

APPENDIX 3

Rochford District Council

**Best Value Review Re. Public
Regulation, Inspection and
Protection**

FINAL REPORT

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1.0 Introduction

- 1.1 In May 2003, Rochford District Council commissioned Social and Market Strategic Research (SMSR) Ltd. to undertake a resident opinion consultation in connection with a best value review with regard to public regulation, inspection and protection.
- 1.2 The work, which consisted of a survey and a reflector group of residents of the Authority, was carried out during June and August 2003 and section 3.0 of this report contains the overall results obtained from this survey.
- 1.3 The demographic profile of respondents, questionnaire, overall result tables and result tables by geographic area can be found in the appendix at the back of this report.

2.0 Methodology

1 Survey

- 2.1 Following a meeting between the Council and SMSR, a questionnaire was devised which encompassed all the issues that the Council required feedback on from the survey. (A copy of this is contained in the appendix).
- 2.2 The survey was conducted via telephone using SMSR's own in-house telephone interviewing staff utilising random dialling procedure. Those residents who were contacted were offered a Council contact in order to confirm the validity of the survey and also SMSR's freephone should they have any queries also.
- 2.3 A demographic profile of the area was obtained to ensure that a representative sample of residents was interviewed and each area covered. For this survey, Rochford District Council requested responses be grouped into the following 7 areas: -
 - Rayleigh / Rawreth
 - Hullbridge
 - Hockley
 - Ashingdon / Hawkwell
 - Rochford
 - Great or Little Wakering / Barling / Foulness
 - Canewdon / Stambridge / Paglesham
- 2.4 In total, 600 interviews were conducted and results were analysed using SPSS v11.5 both overall and by each of the above 7 areas.
- 2.5 Based on the current population of 78,489 residents, the survey results give a 99% confidence level and are within + /- 5% of the views of the tenants of the area.

Reflector group

- 2.6 Following on from the telephone survey, a reflector group was held with some of the members of the general public who had taken part in the consultation. The purpose of this was for SMSR to present the findings of the survey to the group and to raise questions / issues that the Council had highlighted on particular subjects.
- 2.7 SMSR recruited a total of 12 people to take part in the group of which 5 attended. Of those 5 attendees, 3 were female and 2 male. In terms of the areas where they lived, 1 was from Rochford, 2 were from Hullbridge and 2 were from Rayleigh.
- 2.8 Relevant points raised in the reflector group to the questions have been noted throughout the report in order to add some qualitative in-depth reasoning behind some of the survey results.
- 2.9 Three Council Officers also attended the group so that they could hear first hand what the members of the public had to say. In addition, it gave the attendees a chance to ask the officers questions and to hear what the Council is doing or can do to help in areas of concern. It also allows for the general public to feel that the Council is listening them to, which is a very important aspect of consultation.
- 2.10 The group was held on Monday, 11th August 2003 at the Civic Suite Rayleigh.
- 2.11 Areas covered were:
- 1 Rating of the environment in terms of:-
 - Rubbish/litter etc
 - Confidence in foods shops
 - Noise from neighbours
 - Door to door sales
 - 2 Provision of potential services by the Authority aimed at improving the above
 - 3 Prioritising such services
 - 4 Impact on Council Tax
 - 5 Improvements to the local environment

3.0 Results

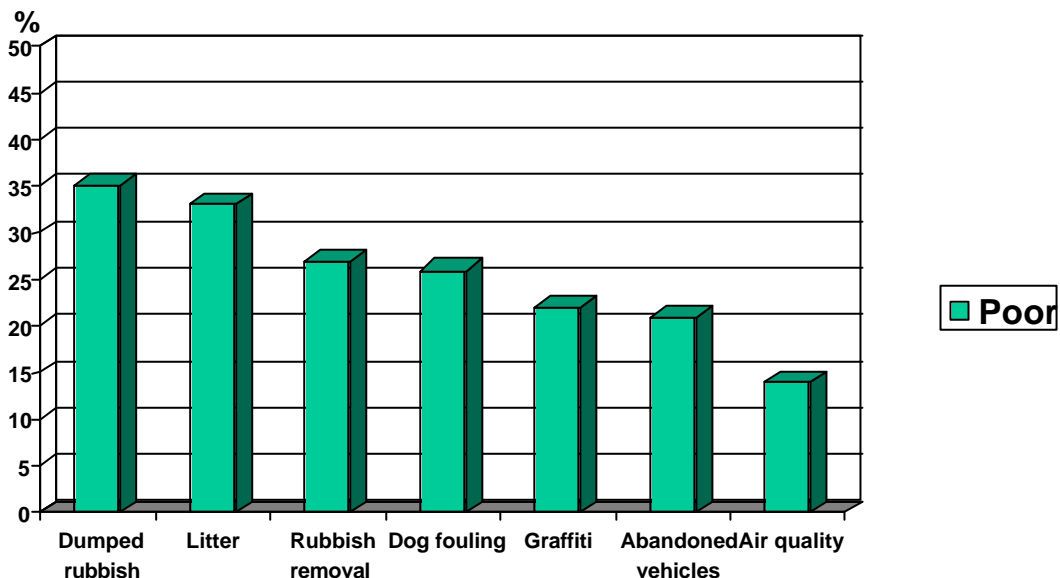
1 The local environment

1 Rating of local environment

3.1 Respondents were given a list of various issues and asked to rate their local environment on each one. The following table shows, in order, those incidents / crimes that were rated for this question.

<i>Incident / crime</i>	<i>Good / acceptable (%)</i>
Air quality	85.2
The amount of graffiti	75.8
The number of abandoned vehicles	73.1
The amount of dog fouling	70.6
The amount of litter	66.0
The amount of rubbish dumped	63.3
How quickly dumped rubbish is removed	57.2
How quickly abandoned vehicles are removed	48.8

3.2 Service areas seen as having reduced performance within the environment are shown in the chart below:



Reflector group comments

3.3 The group were asked to comment on the top three “poorly” rated from the above, namely dumped rubbish, litter and rubbish removal of which it was noted by the group that they all relate to litter in some way.

3.4 All members of the group realised that litter is a general problem anywhere you live. Various suggestions were made about ways that this could be tackled.

- 3.5 One person commented that if people who litter repeatedly were told not to do it that this would just encourage them to do it more. To alleviate this problem, it was seen to be a good idea to impose an “on the spot fine” of say £ 50. One attendee mentioned that this system has been in place in Germany for some time and seems to be an effective measure.
- 3.6 Another attendee commented that biodegradable bags such as those used by Tesco are a good idea “Even if they get caught in a hedge, they disappear after a short while”.
- 3.7 It was also mentioned by one person in the reflector group that it would be a good idea to have separate bins: “one for cans and one for rubbish”. This may help reduce the amount of cans that are “thrown away in the street”.
- 3.8 Comments made on other issues were as follows:

1 *Graffiti / fly posting*

- 3.9 The group was firstly asked to comment on the issue of graffiti / fly posting. One person commented that they drive everywhere and have not seen any in the area. Any person commented that they had seen a lot of graffiti but never actually seen it being done. They said that it is the “dare factor” that makes a lot of people do it, “not being caught” and felt it relates to gang territories.
- 3.10 Officers of the Council commented on the use of graffiti walls that are being used in other areas of the country. These are walls specifically used by graffiti artists to “tag” with a view at preventing it happening in public places. The group was asked if they felt that such a concept would be useful in the Rochford area. A few people felt that it may help but it was commented by a number of attendees that it is because young people are “bored on an evening” and have “nowhere to go” that they end up spraying public property. It was agreed by all present that providing young people with things to do on an evening is a problem and a separate discussion was needed.
- 3.11 A member of the group also made a comment about involving parents and imposing a fine on them if their children repeat offended.
- 3.12 With regard to fly posting, the group felt that provided it was informative, it wasn’t seen as a problem.

2 *Dog fouling*

- 3.13 One person in the group was surprised at how high dog fouling was placed in the list. They commented that there are repeat offenders who do not clean up after their dogs. It was noted that this was a particular hazard where children were concerned.

3 *Vehicles removed*

- 3.14 A number of attendees commented that there is a problem with the removal of abandoned vehicles in the area. One person said that some cars are left for up to 3 weeks without being removed.

