



BMG Research Topline Report

Panel Survey 7 – Topline summary
Prepared for Wolverhampton City Council
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Because people matter.

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Introduction

The following topline report highlights the key findings from the Lyons inquiry section of Wolverhampton City Council's Panel 7 survey. The data is unweighted and figures may change slightly once the data has been weighted. Please bear this in mind when interpreting these results.

The local area

All panel members were asked if their local area was different from or similar to neighbouring areas. Almost half (49%) said it was similar while a further one in eight (13%) of panel members said that it was very similar. Almost one-quarter (23%) thought their local area was different and 10% said it was very different.

Respondents were then asked if they thought their local area has similar or different needs to neighbouring areas. Just over half (51%) said it had similar needs while a further 15% of panel members said that it had very similar needs. One-quarter (25%) thought their local area had different needs and 5% said it had very different needs.

~~Respondents were asked if there were things which Wolverhampton City Council does in their area which the Council should stop doing. Only 13% of the respondents concurred that there were things Wolverhampton City Council should stop doing in their local area which they deemed unnecessary. Two-thirds of all respondents (67%) disagreed that there are things that Wolverhampton City Council should stop doing in their local neighbourhood which they deem not to be necessary. Of the remainder, 13% (just 40 panel members) agreed with this the premise and 20% did not know.~~

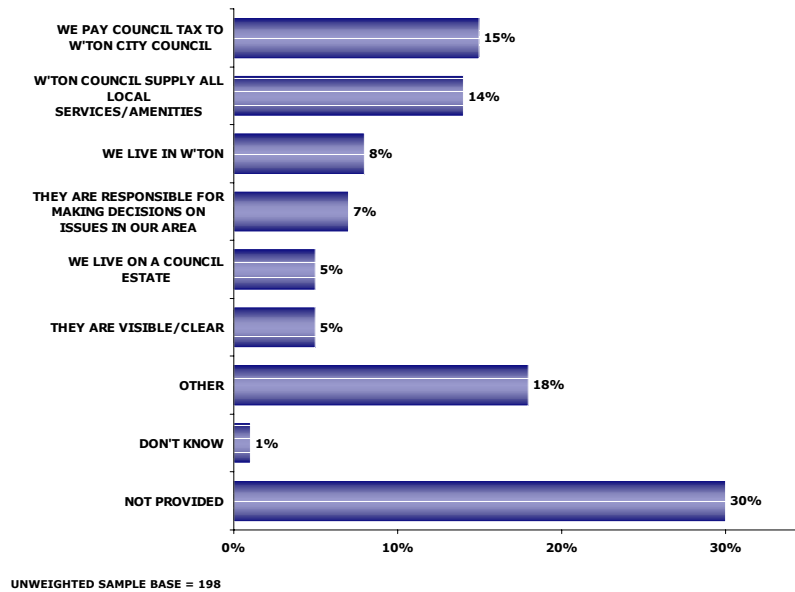
Conversely, respondents were then asked if they thought that there are things that Wolverhampton City Council does not currently do which they think they should start doing, to better meet the needs of their local neighbourhood. In response to this, half (50%) said yes and 30% said no, while 18% did not know.

Of those who thought the Council should be doing things to better the local neighbourhood (157 panel members in total), one in eight (12%) cited better roads/footpaths/pavement maintenance, 9% street cleaning and 8% that they should provide more youth services/facilities.

Just over three-fifths (62%) of all panel members did associate their local area/neighbourhood with Wolverhampton City Council. Of these, 15% gave their reasons for this as paying tax to the Council, while 14% said it was because the Council supplies all local services/amenities (see Figure 1 below).

