Warwickshire County Council

'Shaping the Council Plan 2020 - 2025'

Field Engagement

Results Report

October 2019

Contents

1. Executive Summary

The Council Plan outlines how Warwickshire County Council will rise to the challenge of making Warwickshire the best it can be for the future, and sets out the Council's core purpose and the desired outcomes that it wishes to achieve for the people of Warwickshire over the next five year period.

Warwickshire County Council commissioned Beehive to deliver a series of nine roadshows across the county to find out more about what local people would prioritise, what they feel is most important locally and what local residents love about Warwickshire.

A diverse audience was engaged with and anecdotal feedback shared with engagement staff indicated that people were happy to have been given an opportunity to contribute and be involved. In total, 826 people completed a short feedback questionnaire, with many others taking the time to engage with councillors and council officers.

This report details the findings from the feedback collected at roadshows to help inform the development of the Council Plan.

2. Research Methodology

2.1. Feedback Questions

A set of brief feedback questions were developed by the team at Warwickshire County Council. This included asking local residents:

- **What are your top 3 priorities?**

    - Social care for adults and children
    - Public health and wellbeing
    - Safety
    - Economy – business support, training and investment
    - Recycling
    - Transport
    - Education
    - Climate change

- **What do you love about Warwickshire?**

- **Where do you live?**

Respondents were also invited to explain if there was anything else that they felt should be a priority.

2.2. Roadshow Locations

Roadshow locations were identified as being suitable places to carry out engagement activity based upon previous similar activities and roadshow sessions were delivered over a mix of weekday and weekend shifts – this ensured that the research was able to include a broad mix of young and retired people, families and working age individuals.

Roadshows were held at the following venues:

Tesco Bedworth	Fri 11th October
Tesco Southam	Sat 12th October
Sainsburys Warwick	Mon 14th October
Leamington Library	Weds 16th October
Atherstone Co-op	Tues 22nd October
Morrisons Coleshill	Weds 23rd Oct
Morrisons Stratford upon Avon	Thurs 24th October
Ropewalk Shopping Centre, Nuneaton	Fri 25th October
ASDA Rugby Superstore	Thurs 31st October

Outreach sessions were delivered over a 2-hour period based during high footfall times at each venue and to accommodate councillors diary requirements

Team members worked with councillors to engage with the maximum number of individuals, visitors were approached at random and a broad range of demographics were included in sharing their feedback.

Banner stands and an interactive voting activity using counters were taken out to each event (see image below)

Following data collection, findings have been analysed and reported.

Shaping the Council Plan 2020-2025 - Roadshow Engagement - October 2019

3. Findings

3.1. County Priorities

The survey asked people about where they would prioritise council resources and effort. A list was shared with respondents and they were asked to choose the top three areas of importance to them.

- When looking at responses as a whole across the county, the top three priorities are:

    - **Social care** (65.5%)
    - **Public health and wellbeing** (52.3%)
    - **Education** (42.6%)

- This same top three priorities followed across each district in the county, except for North Warwickshire where Safety was highlighted as the third priority with 51.8% choosing this option (Education was the fourth highest option with 39.3%).

- Safety was rated further down the list of priorities for those in the South of the county, in comparison to the North.

- Economy (business support, training and investment) was consistently rated as the lowest priority across each geographic area.

'Please tell us which of the following are your top 3 priorities?'

Priorities	How many?	Percentage
Social care – adults and children	541	65.5%
Public health and wellbeing	432	52.3%
Safety	317	38.4%
Economy – business support, training and investment	121	14.7%
Recycling	189	22.9%
Transport	259	31.4%
Education	352	42.6%
Climate change	189	22.9%
Something else?	30	3.6%

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Figure 1 - Chart to show county wide feedback

