

ABOUT YOUR LOCAL AREA AND PUBLIC SERVICES

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

Q1 #*	Overall, how satisfied or dissatisfied are you with your local area as a place to live? (PLEASE TICK ONE BOX ONLY BELOW)			
	Very satisfied	q 1	Fairly dissatisfied	q 4
	Fairly satisfied	q 2	Very dissatisfied	q 5
	Neither satisfied nor dissatisfied	q 3	Don't know	q 6

Your local area receives services from two councils, Maidstone Borough Council and Kent County Council. This survey asks about Maidstone Borough Council which is responsible for services such as rubbish and recycling collections, street cleaning, planning, parks, elections, Maidstone Museum and encouraging visitors and businesses to the borough.

Q2 *	Overall, how satisfied or dissatisfied are you with the way Maidstone Borough Council runs things? (PLEASE TICK ONE BOX ONLY BELOW)			
	Very satisfied	q 1	Fairly dissatisfied	q 4
	Fairly satisfied	q 2	Very dissatisfied	q 5
	Neither satisfied nor dissatisfied	q 3	Don't know	q 6

In considering the next question, please think about the range of services Maidstone Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Maidstone Borough Council provides to the community. We would like your general opinion.

Q3 *£	To what extent do you agree or disagree that Maidstone Borough Council provides value for money? (PLEASE TICK ONE BOX ONLY BELOW)			
	Strongly agree	q 1	Tend to disagree	q 4
	Tend to agree	q 2	Strongly disagree	q 5
	Neither agree nor disagree	q 3	Don't know	q 6

Q4 *	Overall, how well informed do you think Maidstone Borough Council keeps residents about the services and benefits it provides? (PLEASE TICK ONE BOX ONLY BELOW)			
	Very well informed	q 1	Not well informed at all	q 4
	Fairly well informed	q 2	Don't know	q 5
	Not very well informed	q 3		

Q5 #	The Council publishes a quarterly report in the Down Mail called the Borough Update, do you read this?(PLEASE TICK ONE BOX ONLY BELOW)			
	Yes, regular reader	q 1	No, receive Downs Mail but not interested in Update	q 4
	Yes, occasional reader	q 2	No, do not receive Downs Mail and not interested in Update	q 5
	No, don't receive the Downs Mail but would like to	q 3		

Q6* How strongly do you feel you belong to your local area?
(PLEASE TICK ONE BOX ONLY BELOW)

Very strongly	q 1	Not at all strongly	q 4
Fairly strongly	q 2	Don't know	q 5
Not very strongly	q 3		

Q7* How much do you trust Maidstone Borough Council?
(PLEASE TICK ONE BOX ONLY BELOW)

A great deal	q 1	Not at all	q 4
A fair amount	q 2	Don't know	q 5
Not very much	q 3		

Q8 # To what extent do you agree with the statement 'MBC is making the area a better place for people to live? (PLEASE TICK ONE BOX ONLY BELOW)

A great deal	q 1	Not at all	q 4
A fair amount	q 2	Don't know	q 5
Not very much	q 3		

How satisfied or dissatisfied are you with each of the following services? (PLEASE TICK ONE BOX ONLY FOR EACH)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Q9 Refuse and recycling collections	q 1	q 2	q 3	q 4	q 5	q 6
Q10 Maidstone Leisure Centre	q 1	q 2	q 3	q 4	q 5	q 6
Q11 Parks and open spaces	q 1	q 2	q 3	q 4	q 5	q 6
Q12 Playground and play areas	q 1	q 2	q 3	q 4	q 5	q 6
Q13 Street cleanliness	q 1	q 2	q 3	q 4	q 5	q 6
Q14 Maidstone Museums	q 1	q 2	q 3	q 4	q 5	q 6

Q14 # To what extent do you agree or disagree that you can influence decisions affecting your local area? (PLEASE TICK ONE BOX ONLY BELOW)

Definitely agree	q 1	Definitely disagree	q 4
Tend to agree	q 2	Don't know	q 5
Tend to disagree	q 3		

Q15 £ Thinking generally, which of the things below would you say are the most important in making somewhere a good place to live? (PLEASE TICK UP TO 5 BOXES BELOW)

Q16 £ And thinking about this local area, which of the things below, if any, do you think most need improving? (PLEASE TICK UP TO 5 BOXES BELOW)

	Q16 (Please answer below)	Q17 (Please answer below)
Access to nature	q 1	q 1
Activities for teenagers	q 2	q 2
Affordable decent housing	q 3	q 3
Clean streets	q 4	q 4
Community activities	q 5	q 5
Cultural facilities (e.g. libraries, museums)	q 6	q 6
Educational provision	q 7	q 7
Facilities for young children	q 8	q 8

Appendix A

Health services	q 9	q 9
Job prospects	q 10	q 10
The level of crime	q 11	q 11
The level of pollution	q 12	q 12
The level of traffic congestion	q 13	q 13
Parks and open spaces	q 14	q 14
Public transport	q 15	q 15
Race relations	q 16	q 16
Road and pavement repairs	q 17	q 17
Shopping facilities	q 18	q 18
Sports and leisure facilities	q 19	q 19
Wage levels and local cost of living	q 20	q 20
Other (please specify to the right)	q 21	q 21

None of these	q 22	q 22
Don't know	q 23	q 23

Q17 To what extent do you think that Maidstone Borough Council treats all types of people fairly?