Figure 1

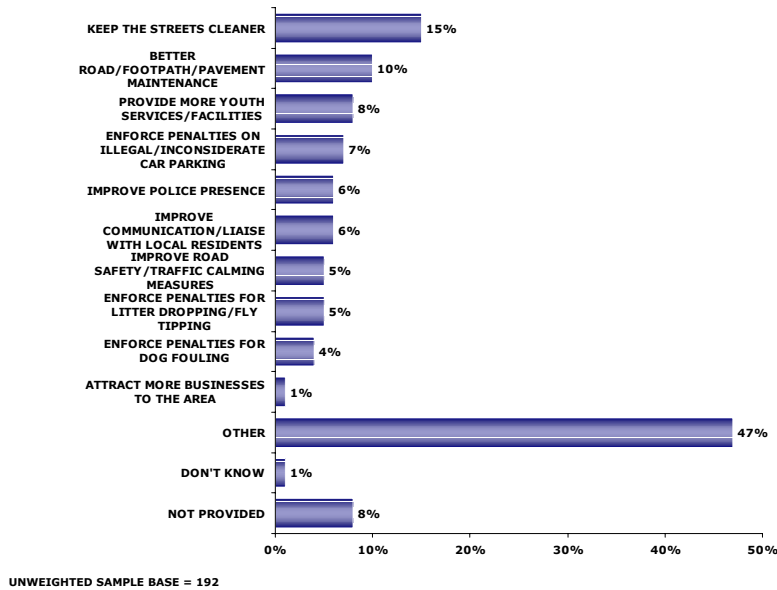
PLEASE SAY WHY YOU SAY THIS (PANEL MEMBERS WHO ASSOCIATE THEIR LOCAL AREA/NEIGHBOURHOOD WITH WOLVERHAMPTON CITY COUNCIL)



Just over three-fifths (61%) of all panel members said that they would like Wolverhampton City Council to take on more responsibility for improving their local area. Of these, 15% cited keeping the streets clean, while 10% cited better road/footpath/pavement maintenance (see Figure 2 below).

Figure 2

PLEASE SAY WHY HOW YOU THINK THEY COULD DO THIS (PANEL MEMBERS WHO WOULD LIKE WOLVERHAMPTON CITY COUNCIL TO TAKE ON MORE RESPONSIBILITY FOR IMPROVING THEIR LOCAL AREA)



Complaining

All panel members were then presented with a list of services and asked which Council service group or public sector agency (if not Council) they would make contact with if they needed to complain. The following list presents the most frequently mentioned service group or agency only.

Childcare and nursery	-	Local Education Authority (15%)
Racist incidents	-	Police (32%)
Bins/waste collection	-	Environmental (20%)
Street cleaning	-	Local Council (20%)
Car on fire	-	Fire Service (46%)
Community safety	-	Police (33%)
Health Services (e.g. GP)	-	Primary Health Care Trust (16%)
Council Housing repairs	-	Housing Department (18%)
Immigration	-	Home Office (8%)
Domestic violence	-	Police (48%)
Libraries	-	Local Council (16%)
Licensing	-	Local Council (15%)
Buses	-	Travel West Midlands Travel (27%)
Graffiti	-	Local Council (16%)
Noisy neighbours	-	Environmental (20%)
Planning	-	Local Council (20%)/Planning Dep't (20%)
Vandalism	-	Police (42%)
Pot holes in the roads	-	Highways Dep't (25%)
Schools	-	Local Education Authority (36%)
Meals on wheels	-	Social Services (24%)
Badminton courts	-	Sports & Leisure Services (23%)
Trading standards	-	Trading Standards (16%)
Art galleries	-	Sports & Leisure Services (16%)
Youth clubs	-	Sports & Leisure Services (10%)
Fly tipping	-	Environmental (18%)
Student loans	-	Local Education Authority (13%)
Pensions	-	Dep't of Works and Pensions (12%)
Road safety	-	Police (14%)
Parks	-	Local Council (16%)
Parking tickets	-	Police (14%)
Council Tax/Housing benefits	-	Local Council (17%)
Kerb crawling	-	Police (47%)
Anti-social behaviour	-	Police (50%)
Markets	-	Local Council (18%)
Pollution	-	Environmental (24%)
Voting	-	Electoral Registration Office (15%)
Grand theatre	-	Grand Theatre (24%)
Child support	-	Child Support Agency (14%)
Drains	-	Local Council (15%)
Trees	-	Local Council (19%)
Street lighting	-	Local Council (19%)
Prostitution	-	Police (42%)
Child employment	-	Police (9%)

Responsibility

All panel members were then presented with the same list of services and asked to say who they thought *should be* responsible for each. Again, the following list presents the most frequently mentioned service group or agency only.

