

Sevenoaks District Council – Resident & Media Survey (0130071-01)

INTRODUCTION & SCREENING

Ask to speak to <contact name>

Good afternoon/evening, my name is ... and I am calling on behalf of Lake Market Research, an independent market research agency.

We are running a survey on behalf of Sevenoaks District Council to find out what residents feel about the council, the way the services are delivered and how information is communicated to you.

The interview should last no more than 10 minutes and all of your answers will be kept strictly confidential.

READ OUT AS NECESSARY:

- If you have any concerns about the survey, you can contact Daniel Whitmarsh at the Council on 01732 227000 or e-mail daniel.whitmarsh@sevenoaks.gov.uk
- There is also information on the Council website about this survey at www.sevenoaks.gov.uk/residentsurvey
- If you wish to check that Lake Market Research is a bona fide market research agency, you can contact the UK Market Research Society on 0500 396999
- The research is being conducted under the Code of Practice of the UK Market Research Society, which means that all of the answers you give are strictly confidential and anonymous
- Your name was selected at random

Q1	ASK ALL	
	Do you live within the Sevenoaks District Council area?	
	SINGLE CODE	
	<i>Yes</i>	? 1 PROCEED
	<i>No</i>	? 2 THANK & CLOSE
	<i>Don't know</i>	? 3 THANK & CLOSE
Q2	DO NOT ASK: Code Gender	
	CHECK AGAINST QUOTAS	
	SINGLE CODE	
	<i>Male</i>	? 1
	<i>Female</i>	? 2
Q3	ASK ALL	
	Can I please ask which of the following age groups you fall into?	
	CHECK AGAINST QUOTAS	
	SINGLE CODE	
	<i>Under 18</i>	? 1 THANK & CLOSE
	<i>18-24</i>	? 2
	<i>25-34</i>	? 3
	<i>35-44</i>	? 4
	<i>45-54</i>	? 5
	<i>55-64</i>	? 6
	<i>65-74</i>	? 7
	<i>75+</i>	? 8
	<i>(Refused)</i>	? 9 THANK & CLOSE

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

Q4 ASK ALL

Overall, how satisfied or dissatisfied are you with local area as a place to live?

READ OUT - SINGLE CODE

<i>Very satisfied</i>	<input type="radio"/> 1
<i>Fairly satisfied</i>	<input type="radio"/> 2
<i>Neither satisfied nor dissatisfied</i>	<input type="radio"/> 3
<i>Fairly dissatisfied</i>	<input type="radio"/> 4
<i>Very dissatisfied</i>	<input type="radio"/> 5
<i>Don't know</i>	<input type="radio"/> 6

Your local area receives services from two councils, Sevenoaks District Council and Kent County Council. This survey asks about Sevenoaks District Council, which is responsible for things such as refuse collection, street cleaning and planning.

Q5 ASK ALL

Overall, how satisfied or dissatisfied are you with the way Sevenoaks District Council runs things?

READ OUT - SINGLE CODE

<i>Very satisfied</i>	<input type="radio"/> 1
<i>Fairly satisfied</i>	<input type="radio"/> 2
<i>Neither satisfied nor dissatisfied</i>	<input type="radio"/> 3
<i>Fairly dissatisfied</i>	<input type="radio"/> 4
<i>Very dissatisfied</i>	<input type="radio"/> 5
<i>Don't know</i>	<input type="radio"/> 6

In considering the next question, please think about the range of services Sevenoaks District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Sevenoaks District Council provides to the community. We would like your general opinion.

Q6 ASK ALL

To what extent do you agree or disagree that Sevenoaks District Council provides value for money?

READ OUT - SINGLE CODE

<i>Strongly agree</i>	<input type="radio"/> 1
<i>Tend to agree</i>	<input type="radio"/> 2
<i>Neither agree nor disagree</i>	<input type="radio"/> 3
<i>Tend to disagree</i>	<input type="radio"/> 4
<i>Strongly disagree</i>	<input type="radio"/> 5
<i>Don't know</i>	<input type="radio"/> 6

Q7 ASK ALL

On balance, which one of the following statements comes closest to how you feel about Sevenoaks District Council?