- 3.15 Wherever there are abandoned vehicles, the majority of the group said that they always noticed them. A Council Officer stated that there is a problem at the moment in that the actual owner of the vehicle is not necessarily the registered keeper that causes problems in the removal of the vehicle. It was stated that the law is looking at being changed in the future so that the registered keeper of the vehicle is solely responsible for it. The group welcomed this news.

2 Confidence in using food shops and restaurants in the District

- 3.16 Overall, a high percentage of respondents (92%) said that they were confident about using food shops and restaurants in the District. Only 5% of respondents said that they were not confident and 3% did not know.

3 Experience of nuisance noise from neighbours

- 3.17 The group was asked about what they define as neighbours. All attendees said “the people next door”; whether they are residential or business. Overall, 12% of respondents said that they had experienced noise from their neighbours in the last 6 months compared with 87% who said they had not. Only 2 respondents did not know or couldn’t say.
- 3.18 Both Hockley and Great or Little Wakering / Barling / Foulness had the highest number of respondents (16%) who had experienced noise from their neighbours. The lowest number of respondents (7%) who had experienced similar were lived in Rayleigh / Rawreth.
- 3.19 A couple of people classed unacceptable noise as any noise after midnight, for example music, or any noise that was persistent. For example, if ones neighbours were noisy on a one off basis then that would not be seen as a problem. However, if it is “persistent” then they would approach them about it.
- 3.20 It was also noted by an attendee that it has a lot to do with where you live whether or not you experience noisy neighbours. When asked if they would contact the police about such incidents, the group saw that as “a waste of police time”.

4 Concerns with doorstep sales people or charity collections

- 3.21 Overall, 14% of respondents said that doorstep sales people or charity collections had bothered them. The other 86% of respondents said that they hadn’t been and 2 respondents did not know / could not say.
- 3.22 Rayleigh / Rawreth and Rochford contained the highest number of respondents (21% and 22% respectively) who said that they had been bothered compared with Hockley and Canewdon / Stambridge / Paglesham who contained the lowest number of respondents (both 5%).
- 3.23 It was stated by the Council that the charities that undertake collections in the area have to receive local permission from the Council in order to do so.
- 3.24 Of those attendees who have experienced doorstep sales people / charity collections, they did not mind being approached provided it was by a registered charity such as Oxfam or the Salvation Army. It was also stated that if they had any concerns about the legitimacy of such a caller, then they would contact the Council for confirmation.

- 3.25 A Council Officer asked if it would be helpful if the Council published a list of all registered charities working in the area on their website. All members of the group agreed that this would be very useful.

2 Provision of enhanced services by the Council

- 3.26 The following table shows, in order, those services that respondents said the Council needs to provide (bearing in mind impact on Council Tax bills): -

<i>Service</i>	<i>% Yes</i>
Better services to clear dumped rubbish even on private land	79
A more pro-active service to target industrial sites to prevent future pollution	78
An enhanced service to keep ditches and watercourses clear to help prevent flooding	70
Campaigns to promote responsible pet ownership	61
A warden to enforce the laws on dog fouling, littering and other similar offences	58
A subsidised service to dispose of abandoned vehicles	58
Campaigns to promote home safety (to prevent accidents)	48
Campaigns to promote food hygiene	46
A service outside normal office hours, to deal with complaints about noise, smells and other nuisances	44

- 3.29 Comments made on some of these were:

1 Clearing dumped rubbish

- 3.30 The group was asked if they felt it was the Council's responsibility to clear rubbish dumped on private land. One attendee said "it depends on what you want people to think of the area". It was suggested that the private landowner might not be bothered whereas, for example, a new business to the area would be put off by it.
- 3.31 The Council's efficiency at clearing litter in general was also raised. One attendee stated that they drive everywhere and do not see any, whereas another commented on the amount of litter around schools. It was stated, "the kids litter a lot". It was suggested that the Council needs to look at how to keep such areas tidier.
- 3.32 Whilst it was noted that at present, the Council does collect bulky items (eg. fridges, cookers) free of charge, the group said that they would be willing to pay a nominal fee (eg. about £ 5 to £ 10) for such a service.

2 A more pro-active service to target industrial sites

- 3.33 The group was asked what they felt people's responses to this question actually meant. One attendee stated that they thought about the proposed incinerator when they answered the question and what effect it may have on the environment.
- 3.34 A couple of people said it "depends on where you live" as to whether you are affected by industry but a number of people felt that it is important to have in place ways that can "prevent deterioration of the environment" for future generations.

- 3.35 Such issues as land contamination and air pollution were suggested as areas the Council needs to look at as indeed was talking to local businesses to ensure they meet regulations.

3 An enhanced service to keep ditches and watercourses clear

- 3.36 Whilst the prevention of flooding was raised with the group, it was felt that this is only really relevant to rural areas.

4 Campaigns to promote responsible pet ownership

- 3.37 A number of people, mainly those that have pets of their own, saw it as offering a service to promote a more responsible way of looking after your pet. In particular, an advisory service that would address such issues as dog fouling and the dangers it can present to children.
- 3.38 Attendees were then asked what would be the best way of getting this message across. Through schools and leaflets near dog waste bins / dispensers were suggested by a couple of people. Another way that was suggested was during visits to the vets.
- 3.39 Although one person said that whilst the dog-fouling situation has definitely improved over the last 3 years, there is still a need to "educate" some people.

5 A warden to enforce the laws on dog fouling, littering and other similar offences

- 3.40 It was stated by Council Officers that there is currently no such warden at present in the area. The group was asked if they felt such a warden would be a good idea and if so, what would be the most appropriate attire.
- 3.41 All members of the groups felt having a warden to address "environmental street crime" was a very good idea and that such a person would need to wear a uniform so that they "stand out" to the public. This was seen to have two main benefits:-
- A visible warden would offer assurance to the general public;
 - It would also make people think twice about committing an offence
- 3.42 There was however a concern with regard to their salary and where the additional expenditure would be acquired from. However, it was felt that even if there were only one full time warden to start with, that this would provide "more of chance of catching people".
- 3.43 It was suggested by a member of the group that should there only be one warden to start with, that specific problem areas should initially be targeted in order to isolate troublemakers. If such areas were looked at, then there would not need to be "a dozen wardens".
- 3.44 The group stated that they would be willing to pay more Council Tax for such a service.
- 3.45 A Council Officer suggested utilising 'Parking Enforcement Officers' for this task, as they cover a considerable distance in the course of parking enforcement and this would help them catch/identify more criminal activity. It was noted however, that the Local Authority will not be taking over such a responsibility until October 2004 and the

group was therefore unsure about the suggestion. It was felt that maybe traffic enforcement and environmental enforcement should be kept separate.

6 A subsidised service to dispose of abandoned vehicles

- 3.46 It was noted that it is very expensive for the Council to remove abandoned vehicles. The same points were raised as noted at 3.14 and 3.15 earlier in this report.

3 *Prioritisation of additional services.*

- 3.42 Respondents were asked which of the above services should be the top three actions for the Council to undertake. A better service to clear dumped rubbish is the main service that respondents feel the council should action. Overall, just over two thirds of respondents (67%) chose this service.
- 3.43 Secondly, 44% of respondents would like to see a more pro-active service to target industrial sites and thirdly, 42% said they would like a warden to enforce the law on dog fouling, etc.
- 3.44 The fourth most popular choice was an enhanced service to keep ditches and watercourses clear as stated by 39% of respondents.
- 3.45 The table below shows, in order, the services respondents would like to see actioned:

<i>Service</i>	<i>% Yes</i>
Better services to clear dumped rubbish	67
A more pro-active service to target industrial sites	44
A warden to enforce the laws on dog fouling, etc.	42
An enhanced service to keep ditches and watercourses clear	39
A subsidised service to dispose of abandoned vehicles	27
A service outside normal offices hours to deal with complaint	24
Campaigns to promote responsible pet ownership	21
Campaigns to promote food hygiene	16
Campaigns to promote home safety	15

A service outside normal offices hours to deal with complaints

- 3.46 When this issue was raised with the group, the overall consensus was that this is not a major need and any complaints they have can always wait until the next day.