Childcare and nursery	-	Local Education Authority (16%)
Racist incidents	-	Police (36%)
Bins/waste collection	-	Local Council (21%)
Street cleaning	-	Local Council (23%)
Car on fire	-	Fire Service (36%)
Community safety	-	Police (32%)
Health Services (e.g. GP)	-	Primary Health Care Trust (15%)
Council Housing repairs	-	Local Council (22%)
Immigration	-	Police (10%)
Domestic violence	-	Police (45%)
Libraries	-	Local Council (18%)
Licensing	-	Local Council (14%)
Buses	-	Travel West Midlands Travel (19%)
Graffiti	-	Local Council (17%)
Noisy neighbours	-	Police (20%)
Planning	-	Local Council (19%)
Vandalism	-	Police (39%)
Pot holes in the roads	-	Highways Dep't (20%)/Local Council (20%)
Schools	-	Local Education Authority (28%)
Meals on wheels	-	Social Services (22%)
Badminton courts	-	Sports & Leisure Services (18%)
Trading standards	-	Local Council (15%)
Art galleries	-	Local Council (15%)
Youth clubs	-	Local Council (14%)
Fly tipping	-	Environmental (15%)
Student loans	-	Local Education Authority (14%)
Pensions	-	Dep't of Works and Pensions (10%)
Road safety	-	Police (17%)
Parks	-	Local Council (21%)
Parking tickets	-	Police (19%)
Council Tax/Housing benefits	-	Local Council (20%)
Kerb crawling	-	Police (44%)
Anti-social behaviour	-	Police (45%)
Markets	-	Local Council (21%)
Pollution	-	Environmental (19%)
Voting	-	Local Council (13%)
Grand theatre	-	Grand Theatre (18%)
Child support	-	Social Services (10%)
Drains	-	Local Council (18%)
Trees	-	Local Council (22%)
Street lighting	-	Local Council (24%)
Prostitution	-	Police (42%)
Child employment	-	Police (11%)

The principal differences between these two lists are that people would prefer responsibility for immigration locally to lie with the police, and would prefer Social Services to be responsible for child support rather than the CSA.

Satisfaction and trust

Panel members were asked to rate their satisfaction with the way in which Wolverhampton City Council runs things. Two-fifths were satisfied (38% satisfied; 2% very satisfied), while one in five were dissatisfied (16% dissatisfied; 5% very dissatisfied). 37% were neither satisfied nor dissatisfied.

Asked to name three things that would increase their satisfaction with the way in which Wolverhampton City Council runs things, 9% gave street cleaning as their first choice followed by reduction of the Council Tax bill (7%) and sensible use of taxpayers' money (6%).

Panel members were then asked to rate the extent to which they trust Wolverhampton City Council to do what is best for Wolverhampton as a whole. One-third said they trust the Council (31% trust; 3% fully trust), while one in four said they did not (16% sometimes distrust; 9% have no trust in them at all). 41% neither trust nor distrust the Council.

Asked to name three things that would increase their trust in Wolverhampton City Council, 6% gave total transparency in decision making/future plans as their first choice followed by improve communication/liase with local residents (5%) and reduce Council Tax (4%).

Responsibility

Panel members were then presented with a list of services and asked if they thought they should be decided by the Council or have minimum standards set for them by central Government. The following table shows results for each service.