READ OUT - SINGLE CODE

<i>I speak positively of the council without being asked</i>	<input type="radio"/> 1
<i>I speak positively of the council if I am asked about it</i>	<input type="radio"/> 2
<i>I have no views one way or another</i>	<input type="radio"/> 3
<i>I speak negatively about the council if I am asked about it</i>	<input type="radio"/> 4
<i>I speak negatively about the council without being asked</i>	<input type="radio"/> 5
<i>Don't know</i>	<input type="radio"/> 6

- Q8** **ASK ALL**
To what extent do you think Sevenoaks District Council acts on the concerns of local residents?
READ OUT - SINGLE CODE
- | | |
|----------------------|---|
| <i>A great deal</i> | 1 |
| <i>A fair amount</i> | 2 |
| <i>Not very much</i> | 3 |
| <i>Not at all</i> | 4 |
| <i>Don't know</i> | 5 |
- Q9** **ASK ALL**
Overall, how well informed do you think Sevenoaks District council keeps residents about the services and benefits it provides?
READ OUT - SINGLE CODE
- | | |
|---------------------------------|---|
| <i>Very well informed</i> | 1 |
| <i>Fairly well informed</i> | 2 |
| <i>Not very well informed</i> | 3 |
| <i>Not well informed at all</i> | 4 |
| <i>Don't know</i> | 5 |
- Q10** **ASK ALL**
How much do you trust Sevenoaks District Council?
READ OUT - SINGLE CODE
- | | |
|----------------------|---|
| <i>A great deal</i> | 1 |
| <i>A fair amount</i> | 2 |
| <i>Not very much</i> | 3 |
| <i>Not at all</i> | 4 |
| <i>Don't know</i> | 5 |
- Q11** **ASK ALL**
To what extent would you agree or disagree that people in this local area pull together to improve the local area?
READ OUT - SINGLE CODE
- | | |
|-----------------------------------|---|
| <i>Definitely agree</i> | 1 |
| <i>Tend to agree</i> | 2 |
| <i>Neither agree nor disagree</i> | 3 |
| <i>Tend to disagree</i> | 4 |
| <i>Definitely disagree</i> | 5 |
| <i>Nothing needs improving</i> | 6 |
| <i>Don't know</i> | 7 |
- Q12** **ASK ALL**
When did you last contact Sevenoaks District Council?
READ OUT - SINGLE CODE
- | | |
|-------------------------------------------------------------|---|
| <i>Within the last 3 months</i> | 1 |
| <i>More than 3 months ago but within the last 6 months</i> | 2 |
| <i>More than 6 months ago but within the last 12 months</i> | 3 |
| <i>Over 12 months ago</i> | 4 |
| <i>I have never contacted Sevenoaks District Council</i> | 5 |
| <i>Don't know</i> | 6 |

NOTE: Q12 IS NOT AN LGA BENCHMARKING QUESTION

Q13	ASK ALL WHO HAVE CONTACTED COUNCIL WITHIN LAST 12 MONTHS AT Q15
	How helpful were Sevenoaks District Council when you last contacted them?
	READ OUT - SINGLE CODE
	<i>Very helpful</i> <input type="radio"/> 1
	<i>Quite helpful</i> <input type="radio"/> 2
	<i>Not very helpful</i> <input type="radio"/> 3
	<i>Not helpful at all</i> <input type="radio"/> 4
	<i>Don't know</i> <input type="radio"/> 5

NOTE: Q13 IS NOT AN LGA BENCHMARKING QUESTION

ASK ALL

Thinking about this local area, how much of a problem do you think each of the following are...

READ OUT - SINGLE CODE FOR EACH STATEMENT

RANDOMISE

		<i>A very big problem</i>	<i>A fairly big problem</i>	<i>Not a very big problem</i>	<i>Not at all a problem</i>	<i>Don't have an opinion / not applicable</i>
Q14	<i>Noisy neighbours or loud parties</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Q15	<i>Rubbish or litter lying around</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Q16	<i>Vandalism, graffiti and other deliberate damage to property or vehicles</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Q17	<i>People using or dealing drugs</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Q18	<i>People being drunk or rowdy in public places</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Q19	<i>Groups hanging around the streets</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

