

Redditch Borough Council - Community Survey 2020

This survey was opened on Monday 21 September 2020. The survey remained open for 4 full weeks. A total of 395 valid surveys were received.

Some results may appear significantly different when compared with previous years. Whilst this might be a true reflection, it needs to be borne in mind that since 23 March 2020 there have been significant changes to peoples' lives due to the Covid-19 pandemic. Some questions have been split between 'prior to lockdown', 'during lockdown' and 'now'; this is to better understand some of the possible changes.

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q1	Please tell us which area you live in.	Abbeydale	1.5%	1.9%	1.1%
		Astwood Bank	5.6%	3.4%	4.0%
		Batchley	7.9%	7.6%	6.6%
		Brockhill	3.8%	4.6%	5.3%
		Callow Hill	1.8%	2.3%	2.1%
		Church Hill North	6.9%	5.5%	9.3%
		Church Hill South	1.8%	4.9%	4.0%
		Crabbs Cross	2.0%	3.0%	4.0%
		Enfield	1.0%	1.7%	2.1%
		Feckenham	1.8%	1.5%	0.3%
		Greenlands	2.5%	3.0%	3.5%
		Headless Cross	8.4%	8.6%	7.2%
		Hunt End	3.1%	2.5%	4.3%
		Ipsley	3.8%	0.4%	0.8%
		Lakeside	0.8%	0.6%	0.8%
		Lodge Park	2.5%	3.4%	2.7%
		Matchborough East	2.8%	3.0%	4.3%
		Matchborough West	3.3%	2.1%	2.1%
		Oakenshaw	1.8%	2.3%	3.2%
		Oakenshaw South	2.8%	2.3%	1.3%
		Riverside	1.5%	0.8%	1.9%
		Smallwood	1.3%	0.8%	0.3%
		Southcrest	4.3%	4.4%	5.1%
		St. Georges	0.5%	1.1%	0.0%
		Town Centre	0.3%	1.3%	0.5%
		Walkwood	2.3%	4.6%	3.5%
		Webheath	6.6%	5.3%	6.1%
Winyates East	5.6%	5.1%	2.1%		
Winyates Green	3.6%	2.7%	3.2%		
Winyates West	1.0%	1.7%	2.1%		
Wire Hill	1.8%	1.1%	1.1%		
Woodrow North	1.3%	2.1%	1.1%		
Woodrow South	2.3%	1.5%	2.7%		
Other (please specify) - e.g. Bentley, Elcocks Brook	1.8%	3.0%	1.6%		
Involvement and Influence					
Q2	To what extent do you agree or disagree with these statements about involvement and influence?				
Q2a	I like to be involved in decisions affecting Borough Council services	I agree strongly	25.7%	20.0%	19.6%
		I agree	52.4%	53.9%	49.6%
		I neither agree nor disagree	19.6%	22.7%	26.5%
		I disagree	2.3%	3.0%	3.7%
		I disagree strongly	0.0%	0.4%	0.5%
Q2b	I can influence decisions affecting Borough Council services	I agree strongly	4.2%	3.7%	2.2%
		I agree	17.1%	16.2%	13.8%
		I neither agree nor disagree	34.8%	36.5%	37.6%
		I disagree	30.6%	28.2%	33.5%
		I disagree strongly	13.2%	15.5%	13.0%
Communication and Customer Care					
Q3	We are aware that things have been somewhat different this year and as such, we are hoping to understand if there has been any change in people's preferred method of contact. Please answer below thinking about your main method of contact 'prior' to lockdown, 'during' lockdown and 'now'. How do you usually contact the Borough Council? Please select the method you most commonly use.				
Q3a	Prior to lockdown	Telephone	40.3%	27.1%	35.4%
		Face to face	7.6%	5.9%	5.4%
		E-mail	25.5%	29.5%	21.7%
		Letter	0.3%	0.5%	0.4%
		Website (on line form)	14.2%	19.3%	20.6%
		No contact made	12.1%	17.7%	2.9%
Q3b	During lockdown	Telephone	20.7%		
		Face to face	0.6%		
		E-mail	30.8%		
		Letter	0.3%		
		Website (on line form)	16.5%		
		No contact made	31.1%		
Q3c	Now	Telephone	25.3%		
		Face to face	0.3%		
		E-mail	33.6%		
		Letter	0.3%		
		Website (on line form)	16.4%		
		No contact made	24.1%		
Q4	Are you generally happy with the level of customer care you receive from the Borough Council?	Yes	48.2%	35.4%	27.9%
		Somewhat	25.0%	34.9%	40.6%
		No	15.1%	15.0%	16.2%
		Not applicable	11.7%	14.7%	15.4%

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q5	The council is committed to making sure the services we provide promote equal opportunities to help us make sure everyone is treated fairly - regardless of their age, disability, race, religion, beliefs, gender reassignment, marriage or civil partnership, pregnancy and maternity, sex or sexual orientation. We are currently reviewing our Equality Objectives and would appreciate your comments.				
Q5a	What are the most important issues for you when it comes to equalities?	Display shows percentage of people who provided a comment.	91.6%	-	-
Q5b	How can we best understand the needs of the community so they can access our services, facilities and information?		91.2%	-	-
Q5c	How should we engage and communicate with the community?		95.6%	-	-
Q6	There are a variety of ways to pay for Borough Council services. How easy is it to make a payment using the following methods? For any methods you don't use, please select 'not applicable'				
Q6a	Direct debit	Not applicable - I do not use this method	14.8%	14.2%	-
		Very easy	60.3%	51.9%	-
		Easy	21.6%	28.9%	-
		Neither easy nor difficult	3.0%	4.1%	-
		Difficult	0.3%	0.9%	-
		Very difficult	0.0%	0.0%	-
Q6b	Online	Not applicable - I do not use this method	50.2%	42.2%	-
		Very easy	22.9%	20.5%	-
		Easy	17.3%	24.5%	-
		Neither easy nor difficult	6.0%	8.9%	-
		Difficult	3.0%	4.0%	-
		Very difficult	0.7%	0.0%	-
Q6c	In person - Town Hall	Not applicable - I do not use this method	73.4%	-	-
		Very easy	4.3%	-	-
		Easy	10.6%	-	-
		Neither easy nor difficult	3.3%	-	-
		Difficult	6.0%	-	-
		Very difficult	2.3%	-	-
Q6d	In person - Pay Point	Not applicable - I do not use this method	86.5%	-	-
		Very easy	2.0%	-	-
		Easy	5.4%	-	-
		Neither easy nor difficult	2.7%	-	-
		Difficult	1.7%	-	-
		Very difficult	1.7%	-	-
Q6e	By post	Not applicable - I do not use this method	83.2%	75.1%	-
		Very easy	2.0%	2.5%	-
		Easy	7.4%	9.5%	-
		Neither easy nor difficult	4.0%	8.5%	-
		Difficult	3.0%	3.8%	-
		Very difficult	0.3%	0.6%	-
Q6f	Automated telephone payments	Not applicable - I do not use this method	81.8%	75.1%	-
		Very easy	4.5%	4.4%	-
		Easy	5.5%	8.4%	-
		Neither easy nor difficult	2.1%	6.2%	-
		Difficult	4.8%	3.7%	-
		Very difficult	1.4%	2.2%	-
Q6g	Manual telephone payments	Not applicable - I do not use this method	84.8%	80.2%	-
		Very easy	2.4%	4.6%	-
		Easy	5.7%	4.6%	-
		Neither easy nor difficult	3.0%	6.8%	-
		Difficult	2.7%	1.9%	-
		Very difficult	1.3%	1.9%	-
Q7	What device(s) do you use to access the Borough Council website? Please select all that apply	Smartphone e.g. iPhone, Android phone	57.0%	60.6%	-
		Tablet e.g. iPad, Android tablet	37.9%	40.8%	-
		Website	53.1%	42.5%	-
		PC/Desktop computer	31.7%	30.5%	-
		I don't access the Council website	2.9%	5.5%	-
		Other (please specify): e.g. Kindle	1.0%	0.9%	-
Social Media					
Q8	Please tell us which of the following online platforms you have seen Council information? (Tick all that apply)	Facebook	41.3%	-	-
		Instagram	5.6%	-	-
		Twitter	13.8%	-	-
		Website	75.4%	-	-
		YouTube	4.3%	-	-
		None	10.8%	-	-
Housing					
Q9	What is your current housing status?	Owner	53.6%	39.6%	-
		Mortgaged	25.8%	32.0%	-
		Part rent/ part buy	0.3%	0.6%	-
		Private renting	2.9%	8.2%	-
		Council tenant	10.5%	11.8%	-
		Social housing	1.3%	2.1%	-
		Living with relatives	2.6%	3.3%	-
		Prefer not to say	2.0%	1.2%	-
		Other - please comment e.g. tied housing	1.0%	1.2%	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q10	Please let us know your views about housing provision and services in the Borough.				
