

# People's Voice Overall Report

**June 2009**

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# 1 INTRODUCTION

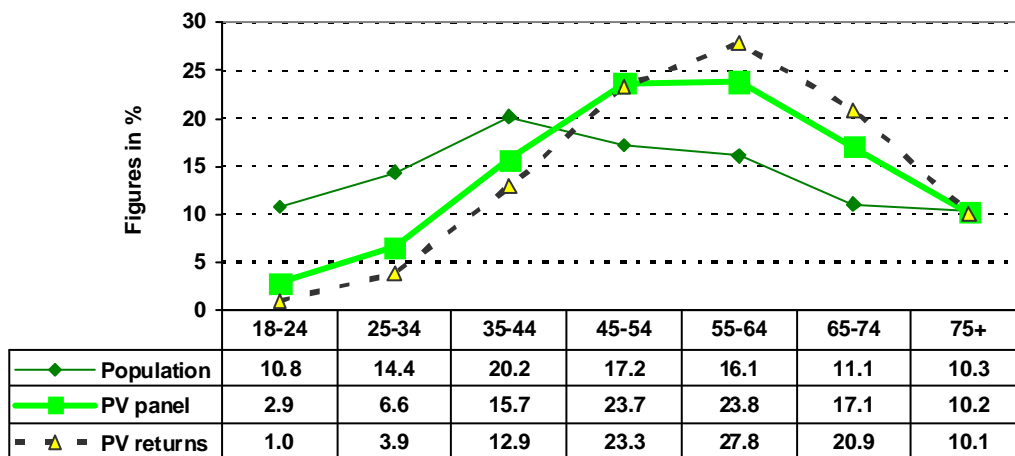
## 1.1 Background

The following report looks at the overall results across Wiltshire for the June 2009 People’s Voice survey. All the figures shown in this report are shown as percentages, unless clearly stated otherwise. In depth, analysis of some of these sections will follow in separate reports.

## 1.2 Panel make-up

At the start of June 2009, the People’s Voice panel consisted of 3,714 people from all areas of Wiltshire. The aim is to have at least 200 active panellists per community area.

Age of Panel members compared to the total population



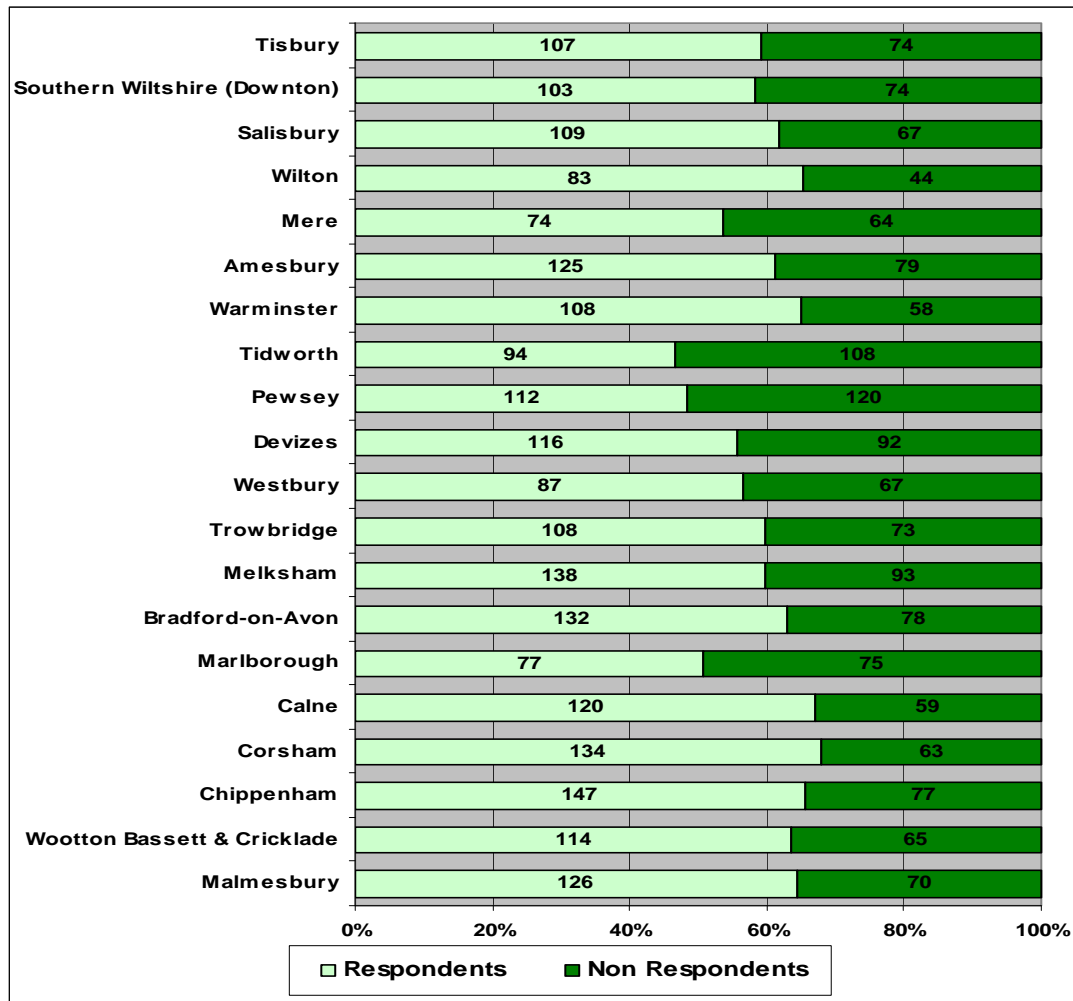
Figures above based on provisional short term estimates based on the census of 2001 updated to 2006 – source the Wiltshire and Swindon Intelligence Network

The returns show that the panel is under representative of the younger age groups although recent recruiting is showing a small but useful increase in this area. The panel is over represented by people in the 45 – 74 year old age group. Those who did respond to this survey were also over represented by the 55 – 64 year old group.

## 2 SURVEY RETURNS

### 2.1 Returns profile

A total of 2227 completed questionnaires were received by the closing date, representing a return rate of 60%, a slightly higher than usual response. Individual returns from community area partnerships varied between a high of 68% in Corsham to a low of 46.5% in Tidworth. It may be that increased troop movements in the Tidworth area have affected the totals and this is likely to remain a feature for some time.



### **3 SURVEY TOPICS**

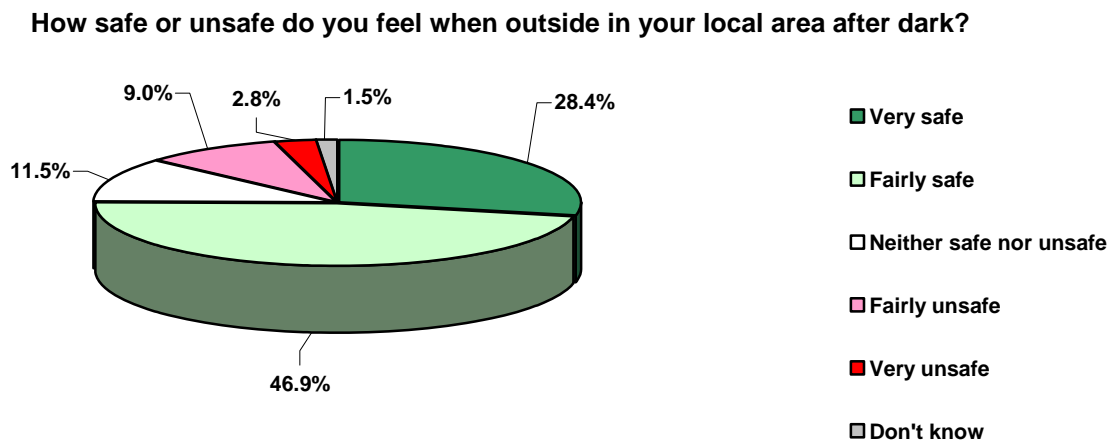
#### ***3.1 Topic areas***

This questionnaire covers the following topics: Community Safety; Wiltshire Primary Care Trust; Wiltshire Police, Wiltshire Council – Highways and Drainage and Wiltshire Council - Communications

## 4 COMMUNITY SAFETY

The first seven questions of this survey are community safety related. The initial two are standard questions in order to allow trend information to be shown over a period of time. The remaining questions relate to the Criminal Justice Board. The Wiltshire Criminal Justice Board is responsible for the effectiveness of the criminal justice system in Wiltshire. It comprises of Chief Officers from the Crown Prosecution Service, HM Courts Service, HM Prison Service, the National Probation Service, the Police and the Youth Offending Service. The board has to meet a number of targets as part of its vision to work to keep the people of Wiltshire safe and confident by delivering justice to all.

### Q1 How safe or unsafe do you feel when outside in your local area after dark?



Base 2207

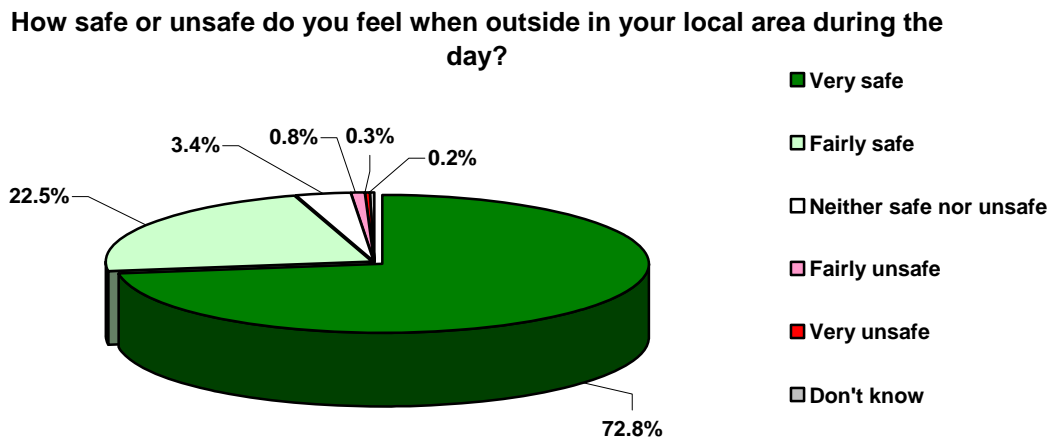
The first chart above shows the percentages of how safe the panel feel when outside in their local area after dark. We can see that around three quarters (75.3%) of respondents have said that they feel 'very safe' or 'fairly safe' when outside in their local area after dark. Removing the 'don't know' responses from the equation, we see a slightly increased combined safeness percentage of 76.4%. A similar question was asked to the panel in November 2007 which showed 67% of the respondents have said they feel 'very safe' or 'fairly safe' in their local area after dark. This shows a positive increase in how safe people feel after dark by 9% from November 2007 survey.

Looking at the results by gender we can see that females are slightly more inclined to say they feel unsafe while outside after dark in their local area, with 14% saying this as against 9% of males. Across the age ranges it is the youngest age group surveyed 18-24 who appear to be most concerned with safety after dark with 21.7% of this age group feeling 'very unsafe' or 'fairly unsafe' in their local area after dark. In contrast amongst those aged 75+ surveyed only 9.6% said they felt unsafe when outside after dark.

The highest percentages of respondents feeling 'very unsafe' or 'fairly unsafe' in their local area after dark are from Melksham, Trowbridge, Chippenham and Calne with 22.6%, 22.3%, 18.7% and 18.6% respectively against an average of 11.8% across the county.

In contrast the places where people think it is safest to live are Mere with only 2.7%, Tisbury 3.8%, Marlborough 3.9% and Malmesbury 4.1% feeling "very unsafe" or "fairly unsafe" in their local area after dark.