NOTE: END OF LGA BENCHMARKING QUESTIONS

Q20	ASK ALL Please tell me all of the different services, you are aware of that Sevenoaks District Council provide? DO NOT READ OUT – CODE ALL MENTIONS		
Q21	ASK FOR ALL THOSE NOT SELECTED IN Q20 And prior to taking part in this survey, which if any of the following services were you aware Sevenoaks District Council provided? READ OUT – CODE ALL THAT APPLY		
		Spontaneous Awareness (Q20)	Prompted Awareness (Q21)
	<i>Building Control</i>	☐ 1	☐ 1
	<i>Council Tax collection</i>	☐ 2	☐ 2
	<i>Council Tax support and housing benefit</i>	☐ 3	☐ 3
	<i>Countryside, parks and open spaces</i>	☐ 4	☐ 4
	<i>Crime prevention and CCTV</i>	☐ 5	☐ 5
	<i>Elections</i>	☐ 6	☐ 6
	<i>Environmental health</i>	☐ 7	☐ 7
	<i>Fly tipping removal (on Council land and the highway)</i>	☐ 8	☐ 8
	<i>Graffiti removal</i>	☐ 9	☐ 9
	<i>Health improvement</i>	☐ 10	☐ 10
	<i>Housing (working with housing associations and homelessness applications)</i>	☐ 11	☐ 11
	<i>Licensing (alcohol, entertainment, taxis)</i>	☐ 12	☐ 12
	<i>Pest control</i>	☐ 13	☐ 13
	<i>Parking and parking enforcement</i>	☐ 14	☐ 14
	<i>Planning</i>	☐ 15	☐ 15
	<i>Refuse and recycling collection</i>	☐ 16	☐ 16
	<i>Street cleaning</i>	☐ 17	☐ 17
	<i>Other (Please specify)</i>	☐ 97	
	<i>Don't know</i>	☐ 98	
	<i>None of these</i>		☐ 99

ASK FOR ALL THOSE SELECTED AT Q20 OR Q21

We are now going to read out a list of all the services you were aware Sevenoaks District Council provided. For each please tell me:

(A) How satisfied or dissatisfied are you with of these services provided in your local area (15-20 minutes walking area from your home)?

(B) And how satisfied or dissatisfied are you with how well informed Sevenoaks District Council keeps you about each of these services?

READ OUT - SINGLE CODE FOR EACH QUESTION FOR EACH STATEMENT

RANDOMISE

		<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>	<i>Don't have an opinion / not applicable</i>
Q22 (A)	<i>Building Control</i>	1	2	3	4	5	6	7
Q39 (B)	<i>Building Control</i>	1	2	3	4	5	6	7
Q23 (A)	<i>Council Tax collection</i>	1	2	3	4	5	6	7
Q40 (B)	<i>Council Tax collection</i>	1	2	3	4	5	6	7
Q24 (A)	<i>Council Tax support and housing benefit</i>	1	2	3	4	5	6	7
Q41 (B)	<i>Council Tax support and housing benefit</i>	1	2	3	4	5	6	7
Q25 (A)	<i>Countryside, parks and open spaces</i>	1	2	3	4	5	6	7
Q42 (B)	<i>Countryside, parks and open spaces</i>	1	2	3	4	5	6	7
Q26 (A)	<i>Crime prevention and CCTV</i>	1	2	3	4	5	6	7
Q43 (B)	<i>Crime prevention and CCTV</i>	1	2	3	4	5	6	7
Q27 (A)	<i>Elections</i>	1	2	3	4	5	6	7
Q44 (B)	<i>Elections</i>	1	2	3	4	5	6	7
Q28 (A)	<i>Environmental health</i>	1	2	3	4	5	6	7
Q45 (B)	<i>Environmental health</i>	1	2	3	4	5	6	7
Q29 (A)	<i>Fly tipping removal (on Council land and the highway)</i>	1	2	3	4	5	6	7
Q46 (B)	<i>Fly tipping removal (on Council land and the highway)</i>	1	2	3	4	5	6	7
Q30 (A)	<i>Graffiti removal</i>	1	2	3	4	5	6	7
Q47 (B)	<i>Graffiti removal</i>	1	2	3	4	5	6	7
Q31 (A)	<i>Health improvement</i>	1	2	3	4	5	6	7
Q48 (B)	<i>Health improvement</i>	1	2	3	4	5	6	7
Q32 (A)	<i>Housing (working with housing associations and homelessness applications)</i>	1	2	3	4	5	6	7
Q49 (B)	<i>Housing (working with housing associations and homelessness applications)</i>	1	2	3	4	5	6	7
Q33 (A)	<i>Licensing (alcohol, entertainment, taxis)</i>	1	2	3	4	5	6	7
Q50 (B)	<i>Licensing (alcohol, entertainment, taxis)</i>	1	2	3	4	5	6	7
Q34 (A)	<i>Pest control</i>	1	2	3	4	5	6	7
Q51 (B)	<i>Pest control</i>	1	2	3	4	5	6	7
Q35 (A)	<i>Parking and parking enforcement</i>	1	2	3	4	5	6	7
Q52 (B)	<i>Parking and parking enforcement</i>	1	2	3	4	5	6	7
Q36 (A)	<i>Planning</i>	1	2	3	4	5	6	7
Q53 (B)	<i>Planning</i>	1	2	3	4	5	6	7
Q37 (A)	<i>Refuse and recycling collection</i>	1	2	3	4	5	6	7
Q54 (B)	<i>Refuse and recycling collection</i>	1	2	3	4	5	6	7
Q38 (A)	<i>Street cleaning</i>	1	2	3	4	5	6	7
Q55 (B)	<i>Street cleaning</i>	1	2	3	4	5	6	7