Q10a	Are you concerned about the affordability of housing within Redditch Borough?	Yes	56.3%	67.8%	60.6%
		No	43.7%	32.2%	39.4%
Q10b	Are you aware that Redditch Borough Council delivers a service to help residents find accommodation?	Yes	55.8%	57.1%	42.7%
		No	44.2%	42.9%	57.3%
Q10c	Are you aware the Council can help tenants who are experiencing problems with their private landlord concerning disrepair in their home?	Yes	52.3%	46.9%	28.2%
		No	47.7%	53.1%	71.8%
Household Waste and Recycling					
Q11	Thinking about your household waste, where would you most likely dispose of the following items:				
Q11a	Bricks and other building material	Black bin (general waste)	3.4%	-	-
		Brown bin (garden waste - additional paid for service)	0.0%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	5.1%	-	-
		Green bin (recycling)	0.0%	-	-
		Household Recycling Centre (tip)	80.4%	-	-
		In store take back	0.3%	-	-
		Reuse - charity shop, online, friend etc	4.1%	-	-
		Other - please specify below	6.8%	-	-
Q11b	Black plastic	Black bin (general waste)	71.1%	-	-
		Brown bin (garden waste - additional paid for service)	0.0%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	0.0%	-	-
		Green bin (recycling)	10.1%	-	-
		Household Recycling Centre (tip)	16.1%	-	-
		In store take back	0.3%	-	-
		Reuse - charity shop, online, friend etc	0.7%	-	-
		Other - please specify below	1.7%	-	-
Q11c	Broken electrical items	Black bin (general waste)	8.1%	-	-
		Brown bin (garden waste - additional paid for service)	0.0%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	1.3%	-	-
		Green bin (recycling)	0.3%	-	-
		Household Recycling Centre (tip)	84.2%	-	-
		In store take back	0.3%	-	-
		Reuse - charity shop, online, friend etc	1.0%	-	-
		Other - please specify below	4.7%	-	-
Q11d	Clothing	Black bin (general waste)	4.7%	-	-
		Brown bin (garden waste - additional paid for service)	0.0%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	0.3%	-	-
		Green bin (recycling)	2.3%	-	-
		Household Recycling Centre (tip)	10.7%	-	-
		In store take back	0.3%	-	-
		Reuse - charity shop, online, friend etc	78.7%	-	-
		Other - please specify below	3.0%	-	-
Q11e	Engine oil	Black bin (general waste)	2.1%	-	-
		Brown bin (garden waste - additional paid for service)	0.0%	-	-
		Compost bin	0.3%	-	-
		Council's bulky waste collection	1.0%	-	-
		Green bin (recycling)	0.3%	-	-
		Household Recycling Centre (tip)	77.0%	-	-
		In store take back	0.7%	-	-
		Reuse - charity shop, online, friend etc	0.0%	-	-
		Other - please specify below	18.5%	-	-
Q11f	Food waste	Black bin (general waste)	64.1%	-	-
		Brown bin (garden waste - additional paid for service)	0.3%	-	-
		Compost bin	29.9%	-	-
		Council's bulky waste collection	0.3%	-	-
		Green bin (recycling)	0.7%	-	-
		Household Recycling Centre (tip)	0.7%	-	-
		In store take back	0.3%	-	-
		Reuse - charity shop, online, friend etc	0.0%	-	-
		Other - please specify below	3.7%	-	-
Q11g	Grass cuttings	Black bin (general waste)	12.8%	-	-
		Brown bin (garden waste - additional paid for service)	19.1%	-	-
		Compost bin	43.3%	-	-
		Council's bulky waste collection	0.0%	-	-
		Green bin (recycling)	1.0%	-	-
		Household Recycling Centre (tip)	16.8%	-	-
		In store take back	0.0%	-	-
		Reuse - charity shop, online, friend etc	0.3%	-	-
		Other - please specify below	6.7%	-	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q11h	Mobile phones	Black bin (general waste)	8.3%	-	-
		Brown bin (garden waste - additional paid for service)	0.0%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	0.3%	-	-
		Green bin (recycling)	1.7%	-	-
		Household Recycling Centre (tip)	20.5%	-	-
		In store take back	12.8%	-	-
		Reuse - charity shop, online, friend etc	41.7%	-	-
		Other - please specify below	14.6%	-	-
Q11i	Polythene bag	Black bin (general waste)	65.8%	-	-
		Brown bin (garden waste - additional paid for service)	0.3%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	0.3%	-	-
		Green bin (recycling)	14.4%	-	-
		Household Recycling Centre (tip)	3.4%	-	-
		In store take back	7.5%	-	-
		Reuse - charity shop, online, friend etc	4.8%	-	-
		Other - please specify below	3.4%	-	-
Q11j	Plastic wrappers	Black bin (general waste)	66.0%	-	-
		Brown bin (garden waste - additional paid for service)	0.3%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	0.0%	-	-
		Green bin (recycling)	26.9%	-	-
		Household Recycling Centre (tip)	1.0%	-	-
		In store take back	2.4%	-	-
		Reuse - charity shop, online, friend etc	0.3%	-	-
		Other - please specify below	3.1%	-	-
Q11k	Plastic drinking straws	Black bin (general waste)	57.8%	-	-
		Brown bin (garden waste - additional paid for service)	0.7%	-	-
		Compost bin	0.0%	-	-
		Council's bulky waste collection	0.0%	-	-
		Green bin (recycling)	27.7%	-	-
		Household Recycling Centre (tip)	1.0%	-	-
		In store take back	0.3%	-	-
		Reuse - charity shop, online, friend etc	0.3%	-	-
		Other - please specify below	12.1%	-	-
Q11l	Take away paper cup	Black bin (general waste)	27.9%	-	-
		Brown bin (garden waste - additional paid for service)	0.7%	-	-
		Compost bin	2.7%	-	-
		Council's bulky waste collection	0.3%	-	-
		Green bin (recycling)	59.2%	-	-
		Household Recycling Centre (tip)	1.4%	-	-
		In store take back	0.7%	-	-
		Reuse - charity shop, online, friend etc	0.0%	-	-
		Other - please specify below	7.1%	-	-
Q12	Although some of the following services were suspended during lockdown, we are interested to understand if you are aware of the following additional paid for services provided by the Borough Council. Are you aware of the following services?				
Q12a	Bulky waste collection service	Yes	87.2%	87.8%	-
		No	12.8%	12.2%	-
Q12b	Garden waste collection service	Yes	84.2%	85.1%	-
		No	15.8%	14.9%	-
Q12c	Cesspool emptying service	Yes	21.2%	17.7%	-
		No	78.8%	82.3%	-
Local Environment					
Q13	Over the last 3 months, how satisfied are you with the level of support provided by the Borough Council to help clear up litter in your area?	Very satisfied	13.8%	-	-
		Satisfied	32.6%	-	-
		Neither satisfied nor dissatisfied	24.2%	-	-
		Dissatisfied	14.8%	-	-
		Very dissatisfied	7.0%	-	-
		I don't know what support is provided by the council	7.7%	-	-
Q14	We cut the grass verges for highway safety. In the last 3 months, how satisfied are you with the grass cutting where you live?	Very satisfied	16.6%	-	-
		Satisfied	42.9%	-	-
		Neither satisfied nor dissatisfied	19.6%	-	-
		Dissatisfied	12.5%	-	-
		Very dissatisfied	7.8%	-	-
		I don't know	0.7%	-	-
Climate Change					
Q15	In a recent climate change survey, 86% of respondents acknowledge climate change is already having an impact here and now in the UK and that 79% realised this would require personal action by residents. Do you know what actions you need to take to reduce your carbon footprint?	Yes	79.0%	-	-
		No	6.5%	-	-
		Unsure	14.4%	-	-

Q no.	Question	Responses	2020 %	2019 %	2018 %
Q16	What areas do you need more advice on in order to reduce your carbon footprint? Please tick all that apply	How the food I buy & consume impacts carbon	35.1%	-	-
		How to source less carbon intensive products / lifecycle cost of consumables	48.6%	-	-
		Low carbon transport options	20.5%	-	-
		Low emission vehicles	20.0%	-	-
		Air travel	8.6%	-	-
		Home Energy options	52.4%	-	-
		Waste, recycling and reuse options	49.2%	-	-
Q17	For you, what are the 3 most important areas of focus when it comes to the local environment?	How to create habitats to encourage wildlife (plants and animals) in and around the town	44.3%	-	-
		Reducing the amount of waste that I create (e.g. food waste, plastic)	57.4%	69.0%	-
		Having homes that are energy efficient and affordable to run	67.7%	66.1%	-
		Encouraging biodiversity in public spaces	27.0%	39.9%	-
		Increasing use of renewable energy (e.g. solar)	49.3%	48.4%	-
		Reducing reliance on fossil fuel transport	35.5%	33.5%	-
		Buildings that are fit for the future (e.g. low carbon)	39.0%	41.5%	-
Parks and Events					
Q18	We are aware that things have been somewhat different this year and as such, this may have changed how you use parks and open spaces. Please answer thinking about how you used them 'prior' to lockdown, 'during' lockdown and 'now'. How often do you use the following parks (Arrow Valley Country Park, Morton Stanley Park, Overdale Park) and open spaces (Pitcheroak Woods, Foxlydiat Woods, Bordesley Meadows)?				
