

# Council services

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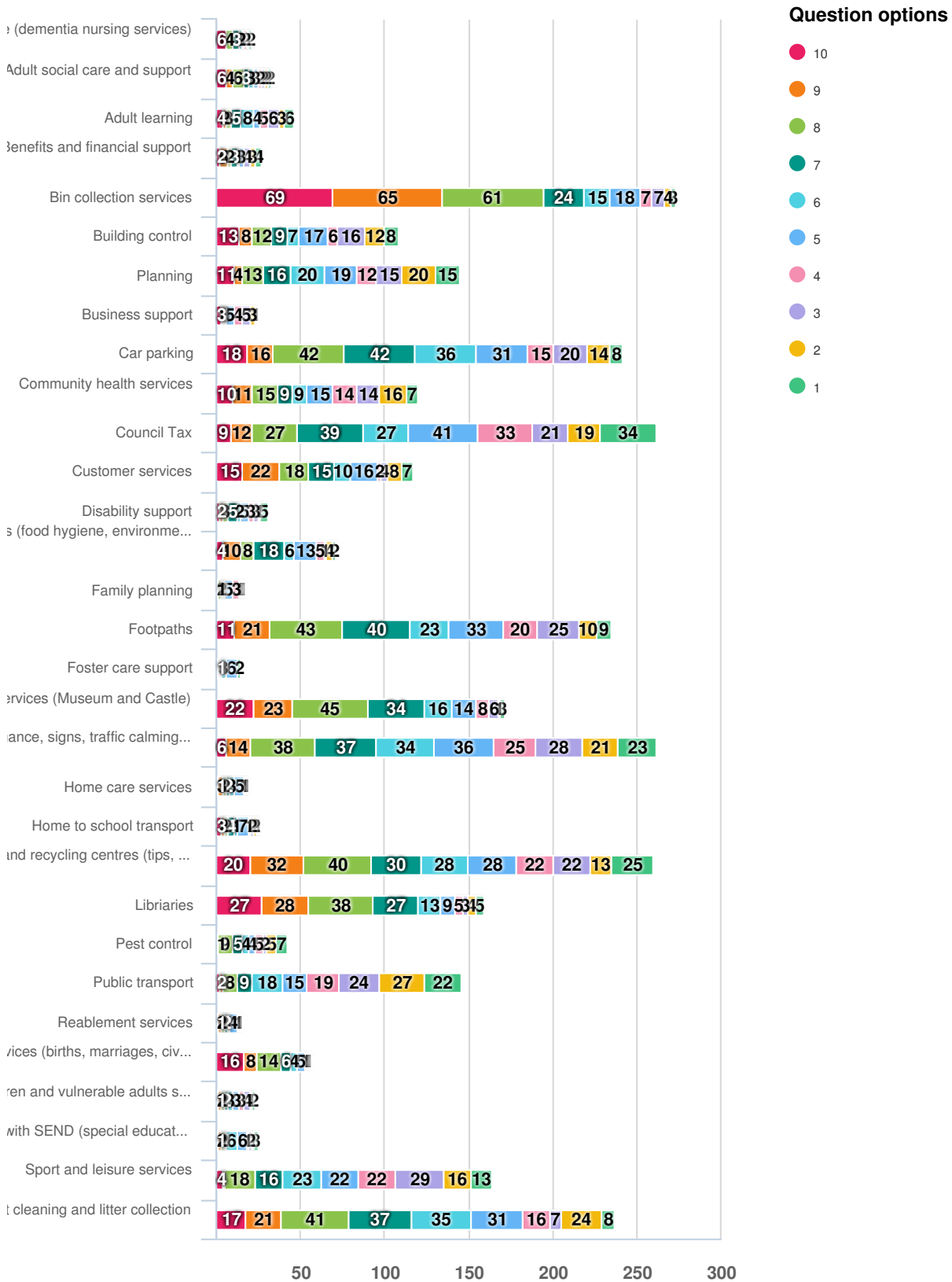
## **SURVEY RESPONSE REPORT**

01 April 2021 - 01 June 2021

### **PROJECT NAME:**

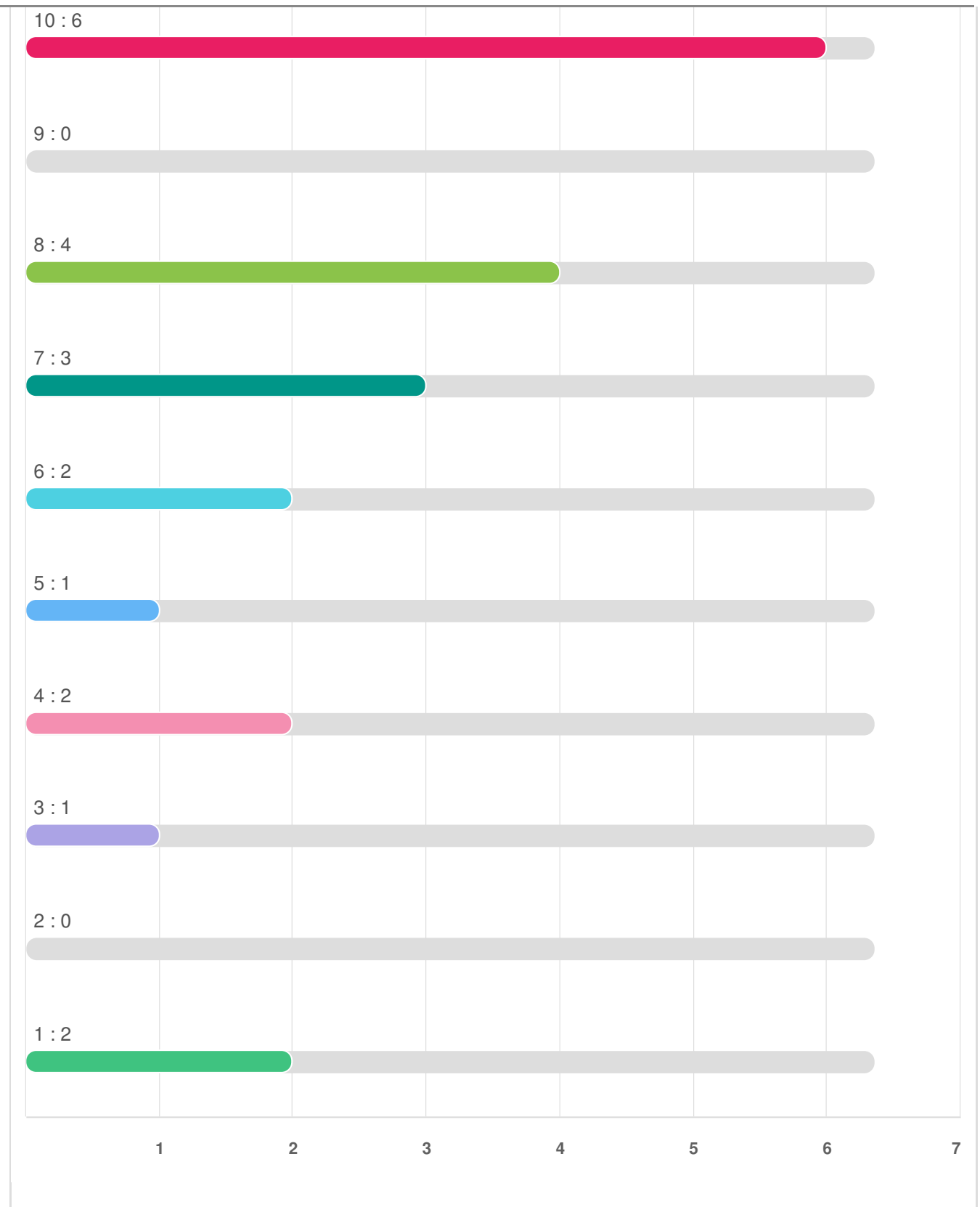
Future Rutland Conversation

**Q1** On a scale of 1 to 10, with 10 being the highest, rate how satisfied you are with each council service that you receive: (P...

