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Poole Opinion Panel

Autumn 2007 Survey



Dear Poole Opinion Panel Member,

Welcome to the Autumn 2007 Poole Opinion Panel Survey.

Please answer all the questions. Even if you don't use all of the services in this survey, your views help the Council to find out what residents think about Council services and issues affecting the town. We'll give you feedback on this survey to show you how your views help to make a difference.

All the information you give will be treated in the strictest confidence and will only be used to monitor the Council's services. The results are held on a secure database according to the 1998 Data Protection Act and no individuals will be identifiable in any report.

If you have any queries about this survey, or need help completing it, please contact Heather Kitching by telephone on 01202 633354, or email h.kitching@poole.gov.uk.

Please complete the questionnaire by Friday 7th December 2007 for your chance to win one of five £10 vouchers to spend at a Poole Town Centre store of your choice as a thank you for taking part.

Many Thanks

Completing Your Survey

Please use a black pen and put a cross in the box by your answer, for example



Please use BLOCK CAPITALS where asked to write in a response.

If you make a mistake, shade in the box and put a cross in the box you want.

If there are any questions that you do not wish to answer, please leave them blank.

Please return your survey in the freepost envelope provided, or to Poole Opinion Panel, Corporate Research Team, Strategic Planning Services, Freepost SWB21053, Borough of Poole, Civic Centre, Poole, BH15 2ZZ

In this survey you will find questions regarding. . .

- Highway Maintenance
- Regulatory Services
- Protecting Poole's Environment.

..as well as Housing Needs, Garden Waste, Complaints, Registration Services, the Internet and Poole News. Poole and Bournemouth Primary Care Trust have also included questions about Orthopaedic Services.

At a time when the Council's Service Units are allocating their budgets, your answers will help to identify priorities for the new financial year.

*** Please complete and return your survey by Friday 7 December to enter the prize draw to win one of five £10 vouchers to spend at a Poole Town Centre store of your choice. The draw will take place on 12 December 2007.**

Protecting Poole's Environment

The Council is responsible for keeping Poole clean and green so that residents have pride in Poole. Your answers to the following questions will show where improvements are needed.

Q1 Do you think that the following have got better or worse over the last 12 months, or stayed the same? (Please cross one box for each row).

	Better	Stayed the same	Worse	Don't know
(a) Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Chewing gum on pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Collection of household recycling (blue bins)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Collection of household waste (black bin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Condition of street furniture (for example, benches, litter bins, street lamps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Fly posting (illegal display of posters)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Cleanliness of public conveniences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Maintenance of public conveniences (e.g. paintwork, sinks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Earlier this year the Council introduced garden waste collection points to assist residents with the disposal of green waste. The aim is to reduce the amount of biodegradable waste sent to landfill. These are located in car parks throughout the Borough.

Q2 Are you aware of the garden waste collection points? Yes No (Go to Q4)

Q3 Have you used the garden waste collection points? Yes No

Q4 How often do you visit Nuffield Household Recycling Centre? *Cross one box only.*

- Less than 5 times a year 11 to 20 times a year Never
 5 to 10 times a year More than 20 times a year

Consideration is being given to the installation of a web cam opposite the Nuffield Household Waste Recycling Centre facing down Nuffield Road towards Fleetsbridge. This would allow residents to view current traffic levels on www.boroughofpoole.com before setting out from home.

Consideration is also being given to the provision of statistical information on visitor numbers by day and time posted on www.boroughofpoole.com. We'd like to know your views on these options.

Q5 Would any of the following suggestions influence when you visit Nuffield site?

Cross one box for each

The installation of a web cam to view traffic levels? Yes No Don't know

Provision of information about the busiest times? Yes No Don't know

Other, please write in:

Regulatory Services

With more and more requirements being introduced, and limited funding, your views on the importance of regulatory services will help to identify priorities for the future.

Q6 On a scale of 1 to 10, how important or unimportant do you think it is to provide the following services? (Where 1 is not very important and 10 is very important)

Not very important \longrightarrow Very important

<u>Environmental Protection</u>	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
Removal of abandoned vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with dangerous dog attacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air quality monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring the safety and clean up of contaminated land prior to development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking action against dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harbour services, e.g. monitoring the safety of shellfish through sampling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Littering prevention, education and awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Littering enforcement e.g. issuing fixed penalty notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with noise nuisance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management of unauthorised traveller encampments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pest control advice and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Environmental Health and Trading Standards</u>	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
Health & safety in the workplace, e.g. advice, investigations and inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring the safety of products, e.g. toys, electrical goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business advice - Environmental Health and Trading Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food safety, labelling and nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring the safety of items imported from overseas e.g. food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumer advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking action against rogue traders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking action against doorstep selling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring goods are not sold to underage people, e.g. alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Licensing Services</u>	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
Alcohol licensing enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gambling licensing enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street trading licensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Highway Maintenance

The next question is asked every year to monitor the satisfaction with highways maintenance in order to find out what aspects of the service need improving.