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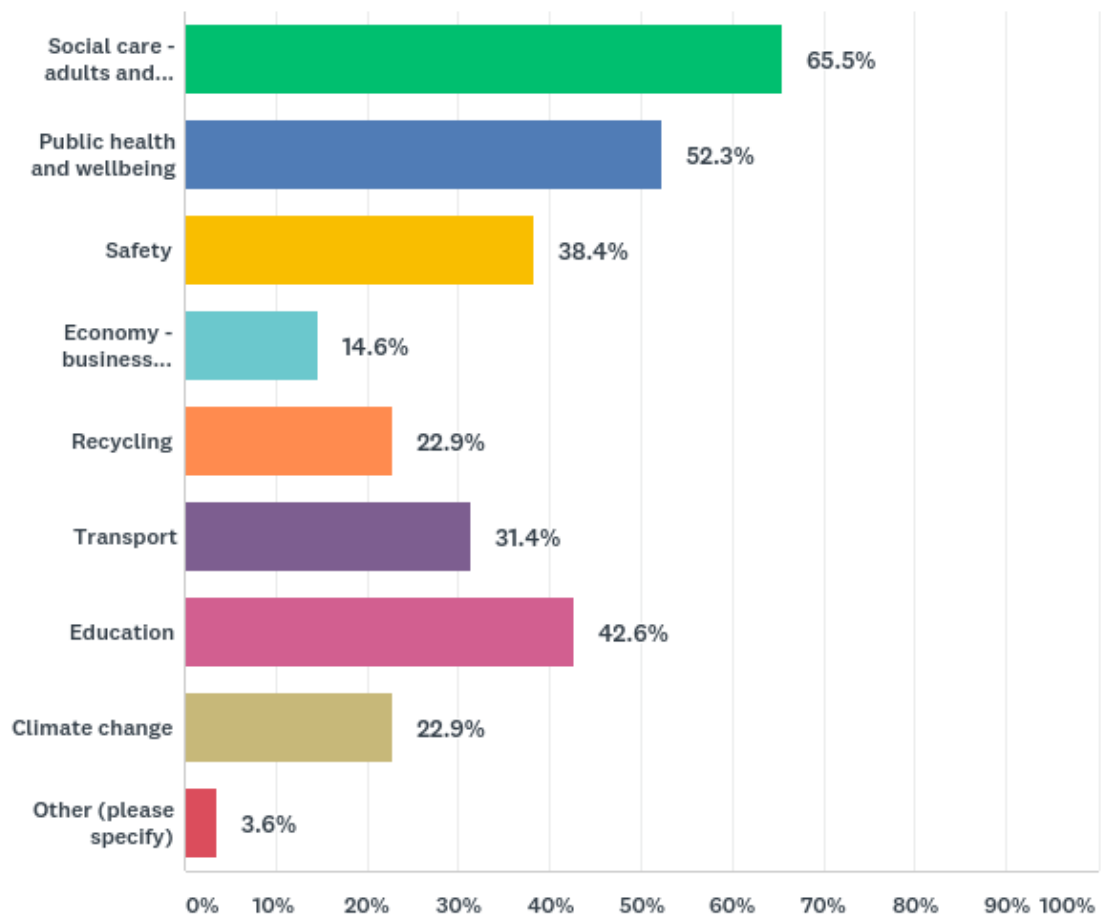
Those respondents stating 'Other' provided the following suggestions for areas of focus:

"Local environment" – 9 respondents

"Libraries" – 4 respondents

"Infrastructure" – 4 respondents

"Housing" – 4 respondents

"Litter" – 2 respondents

"Sports and leisure" – 1 respondent

"Youth clubs" – 1 respondent

"Shopping facilities" – 1 respondent

"Street lighting" – 1 respondent

"Roads and drainage" – 1 respondent

"Car parking" – 1 respondent

3.2. Looking at priorities split by Borough and District

There were some differences in priority ranking by district/borough. The table below outlines the ranking provided by respondents in each of the geographic areas.