**Q2 How safe or unsafe do you feel when outside in your local area during the day?**

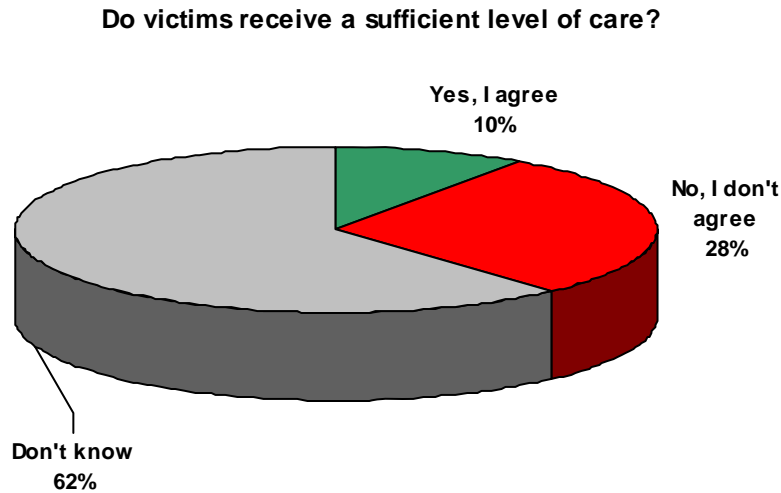


Base 2207

The graph above shows the percentages of how safe the panel feel when outside in their local area during the day. We can see that 95.3% of respondents have said that they feel 'very safe' or 'fairly safe' when outside in their local area during the day. Removing the "don't know" responses from the equation we see a slightly increased combined safeness percentage of 95.5%. A similar question was asked to the panel in November 2007 which showed 95.7% of the respondents said they felt very safe or fairly safe in their local area during the day. This shows a consistent positive level of people feeling safe during the day in their local area.

Looking at the results by age we can see that the highest percentage of people feeling 'fairly unsafe' and 'very unsafe' during the day are again the youngest age group surveyed aged 18 to 24 years where 8.7% said they felt unsafe in some way. There were no significant differences between males and females. Across the community, areas there were no individual communities that stood out from the overall results.

**Q3a Do you think that victims receive a sufficient level of care from the criminal justice system?**



Base 2206

Only around 10% of the respondents feel that victims receive a sufficient level of care from the criminal justice system with a further 28.5% disagreeing. However, a high percentage of respondents (61.7%) simply replied that they didn't know, perhaps because they themselves had no experience of the system. If we look at just those who expressed an opinion then the percentage saying that they felt that victims got sufficient care from the system amounted to little over a quarter of respondents with three quarters feeling that victims did not receive sufficient care.

Looking at the responses by age group, we can see that the highest percentages of respondents selecting the option 'yes I agree' are aged 18-24 years with 22.7%. The highest percentages of respondents selecting the option 'no I don't agree' are aged 65-74 years with 31.8%.

There are no significant observations to make by gender.

Looking further at the responses by community area partnership, we can see that, the highest percentage of respondents answering 'Yes, I agree' are from Mere and Tidworth community area partnerships with 20.3% and 18.3% respectively.

Looking at the respondents answering 'No I don't agree' we can see that the highest percentages of people choosing this response are from Trowbridge, Devizes, Amesbury and Melksham with 35.5%, 33.3%, 33.1% and 32.8% respectively.



**Q3b Do you think that witnesses receive a sufficient level of care from the criminal justice system?**



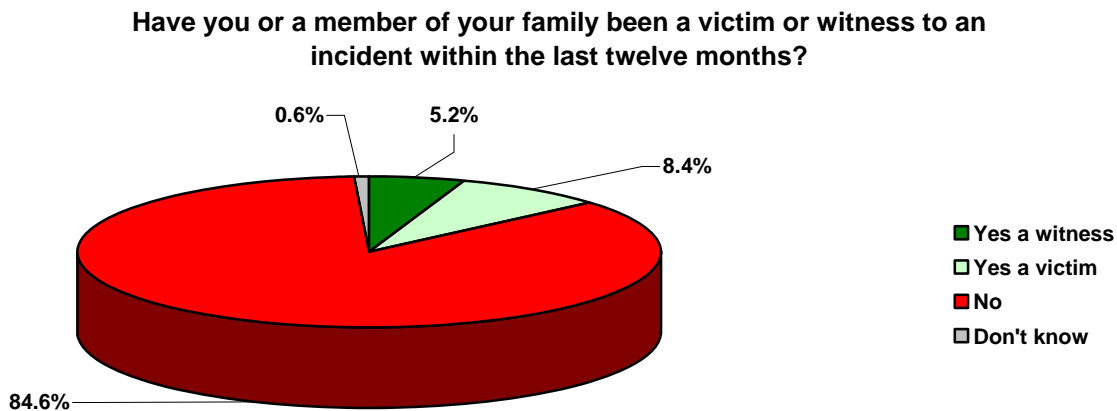
Only 8.2% of the respondents feel that witnesses receive a sufficient level of care from the criminal justice system with a further 22.8% disagreeing and 69.0% saying they 'don't know'. Respondents are slightly less in agreement that witnesses receive a sufficient level of care from the criminal justice system compared to victims.

Looking at the responses by age group, we can see that the highest percentages of respondents selecting the option 'yes, I agree' are aged 18-24 years with 24.3%. The highest percentages of respondents selecting the option 'No, I don't agree' are aged 65-74 years with 26.7%. There are no significant observations to make by gender.

Looking further at the responses by community area partnership, we can see that, the highest percentage of respondents answering 'Yes, I agree' are from Tidworth and Mere community area partnerships with 15.2% and 13.9% respectively.

The highest percentages of people choosing the response 'No, I don't agree' are from Trowbridge, Devizes, Amesbury and Melksham with 29.5%, 26.5%, 26.4% and 26.3% respectively.

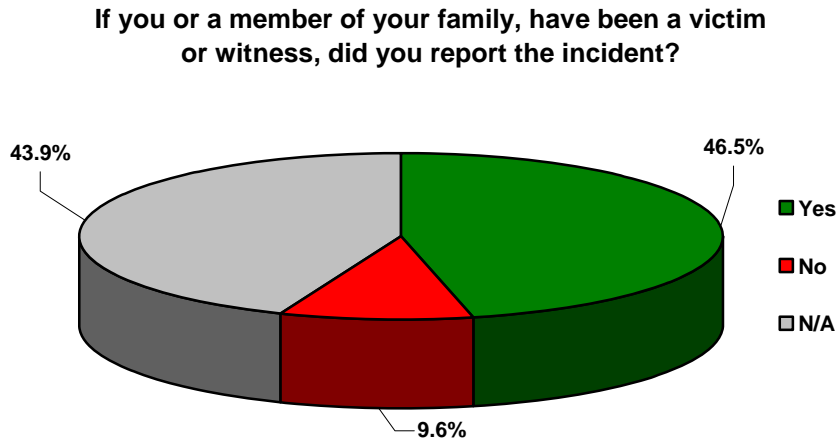
**Q4 Have you or a member of your family been a Witness/victim?**



Base 2227

Only 5.2% of respondents have said they have been a witness in the last twelve months. 8.4% of respondents have said they have been a victim in the last twelve months but the vast majority 84.6% have said 'no' they haven't been a victim or witness in the last twelve months.

**Q5 If you or a member of your family, have been a victim or witness, did you report the incident?**



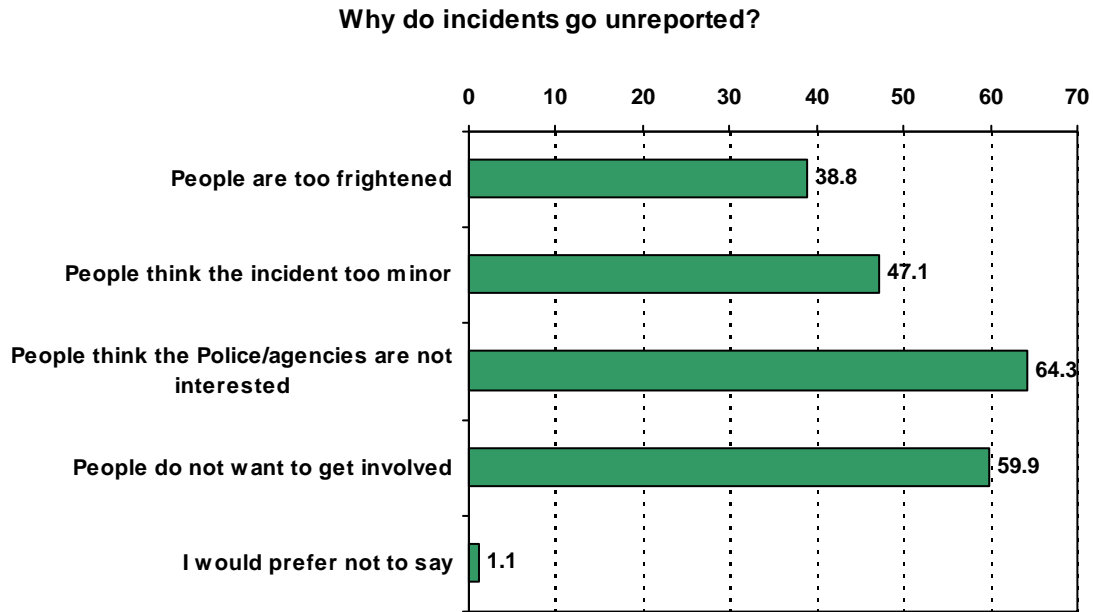
Base 510

Of those respondents who said that they had been a victim or witness to a crime nearly half (46.5% of respondents) said 'yes' they would report the incident. A further 9.6% have said 'no' they wouldn't report the incident and 43.9% of respondents have said that this was 'not applicable' (N/A).

Looking at the responses by age we can see that the highest percentage of respondents who have said yes 'they would report it are aged 18-24 years with 66.7% although overall numbers responding here are low so the results must be taken with caution.

There are no significant observations to note when looking at the results by gender. Looking at the responses by community area partnership we can see that the highest percentage of respondents who have said 'yes' if they or a member of their family had been a victim or witness they would report it are from Amesbury, Melksham and Trowbridge with 57.6%, 57.5% and 56.5% respectively.

