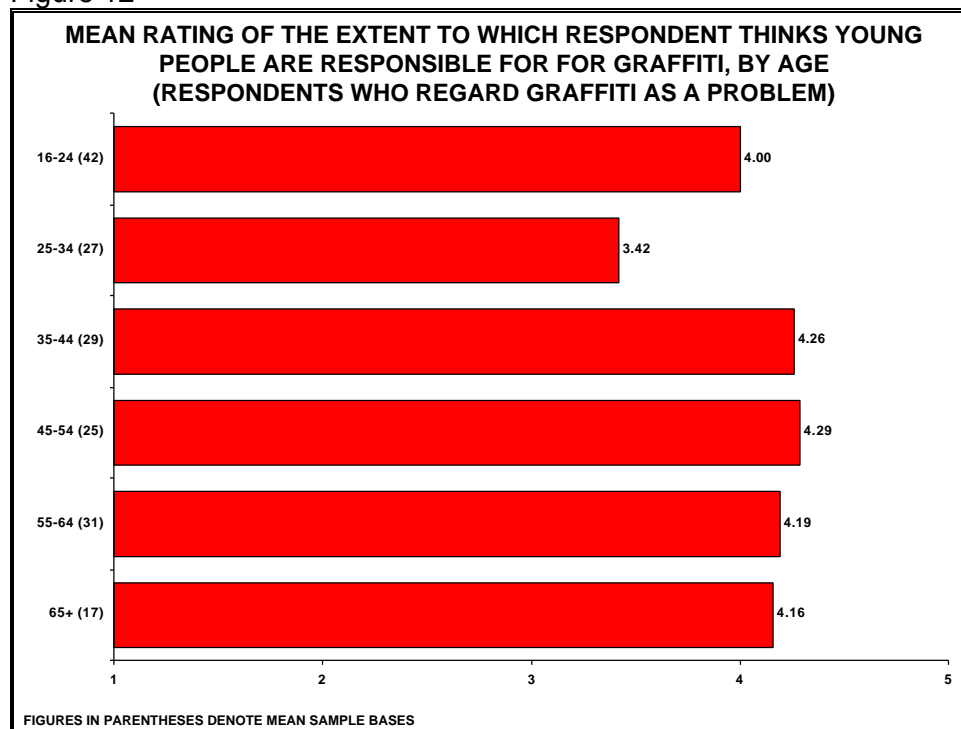
Figure 11



- The level of graffiti has a more serious impact on the quality of life of 25-34 year olds (2.70), full-time students (2.76), and respondents who have lived in Herefordshire for 2 years or less (2.80). However, the mean scores for part-time workers (2.46), respondents who are looking after the home, children or other dependants (2.44) and residents of the former district of Leominster (2.48) are also more than 0.20 greater than the overall figure.

- The level of graffiti has least impact on the quality of life of respondents aged 65 and over (1.96) and the self-employed (1.88).
- Respondents were then asked to rate the extent to which they agreed with the statement ‘graffiti is mainly a problem in towns’. Answers were once again measured on a five-point scale where one is do not agree at all and five strongly agree. A fifth of respondents could not say whether graffiti is mainly a problem in towns (20%) or provided a neutral rating of neither agree nor disagree (19%). Almost half the respondents (47%) agreed or strongly agreed that graffiti is mainly concentrated in towns and only 3% did not agree at all.
- Respondents aged 25-34 along with those who have been residing in Herefordshire for 2 years or less are less inclined to perceive graffiti as a urban problem. Conversely, respondents in lower order occupations such as plant and machine operatives, respondents with long-term health problems and residents of the former district of Malvern Hills are more likely to agree that graffiti is mainly a problem in towns as the mean scores all exceed the overall figure (3.63) by 0.20.
- Panel members’ perceptions of the age of those responsible for the graffiti were then explored. Respondents were asked to rate the extent to which they agreed with the statement ‘young people under 25 are mainly responsible for the graffiti’. A fifth of respondents were once again undecided on this issue and 15% gave a neutral rating of neither agree nor disagree. The mean rating of 4.05, which excludes respondents who gave a don’t know response, shows that respondents are generally in agreement that the perpetrators of graffiti are under 25. Analysis by age demonstrates that although 16-25 year olds agree with the statement, those in the 25-34 age group along with full-time students are more inclined to disagree with mean scores of 3.42 and 3.44 respectively.

Figure 12



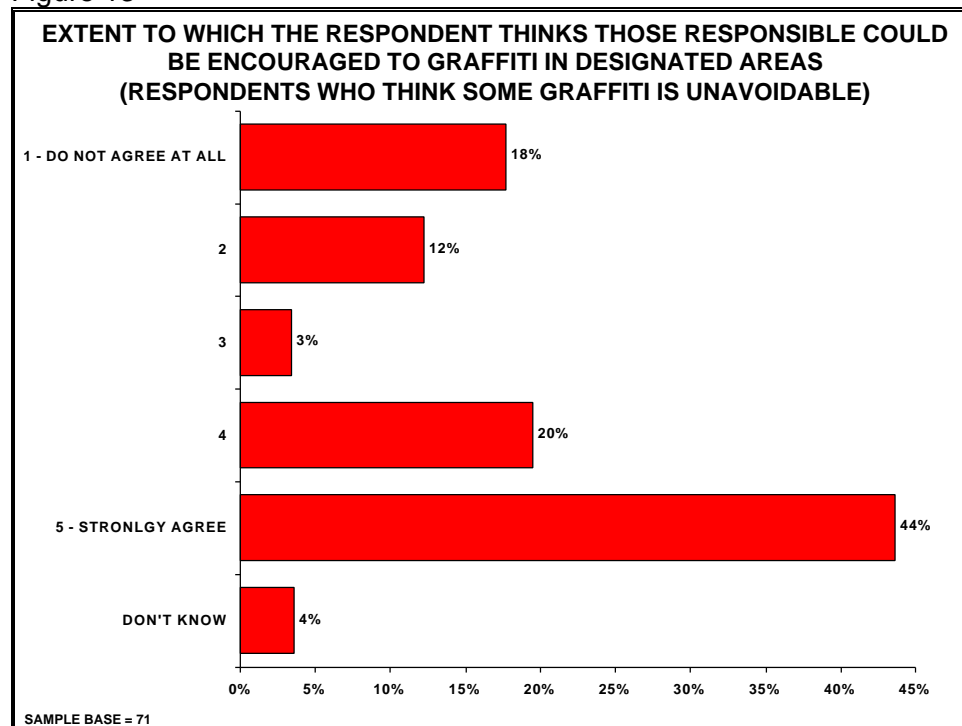
- Respondents were then asked to comment on the extent to which they agreed that graffiti is most common in public places such as parks, public toilets and bus shelters. Answers were rated on the same five-point scale where one is do not agree at all and five strongly agree. Respondents were more decided on this issue with only 15% providing a 'don't know' response and 13% a neutral rating. Almost two-thirds (65%) of respondents agree or strongly agree that graffiti is most common in public places such as those specified. The proportion of respondents who agree with the statement increases with length of residency in Herefordshire. Respondents who live in the former local authority district of Leominster are more likely to agree that graffiti is mainly in public places such as parks etc. than respondents who live in other former local authority districts.
- The questioning then went on to explore the extent to which the respondent agrees that certain types of graffiti could be viewed as public art. With a mean score of 2.55, it is clear that respondents do not consider certain types of graffiti as public art. Indeed, 26% of the panel strongly disagree with this statement compared with only 7% who strongly agree. Women appear more inclined than men to view graffiti as art providing a mean rating of 2.65 compared with 2.43, the mean for men. Age does not appear to be a factor influencing the acceptance of graffiti as art. Respondents aged 16-34 and 45-54 are more likely, and those aged 35-44 and 65+ less likely, to view graffiti as art.
- Mean ratings show that respondents who are looking after the home, children or other dependants (3.23) and those who have lived in Herefordshire for between 5 and 10 years (3.04) are more likely to agree that certain graffiti can be viewed as public art. However, these high scores largely result from the high proportions of respondents in both groups who provide a neutral rating (30% and 44% respectively) rather than explicitly stating they agree or strongly agree with the statement.