Q18	All parks and open spaces - prior to lockdown	Daily	2.6%	-	-
		At least once a week	6.4%	-	-
		Every other week	4.2%	-	-
		Monthly	10.7%	-	-
		Less often	24.0%	-	-
		Never	52.1%	-	-
	All parks and open spaces - during lockdown	Daily	2.7%	-	-
		At least once a week	5.7%	-	-
		Every other week	4.0%	-	-
		Monthly	5.0%	-	-
		Less often	12.6%	-	-
		Never	70.0%	-	-
	All parks and open spaces - now (21/09/2020-19/10/2020)	Daily	2.6%	-	-
		At least once a week	6.1%	-	-
		Every other week	3.2%	-	-
		Monthly	6.4%	-	-
		Less often	18.0%	-	-
		Never	63.6%	-	-
Q18a	Arrow Valley Country Park - prior to lockdown	Daily	5.9%	-	-
		At least once a week	16.1%	-	-
		Every other week	9.5%	-	-
		Monthly	23.4%	-	-
		Less often	34.4%	-	-
		Never	10.6%	-	-
	Arrow Valley Country Park - during lockdown	Daily	5.2%	-	-
		At least once a week	11.1%	-	-
		Every other week	6.7%	-	-
		Monthly	8.1%	-	-
		Less often	23.7%	-	-
		Never	45.2%	-	-
	Arrow Valley Country Park - now (21/09/2020-19/10/2020)	Daily	4.8%	-	-
		At least once a week	14.1%	-	-
		Every other week	6.7%	-	-
		Monthly	12.2%	-	-
		Less often	31.1%	-	-
		Never	31.1%	-	-
Q18b	Morton Stanley Park - prior to lockdown	Daily	3.7%	-	-
		At least once a week	8.9%	-	-
		Every other week	5.6%	-	-
		Monthly	14.4%	-	-
		Less often	35.2%	-	-
		Never	32.2%	-	-
	Morton Stanley Park - during lockdown	Daily	3.8%	-	-
		At least once a week	6.4%	-	-
		Every other week	6.0%	-	-
		Monthly	9.0%	-	-
		Less often	13.9%	-	-
		Never	60.9%	-	-
	Morton Stanley Park - now (21/09/2020-19/10/2020)	Daily	3.7%	-	-
		At least once a week	7.9%	-	-
		Every other week	4.5%	-	-
		Monthly	7.9%	-	-
		Less often	23.2%	-	-
		Never	52.8%	-	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q18c	Overdale Park, Astwood Bank - prior to lockdown	Daily	1.5%	-	-
		At least once a week	1.1%	-	-
		Every other week	0.8%	-	-
		Monthly	1.1%	-	-
		Less often	6.5%	-	-
	Overdale Park, Astwood Bank - during lockdown	Never	88.9%	-	-
		Daily	1.6%	-	-
		At least once a week	1.2%	-	-
		Every other week	0.8%	-	-
		Monthly	0.8%	-	-
	Overdale Park, Astwood Bank - now (21/09/2020-19/10/2020)	Less often	1.9%	-	-
		Never	93.8%	-	-
		Daily	1.5%	-	-
		At least once a week	1.5%	-	-
		Every other week	0.4%	-	-
Q18d	Pitcheroak Woods - prior to lockdown	Monthly	1.5%	-	-
		Less often	3.5%	-	-
		Never	91.5%	-	-
		Daily	1.9%	-	-
		At least once a week	3.8%	-	-
	Pitcheroak Woods - during lockdown	Every other week	3.4%	-	-
		Monthly	8.8%	-	-
		Less often	21.4%	-	-
		Never	60.7%	-	-
		Daily	2.7%	-	-
	Pitcheroak Woods - now (21/09/2020-19/10/2020)	At least once a week	8.1%	-	-
		Every other week	2.3%	-	-
		Monthly	3.1%	-	-
		Less often	10.9%	-	-
		Never	72.9%	-	-
Q18e	Foxlydiat Woods - prior to lockdown	Daily	2.7%	-	-
		At least once a week	5.8%	-	-
		Every other week	3.1%	-	-
		Monthly	6.6%	-	-
		Less often	12.4%	-	-
	Foxlydiat Woods - during lockdown	Never	69.5%	-	-
		Daily	2.3%	-	-
		At least once a week	2.7%	-	-
		Every other week	1.6%	-	-
		Monthly	3.1%	-	-
	Foxlydiat Woods - now (21/09/2020-19/10/2020)	Less often	10.1%	-	-
		Never	80.2%	-	-
		Daily	1.5%	-	-
		At least once a week	2.3%	-	-
		Every other week	1.1%	-	-
Q18f	Bordesley Meadows - prior to lockdown	Monthly	3.8%	-	-
		Less often	14.2%	-	-
		Never	77.0%	-	-
		Daily	1.5%	-	-
		At least once a week	2.3%	-	-
	Bordesley Meadows - during lockdown	Every other week	1.1%	-	-
		Monthly	3.8%	-	-
		Less often	14.2%	-	-
		Never	77.0%	-	-
		Daily	1.5%	-	-
	Bordesley Meadows - now (21/09/2020-19/10/2020)	At least once a week	6.1%	-	-
		Every other week	4.6%	-	-
		Monthly	9.6%	-	-
		Less often	27.2%	-	-
		Never	51.3%	-	-
Bordesley Meadows - during lockdown	Daily	0.8%	-	-	
	At least once a week	4.7%	-	-	
	Every other week	6.2%	-	-	
	Monthly	5.4%	-	-	
	Less often	14.7%	-	-	
Bordesley Meadows - now (21/09/2020-19/10/2020)	Never	68.2%	-	-	
	Daily	1.2%	-	-	
	At least once a week	5.0%	-	-	
	Every other week	3.1%	-	-	
	Monthly	6.9%	-	-	
		Less often	24.6%	-	-
		Never	59.2%	-	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q19	How did the parks and open spaces improve your experience of lockdown? Please tick all that apply	Improving my mental wellbeing	62.6%	-	-
		Improving my physical wellbeing	62.6%	-	-
		Family time	29.3%	-	-
		Being closer to nature	47.4%	-	-
		Seeing other people	23.3%	-	-
		Feeling of freedom	45.9%	-	-
		Providing a space for exercise e.g. cycling, walking	54.1%	-	-
		I didn't access them e.g. I was shielding	21.1%	-	-
Other (please specify):	5.2%	-	-		
Q20	Going forward, what are the main reasons why you would visit parks and open spaces in Redditch? Please tick all that apply	Using the play area	15.6%	-	-
		Using the skate park	1.5%	-	-
		Exercise e.g. cycling, walking	74.5%	-	-
		Organised activity e.g. Couch to 5K	5.8%	-	-
		Dog walking	26.2%	-	-
		Having a picnic	17.8%	-	-
		Time with family/friends	47.6%	-	-
		Visiting café	24.4%	-	-
		Wildlife and biodiversity	47.3%	-	-
		Enjoying outdoor space	78.9%	-	-
		I won't access them	6.2%	-	-
Other (please specify):	3.3%	-	-		
Q21	What would improve your experience in our parks and open spaces? Please tick all that apply				
Q21a	Arrow Valley Country Park	More pathways	11.4%	-	-
		Wider pathways	38.9%	-	-
		Better signage	19.4%	-	-
		More planting/ flower displays	26.3%	-	-
		Better website information	19.4%	-	-
		Walking routes (leaflets and guides)	47.4%	-	-
		Improved parking	21.1%	-	-
		Improved access	12.6%	-	-
		Improved play equipment	13.1%	-	-
		More furniture e.g. benches, bins	54.9%	-	-
Q21b	Morton Stanley Park	More pathways	12.8%	-	-
		Wider pathways	21.1%	-	-
		Better signage	18.0%	-	-
		More planting/ flower displays	32.3%	-	-
		Better website information	17.3%	-	-
		Walking routes (leaflets and guides)	27.8%	-	-
		Improved parking	22.6%	-	-
		Improved access	8.3%	-	-
