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charity donation



Arun Residents' Survey 2020

Dear Arun Resident,

Welcome to the Arun district residents' survey for Spring 2020. Your local area receives services from three councils – Arun District Council, West Sussex County Council, and your local town or parish council. This survey asks about Arun District Council, which is responsible for services such as:-

- Refuse collection
- Doorstep recycling
- Parks and green spaces
- Environmental health
- Planning

Arun District Council is not responsible for highways, potholes, Adult/Children's Social Care, Education and other services provided by the County Council.

The survey has been sent to a random selection of households across the district.

We are offering a prize draw for respondents. The winner will receive a £100 donation to charity; so please take a few minutes to respond and the charity of your choice could benefit from your generosity!

The survey is being administered by BMG Research who are based in Birmingham. The survey will take around 5-10 minutes to complete. Your individual responses will be treated in the strictest confidence and will not be passed on to Arun District Council. You can find out more information about what BMG Research do with the information they collect in their Privacy Notice which is on their website www.bmgresearch.co.uk/privacy.

By completing and returning this questionnaire to us, we will take this as your consent for BMG Research to process the data you have provided.

As your responses will be scanned for analysis, please place a cross [x] rather than a tick in each appropriate box.

If you require a large print copy or assistance in completing your questionnaire please call or email Denise Johnson BMG Research on 0121 333 6006 or denise.johnson@bmgresearch.com

Part one: about Arun District Council and your local area

Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please consider your local area to be the area within 15–20 minutes walking distance from your home. [Please place a cross [x] against one box only]

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

Q2 How satisfied or dissatisfied are you with the overall quality of the Council's services? [Please place a cross [x] against one box only]

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

In considering the next question, please think about the range of services Arun District 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 the council provides to the community, we would like your general opinion.

Q3 To what extent do you agree or disagree that Arun District Council provides value for money? (Arun's 2019/20 Council Tax is £3.59 per week for a Band D dwelling) [Please place a cross [x] against one box only]

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 To what extent do you think Arun District Council acts on the concerns of local residents? [Please place a cross [x] against one box only]

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 How would you like the Council to keep you informed? [Please cross [x] each box that applies.]

Council website	<input type="checkbox"/>	Direct contact with the council (e.g. contact with staff, public meetings/events).....	<input type="checkbox"/>
Council noticeboards in council buildings	<input type="checkbox"/>	Council's social media sites (e.g. Facebook, Twitter)	<input type="checkbox"/>
Council's magazine or newsletter (hard copy)	<input type="checkbox"/>	Social media outside the Council (e.g. Facebook, Twitter)	<input type="checkbox"/>
Council's magazine or newsletter (e-version)	<input type="checkbox"/>	Local media (e.g., newspapers, TV radio)	<input type="checkbox"/>
Advertising on billboards/buses etc.	<input type="checkbox"/>	Word of mouth (e.g. friends, neighbours, relations).	<input type="checkbox"/>
Printed information provided by the council (e.g., leaflets, flyers, public notices)	<input type="checkbox"/>	Do not want to find out any information.....	<input type="checkbox"/>
From your local Councillor	<input type="checkbox"/>	Other (please specify in the box below)	<input type="checkbox"/>
Council texts, emails and e-newsletters.....	<input type="checkbox"/>		

Q6 How much do you trust Arun District Council to make the right decision? [Please place a cross [x] against one box only]

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? [Please place a cross [x] against one box only]

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

**Q8 Thinking about this local area, how much of a problem do you think each of the following are?
[Please place a cross [x] against one box per row]**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9 The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance for each of them
[Please place a cross [x] against one box per row]**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Waste collection and recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, open spaces and play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council owned Leisure centres (i.e. Felpham Leisure Centre, The Wave, Littlehampton)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10 How satisfied or dissatisfied are you with the overall cleanliness of the district?
[Please place a cross [x] against one box only]**

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

Q11 How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? [Please place a cross [x] against one box per row]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town/village centre shopping areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of town shopping areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beaches and promenades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part Two: about you

The following questions tell us more about you and help us to make sure we have captured views from a cross section of people. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

Q12 Are you ..? [Please place a cross [x] in one box only]

Male	Female	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 What was your age on your last birthday? [Please place a cross [x] in one box only]

18-24	25-34	35-44	45-54	55-64	65+	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 In which of these ways does your household occupy your current accommodation? [Please place a cross [x] against one box only]

Own outright (freehold or leasehold)	<input type="checkbox"/>	Rent from a private landlord.....	<input type="checkbox"/>
Buying on a mortgage	<input type="checkbox"/>	Other (please place a cross in the box and write below).....	<input type="checkbox"/>
Rent from Arun District Council	<input type="checkbox"/>		
Rent from a Housing Association / Trust	<input type="checkbox"/>		

Prefer not to say.....

Q15 Which of the following best describes your family status? [Please place a cross [x] in one box only]

Married / living with partner - with children	<input type="checkbox"/>	Single - with children	<input type="checkbox"/>
Married / living with partner - without children	<input type="checkbox"/>	Single - without children	<input type="checkbox"/>
Separated / divorced / widowed - with children	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Separated / divorced / widowed - without children ..	<input type="checkbox"/>		

Q16 How many children aged 16 or under live in your household? [Please cross [x] one box only]

None	One	Two	Three	Four	More than four	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 How long have you lived in the Arun District? [Please place a cross [x] against one box only]

Less than 1 year	Between 1 and 2 years	Between 3 and 5 years	Between 6 and 10 years	Between 11 and 20 years	More than 20 years	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 How many cars does your household have? [Please place a cross [x] against one box only]

None	One	Two	Three or more	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Which of the following best describes your work status? [Please place a cross [x] in one box only]

Employed full-time (30+ hours per week).....	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Employed part-time (under 30 hours per week)	<input type="checkbox"/>	Permanently sick / disabled and unable to work	<input type="checkbox"/>
Self-employed, full or part time.....	<input type="checkbox"/>	Wholly retired from work.....	<input type="checkbox"/>
On a government supported training scheme (e.g.Modern Apprenticeship / Training for Work).....	<input type="checkbox"/>	Looking after the home.....	<input type="checkbox"/>
Full-time education at school, college or university....	<input type="checkbox"/>	Doing something else	<input type="checkbox"/>
		Prefer not to say	<input type="checkbox"/>

Thank you for taking the time to complete this survey. Please return it in the envelope provided by **Sunday 24th May 2020**. Alternatively please return your completed survey to: BMG Research, Beech House, Greenfield Crescent, Edgbaston, Birmingham B15 3BE. **Good luck with the prize draw!**