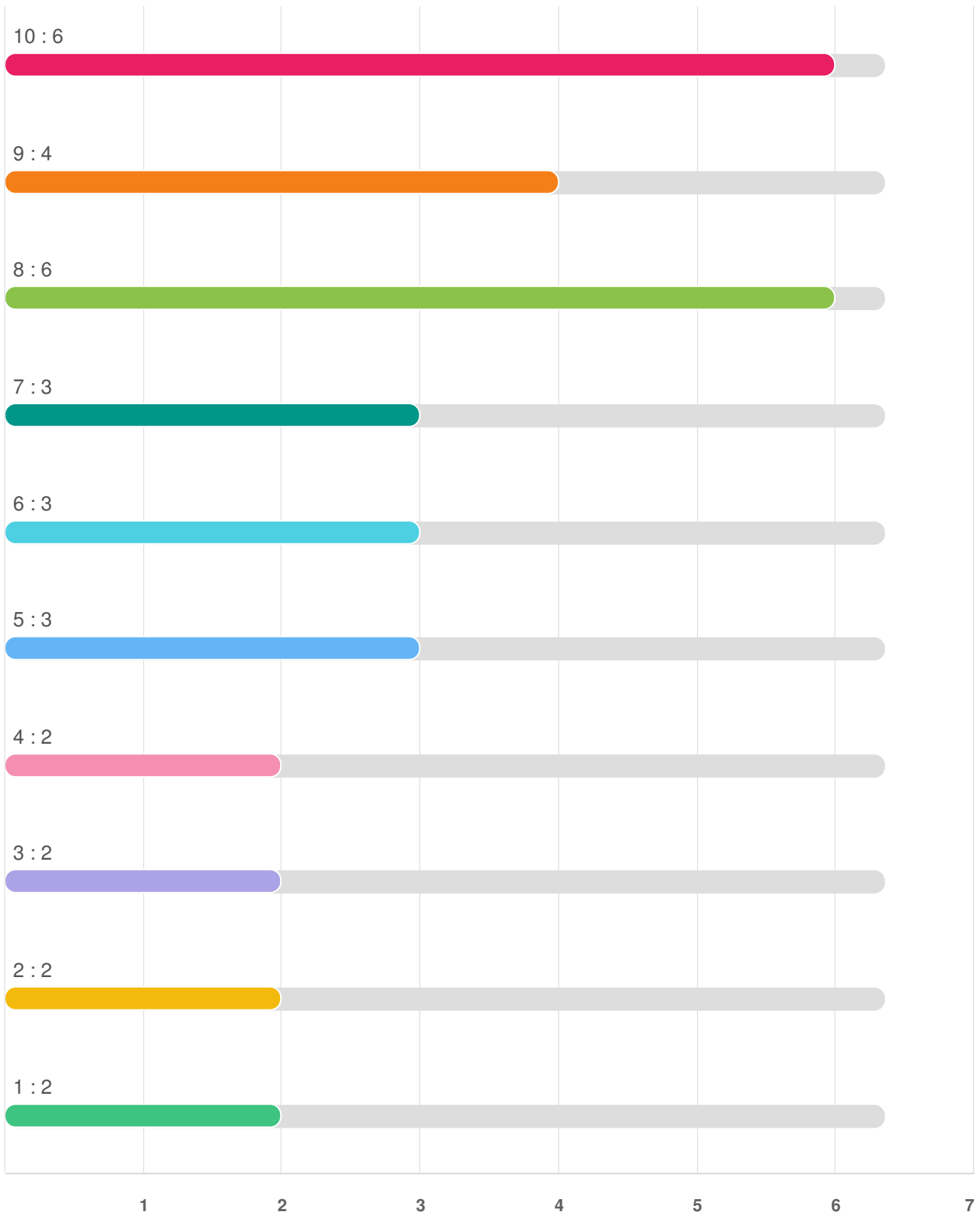


Optional question (279 response(s), 1 skipped)  
Question type: Likert Question

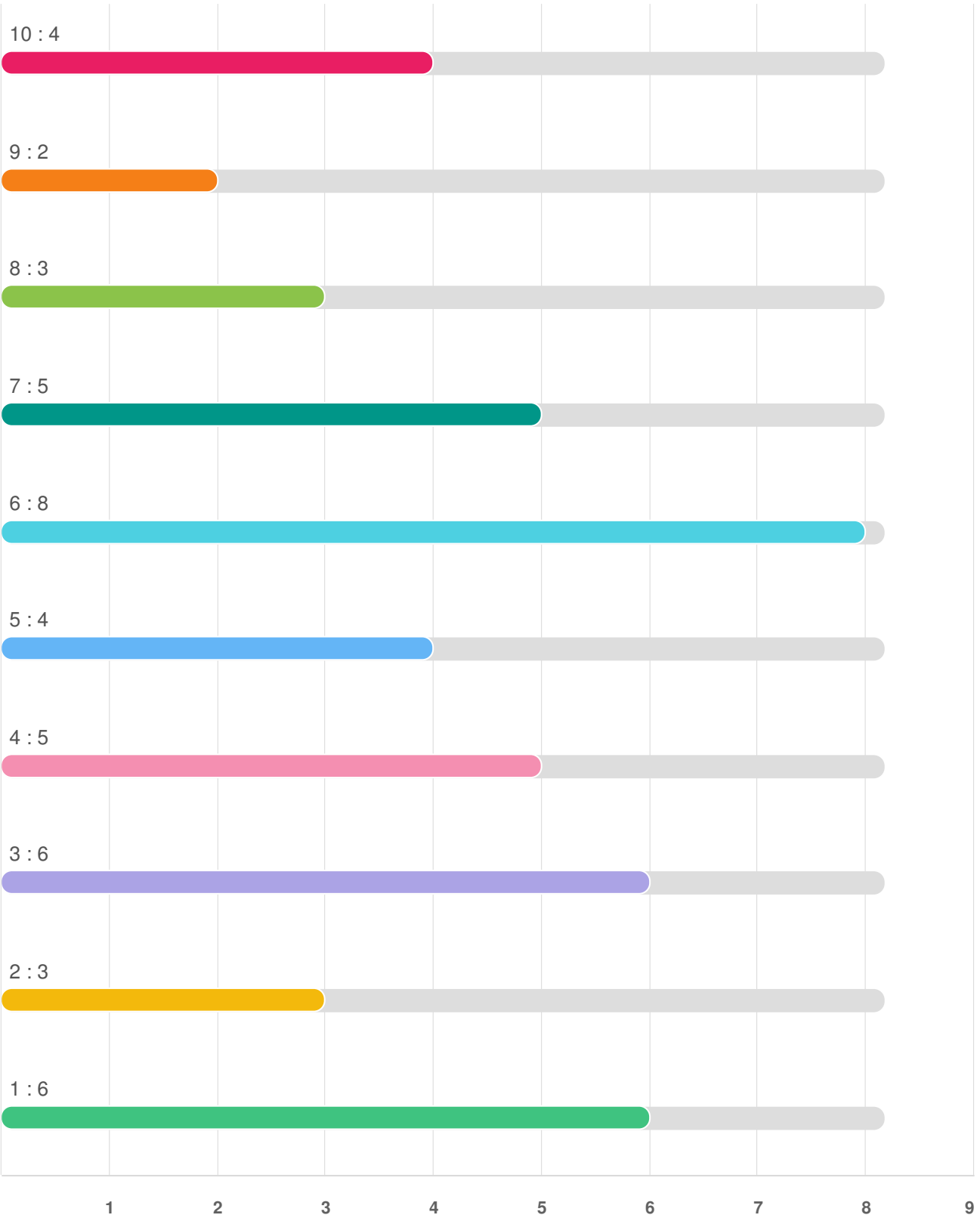
Council services : Survey Report for 01 April 2021 to 01 June 2021