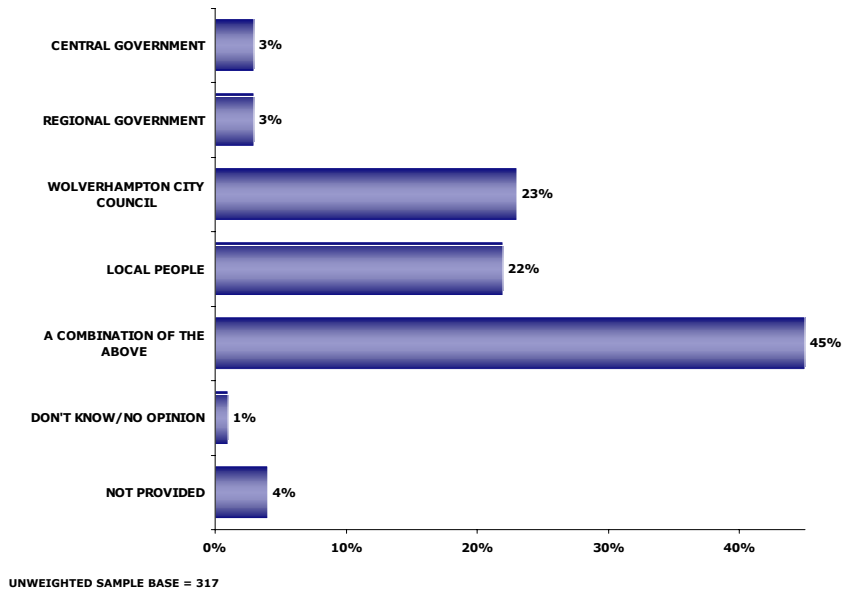
Table 1

WHICH OF THE FOLLOWING SERVICES DO YOU THINK CENTRAL GOVERNMENT SHOULD BE ABLE TO SET MINIMUM STANDARDS FOR WOLVERHAMPTON TO MEET AND WHICH DO YOU THINK SHOULD BE DECIDED BY THE COUNCIL (ALL PANEL MEMBERS)				
	% COUNCIL	% CENTRAL GOV'T	% DON'T KNOW	% NOT PROVIDED
CHILDCARE AND NURSERY	39	43	8	10
ENVIRONMENTAL SERVICES	48	41	2	10
FIRE	38	50	3	9
COMMUNITY SAFETY	64	23	2	10
HEALTH SERVICES	27	62	2	9
HOUSING	67	21	3	9
IMMIGRATION	15	72	3	10
LIBRARIES	74	12	3	11
LICENSING	54	31	4	11
PLANNING	68	19	3	9
POLICE	32	58	2	9
SCHOOLS/EDUCATION	38	50	3	9
SOCIAL SERVICES	44	45	2	8
SPORT AND CULTURE	61	25	3	11
TRADING STANDARDS	33	55	3	9
YOUTH SERVICES	69	18	4	9
UNWEIGHTED SAMPLE BASE = 317				

Respondents were asked who they thought should be responsible for deciding what the priorities are for their local area/neighbourhood. The following figure shows that almost half of all panel members thought it should be a combination of Wolverhampton City Council and local people.

Figure 3

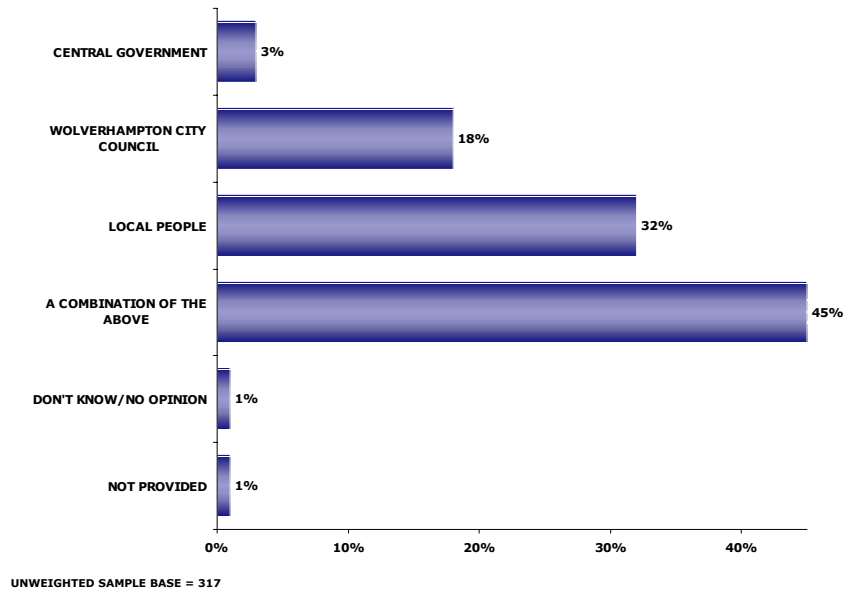
FROM THE FOLLOWING, WHO DO YOU THINK SHOULD BE RESPONSIBLE FOR DECIDING WHAT THE PRIORITIES ARE FOR YOUR LOCAL AREA/NEIGHBOURHOOD (ALL PANEL MEMBERS)



Respondents were then asked if they thought central Government, Wolverhampton City Council or local people should decide where any money should be spent if more were to become available to spend on public services. Figure 4 shows that, again, almost half of all panel members thought it should be a combination of Wolverhampton City Council and local people.