- Q56 ASK ALL**
From which, if any of the following sources of information do you currently find out about what Sevenoaks District Council is doing?
READ OUT – CODE ALL MENTIONS
- Q57 ASK ALL**
And thinking back to the same list. Which ONE, if any, would be your **FIRST CHOICE** to use to find out about what Sevenoaks District council is doing?
READ OUT – SINGLE CODE
- Q58 ASK ALL WHO GAVE FIRST CHOICE AT Q57**
And which ONE, if any, would be your **SECOND CHOICE** to use to find out about what Sevenoaks District council is doing?
READ OUT (EXCLUDING FIRST CHOICE) – SINGLE CODE

	Currently Use (Q56)	First Choice (Q57)	Second Choice (Q58)
Contact with Council staff	1	1	1
Council tax bill	2	2	2
Council website (www.sevenoaks.gov.uk)	3	3	3
Councillors	4	4	4
In Shape - the Council's magazine	5	5	5
Local newspapers	6	6	6
National newspapers	7	7	7
Social media (Facebook and Twitter)	8	8	8
Friends, neighbours and relations	9	9	9
Leaflets	11	—	11
Public meetings	12	—	12
Radio	13	—	13
Residents' Association/community group	14	—	14
Town or Parish Council newsletter	—	—	—
Posters	15	—	15
Television	16	—	16
Other (Please specify)	97	—	97
Don't know	98	—	98

- Q59 ASK ALL**
Which, if any, of the following produced by Sevenoaks District Council have you seen in the last six months?
READ OUT – CODE ALL MENTIONS
RANDOMISE
- | | |
|--------------------------------------------------------------------------------------|--------------------------------|
| In Shape magazine | 1 |
| The Council's website www.sevenoaks.gov.uk | 2 |
| | 3 |
| The Council's social media feeds (including Facebook and Twitter) | |
| Other (Please specify) | 97 KEEP POSITION |
| Don't know | 98 KEEP POSITION - SINGLE CODE |
| None of these | 99 KEEP POSITION - SINGLE CODE |

ASK ALL WHO HAVE SEEN IN SHAPE AT Q59

In Shape is the Council's magazine. It is sent to residents and businesses three or four times a year to inform them of Council activities and services at a cost of 21p per copy (to both produce and distribute).

Q60 ASK ALL WHO HAVE RECEIVED IN SHAPE AT Q59

If you receive In Shape, how long do you normally spend reading your copy?

READ OUT - SINGLE CODE

- | | |
|-----------------------------|-------------------------|
| <i>Up to 10 minutes</i> | <input type="radio"/> 1 |
| <i>More than 10 minutes</i> | <input type="radio"/> 2 |
| <i>Don't read it</i> | <input type="radio"/> 3 |
| <i>Don't know</i> | <input type="radio"/> 4 |

Q61 ASK ALL WHO HAVE SEEN IN SHAPE AT Q59

Did you receive a copy of the September 2013 issue of In Shape? The cover pictured a group of people including a policeman and a KCC warden promoting a safer District.

SINGLE CODE

- | | |
|-------------------|-------------------------|
| <i>Yes</i> | <input type="radio"/> 1 |
| <i>No</i> | <input type="radio"/> 2 |
| <i>Don't know</i> | <input type="radio"/> 3 |

ASK ALL WHO HAVE SEEN IN SHAPE AT Q59

Please tell us how strongly you agree or disagree with the following statements about In shape...

