

# COMMUNITY LED PLANNING

## STANDARD QUESTIONS AND TOPICS TO CONSIDER INCLUDING IN YOUR COMMUNITY LED PLAN QUESTIONNAIRE

### Introduction

The document has been produced to provide guidance for communities in South Oxfordshire and Vale of White Horse areas to assist communities as they develop their community led plan questionnaire. The guidance in this document includes suggestions for you to consider including in your questionnaire to residents and has been compiled over time from various sources.

Please consider using the information and topic suggestions below, along with feedback you have obtained from your initial community consultations, as you draft your questions. You may find that some of the topics or questions are not appropriate for your community, or that you need to adapt them to suit your area.

The council will have the opportunity to review your draft questionnaire before you finalise it and provide further feedback.

The document is broken down into three sections

- General points and suggestions for developing your questionnaire
- Standard questions you could use
- Other sources of information (including example rating scales)

*'This document was most helpful indeed as we were preparing our questionnaire, and comments from district officers were really helpful too'*

### For more information

contact Anne Richardson, Corporate Projects Officer, South Oxfordshire and Vale of White Horse District Council, email [anne.richardson@southandvale.gov.uk](mailto:anne.richardson@southandvale.gov.uk) or call 01235 540352.

### Your feedback

We hope that this guide will act as a useful starting point for any community group looking to create a community led plan questionnaire. If you have any comments or feedback to help us improve the information the district council provides to communities who are doing a community led plan please email Anne Richardson on [anne.richardson@southandvale.gov.uk](mailto:anne.richardson@southandvale.gov.uk) or call 01235 540352.

## GENERAL POINTS AND SUGGESTIONS FOR DEVELOPING YOUR QUESTIONNAIRE

Questionnaires would benefit from an introduction, and a thank you at the end is always a nice touch.

It might be helpful to have sections and give sub headings, such as transport, housing, leisure, etc. and possibly also include a short introductory sentence to help put the upcoming section into context.

Many residents would welcome the opportunity to make comments against specific questions so you could consider offering a small comment box under some of the questions, as appropriate, to gather more information. It might be useful at the end of each sub section to have an open ended question where respondents could make any other comment (s) and raise any other related ideas/ suggestions/ concerns/ comments - there may be some good ideas which have been missed by the form.

We suggest that after each question you specify how many boxes should be ticked.

We have provided a rating scales guide at the end of this document, with example answer options, to help you gain the most from the answers in your questionnaire.

### **Economic Development (including working from home)**

Our Economic Development team can help support the consultation you are doing with local business as well as provide advice, guidance and information. Please contact Suzanne Malcolm, Shared Economic Development Manager on [suzanne.malcolm@southandvale.gov.uk](mailto:suzanne.malcolm@southandvale.gov.uk) or call 01491 823126.

One thing we are keen on from an economic development perspective is to understand how many people currently work from home, i.e. how many residents are running home-based businesses. We are keen to know how many of these residents would be keen to network with other local home-based businesses. In addition it is useful to know whether existing businesses are likely to have a need for new accommodation in the next 5/10 years.

Some villages have managed to get casual groups together, and the council would like to encourage and support that activity in the spirit of encouraging mutual support. We encourage those working from home to seek out existing networking events, and the many free seminars that are put on around the districts.

We are happy to provide guidance as to any business activities and although we wouldn't be able to directly run events, we are happy to advise if that would be useful.

### **Broadband**

We are working with Oxfordshire County Council on this; they are leading on a county-wide project called Ox-online. We are keen to encourage as many residents and businesses in both districts to respond to the surveys to highlight the issues with broadband. This will help demonstrate need and help attract funding. The county has a pot of funding which is currently procuring a partner to deliver high speed broadband to as much of the "white areas" in Oxfordshire as possible.

You can get more information, or even lobby the county via  
[www.oxonline.co.uk](http://www.oxonline.co.uk)

### Broadband coverage map

To download a PDF of the map of the preliminary estimate of the likely broadband coverage in Oxfordshire visit

<http://www.oxfordshire.gov.uk/cms/content/broadband-coverage-map>

## **Preparing for an emergency and extreme weather: Community Emergency Planning**

### Introduction

For a number of years, Oxfordshire County Council has encouraged town and parish councils to develop local emergency plans, with limited success. Local emergency plans form part of a scheme to improve the resilience of communities to emergencies, including problems encountered in severe weather situations. During widespread incidents the emergency services will give priority to those in greatest need, especially in life threatening situations. In such incidents, when emergency services are stretched, individuals and communities may need to rely to an extent on their own resources, at least for a while. Experience has shown that those who have spent time planning and preparing for this are better able to cope, and recover more quickly.

Community emergency planning enables more effective support to the emergency services and to members of their community. It also provides information to responding agencies (emergency services, local authority etc.) in coordinating the response on a wider scale.

### Planning for climate change in your community-led plan

This can be done at launch events and initial consultations. You could use your main consultation questionnaire to find out how widespread interest and concern is in your community about the local impact of a changing climate. Depending upon the results of your questionnaire your action plan could include some actions to prepare your community for the consequences of severe weather. This could simply be an action to gather more information, for example on the history of flooding in your local area and the future risk. Or you may feel ready to act on information already gathered and want to

implement an action such as developing a local flood action plan or a general community emergency plan based on existing guidance.

Developing a community-led plan is a great opportunity to think about how severe weather has affected your community in the past, or how it may affect it in the future. You may want to think about and discuss what action you could take at a local level now, and during severe weather, to manage and cope with the consequences.

What are we asking you to do?

Share information

- To provide us with contact details for selected members of the Town or Parish Council willing to receive telephone calls in the event of a local emergency.
- To provide details of local buildings, such as village halls, pubs and schools that might be used as a place of safety (we call them survivor reception centres) in the event that residents are evacuated from their homes. (As happened in Little Tew in Sept 2012).
- To provide us with contact details for key holders for the survivor reception centres.