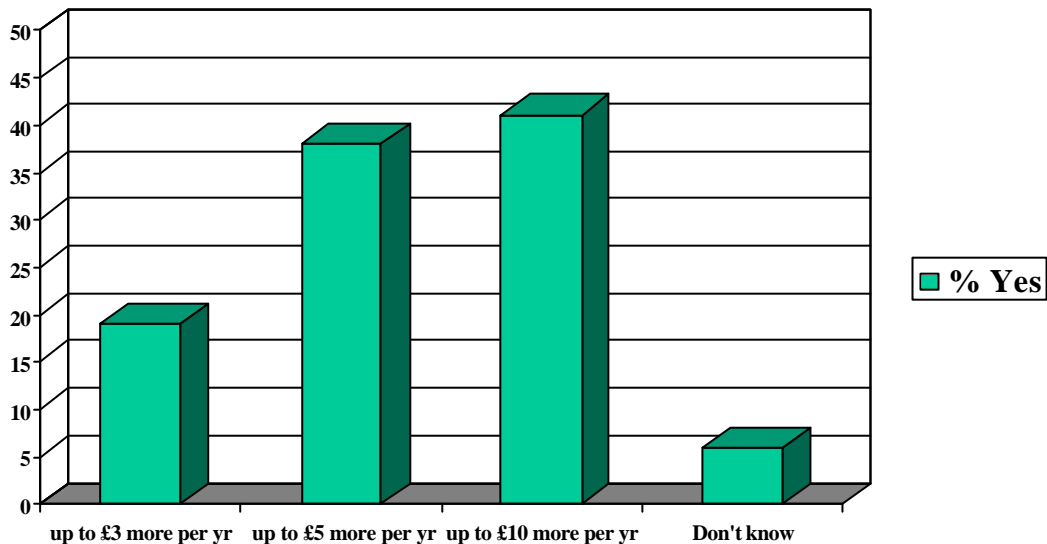
4 **Impact on Council tax for these improvements**

1 **Willingness to pay increased Council Tax**

- 3.51 Overall, just over half of respondents (51%) saying that they would not with 46% of respondents said they would be prepared to pay more. A small percentage (3%) of respondents did not know.
- 3.52 The group was asked to comment on the results to this question. All were happy to pay more Council Tax provided they see visible improvements. They want to “see what they’re getting for their money”.

2 **The amount of Council Tax that citizens would you be prepared to pay for these improvements**

- 3.53 The following chart shows how much more Council Tax respondents are willing to pay for the above improvements on a typical property Council Tax bill (a band D property: -



- 3.54 As can be seen, 41% of respondents are willing to pay up to £ 10 more per year on their Council Tax bill in order to receive the improvements listed above. Thirty seven percent (37%) said up to £ 5 more per year and 19% up to £ 3 more per year. Only a small percentage of respondents (2%) said they did not know.
- 3.55 The group was asked why a higher percentage of people would rather pay the higher increase and they said it was because it is “a more realistic figure - what could you actually get for £ 3?”.

5 **How the Council can improve the local environment**

3.56 Citizens were asked what was the one thing which the Authority could do to improve their local environment. A large amount of different responses were received to this question. The table below lists the main improvements which respondents said should be made:-

<i>Improvement</i>	<i>%</i>
Cleaner streets	10
Nothing	6
More facilities for youths	6
Better household recycling facilities	6
Better household refuse collection	6
Better public transport	5
Better grounds / park maintenance	5

3.57 15% of respondents stated they did not know how to respond to this question.

3.58 One member of the group stated that they were “please to see cleaner streets at the top!”.

3.59 The only other comment made from one member of the group that was not listed above was that “something needs to be done with the traffic system”. They felt that since the new one-way system was introduced that it is a “disaster”. In particular rush hour when they said it was “chaos”.

3.60 Other members of the group also agreed that there needs to be more facilities for youths in order to stop them “being bored on an evening”.

4.0 Summary / Conclusions / Recommendations

1 *Rating of the local environment*

- 4.1 Whilst rubbish and its removal is the residents' main concern, it is recognised that it is no worse in the local area than anywhere else. On the spot fines were seen as a possible way forward. The Authority needs to encourage the use of biodegradable packaging materials.
- 4.2 Fly posting is not seen as a major problem and graffiti is seen as the consequence of bored youth. Parents need to be involved in solutions.
- 4.3 Concern regarding dog fouling is related to health concerns.
- 4.4 There is a high level of confidence in food shops in the district.
- 4.5 12% of residents stated they had experienced nuisance noise from neighbours. Hockley and Great or Little Wakering / Barling / Foulness were the highest with Rayleigh / Rawreth being the lowest.
- 4.6 14% of respondents said that doorstep sales people or charity collections had bothered them. All members of the reflector group agreed that it would be very helpful if the Council published a list of registered charities working in the area on their website.

2 *Provision of additional services by the Council*

- 4.7 The top three services seen as being necessary were:-
- Better services to clear dumped rubbish even on private land
 - A more pro-active service to target industrial sites to prevent future pollution
 - An enhanced service to keep ditches and watercourses clear to help prevent flooding
- 4.8 Dumped rubbish is seen as being a problem especially around schools. Reflector group attends stated that although the Council currently collects bulky items (e.g. fridges, cookers) free of charge, they felt that most residents would be willing to pay a nominal fee (e.g. about £ 5 to £ 10) for such a service.
- 4.9 All members of the reflector group felt having a warden to address "environmental street crime" was a very good idea and that such a person would need to wear a uniform so that they "stand out" to the public. This was seen to have two main benefits: -
- It would offer assurance to the general public;
 - It would also make people think twice about committing an offence
- 4.10 The group stated that they would be willing to pay more Council Tax for such a service.

3 *Prioritisation of additional services.*

4.11 The top three services perceived as being necessary to improve matters were:-

- 1 Better services to clear dumped rubbish
- 2 A more pro-active service to target industrial sites
- 3 A warden to enforce the laws on dog fouling, etc.

4 *Impact on Council tax for these improvements*

4.1 Views were split on resident's willingness to pay increased Council Taxes for enhanced services, with just over half of respondents (51%) saying that they would not pay and 46% of respondents said they would be prepared to pay more. All attendees to the Reflector group stated they were happy to pay more Council Tax provided they see visible improvements.

4.2 In terms of the amount residents were willing to pay, 41% of respondents stated they are willing to pay up to £10 more per year on their Council Tax bill in order to receive the improvements listed above. Thirty seven percent (37%) said up to £5 more per year and 19% up to £3 more per year.

5 *What could the Council do to improve local environment?*

4.3 Citizens were asked what was the one thing that the Authority could do to improve their local environment. The top three positive suggestions were:

- 1 Cleaner streets
- 2 More facilities for youths
- 3 Better household recycling facilities

Conclusions / Recommendations

4.4 The Authority needs to recognise the high levels of awareness and concern that most residents hold on these issues.

4.5 It is important that residents SEE any additional services that the Authority provides, (especially those that necessitate an increase in Council Tax), as providing an enhanced service.

4.6 Other SMSR work has shown that rubbish disposal / cleaner streets is an issue which most residents 'judge' the quality of their Local Authority by. It normally relates to certain 'hot spots' that need to be targeted e.g. outside schools. There would seem to be a need to identify such 'hot spots' and take appropriate action. Such improvements would again be 'visible' to residents.

4.7 Residents stated they would be willing to pay a nominal charge for the service to remove bulky items.

4.8 There is interest in the provision of a warden to address "environmental street crime". This is an example of an additional service that would be 'seen' by residents.

4.9 Some problems e.g. Graffiti, is seen by residents as being a youth problem and as such they feel the focus should be in solving the youth problem which would necessitate further work to identify and understand the problem(s) and involve/co-operate with other agencies in terms of providing solutions.

Appendix

- 1. Telephone questionnaire**
- 2. Demographic profile of respondents**
- 3. Overall result tables**
- 4. Analysis by area**

1. Telephone questionnaire

Good morning /afternoon/evening. My name is...and I am calling on behalf of Rochford District Council. I work for SMSR, an independent research company commissioned by the council. Can you spare a few moments to answer some brief questions about local services and issues?

First, a few questions about environmental issues.

Q1 Please could you tell me how you rate the District of Rochford in terms of the following?
(Read out – single response per question.)

	Good	Acceptable	Poor	don't know
a The amount of dog fouling	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
b The amount of litter	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
c The number of abandoned vehicles	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
d How quickly abandoned vehicles are removed	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
e The amount of dumped rubbish	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
f How quickly dumped rubbish is removed	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
g The amount of graffiti	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
h Air quality	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>

Q2 Are you confident about using food shops and restaurants in the District?

