



Walsall Borough Citizens' Panel Questionnaire on the Council's Budget

If you have not already done so, please read the accompanying letter about this, the new and enlarged Walsall Borough Citizens' Panel survey. When you have completed the form, please return it to BMG Research in the envelope provided, by **Thursday 1st December**.

In this questionnaire, we are focussing on your views on the council's vision for the borough of Walsall in 2008, to find out your priority areas for our budget in the year ahead. As you may be aware already, Walsall Council sets a budget each year and has to decide how to allocate available money to the wide range of services that are provided. This budget is limited and decisions relating to it are difficult. This means that choices have to be made between different and competing spending priorities. Spending more on one service can mean that spending has to be reduced in other areas or that the level of council tax has to be increased. Within this questionnaire are a series of questions that are designed to find out your opinions on where we should focus our expenditure.

The results from this survey will be combined with other consultation work that will be undertaken by the council and which in turn will be used to help prepare and agree a budget for the coming financial year, 2006/07. Your assistance in completing this survey will help decide the best way to allocate available money and to identify the key service areas that you, as a resident of Walsall borough, particularly want.

All the information you provide will be kept entirely confidential. It will only be used to ensure that the services Walsall Council provides meet the needs of all people living in the area. We will report back to you on the main findings from the survey, but your own views and opinions will not be passed on to anyone else.

Please complete this questionnaire by ticking the appropriate box(es) for each question and return your completed questionnaire in the prepaid envelope provided by **Thursday 1st December**

If you have any questions or queries about the Walsall Borough Citizens' Panel or this questionnaire, please contact Sarah Baillie of BMG Research on 0121 333 6006 or e-mail Sarah.Baillie@bmgresearch.co.uk or Andrew Mellors, Senior Policy Officer with Walsall Council on 01922 653520 or e-mail mellorsa@walsall.gov.uk.

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HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

The survey should be completed by the member of your household who is a member of the Walsall Borough Citizens' Panel.

Please read through the whole questionnaire before answering any questions, as this will give you a feel for what is being asked overall.

Most questions will only require you to respond by ticking the appropriate box(es), although in some instances you may be asked to write a few words or place a score out of a hundred in a box. Please read all instructions carefully.

All responses will be kept by BMG Research in a way that protects your confidentiality. In reporting to the council, BMG Research will not link any questions back to individual respondents.

Please return the completed questionnaire to BMG Research by **Thursday 1st December** using the prepaid envelope supplied.

Should you require assistance in completing the survey or need a replacement copy of this form, please call Sarah Baillie on telephone 0121 333 6006 or e-mail at Sarah.Baillie@bmgresearch.co.uk who will be able to provide further assistance.

Section One: Vision 2008

In this section, we would first like to ask you a few questions about the council's vision for 2008. This is a set of priorities, which was determined via consultation with local residents and other interested organisations, and reflects issues that are important to the people of Walsall. It is against this backdrop that the budget will be set.

Q1. Listed below are the council's 10 priority areas for improving services as determined by the council's vision for 2008. Please can you indicate how important or unimportant these statements are to you. **Please one box only for each statement**

	Vision 2008 Priority	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
1	A clean and green borough	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2	Making it easier for people to get around	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3	Ensuring all people are safe and secure	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4	Making our schools great	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5	Making Walsall a healthy and caring place	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6	Encouraging everyone to feel proud of Walsall	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7	Making it easier to access local services	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8	Strengthening the local economy	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
9	Listening to what local people want	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10	Transforming Walsall into an excellent local authority	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

- Q2. Again, thinking about how important these ten priorities are to you, using a 100 point scoring system, please can you rate which is the most important to you. Please do this by selecting the priorities that you feel are important and then allocate points to them to reflect this level of importance.

For example, you may feel only one of the ten priorities is important and the others are not important at all, if so, give this a score of 100 and give all others a score of 0. Or you may feel that four of the priorities have an equal importance, and that the remaining six are unimportant, if so, those 4 should receive a score of 25 and the remaining priorities receive a score of 0 etc.

You may allocate your 100 points however you wish, although you must give a score to each priority, even if this is 0. The higher the score the more important it is to you. You must ensure the total box adds up to 100.