		Improved play equipment	15.8%	-	-
		More furniture e.g. benches, bins	47.4%	-	-
Q21c	Overdale Park, Astwood Bank	More pathways	8.5%	-	-
		Wider pathways	14.9%	-	-
		Better signage	14.9%	-	-
		More planting/ flower displays	23.4%	-	-
		Better website information	27.7%	-	-
		Walking routes (leaflets and guides)	38.3%	-	-
		Improved parking	17.0%	-	-
		Improved access	14.9%	-	-
		Improved play equipment	12.8%	-	-
		More furniture e.g. benches, bins	29.8%	-	-
Q21d	Pitcheroak Woods	More pathways	22.9%	-	-
		Wider pathways	15.7%	-	-
		Better signage	22.9%	-	-
		More planting/ flower displays	10.8%	-	-
		Better website information	22.9%	-	-
		Walking routes (leaflets and guides)	42.2%	-	-
		Improved parking	14.5%	-	-
		Improved access	13.3%	-	-
		Improved play equipment	0.0%	-	-
More furniture e.g. benches, bins	36.1%	-	-		
Q21e	Foxlydiat Woods	More pathways	16.9%	-	-
		Wider pathways	19.5%	-	-
		Better signage	22.1%	-	-
		More planting/ flower displays	11.7%	-	-
		Better website information	24.7%	-	-
		Walking routes (leaflets and guides)	40.3%	-	-
		Improved parking	14.3%	-	-
		Improved access	13.0%	-	-
		Improved play equipment	0.0%	-	-
		More furniture e.g. benches, bins	40.3%	-	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q21f	Bordesley Meadows	More pathways	24.1%	-	-
		Wider pathways	22.9%	-	-
		Better signage	21.7%	-	-
		More planting/ flower displays	13.3%	-	-
		Better website information	25.3%	-	-
		Walking routes (leaflets and guides)	33.7%	-	-
		Improved parking	15.7%	-	-
		Improved access	9.6%	-	-
		Improved play equipment	1.2%	-	-
		More furniture e.g. benches, bins	42.2%	-	-
Q22	The Council runs a number of events and activities each year. What events and activities have you missed during lockdown?				
Q22a	Street Theatres	Yes	10.3%	-	-
		Somewhat	13.3%	-	-
		No	13.7%	-	-
		Never attended	62.7%	-	-
Q22b	Music events	Yes	30.6%	-	-
		Somewhat	19.4%	-	-
		No	13.6%	-	-
		Never attended	36.4%	-	-
Q22c	Bandstand events	Yes	20.3%	-	-
		Somewhat	20.3%	-	-
		No	12.7%	-	-
		Never attended	46.6%	-	-
Q22d	Green Fair	Yes	15.3%	-	-
		Somewhat	18.3%	-	-
		No	14.0%	-	-
		Never attended	52.3%	-	-
Q22e	Children's activity events	Yes	9.0%	-	-
		Somewhat	10.7%	-	-
		No	20.6%	-	-
		Never attended	59.7%	-	-
Q22f	Sports activities	Yes	17.0%	-	-
		Somewhat	16.6%	-	-
		No	17.4%	-	-
		Never attended	48.9%	-	-
Q22g	Summer events	Yes	33.2%	-	-
		Somewhat	28.2%	-	-
		No	9.1%	-	-
		Never attended	29.5%	-	-
Q23	Looking into the future, which of the following events/activities would you like to attend? Please tick all that apply	Street Theatres	30.1%	-	-
		Music events	55.6%	-	-
		Bandstand events	38.1%	-	-
		Green Fair	38.5%	-	-
		Fairgrounds	13.4%	-	-
		Children's activity events	16.7%	-	-
		Sports activities	29.3%	-	-
		Drive in cinema	43.9%	-	-
		Food events	49.4%	-	-
		Fireworks	42.7%	-	-
		Light shows	32.6%	-	-
		Other (please specify):	8.4%	-	-
Sponsoring and Volunteering					
Q24	<p>Redditch Borough Council deliver a range of community events throughout the year attracting thousands of people from across the borough and surrounding areas. Sponsoring an event could be an excellent opportunity to raise the profile and awareness of your organisation whilst supporting these great community events. If you would be interested in finding out more about sponsorship, please provide your details below. Your information will only be used for this purpose.</p> <p>There were 5 valid responses to this question.</p>				
Q25	<p>If you would be interested in being a volunteer for the Parks and Events Team, please provide your details below. Your information will only be used for this purpose.</p> <p>There were 16 valid responses to this question.</p>				

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Living Independently and Social Contact					
Q26	We are aware that things have been somewhat different this year and as such, this may potentially have had an impact on your health. Please answer thinking about your health 'prior' to lockdown, 'during' lockdown and 'post' lockdown. In general, how is your physical and mental/emotional wellbeing?				
Q26a	In general, how is your physical health? - prior to lockdown	Very good	25.4%	22.5%	19.6%
		Good	38.5%	33.3%	44.1%
		Fair	24.2%	31.4%	25.1%
		Poor	8.5%	9.2%	6.8%
		Very poor	3.5%	2.6%	1.6%
		Prefer not to say	0.0%	1.0%	2.9%
	In general, how is your physical health? - during lockdown	Very good	16.6%	-	-
		Good	34.0%	-	-
		Fair	33.2%	-	-
		Poor	9.7%	-	-
		Very poor	6.6%	-	-
		Prefer not to say	0.0%	-	-
	In general, how is your physical health? - now (21/09/2020-19/10/2020)	Very good	17.6%	-	-
		Good	36.4%	-	-
		Fair	30.7%	-	-
Poor		10.3%	-	-	
Very poor		4.6%	-	-	
	Prefer not to say	0.4%	-	-	
Q26b	In general, how is your mental/emotional health? - prior to lockdown	Very good	32.4%	23.9%	28.2%
		Good	44.8%	37.9%	38.5%
		Fair	16.6%	24.2%	18.9%
		Poor	5.0%	9.8%	8.0%
		Very poor	1.2%	3.3%	3.5%
		Prefer not to say	0.0%	1.0%	2.9%
	In general, how is your mental/emotional health? - during lockdown	Very good	15.1%	-	-
		Good	34.1%	-	-
		Fair	29.5%	-	-
		Poor	15.5%	-	-
		Very poor	5.4%	-	-
		Prefer not to say	0.4%	-	-
	In general, how is your mental/emotional health? - now (21/09/2020-19/10/2020)	Very good	15.4%	-	-
		Good	35.5%	-	-
		Fair	30.5%	-	-
Poor		14.3%	-	-	
Very poor		3.5%	-	-	
	Prefer not to say	0.8%	-	-	
Q27	We are aware that things have been somewhat different this year and as such, we are hoping to understand if there has been any change in the type of activities people take part in. Please answer below thinking about your activities 'prior' to lockdown, 'during' lockdown and 'now'; including any on-line activities you've taken part in. What activities do you take part in to improve or maintain your wellbeing and mental health? Please tick all that apply.				