Distribute Information

- We have produced a booklet entitled “Are you ready?” which contains information for households on how to prepare themselves for emergencies and we would welcome your assistance in distributing them to households in your local area. You can view the booklet here:

<http://www.oxfordshire.gov.uk/cms/content/emergency-planning-publications>

## Community Safety

Every neighbourhood in Thames Valley is supported by a dedicated Neighbourhood Policing Team. Your Neighbourhood Policing Team is led by a senior police officer and includes a police officer and police community support officers.

Your Neighbourhood Policing Team works with local people and partners to identify, tackle and prevent local, low-level crime, anti-social behaviour, and tackle any ongoing concerns. A key part of its work is building relationships with local people.

Your Neighbourhood Policing Team works closely with your **Neighbourhood Action Group (NAG)** or, where there is no NAG, another locally based multi-agency problem solving group. A NAG consists of relevant partner agencies, key stakeholders and members of the local community.

For more information about neighbourhood policing and NAGs please visit <http://www.thamesvalley.police.uk/yournh.htm>.

### How can your neighbourhood policing team help?

Involving your neighbourhood police team when you first start to develop your plan will help to ensure that community safety and policing issues in your community are thoroughly explored and that your plan contains feasible and effective actions to tackle them.

You may want to consider

- inviting a member of the Neighbourhood Policing Team to become a member of your steering group or making sure they get a copy of the notes of your meetings
- asking your Neighbourhood Policing Team about how you can link up with your NAG to share information and ideas and to look at ways of working together.
- inviting your Neighbourhood Policing Team to come along to your launch event and consultation events where they can listen to the concerns of local people and provide information. This will also help to reassure local people that the Police are taking your community-led planning seriously and that it is definitely worth doing!

There are a number of ways that your Neighbourhood Policing Team may be able to help.

Talk to your Neighbourhood Policing Team about

- any available data about the incidence of crime and antisocial behaviour in your village
- any initiatives that are planned or underway to tackle problems
- arranging the use of a speed indicator device (SID) to measure the speed of traffic on roads where people report speed to be a problem.
- whether they can help with the distribution of leaflets etc to people they meet and talk to
- whether they have contacts or relationships with groups of people that you are having difficulty involving, for example young people.

Your consultation questionnaire - When the time comes to write your questionnaire, please share draft versions with your neighbourhood police team so that they can help with wording questions about policing and community safety.

### Key points to consider

- your Neighbourhood Policing Team also has to carry out consultations with local people so if you are both planning a consultation exercise, look at ways of linking up rather than duplicating. This will avoid confusing people and make sure you get the best response possible
- make your questions specific, for example,
  - if people have raised concerns about a specific problem, ask a direct question about it in your questionnaire
  - if you ask people if they are concerned about crime/antisocial behaviour, they should be asked to give a specific answer – what personally have they experienced (criminal damage to property, graffiti etc?), when, where and how often?
- Provide some background information to your questions, for example, if you have the results of some sessions with a speed indicator device operating on roads in your community, refer to these at the relevant point in the questionnaire
- Be realistic – should you ask a question that may raise expectations beyond what can realistically be achieved? If you do want to ask the question anyway, explain why you are asking it and be honest about the likelihood of being able to provide something even if everyone says 'yes'.
- Can you ask a different question? If you decide, for example, that asking people if they would like a police station in the village raises expectations too high think about what is prompting the question and whether you could suggest different solutions. Talk to your Neighbourhood Policing Team about what these may be.

Developing and Implementing Your Action Plan - Hopefully, your Neighbourhood Policing Team will have been closely involved with your community-led plan and the action plan will hold no surprises but this is still a good time to get their input.

### Ask your Neighbourhood Policing Team

- to look at the draft action plan and comment on actions relating to community safety and policing
- to confirm that they are in agreement with the Police being listed as a partner against any actions where this is the case
- if they have any suggestions for additional actions
- if there are any other agencies or organisations who may be able to help with implementation

Finally, When Your Plan Is Published - Ask your Neighbourhood Policing Team to share your plan with colleagues and bring to the attention of the local Inspector and Local Police Area Commander.

### **Young People**

Most communities would like to address the needs of young people so we wanted to make you aware of the district council's Young People's Co-ordinator, Karen Tolley. Karen may be able to support you with developing links with young people such as planning community action projects or applying for funding. Please [karen.tolley@southandvale.gov.uk](mailto:karen.tolley@southandvale.gov.uk) or call 01491 823041 for more information.

### **Sport and Leisure**

We would like to highlight the Community Games program as it may be something people within the communities want to get involved with. Community Games provide a great opportunity to bring your community together to take part in sporting and cultural activities inspired by, and in celebration of the London 2012 Olympic and Paralympic Games. Funding and resources, including a toolkit of ideas and promotional materials are available. For more information on organising or taking part in a Community Games event visit: [www.communitygames.org.uk](http://www.communitygames.org.uk).

Communities may wish to consider a new cycle locking point as a piece of usable art specific to their village and may be a quick win for Community Led Planning.

Improved cycle locking provision in high profile positions in towns and villages may encourage the café culture cycling seen on the continent, where cyclists will meet and return at a town or village location and seek refreshment in it after the ride.

It is worth asking your community if they think there is a need for sports facilities, for example tennis courts, Multi Use Games Areas, football, cricket and rugby pitches, outdoor bowls, etc. Our leisure team often have to link with the planning team and if a community can demonstrate a need for facilities which are in our facilities strategy we may be able to assist with funding.

### **Go Active Gold**

The Leisure team have recently been successful in gaining £227,000 external funding from Sport England to deliver more sport and physical activity sessions across South Oxfordshire and the Vale of White Horse District Councils. The funding alongside partnership funding from Oxfordshire Sport and Physical Activity, GLL and support from Age Concern will work to increase the number of people aged 60 plus in 70 villages across both districts to access new local sport and activity opportunities. The project will focus on ten sports including Nordic walking, Bowls, Golf, Fitness classes, Table tennis, Pilates, Yoga, Tai Chi and Dance.

The project is due to start in January 2016 with Activators in place to engage with local communities and community groups to raise awareness of the benefits of being active, develop and deliver local sport and activity opportunities, organise taster events in numerous sports, recruit local volunteers to spread word about the sessions available and support the sessions, recruit local sport and activity coaches and monitor the project.