FOR EXAMPLE

1	Priority 1	0
2	Priority 2	10
3	Priority 3	0
4	Priority 4	0
5	Priority 5	5
6	Priority 6	15
7	Priority 7	0
8	Priority 8	0
9	Priority 9	10
10	Priority 10	60
	TOTAL	100

Please write in your scores totalling 100 for the vision 2008 priorities in the table below:

1	A clean and green borough	
2	Making it easier for people to get around	
3	Ensuring all people are safe and secure	
4	Making our schools great	
5	Making Walsall a healthy and caring place	
6	Encouraging everyone to feel proud of Walsall	
7	Making it easier to access local services	
8	Strengthening the local economy	
9	Listening to what local people want	
10	Transforming Walsall into an excellent local authority	
	TOTAL (must add up to 100)	

- Q3. For what reasons did you pick your number one priority (or priorities);for instance the priority you gave the highest number of points to? **Please write in below**

- Q4. Considering the Council's vision for 2008 – over the last 12 months do you feel the following services have got better, stayed the same, or got worse? **Please \square one box only for each row**

		Got better	Stayed the same	Got worse	Don't know
1	Levels of fly tipping	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2	Recycling facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
3	Removal of abandoned vehicles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4	Condition of the Borough's roads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5	Condition of street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
6	Maintenance of open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
7	Activities for young people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
8	Crime prevention measures	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
9	Levels of anti-social behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
10	Condition of the Borough's schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
11	Provision of nursery places	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
12	Image of Walsall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
13	Job opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
14	Quality of school buildings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
15	Listening to local people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

- Q5. Considering the services detailed below, how satisfied or dissatisfied are you that the Council is providing you with value for money for each of the following services? **Please \square one box only for each row**

		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
1	Levels of fly tipping	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2	Recycling facilities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3	Removal of abandoned vehicles	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4	Condition of the Borough's roads	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5	Condition of street lighting	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6	Maintenance of open spaces	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7	Increased activities for young people	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8	Crime prevention measures	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
9	Levels of anti-social behaviour	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10	Condition of the Borough's schools	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
11	Provision of nursery places	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
12	Image of Walsall	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
13	Job opportunities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
14	Quality of school buildings	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
15	Listening to local people	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

- Q6. Overall, when considering the amount of council tax that you currently pay, how satisfied or dissatisfied are you with the 'value for money' of the services provided by the council? **Please 0 one box only**

Very satisfied	<input type="checkbox"/> 5	GO TO Q8
Fairly satisfied	<input type="checkbox"/> 4	GO TO Q8
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3	CONTINUE AT Q7
Fairly dissatisfied	<input type="checkbox"/> 2	CONTINUE AT Q7
Very dissatisfied	<input type="checkbox"/> 1	CONTINUE AT Q7

- Q7. Why do you feel that Walsall Council is not providing you with value for money, considering the amount of council tax that you currently pay? **Please write in below**

Section Two - Budget Setting

In this section, we would like to explore in more detail your views on some of the services that the Council currently provides.

- Q8. To what extent do you feel that the following services are important in making somewhere a good place to live? **Please 0 one box only for each statement**

		Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
1	Access to nature	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2	Activities/facilities for young children	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3	Activities/facilities for teenagers	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4	Affordable decent housing	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5	Childcare provision	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6	Clean Streets	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7	Community activities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8	Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
9	Education provision	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10	Health services	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
11	Job prospects	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
12	Level of crime	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
13	Low level of pollution	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
14	Low level of traffic congestion	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
15	Local cost of living	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
16	Parks and open spaces	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
17	Public transport	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
18	Diverse communities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
19	Road and pavement repairs	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
20	Shopping facilities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
21	Sports and leisure facilities	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
22	Street lighting	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
23	Traffic noise/level of noise	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
24	Wage levels	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
95	Other (please give details)	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Q9. Thinking again about these services, which five services do you think most need improving within your local area? Please tick one box under the 1st, 2nd, 3rd, 4th and 5th most needs improving columns below.

		Most needs improving					Q10
		1 st	2 nd	3 rd	4 th	5 th	
1	Access to nature	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
2	Activities/facilities for young children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
3	Activities/facilities for teenagers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
4	Affordable decent housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
5	Childcare provision	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
6	Clean Street	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
7	Community activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
8	Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
9	Education Provision	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
10	Health Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
11	Job Prospects	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
12	Level of crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
13	Low level of pollution	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
14	Low level of traffic congestion	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
15	Local cost of living	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
16	Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
17	Public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
18	Diverse Communities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
19	Road and pavement repairs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
20	Shopping facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
21	Sports and leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
22	Street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
23	Low levels of traffic noise/level of noise	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
24	Wage Levels	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
95	Other (please give details) _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
TOTAL							100

Q10. Thinking about the 5 issues you have ticked in Q9 and how important they are to you, using a 100 point scoring system, please can you say again which are the most important. For example, you may feel one priority only is important and therefore that priority receives a score of 100 and all others receive a score of 0. You may feel that four of the priorities have an equal importance so that they receive a score of 25 and the remaining priority receives a score of 0 and so on.