7.3 Measures to control graffiti

- Continuing to rate their answers on the five-point scale where one is do not agree at all and five is strongly agree, respondents were asked the extent to which they agreed that immediate action to remove graffiti discouraged those responsible from doing it again. Over a fifth of respondents were unable to say whether immediate action to remove graffiti would act as a deterrent (21%) and 17% provided a neutral rating of neither agree nor disagree. The remaining respondents were more likely to disagree with the hypothesis, 37% of the total sample disagree compared with 25% who agree.
- Women are more inclined to believe that action to remove graffiti does deter those responsible than men, as 29% agree or strongly agree with the proposition compared with 20% of men. Analysis by age reveals that respondents aged 55-64 are most likely to be pessimistic about the effectiveness of the immediate removal of graffiti as a deterrent, half the respondents disagree or strongly disagree with the proposition (50%). Although a higher proportion of residents of the former local authority districts of South Herefordshire and Leominster don't know whether the proposed measure would deter those responsible for the graffiti, mean ratings show that residents of these areas are more likely to be optimistic about the effectiveness (2.93 and 2.87 respectively).

- Respondents were next asked the extent to which they agreed that the presence of some graffiti is unavoidable. A third agreed and a third disagreed (33%). Although the mean score for both men and women reflects the overall figure of 2.94, the proportion of men (37%) who actually agree with the statement is higher than the proportion of women (31%). Analysis by age demonstrates that respondents aged 55-64 are least likely accept that graffiti is unavoidable with 50% disagreeing that it is. Conversely, respondents who rent their home from the Council and those who live in the former local authority district of Leominster are more likely to accept that it is, with mean scores of 3.33 and 3.17 respectively.
- Respondents who agreed that the presence of some graffiti is unavoidable, were also asked the extent to which they agree that the amount of graffiti needs to be controlled. Three-quarters of respondents agree or strongly agree (75%) that the amount of graffiti should be controlled and only 2% do not think any measures should be taken. It is difficult to draw any meaningful comparisons between the different groups of respondents because the sample bases in this sub-sample are small. However, it appears that women and respondents with children are more likely to agree that measures should be taken to control graffiti than men and those without children.
- The extent to which respondents agreed that the people responsible could be encouraged to graffiti in designated areas such as a specially provided graffiti wall was explored. Over three-fifths of respondents (63%) agree or strongly agree with the proposition. However three in ten (30%) report that such a measure would be unlikely to be effective. Men and respondents with children more likely to express agreement with the proposition than women and those without children.

Figure 13



- Finally on graffiti, respondents were asked the extent to which they agreed that the local community must tackle the problem in order to solve it. Respondents in the main agree with the proposition (78%). However, over one in ten respondents provide a neutral rating of neither agree nor disagree (11%) and a further 6% state that they do not know whether it is the responsibility of the local community to tackle graffiti.

8.0 VANDALISM

- This section examines respondents' views on vandalism to street furniture, public toilets, other public facilities and play areas and surrounding areas in their neighbourhood and in the county in general. Respondents were asked to rate the severity of the problem on a scale of one to five where one is a very serious problem and five not a problem at all. Respondents who considered vandalism to be a problem were asked to cite specific examples of where the problem occurs most. These have been included as an appendix to the main report.
- Vandalism is not a problem for the majority of respondents either in their local area or in the county as a whole and the proportion of respondents who rate vandalism to each of the specified facilities at three or below on the five-point scale is similar, irrespective of location. However, the proportion who do not perceive vandalism to be a problem at the county level is lower than at the local level. This is largely because of the greater proportion of respondents who provide a 'don't know' rating at county level.
- Vandalism to street furniture in local areas is the only aspect where the proportion of respondents who rate it at three or below on the five-point scale exceeds one in ten (12%). Mean ratings show that concern amongst respondents over the incidence of vandalism to street furniture is greater in local areas, but concern over vandalism to public toilets and other public facilities is greater at the county level. Respondents express equal concern over vandalism to play and surrounding areas in their neighbourhood and in the county.

Table 17

RESPONDENT RATINGS FOR THE EXTENT TO WHICH VANDALISM IS A PROBLEM IN SPECIFIED LOCATIONS (ALL RESPONDENTS)								
All respondents	% rating 1 to 3 –is a problem		% rating 4 or 5 –is not a problem		Don't know / Not applicable		Mean rating	
	Local area	Herefordshire	Local area	Herefordshire	Local area	Herefordshire	Local area	Herefordshire
Street furniture	12	7	81	67	7	26	4.21	4.26
Public toilets	7	7	80	64	13	29	4.34	4.27
Other public facilities	4	4	84	67	12	29	4.42	4.38
Play and surrounding areas	5	4	81	64	14	32	4.38	4.38
Other areas	3	2	13	10	84	88	4.13	4.32
%s BASED ON SAMPLE OF 1024 RESPONDENTS MEAN RATINGS EXCLUDE DON'T KNOW AND NOT APPLICABLE RESPONSES								

Street furniture

- **Local area** – There is little difference in male and female perceptions of vandalism to street furniture. However, analysis by age reveals that respondents aged 16-24 are least likely and those aged 45-54 most likely to express concern over this issue. Although a high proportion of full-time students do not think the issue of vandalism to street furniture is applicable to their local area (19%), mean ratings show that this group (3.89) along with unemployed respondents (3.98) are more concerned than respondents overall (4.21) about this issue.
- Analysis by accommodation type demonstrates that respondents who rent from the Council are more likely to regard vandalism to street furniture as problematic than respondents who own their own home or rent from another source. There is also some variation in the perceptions of respondents living in the different former local authority districts.
- **In Herefordshire** – There is not such a distinct trend in the views of respondent groups on vandalism to street furniture in the county. The only mean scores to differ by more than ± 0.20 from the overall (4.26) are for respondents who have lived in Herefordshire for 5 years or less (4.52) and residents of the former district Malvern Hills (3.99).

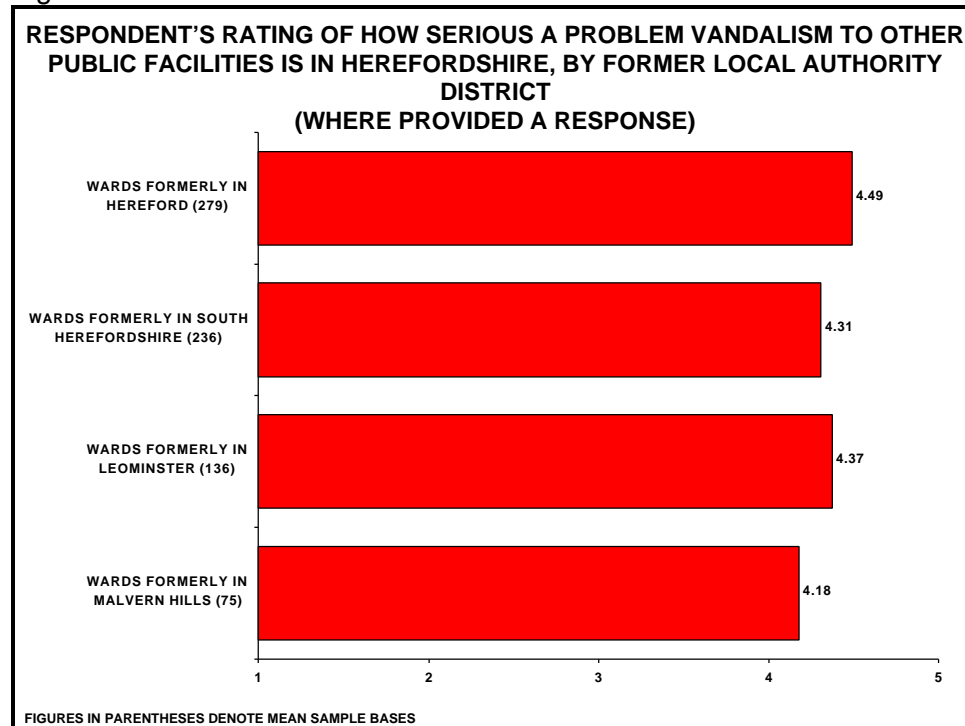
Public toilets

- **In local areas** – Mean ratings show that unemployed respondents (4.08) and those aged 55-64 (4.12) are more likely to rate vandalism to public toilets as problematic than respondents overall score (4.34). Conversely, 16-24 year olds (4.55) and those who have lived in Herefordshire for 2 years or less (4.58) only perceive this type of vandalism to be a very minor problem.
- **In Herefordshire** – Respondents are slightly more concerned about the problem of vandalism to public toilets in Herefordshire in general, than in their local areas. Once again mean ratings show that respondents aged 55-64 (4.04) are more likely to be concerned about this problem than respondents of other ages, along with full-time students (3.82) and residents of the former local authority district of Malvern Hills (4.12).