#### Active Women

The Active Women project is externally funded by Sport England to increase the number of women (especially those with children under 16) participating in sport and physical activity. Recent projects include:

- Powerhoop classes
- mum and baby yoga classes
- cardio badminton
- new Zumba class in Wallingford with over 92 different participants attending (46 people came to the first session)
- new mums pilot was trialled in Wantage linking a regular exercise session, with health and nutrition information, providing pedometers and home workout DVD's and using this information an improved pilot is due to be delivered in Grove in November.
- mum and toddler dance sessions

#### Go Active Get Healthy

This is a countywide project aiming to change behaviour in inactive people (those who don't do 30 minutes of moderate intensity physical activity once a week or more) through signposting them to new activities in their local areas and setting up new activities for people to participate in. Last year they engaged over 1,000 new participants into sport and activity through sessions such as pickleball, table tennis, Nordic Walking, Tai Chi and much more.

The district council's Participation Team is able to support setting up activities for young people in the village. For more information please contact (Vale) Ashley Chapman, Participation Officer  
[ashley.chapman@southandvale.gov.uk](mailto:ashley.chapman@southandvale.gov.uk) or (South) Hendriette Thorne, South Participation Officer on 01491 823128 or email  
[hendriette.thorn@southandvale.gov.uk](mailto:hendriette.thorn@southandvale.gov.uk).

#### Accessible community facilities

We are keen to encourage accessible community facilities; this can help to improve the quality of life and well being of that person or family.

Government produced a good guide relating to developing an accessible play space that you may like to consider.

You may also like to consider what more you can do to make other community facilities accessible to people with disabilities, their carers, older people and parents with pushchairs etc e.g. can disabled or elderly residents easily access the local shops or village hall.

We would encourage you to explore these things in your questionnaire.

### **Good Neighbour Scheme**

Volunteer Link-Up provides a support service for Good Neighbour Schemes across the County. Across Oxfordshire there are more than 48 Good Neighbour Schemes offering help in the local community. Most of these groups offer assistance with essential transport, for example, taking people to and from hospital, doctors' surgeries and other medical appointments. Some groups offer other services, such as befriending, shopping, help with gardening and small DIY jobs. All groups are different and it is up to the residents of the area to decide what services are offered.

Volunteer Link-Up offer advice and to support existing schemes, as well as to communities wishing to set up new scheme in any part of Oxfordshire.

Support can include:-

- Sourcing start up grants
- Advice on constitutions, policies and procedures
- Guidance on DBS checks and insurance
- Help with publicity materials

If you would like more information about setting up a Good Neighbour Scheme in your community please email [oxfordshiregns@hotmail.co.uk](mailto:oxfordshiregns@hotmail.co.uk) or call 01993 776277.

### **Arts**

We are currently (in 2014) subsidising a community arts scheme called Taking Part, which offers participatory workshops for community groups, that can be delivered locally. This is mainly to enable those less able to access cultural activities further afield to have access to high quality arts activities in their localities. Workshops are available in a range of different art forms and led by experienced community artists from the locality.

The Arts team are also happy to discuss individual projects and cultural celebrations with parish and town councils directly. Projects can range from youth arts activities in the summer, village carnivals, and artists in residence schemes or sculptures on the village green!

South Oxfordshire only:

Good Night Out is a rural touring programme supported by SODC. Subsidies are available to enable rural communities to put on professional and high-quality concerts and shows on in village halls, community centres and schools around the county at an affordable cost.

The Theatre Chipping Norton is contracted to run Good Night Out; they select and programme the menu of shows, and support communities including village hall committees and parish councils to put on the events for a local really good night out.

For more information please visit [www.goodnightout.org](http://www.goodnightout.org) or contact Tei Williams, [ruraltouring@chippingnortontheatre.com](mailto:ruraltouring@chippingnortontheatre.com).

For more information contact:

South - Miranda Laurence, Arts Development Officer  
[arts.development@southoxon.gov.uk](mailto:arts.development@southoxon.gov.uk)

Vale – Abigale Brown, Arts Development Officer  
[abigail.brown@whitehorsedc.gov.uk](mailto:abigail.brown@whitehorsedc.gov.uk)

### **Housing**

We suggest that the questionnaire be specific about the need for affordable housing – for example you could ask whether more rented and/or shared ownership accommodation is needed. It could also be useful for the questionnaire to ask if affordable housing is needed for local people - i.e. through a 'rural exception site' where policy restricts any development on these sites to be for affordable housing only and with priority for people with a strong connection to the village - in perpetuity.

On questions around affordable housing it is important to use wording that avoids misunderstanding and expectations that may not be met if an affordable housing scheme goes ahead.

In South and Vale, it is stipulated that we achieve 40% of any development as affordable homes. The new allocations policy, which will come into effect soon, will enable the council to allocate 20% of these to people with strong local connection to the parish on the first letting.

For more information on the council's current housing needs assessment report and whether a housing needs survey (HNS) is suitable for your parish please contact the district council's affordable housing team at [housing@southandvale.gov.uk](mailto:housing@southandvale.gov.uk). You can also contact ORCC on [orcc@oxonrcc.org.uk](mailto:orcc@oxonrcc.org.uk).

### **Community Infrastructure (S106)**

Everyone understands that building new houses has an impact on communities. Recognising that growing communities have growing needs, planning authorities can require developers to contribute to the cost of providing new or improved facilities. These requirements can be set down in a legal contract between the planning authority and the developer known as a Section 106 Agreement (S106).

If at any time in the future there were to be any housing developments in your community, there may be opportunities to secure funding from developers for projects you might identify in a community led plan, such as a new building for the sports and social club. We can help to support communities in having a voice in influencing Section 106 Agreements in their area and welcome the opportunity to support your community with this if the need arises.

If S106 is likely to come your way and if appropriate, you could include specific questions to help provide evidence of need to support discussions with developers.

For more information please contact Beth Elkins, Community Infrastructure Projects Officer on email [beth.elkins@southandvale.gov.uk](mailto:beth.elkins@southandvale.gov.uk).