In the previous table, please give a score to each of the 5 issues you indicated at Q9, writing the score in column 'Q10'. The higher the score the more important it is to you. You must ensure the total score adds up to 100.

Q11. Are there any other Council services that you think need to be improved that are not mentioned in the previous table (Q9)? **Please write in below**

Q12. Over the last 12 months, which of the Council services listed below have you/or your household used? **Please tick all that apply**

Removal of abandoned vehicles	<input type="checkbox"/> 1	Sports and Leisure Services (swimming pools etc)	<input type="checkbox"/> 15
Benefits (Housing & Council Tax)	<input type="checkbox"/> 2	Markets	<input type="checkbox"/> 16
Bins (refuse collection)	<input type="checkbox"/> 3	Meals on Wheels	<input type="checkbox"/> 17
Community Education	<input type="checkbox"/> 4	Parks and open spaces	<input type="checkbox"/> 18
Countryside Services	<input type="checkbox"/> 5	Pest control	<input type="checkbox"/> 19
Dog Warden	<input type="checkbox"/> 6	Planning and Development Control	<input type="checkbox"/> 20
Children and family services	<input type="checkbox"/> 7	Building Control	<input type="checkbox"/> 21
Environmental Health	<input type="checkbox"/> 8	Play Services	<input type="checkbox"/> 22
Art/music events or festivals	<input type="checkbox"/> 9	Recycling	<input type="checkbox"/> 23
Graffiti Removal	<input type="checkbox"/> 10	Schools	<input type="checkbox"/> 24
Museums & Heritage centres	<input type="checkbox"/> 11	Social Care	<input type="checkbox"/> 25
Grounds Maintenance (grass cutting)	<input type="checkbox"/> 12	Trading Standards	<input type="checkbox"/> 26
Homelessness (Housing Services)	<input type="checkbox"/> 13	Off-street car parking	<input type="checkbox"/> 27
Libraries	<input type="checkbox"/> 14	Other (please write in)	<input type="checkbox"/> 95

Q13. If the Council were to reduce spending on some of its services, which five services do you think should have their spending reduced? **Please give your top 5 services where you feel spending should be reduced, and rank in order of importance where 1 equals the service which you feel needs the biggest reduction in spending and 5 is the service that is the 5th service that needs the biggest reduction in spending. Please mark in column Q13 RANK.**

		Q13 RANK	Q14 POINTS
1	Removal of abandoned vehicles		
2	Benefits (Housing & Council Tax)		
3	Bins (refuse collection)		
4	Community Education (Adult learning)		
5	Countryside Services		
6	Dog Warden		
7	Environmental Health (Noise pollution, etc)		
8	Art/music events or festivals		
9	Graffiti Removal		
10	Museums		
11	Grounds Maintenance		
12	Homelessness		
13	Libraries		
14	Sports and Leisure Services (swimming pools etc)		
15	Markets		
16	Meals on Wheels		
17	Parks		
18	Pest control		
19	Planning & Building Control		
20	Play Services		
21	Recycling		
22	Schools		
23	Social Care (Day or home care services for adults etc)		
24	Trading Standards		
25	Off-street car parking		
95	Other (please write in) _____		
		TOTAL	100

Q14. Thinking about the 5 services where you feel spending should be reduced, how important it is to you that spending is actually reduced. Using a 100 point scoring system, please can you rate which is most important to you.
 For example, you may feel one priority only is important and therefore that priority receives a score of 100 and all others receive a score of 0. You may feel that two of the areas you have selected have an equal importance so that they receive a score of 50 and the remaining area receives a score of 0 etc.
In the table above, please give a score to each of the 5 services you indicated at Q13 in which you thought spending should be reduced, by writing the score in column 'Q14'. The higher the score the more important it is to you that spending is reduced. You must ensure the total box adds up to 100.