Other public facilities

- **In local areas** – Non-white respondents and respondents who have lived in Herefordshire for 2 years or less are least likely to rate vandalism to other public facilities as a serious problem. The views of other respondent groups on this issue broadly reflect the overall view. Only full-time students report a mean score that is 0.20 lower than the overall mean, suggesting that vandalism is a more serious problem to students than it is to most other respondents.
- **In Herefordshire** – Similarly, non-white respondents and residents of 2 years or less are some of the groups least likely to regard vandalism to other public facilities in Herefordshire as a problem, along with respondents aged 25-34 and Council tenants. Although students were one of the most concerned about this type of vandalism in their local area, they are one of the least concerned about the problem in the county as a whole. Residents of the former district of Malvern Hills are most likely to express concern about this issue at the county level, along with 55-64 year olds.

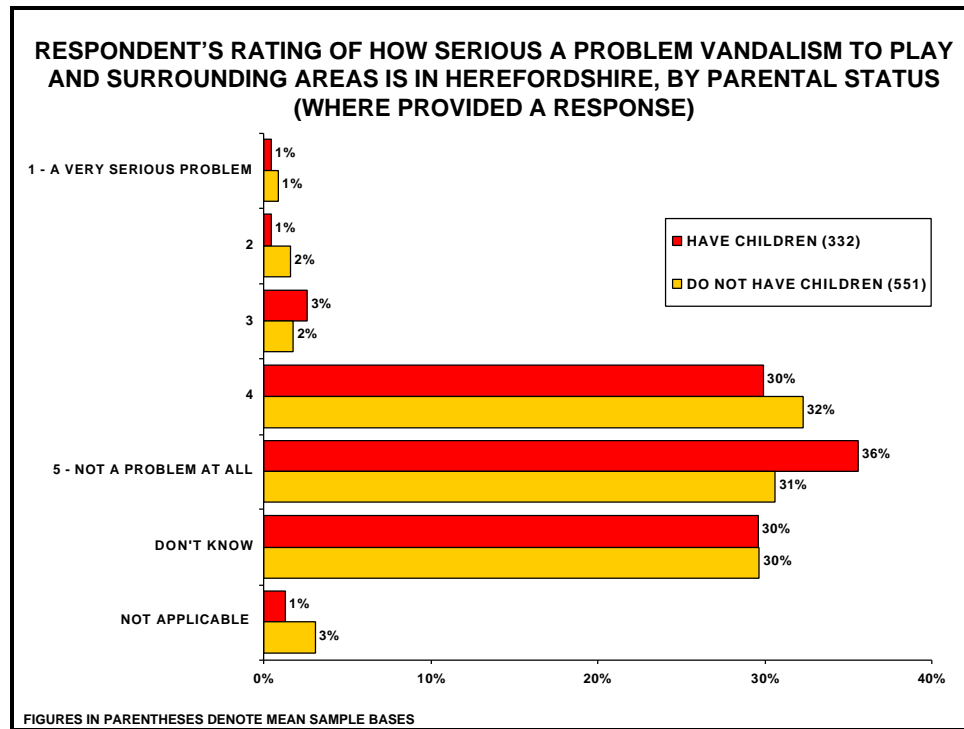
Figure 14



Play areas and surrounding areas

- **In local areas** – Parents are more likely to express concern over the amount of vandalism to play areas and surrounding areas than respondents without children. Indeed young people themselves are also more likely to regard vandalism in these areas as a more serious problem than respondents in older age groups. Other respondent groups who express concern about this issue in particular are full-time students (mean score 3.90), unemployed people (mean score 3.81), and residents of the former local authority district of Malvern Hills (mean score 4.18).

Figure 15



- **In Herefordshire** – Conversely, respondents without children are more likely to be concerned about vandalism to play and surrounding areas in the county as a whole than respondents with children. Over a third of respondents with children (36%) perceive that there is no problem at all compared with 31% of those without. Consideration of the perceptions of the other respondent groups reveals little deviation from the overall view. The only mean rating to differ by ± 0.20 from the overall score (4.38) is for respondents who have lived in the area for 2 years or less (4.58) who are less likely to be concerned.

9.0 NOISE POLLUTION

- This section explore respondents' experiences of noise pollution from road traffic, low flying aircraft, agriculture and farming, industry and factories and neighbours. As with previous sections, respondents were asked to rate the severity of the problem on a scale of one to five where one is a very serious problem and five not a problem at all. To conclude the survey, respondents were questioned on a related issue, the extent to which speeding traffic is a problem in the area where they live and in Herefordshire in general.

9.1 Noise pollution

- The vast majority of respondents do not regard noise pollution from any of the specified sources as a significant problem. However, one in seven respondents are troubled by noise from road traffic in their local area and one in ten experience problems from low flying aircraft.

Table 18

RESPONDENT RATINGS FOR THE EXTENT TO WHICH THEY AGREE THAT NOISE POLLUTION FROM SPECIFIED SOURCES IS A PROBELM IN THEIR LOCAL AREA (ALL RESPONDENTS)					
All respondents	% rating 1 to 3 –is a problem	% rating 4 or 5 –is not a problem	Don't know / Not applicable	Mean rating	Mean rating sample base
Road traffic	14	83	3	4.23	1000
Low-flying aircraft	10	86	4	4.36	987
Neighbours	4	92	4	4.59	987
Agriculture / farms	3	93	4	4.61	979
Industry / factories	3	91	6	4.65	954
Other source	3	12	85	4.06	156
%s BASED ON SAMPLE OF 1024 RESPONDENTS					

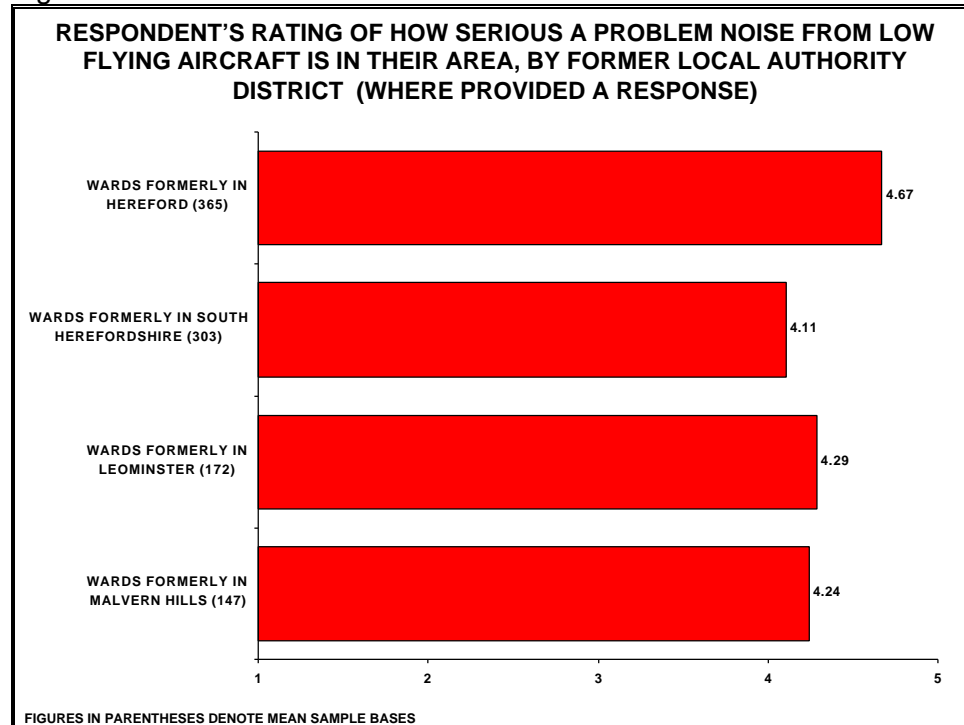
Road traffic

- ◆ There is little difference in the perceptions of parents and those without children of noise from road traffic. However, analysis by accommodation type and former local authority district reveals that residents who have bought their home are more likely to express concern over the level of noise created by road traffic than those who rent their house. Residents of the former local authority district of Hereford are also more likely to be troubled by road traffic noise than residents of the other former districts.