### **Planning Policy**

Gaining local opinion on what residents of your parish believe is important to them in terms of the future use of areas of their village and the location of facilities is encouraged through a community led plan questionnaire.

Community led plans can include land use planning issues/issues about development locally and they are important for the planning team, as evidence from resident consultation can be used by developers in the preparation of planning applications and are capable of being a material consideration when balanced against all other material considerations in their determination. This evidence can also support requests for developers to provide local infrastructure through legal agreements (Section 106 agreements) and identify local projects for Community Infrastructure Levy (CIL) monies to be spent on.

It's important to remember that questions asked regarding development within the parish must be in conformity with policy CSR1 of the councils adopted Core Strategy (South Oxfordshire) and the emerging Local Plan (Vale). Our planning policy team can provide you with specific feedback and guidance for your parish on planning policy in general and also on whether a Neighbourhood Plan might be suitable for your area. Please also refer to the various documents available on the councils' websites, using the links provided at the end of the document.

Our planning policy team can be contacted at South on [planning.policy@southoxon.gov.uk](mailto:planning.policy@southoxon.gov.uk) and at Vale on [planning.policy@whitehorsedc.gov.uk](mailto:planning.policy@whitehorsedc.gov.uk)

### **Energy saving and climate change**

We suggest that there are three aspects that your community could consider:

- Promoting the Oxfordshire Affordable Warmth Helpline **0800 107 0044** to elderly residents and those on low incomes to ensure that as many residents as possible take advantage of the help they may be entitled to. The helpline is a service provided by the Oxfordshire councils and provides free and impartial advice on all aspects of saving energy and managing fuel bills, including grants and subsidies for energy saving home improvements.
- Promoting Green Deal Together, your local council backed Green Deal Provider **0300 111 3330** or [www.greendealtogether.org.uk](http://www.greendealtogether.org.uk). Green Deal Together is a Community Interest Company set up by a number of local authorities to provide Green Deal services to their residents. The Green Deal is a Government scheme which enables you to spread the cost of energy saving home improvements and 'pay as you save' through the savings on your energy bills.
- A community thermal imaging project. The council owns a thermal imaging camera which it lends to community groups to take thermal images of local homes and community buildings. The images show where heat is escaping from buildings and where energy efficiency improvements like insulation could be made, saving both energy and money.

For more information and support on energy saving please contact our Energy Officer, Cynthia Sullivan, on 01235 540537 or email [cynthia.sullivan@southandvale.gov.uk](mailto:cynthia.sullivan@southandvale.gov.uk).

- Consider whether residents would like to take part in community energy saving initiatives - consider the option to form a local climate change/energy saving group. CAG Oxfordshire is a network supporting local voluntary groups in Oxfordshire involved in community led climate change action - [www.cagoxfordshire.org.uk](http://www.cagoxfordshire.org.uk).
- Consider options for renewable energy sources on public buildings or residential properties, especially if mains gas is not available. Consider group buying schemes.

For more information and support on climate change please contact our Climate Change Officer, Heather Saunders, on 01235 540506 or email [heather.saunders@southandvale.gov.uk](mailto:heather.saunders@southandvale.gov.uk).

### **Environmental Protection - Vale of White Horse**

#### **Dog Fouling**

The Vale of White Horse District Council is keen to work with communities to help address dog fouling of public spaces and footpaths. The council has powers to prosecute people who do not clean up after their dog, but this is most effectively done with the help of residents, who are often best placed to provide us with information or evidence regarding who the perpetrators are.

This allows us to write warning letters or take formal action such as issuing Fixed Penalty Notices (FPN) to the people responsible. In order to issue FPN's we need people to make statements to support our action and if necessary be prepared to attend court to give evidence. It is relatively rarely that this is required, but people providing statements need to be aware that it is a possibility, if the notice is not paid, that they may need to attend court to support the action we have taken. The officer you speak to will discuss the courses of action available with you and will make sure that you are happy with any particular course of action before proceeding.

Clearance of dog fouling from public land is undertaken by the council's waste contractor Biffa who can be contacted on 03000 610 610.

#### Littering

Enforcement against people who drop litter is undertaken by officers in the Environmental Protection team by issuing Fixed Penalty Notices to those witnessed dropping litter. Again, residents are often best placed to provide information and evidence regarding who is responsible for dropping litter allowing us to send warning letters or take formal action such as issuing Fixed Penalty Notices to the people responsible. In order to do this we need people to make statements to support our action and if necessary be prepared to attend court to provide evidence. It is relatively rarely that this is required, but people providing statements need to be aware that it is a possibility, if the notice is not paid, that they may need to attend court to support the action we have taken. The officer you speak to will discuss the courses of action available with you and will make sure that you are happy with any particular course of action before proceeding.

Clearance of litter is slightly complex depending on who owns the land and may be a district Council, County Council, town Council or private landowner responsibility. Residents groups can organise and undertake litter picking of their neighbourhoods and the council's waste contractor can assist by supplying litter pickers and sacks to community groups. To see what help is available you can contact the council's waste contractor Biffa on 03000 610 610.

In order to issue FPN's we need people to make statements to support our action and if necessary be prepared to attend court to give evidence. It is relatively rarely that this is required, but people providing statements need to be aware that it is a possibility, if the notice is not paid, that they may need to attend court to support the action we have taken.

#### Fly-tipping

The Environmental Protection Team are responsible (with the Environment Agency in certain very limited circumstances) for investigating who is responsible for fly-tipping and taking enforcement action against those responsible, whether the tipping is on public or private land.

The council's waste contractor, Biffa undertakes clearances of fly-tipping from public land (highways and council owned land) on the council's behalf, but can

only clear waste from private land for a fee. The public can assist us in tackling fly-tipping by reporting any suspicious behaviour that they see so that we can take action against those responsible. If you have witnessed someone fly-tipping waste or have any information on who may be responsible please do get in touch with Biffa in the first instance on 03000 610 610. It is helpful if vehicle registration numbers can be provided to allow us to link the fly-tip to a specific individual involved with the fly tip, but you must not confront those involved or put yourself or others at risk to obtain this information. Information provided will be forwarded onto the Environmental protection Team for further investigation.