Yes No Don't know/can't say

Q3 Over the last 6 months, have you experienced noise from your neighbours which was a nuisance to you?

Yes No Don't know/can't say

Q4 Over the last 6 months, have you been bothered too much by doorstep sales people or charity collections?

Yes No Don't know/can't say

Now could I ask you to think about how the district could be improved.

Q5 Bearing in mind that providing enhanced services may result in increased Council Tax bills, do you think the Council needs to provide the following...? (Read out – single response per question.)

	Yes	No	Don't know/ can't say
a) A service outside normal office hours to deal with complaints about noise, smells and other nuisances?	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
b) A warden to enforce the laws on dog fouling, littering and other similar offences?	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
c) An enhanced service to keep ditches and watercourses clear to help prevent flooding?	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
d) Campaigns to promote home safety (to prevent accidents around the home)	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
e) Campaigns to promote food hygiene	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
f) Campaigns to promote responsible pet ownership	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
g) A subsidised service to dispose of vehicles that may otherwise be abandoned	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
h) A more pro-active service to target industrial sites to prevent future pollution?	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
i) Better services to clear dumped rubbish even if it is on private land?	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>

Q6 Which of these actions do you think should be top three priorities for the Council? Which of these do you think is the most important, which is the 2nd most important and which is the 3rd most important. (Enter letters from above list)

1st priority _____

2nd priority _____

3rd priority _____

Q7 Would you be prepared to pay more in Council tax for these improvements?

Yes

No

Don't know

Go to Q9

Q8 How much more Council Tax would you be prepared to pay for these improvements on a typical property Council Tax bill (a band D property)? (Read out – single response.)

Up to £3 more
a year

Up to £5 more
a year

Up to £10 more
a year

Don't
know

Q9 If there was one thing you would like the Council to do to improve your local environment, what would it be?

Rochford District Council values the diversity of the community and is committed to service provision for all sectors of the community. In order to demonstrate we are interviewing a cross section of the community could I just ask a few questions about you?

Q10 In which of the following areas do you live? (Read out – single response)

Rayleigh/Rawreth

Hullbridge

Hockley

Ashingdon/Hawkwell

Rochford

Great or Little Wakering/Barling/Foulness

Canewdon/Stambridge/Paglesham

Don't know

Q11 Are you? Male ¹ Female ²

Q12 What was your age on your last birthday?

Q13 Which of these activities best describes what you are doing at present? (Read out – single response.)

- | | |
|---|---|
| employee in full-time (30 hours plus) <input type="checkbox"/> ¹ | unemployed and available for work <input type="checkbox"/> ⁶ |
| employee in part-time (under 30 hours) <input type="checkbox"/> ² | permanently sick/disabled <input type="checkbox"/> ⁷ |
| self employed full or part-time <input type="checkbox"/> ³ | wholly retired from work <input type="checkbox"/> ⁸ |
| on a Government supported training programme (e.g. Modern Apprenticeship/ National Traineeship/Training for Work/ Adult training) <input type="checkbox"/> ⁴ | looking after the home <input type="checkbox"/> ⁹ |
| full-time education at school, college or university <input type="checkbox"/> ⁵ | doing something else (write in) |
-

Q14 How would you describe your ethnic origin? (Read out – single response.)

a) White

- British ¹
- Irish ²
- Any other White background ³
(please write in)

b) Mixed

- White and Black Caribbean ⁹
- White and Black African ¹⁰
- White and Asian ¹¹
- Any other mixed background ¹²
(please write in)

c) Asian or Asian British

- Indian ⁴
- Pakistani ⁵
- Bangladeshi ⁶
- Any other Asian background ⁷
(please write in)

d) Black or Black British

- Caribbean ¹³
- African ¹⁴
- Any other Black background ¹⁵
(please write in)

e) Chinese

⁸

f) Other ethnic group (write in)

¹⁶

Q15 Is your home...? (Read out – single response.)

rented from the Council	<input type="checkbox"/>	owned by you/someone you live with	<input type="checkbox"/>
rented from a Housing Association	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>
rented from a private landlord	<input type="checkbox"/>		

Q16 Do you consider yourself to be disabled?

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
------------------------------	-----------------------------	-------------------------------------

Q17 Would you be willing to take part in further research in the future? This would mean being invited to take part in an informal discussion group that will talk about local issues.

Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
------------------------------	-----------------------------	-------------------------------------

Q18 **If yes**, please could you tell me your name and address and telephone number.

If no, in order to ensure we can manage this survey effectively, please could you give me your name and post code. (NB Your name will not be passed on to anyone else.)

Title (circle): Mr Mrs Miss Ms	Name:							
Address:								
Post code:								
Your telephone number (home)	()							

Thank you for your time and help.

Interviewer Date.....

2. Demographic profile of respondents

		Count	Col %
In which of the following areas do you live?	Rayleigh/Rawreth	100	16.7
	Hullbridge	108	18.0
	Hockley	83	13.8
	Ashingdon/Hawkwell	98	16.3
	Rochford	60	10.0
	Great or Little Wakering/Barling/Foulness	68	11.3
	Canewdon/Stambridge/Paglesham	79	13.2
	don't know	4	.7
Total		600	100.0

		Count	Col %
Are you?	male	237	39.5
	female	363	60.5
Total		600	100.0

		Count	Col %
What was your age on your last birthday?	16-24	59	9.8
	25-34	62	10.3
	35-44	103	17.2
	45-54	107	17.8
	55-64	113	18.8
	65+	155	25.8
	refused	1	.2
Total		600	100.0

		Count	Col %
Which of these activities best describe what you are doing?	full-time employee	138	23.0
	part-time employee	112	18.7
	self employed full or part-time	36	6.0
	in full-time education at school, college or university	28	4.7
	unemployed and available for work	15	2.5
	permanently sick or disabled	10	1.7
	wholly retired from work	184	30.7
	looking after the home	71	11.8
	carer	6	1.0
Total		600	100.0

		Count	Col %
How would you describe your ethnic origin?	White British	588	98.0
	White Irish	2	.3
	any other White background	5	.8
	Indian	1	.2
	Chinese	1	.2
	other ethnic group	1	.2
	refused	2	.3
Total		600	100.0

		Count	Col %
Is your home?	rented from the council	17	2.8
	rented from a housing association	3	.5
	rented from a private landlord	9	1.5
	owned by you/someone you live with	557	92.8
	tied cottage/comes with the job	7	1.2
	live with parents	6	1.0
	government land agents	1	.2
Total		600	100.0

		Count	Col %
Do you consider yourself to be disabled?	yes	53	8.8
	no	547	91.2
Total		600	100.0

3. Overall result tables

Please could you tell me how you rate your local environment in terms of the following?

		Count	Col %
The amount of dog fouling	good	155	25.8
	acceptable	269	44.8
	poor	154	25.7
	don't know	22	3.7
Total		600	100.0

		Count	Col %
The amount of litter	good	149	24.8
	acceptable	247	41.2
	poor	200	33.3
	don't know	4	.7
Total		600	100.0

		Count	Col %
The number of abandoned vehicles	good	239	39.8
	acceptable	200	33.3
	poor	128	21.3
	don't know	33	5.5
Total		600	100.0

		Count	Col %
How quickly abandoned vehicles are removed	good	170	28.3
	acceptable	123	20.5
	poor	128	21.3
	don't know	179	29.8
Total		600	100.0

		Count	Col %
The amount of dumped rubbish	good	186	31.0
	acceptable	194	32.3
	poor	210	35.0
	don't know	10	1.7
Total		600	100.0

		Count	Col %
How quickly dumped rubbish is removed	good	174	29.0
	acceptable	169	28.2
	poor	162	27.0
	don't know	95	15.8
Total		600	100.0

		Count	Col %
The amount of graffiti	good	227	37.8
	acceptable	228	38.0
	poor	133	22.2
	don't know	12	2.0
Total		600	100.0

		Count	Col %
Air quality	good	288	48.0
	acceptable	223	37.2
	poor	83	13.8
	don't know	6	1.0
Total		600	100.0

		Count	Col %
Are you confident about using food shops and restaurants in the District?	yes	551	91.8
	no	33	5.5
	don't know/can't say	16	2.7
Total		600	100.0