Low-flying aircraft

- ◆ Analyses by gender, age and the presence of children do not reveal any significant differences of opinion, but analyses by accommodation type and former local authority district do. Mean ratings show that respondents who have bought their own home (4.29) are more concerned about noise from low-flying aircraft than those who rent their house from the Council (4.73) or from another source (4.44). In this instance residents of the former local authority district of Hereford are less concerned about low-flying aircraft than residents of other former districts

Figure 16



Agriculture and farms

- ◆ Noise pollution from agriculture and farms is a serious problem for less than 1% of respondents overall, a proportion that varies little between different respondent groups. Indeed all the mean scores for the different respondent groups are within ± 0.20 of the overall mean (4.61).

Industry and factories

- ◆ Respondents overall express least concern over noise pollution caused by industry and factories, a trend that is once again reflected across all respondent groups with none of the mean scores deviating by more than ± 0.20 from the overall mean (4.65).

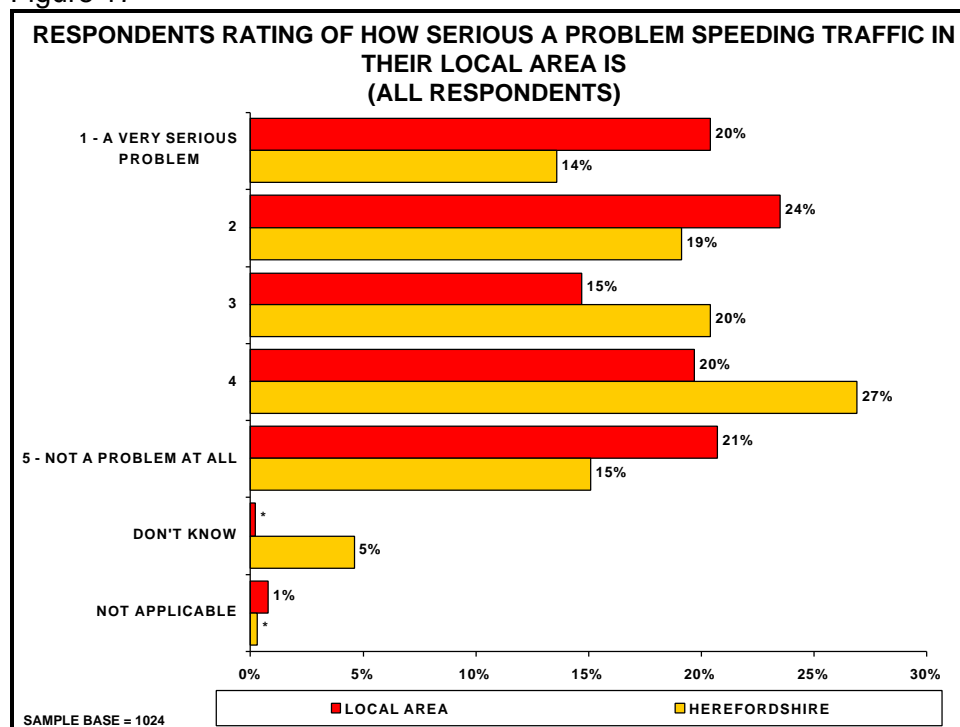
Neighbours

- ◆ Over nine out of ten respondents do not experience problems with noisy neighbours. However, the noise created by neighbours is problematic for a third of non-white respondents (33%).

9.2 Speeding traffic

- Respondents were asked for their perceptions of the extent to which speeding traffic is a problem in their local area and in Herefordshire in general. Figure 17 shows that respondents overall are slightly more concerned about speeding traffic in their local area than the county as a whole.
- Mean scores of 2.97 and 3.11 respectively suggest that respondents are divided on the extent to which speeding traffic is a problem in their local area and the county in general. Almost two-fifths of respondents perceive speeding traffic to be a notable problem in their local area (59%) and just over half regard it as a county-wide problem (53%).

Figure 17



- Respondents aged 55-64, part-time workers and residents of the former local authority district of Malvern Hills are most likely to express concern over speeding traffic in their local area and all report mean scores more than 0.20 lower than the overall mean (2.76, 2.77, 2.76 respectively). The same groups, along with 35-44 year olds, are also most likely to express concern over speeding traffic in the county, although the difference is not as pronounced as it is in relation to the local area.
- Further analysis by ward at the local level reveals that residents in rural areas are more likely to express concern over speeding traffic than respondents in urban areas. However, at the county level there is no difference of opinion.

10.0 APPENDICES

APPENDIX 1 - LOCATIONS

Question 19A_1 (Litter/ rubbish - Highways):**Other includes:**

Ross-on-Wye East; Brompton Road; Bartansham Street; Eign Road; A – roads (unspecified); Achinfield Road; Ledbury Road; Broxash Drive; High Street; Ledbury Queensway; Grandstand Road; Fallowfield Close; Peterschurch Road; A40; Lower Bullingham Lane; The countryside; M50; A438; Firs Lane; A4; Gloucester Road; Hereford Road; Walkers Green; Cawdor Hill; A44.

Question 19A_2 (Litter/ rubbish - Streets):**Other includes:**

Moorfarm stores; Lilac Grove; Silver Fir Close; Elm Road; Hinton Road; Pump Piece Road; Burton Wood Road; Vaga Crescent; Mortimer Drive; Pound Close; Firs Orchard; Barrs Orchard; Masefield Avenue; Charlton Avenue; High Street; Broad Street; Clover Road; Brampton Street; Newlands Road; Churchill Avenue; Ledbury Queensway; Willow Grove; Folley Lane; Lady Orchard; Cawdor Arch Road; Prospect Walk; West Street; Cedar Close; Windsor Street; Ryeland Street; New Road; Town Centre; Firs Lane; Brand College Estate; Peterschurch Road; Glebe Close; Oak Drive; Vernon Williams Close; Three Crosses.

Question 19A_3 (Litter/ rubbish - Footpaths):**Other includes:**

Deer Park; Moorfarm Stores; Cawdor/ Brampton Road; Lilac Grove; The Great Western Way; Gloucester Road; Silver Fir Close; Pump Piece Road; Brampton Hill; Mortimer Drive; Barrs Orchard; Great Western Lane; Charlton Avenue; Lines Way; Clover Road; From Three Crosse to Springfield Road; Between Sydonia and Etham Street; Dukes Walk; Ledbury Queensway; Folley Lane; White Horse Street; Ryeland Street; Swimming Pool (unspecified); By Technical College – Aylestone; Cedar Close; Harvey Road; Siddons Road; Firs Lane; Queen Street; Oak Drive.

Question 19A_4 (Litter/ rubbish - Public open spaces):**Other includes:**

Ledbury Recreation Ground; Park areas; Millbrook Way; Ledbury Road; Mortimer drive; Vortex Centre; Pound Close; Sydonia Park; Ledbury Queensway; King Georges Park; White Cross; Tower Road Park; Racecourse; Widemarsh; The Common; Moreton Play Area; Main playing fields; Western Way; Perkins Play Area – St Peters Close; Dimore Hill; Village children's play area; St Peters Close; Town Centre; Castle Green; The Reck; Lady Orchards; Outside shops; Chilton Square; Western Way; The river bank.

Question 19A_5 (Litter/ rubbish - Wasteland):**Other includes:**

The Great Western Way; Farm land near around; Birches; Ledbury area; Millbrook Way; Well Croft Park; Ledbury Queensway; Farm; Aylestone; Putley area; Rotherham Road.