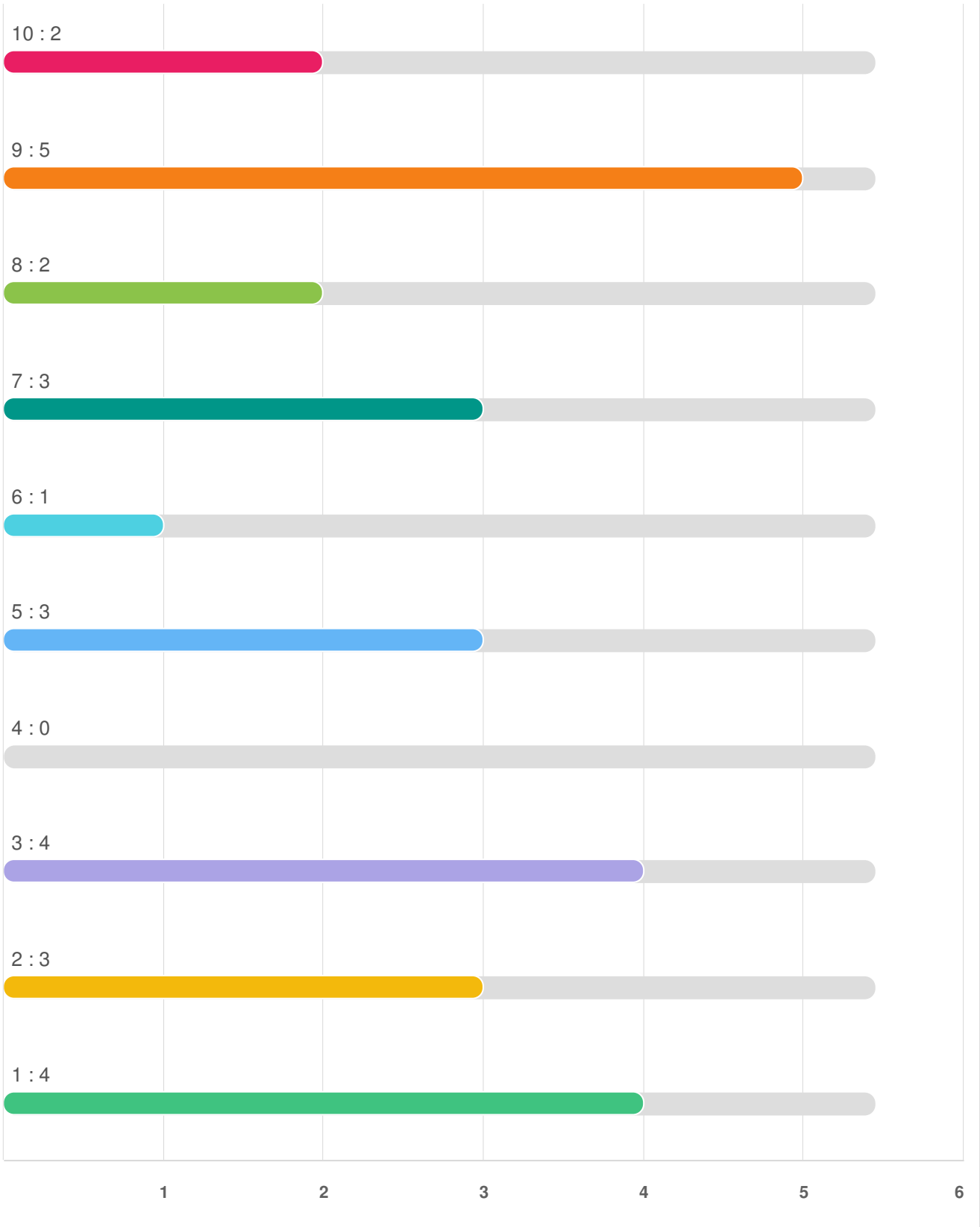
### Adult social care and support



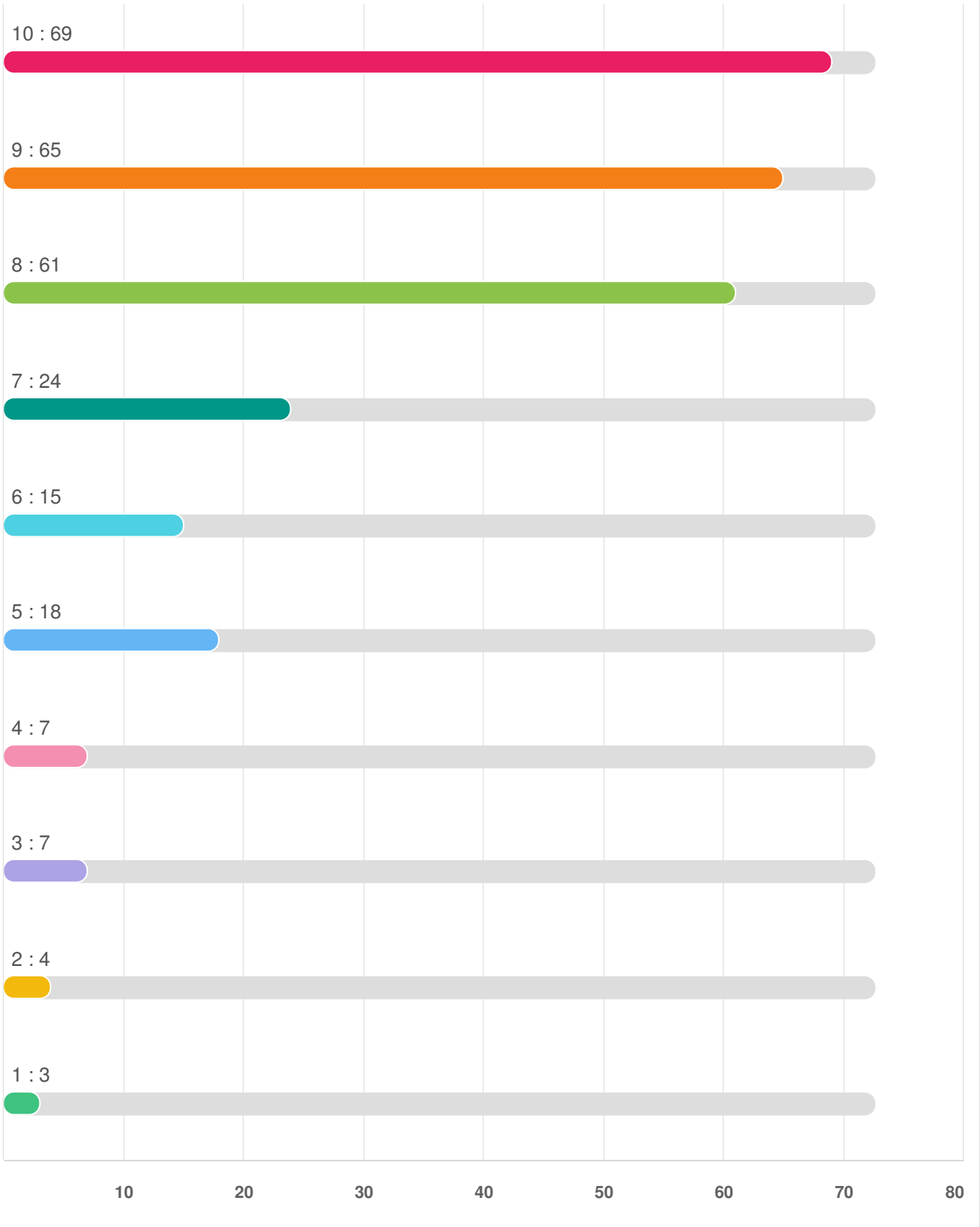
### Adult learning



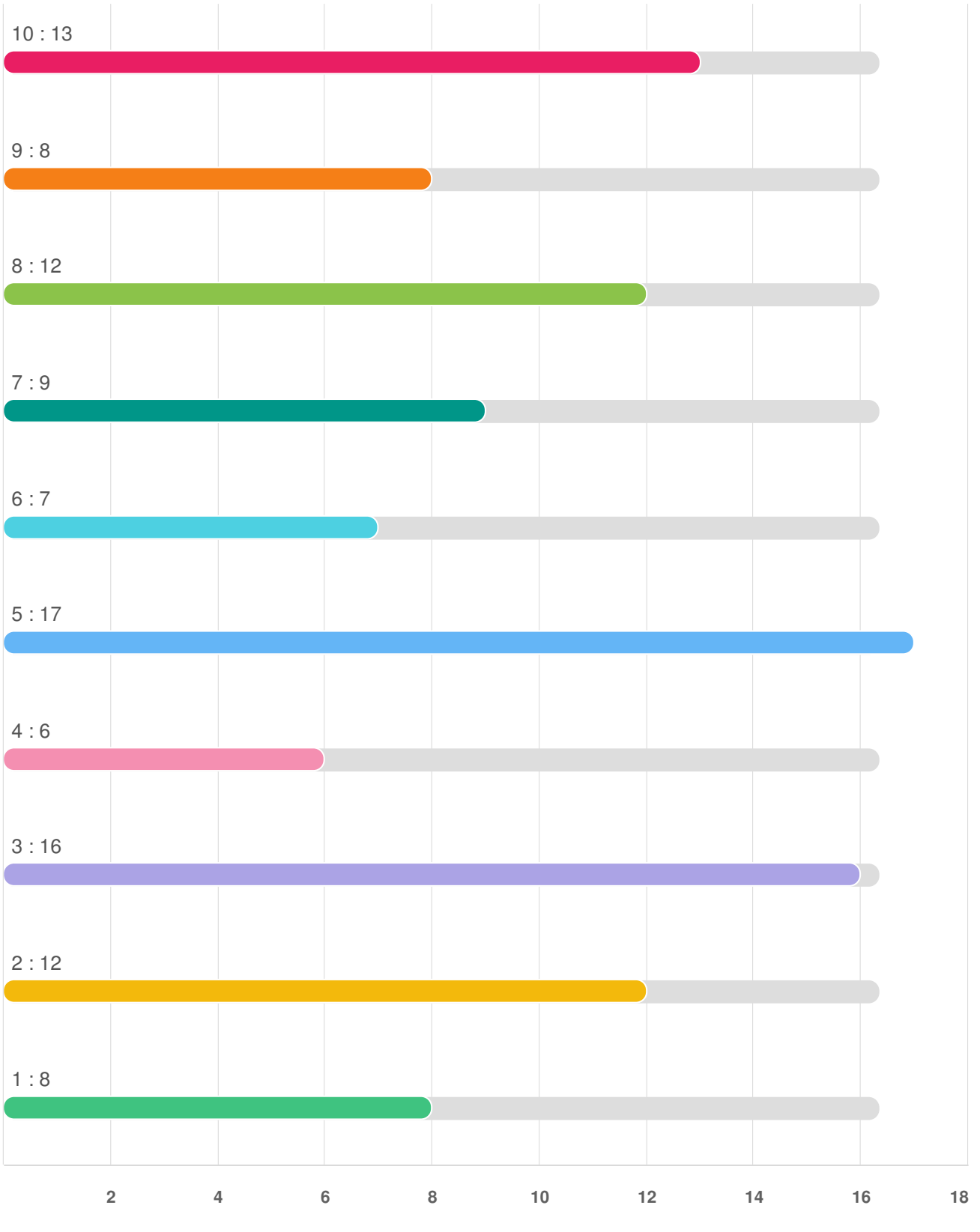
### Benefits and financial support



### Bin collection