Q27a	What activities do you take part in to improve or maintain your wellbeing and mental health? Please tick all that apply. - prior to lockdown	Informal activity e.g. walking, gardening, hobbies, socialising	91.2%	91.5%	83.4%
		Formal activity e.g. organised classes & clubs, sports, crafts	42.5%	35.4%	35.4%
		Vocational learning e.g. courses, music lessons, education, new skills, work	15.7%	11.7%	15.7%
		Professional learning e.g. HNC, degree	5.0%	6.6%	-
		Community contribution e.g. volunteering, charity work, part of a community	35.2%	34.5%	26.6%
		I don't currently take part in any activity	6.1%	4.7%	10.3%
Q27b	What activities do you take part in to improve or maintain your wellbeing and mental health? Please tick all that apply. - during lockdown	Informal activity e.g. walking, gardening, hobbies, socialising	78.5%	-	-
		Formal activity e.g. organised classes & clubs, sports, crafts	7.7%	-	-
		Vocational learning e.g. courses, music lessons, education, new skills, work	5.7%	-	-
		Professional learning e.g. HNC, degree	1.5%	-	-
		Community contribution e.g. volunteering, charity work, part of a community	21.1%	-	-
		I don't currently take part in any activity	11.5%	-	-
Q27c	What activities do you take part in to improve or maintain your wellbeing and mental health? Please tick all that apply. - now (21/09/2020 to 19/10/2020)	Informal activity e.g. walking, gardening, hobbies, socialising	83.1%	-	-
		Formal activity e.g. organised classes & clubs, sports, crafts	19.2%	-	-
		Vocational learning e.g. courses, music lessons, education, new skills, work	7.3%	-	-
		Professional learning e.g. HNC, degree	3.1%	-	-
		Community contribution e.g. volunteering, charity work, part of a community	25.7%	-	-
		I don't currently take part in any activity	13.0%	-	-
Q28	For previous question, if you said you don't currently take part in any activity please tell us why. Please tick all that apply	Not enough time	24.7%	30.0%	27.0%
		Too expensive	16.1%	50.0%	37.8%
		Not enough variety of activity on offer	12.9%	40.0%	16.2%
		Not enough class availability	11.8%	30.0%	16.2%
		Transport	11.8%	20.0%	13.5%
		Not family friendly	2.2%	-	-
		I'm unaware of what's available	26.9%	30.0%	-
		Lockdown prevented me	31.2%	-	-
		I have no interest	22.6%	20.0%	16.2%
Other (please specify):	19.4%	40.0%	18.9%		

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q29	We are aware the Covid-19 situation may have impacted on how you might respond to this question. Please consider how you would respond considering possible changes 'prior' to lockdown, 'during' lockdown and 'now'. To what extent do you agree or disagree with these statements?				
Q29a	I am able to manage my household finances - prior to lockdown	I agree strongly	61.0%	52.1%	52.5%
		I agree	31.3%	35.7%	34.2%
		I neither agree nor disagree	4.2%	5.9%	7.4%
		I disagree	1.5%	4.6%	3.2%
		I strongly disagree	0.8%	0.3%	0.9%
		Not relevant to me	1.2%	1.3%	1.8%
	I am able to manage my household finances - during lockdown	I agree strongly	56.2%	-	-
		I agree	30.2%	-	-
		I neither agree nor disagree	7.4%	-	-
		I disagree	4.7%	-	-
		I strongly disagree	0.8%	-	-
		Not relevant to me	0.8%	-	-
	I am able to manage my household finances - now (21/09/2020-19/10/2020)	I agree strongly	56.5%	-	-
		I agree	29.6%	-	-
		I neither agree nor disagree	7.3%	-	-
I disagree		4.6%	-	-	
I strongly disagree		1.2%	-	-	
Not relevant to me		0.8%	-	-	
Q29b	I know how to access care/support for myself or those I care for - prior to lockdown	I agree strongly	22.4%	21.4%	15.5%
		I agree	30.4%	38.5%	25.4%
		I neither agree nor disagree	15.6%	17.1%	14.0%
		I disagree	11.2%	11.5%	15.5%
		I strongly disagree	1.6%	1.6%	5.7%
		Not relevant to me	18.8%	9.9%	23.9%
	I know how to access care/support for myself or those I care for during lockdown	I agree strongly	19.0%	-	-
		I agree	27.4%	-	-
		I neither agree nor disagree	15.3%	-	-
		I disagree	15.7%	-	-
		I strongly disagree	4.0%	-	-
		Not relevant to me	18.5%	-	-
	I know how to access care/support for myself or those I care for - now (21/09/2020-19/10/2020)	I agree strongly	19.8%	-	-
		I agree	28.6%	-	-
		I neither agree nor disagree	17.3%	-	-
I disagree		13.7%	-	-	
I strongly disagree		2.0%	-	-	
Not relevant to me		18.5%	-	-	
Independent Living Services					
Q30	I am aware of the:				
Q30a	Lifeline service provided by the council	Yes	61.8%	67.4%	56.6%
		No	38.2%	32.6%	43.4%
Q30b	Dial-A-Ride service	Yes	86.6%	83.3%	73.1%
		No	13.4%	16.7%	26.9%
Q30c	Shopmobility service (Redditch Kingfisher Centre)	Yes	84.3%	86.9%	82.8%
		No	15.7%	13.1%	17.2%
Redditch Town Centre and District Centres					
Q31	Due to Covid-19, access to Redditch Town Centre has have been affected. Please tell us how often you visited, 'prior' to lockdown, 'during' lockdown and 'now'. How often do you visit Redditch Town Centre? Please select the response which most closely reflects your visiting habits				
Q31	How often do you visit Redditch Town Centre? - prior to lockdown	Daily	9.2%	-	-
		At least once a week	39.3%	38.9%	-
		Every other week	16.0%	25.2%	-
		Monthly	16.4%	19.5%	-
		Less often	16.0%	16.1%	-
		Never	3.1%	0.3%	-
	How often do you visit Redditch Town Centre? - during lockdown	Daily	0.4%	-	-
		At least once a week	3.8%	-	-
		Every other week	3.8%	-	-
		Monthly	8.5%	-	-
		Less often	23.8%	-	-
		Never	59.6%	-	-
	How often do you visit Redditch Town Centre? - now (21/09/2020 to 19/10/2020)	Daily	1.5%	-	-
		At least once a week	13.5%	-	-
		Every other week	9.2%	-	-
		Monthly	13.5%	-	-
		Less often	38.1%	-	-
		Never	24.2%	-	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q32	Please rate the following aspect of Redditch Town Centre				
Q32a	Parking	Very good	24.3%	18.5%	-
		Good	38.6%	39.7%	-