Question 19A_6 (Litter/ rubbish - Flytipping/ Dumping):**Other includes:**

A49; Car park in Nursery Road; Birches; Callow Road; Green Lane; The Great Western Way; Lower Bullingham Lane; Countryside; Ledbury Road; Ledbury Queensway; A-roads; Granderson Rise; Putley; Moreton Road bank; Rear of Prospect Walk; Waterloo Road; Abbeydore Road; Brockhill Road; Burton Wood Road.

Question 20A_1 (Litter/ rubbish - Highways):**Other includes:**

Hopden Road; Madley; Ross; Leominster Road; Golden Valley; Old Road; A-roads; Brampton Road; Outside fast-food places; Belmont Street; Broad Bridge; Homleigh Road.

Question 20A_2 (Litter/ rubbish - Streets):**Other includes:**

George Meadow; Alleyway in Ryelands Street; Kington; Bromyard; Madley Road; Madley; Whitecross Road; Ross; High Street; Broadbridge; Golden Valley; New Road; East Street; Railway bridge into town; Kilvert Road; Aylestone Hill.

Question 20A_3 (Litter/ rubbish - Footpaths):**Other includes:**

Ross; Madley; Linton – Bromyard; Golden Valley; Homley Road; Leominster Road; Corn Square; By footbridge near the General Hospital; Linking alley Ryelands Street to Ponoma Road – Whitecross.

Question 20A_4 (Litter/ rubbish - Public open spaces):**Other includes:**

Madley; Main archeries; Ross River; Golden Valley; New Road; Corn Square; Ledbury; Castle Vale; The Moor; Castle Pool Park; The countryside in general; Bishops Meadow; Weobly playground.

Question 20A_5 (Litter/ rubbish - Wasteland):**Other includes:**

Madley; Golden Valley; Old Road; Farm; Haywood School fields.

Question 20A_6 (Litter/ rubbish - Flytipping/ Dumping):**Other includes:**

Ross by river – car park; Countryside; Belmont; Old Road; A-roads (unspecified); Bromyard – Penbridge – Leominster; Golden Valley.

Question 22A_1 (Dog fouling - Pedestrianised areas):**Other includes:**

Chilton Square; Cedar Close; Moreton Road; St Andrews Walk; Firs Lane; Stores Row; Around the village – Lyonshall; Victoria Road; Oak Road; Elm Road; Western Way; Around the college – Queensway; Sandpit Road; Around schools in the area; Main roads; Burton Wood; Ledbury Queensway; Long acres; Castle Green near park; Clover Terrace; Damson Close; Leominster Road; Dukes Walk; Corn Square; Greytree; The sycamore – 1st Avenue; In towns (unspecified); Ethelstan Crescent; Carr Lane; Springfield Road; Holly Bush Walk; Barnaby Avenue; Church Street; Pound Close; Gloucester Road; Margaret Road; Bartt Avenue; Queens Walk; Ledbury Park; ; Village Street; Bulmer Alley; White Cross area; White Horse Street; Downs local; Brook Lane; Nelson Street; Kington; Mandon Village; College Road; Archenfield Avenue; Peterchurch; Village Centre; Maylord Orchards alleyway; Penly Plock; Main Road in village; Deer Croft; Along footpaths; Kings Acre Road; Eign Road; Bromyard; Penn Grove Road; Nelson Street; Vicarage Road; Aylesbrook; Roman Road; Churchill Lane; Brompton Road; Mardon Village; Lilac Grove; Churchill Avenue.

Question 22A_2 (Dog fouling - Residential pavements):**Other includes:**

Firs Lane; Green Elms; Stores Row; Oak Road; Elm Road; Sandpit Road; Around the school area; Main Road; Damson Close; Millbrook Way; Leominster Road; In central town – Ross-on-Wye; Second Avenue; Caswell Terrace and Surron Street; Newland Road; The Sycamore – First Avenue; Ledbury Queensway; Long Acres; Chestnut Drive; Bartonsham; Vaga Crescent; Firs Orchard; Barnaby Avenue; Church Street; Greytree; Pounds Close; Winslow Road; Ethelstan Crescent; Carr Lane; Masefielod Avenue; Hollybush Walk; Clover Terrace; Hopelands; Moston Road; Link Road; Moorland Avenue; Lyall Close; St Peter Close; Chase Park/ Waterside Ross; Margaret Road; Queens Road; Cedar Close; Chilton Square; Whiltern Way; Belmont Road; Alleyway between Grandstand Road and Holmer Road; Bulmer Alley; White Horse Street; Brook Lane; Chestnut Drive; Nelson Street; Park Street; Elizabeth Road; Pengrave Road; Archenfield; Peterchurch; Morefarm lane; Hoarwithy Road; Dear Croft; King Acre Road; Lilac Grove; The Pastures; Penn Grove Road; Moreland Avenue; Foley Street; Nelson Street; Vicarage Road; Aylesbrook; Roman Road; Penbridge.

Question 22A_3 (Dog fouling - Public footpaths):**Other includes:**

Firs Lane; Village footpath – Lyonshall; Victoria Road; Oak Road; Elm Road; Around schools in area; Oak Drive; Main Road; Firs Orchard; Barnaby Avenue; Church Street; New Road; Ethelstan Crescent; Carr lane; Masefield Avenue; Clover Road; Lower Thorne Road; Damson Close; Croft Close; Leominster Road; By the swimming pool – Caswell Terrace; Greytree; Ledbury Queensway; Long acres; Bartansham; The High Street; Long Prospect Walk; Chilton Square; Alleyway to Oval; Passageway between Dulas Avenue and Stanbarrow Road; Alleyway between Grandstand and

Holmer Road; Lyall Close; Bridleway; St Andrews Walk; Side footpath leading to hospital – Ross; Bridge Street; Cedar Close; Bulmers Alley; White Horse Street; Huntington Lane; Archenfield, Madley; Golden Valley; Walkway off Elms Road; Hoarwithy Road; Dear Croft; The Meadows; Nelson Street; Portland Street; Belmont Road; Lover lane; Around Tesco's in Hereford; Lilac Grove; Eign Road; Aylesbrook; Roman Road; Great Western Way; The Pastures; Moreland Avenue; Union Walk; Cawdor Hill footpaths; Kings Acre Road; Sycamore Avenue; Rosemary Lane; Area around Broadlands School.

Question 22A_4 (Dog fouling - Public parks & open spaces):

Other includes:

Cycle Track, Ross; Sydonia Park; The Grange Park; Dingle Park; Ledbury Park; Long Acres; Highgrove bank; Sandpit Road; Around children's school; Trinity School Park; Ross Town; Near Green Close; Barnaby; Church Street; High Street; Churchyard; Eastnor Street; St Georges Fields; Play Area in St Peter's Close; Redhill; St Martins playing fields; Prospect Walk area; The Meadow – Granderson Rise; Church Hill Gardens; All parks; The Quarry; Queens Wood; Moreton play area; Ledbury Park; Castle Green; College Park; Abergweny Road lay-by; Madley Primary School; Trinity School walkway; Racecourse; Millennium Meadow; The graveyard; Malvern Hills; Colwall Green; Queenswood Country Park; King Acre Road.

Question 23A_1 (Dog fouling - Pedestrianised areas):

Other includes:

Bartonsham Road; Moorsrarm; Peterchurch; Penly Plock; Three Elms Road; Morton-on-Lugg; In villages; Belmont/ Hinton; Bannutree; Buckfield Road; Kington; Hereford High Road; Ross-on- Wye town; Ledbury Town Centre; Subway from Eign Gate to town.

Question 23A_2 (Dog fouling - Residential pavements):

Other includes:

Elizabeth Road; Bury Street; Peterchurch; Western Way; Commercial Road; Railway; Moreton village road; Clover road; Bartonsham; Kington; Hunderton Estate.

Question 23A_3 (Dog fouling - Public footpaths):

Other includes:

College Road; Golden valley; Local school; Homely Road; Ross Road; Bannutree; Clover Road; Bartonsham; Footpath from Ryfield Road to entrance to Grammar School Close; Sutton Walls paths; Kington; Putson.