Q15. Have you suggested cutting spending on any services that you use yourself or which members of your household use? **Please 0 one box only**

 Yes 1 **CONTINUE AT Q16** No 2 **GO TO Q17**

Q16. If yes, could you please explain your reasons for wanting the council to cut spending for this/these service(s)? **Please write in below**

Q17. Is there anything else that you think the council should be doing less of? **Please write in below**

Q18. Looking again at these services, please can you rank up to five services where you think there should be an increase in spending. **Please give your top 5 services where you feel spending should be increased, and rank in order of importance where 1 equals the service that most needs spending increased and 5 is the service that is the 5th service that needs spending increased under column Q18.**

		Q18 RANK	Q19 POINTS
1	Removal of abandoned vehicles		
2	Benefits (Housing & Council Tax)		
3	Bins		
4	Community Education (e.g.)		
5	Countryside Services (e.g.)		
6	Dog Warden		
7	Environmental Health (e.g.)		
8	Art/music events or festivals		
9	Graffiti Removal		
10	Museums		
11	Grounds Maintenance		
12	Homelessness		
13	Libraries		
14	Sports and Leisure Services (swimming pools etc)		
15	Markets		
16	Meals on Wheels		
17	Parks		
18	Pest control		
19	Planning & Building Control (e.g.)		
20	Play Services		
21	Recycling		
22	Schools		
23	Social Care (e.g.)		
24	Trading Standards		
25	Off-street car parking		
95	Other (please write in) _____		
		TOTAL	100

Q19. Again, thinking about the 5 services where you feel spending should be increased, how important it is to you that spending is actually increased. Using a 100 point scoring system, please can you rate which is the most important to you.

For example, you may feel one priority only is important and therefore that priority receives a score of 100 and all others receive a score of 0. You may feel that two of the areas you have selected have an equal importance so that they receive a score of 50 and the remaining area receives a score of 0 etc.

In the previous table, please give a score to each of the 5 services you indicated at Q18 which most need spending increased, by writing the score in column 'Q19'. The higher the score the more important it is to you that spending is increased. You must ensure the total box adds up to 100.

Q20. Please explain why you have chosen the service you have selected as most in need of an increase in spending. **Write in below**

Q21. Is there anything else that you think the council should be doing more of? **Please write in below**

Q22. Are there any new services that you think the council should provide? **Please write in below**

Q23. To what extent do you agree or disagree with the following statements in relation to the information received with your Council tax bill. **Please tick one box only for each row**

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1	I believe I receive enough information about what my council tax pays for	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2	I would like to receive more information about my council tax bill	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3	I would like to receive less information about my council tax bill	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4	Information provided with the council tax bill is always clear and easy to understand	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5	I always read the information provided with my council tax bill	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6	I never read the information provided with my council tax bill	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7	Receiving information helps me to judge value for money in relation to the levels of council tax	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Section 3 - Other Council Services

Scrutiny is a process which examines key decisions made by the council's executive (cabinet) and by council officers and is a method used by the council to review council policies to consider whether they are right for the borough. It provides a means to review the council's own achievements against planned targets and enables reviews to be carried out in relation to services provided by other public organisations such as the NHS. Where possible, scrutiny aims to involve local people in this process.

Q24. Are you aware of the scrutiny process at Walsall Council? **Please** **one box only**

Yes 1 No 2

The authority is required under the Race Relations (Amendment) Act 2000 to produce a Race Equality Scheme every three years, to promote race equality in everything the council does. It also shows how the council measures its progress in achieving improvements in racial equality.

Q25. Are you aware that the Council has a Race Equality Scheme? **Please** **one box only**

Yes 1 No 2

Q26. Have you ever needed an Interpreter, translated material or alternative formats (e.g. Braille) when using Council services? **Please** **all that apply**

An interpreter 1 **GO TO Q28**
 Translated material 2 **GO TO Q28**
 Alternative formats 3 **CONTINUE AT Q27**
 None 4 **END**

Q27. What alternative format did you require? **Please** **all that apply**

Braille 1
 Larger Print 2
 Audio 3
 Other **Please specify** 95

Q28. Did the interpreter, translated material or alternative format meet your needs? **Please** **one box only**

Yes 1 **END** No 2 **CONTINUE AT Q29**

Q29. If your needs were not met, please explain why. **Please write in below**

Thank you for taking part in this survey.

If you have any queries, please contact Sarah Baillie on telephone 0121 333 6006 or email Sarah.Baillie@bmgresearch.co.uk

Please return the questionnaire in the reply paid envelope to BMG, 7 Holt Court North, Heneage Street West, Aston Science Park, Birmingham, B7 4AX

Please post your questionnaire by Thursday 1st December 2005
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