		Neither good nor poor	18.5%	20.9%	-
		Poor	6.9%	9.1%	-
		Very poor	6.6%	4.4%	-
		Don't know / no opinion	5.0%	7.4%	-
Q32b	Access to public transport	Very good	12.8%	-	-
		Good	30.4%	-	-
		Adequate	12.1%	-	-
		Poor	10.5%	-	-
		Very poor	7.0%	-	-
		Don't know/no opinion	27.2%	-	-
Q32c	Public transport e.g. reliability	Very good	1.6%	-	-
		Good	10.2%	-	-
		Adequate	16.0%	-	-
		Poor	21.1%	-	-
		Very poor	15.6%	-	-
		Don't know/no opinion	35.5%	-	-
Q32d	Crime	Very good	0.8%	0.0%	-
		Good	22.6%	14.2%	-
		Adequate	34.6%	34.7%	-
		Poor	15.2%	22.2%	-
		Very poor	7.8%	5.9%	-
		Don't know/no opinion	19.1%	22.9%	-
Q32e	Perception of crime	Very good	1.6%	0.7%	-
		Good	21.6%	18.7%	-
		Adequate	33.7%	32.5%	-
		Poor	20.8%	23.2%	-
		Very poor	10.2%	12.5%	-
		Don't know/no opinion	12.2%	12.5%	-
Q32f	Variety of shops	Very good	1.9%	0.7%	-
		Good	23.8%	21.1%	-
		Adequate	30.3%	24.5%	-
		Poor	29.5%	34.4%	-
		Very poor	13.0%	19.0%	-
		Don't know/no opinion	1.5%	0.3%	-
Q32g	Social distancing measures	Very good	8.1%	-	-
		Good	30.9%	-	-
		Adequate	18.5%	-	-
		Poor	12.7%	-	-
		Very poor	9.3%	-	-
		Don't know/no opinion	20.5%	-	-
Q33	Due to Covid-19, access to the District Centres may have been affected. Please tell us how often you visited, 'prior' to lockdown, 'during' lockdown and 'now'. How often do you visit the following district centres? Please select the response which most closely reflects your visiting habits				
Q33	All district centres - prior to lockdown	Daily	14.8%	-	-
		At least once a week	15.9%	-	-
		Every other week	13.9%	-	-
		Monthly	16.5%	-	-
		Less often	27.2%	-	-
		Never	11.8%	-	-
	All district centres - during lockdown	Daily	15.9%	-	-
		At least once a week	12.5%	-	-
		Every other week	13.6%	-	-
		Monthly	28.6%	-	-
		Less often	13.4%	-	-
		Never	16.0%	-	-
	All district centres - now (21/09/2020-19/10/2020)	Daily	15.6%	-	-
		At least once a week	10.0%	-	-
		Every other week	26.5%	-	-
Monthly		14.5%	-	-	
Less often		12.8%	-	-	
Never		20.6%	-	-	
Q33a	Batchley (Batchley Road) - prior to lockdown	At least once a week	9.7%	-	-
		Every other week	3.7%	-	-
		Monthly	4.6%	-	-
		Less often	9.7%	-	-
		Never	72.2%	-	-
	Batchley (Batchley Road) - during lockdown	At least once a week	5.8%	-	-
		Every other week	3.4%	-	-
		Monthly	2.4%	-	-
		Less often	5.8%	-	-
		Never	82.6%	-	-
	Batchley (Batchley Road) - now (21/09/2020-19/10/2020)	At least once a week	5.7%	-	-
		Every other week	3.8%	-	-
Monthly		4.8%	-	-	
Less often		7.6%	-	-	
Never		78.1%	-	-	

Q no.	Question	Responses	2020 %	2019 %	2018 %
Q33b	Batchley (Poplar Road) - prior to lockdown	At least once a week	3.8%	-	-
		Every other week	1.9%	-	-
		Monthly	1.4%	-	-
		Less often	12.3%	-	-
		Never	80.6%	-	-
	Batchley (Poplar Road) - during lockdown	At least once a week	3.0%	-	-
		Every other week	0.5%	-	-
		Monthly	0.5%	-	-
		Less often	6.4%	-	-
		Never	89.6%	-	-
	Batchley (Poplar Road) - now (21/09/2020-19/10/2020)	At least once a week	2.9%	-	-
		Every other week	0.5%	-	-
Monthly		2.0%	-	-	
Less often		7.3%	-	-	
Never		87.3%	-	-	
Q33c	Church Hill - prior to lockdown	At least once a week	5.7%	9.2%	-
		Every other week	2.9%	2.4%	-
		Monthly	8.1%	6.1%	-
		Less often	13.3%	22.9%	-
		Never	70.0%	59.4%	-
	Church Hill - during lockdown	At least once a week	1.5%	-	-
		Every other week	2.5%	-	-
		Monthly	4.0%	-	-
		Less often	5.4%	-	-
		Never	86.6%	-	-
	Church Hill - now (21/09/2020-19/10/2020)	At least once a week	3.4%	-	-
		Every other week	2.4%	-	-
Monthly		4.8%	-	-	
Less often		10.1%	-	-	
Never		79.2%	-	-	
Q33d	Headless Cross - prior to lockdown	At least once a week	13.3%	16.8%	-
		Every other week	9.0%	7.2%	-
		Monthly	12.9%	18.2%	-
		Less often	14.8%	23.0%	-
		Never	50.0%	34.7%	-
	Headless Cross - during lockdown	At least once a week	7.3%	-	-
		Every other week	1.5%	-	-
		Monthly	4.4%	-	-
		Less often	15.6%	-	-
		Never	71.2%	-	-
	Headless Cross - now (21/09/2020-19/10/2020)	At least once a week	9.7%	-	-
		Every other week	5.8%	-	-
Monthly		6.3%	-	-	
Less often		20.8%	-	-	
Never		57.5%	-	-	
Q33e	Matchborough - prior to lockdown	At least once a week	3.8%	5.1%	-
		Every other week	2.4%	3.1%	-
		Monthly	7.7%	6.5%	-
		Less often	15.4%	21.6%	-
		Never	70.7%	63.7%	-
	Matchborough - during lockdown	At least once a week	3.9%	-	-
		Every other week	2.0%	-	-
		Monthly	3.4%	-	-
		Less often	7.3%	-	-
		Never	83.4%	-	-
	Matchborough - now (21/09/2020-19/10/2020)	At least once a week	3.4%	-	-
		Every other week	3.9%	-	-
Monthly		4.4%	-	-	
Less often		11.2%	-	-	
Never		77.2%	-	-	
Q33f	Winyates - prior to lockdown	At least once a week	5.5%	6.2%	-
		Every other week	4.5%	5.2%	-
		Monthly	8.6%	8.6%	-
		Less often	14.5%	26.5%	-
		Never	66.8%	53.6%	-
	Winyates - during lockdown	At least once a week	1.9%	-	-
		Every other week	3.3%	-	-
		Monthly	2.8%	-	-
		Less often	8.9%	-	-
		Never	83.2%	-	-
	Winyates - now (21/09/2020-19/10/2020)	At least once a week	4.2%	-	-
		Every other week	2.8%	-	-
Monthly		5.6%	-	-	
Less often		13.0%	-	-	
Never		74.5%	-	-	

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q33g	Woodrow - prior to lockdown	At least once a week	3.9%	3.4%	-
		Every other week	0.5%	2.1%	-
		Monthly	1.9%	0.7%	-
		Less often	8.2%	17.2%	-
		Never	85.5%	76.6%	-
	Woodrow - during lockdown	At least once a week	1.5%	-	-
		Every other week	0.5%	-	-
		Monthly	1.5%	-	-
		Less often	3.5%	-	-
		Never	93.0%	-	-
	Woodrow - now (21/09/2020-19/10/2020)	At least once a week	1.5%	-	-
		Every other week	0.0%	-	-
		Monthly	1.5%	-	-
		Less often	4.9%	-	-
		Never	92.2%	-	-
Community Safety					
Q34	Covid-19 may have affected how you feel about your neighbourhood. Please tell us your thoughts 'prior' to lockdown, 'during' lockdown and 'now'.				
	To what extent do you agree or disagree with these statements about feeling safe and respected?				