		Count	Col %
Over the last 6 months, have you experienced noise from your neighbours which was a nuisance to you?	yes	74	12.3
	no	524	87.3
	don't know/can't say	2	.3
Total		600	100.0

		Count	Col %
Over the last 6 months, have you been bothered too much by doorstep sales people or charity collections?	yes	82	13.7
	no	516	86.0
	don't know/can't say	2	.3
Total		600	100.0

Bearing in mind that enhanced services may result in increased Council tax bills, do you think the Council needs to provide the following:

		Count	Col %
A service outside normal office hours to deal with complaints about noise, smells and other nuisances?	yes	264	44.0
	no	317	52.8
	don't know/can't say	19	3.2
Total		600	100.0

		Count	Col %
A warden to enforce the laws on dog fouling, littering and other similar offences?	yes	350	58.3
	no	240	40.0
	don't know/can't say	10	1.7
Total		600	100.0

		Count	Col %
An enhanced service to keep ditches and watercourses clear to help prevent flooding?	yes	423	70.5
	no	167	27.8
	don't know/can't say	10	1.7
Total		600	100.0

		Count	Col %
Campaigns to promote home safety (to prevent accidents around the home)?	yes	290	48.3
	no	292	48.7
	don't know/can't say	18	3.0
Total		600	100.0

		Count	Col %
Campaigns to promote food hygiene	yes	277	46.2
	no	311	51.8
	don't know/can't say	12	2.0
Total		600	100.0

		Count	Col %
Campaigns to promote responsible pet ownership	yes	363	60.5
	no	228	38.0
	don't know/can't say	9	1.5
Total		600	100.0

		Count	Col %
A subsidised service to dispose of vehicles that may otherwise be abandoned?	yes	347	57.8
	no	231	38.5
	don't know/can't say	22	3.7
Total		600	100.0

		Count	Col %
A more pro-active service to target industrial sites to prevent future pollution?	yes	468	78.0
	no	113	18.8
	don't know/can't say	19	3.2
Total		600	100.0

		Count	Col %
Better services to clear dumped rubbish even if it is on private land?	yes	471	78.5
	no	115	19.2
	don't know/can't say	14	2.3
Total		600	100.0

Which of these actions do you think should be the top three priorities for the Council?

		Count	Col %
1st priority	better services to clear dumped rubbish	166	27.7
	a warden to enforce the laws on dog fouling, etc.	104	17.3
	an enhanced service to keep ditches and watercourses clear	83	13.8
	a more pro-active service to target industrial sites	79	13.2
	a service outside normal office hours to deal with complaint	50	8.3
	a subsidised service to dispose of vehicles	36	6.0
	campaigns to promote home safety	23	3.8
	campaigns to promote food hygiene	19	3.2
	don't know	18	3.0
	campaigns to promote responsible pet ownership	16	2.7
not applicable/none	6	1.0	
Total		600	100.0

		Count	Col %
2nd priority	better services to clear dumped rubbish	113	21.0
	a more pro-active service to target industrial sites	78	14.5
	a warden to enforce the laws on dog fouling, etc.	77	14.3
	an enhanced service to keep ditches and watercourses clear	77	14.3
	a subsidised service to dispose of vehicles	54	10.0
	campaigns to promote responsible pet ownership	42	7.8
	a service outside normal office hours to deal with complaint	37	6.9
	campaigns to promote home safety	33	6.1
	campaigns to promote food hygiene	28	5.2
Total		539	100.0

		Count	Col %
3rd priority	better services to clear dumped rubbish	90	18.6
	a more pro-active service to target industrial sites	81	16.7
	an enhanced service to keep ditches and watercourses clear	55	11.3
	a subsidised service to dispose of vehicles	53	10.9
	campaigns to promote responsible pet ownership	52	10.7
	a warden to enforce the laws on dog fouling, etc.	49	10.1
	a service outside normal office hours to deal with complaint	43	8.9
	campaigns to promote food hygiene	36	7.4
	campaigns to promote home safety	26	5.4
Total		485	100.0

		Cases	Col Response %
Which should be the council's top three priorities (combined)?	better services to clear dumped rubbish	369	61.5
	a more pro-active service to target industrial sites	238	39.7
	a warden to enforce the laws on dog fouling, etc.	230	38.3
	an enhanced service to keep ditches and watercourses clear	215	35.8
	a subsidised service to dispose of vehicles	143	23.8
	a service outside normal office hours to deal with complaint	130	21.7
	campaigns to promote responsible pet ownership	110	18.3
	campaigns to promote food hygiene	83	13.8
	campaigns to promote home safety	82	13.7
	don't know	18	3.0
	not applicable/none	6	1.0
Total		600	270.7

		Count	Col %
Would you be prepared to pay more Council tax for these improvements?	yes	273	45.5
	no	308	51.3
	don't know	19	3.2
Total		600	100.0

		Count	Col %
How much more council tax would you be prepared to pay for these improvements on a typical Council tax bill?	up to £3 more per year	52	19.0
	up to £5 more per year	103	37.7
	up to £10 more per year	112	41.0
	don't know	6	2.2
Total		273	100.0

		Cases	Col Response %
What would you like the council to do to improve your local environment?	don't know	87	14.5
	cleaner streets	60	10.0
	nothing	36	6.0
	more facilities for youths	36	6.0
	better household recycling facilities	35	5.8
	better household refuse collection	34	5.7
	better public transport	30	5.0
	better grounds/park maintenance	28	4.7
	more visible police presence	27	4.5
	control dog fouling	22	3.7
	lower speed limits/better road safety	19	3.2
	better road surfaces	18	3.0
	more facilities for children	18	3.0
	better pavements	16	2.7
	improve traffic congestion/build bypass	16	2.7
	better parking	15	2.5
	control graffiti	12	2.0
	better road surface drainage/flood prevention	11	1.8
	control pollution	11	1.8
	environmental conservation	9	1.5
	need more recreational facilities	9	1.5
	control vandalism	8	1.3
	better street lighting	8	1.3
	finer for littering/fly tipping	8	1.3
	stop wasting money/less bureaucracy	7	1.2
	improve planning department	5	.8
	more dog wardens	5	.8
	remove abandoned cars	5	.8
	control noise pollution	5	.8
	better/longer opening hours at rubbish tips	3	.5
	encourage local businesses/job opportunities	3	.5
	council to communicate better with residents	3	.5
	need more blue bins	3	.5
	maintain rural footpaths/roads	3	.5
	remove grass cuttings/leaves from pavements	3	.5
	cease building houses	2	.3
	less aeriels/phone masts	2	.3
	more/better cycle routes	2	.3
	maintain abandoned properties	2	.3
	better refuse collection for small businesses	2	.3
	more CCTV	2	.3
better road gritting	1	.2	
stop supporting asylum seekers	1	.2	
reduce traffic noise	1	.2	
plant more trees	1	.2	
control bonfires	1	.2	
better local health services	1	.2	
free bus passes for OAPs	1	.2	
less power cuts	1	.2	
remove seat from Ashingdon Road	1	.2	
deal with disruptive neighbours	1	.2	
schools to teach respect for people and property	1	.2	
need more public toilets	1	.2	
no to airport proposal	1	.2	
farmers to clear ditches	1	.2	
need Neighbourhood Watch scheme	1	.2	
more facilities	1	.2	
Total		600	107.7

4. Analysis by area

Please could you tell me how you rate the local environment in terms of the following?