services

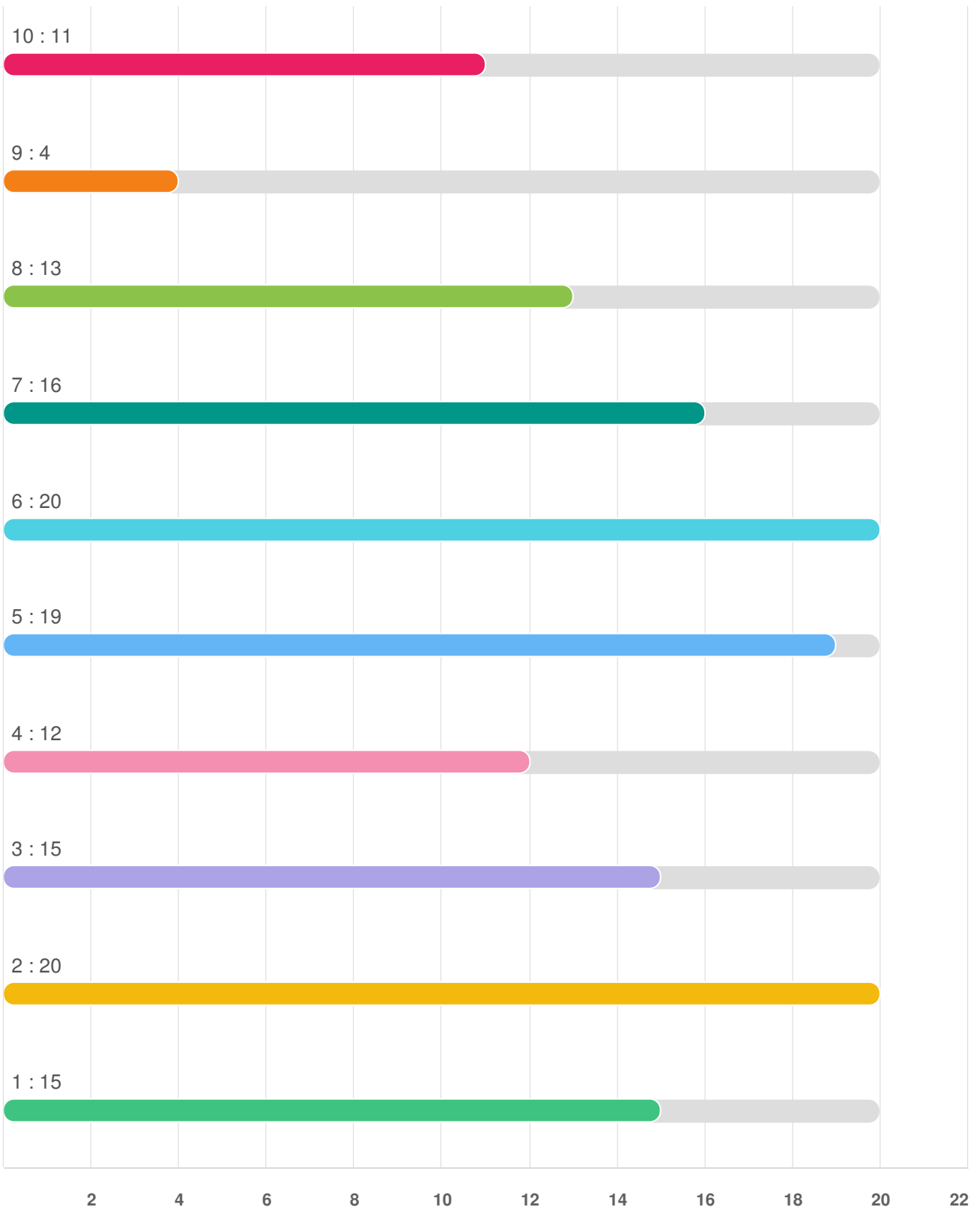


### Building control

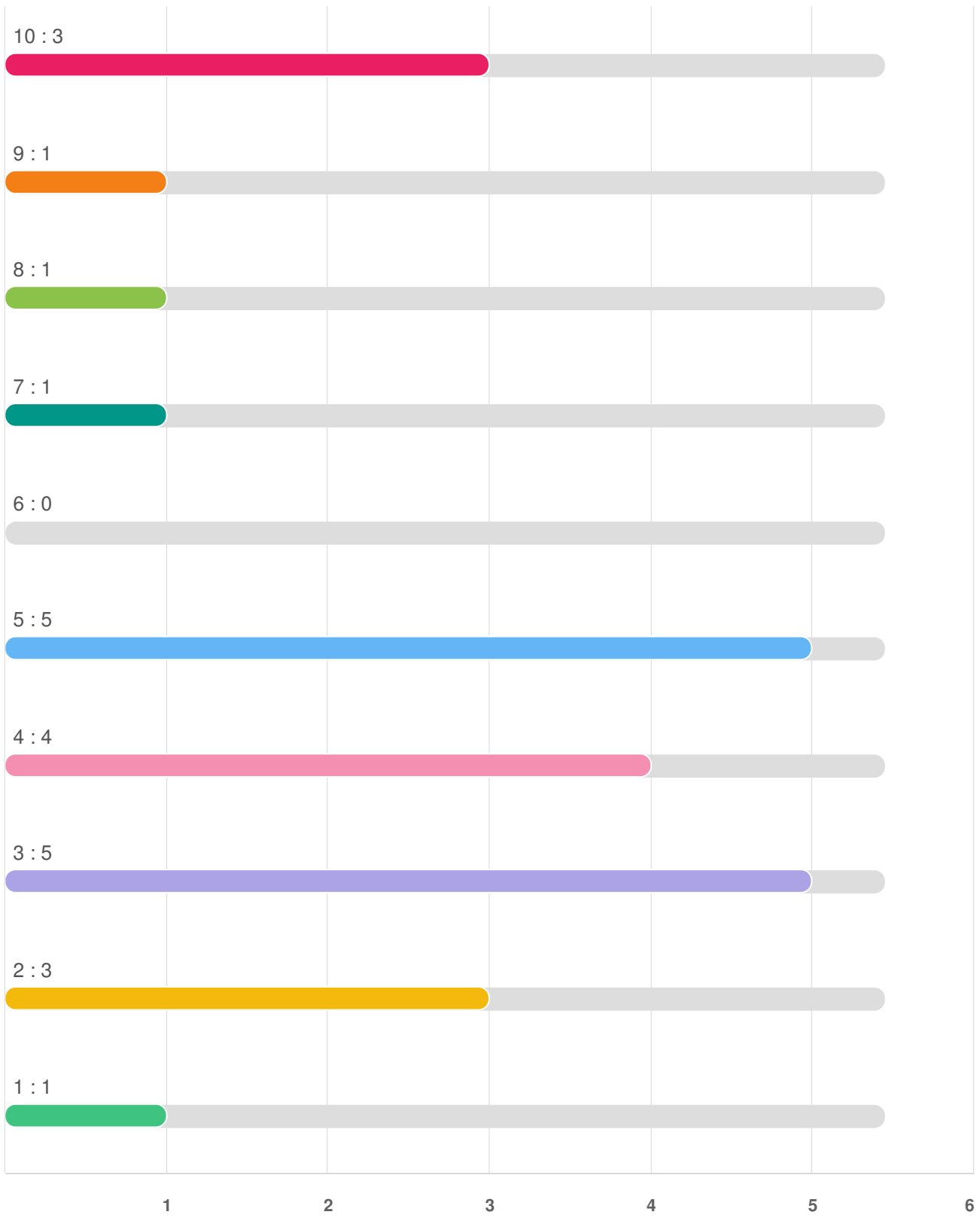




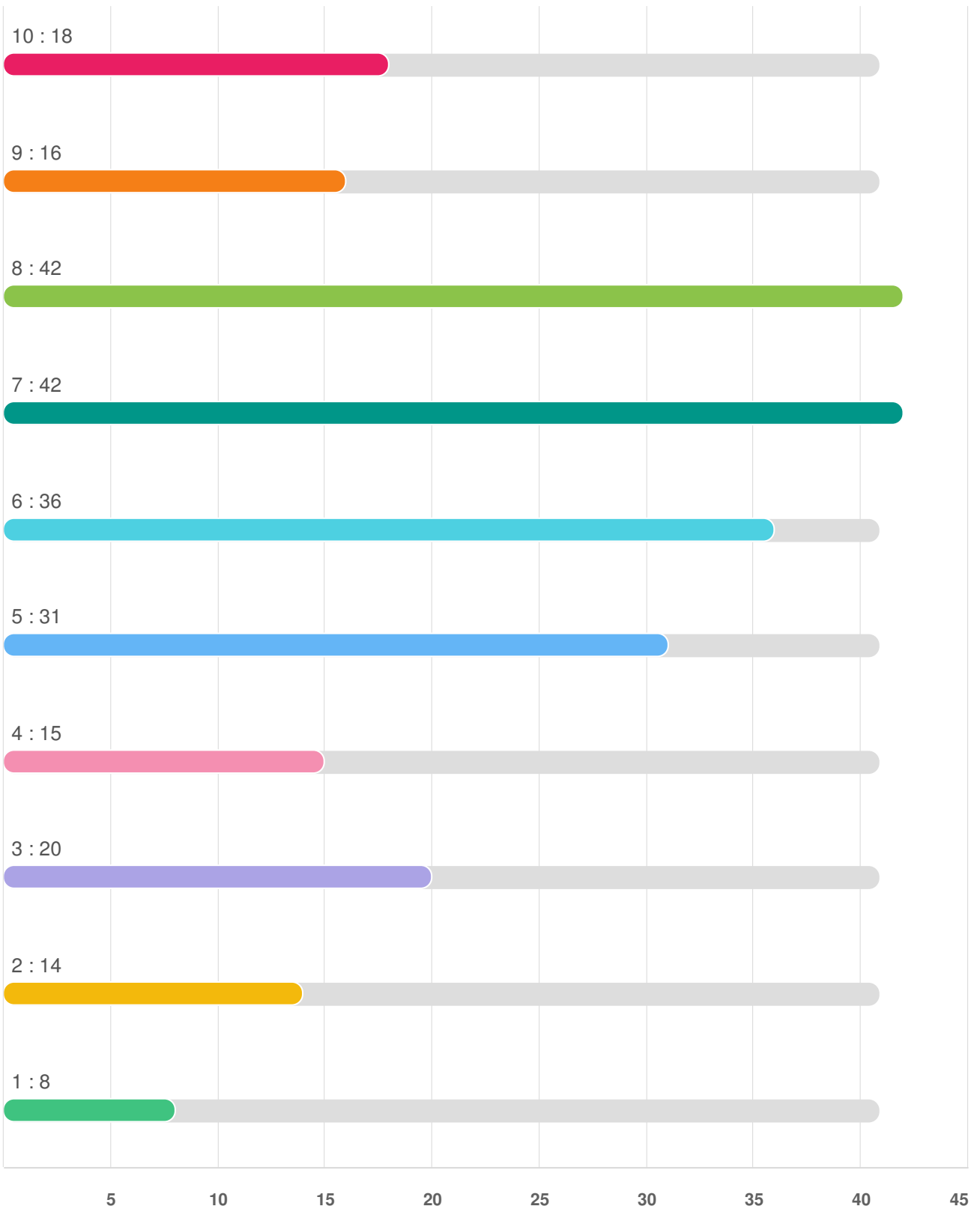
## Planning



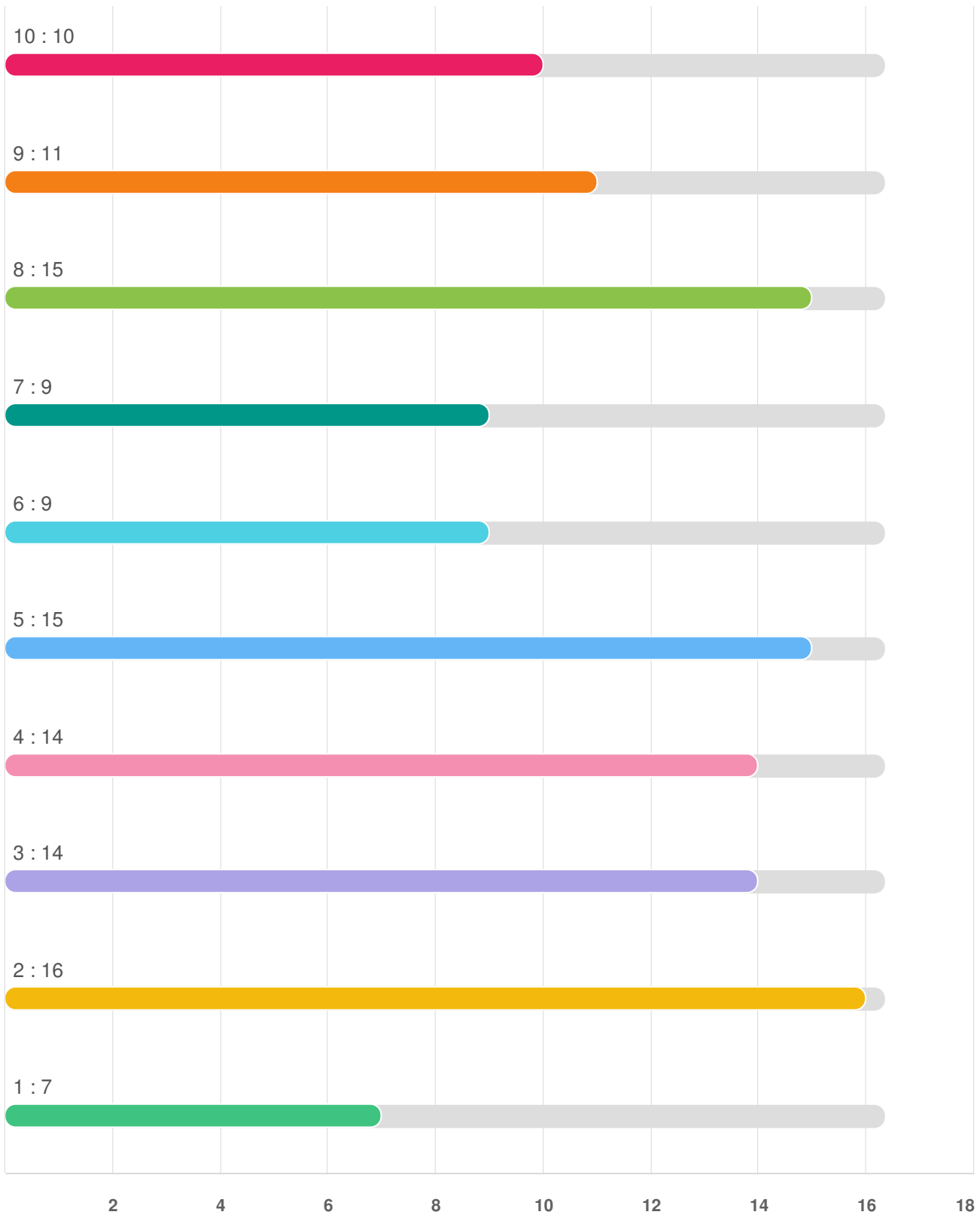