Q34a	I feel safe outside in my local area during daylight - prior to lockdown	I agree strongly	42.5%	33.8%	37.2%
		I agree	49.2%	55.3%	51.3%
		I neither agree nor disagree	4.7%	7.5%	8.0%
		I disagree	2.8%	2.7%	3.5%
		I disagree strongly	0.4%	0.7%	0.0%
		Not relevant to me	0.4%	0.0%	-
	I feel safe outside in my local area during daylight - during lockdown	I agree strongly	38.6%	-	-
		I agree	40.7%	-	-
		I neither agree nor disagree	8.1%	-	-
		I disagree	5.7%	-	-
		I disagree strongly	2.8%	-	-
		Not relevant to me	4.1%	-	-
	I feel safe outside in my local area during daylight - now (21/09/2020-19/10/2020)	I agree strongly	37.7%	-	-
		I agree	47.0%	-	-
		I neither agree nor disagree	7.3%	-	-
I disagree		4.9%	-	-	
I disagree strongly		2.8%	-	-	
Not relevant to me		0.4%	-	-	
Q34b	I feel safe outside in my local area after dark - prior to lockdown	I agree strongly	15.1%	8.6%	15.2%
		I agree	40.2%	38.1%	42.0%
		I neither agree nor disagree	18.7%	21.0%	17.9%
		I disagree	15.5%	22.0%	17.0%
		I disagree strongly	6.4%	10.0%	8.0%
		Not relevant to me	4.0%	0.3%	-
	I feel safe outside in my local area after dark - during lockdown	I agree strongly	15.0%	-	-
		I agree	35.0%	-	-
		I neither agree nor disagree	17.1%	-	-
		I disagree	14.6%	-	-
		I disagree strongly	8.9%	-	-
		Not relevant to me	9.3%	-	-
	I feel safe outside in my local area after dark - now (21/09/2020-19/10/2020)	I agree strongly	13.8%	-	-
		I agree	37.4%	-	-
		I neither agree nor disagree	19.5%	-	-
I disagree		15.4%	-	-	
I disagree strongly		7.7%	-	-	
Not relevant to me		6.1%	-	-	
Q34c	Having CCTV helps me feel safe when I'm out in public - prior to lockdown	I agree strongly	16.5%	19.6%	21.6%
		I agree	30.9%	32.5%	33.3%
		I neither agree nor disagree	31.3%	27.6%	36.0%
		I disagree	8.8%	12.9%	7.2%
		I disagree strongly	2.0%	2.4%	1.8%
		Not relevant to me	10.4%	4.9%	-
	Having CCTV helps me feel safe when I'm out in public - during lockdown	I agree strongly	13.9%	-	-
		I agree	28.7%	-	-
		I neither agree nor disagree	32.0%	-	-
		I disagree	8.6%	-	-
		I disagree strongly	2.5%	-	-
		Not relevant to me	14.3%	-	-
	Having CCTV helps me feel safe when I'm out in public - now (21/09/2020-19/10/2020)	I agree strongly	17.3%	-	-
		I agree	28.8%	-	-
		I neither agree nor disagree	31.7%	-	-
I disagree		8.6%	-	-	
I disagree strongly		2.9%	-	-	
Not relevant to me		10.7%	-	-	

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q34d	My local area (within a 15min walk) is safer than other areas in Redditch - prior to lockdown	I agree strongly	19.1%	10.7%	15.9%
		I agree	40.2%	40.0%	31.9%
		I neither agree nor disagree	29.9%	35.9%	41.6%
		I disagree	8.0%	7.2%	8.0%
		I disagree strongly	1.2%	4.5%	2.7%
		Not relevant to me	1.6%	1.7%	-
	My local area (within a 15min walk) is safer than other areas in Redditch - during lockdown	I agree strongly	16.7%	-	-
		I agree	35.4%	-	-
		I neither agree nor disagree	32.9%	-	-
		I disagree	8.1%	-	-
		I disagree strongly	2.0%	-	-
		Not relevant to me	4.9%	-	-
	My local area (within a 15min walk) is safer than other areas in Redditch - now (21/09/2020-19/10/2020)	I agree strongly	17.1%	-	-
		I agree	38.6%	-	-
		I neither agree nor disagree	30.9%	-	-
		I disagree	9.3%	-	-
		I disagree strongly	2.4%	-	-
		Not relevant to me	1.6%	-	-
Q34e	I feel people from different backgrounds get on well in my area - prior to lockdown	I agree strongly	10.4%	8.0%	13.3%
		I agree	50.4%	46.9%	50.4%
		I neither agree nor disagree	26.4%	28.5%	29.2%
		I disagree	7.2%	8.3%	5.3%
		I disagree strongly	1.6%	2.8%	1.8%
		Not relevant to me	4.0%	5.6%	-
	I feel people from different backgrounds get on well in my area - during lockdown	I agree strongly	13.3%	-	-
		I agree	49.4%	-	-
		I neither agree nor disagree	21.6%	-	-
		I disagree	5.8%	-	-
		I disagree strongly	2.9%	-	-
		Not relevant to me	7.1%	-	-
	I feel people from different backgrounds get on well in my area - now (21/09/2020-19/10/2020)	I agree strongly	11.9%	-	-
		I agree	50.2%	-	-
		I neither agree nor disagree	24.3%	-	-
		I disagree	7.4%	-	-
		I disagree strongly	2.5%	-	-
		Not relevant to me	3.7%	-	-
Q34f	I am treated with dignity and respect in the community - prior to lockdown	I agree strongly	14.9%	7.9%	17.7%
		I agree	49.8%	50.0%	50.4%
		I neither agree nor disagree	22.9%	29.3%	26.5%
		I disagree	4.0%	6.9%	4.4%
		I disagree strongly	2.8%	1.7%	0.9%
		Not relevant to me	5.6%	4.1%	-
	I am treated with dignity and respect in the community - during lockdown	I agree strongly	16.3%	-	-
		I agree	45.8%	-	-
		I neither agree nor disagree	23.8%	-	-
		I disagree	3.8%	-	-
		I disagree strongly	2.1%	-	-
		Not relevant to me	8.3%	-	-
	I am treated with dignity and respect in the community - now (21/09/2020-19/10/2020)	I agree strongly	15.1%	-	-
		I agree	48.7%	-	-
		I neither agree nor disagree	23.1%	-	-
		I disagree	5.0%	-	-
		I disagree strongly	2.9%	-	-
		Not relevant to me	5.0%	-	-
Q35	Have you or a member of your household been the victim of a crime, anti-social behaviour and/or harassment?				
Q35a	A crime	No	63.5%	60.8%	55.9%
		Yes, in the last 12 months	10.2%	9.8%	8.9%
		Yes, between 1 and 5 years ago	14.3%	14.7%	10.5%
		Yes, 6 or more years ago	11.9%	14.7%	24.6%
Q35b	Anti-social behaviour	No	61.9%	54.6%	64.4%
		Yes, in the last 12 months	18.6%	26.4%	16.2%
		Yes, between 1 and 5 years ago	11.3%	13.4%	9.8%
		Yes, 6 or more years ago	8.1%	5.6%	9.5%
Q35c	Harassed because of your race, religion, sexual orientation, gender identity or disability	No	89.6%	88.4%	-
		Yes, in the last 12 months	6.6%	8.0%	-
		Yes, between 1 and 5 years ago	2.5%	3.6%	-
		Yes, 6 or more years ago	1.2%	0.0%	-

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q36	Using your knowledge of Redditch Borough as a whole, please tell us the issues that concern you most from the following list? Please tick up to 5 boxes only	Burglary	37.2%	38.7%	49.8%
		Robbery (mugging)	21.7%	28.1%	30.1%
		Vehicle crimes	34.8%	37.0%	50.2%
		Hate crime	10.7%	13.7%	13.7%
		Knife crime	19.8%	24.3%	-
		Domestic abuse	14.6%	12.7%	13.1%
		Sexual assault and rape	10.3%	18.5%	14.3%
		Drug taking or dealing	60.1%	61.0%	53.2%
		Damage to property	20.6%	20.5%	22.5%
		Pedal cycle theft	4.7%	5.5%	8.8%
		Rowdy/inconsiderate behaviour	37.9%	45.9%	35.3%
		Nuisance vehicle	23.3%	22.6%	21.3%
		Street drinking	17.4%	22.9%	16.1%
		Harassment	5.5%	9.9%	10.0%
		Littering	51.8%	40.4%	44.1%
		Fly tipping	42.7%	32.5%	31.0%
		Graffiti	6.7%	6.5%	9.1%
		Dog fouling	34.8%	28.8%	33.1%
		Dangerous dogs	9.9%	9.6%	14.0%
		Unsafe parking	25.3%	23.6%	42.2%
Neighbour disputes	5.1%	7.9%	6.4%		
Town Centre safety	11.1%	15.4%	18.2%		
Other (please specify)	5.9%	6.5%	5.2%		
Q37	What do you think are the 3 main issues that impact on community safety in Redditch Borough? Please tick up to 3 boxes only	Drugs	53.0%	49.3%	42.2%
		Alcohol misuse	31.0%	26.6%	26.7%
		Unemployment or low income	22.2%	25.2%	19.8%
		Young people with nothing to do	36.4%	39.0%	33.7%
		Lack of police presence	44.8%	52.8%	52.3%
		Not enough deterrent/enforcement	30.1%	30.3%	30.7%
		Lack of community co-operation	6.3%	4.8%	4.9%
		Lack of parental control	29.3%	34.1%	35.3%
		Poor behaviour & attitudes	41.4%	34.8%	40.4%
		Lack of crime prevention measures	8.8%	7.6%	8.8%
		Poor infrastructure & environmental design	6.3%	7.9%	7.3%
		Other (please specify)	3.3%	1.4%	1.2%
		COVID-19 Recovery			
To help develop services to support the recovery from Covid-19 we would like to understand how you have been affected and how Redditch Borough Council and Worcestershire County Council can help you.					