READ OUT - SINGLE CODE FOR EACH STATEMENT

RANDOMISE

		<i>Strongly agree</i>	<i>Tend to agree</i>	<i>Neither agree nor disagree</i>	<i>Tend to disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
Q62	<i>It is easy to read</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q63	<i>It informs me of Council news and activities that I have not previously heard about</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q64	<i>It is colourful and well produced</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q65	<i>Tells me about the Council's future plans</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q66	<i>It helps to keep me informed about the Council's work and local services</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q67	<i>In Shape is good value for money</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q68 ASK ALL

In the past few months, have you seen or heard any of the following about Sevenoaks District Council?

READ OUT – CODE ALL MENTIONS

RANDOMISE

- | | |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <i>Working with our partners to keep the District safe</i> | <input type="radio"/> 1 |
| <i>Funding projects to tackle drug and alcohol misuse and domestic abuse</i> | <input type="radio"/> 2 |
| <i>Our work with the community to reduce speeding vehicles (Speed Watch)</i> | <input type="radio"/> 3 |
| <i>How our CCTV system is helping to keep the District's town centres safe</i> | <input type="radio"/> 4 |
| <i>How you can report anti-social behavior and other crime to the District's Community Safety Unit</i> | <input type="radio"/> 5 |
| <i>Other (Please specify)</i> | <input type="radio"/> 98 KEEP POSITION |
| <i>None of these</i> | <input type="radio"/> 99 KEEP POSITION – SINGLE CODE |

Q69 ASK ALL
Overall, do you think that the media has viewed Sevenoaks District Council positively or negatively in the last few months?
READ OUT - SINGLE CODE

<i>Positively</i>	<input type="checkbox"/> 1
<i>Negatively</i>	<input type="checkbox"/> 2
<i>Neither positively nor negatively</i>	<input type="checkbox"/> 3
<i>Don't know</i>	<input type="checkbox"/> 4

Now I would like to ask you a few questions about what types of media you have seen. This will help the Council understand the best ways to give information to residents.

Q70 ASK ALL
Have you watched any of the following television news programmes in the last seven days?
READ OUT – CODE ALL THAT APPLY

<i>BBC1 national news</i>	<input type="checkbox"/> 1
<i>BBC News 24</i>	<input type="checkbox"/> 2
<i>ITV1 national news</i>	<input type="checkbox"/> 3
<i>ITV Meridian News</i>	<input type="checkbox"/> 4
<i>ITV London</i>	<input type="checkbox"/> 5
<i>BBC South East Today</i>	<input type="checkbox"/> 6
<i>BBC London</i>	<input type="checkbox"/> 7
<i>Daybreak (GMTV News)</i>	<input type="checkbox"/> 8
<i>Channel Four News</i>	<input type="checkbox"/> 9
<i>Five News</i>	<input type="checkbox"/> 10
<i>Sky News</i>	<input type="checkbox"/> 11
<i>Newsnight</i>	<input type="checkbox"/> 12
<i>Other news programmes (Please specify)</i>	<input type="checkbox"/> 98 KEEP POSITION
<i>None of these</i>	<input type="checkbox"/> 99 KEEP POSITION – SINGLE CODE

Q71 ASK ALL
Which, if any, radio stations did you listen to in the last seven days...?
READ OUT – CODE ALL THAT APPLY

<i>BBC Radio 1</i>	<input type="checkbox"/> 1
<i>BBC Radio 1extra</i>	<input type="checkbox"/> 2
<i>BBC Radio 2</i>	<input type="checkbox"/> 3
<i>BBC Radio 3</i>	<input type="checkbox"/> 4
<i>BBC Radio 4</i>	<input type="checkbox"/> 5
<i>BBC Radio 5 Live</i>	<input type="checkbox"/> 6
<i>BBC Radio 6</i>	<input type="checkbox"/> 7
<i>BBC Radio 7</i>	<input type="checkbox"/> 8
<i>BBC Radio Kent</i>	<input type="checkbox"/> 9
<i>KMFM</i>	<input type="checkbox"/> 10
<i>Heart</i>	<input type="checkbox"/> 11
<i>Capital</i>	<input type="checkbox"/> 12
<i>Magic</i>	<input type="checkbox"/> 13
<i>Kiss FM</i>	<input type="checkbox"/> 14
<i>Classic FM</i>	<input type="checkbox"/> 15
<i>Absolute Radio</i>	<input type="checkbox"/> 16
<i>Other (Please specify)</i>	<input type="checkbox"/> 98 KEEP POSITION
<i>None of these</i>	<input type="checkbox"/> 99 KEEP POSITION – SINGLE CODE

ASK ALL

How often, if at all, have you read any of the following local newspapers in the last month?