There are a number of ways that private landowners can help reduce the vulnerability of their land to fly-tipping and if you would like advice about how to do this please get in touch with the Environmental Protection Team.

For more information

You can contact the environmental Protection team on 01235 540555 or by emailing [env.health@whitehorsedc.gov.uk](mailto:env.health@whitehorsedc.gov.uk).

### **Environmental Protection – South Oxfordshire**

#### Dog Fouling

South Oxfordshire District Council has passed the powers and responsibilities to tackle dog fouling down to the Town and Parish Councils and we have also given our Local PCSOs the powers to issue Fixed Penalty Notices (FPN) to the people responsible. In order to issue FPN's we need people to make statements to support our action and if necessary be prepared to attend court to give evidence. It is relatively rarely that this is required, but people providing statements need to be aware that it is a possibility, if the notice is not paid, that they may need to attend court to support the action we have taken.

If you have an issue with dog fouling, contact your local Town and Parish Council to discuss the issues.

Clearance of dog fouling from public land is undertaken by the council's waste contractor Biffa who can be contacted on 03000 610 610.

#### Littering

No service provided.

#### Fly-tipping

The Environmental Protection Team are responsible (with the Environment Agency in certain very limited circumstances) for investigating who is responsible for fly-tipping and taking enforcement action against those responsible, whether the tipping is on public or private land.

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tackling fly-tipping by reporting any suspicious behaviour that they see so that we can take action against those responsible. If you have witnessed someone fly-tipping waste or have any information on who may be responsible please do get in touch with Biffa in the first instance on 03000 610 610. It is helpful if vehicle registration numbers can be provided to allow us to link the fly-tip to a specific individual involved with the fly tip, but you must not confront those involved or put yourself or others at risk to obtain this information. Information provided will be forwarded onto the Environmental protection Team for further investigation.

There are a number of ways that private landowners can help reduce the vulnerability of their land to fly-tipping and if you would like advice about how to do this please get in touch with the Environmental Protection Team.

For more information

You can contact the environmental Protection team on 01491 823203 or by emailing [env.health@southoxon.gov.uk](mailto:env.health@southoxon.gov.uk)

### **CIN - Community Information Network**

The Community Information Network is a free local information service for older people in Oxfordshire, run by Age UK Oxfordshire (Charity No. 1091529) in partnership with Volunteer Link-Up (Charity No. 1133530) and supported by Oxfordshire County Council.

The CIN is delighted to be able to introduce the [Community Information Network Directory](#) – a new online search tool to enable people to find out about the fantastic variety of opportunities that are available to older people and carers in Oxfordshire.

The Directory is free and simple to use and features a wide variety of activities, support and opportunities to help people to live life to the full. There are over 1,700 items listed so far, from exercise classes to IT classes and singing groups, lunch clubs, WIs, mobile libraries and many more. If you know about an opportunity that isn't currently listed, there is also the ability to submit a new item.

To browse the Directory, click on the [Community Information Network Directory](#) link or you can access it via Age UK Oxfordshire's website at [www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire).

If you know of a person who is unable to go online to use the Directory, they can simply call the Community Information Network on **0345 450 1276** and a search can be made on their behalf.

## STANDARD QUESTIONS YOU COULD USE

### Standard demographic questions

#### SECTION 1: Why include demographic questions

It is important to include demographic questions within your questionnaire so that you can:

- Analyse the findings to understand whether there are differences in opinion between (for example) men and women, older people and younger people
- Compare your findings with results from other surveys such as the national census. This can be important when applying for funding.
- Check if you have a population group that is under-represented in the sample of people returning your survey. For example you may have fewer young people returning your Community Led Plan questionnaire than counted/estimated by the Census survey.

#### SECTION 2: Examples of questions

##### GENDER

Are you male or female (please tick one box only)

Male  
Female

##### AGE

*These are the South and Vale standard age bands.*

*If there is space consider adding higher age bands eg 75+ or 85+*

*NB: avoid starting the age band on a number which is not a multiple of 5 as this will restrict the comparisons you are able to make (eg use 20 to 29 rather than 21-30).*

How old are you (please tick one box only)

Under 16  
16-24  
25-34  
35-44  
45-54  
55-64  
65 or over

##### HEALTH

*Our Equalities officer suggests that the following standard wording is used*

Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last 12 months or more? (Please include problems related to old age)

Yes

No

## ETHNICITY

*This is the standard question used in the Census 2011 survey*

What is your ethnic group?

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Mixed or multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black / African / Caribbean background

Other ethnic group

Arab

Any other ethnic group, write in

## SECTION 3: Additional Questions

*An important issue is whether the questionnaire is to be completed by one person on behalf of the household or by all individuals in the household.*

*Note that the Census 2011 survey can provide a lot of information about housing and households including:*

*Type of dwelling – detached, semi, flat*

*Tenure and landlord – owner occupied, rented etc*

*Size of dwelling – number of rooms, bedrooms*

*Central heating  
Cars or vans*

#### WHERE DO YOU LIVE

*It can be important for some questions to know where people live within the community.*

*Include list of streets/areas easily recognised by residents.*

#### HOW LONG LIVED IN THE COMMUNITY

*To understand how long people tend to stay in the area (this is not available from the Census)*

How long have you lived in [name]?

- Less than 1 year
- 1 – 5 years
- 6 -10 years
- 11 – 20 years
- 20 years or more

#### PREVIOUS ADDRESS IF MOVED IN PAST 12 MONTHS

*Where do people move into the community from – may or may not be relevant  
If you have lived in [name] for less than a year, where did you live previously?  
(text box for an open response)*

#### ECONOMIC ACTIVITY

*These are the options used in the Census 2011 survey - from several questions (for detailed questions refer to the Household Questionnaire for England Census 2011)*

Are you

- Employed full-time
- Employed part-time
- Self-Employed
- Unemployed
- Full-Time Student
- Retired
- Looking After Home or Family
- Long-Term Sick or Disabled
- Other

#### IF EMPLOYED HOW FAR DO YOU TRAVEL TO WORK

*Options could be either distances or places (e.g. Reading, Birmingham, London). Needs to be customised to individual communities.*

#### TRAVEL TO WORK (including working at home)

*This is the standard question used in the Census 2011 survey*

How do you usually travel to work? Tick the box for the longest part, by distance, of your usual journey to work

- Work mainly at or from home
- Underground, metro, light rail, tram

- Train
- Bus, minibus or coach
- Taxi
- Motorcycle, scooter or moped
- Driving a car or van
- Passenger in a car or van
- Bicycle
- On foot
- Other

#### PROBLEMS AS A RESULT OF AGE, DISABILITY, ETHNICITY etc

*A question used by South and Vale*

Have you experienced any problems as a result of ...?