Q38	Are you concerned about the following at the moment, as a result of COVID-19? Please tick all that apply				
Q38a	Financial situation	For yourself	31.2%	-	-
		For your family	42.4%	-	-
		For your local community	68.8%	-	-
Q38b	Housing circumstances	For yourself	17.2%	-	-
		For your family	29.3%	-	-
		For your local community	73.3%	-	-
Q38c	Employment	For yourself	21.3%	-	-
		For your family	40.2%	-	-
		For your local community	78.7%	-	-
Q38d	Physical health	For yourself	62.2%	-	-
		For your family	56.1%	-	-
		For your local community	48.0%	-	-
Q38e	Mental health	For yourself	50.9%	-	-
		For your family	54.3%	-	-
		For your local community	60.0%	-	-
Q38f	Relationships	For yourself	33.7%	-	-
		For your family	43.6%	-	-
		For your local community	62.4%	-	-
Q38g	Loneliness	For yourself	27.5%	-	-
		For your family	30.0%	-	-
		For your local community	70.6%	-	-
Q38h	Education	For yourself	8.5%	-	-
		For your family	48.7%	-	-
		For your local community	73.5%	-	-
Q38i	Risk of Infection (COVID-19)	For yourself	75.0%	-	-
		For your family	81.3%	-	-
		For your local community	74.0%	-	-
Q38j	Other (Please specify) Examples: lack of family support, health service, want libraries open	For yourself	28.6%	-	-
		For your family	28.6%	-	-
		For your local community	85.7%	-	-
Q39	Have you experienced any of the following changes that resulted from COVID-19 or from restrictions imposed to control COVID-19 that you would like to continue? Please tick all that apply	More time with your family/children	38.8%	-	-
		More time outdoors	46.7%	-	-
		Exercising more/keeping fit	38.0%	-	-
		Working from home/no commute	31.8%	-	-
		Spending less money	45.9%	-	-
		Trying different or new things	23.1%	-	-
		None of the above	12.0%	-	-
Other (please specify):less driving, reduce petrol costs	6.6%	-	-		

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Q40	After the COVID-19 pandemic is contained and restrictions are no longer in place do you think you will be more or less likely to undertake each of the following activities than you did before the COVID-19 pandemic?				
Q40a	Working remotely	More likely	22.5%	-	-
		Same likelihood as before	13.6%	-	-
		Less likely	4.2%	-	-
		Not applicable	57.6%	-	-
		Don't know	2.1%	-	-
Q40b	Online shopping	More likely	38.5%	-	-
		Same likelihood as before	49.6%	-	-
		Less likely	7.8%	-	-
		Not applicable	3.3%	-	-
		Don't know	0.8%	-	-
Q40c	Daily exercise	More likely	29.2%	-	-
		Same likelihood as before	63.0%	-	-
		Less likely	2.9%	-	-
		Not applicable	2.9%	-	-
		Don't know	2.1%	-	-
Q40d	Regularly undertaking hobbies and interests	More likely	21.8%	-	-
		Same likelihood as before	69.3%	-	-
		Less likely	3.4%	-	-
		Not applicable	3.4%	-	-
		Don't know	2.1%	-	-
Q40e	Measures to control infection, such as wearing a face mask, thorough hand washing, and social distancing	More likely	50.6%	-	-
		Same likelihood as before	30.2%	-	-
		Less likely	15.9%	-	-
		Not applicable	1.2%	-	-
		Don't know	2.0%	-	-
Q40f	Commuting during peak rush hours	More likely	3.0%	-	-
		Same likelihood as before	17.0%	-	-
		Less likely	27.2%	-	-
		Not applicable	49.8%	-	-
		Don't know	3.0%	-	-
Q40g	Using public transport	More likely	4.5%	-	-
		Same likelihood as before	32.2%	-	-
		Less likely	30.6%	-	-
		Not applicable	31.0%	-	-
		Don't know	1.7%	-	-
Q40h	Eating out	More likely	9.8%	-	-
		Same likelihood as before	55.7%	-	-
		Less likely	29.5%	-	-
		Not applicable	4.1%	-	-
		Don't know	0.8%	-	-
Q40i	Supporting local businesses	More likely	35.4%	-	-
		Same likelihood as before	52.1%	-	-
		Less likely	5.0%	-	-
		Not applicable	5.4%	-	-
		Don't know	2.1%	-	-
Q40j	Attending large sporting or entertainment events	More likely	6.7%	-	-
		Same likelihood as before	41.8%	-	-
		Less likely	35.6%	-	-
		Not applicable	13.0%	-	-
		Don't know	2.9%	-	-
Q40k	Communicating or checking-up on neighbours/those living in your community	More likely	20.2%	-	-
		Same likelihood as before	67.8%	-	-
		Less likely	5.0%	-	-
		Not applicable	5.0%	-	-
		Don't know	2.1%	-	-
Q41	Is there anything that you have seen in the way local organisations (public sector, voluntary sector and local businesses) have responded to the crisis that you would like to see continue once the COVID-19 pandemic is contained?	This was an open question.			
Q42	What is the one main thing that will help Worcestershire recover from the COVID-19 pandemic?	This was an open question.			

			2020	2019	2018
Q no.	Question	Responses	%	%	%
Redditch Borough Council Priorities					
Q43	Please tell us which five of the following you feel should be given priority by Redditch Borough Council next year? <i>Respondents were asked to rank their top 5 with '1' being their top priority and '5' the lowest of their top 5 priorities - these have been entered into a scoring matrix. Figures displayed are the score and rank for each priority.</i>	Support the development and delivery of appropriate housing in the Borough Ensure housing in the Borough is of good quality and affordable Reducing homelessness Support people to live independently Providing welfare and financial support to help residents in maximising income/reducing debt Healthy lifestyles and well-being, including mental health Support and empower families and communities Build sustainable communities and neighbourhoods Empower residents to get involved Supporting the community and voluntary sector Community safety Provide well maintained community parks and open spaces Maintenance of the landscape and environment Support culturally diverse events and arts activities Redditch's cultural heritage Local economic development and employment Transport, travel and congestion Environmental sustainability Waste and recycling	11th 9th 8th 14th 16th 4th 18th 12th 15th 13th 1st 6th 3rd 19th 17th 2nd 5th 7th 10th	10th 6th 3rd 14th 13th 2nd 15th 11th 16th 17th 1st 7th 8th 19th 18th 5th 4th 12th 9th	7th Jt 3rd Jt 3rd 10th 11th 2nd 13th 12th 15th 14th 1st 9th 8th 16th 17th 6th - - 5th
Q44	Please tell us anything else you wish us to understand about living in Redditch Borough.	This was an open question.			
About You					
Q45	Which best describes your gender?	Male Female Prefer to self describe Prefer not to say	51.4% 45.3% 0.8% 2.5%	36.7% 59.8% 0.7% 2.8%	37.6% 59.2% - 2.9%
Q46	What was your age, in years, on your last birthday?	16-19yrs 20-29yrs 30-39yrs 40-49yrs 50-59yrs 60-69yrs 70-79yrs 80+ years Prefer not to say	0.4% 3.4% 5.2% 17.2% 17.2% 24.6% 26.7% 3.0% 2.2%	0.4% 6.1% 17.0% 20.2% 14.8% 25.6% 12.6% 3.2% -	0.0% 7.4% 16.0% 19.6% 19.2% 24.4% 9.9% 1.3% 2.2%
Q47	To which of these groups do you consider you belong to?	White English / Welsh / Scottish / Northern Irish / British Any other White background Mixed or Multiple ethnic groups Asian or Asian British Black / African / Caribbean / Black British Arab Any other ethnic group Prefer not to say	93.4% 2.9% 0.0% 0.0% 0.4% 0.0% 0.8% 2.5%	91.4% 2.5% 1.8% 0.4% 0.0% 0.0% 0.0% 3.9%	91.1% 1.9% 1.3% 1.6% 0.0% 0.0% 0.0% 3.8%
Q48	Which best describes your religion or belief?	Atheist Buddhist Christian Humanist Hindu Jewish Muslim Pagan Sikh No religion/belief Prefer not to say	12.6% 0.0% 55.5% 2.1% 0.4% 0.0% 0.0% 0.4% 0.0% 23.5% 5.5%	13.3% 0.4% 49.3% 2.2% 0.7% 0.0% 0.0% 2.2% 0.0% 24.1% 7.9%	11.0% 0.6% 51.1% 1.9% 0.0% 0.3% 1.0% 1.0% 0.3% 25.6% 5.8%
Q49	How would you describe your sexual orientation?	Bisexual Heterosexual Lesbian or Gay Prefer to self describe Prefer not to say Other (please specify)	2.1% 83.9% 3.8% 2.1% 8.1% -	2.6% 82.5% 2.6% 0.7% 11.7% -	3.3% 85.1% 1.3% - 10.3% 0.0%
Q50	Do you have any long-standing health condition or disability? <small>(Long-standing means anything that has troubled you over a period of at least 12 months or that is likely to affect you for at least 12 months)</small>	Yes No Prefer not to say	46.4% 49.0% 4.6%	39.8% 53.8% 6.5%	38.2% 54.5% 7.3%