**Q6 Why, do you think incidents often go unreported? Is it because....**



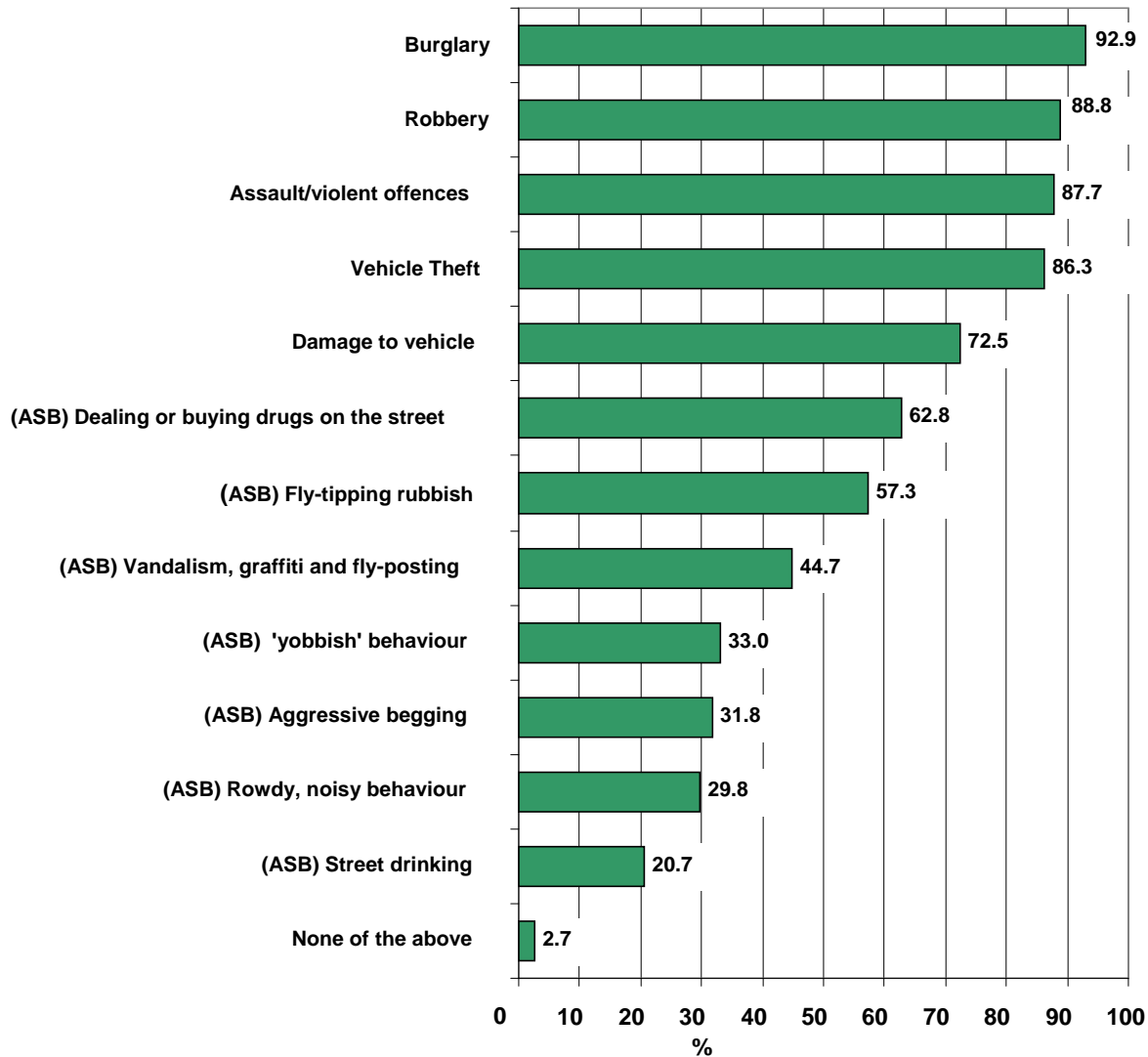
Base 2227

64.3% of respondents have said that they think incidents often go unreported because 'people think the Police/agencies aren't interested', 59.9% respondents have said they think it's because 'people don't want to get involved' and 47.1% have said they think it's because 'incidents are too minor to report'. Over a third of respondents 38.8% have said 'people are too frightened to report it' and finally 1.1% have selected 'I would prefer not to say'.

These results did not vary markedly across age ranges, gender or community area.

**Q7 If in the future you became a victim or witness to an incident, which of the following do you think you are most likely to report?**

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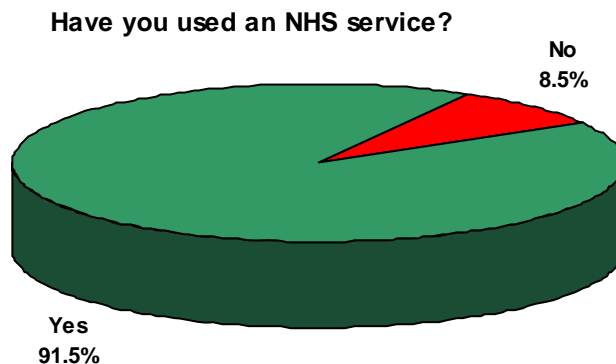
Base 2196

Looking at the overall responses, we can see that 92.9% of the panellists have said that if they become a victim or a witness to a burglary they would most likely report it. Robbery, Assault/violent offences and vehicle theft all have responses above 85%. Incidents less likely to be reported with responses of 35% or lower include the following ASB categories: Yobbish behaviour; Aggressive begging; Rowdy Noisy behaviour and street drinking with 33%, 31.8%, 29.8% and 20.7% respectively.

## 5 NHS WILTSHIRE

NHS Wiltshire wishes to try and provide as many services as possible in Wiltshire, close to where you live. The following responses help the PCT understand how people travel to health services.

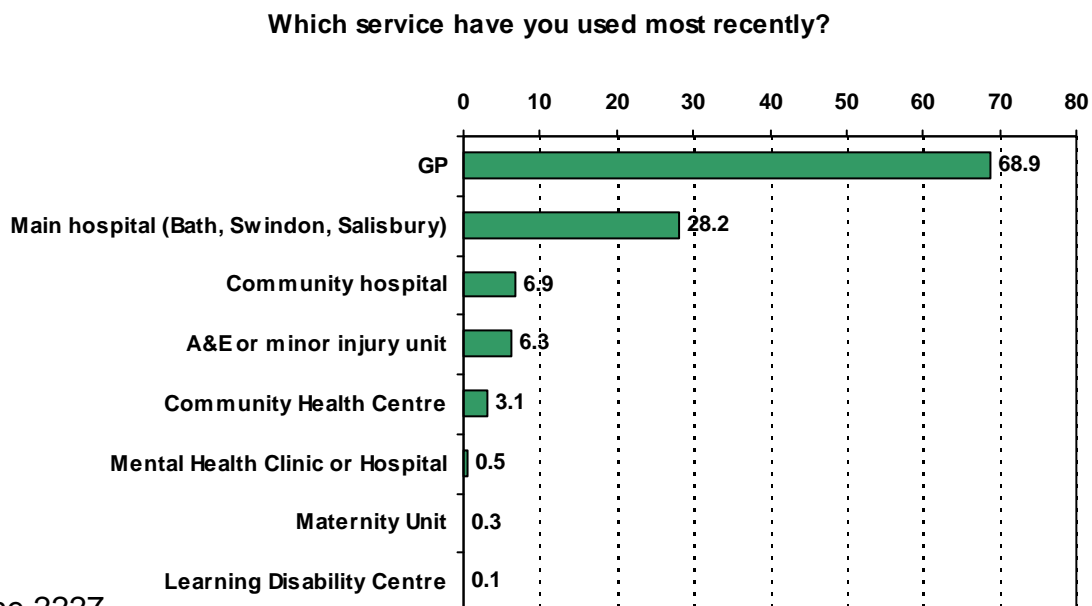
### Q8 Have you used an NHS service (GP, hospital, health centre) in the last twelve months?



Base 2106

91.5% of respondents that have replied have said 'yes' they have used an NHS service in the last twelve months. A further 8.5% have said 'no' they haven't used an NHS service in the last twelve months. Looking at the results by age and gender it is interesting that this level of usage does not markedly vary across any of the age ranges with the highest usage seen in the over 75's where it rises only slightly to 95%. There were no observations to make by gender.

### Q9 Which service have you used most recently?

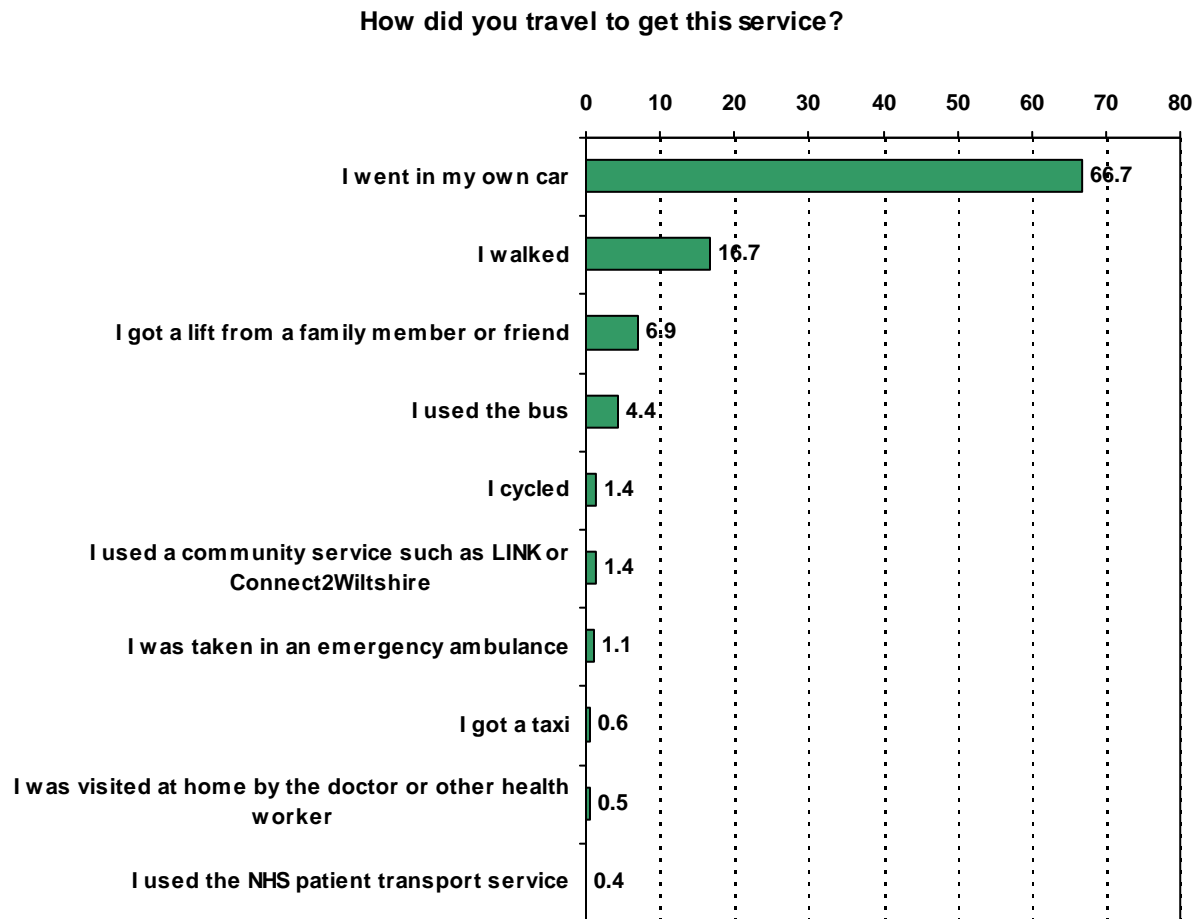


Base 2227

68.9% of respondents that have replied have said 'yes' they have used a GP in the last twelve months, 28.2% of respondents have said they have used a main hospital in the last twelve months. The remaining services have a significantly reduced percentage of respondents using their services within the last twelve months with: Community Hospital; A & E or minor injury unit; community health centre; Mental health clinic or hospital; Maternity Unit; Learning disability centre having: 5.9%; 5.3%; 3.1%; 0.5%; 0.3%; 0.1% respectively.

Summarising the 83 responses to the option 'other' showed a whole range of responses with Dentist the most popular option although this was mentioned by less than 10 respondents.

**Q10 How did you travel to get to this service?**



Base 1969

The above graph shows the panel's responses to question 10. This question is a follow on for respondents who have answered question 9. The panel had been asked how they travelled to get to the service they chose in question 9. The highest percentages of responses (66.7%) said that they went in their own car, while 16.7% walked, 6.9% got a lift from a family member or friend and 6.9% used a bus. 4.4%. The remaining choices from respondents are around 1%.