Figure 2 - Table showing priority order by district/borough

Priority Order/Ranking	North Warks	Nuneaton and Bedworth	Rugby	Warwick	Stratford
1	Social care	Social care	Social care	Social care	Social care
2	Public health & wellbeing	Public health & wellbeing	Public health & wellbeing	Public health & wellbeing	Public health & wellbeing
3	Safety	Education	Education	Education	Education
4	Education	Safety	Safety	Transport	Transport
5	Transport	Transport	Transport	Climate	Safety
6	Climate	Recycling	Climate	Safety	Recycling
7	Recycling	Climate	Recycling	Recycling	Climate
8	Economy	Economy	Economy	Economy	Economy
9	Other	Other	Other	Other	Other

Figure 3 – North Warwickshire Borough Priorities

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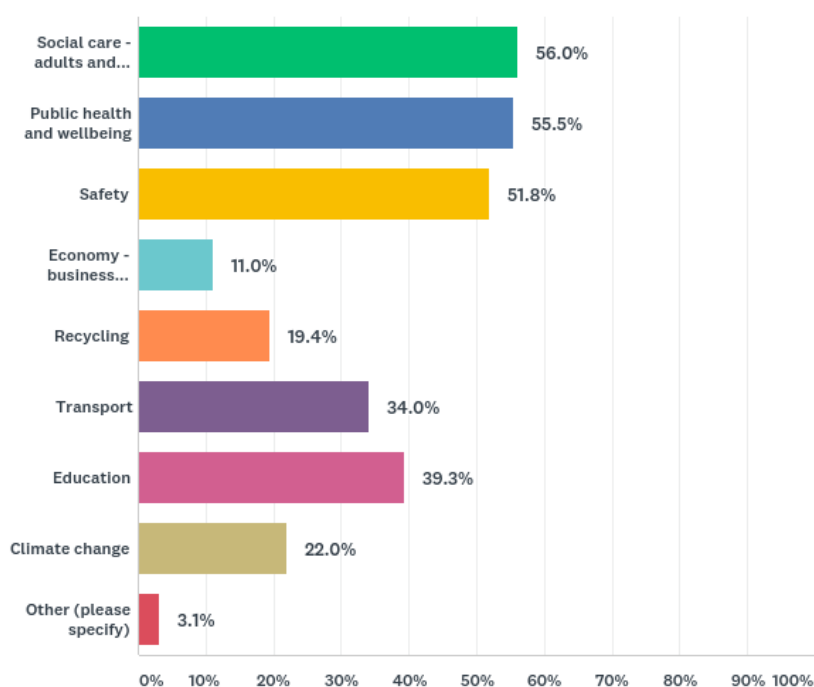
Figure 4 - Nuneaton and Bedworth Borough Priorities
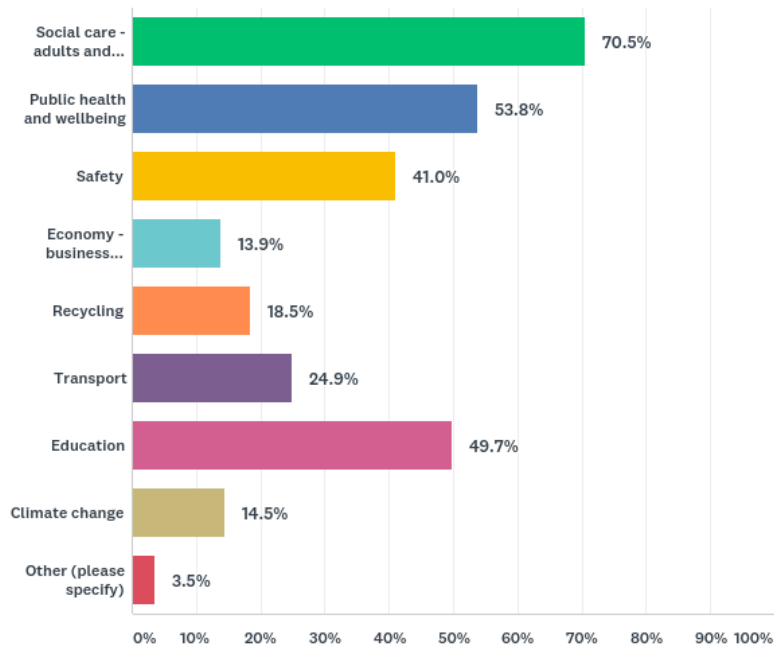
Figure 5 – Rugby Borough Priorities

