

ANNEXE 1

WAVERLEY CITIZENS' PANEL – DRAFT QUESTIONNAIRE

Thank you for signing up to participate in the Citizens' Panel. This first consultation will ask you questions on how you would like to receive information from the Council, how we should run Waverley, recycling in the Borough, parking, taxis and alcohol.

1: How we communicate with you

1) Do you have access to the Internet?

- Yes
 No

2) What would encourage you to use the Internet more/at all? (*Please tick all that apply*)

- a) Lower priced computers
 b) Lower priced Internet provision
 c) Improved Internet availability in public places e.g. libraries
 d) Improved Internet connection
 e) Training on how to use the Internet

3) Do you use social networking sites (e.g Facebook, MySpace, Bebo, Twitter etc)?

- Yes
 No

4) Do you think Waverley should use social networking sites to communicate with the public?

- Yes....*please go to Q5*
 No....*please go to Q6*
 Unsure....*please go to Q6*

5) Please tell us which site(s) you think we should use?

6) Do you feel the current amount of information on Waverley's services provided to your household is:

- Just right
 Too much
 Not enough

7) Do you feel the kind of information provided to your household by Waverley (in, e.g, residents' magazine, Internet etc) is:

- All relevant
 Mostly relevant
 Sometimes relevant
 Never relevant

8) Would you be interested in choosing some of the services you receive information on from Waverley (e.g if you are interested in new information on recycling/street sweeping, you could choose to receive information specifically about that service area)?

- Yes.....*please go to Q9*
 No.....*please go to Q12*

9) How would you prefer to receive the information you have chosen (*please rank the options in order of preference, from 1 being most preferred to 7 being least preferred*)?

- a) Letter
 b) Newsletter
 c) Phone
 d) Text message
 e) Email
 f) Twitter or similar social network feed
 g) Other (*please state*)
-

10) How often would you like to receive this kind of information?

- Weekly
 Fortnightly
 Monthly
 When appropriate
 Other (*please state*)
-

11) Please tell us which of Waverley's services you would be most interested in receiving information on:

Communication in emergencies:

12) If there was an emergency in Waverley, for example, large-scale flooding, how would you like to receive advice and information on what? (*Please rank the following in order from 1-7 with 1 being your preference*).

- a) From friends and/or family
 b) From neighbours and/or the local community
 c) From the Council's website
 d) From the Council's phone line
 e) From e-mail updates
 f) From texts
 g) From local radio
 h) From local television
 i) Other (please state)
-

13) Which council are you most likely to go to for advice (*please tick one box only*)

- Parish/ Town Council
- Waverley Borough Council
- Surrey County Council

14) Which of the following would you find helpful in an emergency situation?
(Please tick all that apply).

- a) An emergency phone number linked directly to Waverley Borough Council
 - b) Emergency updates/bulletins on the Council's website
 - c) Regular updates by email
 - d) A contact at your Parish or Town Council or Residents' Association to offer advice on what to do and where to go.
 - e) A contact in your local neighbourhood to offer advice on what to do and where to go.
 - f) Other (please state)
-

2: Recycling and waste

15.1) *We would like to know how much people in Waverley recycle and what would encourage more recycling in the Borough.*

(Please tell us what you currently recycle, and how, by ticking all that apply).

I put out the following for kerbside collection (please tick all that apply):

- a) Glass – (bottles, jars).
- b) Paper (magazines, newspapers, catalogues, greeting cards, envelopes, telephone directories).
- c) Plastic bottles
- d) Steel and aluminium cans

15.2) If you could recycle one more item/type of material at the kerbside, what would it be?

16) I take the following to collection banks (normally located in car parks).
(Please tick all that apply):

- a) Nothing.....please go to Q18
- b) Glass
- c) Paper
- d) Cans
- e) Plastic bottles
- f) Mixed plastics
- g) Batteries
- h) Beverage cartons (*Tetrapak*)
- i) Cardboard
- j) Textiles
- k) Shoes
- l) Foil

- m) Books
- n) Bras
- o) Low-energy light bulbs
- p) Plastic bags

17) I take the following to community recycling centres (the dump/the tip).
(Please tick all that apply):

- a) Nothing.....please go to Q21
- b) Automotive (*engine oil, oil filters, car batteries*)
- c) Wood
- d) Electrical goods and white goods
- e) Glass
- f) Hazardous waste (*fire extinguishers, gas bottles, household chemicals*)
- g) Garden waste
- h) Metals (*foil, food/ drink cans, scrap metal*)
- i) Paper
- j) Plastic bottles
- k) Bulky, rigid plastics
- l) Textiles
- m) Other (*bric-a-brac, stamps, spectacles, tapes, discs*)

18) If you use collection banks, please tell us how often you take material to them. (Please tick one box only)

- At least once a week
- At least once a fortnight
- At least once a month
- At least once a quarter (*three-month period*)
- At least once every six months
- At least once a year

19) If you use community recycling centres, please tell us how often you take material to them. (Please tick one box only)

- At least once a week
- At least once a fortnight
- At least once a month
- At least once a quarter (*three-month period*)
- At least once every six months
- At least once a year

20) We would like to know how you currently manage any garden waste your household generates. Please tell us which of the following you do (*please tick all that apply*)

- a) Home compost
- b) Burn it
- c) Subscribe to Waverley's kerbside collection service
- d) Use the Saturday morning collection points in Godalming and Haslemere
- e) Use the Community Recycling Centres

21) We would like to see how successful our recent recycling campaigns have been.