### Business support

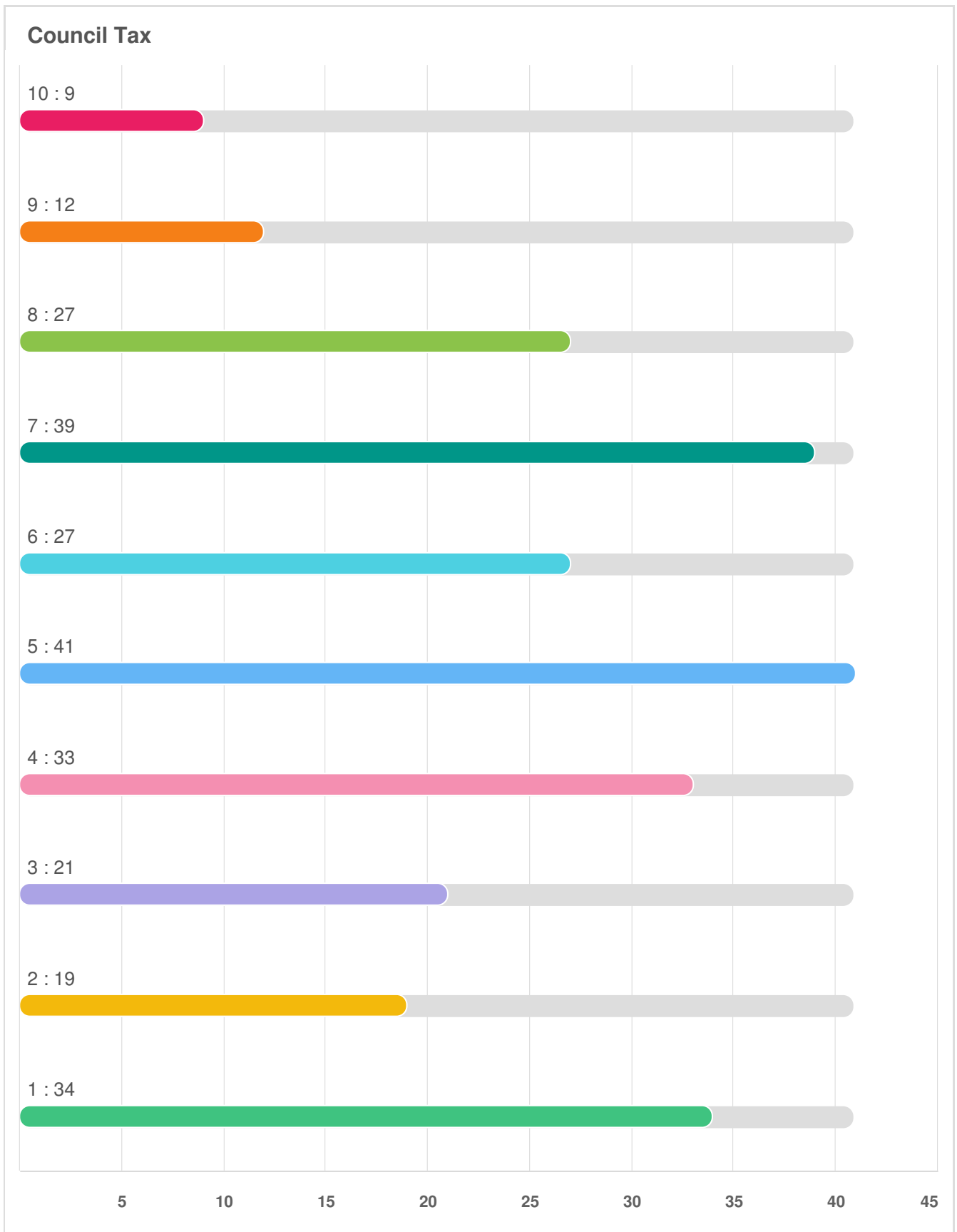


### Car parking

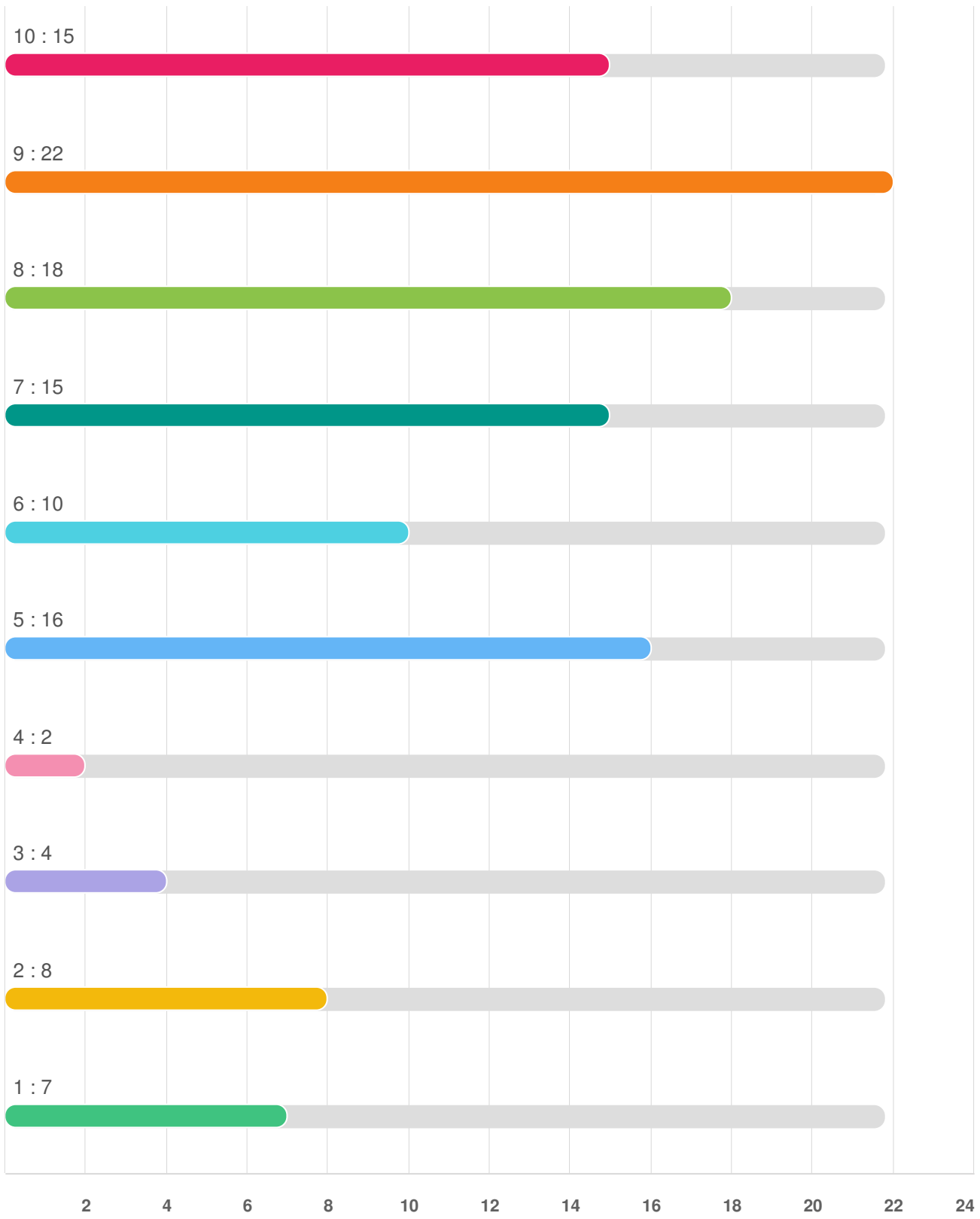


### Community health services

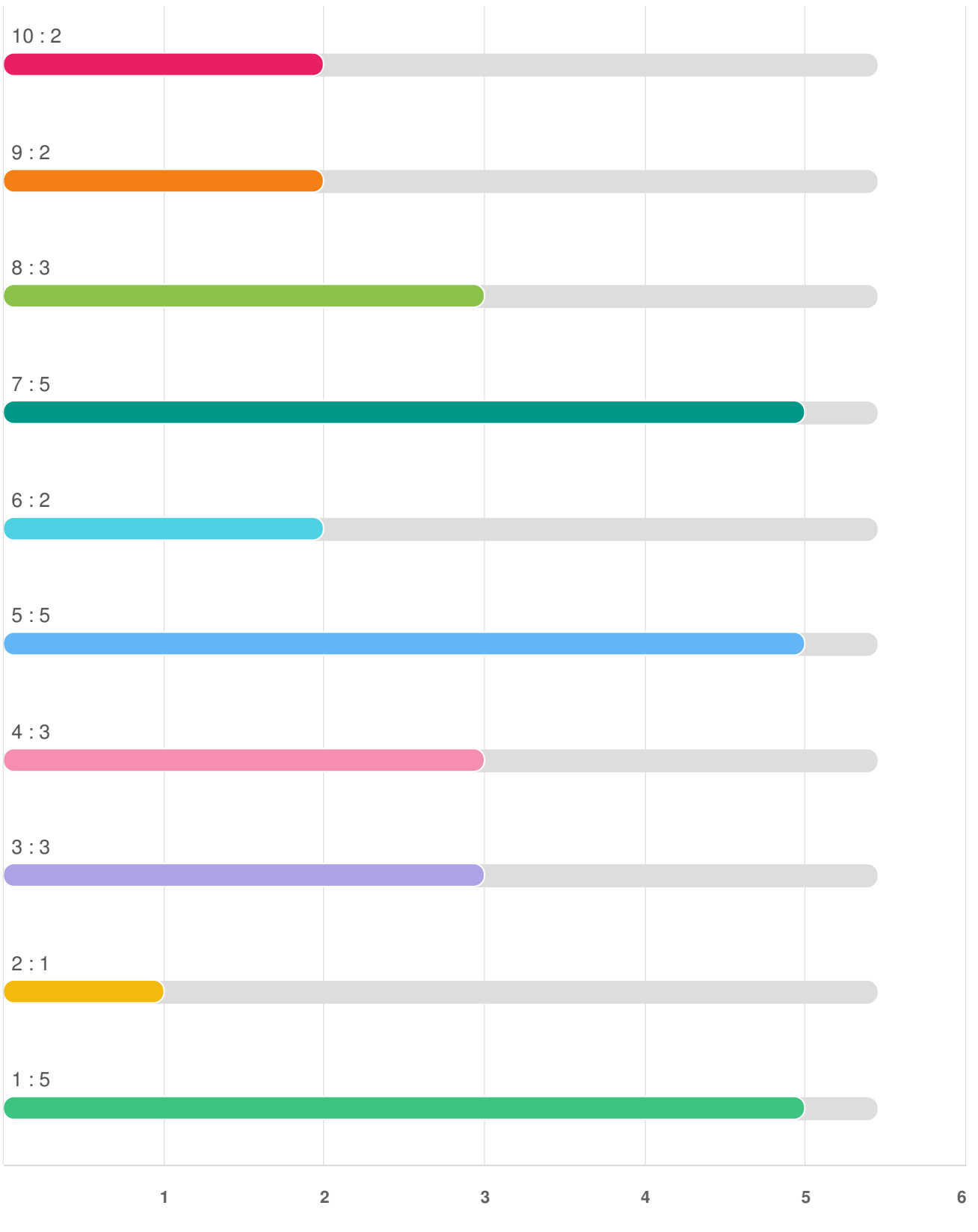




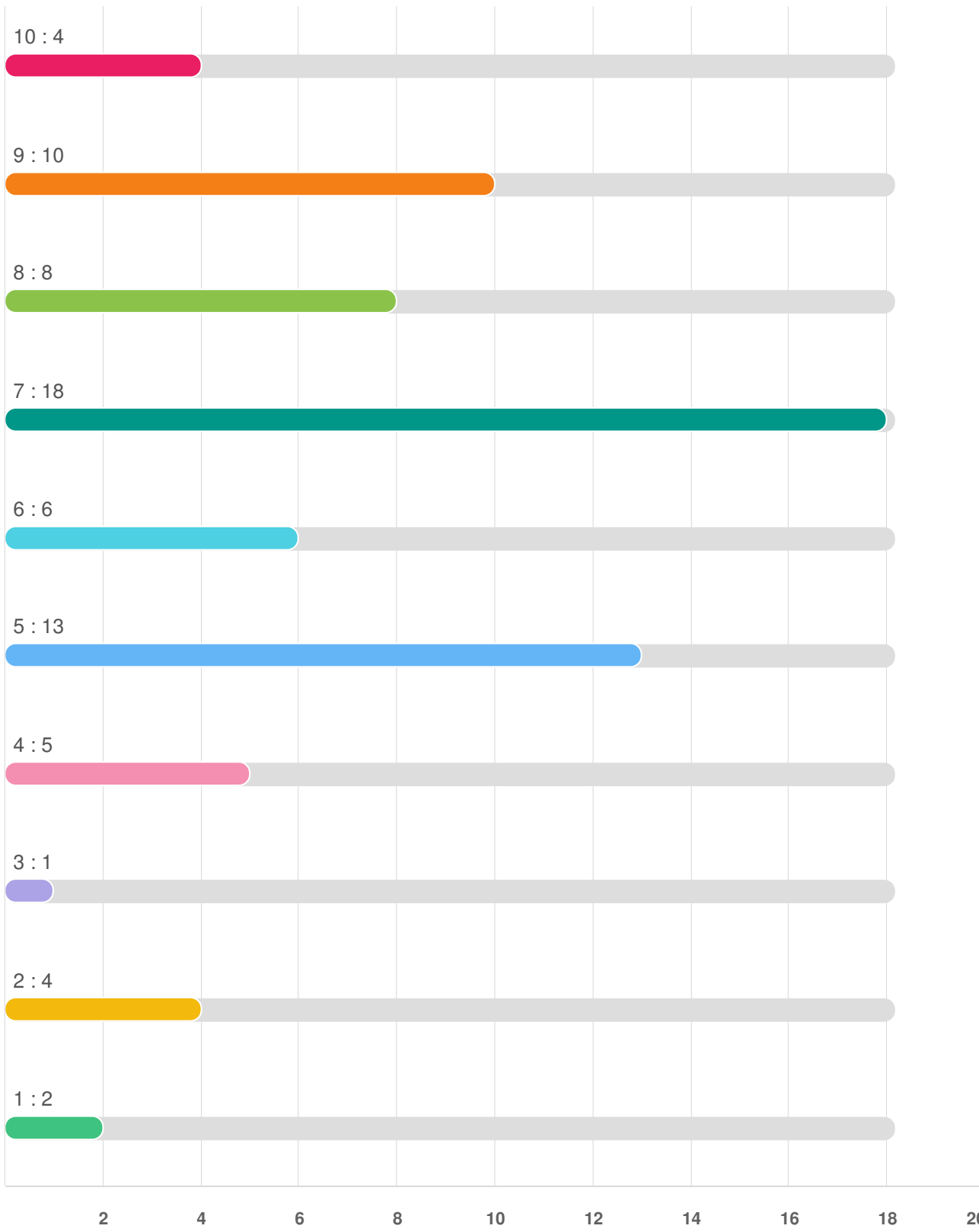