Question 23A_4 (Dog fouling - Public parks & open spaces):

Other includes:

Malvern Hills; St George's Meadow; Rose; Honddu Close; Warne Conbe Link; Ross Hove; Kington Recreation Ground; Trinity School.

Question 24A_1 (Graffiti - Street furniture):

Other includes:

Belmont; Bartestree; Ethelstan Crescent; Road sign on Hinton Avenue; Bromyard; Bus shelters – Worcester Road; River View; Building Youth Centre; Holme Lacy Road; Sydonia Walk; Archenfield; Commercial Road by railway bridge; Whiltern Way; Belmont Road; Marley Road; Gorsly Road; The Lines; Conewall Street; Sandpits Road; Rorel Road; Place de Marines; Coach House; Roman Road; Iron Street Underpass; Barrs Court Road; Pound Close.

Question 24A_2 (Graffiti - Public toilets):

Other includes:

Bartestree; St Owen Street; Down by Job Centre on Bath Street; Church Street; Tenbury Road; Grange public toilets; Highgrove Bank; River view; East street; Broad Street; Cattle market – Buy Street; Castle Green Park; Ledbury Town; Chase Park – Waterside, Ross.

Question 24A_3 (Graffiti - Other public facilities):**Other includes:**

On the public library wall; Windows smashed at bus stops – phone box is always out of order; Wall and public buildings; Subways in Hereford City; Bus shelters; Grove Road; Highgrove bank; Garage area of Grandison Rise.

Question 24A_4 (Graffiti - Play areas & surrounding areas):**Other includes:**

Bishop Meadow Park; The Yellow Park; Redcross Hall; Holmer Road play area; On children's play equipment; Garages and doors; College Green.

Question 24A_6 (Vandalism – Street furniture):**Other includes:**

Bus shelters in Ledbury; Firs Orchard; Winslow Road; New Road; Western Way; Belmont Road; Trilleck Road; Hinton Avenue; Pear tree Close; Top of High Street; Hinton; Sydonia Walk; A44 (bus shelter); River View; Ross; Building Youth Centre; Archenfield; Village Green; Cannon Hill bus stop; Haorwithy Avenue; A49; Brampton Road; Main street; The Hopelands; Orlin Road; Post boxes in Colwall; Hereford Road; Rubbish bin under Woodleigh Bridge; Margaret Road; Phone box in Cedar Close; Ross Road flats; Fallowfield Close; Pengrove Road; Bus shelter on Rorel Road; Bromyard; Wigmore; Car on Green Street; Bromyard Leisure Centre; Hinderan Estate.

Question 24A_7 (Vandalism – Public toilets):**Other includes:**

Church Street; Tenbury Road; River view; Ross; City Centre; St Martin; Bye Street; Church Lane; Wigmore; east Street; Union Street.

Question 24A_8 (Vandalism – Other public facilities):**Other includes:**

School; Centre of Ross-on-Wye; River view; Ross; Bishop Meadow; Gardens; Pharmacy and doctors sign – Hampton Manor Close; Stanberrow Road to Great Western Way; Wigmore trees get broken; Tesco's.

Question 24A_9 (Vandalism – Play areas):**Other includes:**

Pixley Walk; By river; River View; Chestnut Drive; Gorsly lane Park; Moreton Play Area; St Peters Close Play Area; Maybury; St Peter's Close Play Area; Wigmore play facilities; Play swings in Marden.

Question 25A_1 (Graffiti – Street furniture):**Other includes:**

Trading estate opposite railway station – Tupsley; Hinton; Most main roads – A49, A40 & A465; College Estate; Local school (2 responses); Outfall works; Elston Hill; Sydonia Walk; Archenfield; Blue School Street; Ross; Sign on entry to city from Cheltenham; Putson.

Question 25A_2 (Graffiti – Public toilets):**Other includes:**

Belmont; Widemarsh Common; Broad Street; Highgrove Bank; Leominster Grange; Ross-on-Wye.

Question 25A_3 (Graffiti – Other public facilities):**Other includes:**

Commercial Street to Madley Boulevard walkway; Commercial Road; Hereford Safeway's wall; Churchyard; Malvern Hills; Highgrove Bank; Underpasses in Hereford; Subways; Bus shelter.

Question 25A_4 (Graffiti – Play areas and surrounding areas):**Other includes:**

King George's play area; Redcross Hall; West Sailing Street; Ross; Queensway.

Question 25A_6 (Vandalism – Street furniture):**Other includes:**

Kilvert Road; River view; College Green; Western Way; Hinton; Tupsley; Most main roads – A49, A40, A465; Outside clubs; High Town; Commercial Road; By the hospital; Dorstone; Pubs; King Street.

Question 25A_7 (Vandalism – Public toilets):**Other includes:**

Ledbury Road; By swimming pool in Herefordshire; Ross; Union Street; East Street.

Question 25A_8 (Vandalism – Other public facilities):**Other includes:**

College; The Christmas trees in Corn Square; Highgrove bank; Information Bureau.

Question 25A_9 (Vandalism – Play areas & surrounding areas):**Other includes:**

King George's Playing Fields; St George's Park; Ross; Fencing; Westfaling Street play area.

Question 36A_1 (Noise – Road traffic):**Other includes:**

White Acre Road; Hewitt Avenue; Grove Road; Roman Road; Ballingham Road; B4224; A49; A438; A480; Victoria Road; Ross Road; Long Acres; Vaga Crescent; New Road; Clover Road; Newlands Road; Batons Cross Road; Backney View; Barnett Avenue; Ashbourne; Chilton Sqaure; Home Lane; Dulas Avenue; Primrose Close; Walker Green Road; Station Road; Glebe Close; Holmer area; Main village road to Madley; Belmont Road; Rowley Road; Cobnash.

Question 36A_2 (Noise – Low flying aircraft):**Other includes:**

Military aircraft; On occasions planes have to be so low and fast – Shaleen; Shobden Airfield; In area of RAF exercise; Very low flying jets occasionally from RAF camp; The occasional fighter plane can really shock me; All microlights; Hereford City; A sunny day always attracts aircraft; SAS camp (helicopters); Shobdon flightpath; River Wye in Bridstow; Tedstone; Ballingham Road; Rotherwas; Over the village – Lyonshall; Close by due to army barracks; Ludlow; Weston Under Penyard; Park Street; Putson; Camidrew; Church Hill Avenue; St Andrews Close; Madley.

Question 36A_3 (Noise – Agriculture/ farms):**Other includes:**

Speeding heavy tractors and trailers; Bearscroft Road; Wilton View; Ballingham Road; Overnight noise from farm machinery seasonally across valley; Bright Holers Road; Madley.

Question 36A_4 (Noise - Industry/ factories):**Other includes:**

Bulmers; Sun Valley; Lower Road, Ledbury; Long Acres; Factory on Hatton Gardens; Barnetts Avenue; Davies Brook Road; Madley.

Question 36A_5 (Noise - Neighbours):**Other includes:**

Radios and barking dogs; Hewitt Avenue; Bearcroft Road; Behind house – Cawdor Gardens; Ross-on-Wye; Brookside; Green Elm; Horses & car maintenance; Ethelstan Crescent; Kilvert Road; Near Green Close; Orleton village; Students next door; Tupsley estate; Primrose Close; Home Lane; Fallowfields; Archenfield.