Looking at the results by age group the highest percentages of respondents who used various forms of transport is as follows:

- Highest percentage of those who walked (22.1%) were in the 25-34 age group
- Highest percentage of those who used a car (78.0%) were in the 35-44 age group
- Highest percentage of those who got a lift from a family member or friend (19.0%) were in the 18-24 age group
- The highest percentage of those who used the bus (9.7%) or used a community service (5.1%) were in the 75+ age group

Looking at the results by community area partnership the highest percentages of respondents who have walked to get to their service are from Salisbury with 32.3%.

The highest percentages of respondents who went in their own car to get to their service are from Malmesbury with 80.5%.

The highest percentages of respondents who got a lift in from a family member or friend to get to their service are from Warminster with 12.6%.

The highest percentages of respondents who have used the bus to get to their service are from Salisbury with 15.2%.

The highest percentages of respondents who used a community service such as LINK or Connect2Wiltshire to get to their service are from Corsham with 5.8%.

The highest percentages of respondents who have got a taxi to get to their service are from Salisbury with 3%. The highest percentages of respondents who have cycled to get to their service are also from Salisbury with 9.1%.

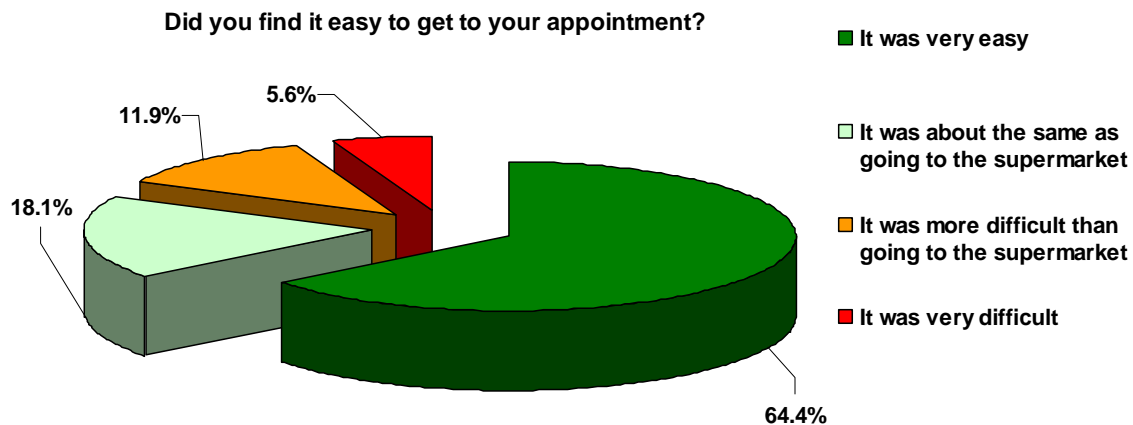
The highest percentages of respondents who have used the NHS patient transport service to get to their service are from Trowbridge with 3.3%

The highest percentages of respondents who were taken in an emergency ambulance to get to their service are from Wootton Bassett and Cricklade with 2.9%.

The highest percentages of respondents who were visited at home by the doctor are from Mere with 3.0%

The 'Other' free text options (42 responses) given by respondents include: several forms of transport; telephone; mobility scooter; motorbike; park and ride; visiting nurses; train; wheelchair.

## Q11 Did you find it easy to get to your appointment?



Base 1994

A combined percentage of 82.5% of respondents have selected 'it was very easy' or 'it was about the same as going to the supermarket' with a further 11.9% selecting 'it was more difficult than going to the supermarket' and 5.6% selecting 'it was very difficult'. This was consistent across both genders.

The highest percentage of respondents selecting either the option 'it was more difficult than going to the supermarket' or 'it was very difficult' are aged 18-24 years with 23.8%.

Looking at the responses by community area partnership, we can see that the highest percentage of respondents selecting either option 'it was very easy' or 'it was about the same as going to the supermarket' are from Amesbury and Southern Wiltshire (Downton) with 91.9% and 89.5% respectively.

The highest percentage of respondents selecting either option 'it was more difficult than going to the supermarket' or 'it was very difficult' are from Melksham and Trowbridge with 28.0% and 26.9% respectively. Of course, both these geographical interpretations depends to a large degree on where the local supermarket is located!

## Q12 Please add any comments about travelling to NHS services that you think will help us plan for the future?

There are 824 responses to this question. Once filtered, the following are the most common notes:

- The majority of respondents are concerned about the distance they lived from main hospitals especially now many local community hospitals have been closing. The centralising of hospital services has made travelling to appointments harder, longer and more difficult with some respondents having to take a whole day to get to and from a 10 minute appointment. There are



strong opinions to leave open or reopen as many community hospitals as possible which are far more accessible, particularly to people without their own transport. Respondents have felt all towns should have a minor injury unit at least.

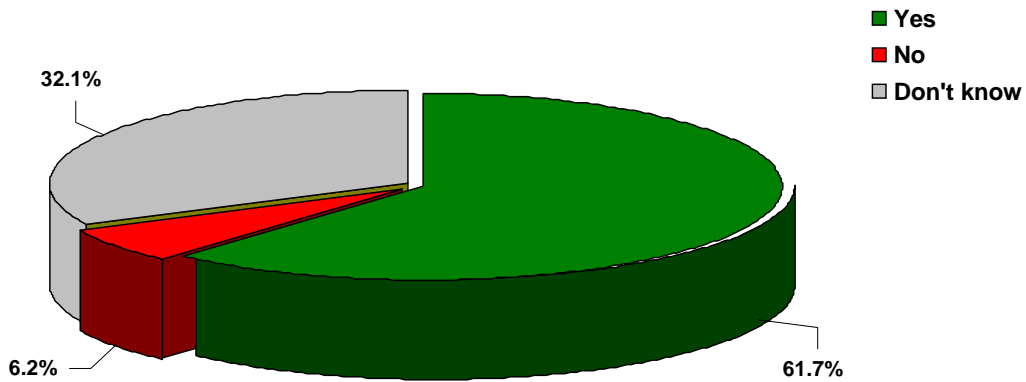
- Another main concern is parking charges; there are very strong views about the cost of parking at Salisbury, Bath, Swindon and Bristol hospital. This is coupled, with the issue of a lack of parking spaces and concerns from people who have missed appointments due to not being able to park in time. There have been some suggestions to help reduce this problem including, creating park and ride facilities for the main hospitals and reducing the number of cars coming on to sites. These services would need to run frequently to make sure people don't miss their appointments. An alternate suggestion is for more mini buses from small towns and rural areas to transport people to the main hospitals. People have also stated that parking could be free for the first two hours or for a short stay period.
- Older people using bus passes need to be able to use them before 8.30 in the morning in order to make early appointments.
- Some respondents felt hospitals are reluctant to provide any transport to help the elderly.
- Checks need to be put into place for preventing able bodied people from parking in disabled spaces.
- Several respondents have felt there needs to be some thought put into the arranging of appointments. For example, considering people's ages and home addresses before arranging appointments for people at long distances across county which are hard to meet.
- People feel there should be better signage to hospitals and more maps available to hospitals.
- People are concerned how they get home from hospital if they have arrived via ambulance.
- Respondents feel a full A & E should be operational in Trowbridge as it's the County Town.
- Health Centres should be positioned in the centre of populations and not on the outskirts.
- Cycle parking at GP Surgeries would be good to have.
- Issue with Adcroft Surgery in Trowbridge having a premium rate phone number

Some further comments include:

- There is a good bus service in operation from Salisbury City Centre
- Bradford on Avon Health Centre is first class
- Wiltshire Hopper is very useful
- Extended surgery hours are really useful more flexible GP and pharmacy hours
- Consultants holding surgeries in local hospitals once a month would be useful (seeing multiple patients saving multiple people travelling long distances)
- Use of the ambulance car was good and worked well
- Link and Connect2Wiltshire are excellent including Mere

**Q13 If you were able to make a plan in advance of dying, would you prefer to die at home?**

If you were able to make a plan in advance of dying, would you prefer to die at home?

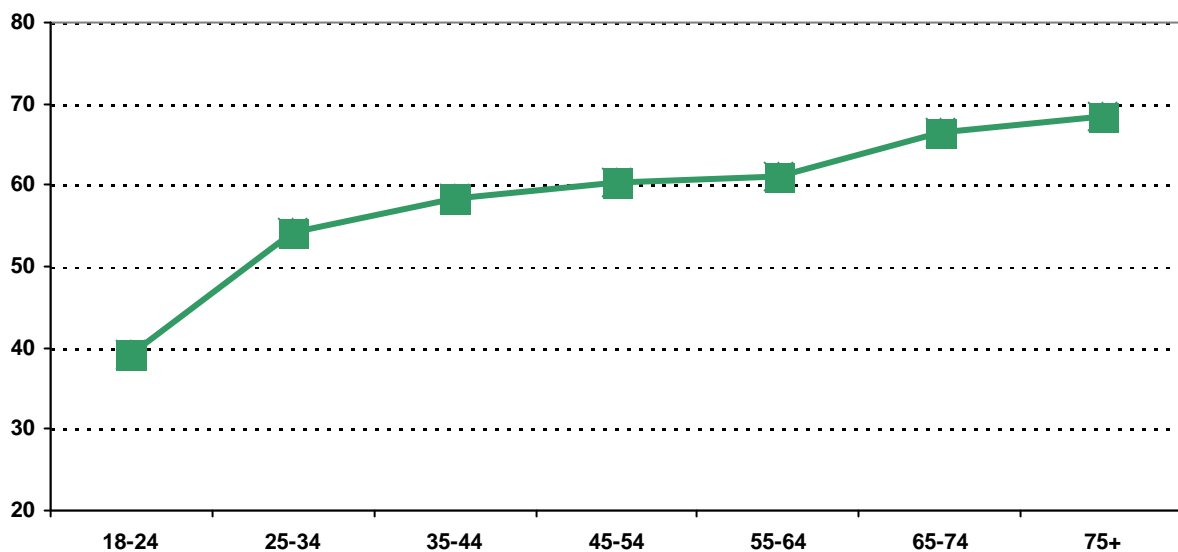


Base 2172

61.7% of respondents that have replied have selected 'yes' if they were able to make a plan in advance of dying they would prefer to die at home. A further 6.2% have selected 'no', they wouldn't prefer to die at home and 32.1% of respondents have selected 'don't know'.