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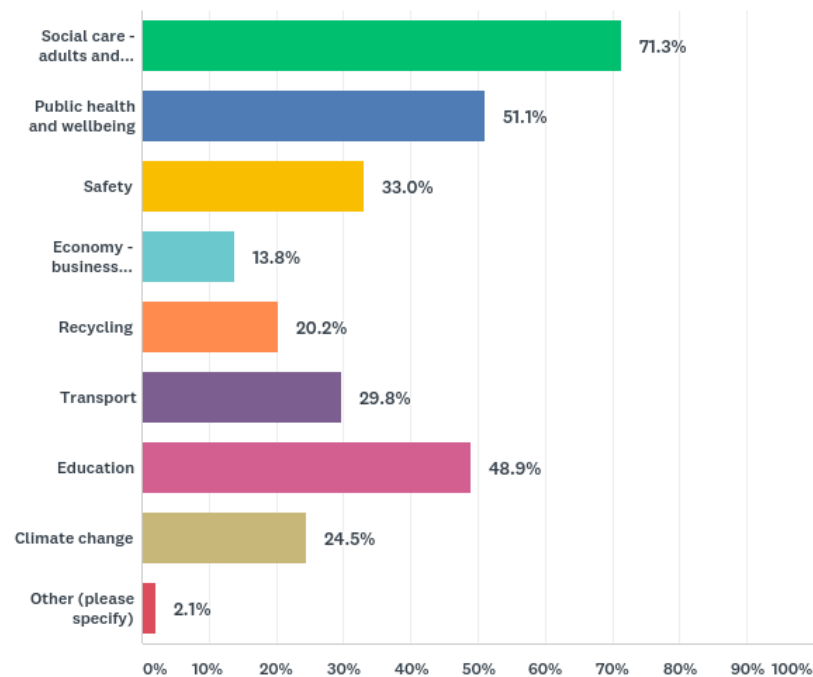
Figure 6 – Warwick District Priorities

Priority	Percentage
Social care - adults and...	66.0%
Public health and wellbeing	51.2%
Safety	27.8%
Economy - business...	19.1%
Recycling	25.3%
Transport	31.5%
Education	42.6%
Climate change	29.6%
Other (please specify)	3.7%
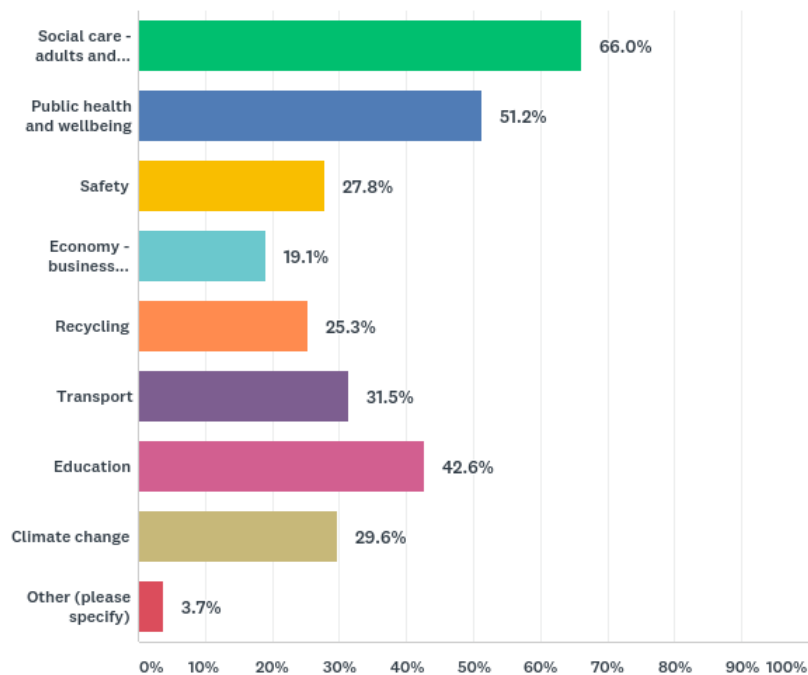
Figure 7 – Stratford upon Avon Priorities

Priority	Percentage
Social care - adults and...	67.6%
Public health and wellbeing	49.5%
Safety	33.8%
Economy - business...	15.2%
Recycling	28.9%
Transport	35.3%
Education	37.3%
Climate change	24.5%
Other (please specify)	4.9%