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
The amount of dog fouling	good	22	22.0	22	20.4	24	28.9	29	29.6	16	26.7	19	27.9	21	26.6	153	25.7
	acceptable	52	52.0	49	45.4	41	49.4	37	37.8	21	35.0	29	42.6	40	50.6	269	45.1
	poor	25	25.0	34	31.5	16	19.3	25	25.5	22	36.7	18	26.5	12	15.2	152	25.5
	don't know	1	1.0	3	2.8	2	2.4	7	7.1	1	1.7	2	2.9	6	7.6	22	3.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
The amount of litter	good	19	19.0	23	21.3	25	30.1	24	24.5	17	28.3	19	27.9	20	25.3	147	24.7
	acceptable	48	48.0	35	32.4	34	41.0	43	43.9	24	40.0	30	44.1	33	41.8	247	41.4
	poor	33	33.0	49	45.4	24	28.9	30	30.6	18	30.0	19	27.9	25	31.6	198	33.2
	don't know	0	.0	1	.9	0	.0	1	1.0	1	1.7	0	.0	1	1.3	4	.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
The number of abandoned vehicles	good	38	38.0	48	44.4	36	43.4	44	44.9	25	41.7	27	39.7	19	24.1	237	39.8
	acceptable	33	33.0	24	22.2	27	32.5	39	39.8	17	28.3	23	33.8	36	45.6	199	33.4
	poor	21	21.0	25	23.1	16	19.3	13	13.3	16	26.7	16	23.5	20	25.3	127	21.3
	don't know	8	8.0	11	10.2	4	4.8	2	2.0	2	3.3	2	2.9	4	5.1	33	5.5
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
How quickly abandoned vehicles are removed	good	22	22.0	40	37.0	19	22.9	29	29.6	21	35.0	23	33.8	14	17.7	168	28.2
	acceptable	25	25.0	14	13.0	12	14.5	29	29.6	7	11.7	13	19.1	23	29.1	123	20.6
	poor	15	15.0	19	17.6	16	19.3	20	20.4	20	33.3	13	19.1	24	30.4	127	21.3
	don't know	38	38.0	35	32.4	36	43.4	20	20.4	12	20.0	19	27.9	18	22.8	178	29.9
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
The amount of dumped rubbish	good	31	31.0	35	32.4	34	41.0	27	27.6	22	36.7	21	30.9	15	19.0	185	31.0
	acceptable	36	36.0	31	28.7	21	25.3	43	43.9	20	33.3	22	32.4	19	24.1	192	32.2
	poor	30	30.0	40	37.0	27	32.5	25	25.5	18	30.0	24	35.3	45	57.0	209	35.1
	don't know	3	3.0	2	1.9	1	1.2	3	3.1	0	.0	1	1.5	0	.0	10	1.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
How quickly dumped rubbish is removed	good	20	20.0	45	41.7	22	26.5	28	28.6	20	33.3	23	33.8	15	19.0	173	29.0
	acceptable	32	32.0	17	15.7	22	26.5	34	34.7	23	38.3	22	32.4	18	22.8	168	28.2
	poor	27	27.0	31	28.7	20	24.1	23	23.5	10	16.7	14	20.6	36	45.6	161	27.0
	don't know	21	21.0	15	13.9	19	22.9	13	13.3	7	11.7	9	13.2	10	12.7	94	15.8
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
The amount of graffiti	good	31	31.0	48	44.4	22	26.5	31	31.6	29	48.3	31	45.6	34	43.0	226	37.9
	acceptable	38	38.0	40	37.0	26	31.3	35	35.7	25	41.7	27	39.7	34	43.0	225	37.8
	poor	27	27.0	14	13.0	35	42.2	31	31.6	6	10.0	10	14.7	10	12.7	133	22.3
	don't know	4	4.0	6	5.6	0	.0	1	1.0	0	.0	0	.0	1	1.3	12	2.0
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Air quality	good	32	32.0	45	41.7	40	48.2	47	48.0	31	51.7	41	60.3	50	63.3	286	48.0
	acceptable	50	50.0	41	38.0	30	36.1	38	38.8	21	35.0	17	25.0	25	31.6	222	37.2
	poor	18	18.0	21	19.4	12	14.5	10	10.2	7	11.7	10	14.7	4	5.1	82	13.8
	don't know	0	.0	1	.9	1	1.2	3	3.1	1	1.7	0	.0	0	.0	6	1.0
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Are you confident about using food shops and restaurants in the District?	yes	92	92.0	100	92.6	77	92.8	93	94.9	56	93.3	60	88.2	69	87.3	547	91.8
	no	4	4.0	5	4.6	4	4.8	5	5.1	4	6.7	6	8.8	5	6.3	33	5.5
	don't know/can't say	4	4.0	3	2.8	2	2.4	0	.0	0	.0	2	2.9	5	6.3	16	2.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Over the last 6 months, have you experienced noise from your neighbours which was a nuisance to you?	yes	7	7.0	16	14.8	14	16.9	12	12.2	7	11.7	11	16.2	7	8.9	74	12.4
	no	93	93.0	92	85.2	69	83.1	84	85.7	53	88.3	57	83.8	72	91.1	520	87.2
	don't know/can't say	0	.0	0	.0	0	.0	2	2.0	0	.0	0	.0	0	.0	2	.3
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Over the last 6 months, have you been bothered too much by doorstep sales people or charity collections?	yes	21	21.0	13	12.0	4	4.8	15	15.3	13	21.7	11	16.2	4	5.1	81	13.6
	no	79	79.0	95	88.0	79	95.2	82	83.7	47	78.3	56	82.4	75	94.9	513	86.1
	don't know/can't say	0	.0	0	.0	0	.0	1	1.0	0	.0	1	1.5	0	.0	2	.3
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

Bearing in mind that enhanced services may result in increased Council tax bills, do you think the Council needs to provide the following:

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
A service outside normal office hours to deal with complaints about noise, smells and other nuisances?	yes	49	49.0	48	44.4	39	47.0	40	40.8	27	45.0	25	36.8	33	41.8	261	43.8
	no	50	50.0	54	50.0	42	50.6	55	56.1	30	50.0	40	58.8	45	57.0	316	53.0
	don't know/can't say	1	1.0	6	5.6	2	2.4	3	3.1	3	5.0	3	4.4	1	1.3	19	3.2
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
A warden to enforce the laws on dog fouling, littering and other similar offences?	yes	60	60.0	70	64.8	52	62.7	52	53.1	36	60.0	35	51.5	43	54.4	348	58.4
	no	40	40.0	35	32.4	27	32.5	44	44.9	23	38.3	33	48.5	36	45.6	238	39.9
	don't know/can't say	0	.0	3	2.8	4	4.8	2	2.0	1	1.7	0	.0	0	.0	10	1.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
An enhanced service to keep ditches and watercourses clear to help prevent flooding?	yes	58	58.0	79	73.1	54	65.1	76	77.6	39	65.0	52	76.5	62	78.5	420	70.5
	no	40	40.0	24	22.2	28	33.7	21	21.4	20	33.3	16	23.5	17	21.5	166	27.9
	don't know/can't say	2	2.0	5	4.6	1	1.2	1	1.0	1	1.7	0	.0	0	.0	10	1.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Campaigns to promote home safety (to prevent accidents around the home)?	yes	43	43.0	62	57.4	36	43.4	44	44.9	32	53.3	33	48.5	40	50.6	290	48.7
	no	57	57.0	39	36.1	44	53.0	52	53.1	26	43.3	34	50.0	36	45.6	288	48.3
	don't know/can't say	0	.0	7	6.5	3	3.6	2	2.0	2	3.3	1	1.5	3	3.8	18	3.0
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Campaigns to promote food hygiene	yes	42	42.0	60	55.6	33	39.8	36	36.7	30	50.0	38	55.9	36	45.6	275	46.1
	no	56	56.0	46	42.6	47	56.6	59	60.2	30	50.0	29	42.6	42	53.2	309	51.8
	don't know/can't say	2	2.0	2	1.9	3	3.6	3	3.1	0	.0	1	1.5	1	1.3	12	2.0
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Campaigns to promote responsible pet ownership	yes	56	56.0	75	69.4	42	50.6	53	54.1	40	66.7	43	63.2	51	64.6	360	60.4
	no	43	43.0	30	27.8	40	48.2	44	44.9	20	33.3	25	36.8	25	31.6	227	38.1
	don't know/can't say	1	1.0	3	2.8	1	1.2	1	1.0	0	.0	0	.0	3	3.8	9	1.5
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
A subsidised service to dispose of vehicles that may otherwise be abandoned?	yes	49	49.0	67	62.0	51	61.4	52	53.1	39	65.0	39	57.4	48	60.8	345	57.9
	no	48	48.0	35	32.4	28	33.7	44	44.9	19	31.7	28	41.2	27	34.2	229	38.4
	don't know/can't say	3	3.0	6	5.6	4	4.8	2	2.0	2	3.3	1	1.5	4	5.1	22	3.7
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
A more pro-active service to target industrial sites to prevent future pollution?	yes	80	80.0	85	78.7	65	78.3	71	72.4	42	70.0	58	85.3	64	81.0	465	78.0
	no	18	18.0	17	15.7	16	19.3	24	24.5	17	28.3	10	14.7	10	12.7	112	18.8
	don't know/can't say	2	2.0	6	5.6	2	2.4	3	3.1	1	1.7	0	.0	5	6.3	19	3.2
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Better services to clear dumped rubbish even if it is on private land?	yes	71	71.0	82	75.9	72	86.7	73	74.5	52	86.7	50	73.5	67	84.8	467	78.4
	no	27	27.0	22	20.4	11	13.3	22	22.4	5	8.3	17	25.0	11	13.9	115	19.3
	don't know/can't say	2	2.0	4	3.7	0	.0	3	3.1	3	5.0	1	1.5	1	1.3	14	2.3
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

Which of these actions do you think should be the top three priorities for the Council?