Looking at the results by age there was a distinct pattern with the older age groups more likely to say yes they would prefer to die at home, as the following graph shows:

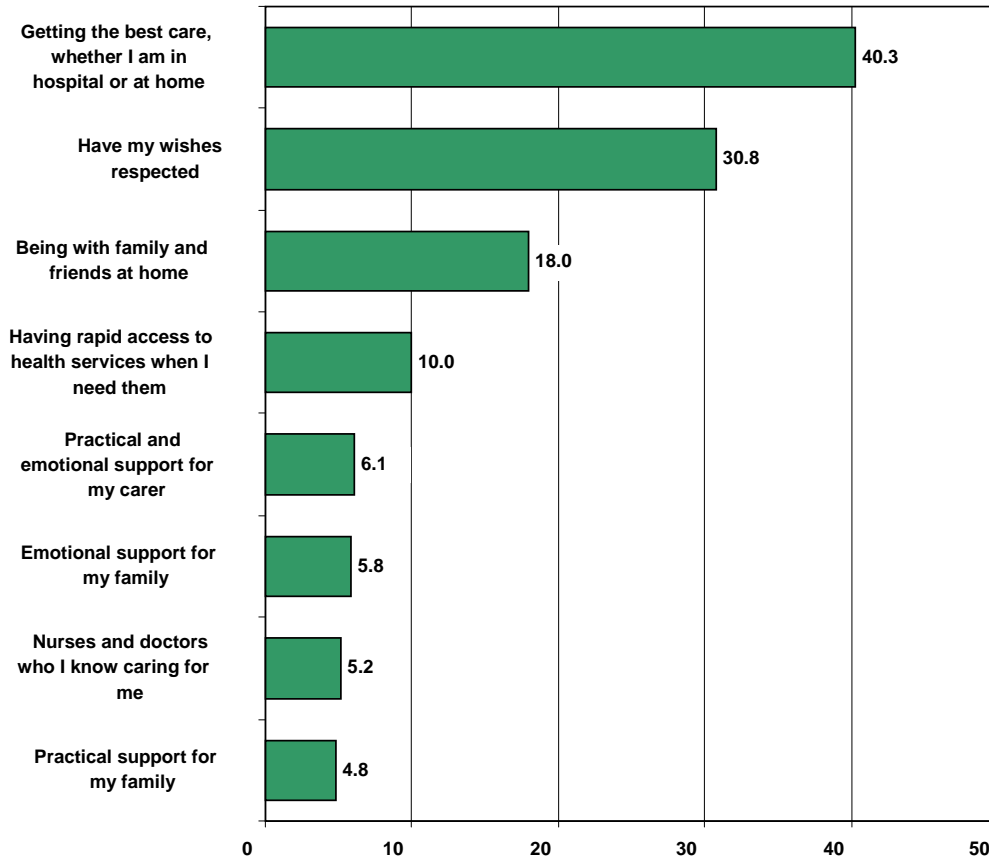
**Would you prefer to die at home - yes repondents by age group**



There are no significant observations to note by gender.

# Q14 Which of the following do you think would be most important to you at the end of your life?

Which of the following do you think would be most important to you at the end of your life?

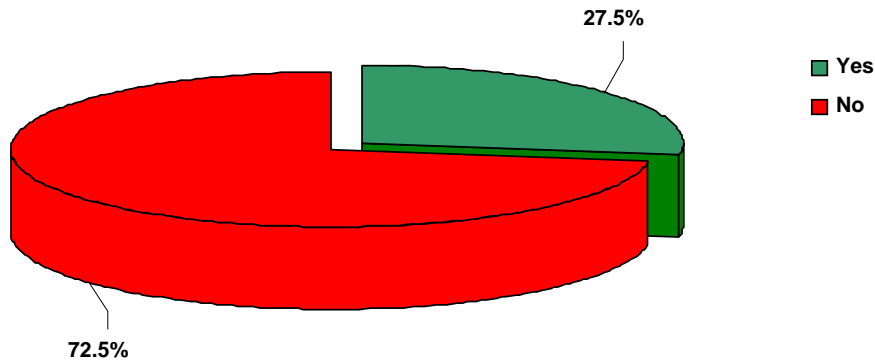


Base 2227

40.3% of respondents have selected 'getting the best care, whether I'm in hospital or at home' and would be the most important to them at the end of their life. This is closely followed by 30.8% of respondents selecting 'have my wishes respected' would be most important to them at the end of their life. 18% of respondents have selected 'being with family and friends at home' would be most important to them at the end of their life. All other options show 10% or lower. There were no real variations to the above pattern based on the age of respondents.

**Q15 We are keen to talk to some people in more detail about our plans for improving the care of patients at the end of their lives. Would you be prepared to be part of these discussions?**

**Would you be prepared to be part of more discussions about improving care of patients at the end of their lives?**



Base 2095

72.5% of respondents have said they are not prepared to be part of any further discussions about improving the care of patients at the end of their lives. However, 27.5% of respondents have said they are happy to take part in further discussions, giving 577 respondents prepared to work further with the NHS on this matter.

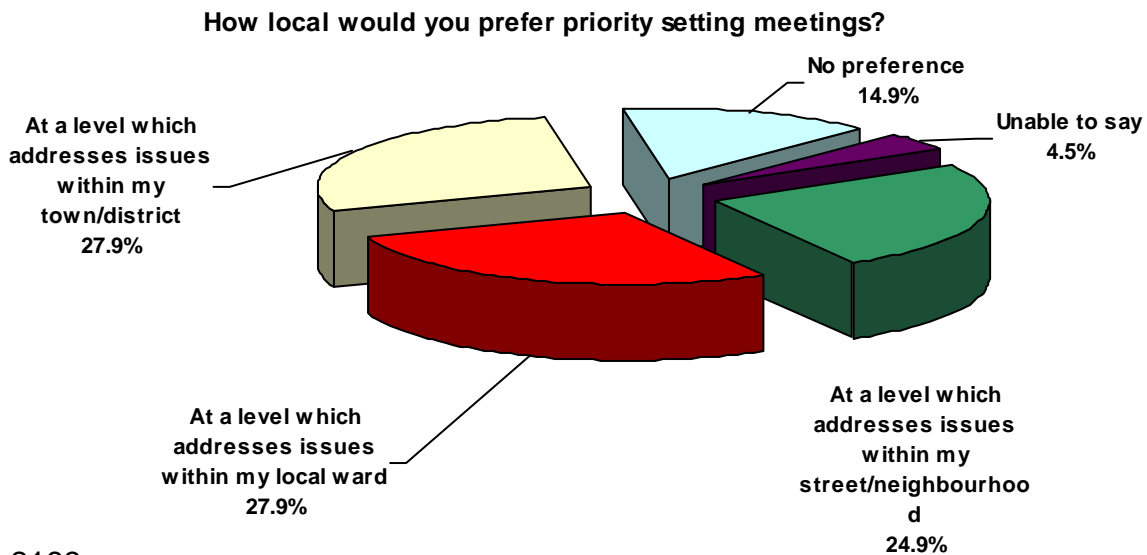
## 6 WILTSHIRE POLICE

Neighbourhood Policing Teams (NPT's) established across Wiltshire and Swindon are designed to provide a more local policing service which respond to community priorities and issues, alongside police force operations and response to emergencies, tackling crime and bringing offenders to justice. They work together with partners such as local authorities and housing associations to address problems that are raised in the local area.

All NPT's hold local priority setting meetings on a regular basis, in order to find out about community concerns and address problems. They also offer local people the chance to meet their policing team and discuss any issues through local police surgeries, briefings, and as part of the county's community area partnership local forums with other public service providers.

Wiltshire Police Authority is keen to seek residents views on the extent to which they feel local views and concerns about anti-social behaviour, crime or community safety are being sought and addressed.

**Q16 Within the various public forums where people can raise issues, NPT's hold regular priority setting meetings with residents for action by local policing teams. How local would you prefer these types of meetings to be?**

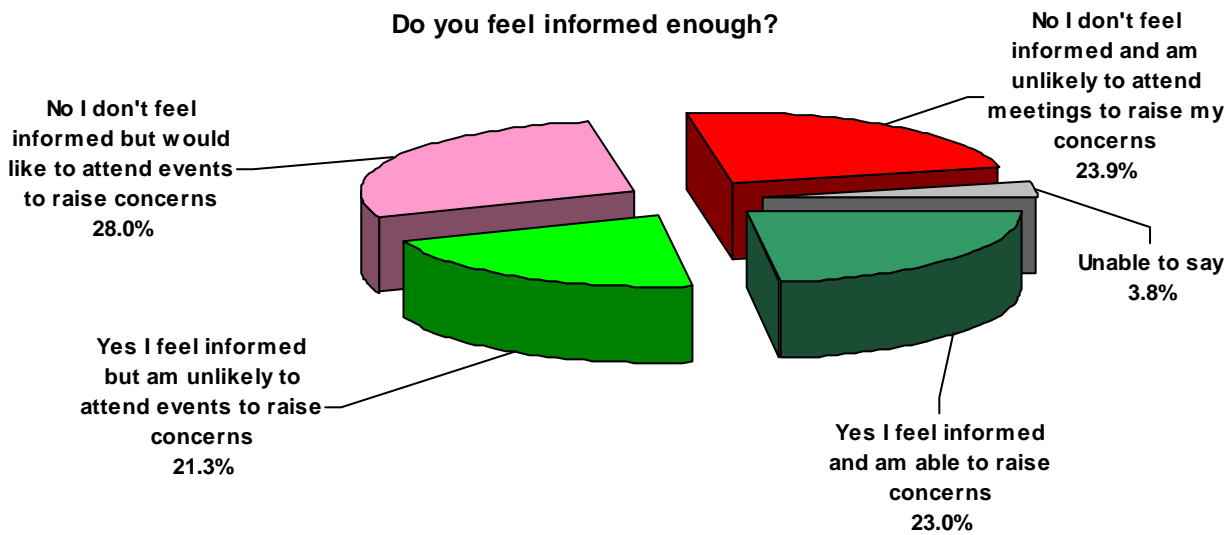


Base 2183

27.9% of respondents have said they would prefer these priority setting meetings 'at a level which addresses issues within their local ward' with a further 27.9% saying they would prefer these meetings 'at a level which addresses issues within their town/district'. 24.9% have said they would prefer these meetings 'at a level which addresses issues within their street/neighbourhood' and the remaining respondents said they had 'no preference' or 'unable not to say' with 14.9% and 4.5% respectively. As the new Community Boards become more recognised this may well provide the geographical coverage for such meetings – in any event there is from the options so far listed no clear winner.

Looking at each community area there are some notable variations to the pattern above so that in Salisbury for example only 13% say they want meetings held at a town level – no doubt a reflection on the size of the city itself. In contrast, Calne as a smaller and more compact urban/town area 42% want meetings held at a town level. The pattern isn't entirely consistent so must be viewed on a community by community basis.

**Q17 Do you feel you are informed enough about the chance to meet the police and raise any concerns about local problems?**



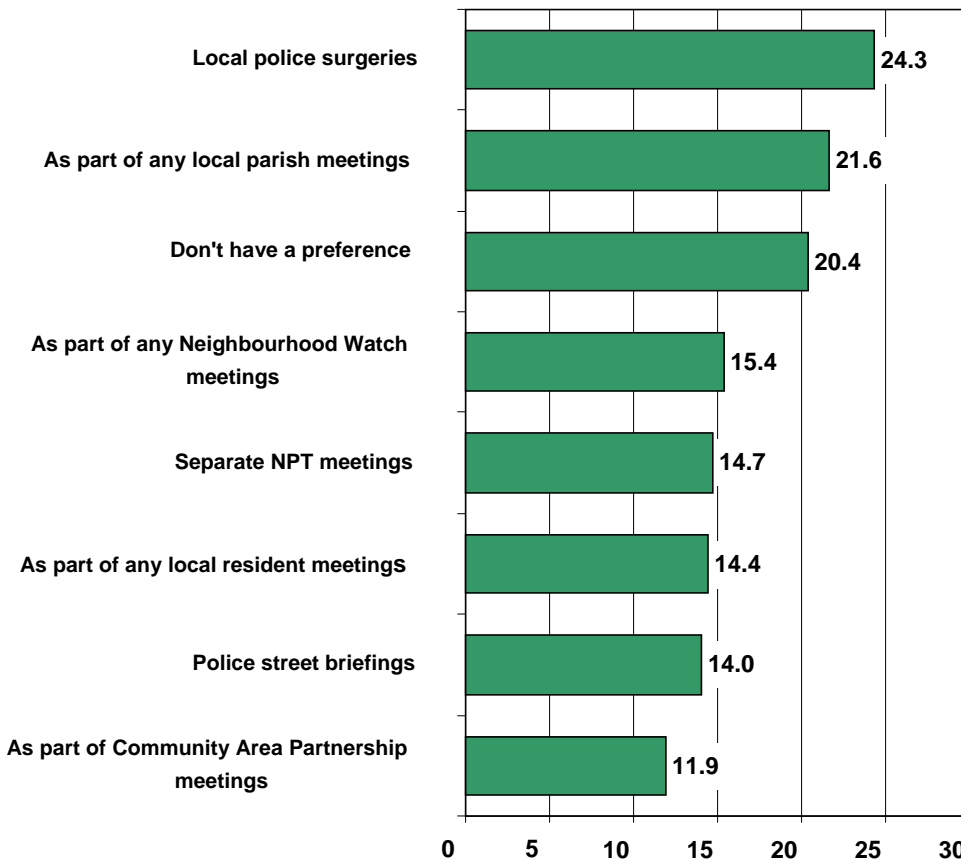
Base 2193

23% of respondents have said yes they feel informed and are able to raise concerns just under 1 in 4 of respondents and a further 21.3% have said they do feel informed but are unlikely to attend events and raise concerns. However, a slight majority have said that they do not feel informed (51.9%) although it is encouraging that around half of those who said they were not informed have said they are prepared to attend events to let the Police know about their concerns.