APPENDIX 2 – QUESTIONNAIRE

CASE NO :

STAMP NO:

**HEREFORDSHIRE CITIZENS' PANEL
RECRUITMENT QUESTIONNAIRE**

INTERVIEW DETAILS	
INTERVIEWER NAME :	WARD NAME:
INT. I.D. NUMBER :	WARD CODE:
INT. DATE	INT. DAY (CIRCLE) MON TUES WED THURS
INT. TIME: (USE 24 HOUR CLOCK) HRS MINS	FRI SAT SUN

Please circle ward code

1	Aylestone	2	Backbury	3	Belmont
4	Bircher	5	Bringsty	6	Bromyard
7	Burmarsh	8	Castle	9	Central
10	Clehonger East	11	Credenhill	12	Dinmore Hill
13	Doward	14	Frome	15	Golden Cross
16	Golden Valley	17	Hagley	18	Hampton Court
19	Hinton	20	Hollington	21	Holmer
22	Hope End	23	Kingsthorpe	24	Kington
25	Ledbury	26	Leominster East & South	27	Leominster North
28	Lyonshall with Titley	29	Marcle Ridge	30	Merbach
31	Mortimer	32	Old Gore	33	Penyard
34	Pontrilas	35	Ross-on-Wye East	36	Ross-on-Wye West
37	St Martins	38	St Nicholas	39	Stoney Street
40	Three Elms	41	Tupsley	42	Upton
43	Weobley	44	Wilton		

INTRODUCTION

- Good morning/afternoon/evening. My name is XXXX from BMG, an independent research agency.
- We are currently working on behalf of Herefordshire Council and the Herefordshire Partnership.
- The Council and its partners want to consult with local people more often and are setting up a local panel of 1000 residents.
- This group or panel of people will be asked to give their views on those issues where it is important for the Council and its partners to know how local people are thinking.
- Panel members will be asked to give their views on issues about four times a year, normally by completing a short questionnaire that will be sent to them.
- The information provided by the people on the panel will be used to help improve services and target them where they are most needed.
- All information collected will be kept confidential and will only be used to help make sure that the people we contact are representative of the local community.
- Do you think that you would be interested in joining the panel?

CHECK THAT THE RESPONDENT IS AT LEAST 16 YEARS OF AGE

GIVE RESPONDENT A COPY OF THE LETTER – REMEMBER TO POINT OUT QUESTION AND ANSWER SECTION ON THE BACK.

IF WILLING TO TAKE PART, CONTINUE

IF NOT, IS SOMEONE ELSE IN THE HOUSEHOLD WILLING TO TAKE PART?

IF YES, CONTINUE, IF NOT, THANK AND CLOSE.

COMPLETE AT END OF INTERVIEW

READ: So that the Council and its partners can contact you about relevant issues, I would like to confirm your name and address details. Once again, all the information collected will be kept confidential.

TITLE: 1 MR 2 MRS 3 MISS 4 MS 5 DR

95 OTHER – PLEASE SPECIFY: _____

SURNAME:

--	--	--	--	--	--	--	--	--	--	--	--

FORENAMES OR INITIALS:

--	--	--	--	--	--	--	--	--	--	--	--

ADDRESS ONE:

ADDRESS TWO:

ADDRESS THREE:

POSTAL TOWN:

--	--	--	--	--	--	--	--	--	--	--	--

POST CODE:

--	--	--	--	--	--	--	--	--	--	--	--

PHONE NUMBER – INCLUDE CODE!

--	--	--	--	--	--	--	--	--	--	--	--

EMAIL ADDRESS (IF APPROPRIATE)

--	--	--	--	--	--	--	--	--	--	--	--

HEREFORDSHIRE CITIZENS' PANEL – PROFILE INFORMATION

Q1. RECORD GENDER OF RESPONDENT

1	MALE
2	FEMALE

Q2. To ensure that we have people of all ages on the Citizens' Panel, could you look at this card and tell me into which age band you fall?

SHOW CARD 1

1	16-24 YEARS
2	25-34 YEARS
3	35-44 YEARS
4	45-54 YEARS
5	55-64 YEARS
6	65+ YEARS
7	REFUSED

Q3. How long have you lived in the Herefordshire area?

1	LESS THAN 6 MONTHS
2	6 MONTHS – 1 YEAR
3	MORE THAN 1 YEAR – 2 YEARS
4	MORE THAN 2 YEARS – 5 YEARS
5	MORE THAN 5 YEARS – 10 YEARS
6	MORE THAN 10 YEARS
7	I CANNOT RECALL

Q4. Please look at this card and tell me which of the following best describes what you are doing at present?

SHOW CARD 2

1	EMPLOYED FULL-TIME – WORKING 30 OR MORE HOURS PER WEEK
2	EMPLOYED PART-TIME – WORKING LESS THAN 30 HOURS PER WEEK
3	SELF-EMPLOYED (FULL- OR PART-TIME)
4	ON A GOVERNMENT SUPPORTED TRAINING PROGRAMME (E.G. MODERN APPRENTICESHIP / NATIONAL TRAINEESHIP / TRAINING FOR WORK / ADULT TRAINING
5	IN FULL-TIME EDUCATION - SCHOOL / COLLEGE / UNIVERSITY
6	UNEMPLOYED AND AVAILABLE FOR WORK
7	PERMANENTLY SICK / DISABLED
8	WHOLLY RETIRED FROM WORK
9	LOOKING AFTER THE HOME / FULL-TIME CARER
95	OTHER, PLEASE SPECIFY:
98	REFUSED

Q5. What is your job title and your main duties and responsibilities?

WRITE IN AND PROBE FOR SOC 92 2 DIGITS

	SOC '92, 2 digits
--	--------------------------

Q6. Do you have a long-standing illness, disability or infirmity?

1	YES	GO TO Q7
2	NO	GO TO Q8
3	REFUSED	

Q7. Does this illness or disability limit your activities in any way?

1	YES
2	NO
3	REFUSED

Q8. Looking at this card, could you tell me which of these best describes your current situation?

SHOW CARD 3

1	MARRIED / LIVING WITH PARTNER
2	WIDOWED
3	SINGLE
4	DIVORCED / SEPARATED
95	OTHER, PLEASE SPECIFY
98	REFUSED

Q9. Are there any children under the age of 16 years who live in this household?

1	YES	GO TO Q10
2	NO	GO TO Q11
3	DON'T KNOW	

Q10. How many children in each of the following age bands live in this household?

READ OUT AGE BANDS AND WRITE IN NUMBER

	Age	Number of children	
1	0-4 YEARS		98 REFUSED
2	5-7 YEARS		98 REFUSED
3	8-11 YEARS		98 REFUSED
4	12-15 YEARS		98 REFUSED

Q11. Which of the following do you have access to at home?

READ OUT AND CODE ALL THAT APPLY

1	A COMPUTER
2	THE INTERNET
3	A MOBILE PHONE
4	A TELEPHONE (LAND-LINE)
5	NONE

Q12. Do you currently receive any of the following benefits?

SHOW CARD 4 AND CODE ALL THAT APPLY

1	CHILD BENEFIT
2	COUNCIL TAX BENEFIT
3	HOUSING BENEFIT
4	NONE OF THE ABOVE
5	REFUSED

Q13. Looking at this card, is your home. . . ?

SHOW CARD 5

1	BOUGHT OUTRIGHT OR BEING BOUGHT WITH A MORTGAGE
2	RENTED FROM HEREFORDSHIRE COUNCIL
3	RENTED FROM A HOUSING ASSOCIATION
4	RENTED FROM A PRIVATE LANDLORD
95	OTHER, PLEASE SPECIFY
98	REFUSED

Q14. RECORD HOUSING TYPE

1	DETACHED HOUSE
2	SEMI-DETACHED HOUSE
3	TERRACED HOUSE
4	BUNGALOW
5	FLAT OR MAISONETTE
95	SOMETHING ELSE

Q15. To which of the following groups do you consider that you belong?

SHOW CARD 6

1		WHITE
	1	BRITISH
	2	IRISH
	3	OTHER WHITE
2		MIXED
	4	WHITE AND BLACK CARIBBEAN
	5	WHITE AND BLACK AFRICAN
	6	WHITE AND ASIAN
	7	OTHER MIXED
3		ASIAN / ASIAN BRITISH
	8	INDIAN
	9	PAKISTANI
	10	BANGLADESHI
	11	OTHER ASIAN
4		BLACK / BLACK BRITISH
	12	CARIBBEAN
	13	AFRICAN
	14	BLACK OTHER
5	15	CHINESE
6	95	OTHER

Q16. How often do you use public transport?