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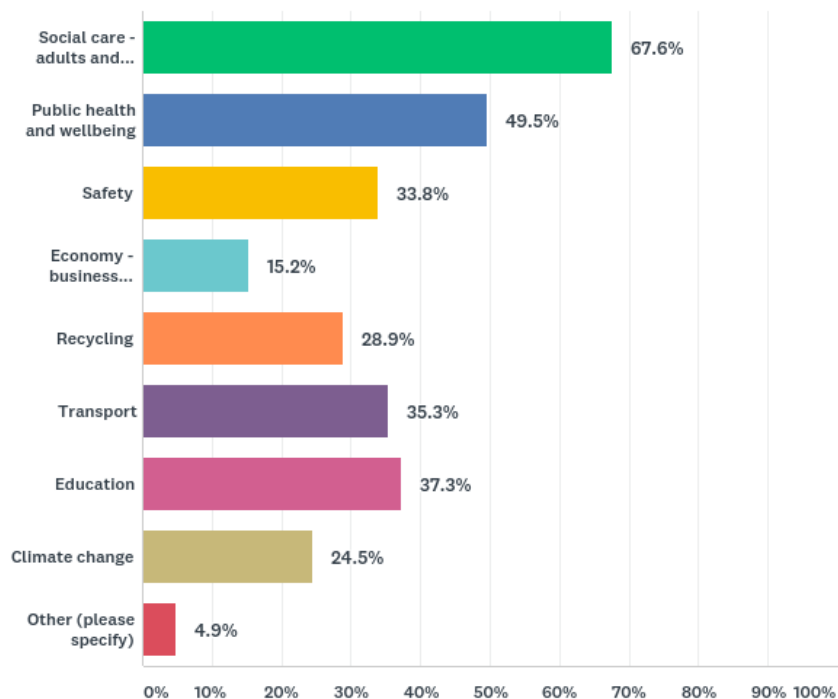
4. Additional Comments by District/Borough

As engagement staff moved through the survey, a number of respondents provided additional comments. All feedback has been captured and split by district/borough.

Feedback generally relates to concerns and complaints about local issues.

4.1. North Warwickshire Borough

'Farmers causing mud on the road, poor quality rental houses in Atherstone area'

'There needs to be more for children to do'

'More policing is needed at night in North Warwickshire - people are getting away with things because they know there is no police presence'

'Public transport needs improving in North Warwickshire'

'North Warwickshire can feel like the poor relation'

'Sometimes feel a bit forgotten about in Coleshill. We need better parking in Coleshill town'

'We need more frequent bus services (Coleshill)'

'The parking on the High St in Coleshill isn't very good'

'Parking is difficult in Coleshill; islands need tidying up'

'The local bus service needs improving in North Warwickshire'

'We don't have enough amenities in North Warwickshire, public transport could be improved'

'Council tax is too expensive (Birmingham is cheaper), parking in Coleshill is very challenging'

'The paths in Atherstone are in a very bad state (particularly by the market but other places too). I fell off my mobility scooter and had stitches due to broken paving'

'The buses are not very good; you can't rely on them'

'Better street lighting needed and more police'

'There is too much building on greenfield sites in North Warwickshire, public footpaths are disappearing - they are left to get overgrown; I'd like to see less changing of bus times and more efforts with recycling'

'Too many developments on greenfield sites in North Warwickshire'

'There is a low wage economy here (North Warwickshire) - most people are poor'

'Uneven pavements, difficulty walking and crossing roads, challenging with a mobility scooter - this is all over the county'

'Recently there have been bus services removed which makes me really cross'

'Traffic can be problem and not enough police'

'There is a lack of local swimming facilities'

'Improve transport links'

'We need more benches and rubbish also needs to be cleared from under the benches. We need more businesses in the town - the rates and rents are too high (Atherstone)'

'The pavements and roads need some improving (Atherstone)'

'We need more parking in Atherstone, streetlights need to be on, need more for young people to do'

'The A5 and Polesworth Station late night service need looking at'

'Parking around schools is a problem'