The age group most likely to say that they don't feel informed in some way are the 18-24 age group with 73.9% saying this. In contrast, only 47% of those over 75 said this.

## Q18 Overall, how would you usually prefer to meet with the police to discuss local issues that matter to you?

Overall, how would you usually prefer to meet with the police to discuss local issues that matter to you?



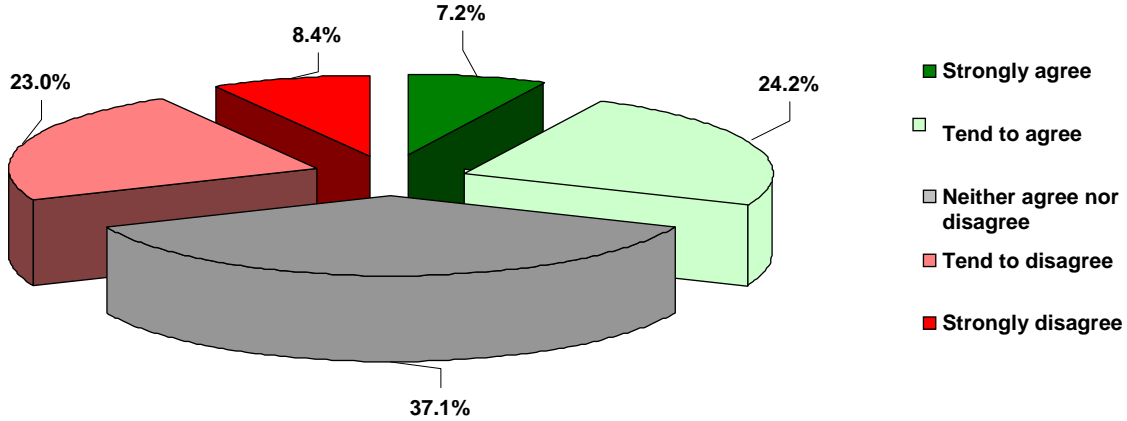
Base 2137

The highest percentage of respondents, 24.3%, have said when they meet with the police to discuss local issues that matter to them they would prefer to meet at 'local police surgeries'. 21.6% have said they would prefer to meet 'as part of any local parish meeting'. 20.4% of respondents have said they 'don't have a preference'. Looking at the least popular answers we can see that only 14% of respondents have chosen 'police street briefings' and a smaller 11.9% have chosen 'as part of community area partnership meetings'.

There are 88 'Other' responses which respondents have given. Summarising these responses we can see that some residents would like local police to visit them and ask them their opinions on local crime, other people would like contact via their local police stations and some would like contact via email or the internet. Several people have commented that they would like to see more police out on the streets in general.

**Q19 Overall, how much would you agree or disagree that the police seek people's views about anti-social behaviour and crime in your local area?**

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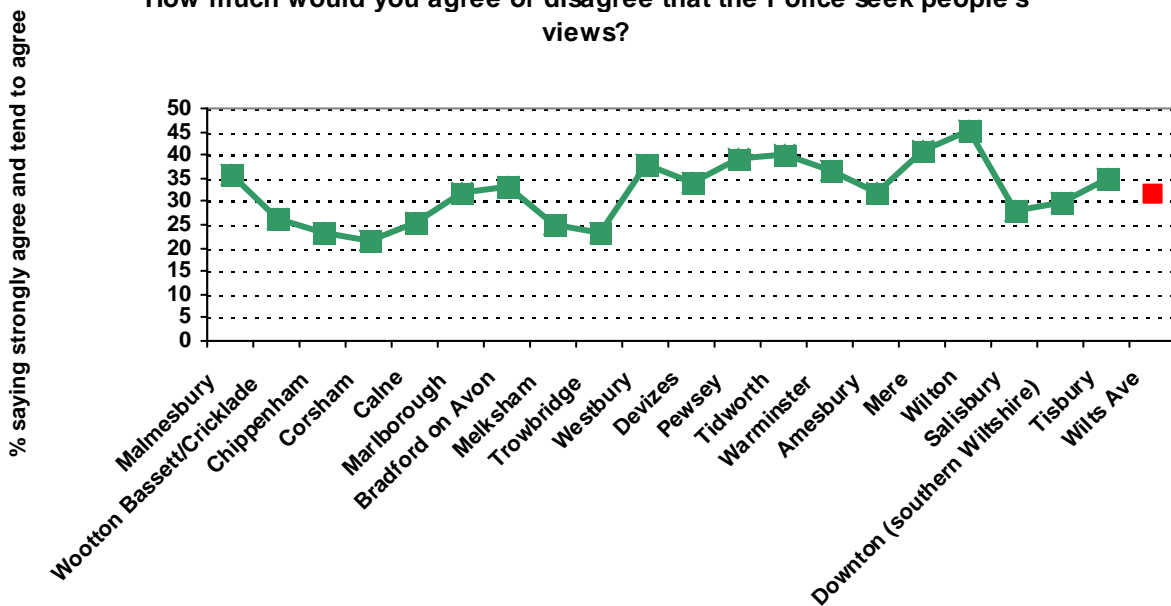


Base 2181

Combining the responses of 'strongly agree' and 'tend to agree' we can see that 31.4% of respondents have said they agree that police are seeking people's views about anti-social behaviour and crime in their local areas. A further 37.1% have selected 'neither agree nor disagree' and 31.4% have said they tend to disagree or strongly disagree that police are seeking people's views about anti-social behaviour and crime in their local areas.

Across the community areas, there is a degree of variation. If we look at those who said that they strongly agree or tend to agree that the Police seek people's views then the highest percentages are seen in Wilton with 45.1% saying this as against a low of 21.6% in Corsham.

**How much would you agree or disagree that the Police seek people's views?**

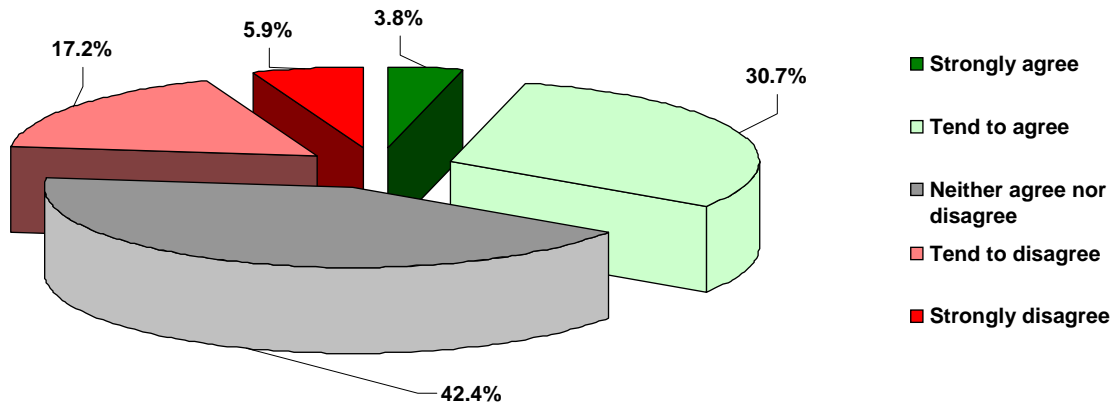




Across the age, ranges there are also some variations with the age groups most likely to say they strongly agree or tend to agree that the Police seek people’s views being the youngest and oldest age groups surveyed – among the 18-24, age group 43.4% said this and among the 75+ age group this was similar at 43.5%. In contrast, the age group least likely to agree was the 24-34 age group with only 18.6% saying that the Police sought their views.

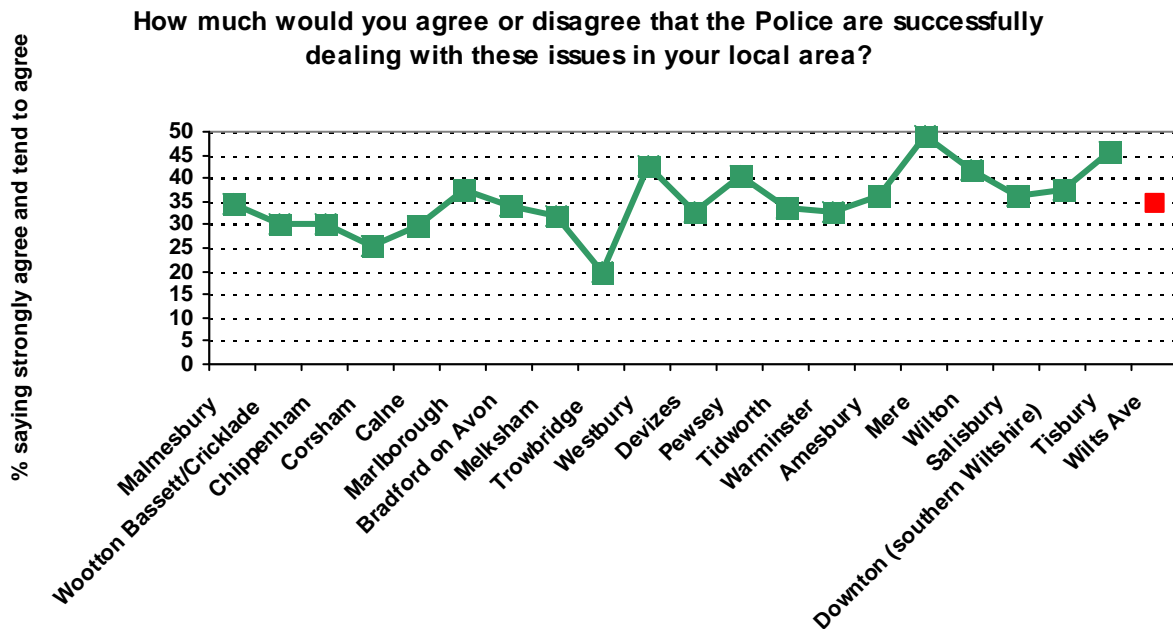
**Q20 And how much would you agree or disagree that the police are successfully dealing with these issues in your local area?**

Overall, how much would you agree or disagree that the police are successfully dealing with these issues in your local area?