READ OUT - SINGLE CODE FOR EACH STATEMENT

		<i>At least twice a week</i>	<i>At least once a week</i>	<i>Once every couple of weeks</i>	<i>Once a month</i>	<i>Never</i>	<i>Don't know</i>
Q72	<i>County Border News</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q73	<i>Dartford or Gravesend Messenger</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q74	<i>Dartford and Swanley News Shopper</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q75	<i>The Reporter</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q76	<i>Edenbridge Chronicle</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q77	<i>Kent and Sussex Courier</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q78	<i>Kent on Sunday</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q79	<i>Sevenoaks Chronicle</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Q80	<i>The Vine magazine</i>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

Q81 ASK ALL WHO HAVE READ (AT LEAST ONE) LOCAL PAPER AT Q72-Q80

Which local newspapers, including free newspapers, have you read in the last seven days?

READ OUT – CODE ALL THAT APPLY

<i>County Border News</i>	<input type="checkbox"/> 1
<i>Dartford or Gravesend Messenger</i>	<input type="checkbox"/> 2
<i>Dartford and Swanley News Shopper</i>	<input type="checkbox"/> 3
<i>The Reporter</i>	<input type="checkbox"/> 4
<i>Edenbridge Chronicle</i>	<input type="checkbox"/> 5
<i>Kent and Sussex Courier</i>	<input type="checkbox"/> 6
<i>Kent on Sunday</i>	<input type="checkbox"/> 7
<i>Sevenoaks Chronicle</i>	<input type="checkbox"/> 8
<i>The Vine magazine</i>	<input type="checkbox"/> 9
<i>Other (Please specify)</i>	<input type="checkbox"/> 98 KEEP POSITION
<i>None</i>	<input type="checkbox"/> 99 KEEP POSITION – SINGLE CODE

Q82 ASK ALL

Which, if any, national daily newspapers have you read in the last seven days...?

READ OUT – CODE ALL THAT APPLY

<i>Daily Express</i>	<input type="checkbox"/> 1
<i>Daily Mail</i>	<input type="checkbox"/> 2
<i>Daily Star</i>	<input type="checkbox"/> 3
<i>Daily Telegraph</i>	<input type="checkbox"/> 4
<i>Financial Times</i>	<input type="checkbox"/> 5
<i>Guardian</i>	<input type="checkbox"/> 6
<i>Independent</i>	<input type="checkbox"/> 7
<i>The i</i>	<input type="checkbox"/> 8
<i>Mirror</i>	<input type="checkbox"/> 9
<i>Sun</i>	<input type="checkbox"/> 10
<i>Times</i>	<input type="checkbox"/> 11
<i>Metro</i>	<input type="checkbox"/> 12
<i>London Evening Standard</i>	<input type="checkbox"/> 13
<i>Other (Please specify)</i>	<input type="checkbox"/> 98 KEEP POSITION
<i>None – Do not read a national newspaper</i>	<input type="checkbox"/> 99 KEEP POSITION – SINGLE CODE

Q83	ASK ALL	
	Which of these, if any, do you personally use?	
	READ OUT – CODE ALL THAT APPLY	
	<i>Wireless broadband at home</i>	? 1
	<i>Other broadband at home</i>	? 2
	<i>Internet at work, place of study or elsewhere</i>	? 3
	<i>iPhone</i>	? 4
	<i>Android phone</i>	? 5
	<i>Other internet enabled /smartphone</i>	? 6
	<i>Other mobile phone</i>	? 7
	<i>None of these</i>	? 99

Q84	ASK ALL WHO HAVE ACCESS TO INTERNET AT Q88	
	Which of these, if any, do you personally use?	
	READ OUT – CODE ALL THAT APPLY	
	<i>Facebook</i>	? 1
	<i>Twitter</i>	? 2
	<i>Pinterest</i>	? 3
	<i>LinkedIn</i>	? 4
	<i>Instagram</i>	? 5
	<i>YouTube</i>	? 6
	<i>Google + (Google plus)</i>	? 7
	<i>Other Social Media Site (Please specify)</i>	? 97
	<i>Don't know</i>	? 98
	<i>None of these</i>	? 99

I'd like to ask you a few questions about the Council's budget priorities. Like all local authorities, the funding Sevenoaks District Council receives from Government is reducing and it will need to make some difficult decisions about the services it provides in future years.