### Customer services



### Disability support

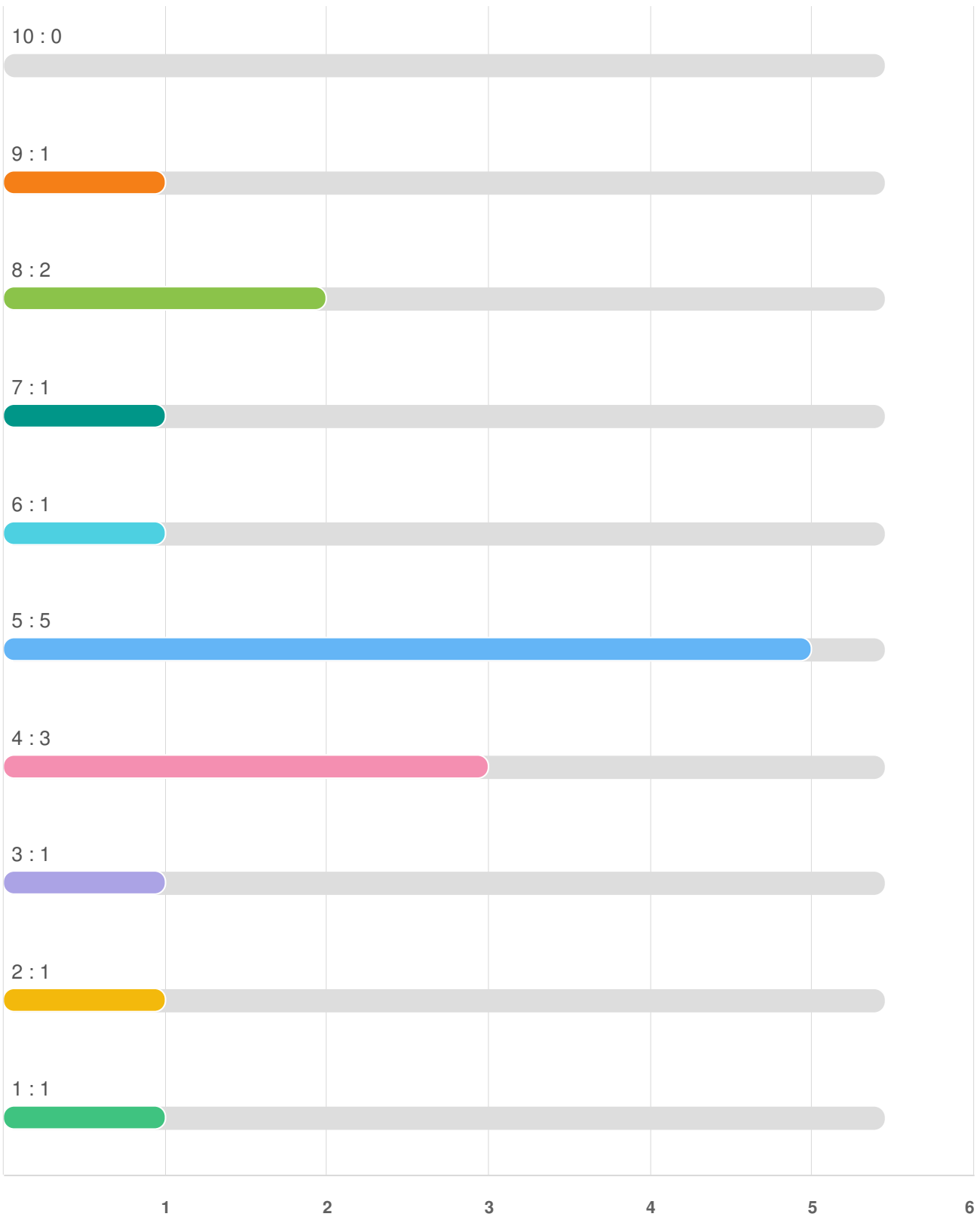


### Environment services (food hygiene, environmental protection, trading standards)





### Family planning



### Footpaths

10 : 11



9 : 21



8 : 43



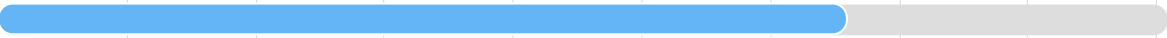