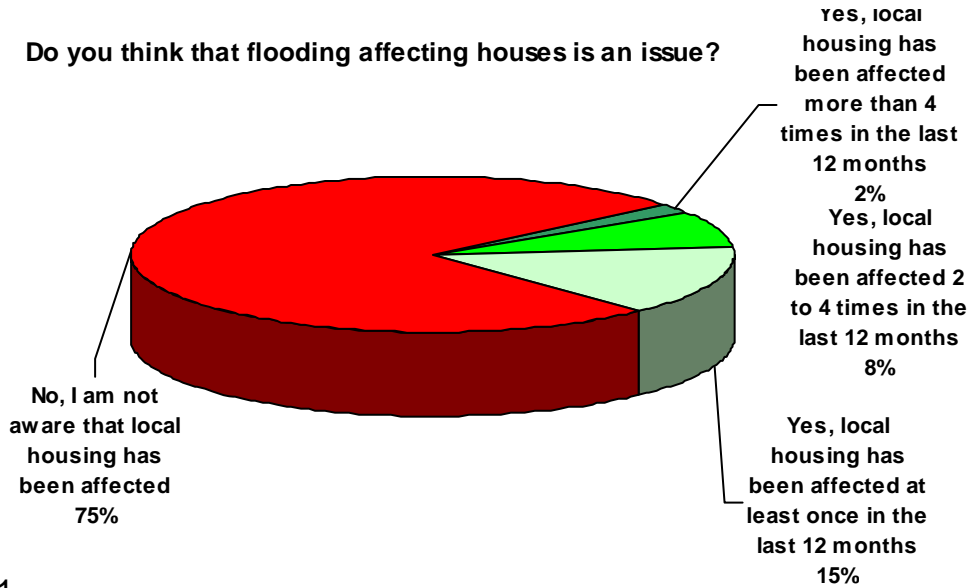
Base 2168

Combining the responses of ‘strongly agree’ and ‘tend to agree’ we can see that 34.5% of respondents have said they agree that police are successfully dealing with these issues in their local areas. A further 42.4% have said they ‘neither agree nor disagree’ and 23.1% have said they ‘tend to disagree’ or ‘strongly disagree’. Results across the community areas are as follows:



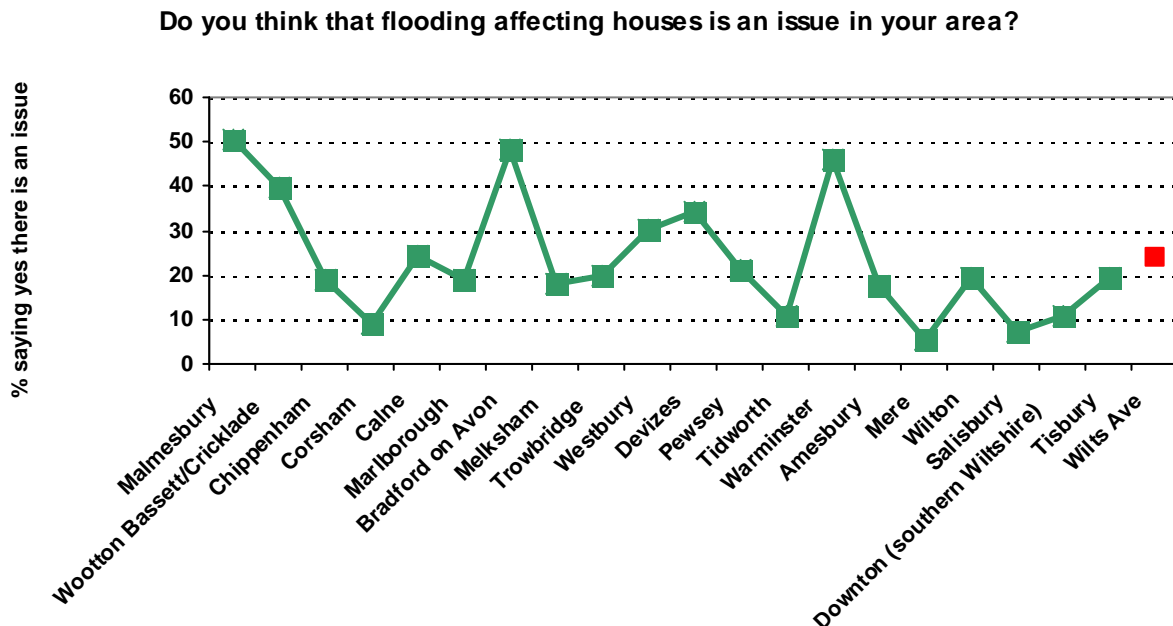
## 7 WILTSHIRE COUNCIL – HIGHWAYS AND DRAINAGE

**Q21 Thinking about your local area, do you think that flooding affecting houses and properties has been an issue within the last twelve months?**

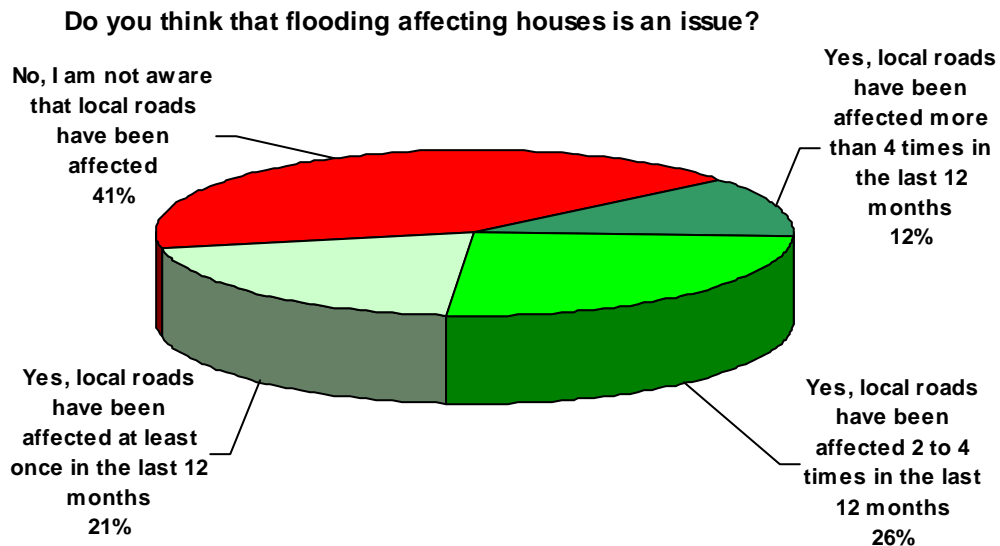


Base 2181

Only 2% of respondents have said that thinking about their local area flooding affecting houses and properties has been an issue more than 4 times over the last twelve months. A further 8% have said houses and properties have been affected by flooding between 2 and 4 times over the last twelve months. 15% of respondents have said local housing and properties have been affected by flooding once in the last twelve months and the remaining majority 75% of respondents have said that they are not aware of local housing and properties being affected by flooding in the last twelve months. Across the community areas results were as follows, showing some areas where flooding according to respondents has been an issue.



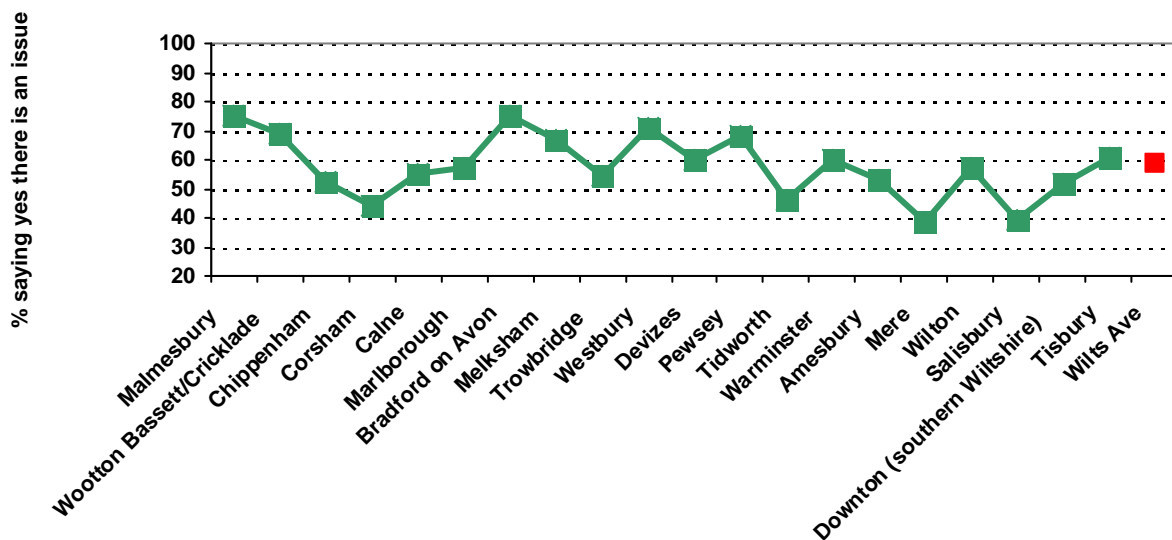
## Q22 Thinking about your local area, do you think that flooding affecting roads and pavements has been an issue within the last twelve months?



Base 2181

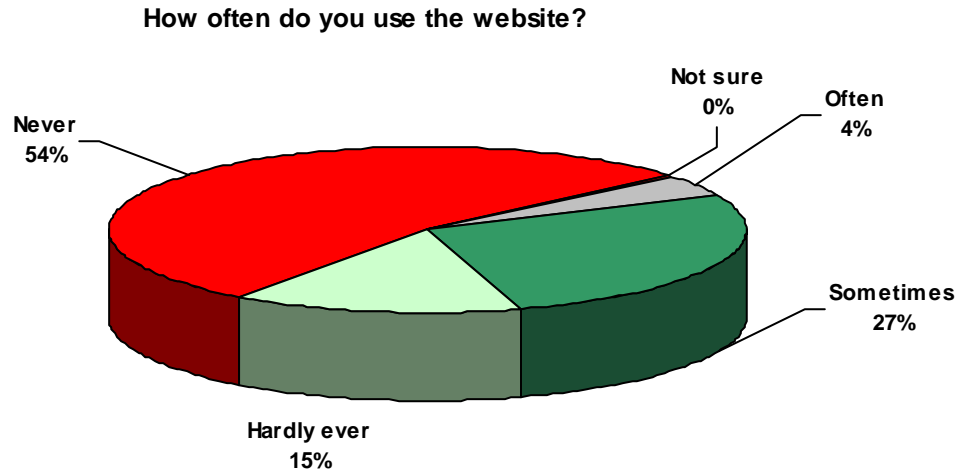
12% of respondents have said that thinking about their local area flooding affecting roads and pavements has been an issue more than 4 times over the last twelve months. A further 26% have said roads and pavements have been affected by flooding between 2 and 4 times over the last twelve months. 21% of respondents have said local roads and pavements have been affected by flooding once in the last twelve months and the remaining 41% of respondents have said that they are not aware of local roads and pavements being affected by flooding in the last twelve months. Looking across the community areas there were some notable variations.

### Do you think that flooding of roads and pavements is an issue in your local area?



## 8 WILTSHIRE COUNCIL – COMMUNICATIONS

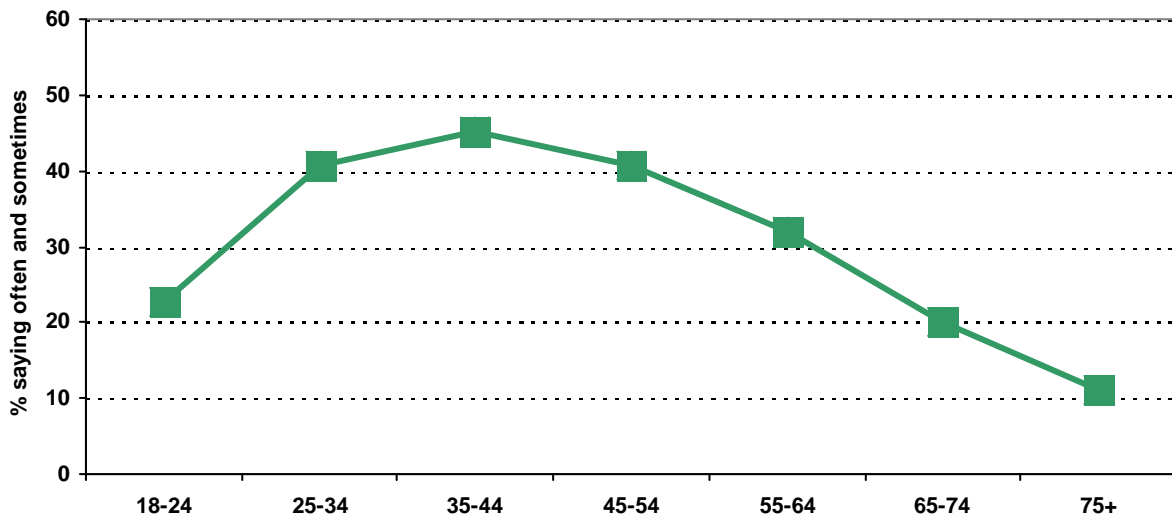
Q23 How often do you use the [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) website?



Base 2185

Only 4% of respondents have said they use the [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) website 'often' with a further 27% saying they 'sometimes' use it. 15% have said they 'hardly ever' use the website and over half the respondents, 54% have said they 'never' use the website.

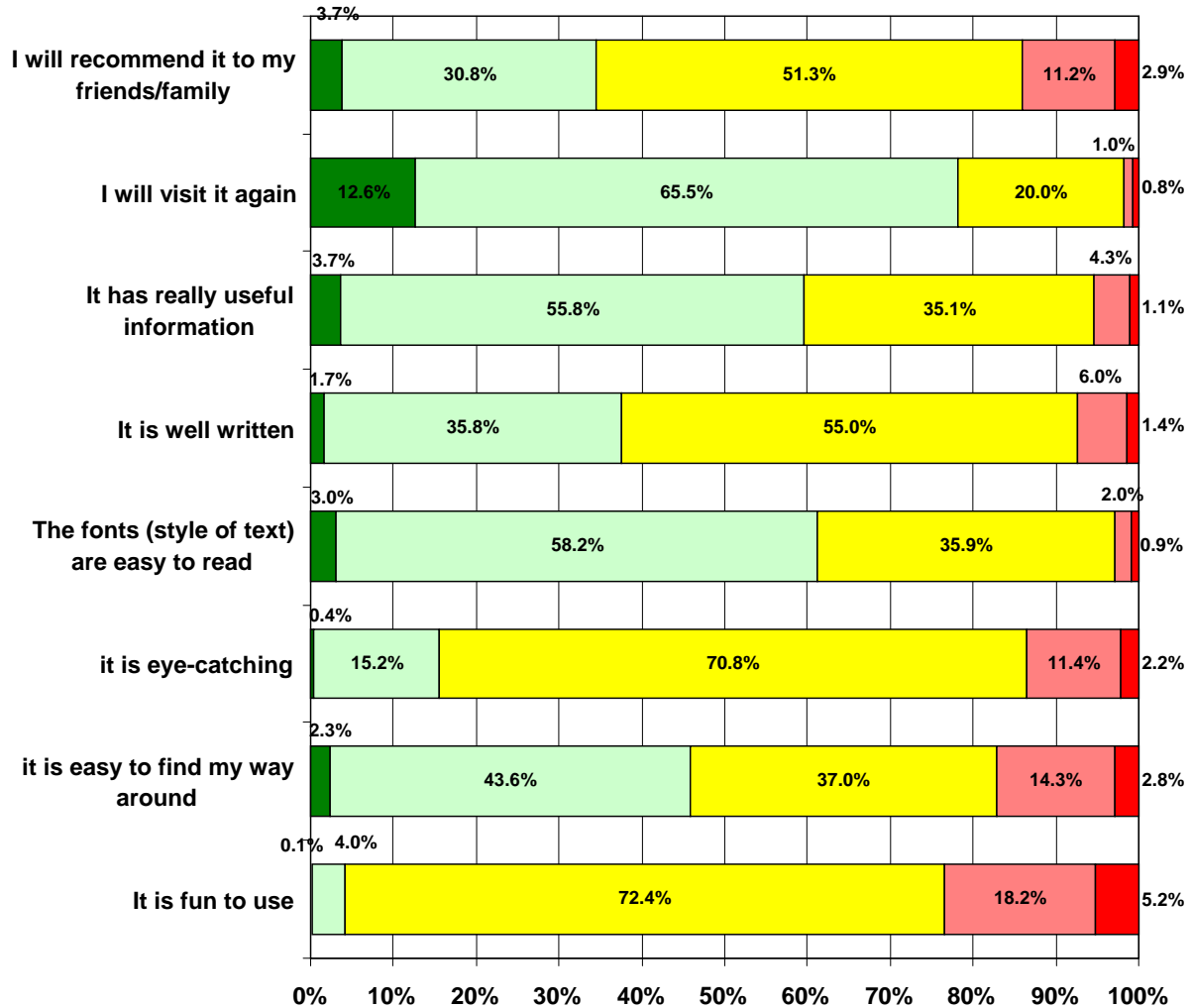
How often do you use the [wiltshire.gov.uk](http://www.wiltshire.gov.uk) website - respondents by age group



**Q24 Please tell us if you agree or disagree with the following statements about the [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) website**

**Please tell us if you agree or disagree with the following statements about the [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) website**

■ Strongly agree 
 ■ Agree 
 ■ Neither agree nor disagree 
 ■ Disagree 
 ■ Strongly disagree

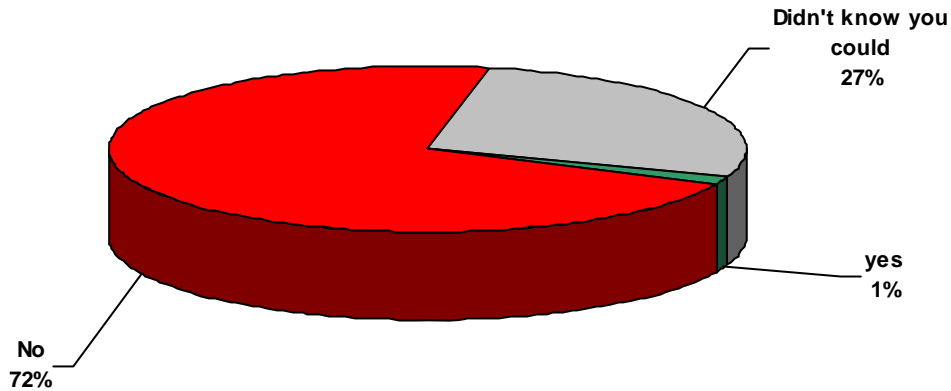


Base 963

Looking at the chart above and combining the strongly agree and agree responses, we can see that 78% of respondents say they will use the website again. 61% of the respondents agree or strongly agree that the fonts (style of text) are easy to read and 59% of respondents have agreed or strongly agreed that the website has really useful information. The lowest combined agreement from respondents is for the statement it is fun to use with only a combined percentage of 4%.

**Q25 Some people often like to personalise their websites, have you personalised the homepage of [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) website?**

Have you personalised the homepage of the wiltshire.gov.uk website?

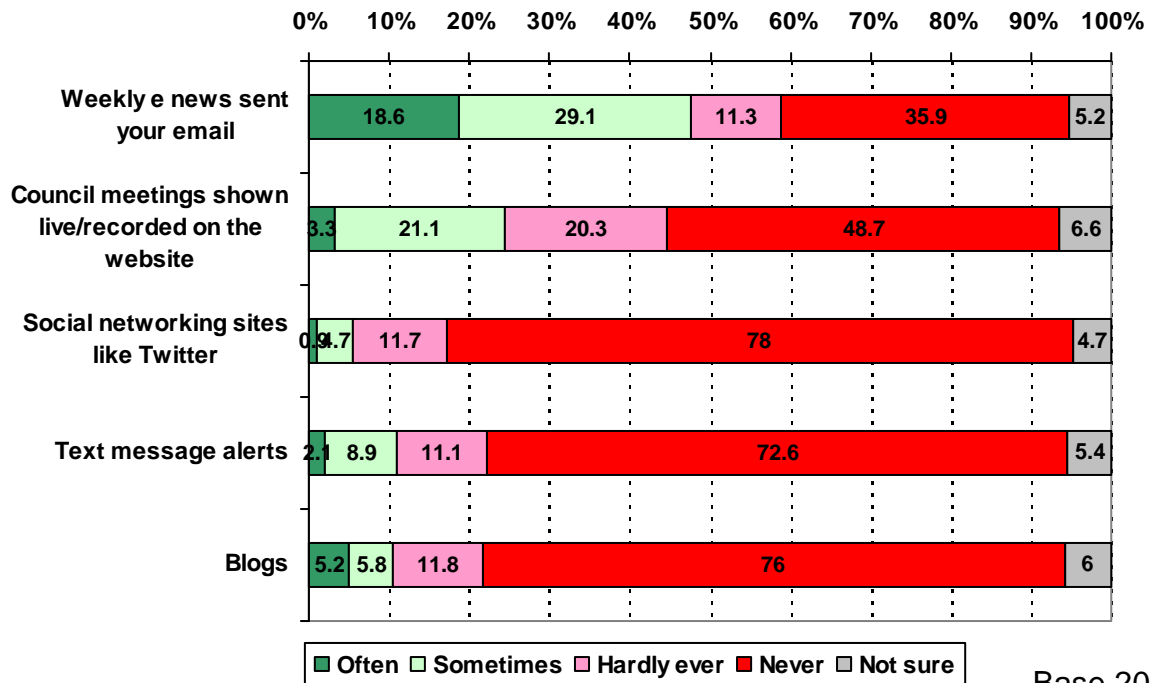


Base 1107

Only a very small number of respondents have said yes they have personalised their [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) homepage with a further 72% saying no they haven't and just over one quarter of users saying they didn't know they could with 27%.

**Q26 Below are some ways we could provide information to you, how often would you use each of these ways?**

How often would you use some of these ways?



Base 2025

From the chart above, we can see that if information was provided to respondents in weekly e-news to their email address 47.7% of respondents would use this way of accessing information often or sometimes. If council meetings are shown live/recorded on the website 24.4% of respondents said, they would use this way of accessing information often or sometimes. The remaining three ways of offering respondents information are text message alerts; Blogs and social networking sites like Twitter and YouTube featuring online news of your council. These options have combined percentages of often or sometimes responses of 11%, 6.2% and 5.6% respectively.

Looking at the age ranges then the older one gets generally the less popular are the methods shown above which is perhaps understandable.

## 9 CONCLUSION

This survey covered a wide range of subjects, some with a purely Wiltshire focus, and others with a regional and national context. Some of the results will therefore, be shared across partners with an interest in Wiltshire and in the wider picture. Further analysis may be undertaken to compare results across a range of factors, to get a more in depth understanding of people's needs and desires.

The results of this survey should be seen as a way of supporting decision makers in the context of understanding the needs, opinions and priorities of people living in Wiltshire. All People's Voice results are now searchable within the consultation area available on the Wiltshire and Swindon Intelligence Network which is found at:

[www.intelligencenetwork.org.uk](http://www.intelligencenetwork.org.uk)

Any comments on this report or help needed should be addressed to Phil Morgan, The People's Voice, Panel co-ordinator, Wiltshire County Council or e-mail [philip.morgan@wiltshire.gov.uk](mailto:philip.morgan@wiltshire.gov.uk)