- Age
- Disability
- Ethnicity
- Gender
- Gender reassignment
- Religion or belief
- Sexual orientation
- No problems

#### Census 2011 Quiz

When you put in a postcode this fun quiz gives questions for your ward. This quiz is something that might work as a fun and informative opener in a community meeting (best with a live internet on a big screen, or someone can do the quiz beforehand and bring the questions and results to the meeting and read out).

Link:

<http://www.theguardian.com/news/datablog/ng-interactive/2014/jul/21/seven-questions-that-will-tell-you-how-well-you-know-your-local-area>

You will get a screen for inputting a postcode.

Original tool...

<http://www.neighbourhood.statistics.gov.uk/HTMLDocs/dvc147/>

**Please note that the following are suggestions only and the questions your write might need to be developed and expanded to include specific locations and details and tailored for your parish consultation**

## GENERAL QUESTIONS

It might be useful to have some questions early on which give respondents an opportunity to identify the main issues they think the village is facing. Possible additional questions (even if they were covered in initial consultation as not all will have participated) might include:

What do you think are the main issues facing xxxx?

What are the best three things about xxxx?

What are the three things you would most like to change about xxxx?

What do you think are the main priorities for the village in the next:

0 to 5 years

5 to 10 years

Longer than 10 years

What can we do to improve the village?

Please use the space below to provide any suggestions or ideas for community action for how to solve any of the issues identified above?

XXX has been working on developing a questionnaire for some time and over the last year or so some of the initial topics included have since been turned into actions by the community and for that reason may not be included in the questionnaire. It would be useful to share a summary of the actions and outcomes with residents in the covering section of the questionnaire to demonstrate that some progress has already been made.

### **Economic Development (including working from home)**

The district council is trying to understand how many businesses are based at home and whether we can encourage these people to network and join together.

Example: "If you do work from home, would you be interested in meeting/networking with other residents who run home-based businesses?"

Are you satisfied with your broadband service? Yes No

If you answered 'No' to above question, why not? *Connection problems Too slow Other*

If you answered 'Other' in Q79, please specify

## **Preparing for an emergency and extreme weather: Community Emergency Planning**

Suggested questions

General:

- It would be good to include a question about whether residents or the parish consider they are suitably prepared for an emergency (Yes/No).

Flooding questions could be:

- Have you been affected by flooding? Yes/No
- If Yes, what was flooded - house/garden/outbuildings/access/drains
- What measures would you like to see in place to prevent future reoccurrences?
- Do you have any self-help initiatives to protect your property eg Own flood plan/Flood line/sand bags/Flood door guards/Air brick covers etc

For emergency questions, we would advise:

- are you ready for an emergency? Do you know what to do?
- does the parish have an emergency plan? Are the residents aware of it?
- do businesses have any crisis management plans or plans for business continuity?
- find out whether local people would be prepared to get involved in action to meet any potential challenges, for example are there enough people who would help to set up and operate a local support network for vulnerable people in your community in the event of severe weather.

Remember to talk to the relevant agencies and public sector organisations and involve them in developing questions for your questionnaires and developing possible actions. They will be able to provide information and advice and let you know what support they may be able to offer

### **Community Safety**

Our community safety team would recommend some generic community safety 'perception of crime' questions that we ask the citizens panels each year:

How safe do you feel when walking alone in your local community during daylight?

How safe do you feel when walking alone in your local community after dark?

Response options: very safe/ safe/ fairly safe/fairly unsafe/very unsafe/don't know

This would give the parish planning group an idea of how safe local people feel and if they need to do more to promote positive messages around community safety/crime prevention etc. For example through Thames Valley Alert a community messaging service that allows residents to receive community safety information and crime alerts where they live or work in a way that suits their needs and lifestyle by email, text or telephone.

Neighbourhood Watch and Country Watch also promote positive messages around community safety:

Are you part of a neighbourhood watch scheme? yes/no

Would you be interested in joining neighbourhood watch? yes/no

Do you think there are crime/community safety problems in xxx? If so what are they?

What about adding the non emergency number 101? In addition, would the community benefit from finding out how residents are linking in with their neighborhood policing team (e.g. have respondents attended a police 'Have your say' meeting in the past 12 months?).

### **Sport and Leisure**

You could ask if there are any physical activities they would be interested in participating in - eg a walking or Nordic walking group, dance, jogging, rounders, netball, other?

You could ask a question around which activities people enjoy or which things people actually attend / been along to in the last 12 months?

Other questions could be: Do people belong to any clubs/societies? If so which ones? How far do they travel to participate in activities/clubs? How do they travel to participate?

You could ask if your community would be interested in using a café, restaurants, cinema and theatre? If you already have these facilities you could ask how often they are used, and if there are other facilities they would like to see introduced.

Do people walk/cycle/ride locally on public footpaths/bridlepaths? Are the paths in good/reasonable condition or is remedial work required?  
Do routes need improving/altering to make them more attractive?

Are people happy with the existing leisure provision? Is there a desire for more tennis courts, Multi Use Games Areas (MUGA), football, cricket and

rugby pitches, outdoor bowls, etc? Is the local range of activities meeting the community's needs?

You could ask questions around the desire for an accessible play area and the need for accessible community facilities e.g.

Would you or any member of your family benefit from an accessible play area? If yes, what sort of improvements would you like to see?

Do you consider the community facilities (add those relevant) accessible for people with disabilities, elderly people, parents and carers?

If no, what improvements would you like to see?