Q7 How satisfied or dissatisfied are you with the following aspects of Poole's highways?
Cross one box for each row.

	Very satisfied	Fairly satisfied	Neither sat/dissat	Fairly dissatisfied	Very dissatisfied	Don't know
Pavement maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are dissatisfied, please explain briefly why in the box below.

What improvement would you like to see? Please write in below.

The following questions about the importance and satisfaction of services will assist Transportation Services in identifying the priorities for highway maintenance and where improvements are needed.

Q8 On a scale of 1 to 10, how important or unimportant do you consider the following issues regarding highway services? (Where 1 is not very important and 10 is very important)

	Not very important \longrightarrow Very important										Don't know	n/a	
	1	2	3	4	5	6	7	8	9	10			
(a) pavement surface condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) road surface condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) road markings (line painting, maintenance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) flood control (drains, clearing flood water)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) maintenance of road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) maintenance of street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) maintenance of verges, shrubs and trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) removal of overhanging vegetation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) removal of obstructions (signs, building materials)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) winter service (gritting, salting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(j) other please write in

Q9

On a scale of 1 to 10, how satisfied or dissatisfied are you with the following highways services? (Where 1 is very dissatisfied and 10 is very satisfied).

Very dissatisfied —————> Very satisfied Don't know n/a

	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
(a) pavement surface condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) road surface condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) road markings (line painting, maintenance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) flood control (drains, clearing flood water)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) maintenance of traffic signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) maintenance of street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) maintenance of verges, shrubs and trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) removal of overhanging vegetation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) removal of obstructions (signs, building materials)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) winter service (gritting, salting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) other, please write in												

Transportation Services is responsible for optimising use of the road network and reducing congestion. We would like to find out your views on the following measures to relieve congestion.

Q10

On a scale of 1 to 10, how important do you think the following measures will be in relieving congestion? (Where 1 is not very important and 10 is very important).

Not very important —————> Very important Don't know n/a

	1	2	3	4	5	6	7	8	9	10	Don't know	n/a
(a) local improvements on main roads and junctions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) more bus priority measures, e.g. bus lanes to encourage bus use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) more cyclist facilities e.g. cycle lanes to encourage cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) more pedestrian facilities, e.g. signalled crossings, dropped kerbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) more restrictions on 'on street' parking on main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) better control and co-ordination of roadworks etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) better incident and accident management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) better information on planned roadworks e.g tv/radio/papers/web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) better information on delays e.g. roadside sign messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) encourage alternatives to single occupancy car journeys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) encourage more flexible working hours for businesses/schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) other, please write in												

Orthopaedic Services

Bournemouth and Poole Primary Care Trust is undertaking a review of orthopaedic services. Orthopaedic services cover hospital care for people requiring planned bone and joint operations. This excludes emergency operations. Your views on these services and how they can be improved will help plan future services in the local area.

Q11 If you were to require a major planned orthopaedic operation, such as a hip or knee replacement, on a scale of 1 to 10, how important or unimportant would the following factors be? (Where 1 is not very important and 10 is very important).

	Not very important \longrightarrow Very important										Don't know	n/a	
	1	2	3	4	5	6	7	8	9	10			
(a) The operation improves your health by, for example, improving your mobility and/or reducing pain.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Effective pain control is provided during your stay in hospital.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Hospital has a low hospital infection rate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) You have a short wait for your operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Hospital maintains high standards of cleanliness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Hospital staff treat you with kindness, dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Hospital staff provide you with clear information and involve you in decisions about your care and treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) You are offered a choice of hospital; with information provided to you to help decide where you would like to have your operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) The hospital is within easy travelling distance of your home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) The hospital has sufficient car parking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) The hospital has sufficient nurses on duty in your ward to meet your nursing needs promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) You leave hospital with a clear plan for your on-going care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Other, please write in:	<input type="text"/>												

Q12 Have you or a member of your close family had a planned orthopaedic operation within the past 3 years? Yes No

If yes, what would be the most important improvement to the service you would like to see made for the benefit of future patients? *Please write in below.*

The main centre for planned orthopaedic operations for the people of Poole is at The Royal Bournemouth Hospital. This is approximately 7 miles from the centre of Poole.