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
1st priority	better services to clear dumped rubbish	27	27.0	27	25.0	27	32.5	23	23.5	16	26.7	19	27.9	26	32.9	165	27.7
	a warden to enforce the laws on dog fouling, etc.	16	16.0	23	21.3	14	16.9	13	13.3	15	25.0	14	20.6	7	8.9	102	17.1
	an enhanced service to keep ditches and watercourses clear	9	9.0	13	12.0	8	9.6	19	19.4	6	10.0	8	11.8	20	25.3	83	13.9
	a more pro-active service to target industrial sites	19	19.0	8	7.4	16	19.3	14	14.3	7	11.7	9	13.2	5	6.3	78	13.1
	a service outside normal office hours to deal with complaint	8	8.0	10	9.3	5	6.0	13	13.3	3	5.0	5	7.4	6	7.6	50	8.4
	a subsidised service to dispose of vehicles	5	5.0	12	11.1	5	6.0	5	5.1	3	5.0	1	1.5	5	6.3	36	6.0
	campaigns to promote home safety	3	3.0	2	1.9	1	1.2	7	7.1	3	5.0	3	4.4	4	5.1	23	3.9
	campaigns to promote food hygiene	4	4.0	5	4.6	1	1.2	1	1.0	1	1.7	5	7.4	2	2.5	19	3.2
	don't know	4	4.0	3	2.8	4	4.8	2	2.0	2	3.3	1	1.5	2	2.5	18	3.0
	campaigns to promote responsible pet ownership	3	3.0	4	3.7	0	.0	1	1.0	3	5.0	3	4.4	2	2.5	16	2.7
	not applicable/none	2	2.0	1	.9	2	2.4	0	.0	1	1.7	0	.0	0	.0	6	1.0
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
2nd priority	better services to clear dumped rubbish	22	25.3	13	14.0	17	23.0	18	20.0	14	25.9	9	13.8	20	27.8	113	21.1
	a more pro-active service to target industrial sites	13	14.9	15	16.1	11	14.9	12	13.3	5	9.3	10	15.4	12	16.7	78	14.6
	a warden to enforce the laws on dog fouling, etc.	14	16.1	15	16.1	7	9.5	10	11.1	9	16.7	10	15.4	12	16.7	77	14.4
	an enhanced service to keep ditches and watercourses clear	9	10.3	9	9.7	10	13.5	19	21.1	6	11.1	15	23.1	8	11.1	76	14.2
	a subsidised service to dispose of vehicles	7	8.0	11	11.8	9	12.2	9	10.0	4	7.4	3	4.6	10	13.9	53	9.9
	campaigns to promote responsible pet ownership	6	6.9	11	11.8	4	5.4	7	7.8	4	7.4	7	10.8	2	2.8	41	7.7
	a service outside normal office hours to deal with complaint	7	8.0	6	6.5	9	12.2	4	4.4	4	7.4	4	6.2	3	4.2	37	6.9
	campaigns to promote home safety	7	8.0	6	6.5	6	8.1	5	5.6	1	1.9	4	6.2	4	5.6	33	6.2
	campaigns to promote food hygiene	2	2.3	7	7.5	1	1.4	6	6.7	7	13.0	3	4.6	1	1.4	27	5.0
Total	87	100.0	93	100.0	74	100.0	90	100.0	54	100.0	65	100.0	72	100.0	535	100.0	

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
3rd priority	better services to clear dumped rubbish	10	12.2	19	24.7	9	13.4	16	20.3	14	29.2	7	11.3	14	21.2	89	18.5
	a more pro-active service to target industrial sites	12	14.6	11	14.3	12	17.9	13	16.5	4	8.3	13	21.0	15	22.7	80	16.6
	an enhanced service to keep ditches and watercourses clear	13	15.9	10	13.0	4	6.0	7	8.9	5	10.4	8	12.9	8	12.1	55	11.4
	a subsidised service to dispose of vehicles	9	11.0	11	14.3	8	11.9	5	6.3	10	20.8	6	9.7	4	6.1	53	11.0
	campaigns to promote responsible pet ownership	7	8.5	9	11.7	8	11.9	11	13.9	3	6.3	6	9.7	7	10.6	51	10.6
	a warden to enforce the laws on dog fouling, etc.	8	9.8	5	6.5	13	19.4	11	13.9	2	4.2	3	4.8	7	10.6	49	10.2
	a service outside normal office hours to deal with complaint	7	8.5	3	3.9	6	9.0	8	10.1	5	10.4	6	9.7	7	10.6	42	8.7
	campaigns to promote food hygiene	11	13.4	6	7.8	3	4.5	4	5.1	2	4.2	8	12.9	2	3.0	36	7.5
	campaigns to promote home safety	5	6.1	3	3.9	4	6.0	4	5.1	3	6.3	5	8.1	2	3.0	26	5.4
Total	82	100.0	77	100.0	67	100.0	79	100.0	48	100.0	62	100.0	66	100.0	481	100.0	

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Cases	Col Respon se %
		Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %		
Which should be the council's top three priorities (combined)?	better services to clear dumped rubbish	59	59.0	59	54.6	53	63.9	57	58.2	44	73.3	35	51.5	60	75.9	367	61.6
	a more pro-active service to target industrial sites	44	44.0	34	31.5	39	47.0	39	39.8	16	26.7	32	47.1	32	40.5	236	39.6
	a warden to enforce the laws on dog fouling, etc.	38	38.0	43	39.8	34	41.0	34	34.7	26	43.3	27	39.7	26	32.9	228	38.3
	an enhanced service to keep ditches and watercourses clear	31	31.0	32	29.6	22	26.5	45	45.9	17	28.3	31	45.6	36	45.6	214	35.9
	a subsidised service to dispose of vehicles	21	21.0	34	31.5	22	26.5	19	19.4	17	28.3	10	14.7	19	24.1	142	23.8
	a service outside normal office hours to deal with complaint	22	22.0	19	17.6	20	24.1	25	25.5	12	20.0	15	22.1	16	20.3	129	21.6
	campaigns to promote responsible pet ownership	16	16.0	24	22.2	12	14.5	19	19.4	10	16.7	16	23.5	11	13.9	108	18.1
	campaigns to promote home safety	15	15.0	11	10.2	11	13.3	16	16.3	7	11.7	12	17.6	10	12.7	82	13.8
	campaigns to promote food hygiene	17	17.0	18	16.7	5	6.0	11	11.2	10	16.7	16	23.5	5	6.3	82	13.8
	don't know	4	4.0	3	2.8	4	4.8	2	2.0	2	3.3	1	1.5	2	2.5	18	3.0
not applicable/none	2	2.0	1	.9	2	2.4	0	.0	1	1.7	0	.0	0	.0	6	1.0	
Total		100	269.0	108	257.4	83	269.9	98	272.4	60	270.0	68	286.8	79	274.7	596	270.5

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Would you be prepared to pay more council tax for these improvements?	yes	40	40.0	43	39.8	40	48.2	50	51.0	28	46.7	38	55.9	32	40.5	271	45.5
	no	57	57.0	62	57.4	40	48.2	45	45.9	27	45.0	29	42.6	46	58.2	306	51.3
	don't know	3	3.0	3	2.8	3	3.6	3	3.1	5	8.3	1	1.5	1	1.3	19	3.2
Total		100	100.0	108	100.0	83	100.0	98	100.0	60	100.0	68	100.0	79	100.0	596	100.0