Figure 4

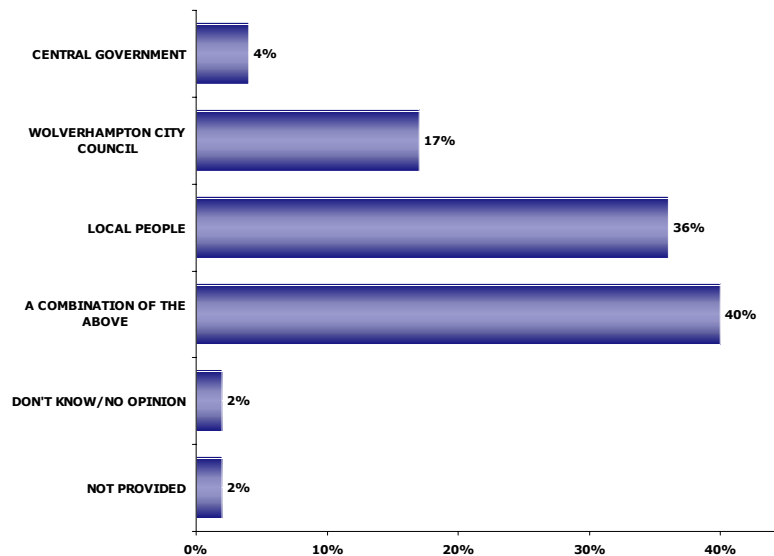
IF MORE MONEY WERE AVAILABLE TO SPEND ON PUBLIC SERVICES IN WOLV'TON,
DO YOU THINK CENTRAL GOV'T, THE COUNCIL OR LOCAL PEOPLE SHOULD DECIDE
WHERE THAT MONEY SHOULD BE SPENT (ALL PANEL MEMBERS)



Respondents were then asked if they thought central Government, Wolverhampton City Council or local people should decide where any services should be cut if public services in Wolverhampton were going to be cut to save money. Figure 5 shows that, two-fifths of all panel members thought it should be a combination of Wolverhampton City Council and local people.

Figure 5

IF PUBLIC SERVICES IN WOLV'TON WERE GOING TO BE CUT TO SAVE MONEY, DO YOU THINK CENTRAL GOVERNMENT, WOLVERHAMPTON COUNCIL OR LOCAL PEOPLE SHOULD DECIDE WHICH SERVICES SHOULD BE CUT (ALL PANEL MEMBERS)



UNWEIGHTED SAMPLE BASE = 317

Panel members were then asked if they thought there was anything that Wolverhampton City Council currently does across the city that it should stop doing. While one in twelve (8%) cited wasting taxpayers money, more than half (53%) did not provide an answer to this question.

Likewise, three-fifths (60%) of panel members did not provide an answer to the question of whether there were any additional services that they would like Wolverhampton City Council to provide across the city. One in twenty (5%) mentioned more youth facilities/community centres.

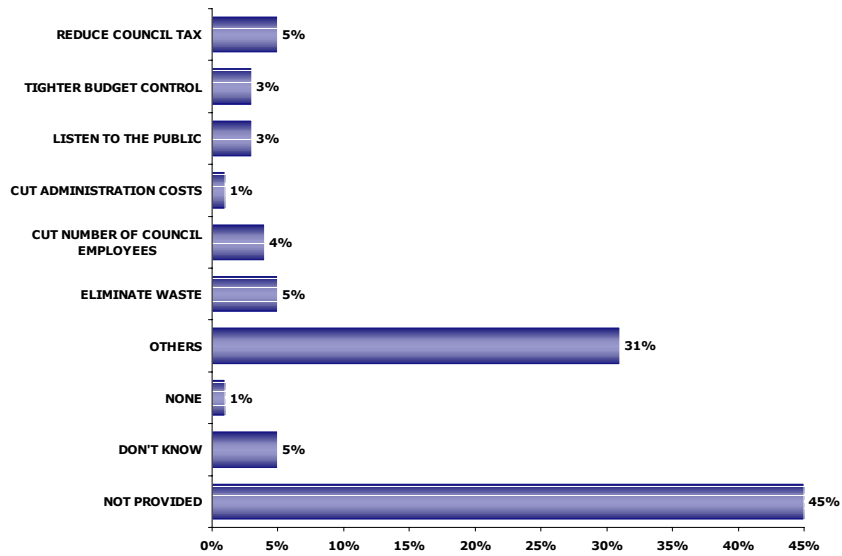
Asked if there were any Council services which they would pay additional money for, one-third (34%) said none, while 45% did not provide an answer.

Asked if they thought that on the whole Wolverhampton City Council provides value for money, approaching two-fifths (37%) said yes they did think so, while a similar proportion (38%) said no. One in five (21%) did not know.

Figure 6 shows how panel members think Wolverhampton City Council could increase value for money for the citizens of Wolverhampton.

Figure 6

HOW DO YOU THINK WOLVERHAMPTON CITY COUNCIL COULD INCREASE VALUE FOR MONEY FOR THE CITIZENS OF WOLVERHAMPTON (ALL PANEL MEMBERS)



UNWEIGHTED SAMPLE BASE = 317