7 : 40



6 : 23



5 : 33



4 : 20



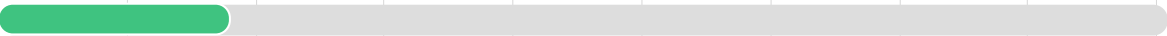
3 : 25



2 : 10

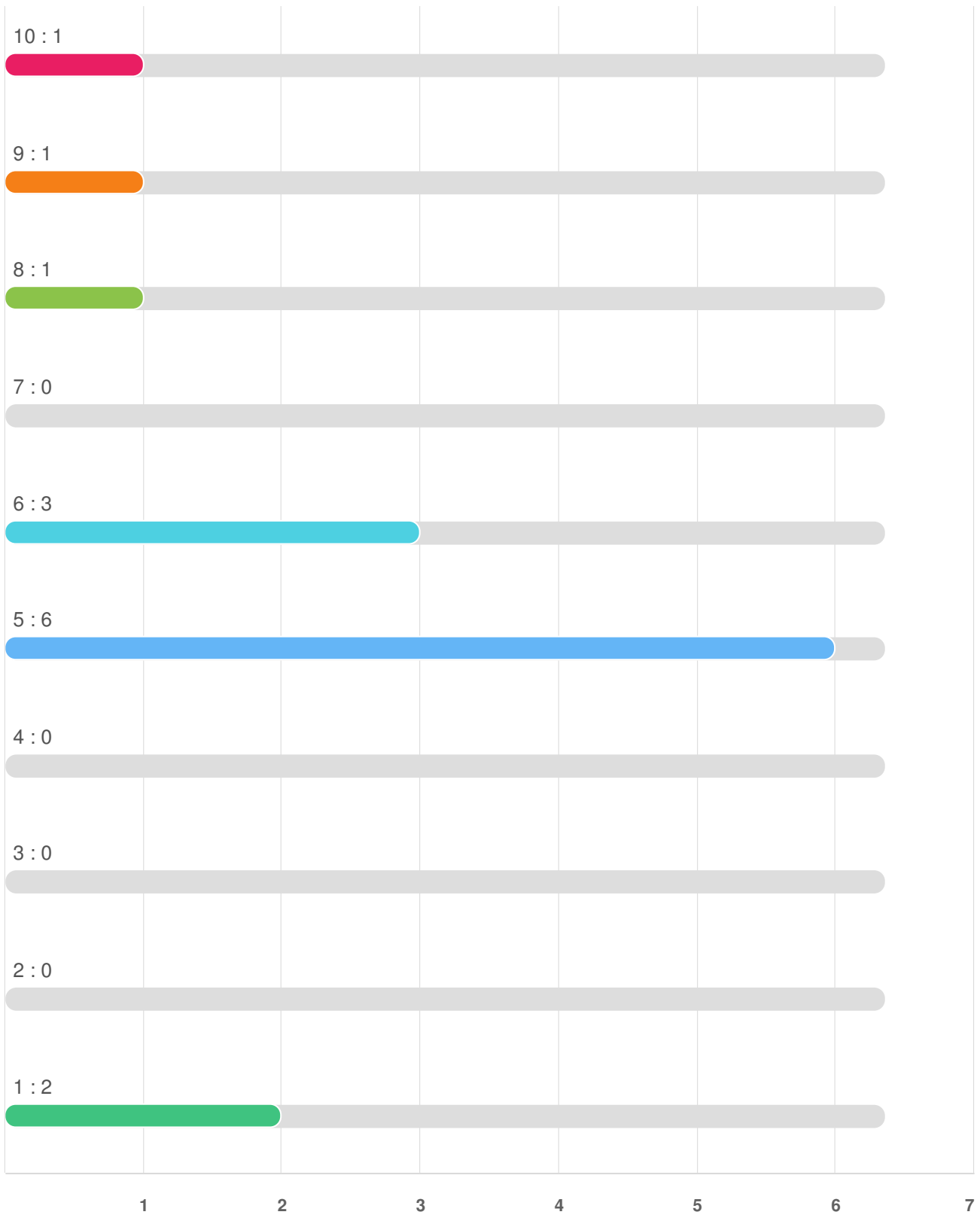


1 : 9



5 10 15 20 25 30 35 40 45 50

### Foster care support



### Heritage services (Museum and Castle)

10 : 22