		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Waking/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
How much more council tax would you be prepared to pay for these improvements on a typical Council tax bill?	up to £3 more per year	10	25.0	7	16.3	7	17.5	10	20.0	5	17.9	8	21.1	4	12.5	51	18.8
	up to £5 more per year	14	35.0	21	48.8	19	47.5	19	38.0	8	28.6	10	26.3	11	34.4	102	37.6
	up to £10 more per year	12	30.0	15	34.9	14	35.0	20	40.0	14	50.0	20	52.6	17	53.1	112	41.3
	don't know	4	10.0	0	.0	0	.0	1	2.0	1	3.6	0	.0	0	.0	6	2.2
Total		40	100.0	43	100.0	40	100.0	50	100.0	28	100.0	38	100.0	32	100.0	271	100.0

What would you like the council to do to improve your local environment?	In which of the following areas do you live?														Total	
	Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Cases	Col Respon se %
	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %		
don't know	10	10.0	22	20.4	12	14.5	17	17.3	8	13.3	7	10.3	11	13.9	87	14.6
cleaner streets	14	14.0	11	10.2	4	4.8	10	10.2	6	10.0	7	10.3	8	10.1	60	10.1
nothing	6	6.0	9	8.3	2	2.4	6	6.1	2	3.3	5	7.4	6	7.6	36	6.0
better household recycling facilities	4	4.0	5	4.6	4	4.8	6	6.1	6	10.0	8	11.8	2	2.5	35	5.9
more facilities for youths	11	11.0	5	4.6	5	6.0	2	2.0	3	5.0	3	4.4	5	6.3	34	5.7
better household refuse collection	2	2.0	3	2.8	9	10.8	8	8.2	4	6.7	5	7.4	3	3.8	34	5.7
better public transport	0	.0	1	.9	4	4.8	9	9.2	2	3.3	3	4.4	11	13.9	30	5.0
better grounds/park maintenance	4	4.0	4	3.7	4	4.8	7	7.1	1	1.7	4	5.9	4	5.1	28	4.7
more visible police presence	2	2.0	4	3.7	3	3.6	4	4.1	4	6.7	3	4.4	6	7.6	26	4.4
control dog fouling	2	2.0	3	2.8	5	6.0	3	3.1	2	3.3	5	7.4	2	2.5	22	3.7
lower speed limits/better road safety	3	3.0	5	4.6	2	2.4	4	4.1	1	1.7	1	1.5	3	3.8	19	3.2
better road surfaces	3	3.0	7	6.5	1	1.2	1	1.0	2	3.3	1	1.5	3	3.8	18	3.0
more facilities for children	5	5.0	1	.9	3	3.6	2	2.0	2	3.3	3	4.4	2	2.5	18	3.0
better pavements	2	2.0	5	4.6	2	2.4	1	1.0	1	1.7	2	2.9	3	3.8	16	2.7
improve traffic congestion/build bypass	9	9.0	1	.9	3	3.6	1	1.0	2	3.3	0	.0	0	.0	16	2.7
better parking	3	3.0	1	.9	5	6.0	3	3.1	0	.0	1	1.5	2	2.5	15	2.5
control graffiti	2	2.0	1	.9	5	6.0	3	3.1	0	.0	1	1.5	0	.0	12	2.0
better road surface drainage/flood prevention	1	1.0	2	1.9	1	1.2	2	2.0	1	1.7	1	1.5	3	3.8	11	1.8
control pollution	4	4.0	0	.0	2	2.4	1	1.0	2	3.3	2	2.9	0	.0	11	1.8
environmental conservation	3	3.0	0	.0	1	1.2	1	1.0	2	3.3	0	.0	2	2.5	9	1.5
need more recreational facilities	5	5.0	2	1.9	0	.0	1	1.0	0	.0	1	1.5	0	.0	9	1.5
control vandalism	2	2.0	2	1.9	2	2.4	1	1.0	0	.0	1	1.5	0	.0	8	1.3
better street lighting	0	.0	3	2.8	1	1.2	0	.0	0	.0	1	1.5	3	3.8	8	1.3
stop wasting money/less bureaucracy	1	1.0	1	.9	0	.0	1	1.0	1	1.7	0	.0	3	3.8	7	1.2
fines for littering/fly tipping	3	3.0	3	2.8	1	1.2	0	.0	0	.0	0	.0	0	.0	7	1.2
improve planning department	0	.0	1	.9	0	.0	2	2.0	0	.0	0	.0	2	2.5	5	.8
more dog wardens	0	.0	0	.0	0	.0	2	2.0	3	5.0	0	.0	0	.0	5	.8
remove abandoned cars	1	1.0	0	.0	0	.0	1	1.0	2	3.3	0	.0	1	1.3	5	.8
control noise pollution	0	.0	0	.0	0	.0	3	3.1	2	3.3	0	.0	0	.0	5	.8
better/longer opening hours at rubbish tips	0	.0	2	1.9	0	.0	1	1.0	0	.0	0	.0	0	.0	3	.5
encourage local businesses/job opportunities	1	1.0	0	.0	0	.0	0	.0	1	1.7	0	.0	1	1.3	3	.5
council to communicate better with residents	1	1.0	0	.0	1	1.2	0	.0	1	1.7	0	.0	0	.0	3	.5
need more blue bins	0	.0	1	.9	0	.0	0	.0	0	.0	2	2.9	0	.0	3	.5
maintain rural footpaths/roads	0	.0	1	.9	0	.0	0	.0	1	1.7	0	.0	1	1.3	3	.5

What would you like the council to do to improve your local environment?		In which of the following areas do you live?														Total	
		Rayleigh/ Rawreth		Hullbridge		Hockley		Ashingdon/ Hawkwell		Rochford		Great or Little Wakering/ Barling/Foulness		Canewdon/ Stambridge/ Paglesham		Cases	Col Respon se %
		Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %	Cases	Col Respon se %		
	remove grass cuttings/leaves from pavements	1	1.0	0	.0	0	.0	1	1.0	1	1.7	0	.0	0	.0	3	.5
	cease building houses	1	1.0	1	.9	0	.0	0	.0	0	.0	0	.0	0	.0	2	.3
	less aeriels/phone masts	0	.0	0	.0	2	2.4	0	.0	0	.0	0	.0	0	.0	2	.3
	more/better cycle routes	0	.0	0	.0	0	.0	1	1.0	0	.0	1	1.5	0	.0	2	.3
	maintain abandoned properties	0	.0	1	.9	0	.0	0	.0	0	.0	0	.0	1	1.3	2	.3
	better refuse collection for small businesses	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.5	1	1.3	2	.3
	more CCTV	0	.0	0	.0	0	.0	1	1.0	0	.0	1	1.5	0	.0	2	.3
	better road gritting	0	.0	0	.0	0	.0	0	.0	1	1.7	0	.0	0	.0	1	.2
	stop supporting asylum seekers	0	.0	1	.9	0	.0	0	.0	0	.0	0	.0	0	.0	1	.2
	reduce traffic noise	0	.0	1	.9	0	.0	0	.0	0	.0	0	.0	0	.0	1	.2
	plant more trees	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.5	0	.0	1	.2
	control bonfires	0	.0	0	.0	1	1.2	0	.0	0	.0	0	.0	0	.0	1	.2
	better local health services	0	.0	0	.0	1	1.2	0	.0	0	.0	0	.0	0	.0	1	.2
	free bus passes for OAPs	1	1.0	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	.2
	less power cuts	0	.0	1	.9	0	.0	0	.0	0	.0	0	.0	0	.0	1	.2
	remove seat from Ashingdon Road	0	.0	0	.0	0	.0	1	1.0	0	.0	0	.0	0	.0	1	.2
	deal with disruptive neighbours	0	.0	1	.9	0	.0	0	.0	0	.0	0	.0	0	.0	1	.2
	schools to teach respect for people and property	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.5	0	.0	1	.2
	need more public toilets	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.3	1	.2
	no to airport proposal	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.3	1	.2
	farmers to clear ditches	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.5	0	.0	1	.2
	need Neighbourhood Watch scheme	0	.0	0	.0	0	.0	1	1.0	0	.0	0	.0	0	.0	1	.2
	more facilities	1	1.0	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	.2
Total		100	108.0	108	103.7	83	103.6	98	110.2	60	106.7	68	107.4	79	115.2	596	107.7