### **Village facilities**

You could ask where people go for their main shop/top up shopping, if communities have a local shop a question asking if they use the local shop once a week, once a month, less frequently together with how much they spend on average at each visit. If they don't use a local shop you could ask them why?

Also do they use internet shopping for food shopping/other goods

Other services and facilities eg schools, libraries, doctors, chemist, allotments, burial grounds - Do they use these facilities, where do they go to use them, is the service good or could it be improved in any way

### **Young People**

You could include questions for young people within the main questionnaire, or provide a separate questionnaire for young people to complete. The age range could be between 9 and 17 years, but this is dependent on the profile of your area. You can explain that each household or family in the village is being asked about plans to make the village a better place to live and this questionnaire gives a young person a chance to have their say. You can suggest that a parent or guardian will help them if they wish.

Some suggested questions could include

Where do you go to school / college?

What do you enjoy doing in your free time?

Where do you usually meet up with friends?

Would you be interested in doing any of these? (eg Learning to play an instrument, Motor mechanics, Fitness Classes, Duke of Edinburgh)

Do you think it is important to have a space for young people to meet up?

Do you think it is important that young people are able to influence village life?

### **Arts**

The South and Vale arts development officers are keen to find out about what sort of arts and cultural activity residents are currently doing or would like to do.

Suggested questions that can help us find out more about how we can help bring arts and culture to residents are:

Where do you travel to for cultural activities?

What do you go to?

Participation - dance classes, choirs or music, art & crafts, other;

Audience - concerts, exhibitions, film, theatre or other performances, museums

Would you like to attend any cultural activities in the village?

If so, what would you like to attend?

Participation - dance, music, theatre, craft and art

Performances - theatre, concerts, outdoor events, film

### **Housing**

Below are some suggested questions for helping to understand housing needs in your parish.

If xxx were to have new development, which types of new housing would you believe to be most important for the village?

Affordable housing for rent / shared ownership

Houses with 1/2 bedrooms

Houses with 3 or more bedrooms

Sheltered housing for the elderly

None

Other (please specify)

Don't know

Would you support a small development of affordable homes (rent/ shared ownership) for people with a local connection to xxx?

### **Transport/Travel**

Would it be worth considering adding questions about where people travel to use facilities? (Shops/ services etc)?

Do they use public transport services? How frequently? From where to where?

Is the service provided conveniently located? At convenient times?

If they do not use public transport why not?

Do they have access to a car? A bicycle?

### **Waste management**

Waste services are often very important for most communities. The council has recently produced a comprehensive waste and street cleaning questionnaire which goes into a lot more detail than you might want to, but you

may be interested to see a small excerpt from it to guide you with any similar questions:

**SECTION A: WASTE AND RECYCLING**

The council works in partnership with Biffa (formerly Verdant) to collect household waste and carry out street cleaning. We would like to hear your views about the service you receive.

**STREET CLEANING**

Q1. How satisfied are you with the standard of cleanliness of the streets and pavements in the village or town where you live? (Please  ONE box only)

Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied

Q2. In general, how would you describe the amount of litter in the village or town where you live? (Please  ONE box only)

There is rarely any litter	There is not very much litter	There is some litter	There is a lot of litter

Q3. How would you say your town or village compares with other towns and villages in South Oxfordshire in terms of cleanliness? (Please  ONE box only)

My town or village is...					
Much cleaner	A little cleaner	About the same	A little less clean	Much less clean	Don't know

**WASTE AND RECYCLING COLLECTIONS**

Q4. How satisfied are you...? (Please  ONE box for each row)

	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied
Overall with the waste collection service				
With the cleanliness of the area/pavement after the waste has been collected i.e. the absence of litter/mess				
With the reliability of the waste				

## Other useful sources of information

### General for community led planning

This document is designed to be read with and complement the Parish and Community Planning Toolkit: 'The 9 Step Process'. Please also refer to the 'Information for parishes producing a Community Led Plan (Parish Plan) in South Oxfordshire and Vale of White Horse District Councils' document. We suggest that you also refer to the sample questionnaires and CLP guidance documents available on the CLP website [www.clp-se.org.uk](http://www.clp-se.org.uk) and to guidance provided by the Oxfordshire Rural Community Council (ORCC).

The document 'Notes on constructing Parish Plan Questionnaires' is an excellent guide to designing a questionnaire for use in the community led planning exercise. It is available to download from the CLP website [www.clp-se.org.uk](http://www.clp-se.org.uk) – simply login in, go to Step 4 – community consultation, and in the Resources section at the bottom of the page click on the link called Sample Questions and guidelines; this will allow you to download a folder containing many useful documents including the Notes mentioned above.

For more information and support to produce a community led plan in your parish please contact Anne Richardson, Corporate Projects Officer, on 01235 540352 or email [anne.richardson@southandvale.gov.uk](mailto:anne.richardson@southandvale.gov.uk).

You can also visit our website for the Vale of White Horse (<http://www.whitehorsedc.gov.uk/communityledplanning>) or South Oxfordshire (<http://www.southoxon.gov.uk/communityledplanning>)

### **Grants Funding**

There are a number of other potential sources of funding available which you may be able to take advantage of. We suggest you refer to the council's websites if you think this may be of interest.

South grants and community loans - <http://www.southoxon.gov.uk/services-and-advice/community-advice-and-support/grants-and-community-loans>

Vale grants - <http://www.whitehorsedc.gov.uk/services-and-advice/community-advice-and-support/grants>

Councillor Community Budget - each county councillor has a councillor community budget to support projects that matter most to their local community - <http://www.oxfordshire.gov.uk/cms/content/councillor-community-budgets>.

### **Planning policy**

You might find it useful to refer to the council's planning policy web site pages (see links below) to view planning documents produced by the team to guide development and determine planning applications. These web pages will also take you to the neighbourhood planning section where you can download guidance documents and find out more about neighbourhood planning. If you would like further information please contact a member of our planning policy team on email (Vale) [planning.policy@whitehorsedc.gov.uk](mailto:planning.policy@whitehorsedc.gov.uk) or (South) [planning.policy@southoxon.gov.uk](mailto:planning.policy@southoxon.gov.uk).