ASK ALL

Please tell us how strongly you agree or disagree with the following statements...

READ OUT - SINGLE CODE FOR EACH STATEMENT

RANDOMISE

		<i>Strongly agree</i>	<i>Tend to agree</i>	<i>Neither agree nor disagree</i>	<i>Tend to disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
Q85	<i>The Council should continue to look for further efficiency savings</i>	? 1	? 2	? 3	? 4	? 5	? 6
Q86	<i>The Council should exploit new opportunities to work in partnership with others to deliver services and further reduce costs</i>	? 1	? 2	? 3	? 4	? 5	? 6
Q87	<i>Charges for additional services that the Council does not have a duty to provide should at least cover costs</i>	? 1	? 2	? 3	? 4	? 5	? 6
Q88	<i>The Council should increase Council Tax to continue to deliver its services</i>	? 1	? 2	? 3	? 4	? 5	? 6
Q89	<i>The Council should invest its money and resources in areas that would generate income to help fund the services it provides to the community</i>	? 1	? 2	? 3	? 4	? 5	? 6

I'd now like to ask you a few final questions to help us to put your answers into context. We want to understand the views of different types of people across the Sevenoaks District.

All your answers are strictly confidential and you can refuse to answer any of the following questions.

The results will not be presented in a way that could identify you from the answers you have given us.

- Q90 ASK ALL**
Can I ask your current working status?
PROBE TO PRE-CODES - SINGLE CODE, INTERVIEWER NOTE- If respondent mentions more than one answer then probe for main status
- | | |
|----------------------------------------------------|----|
| <i>Working – full time (30+ hours)</i> | 1 |
| <i>Working – part time (9-29 hours)</i> | 2 |
| <i>Unemployed – seeking work</i> | 3 |
| <i>Unemployed – not seeking work</i> | 4 |
| <i>Not working – retired</i> | 5 |
| <i>No working – looking after house / children</i> | 6 |
| <i>Not working – disabled</i> | 7 |
| <i>Student</i> | 8 |
| <i>Other</i> | 9 |
| <i>No response / refused</i> | 10 |

- Q91 ASK ALL**
Can I please ask the occupation of the chief wage earner in your household?
PROBE FOR:
JOB TITLE
JOB DESCRIPTION
QUALIFICATIONS
INDUSTRY + SIZE OF COMPANY

IF MANAGER/SUPERVISOR/SELF-EMPLOYED: NUMBER OF PEOPLE RESPONSIBLE FOR

NB: * If two or more related people in household have equal income, code the person who is the oldest
 * Treat couples living together as married, therefore related
 * Take respondent's occupation if not related to others in household

- | | |
|------------------|---|
| <i>A</i> | 1 |
| <i>B</i> | 2 |
| <i>C1</i> | 3 |
| <i>C2</i> | 4 |
| <i>D</i> | 5 |
| <i>E</i> | 6 |
| <i>(Refused)</i> | 7 |

- Q92 ASK ALL**
Including yourself, how many people over the age of sixteen live with you?
WRITE IN

- Q93 ASK ALL**
Including yourself, how many people over the age of sixteen live with you?
WRITE IN

Q94 **ASK ALL**
The Disability Discrimination Act defines a disability as a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities. Do you consider yourself to be a disabled person, or does anyone else in your household?
SINGLE CODE

Yes	1
Other household member	2
No	3

Q95 **ASK ALL**
Which ethnic group do you belong to?
PROBE TO PRE-CODES - SINGLE CODE

White British	1
White Irish	2
Any other white background	3
White and black Caribbean	4
White and black African	5
White and Asian	6
Any other multi ethnic background	7
Indian	8
Pakistani	9
Bangladeshi	10
Chinese	11
Any other Asian background	12
Caribbean	13
African	14
Any other black background	15
Other - Arab	16
Other – Gypsy / Romany / Traveller of Irish	17
Other - Heritage	18
Any other ethnic background (Please specify)	19
No response / refused	20

Q96 **ASK ALL**
For classification purposes only, can you please tell me your postcode?

.....

Q97 **ASK ALL**
Would you be interested in joining a panel of residents to help with further local authority research?
SINGLE CODE

Yes (Collect email address and confirm telephone number.....)	1
No	2

Q98 **ASK ALL**
Finally, can I please take a note of your name for proof of the interview?

.....