

Additional StreetCare Services

Q15 Which of the following services have you heard of or used?

	Not heard of	Heard of but never used	Used
MOT Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HandyVan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bulky waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pest control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grimsbury Farm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication and resolving your enquiries/ problems

Q16 If you wanted to request or report something, how likely would you be to contact Streetcare in the following ways?

	Very likely	Quite likely	Neither likely nor unlikely	Quite unlikely	Very unlikely
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website / completing an online form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online web chat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media (e.g. Twitter, Facebook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Face to face visit at council one stop shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 If you use Facebook, have you seen any of the following communications from South Gloucestershire Council on Facebook in the last year?

- Not applicable; I do not use Facebook
- Posts by South Gloucestershire Council or the council's Facebook page
- Posts by South Gloucestershire StreetCare or the StreetCare facebook page
- No / none of the above

Q18 In the last year, which of the following services have you seen information or communications from the council about?

Please select all that apply

- | | |
|--|--|
| Public transport..... <input type="checkbox"/> | Keeping your area clean and tidy (e.g. litter, fly tipping) <input type="checkbox"/> |
| Bad weather (e.g. flooding, ice and snow)..... <input type="checkbox"/> | Reducing air pollution, emissions and energy consumption <input type="checkbox"/> |
| Waste collection and Sort It Centres <input type="checkbox"/> | None of the above..... <input type="checkbox"/> |
| Roads, pavements, cycle paths and footpaths (including road works and closures) <input type="checkbox"/> | |

Q19 In the last 12 months have you contacted StreetCare to report a problem or make a query?

- Yes..... Go to Q20
- No Go to Q22

Q20 Which service(s) have you contacted us about in the last year?

Please select all that apply

- | | |
|--|---|
| Roads (including cycle paths and streetlighting)..... <input type="checkbox"/> | Public transport..... <input type="checkbox"/> |
| Pavements and footpaths <input type="checkbox"/> | Open spaces and playing fields (including trees, litter and dog fouling) <input type="checkbox"/> |
| Waste, including booking a large household item for collection..... <input type="checkbox"/> | Other <input type="checkbox"/> |

Q21 Thinking about the StreetCare service(s) that you have contacted in the last year, how satisfied were you with the following?

	Very satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
The outcome of your query or problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly your issue was resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed about the progress/ outcome of your issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments and suggestions

Q22 Please use this space to provide us with any other comments or suggestions about StreetCare services you think are relevant

(For problems that require a response, see contact details at the end of this survey)

Q23 To help us understand priorities for your local area, please tell us your full postcode:

Prize draw

Q24 If you would like to be entered into the prize draw, please tick this box:

Q25 For prize draw entries, please provide your contact details below: *We will only use your contact details in the event that you win the prize draw.*

Name:

Contact details (email or postal address).....

Terms and Conditions

The prize draw is open to all residents of South Gloucestershire who complete and submit the StreetCare Satisfaction survey by 7th July 2019 and select to be entered into the competition. Incomplete or unusable contact details will void entry. Winners are selected at random from all complete and valid entries and will receive either a £20 Amazon voucher (if email address provided) or £20 Love to Shop voucher (if postal address provided). Winners will be contacted within 30 days of the closing date. Entrants who do not win will not be contacted.

About you

This optional section about yourself is really important as it helps us understand more about the people who use StreetCare services. The information you supply will help us ensure we understand the views of different people. Any responses to these questions will remain confidential, individuals will not be identified and personal details will not be published.

Q26 Are you? Female Male..... Prefer not to say

Q27 How old are you?

Under 16 years old <input type="checkbox"/>	35 to 44 years old <input type="checkbox"/>	65 to 75 years old <input type="checkbox"/>
16 to 24 years old <input type="checkbox"/>	45 to 54 years old <input type="checkbox"/>	Over 75 years old <input type="checkbox"/>
25 to 34 years old <input type="checkbox"/>	55 to 64 years old <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

Q28 Do you consider yourself to be disabled?

- No
- Prefer not to say.....
- Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- Yes - Sensory impairment such as being blind/ having serious visual impairment, or being deaf/ having a serious hearing impairment.....

- Yes - Mental health condition, such as depression, anxiety or schizophrenia
- Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder).....
- Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Yes - Other (please state below).....

Other:

Q29 Your ethnicity:

- Arab/Arab British.....
- Asian/Asian British – Bangladeshi.....
- Asian/Asian British – Indian
- Asian/Asian British – Pakistani
- Asian/Asian British – Chinese.....
- Asian/Asian British – Other (please state).....
- Black/African/Caribbean/Black British – African
- Black/African/Caribbean/Black British – Caribbean.....
- Black/African/Caribbean/Black British – Other (please state).....
- Gypsy or Traveller of Irish Heritage

- Mixed/Multiple Ethnic Groups – White & Asian
- Mixed/Multiple Ethnic Groups – White & Black African...
- Mixed/Multiple Ethnic Groups – White & Black Caribbean
- Mixed/Multiple Ethnic Groups – Other (please state)
- White – English/Welsh/Scottish/Northern Irish/British.....
- White – Irish.....
- White – Other (please state below)
- Other ethnic group (please state below).....
- Prefer not to say

Other:

Thank you for taking the time to answer our survey. You can return your questionnaire by handing it in at a library or one stop shop, or posting it to: *South Gloucestershire Council, Corporate Research & Consultation Team, Streetcare Satisfaction, Council offices, Badminton Road, Yate, Bristol, BS37 5AF*

If you would like to know more about StreetCare services:

- Visit our website: <http://www.southglos.gov.uk/environment-and-planning/street-care-and-cleaning>
- Email: streetcare@southglos.gov.uk
- Call the Streetcare helpdesk on: 01454 868000.

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act 1998 and General Data Protection Regulations (GDPR) 2018. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation.