

Hello and welcome to the second edition of the South Gloucestershire Viewpoint newsletter.

Thank you to those of you who completed the March 2017 survey about community safety, resilience and registration services. We received **804** completed surveys which is a response rate of **70%**.

The panel aims to be as representative of the population of South Gloucestershire as possible and where this is not achieved any over- or under-representations are balanced by weighting the data.

The main findings of the Viewpoint survey are summarised below.

Fair treatment by the Council

Almost one third (32%) of respondents tended to disagree with being able to influence decisions affecting their local area.

Slightly over one third of respondents (36%) agreed that the Council considers the needs of its customers when making decisions and that the Council makes fair decisions.

Community safety

Over half of participants tended to agree that people from different backgrounds get on well together in their local area (56%). People not treating each other with respect and consideration was mostly considered to be a fairly small problem (51%). Almost half of respondents felt very safe in their local area during the day (49%) and slightly over half felt fairly safe after dark (55%).

The largest problem for respondents was rubbish and litter lying around in their local area, with 11% of respondents viewing it as a very big problem. Around one third of survey participants agreed that the police and other local public services sought people's views on local issues (35%) and were successfully dealing with anti-social behaviour and crime in their local area (33%).

Congratulations to our gift voucher winners:

Anne – Stoke Gifford
Marion – Hanham
Andy – Bromley Heath
Sheila – Downend
Jennifer – Emersons Green

Would you like to change your contact details?

If you would like to change your contact details, or no longer want to be part of the panel, please let us know by:

- ❖ Tel: 01454 868408
- ❖ Email: Viewpoint@southglos.gov.uk
- ❖ Write to: Freepost Plus RTCT-JXLE-EETT, South Gloucestershire Council, Viewpoint Panel, Consultation and Research, Civic Centre, High Street, Kingswood, Bristol, BS15 9TR

Tell a friend

Do you know someone who lives in South Gloucestershire and would be interested in becoming a member of the Viewpoint panel?

We are currently looking for new members who are under 40 years of age.

Have your say

There are a variety of consultations on the consultation pages which may interest you. Visit:

www.consultations.southglos.gov.uk

Community resilience

When asked for their opinions on community participation in their local area, the statements with the highest level of agreement referred to feeling part of my community (49%) and knowing where to get help from my community (44%).

Survey participants were then asked about where they live. The statement with the highest level of disagreement referred to feeling optimistic about my community and its future (19%) which also received the greatest neutral score (43%).

Questions also covered employment, training and skills. The statements with the highest level of agreement referred to enjoying learning and new experiences (67%), followed by feeling that what I do is worthwhile (59%).

The final section asked respondents about health and wellbeing. The statements with the highest level of agreement referred to being able to make the decisions I need to (91%) and knowing what I want for myself and my family (90%).

Registration services

When asked whether they were aware that the South Gloucestershire registration service is separate from the Bristol registration service,

over half of respondents were aware (56%) and almost two fifths were not aware (39%).

The register office provides a range of services in South Gloucestershire. The majority of respondents had not accessed any services from the registration service within the past year (93%). The services which received the highest level of awareness were birth and death registration services and marriage or civil partnership registration services. The services which received the lowest awareness scores, with over two thirds of respondents not being at all aware, were commitment ceremonies (69%) and the nationality checking service (68%).

The most common way to have heard about the registration service was through friends and family (15%). When asked if they were aware that the register office had moved to the Kingswood Civic Centre, slightly over half of respondents were not aware and thought that there was still a register office at Poole Court (51%).

When asked how they would prefer to find information about the service, the South Gloucestershire Council website was chosen by the largest proportion of respondents (52%). Almost half of respondents would prefer to use an online application form (48%) and over two fifths preferred a paper application form (45%) to apply for a birth, death, marriage or civil partnership certificate.

What was the outcome?

Your views on fair treatment by the council and community safety enable us to monitor our performance and see how your views have changed over the past couple of years. This is reported in our annual Quality of Life report which is available from [the South Gloucestershire Council website](#).

Your views on registration services help us to understand public awareness of the service and how we can develop the service in the future. We will be exploring how we can develop an online application form to apply and pay for a birth, death, marriage or civil partnership certificate.

Thank you for being part of the Viewpoint panel.