Please indicate by ticking whether you or someone in your household is a) aware of the campaign and b) has participated in it (e.g. by getting a green cone or recycling a bra).

	Aware	Participated
a) Green cones/ Green Johannas	<input type="checkbox"/>	<input type="checkbox"/>
b) Leaf Mulch Sacks	<input type="checkbox"/>	<input type="checkbox"/>
c) Bra Recycling	<input type="checkbox"/>	<input type="checkbox"/>
d) Washable Nappies	<input type="checkbox"/>	<input type="checkbox"/>

22.1) How do you currently find out about the recycling service, and any new recycling initiatives in Waverley? (Please tick all that apply)

- a) Council magazine (*Making Waves*)
 - b) Local newspapers
 - c) Waverley's website
 - d) By calling or emailing Waverley
 - e) Neighbours and friends
 - f) Other (*please state*)
-

22.2) How would you like to find out about the recycling service and any new recycling initiatives in Waverley? (Please tick all that apply)

- a) Council magazine (*Making Waves*)
 - b) Local newspapers
 - c) Waverley's website
 - d) By calling or emailing Waverley
 - e) Neighbours and friends
 - f) Other (*please state*)
-

23) What could we do to encourage you to recycle more? (Please rank the following options from 1-7 with one being the most likely to encourage you to recycle more):

- a) Provide collection banks in more locations
- b) Make it possible to put all recyclable materials in one bin together
- c) Provide a food waste collection
- d) Provide kerbside collection of more materials (e.g. mixed plastics or cardboard)
- e) Provide incentives for those who recycle/ areas which recycle more than others (e.g. small prizes, small prize draws)
- f) Provide more/ better information on where to take items that cannot be taken to collection banks (e.g. furniture)
- g) Provide information on energy saved/ landfill space saved through the amount of recycling Waverley people have done

Would anything else encourage you to recycle more? If so, please write it here: _____

3: Parking in Waverley

We are piloting a facility to pay by credit or debit card in some of Waverley's car parks and would like to know how useful people would find this.

24) How often do you park in a Waverley car park? *(Please tick one box only).*

- Daily
- A few times a week
- A few times a month
- A few times a quarter (three months)
- A few times every six months
- A few times a year
- Never.....*please go to Q*

25) How long do you normally stay in the car park? *(Please tick one box only).*

- Under an hour
- 1 hour +
- 2 hour
- 3 hours
- 4 hours
- 5 hours
- 6 hours
- More than 6 hours

26) How often do you think you would use a pay-by-card facility in a Waverley car park? *(Please tick one box only).*

- Never.....*please go to Q29*
 - When I have no change
 - Every time I park
 - Other (please write here)
-

27) Would you prefer to have a debit or credit card payment facility?

- Debit card
- Credit card
- No preference

28) Are there any additional facilities or information that you would like to see provided in Waverley's car parks? If so, please write them here:

29) If you have access to the Internet, please go to our Parking Services website (www.waverley.gov.uk/parking)

Is there any information you would like us to put on the website that isn't currently there? If so, please write it here:

Greener Motoring

30) What would encourage you to change to a low emissions vehicle?

- I already drive one
- Cheaper parking
- More information on the cost benefits of ownership (e.g reduced road tax, fuel economy)

- Other (*please state*) _____

31) Would you consider purchasing an electric vehicle?

- I already drive one*please go to Q34*
- Yes.....*please go to Q33*
- No.....*please go to Q34*

32) What would encourage you to buy one?

- Cheaper parking
- More electric charging points available across Waverley
- More information on the cost benefits of ownership (e.g reduced road tax)
- Other (*please state*) _____

4: Taxis

33) We would like to know about how many people use taxis in the Waverley area, and about how accessible they are.

Are you a regular taxi-user?

- Yes
- No.....*please go to Q41*

34) If No, please tell us why you don't regularly use taxis in the Borough.
(*Please tick all that apply*):

- Already have own transport
- Normally use public transport
- Find taxis difficult to access
- Find taxis too expensive
- Other (please write here) _____

35) Please think about the last time you used a taxi in the Borough and tell us:

Could you get straight into the taxi from the pavement?

- Yes
- No
- Can't remember

36) Was it easy for you to open the door?

- Yes
- No
- Can't remember

37) Were there handlebars and/or handholds to help you in and out of the taxi?

- Yes
 No
 Can't remember

38) Was there enough space inside the taxi for you to sit comfortably?

- Yes
 No
 Can't remember

39) Did the driver assist you if you required it?

- Yes
 No
 Can't remember
 Did not require assistance

If you have any other comments on taxi accessibility, please add them here:

5. Alcohol

40) The Primary Care Trust, which oversees the provision of healthcare across the Waverley area, would like to monitor the impact of their alcohol strategy across the Borough.

Are you aware of the national 'Know Your Limits' campaign?

- Yes
 No

41) Please tell us what you believe the sensible daily drinking guidelines are for men and women in the UK (*please tick one box only*):

- 1 unit for women, 2 units for men
 1-2 units for women, 3-4 units for men
 2-3 units for women, 3-4 units for men
 4 units for men and women

42) FOR POSTAL PANELISTS ONLY – If you would prefer to complete the questionnaire online next time, please tell us your email address:

Thank you for completing the Citizens' Panel questionnaire. Once the information has been received and studied, we will provide you with an update on how we will use what you have told us to make decisions.