(PLEASE TICK ONE BOX ONLY BELOW)

A great deal	q 1	Not at all	q 5
To some extent	q 2	Don't know	q 6
Not very much	q 3		

Q18 How satisfied or dissatisfied are you with Maidstone Town Centre as a place to visit, NEW shop, and socialise?

(PLEASE TICK ONE BOX ONLY BELOW)

Very satisfied	q 1	Fairly dissatisfied	q 4
Fairly satisfied	q 2	Very dissatisfied	q 5
Neither satisfied nor dissatisfied	q 3	Don't know	q 6

The Council has made significant savings in the past. Over the last five years the savings have totalled £6.6m which is nearly 20% of the amount it will spend in 2015/16.

Q19 To what extent do you think that these saving have impacted on your daily life

£ (PLEASE TICK ONE BOX ONLY BELOW)

A great deal	q 1	Not at all	q 5
To some extent	q 2	Don't know	q 6
Not very much	q 3		

Over the next five years the Council will need to save a further £3.8m. That includes £1.6m that it must save next year

Q20 How do you think the Council should protect the services it provides?

£ Increase Council Tax by more than 2%	q 1	Stop providing some services	q 4
Introduce or increase charges for the service it can charge for	q 2	Be more efficient in the way it provides services	q 5
Reduce the level of some services provided	q 3	Other please state	q 6
		Don't know	q 7

ABOUT YOU

We would be grateful if you would complete the following questions, which will help us to see if different sections of our community have different opinions, or if people with particular characteristics are less satisfied with our services than others. Please feel free to disregard any questions you do not feel comfortable answering. All the information you give in this section is completely confidential and will never be used to identify you. Your response will be anonymised and no-one at the council will see it.

Q20 How often do you use the internet?

(PLEASE TICK ONE BOX ONLY BELOW)

Daily	q 1	Within the last 6 months	q 4
Almost every day	q 2	Within the last year	q 5
At least once a week	q 3	Never used	q 6
At least once a month	q 4		

Q21 What do you use the internet for?

(PLEASE TICK ALL THAT APPLY)

Banking / managing accounts e.g. utilities	q 1	Send / receive emails	q 6
Paying bills	q 2	Shopping	q 7
Complaining	q 3	Social media e.g. Facebook / Twitter	q 8
Fun / pass the time	q 4	Online video calling e.g. Skype	q 9
Research / find information	q 5	Other (please write in below)	q 10

Q22 Which of the following age groups do you fall into?

(PLEASE TICK ONE BOX ONLY BELOW)

18 - 24	q 1	55 - 64	q 5
25 - 34	q 2	65 - 74	q 6
35 - 44	q 3	75+	q 7
45 - 54	q 4		

Q23 Are you male or female?

(PLEASE TICK ONE BOX ONLY BELOW)

Male	q 1	Female	q 2
Other	q 3		

Q24 Which of these ethnic groups do you consider you belong to?

(PLEASE TICK ONE BOX ONLY BELOW)

White British	q 1	Asian Bangladeshi	q 11
White Irish	q 2	Asian Chinese	q 12
White Gypsy or Irish Traveller	q 3	Any other Asian background	q 13
Any other White background	q 4	Black African	q 14
Mixed White & Black Caribbean	q 5	Black Caribbean	q 15
Mixed White & Black African	q 6	Any other Black background	q 16
Mixed White & Asian	q 7	Other ethnic group e.g. Arab	q 17
Any other Mixed background	q 8	Other ethnic group (please write in below)	q 18
Asian Indian	q 9		
Asian Pakistani	q 10		

NEW #How do you rate your health in general?			
(PLEASE TICK ONE BOX ONLY BELOW)			
Very good	q 1	Bad	q 4
Good	q 2	Very bad	q 5
Fair	q 3		

Q25 Do you have a long standing illness, disability or infirmity?			
Yes	q 1	No	q 2

Q26 (IF YES AT Q25)			
Does this illness or disability limit your activities in any way?			
Yes	q 1	No	q 2

Q27 Do you currently act as a carer? This is someone who gives regular unpaid support to a family member or friend who, because of ill health or disability, would not be able to cope with day-to-day life without that support.			
(PLEASE TICK ONE BOX ONLY BELOW)			
Yes – full-time	q 1	No	q 3
Yes – part-time	q 2		

Q28 What is the make up of your household?			
(PLEASE TICK ALL THAT APPLY)			
Yourself	q 1	Children aged 11 - 15	q 5
Your spouse / partner	q 2	Children aged 6 - 10	q 6
Other adults aged over 18	q 3	Children aged 0 - 5	q 7
Children aged 16 - 18	q 4		

Q29 Which of these activities best describes what you are doing at present?			
(PLEASE TICK ONE BOX ONLY BELOW)			
Employee in full-time job (30 hours or more per week)	q 1	Unemployed and available for work	q 6
Employee in part-time job (under 30 hours per week)	q 2	Permanently sick / disabled	q 7
Self employed full or part-time	q 3	Wholly retired from work	q 8
On a government-supported training programme	q 4	Looking after the home	q 9
In full-time education at school, college or university	q 5	Doing something else (please write in below)	q 10

Q30 For classification purposes only, can you please write in your postcode below
--

Please write in your contact details below for entry to the prize draw	
Name	
Address	
Telephone Number	
Email address	

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE.
PLEASE NOW RETURN IT IN THE REPLY PAID ENVELOPE PROVIDED.**