'I hate the building on greenbelt'

'There needs to be more focus on children's mental health and CAMHS'

'The parking on Main Street is bad (Atherstone), double parking causes chaos, fire engines get stuck. The 'rec' is unacceptable, needs grass cutting'

'Would like to see more police presence'

4.2. Nuneaton and Bedworth Borough

'Self-aware and kind councillors are important'

'The zebra crossing is dangerous in Overslade, the pavement is unsafe and manhole cover'

'The parks in Nuneaton are awful - they are so overgrown. The number of traffic lights being put up around the area is too much (e.g. Avenue Rd filter and at the hospital), we need more cafes in town, there seems to be a big difference between North and South Warwickshire. Riversley Park and The Pingles is a disgrace. Everywhere is a mess and no-one seems to care'

'There is too much development in Weddington and St Nicholas Park - there is no infrastructure to support it - roads, facilities, etc. The bus service in Nuneaton is not very good and the Ansley Rd needs better speed monitoring/safety measures, it's like a race trap!'

'The roads are a nightmare'

'The sense of community is starting to decrease a little'

'Nuneaton has become very run down'

'There are too many charity shops in town'

'We need to look after our countryside, I worry about over-development in Nuneaton and the traffic levels'

'Nuneaton town has gone downhill, there's so many empty shops'

'The traffic in the area is a problem'

'I think we can do even more around recycling locally, for example, I think there's more we could put in our brown bins. I also wonder what happens to the garden waste for people who don't pay the £40 for the bin? Where are they putting their rubbish? The traffic is getting worse in Nuneaton, they are building more houses and the infrastructure can't cope. The town centre needs a major clean up in Nuneaton, it's run down and there's so many beggars'

'The seating for the elderly in town is poor. I am 91 years of age and struggle with my knees, it is very painful for me to get about but if I don't come into town, I feel so lonely. There's nowhere with good seating where I can rest, and it does make things very difficult. They did have good seats in the Ropewalk, but they removed these and replaced with the benches, if I sit down on these, I can't get up again. There should be more help for older people, it is very hard'

'The disabled access around the town in Nuneaton is very poor'

'The town is dead on its feet with lack of shops (Nuneaton)'

'A park and ride would be good, need to get people into town, promote the market more (Nuneaton)'

'There are issues with the local roads. Outside the Town Hall the road markings are confusing, on Avenue Rd the markings have gone and in Whitestone there is a double mini roundabout'

'There are problems in Nuneaton with the number of alcoholics in the town'

'There are problems with the infrastructure and roads, etc'

'Too many houses being built around Weddington'

'It's important to keep our green spaces, there is a difference between North and South Warwickshire. The South is better looked after. Nuneaton town is so run down, messy and no shops. Children tear around so fast on their bikes through the town'

'We need to start following in the footsteps of national protests around climate change'

'The town centre in Nuneaton is disappearing. I don't think we should have to pay for recycling'

'There's a lack of cycle lanes in Nuneaton and the frequency of buses has decreased. There's flooding issues in parts of the area and a lack of GP's given the increase in housing locally'

'Would like to see more community safety, drop kerbs, rails and benches for people to sit down in the town centre (Nuneaton)'

'I'd like to see better monitoring and CCTV'

'Too many buildings being pulled down, there's too much development and I'm worried about flooding in Weddington and the Long Shoot'

'There are drug problems in Camp Hill and empty houses which kids set on fire. Our children can't use the skatepark because of all the trouble - drugs, threatening kids, etc. Public transport (buses) are too expensive'

'The Stockingford number 17 bus used to be hourly but has stopped - I relied on this to get to the doctors and hospital but now I have to get a taxi'

4.3. Rugby Borough

'Rugby has very poor car parking, it's so hard to get a space, especially up near the station'

'There needs to be more social care in place for those with disabilities and autism, St Cross Hospital needs more of its facilities back'

'The shops in Rugby are all closing down, the drains are full of leaves, the pavements are not good because of the tree roots (Clifton Rd)'

'I think education is the root of everything - children need to know not to drop litter, to look after their health, etc'

'The condition of the roads in Rugby is a problem - potholes, etc'