READ OUT AND CODE ONE

1	MORE THAN ONCE PER WEEK
2	ABOUT ONCE PER WEEK
3	LESS THAN ONCE PER WEEK
4	NEVER
5	DON'T KNOW

Q17. Is there a car or van normally available for use by you or any other member of your household? Please include transport provided by employers if available for private use and exclude vehicles used solely for the carriage of goods.

1	YES	2	NO	3	DON'T KNOW
---	-----	---	----	---	------------

HEREFORDSHIRE CITIZENS' PANEL – SURVEY ONE

QUALITY OF LIFE

Q18. From your household, how easy is it for you to get to the following using your usual form of transport?

SHOW CARD 7 AND READ OUT STATEMENTS

		Very difficult	Fairly difficult	Neither easy nor difficult	Fairly easy	Very easy	It does not apply
1	Corner shop	1	2	3	4	5	6
2	Medium to large supermarket	1	2	3	4	5	6
3	Post office	1	2	3	4	5	6
4	Doctor	1	2	3	4	5	6
5	Local hospital	1	2	3	4	5	6
6	Green space, e.g. park	1	2	3	4	5	6
7	Public transport facility	1	2	3	4	5	6
8	Recycling facility	1	2	3	4	5	6

Q19. To what extent do you think the following are a problem in the area where you live?
Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 8 (STATEMENTS).

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious ←				not at all serious →	DK	NA
	Litter / rubbish on the.....							
1	Highways	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
2	Streets	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
3	Footpaths	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
4	Public open spaces	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
5	Wasteland	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
6	Flytipping/Dumping	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
95	Other	1	2	3	4	5	6	7
PLEASE SPECIFY								

Q20. To what extent do you think the following are a problem in Herefordshire in general?
Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 8 AS ABOVE (STATEMENTS)

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious ←				not at all serious →	DK	NA
	Litter / rubbish on the.....							
1	Highways	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
2	Streets	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
3	Footpaths	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
4	Public open spaces	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
5	Wasteland	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
6	Flytipping/Dumping	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
95	Other	1	2	3	4	5	6	7
PLEASE SPECIFY								

Q21. Are you a dog owner?

1. Yes 2. No 3. Refused

Q22. To what extent do you think the following are a problem in the area where you live? Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 9 (STATEMENTS)

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious ←				not at all serious →	DK	NA
	Dog Fouling on the...							
1	Pedestrianised areas	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
2	Residential pavements	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
3	Public footpaths	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
4	Public parks and open spaces	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
95	Other	1	2	3	4	5	6	7
PLEASE SPECIFY								

- Q23.** To what extent do you think the following are a problem in Herefordshire in general? Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 9 AS ABOVE (STATEMENTS)

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious ←				not at all serious →	DK	NA
	Dog Fouling on the...							
1	Pedestrianised areas	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
2	Residential pavements	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
3	Public footpaths	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
4	Public parks and open spaces	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
95	Other	1	2	3	4	5	6	7
PLEASE SPECIFY								

Q24. To what extent do you think the following are a problem in the area where you live? Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 10 (STATEMENTS)

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious		not at all serious			DK	NA
		←		→				
	Graffiti on...							
1	Street furniture (bus shelters, telephone kiosks, road signs etc.)	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
2	Public toilets	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
3	Other public facilities	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
4	Play areas and surrounding areas	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
5	Other	1	2	3	4	5	6	7
PLEASE SPECIFY:								

CONTINUED ON NEXT PAGE

	Vandalism to....							
6	Street furniture (bus shelters, telephone boxes, road signs etc.)	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
7	Public toilets	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
8	Other public facilities	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
9	Play areas and surrounding areas	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
10	Other	1	2	3	4	5	6	7
PLEASE SPECIFY								

Q25. To what extent do you think the following are a problem in Herefordshire in general? Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 10 AS ABOVE (STATEMENTS)

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious ←					not at all serious →		DK	NA
	Graffiti on...									
1	Street furniture (bus shelters, telephone boxes, road signs etc.)	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
2	Public toilets	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
3	Other public facilities	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
4	Play areas and surrounding areas	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
5	Other	1	2	3	4	5	6	7		
PLEASE SPECIFY:										

CONTINUED ON NEXT PAGE

	Vandalism to....							
6	Street furniture (bus shelters, telephone kiosks, road signs etc.)	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
7	Public toilets	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
8	Other public facilities	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
9	Play areas and surrounding areas	1	2	3	4	5	6	7
IF RATE 1-3 WHERE?								
10	Other	1	2	3	4	5	6	7
PLEASE SPECIFY								

INTERVIEWER INSTRUCTIONS

If respondents answer 4 or 5 to ALL the statements about GRAFFITI IN Q24 and Q25, please go to Q36

If respondents answer 1-3 to ANY of the statements about GRAFFITI IN Q24 and Q25, please continue with Q26

FOR RESPONDENTS WHO CONSIDER GRAFFITI TO BE A PROBLEM

Q26. To what extent does the level of graffiti affect your quality of life? Please rate your answer on a scale of 1 to 5 where 1 is no impact at all and 5 is a very strong impact.

1 2 3 4 5 6 DK

Q27. To what extent do you agree that graffiti is mainly a problem in towns? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

Q28. To what extent do you agree that young people under 25 are mainly responsible for the graffiti? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

Q29. To what extent do you agree that graffiti is most common in public places like parks, public toilets and bus shelters? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

Q30. To what extent do you agree that certain types of graffiti could be viewed as public art? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

Q31. To what extent do you agree that immediate action to remove graffiti discourages those responsible from doing it again? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

- Q32.** To what extent do you agree that the presence of some graffiti is unavoidable? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

<p>INTERVIEWER INSTRUCTIONS</p> <p>If respondents answer 4 or 5, please go to Q33</p> <p>If respondents answer 1-3, please continue with Q36</p>

- Q33.** You said that some graffiti is unavoidable. To what extent do you agree that we need to try and control the amount of graffiti? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all (i.e. we do not need to try and control it) and 5 is strongly agree (i.e. we definitely need to try and control it)

SHOW CARD 11

1 2 3 4 5 6 DK

- Q34.** To what extent do you agree that the people responsible could be encouraged to graffiti in designated areas such as a specially provided graffiti wall? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree.

SHOW CARD 11

1 2 3 4 5 6 DK

- Q35.** To what extent do you agree that the local community must tackle the problem of graffiti in order to solve it? Please rate your answer on a scale of 1 to 5 where 1 do not agree at all and 5 is strongly agree

SHOW CARD 11

1 2 3 4 5 6 DK

- Q36.** To what extent do you think the following are a problem in the area where you live? Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

SHOW CARD 12 (STATEMENTS)

IF RATE 1-3 ON ANY OF THE ASPECTS BELOW, PLEASE ASK WHERE THE RESPONDENT THINKS THERE IS A PARTICULAR PROBLEM AND WRITE IN SPACE PROVIDED

		v. serious ←					not at all serious →		DK	NA
	Noise from...									
1	Road traffic	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
2	Low flying aircraft	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
3	Agriculture / Farms	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
4	Industry / Factories	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
5	Neighbours	1	2	3	4	5	6	7		
IF RATE 1-3 WHERE?										
95	Other	1	2	3	4	5	6	7		
PLEASE SPECIFY										

Q37. To what extent do you think the following are a problem? Please indicate on a scale of 1 to 5, where 1 is a very serious problem and 5 is not a problem at all.

READ OUT AND CODE ONE PER LINE

		v. serious ←					not at all serious →		DK	NA
1	Speeding traffic in the area where you live	1	2	3	4	5	6	7		
2	Speeding traffic in Herefordshire in general	1	2	3	4	5	6	7		

INTERVIEWER READ

Those are all the questions I have. Thank you for your time and agreeing to join Herefordshire Citizens' Panel.

RESPONDENT READ AND SIGN

I have been given a letter that explains what the citizen's panel is. I understand that as a member of the panel I have agreed to be consulted on local issues up to 4 times per year

I confirm that this interview was conducted in a proper manner and that the details have been recorded accurately.

SIGNATURE OF RESPONDENT:

**NOW COMPLETE THE NAME ADDRESS
AND TELEPHONE DETAILS ON FRONT COVER AND LEAVE THE LETTER WITH THE
PANEL MEMBER**