Q13 As a resident of Poole requiring a planned orthopaedic operation, how convenient is The Royal Bournemouth Hospital for you?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very
convenient | Fairly
convenient | Neither | Fairly
inconvenient | Very
inconvenient | Don't
know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

The Internet

Questions about your use of the Internet and boroughofpoole.com will help us to decide how to deliver our services to you over the Internet.

Q14 Have you used the Internet in the past 12 months? Yes No

If yes, How often do you use the Internet (for personal use)? *Cross one box only.*

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Daily | Several times
a week | Once
a week | At least once
a month | Less than
once a month |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q15 Where do you most use the Internet? *Cross all that apply.*

- | | | |
|--|--|---|
| <input type="checkbox"/> Your home | <input type="checkbox"/> Public library | <input type="checkbox"/> Another person's home |
| <input type="checkbox"/> Internet cafe or shop | <input type="checkbox"/> School/college/university | <input type="checkbox"/> Workplace <input type="checkbox"/> Other |

Q16 What do you use the Internet for? *Cross all that apply.*

- | | |
|---|---|
| <input type="checkbox"/> Accessing information | <input type="checkbox"/> Booking services, for example holidays, travel, cinema |
| <input type="checkbox"/> Sending/receiving emails | <input type="checkbox"/> Reading the news |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Downloading music, images, games, software |
| <input type="checkbox"/> Banking | <input type="checkbox"/> Other (Please write in) <input type="text"/> |

Q17 How often do you use the Council's website boroughofpoole.com, including pooletourism.com? *Cross one box only.*

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|
| Daily | Several times
a week | Once
a week | At least once
a month | Less than
once a month | Never
(go to Q19) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q18 What do you use boroughofpoole.com for? *Cross all that apply.*

- | |
|--|
| <input type="checkbox"/> Paying for services e.g. Council tax, housing rent, parking fines, planning fees |
| <input type="checkbox"/> Reporting problems e.g. Pavements / roads, vandalism, streetlight repairs |
| <input type="checkbox"/> Applying for / booking services e.g. Planning permission, housing applications, courses |
| <input type="checkbox"/> Renewing / reserving services e.g. library books, DVDs |
| <input type="checkbox"/> Accessing information e.g. General enquiries about services, meetings, events, applications |
| <input type="checkbox"/> Council news e.g. News Direct, news headlines |
| <input type="checkbox"/> Complaining |
| <input type="checkbox"/> Other (Please write in) <input type="text"/> |

Q19 If you do not use boroughofpoole.com, please tell us why. *Cross all that apply.*

- | | |
|---|--|
| <input type="checkbox"/> I don't want to / am not interested in it | <input type="checkbox"/> I prefer to use other methods |
| <input type="checkbox"/> I don't think it will contain the information I need | <input type="checkbox"/> Other (please write in) |

Registration Services

Registration Services are responsible for registering births and deaths and for conducting marriages and Civil Partnership ceremonies. The service recently relocated to the Guildhall, which is now used as a venue. We'd like to know whether you would support the introduction of new services.

Q20 Would you support the introduction of the following services? *Cross one box for each.*

	Yes	No	Don't know
Baby naming ceremonies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewal of wedding vow ceremonies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Civil funerals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaints about the Council

Questions about complaints, their nature and whether they are reported will help to identify the extent of complaints about the Council.

Q21 Have you had cause to complain about the Council in the last 3 months?

Yes (go to Q22)

No (go to Q24)

Q22 What did the complaint relate to? *Please write in below.*

Q23 Did you contact us about this complaint? Yes No

If you contacted us about the complaint, how satisfied or dissatisfied are you with:
Cross one box for each.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
the outcome of your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the way in which your complaint was handled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Poole News

Q24 Do you receive a copy of the Council's newspaper, *Poole News* delivered every two months? Yes No
Cross one box only.

How useful do you find *Poole News* as a source of Council information?
Cross one box only.

Really useful	Quite useful	Neither	Not very useful	Not at all useful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for taking part in this survey.

Please return your survey in the freepost envelope provided by Friday 7 December to:
Poole Opinion Panel, Corporate Research Team, Strategic Planning Services,
Freepost SWB2105, Borough of Poole, Civic Centre, Poole, BH15 2ZZ.