'Bus services keep getting cancelled - not impressed'

'There's no night life in Rugby, nowhere to go so we just stay at home'

'Need to bring more people into Rugby. There needs to be a bit more going on for children - more going on in the museum, more activities for children with disabilities'

'Schools need to teach children better manners'

4.4. Warwick District

'Inequalities are increasing, policy groups (STP's specifically are not reviewing full information)'

'There are too many coffee shops, some classic architecture in Leamington has been got rid of rather than restored. There are lots of empty retail units in the town'

'There is a lack of public transport after 6pm'

'Housing - need to think of all members of society - not just student buses - better service needed in local area outside of town. Local services within town and Cubbington, etc are taken away/altered but there are student buses in abundance. The Parade is being turned into a bus depot - it is extremely dangerous Cycling on pavements in town - I've nearly been knocked over twice! Too many coffee shops New builds (Europa Way) don't have the infrastructure to support them - especially as most houses have 2+ cars'

'More effort locally needs to be made to keep road signage clear from trees - make sure signs are visible and clean, a lot are not'

'Leamington Spa needs to be marketed in a better way. Homelessness and drugs issues need tackling. Volunteer agencies should get more support to help, there should be more affordable housing locally'

'The traffic getting in and out of Warwick is awful. The public transport is inadequate (particularly trains from the villages - e.g. Lapworth). There is no transport infrastructure rurally'

'We could do more to promote our local heritage and history'

'There's too much traffic on the roads, it makes me want to move away'

'Warwick is not car friendly'

'School transport needs to be improved, there are also traffic issues (Warwick)'

'There is no affordable housing in South Warwickshire (to rent or to buy)'

'There is no social/affordable housing'

'The 20mph scheme needs to be painted on the roads'

'There is a lot of development in Warwick - need to be careful about putting people off visiting the town because of the traffic. I know we should consider the environment, but towns do still need to be 'car friendly'

'Do have some concerns about number of houses being built and the congestion'

4.5.   Stratford upon Avon District

'The roundabout by Tesco Southam is overgrown'

'I think where climate change is concerned, there needs to be proper policies locally - e.g. more cycle lanes, solar panels on houses, etc'

'The area is changing a little, it doesn't feel quite as safe as it did before'

'Too much development in Stratford area, school closing in Shottery, no infrastructure to support new housing'

'The pavements are very unlevel in some places in Stratford and there are no benches for elderly people in the town centre'

'It would be good to see more regular and faster trains to London (and into Stratford to bring Londoners in at night for theatre, etc)'

'Too much development in Stratford'

'Too much traffic and congestion around Stratford, worried about over-development. Need more social housing'

'Too many shops closing down in Stratford'

'There are some problems with drugs'

'The rates need to be lower to get better shops in the town (Stratford), I feel that they are letting the town go a bit, we've got poor pavements and bad upkeep'

'Parking is an issue in Stratford'

'Lack of shops in Stratford town, Bell Court is a bit of a let-down, they could've done so much more with it'

'I am concerned about over-development without the supporting infrastructure'

'I feel that Stratford is getting worse for shops'

'Parking for residents in Stratford upon Avon'

'I don't like that the streetlights all get turned off'

'Concerned about the amount of development, plans to sell off the airfield, plans to sell off allotments (Wellesbourne) and ban flying of flags'

'There are a lot of traffic problems - A46 impacts local area a lot'

'Reduce the number of houses being built in South Warwickshire'

'Local transport is suffering so much - for children and for pensioners. People are really struggling and people on a low income are hit particularly hard. The police presence is not as high as it used to be'

'Need more investment into social care for teens'

'Local transport needs to be looked at, there needs to be more bus routes and volunteer drivers'

'There is a limited bus service'

'Get rid of the liars and incompetence that run social services at Warwickshire County Council - I have had a lot of trouble'

'Should be better green recycling'

'I don't think there should be any more houses built in local area (Southam)'

'Radford Semele has lost some transport services'

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5. Further Information

Roadshows and feedback analysis have been carried out by Beehive Marketing and Research, an independent engagement agency.

For further information about this engagement project, please contact:

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