South Oxfordshire - <http://www.southoxon.gov.uk/services-and-advice/planning-and-building/planning-policy>

Vale of White Horse - <http://www.whitehorsedc.gov.uk/services-and-advice/planning-and-building/planning-policy>

### **Emergency planning**

There is more information on the council websites that you look at as you develop your questionnaire:

South - <http://www.southoxon.gov.uk/services-and-advice/environment/severe-weather>

Vale - <http://www.whitehorsedc.gov.uk/services-and-advice/environment/severe-weather/>

There is also more information on the county council's website about developing a community emergency plan:

<http://www.oxfordshire.gov.uk/cms/content/community-emergency-plans>

You can also contact John Backley, Shared technical and facilities manager on 01491 823518 or email [john.backley@southandvale.gov.uk](mailto:john.backley@southandvale.gov.uk).

### **Housing**

For more information on the council's current housing needs assessment report and whether a housing needs survey is suitable for your parish please contact the district council's affordable housing team on (Vale) [housing@southandvale.gov.uk](mailto:housing@southandvale.gov.uk) or (South) [housing.services@southoxon.gov.uk](mailto:housing.services@southoxon.gov.uk). You can also contact ORCC on [orcc@oxonrcc.org.uk](mailto:orcc@oxonrcc.org.uk).

### **Community Infrastructure**

#### **S106**

Visit our website to find out more about s106 agreements and download our plain English guide:

Vale of White Horse: <http://www.whitehorsedc.gov.uk/services-and-advice/planning-and-building/planning-policy/delivering-infrastructure/section-106>

South Oxfordshire: <http://www.southoxon.gov.uk/services-and-advice/planning-and-building/planning-policy/delivering-infrastructure/section-106>

For further support, please contact Beth Elkins, Community Infrastructure Support Officer on 01235 540399; 07717 836753 or email [beth.elkins@southandvale.gov.uk](mailto:beth.elkins@southandvale.gov.uk)

### **CIL and neighbourhood planning**

For more information on Neighbourhood Planning and CIL please contact our planning policy team at South on [planning.policy@southoxon.gov.uk](mailto:planning.policy@southoxon.gov.uk) and Vale on [planning.policy@whitehorsedc.gov.uk](mailto:planning.policy@whitehorsedc.gov.uk)

## **Rating scales – examples to be used as guidance when producing CLP questionnaires**

### **Example answer options**

#### **Satisfaction**

Very satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **Importance**

Very important	Quite important	Neither important nor unimportant	Quite unimportant	Very unimportant	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **How easy or difficult was it to X?**

Very easy	Quite easy	Neither easy nor difficult	Quite difficult	Very difficult	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **How much...?**

A lot	A little	Not very much	Not at all	Don't know
<input type="checkbox"/>				

#### **How much do you know about x compared to 6 months ago?**

- I know about the same as I did 6 months ago
- I know a little more than I did 6 months ago
- I know a lot more than I did 6 months ago
- Don't know

**How often....?**

- Never or almost never
  - Sometimes
  - About half the time
  - Often
  - Always or almost always
  - Don't know
- or
- Every day/ almost every day
  - 3-4 times a week
  - About once a week
  - About once a fortnight
  - About once a month
  - Less often
  - Never
  - Don't know

**When was the last time you ....?**

- In the last day
- In the last week
- In the last fortnight
- In the last month
- In the last 2-3 months
- In the last 4-6 months
- More than 6 months ago
- Don't know

**About change**

- |  |    |                                   |
|--|----|-----------------------------------|
| <input type="checkbox"/> Increased       | or | <input type="checkbox"/> Better   |
| <input type="checkbox"/> Stayed the same |    | <input type="checkbox"/> The same |
| <input type="checkbox"/> Reduced         |    | <input type="checkbox"/> Worse    |

Don't know

Don't know

or

More

The right amount

Less

Don't know

**Likelihood**

Very likely	Quite likely	Not very likely	Not at all likely	Don't know
<input type="checkbox"/>				

<b>Quality</b>		
4 - Excellent	5 - Outstanding	6 - Extraordinary
3 - Good	4 - Very good	5 - Superior
2 - Fair	3 - Good	4 - Very good
1 - Poor	2 - Fair	3 - Good
	1 - Poor	2 - Fair
		1 - Poor
<b>Extent</b>		
4 - Exactly descriptive	5 - Very great extent	6 - Completely true description
3 - Very descriptive	4 - Great extent	5 - Largely true
2 - Somewhat descriptive	3 - Some extent	4 - Somewhat true
1 - Not descriptive	2 - Little extent	3 - Somewhat false
	1 - Very little extent	2 - Largely false
		1 - Completely false description
<b>Frequency</b>		
always	4 - Almost always	5 - Almost always
		6 - 100% of the time
	3 - Usually	4 - Most of the time
		5 - 90+% of the time
	2 - Sometimes	3 - Often
		4 - 80+% of the time
	1 - Seldom	2 - Sometimes
		3 - 70+% of the time
		1 - Seldom
		2 - 60+% of the time
		1 - Less than 60% of the time
<b>Developmental</b>		
strength	4 - Towering strength	5 - Exemplary, best possible
		6 - No room for improvement
	3 - Strength	4 - Real strength
		5 - Significant strength
	2 - Competent	3 - Fully competent
		4 - Strength
Development need	1 - Development need	2 - Development need
		3 - Competent
		1 - Weakness
		2 - Development need
		1 - Significant development need
<b>Comparison Scales</b>		
	4 - One of the very best	5 - Far above average
	3 - Better than most	4 - Above average
	2 - Better than some	3 - Average
	1 - Not as good as most	2 - Below average
		3 - 20-50th percentile
		1 - Far below average
		2 - 5-20th percentile
		1 - Bottom 5%
<b>Performance Scales</b>		
4 - Commendable	5 - Far above requirements	6 - Exceeds all standards
	3 - Exceeds	4 - Above requirements
	2 - Meets	3 - Meets requirements
meet	1 - Does not	2 - Below requirements
		3 - Meets all
		1 - Far below requirements
		2 - Meets most, below on some
		1 - Below on many standards