9 : 23



8 : 45



7 : 34



6 : 16



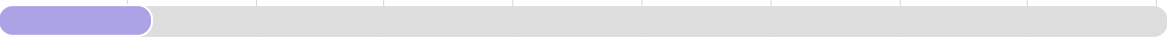
5 : 14



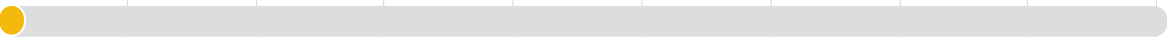
4 : 8



3 : 6



2 : 1

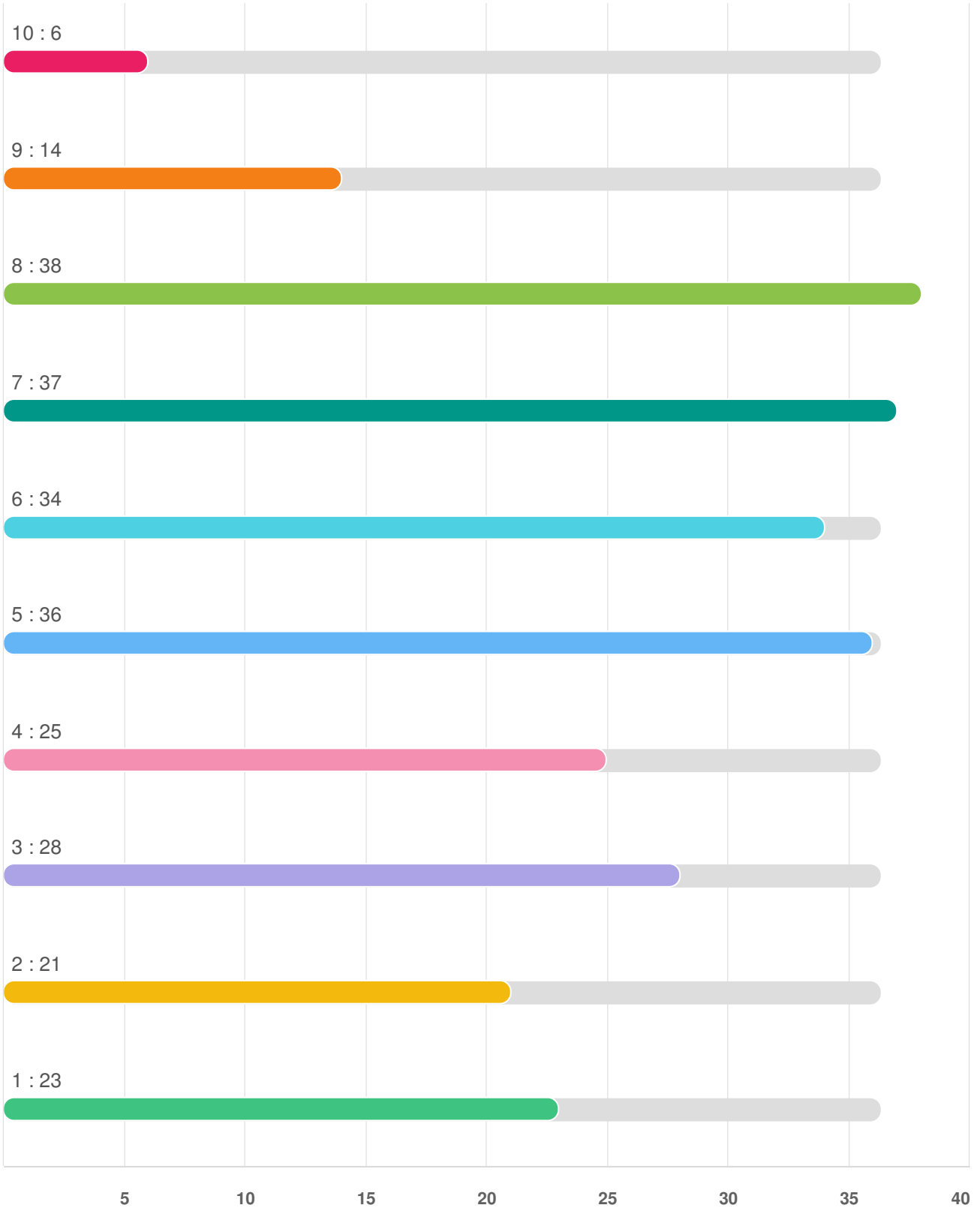


1 : 3

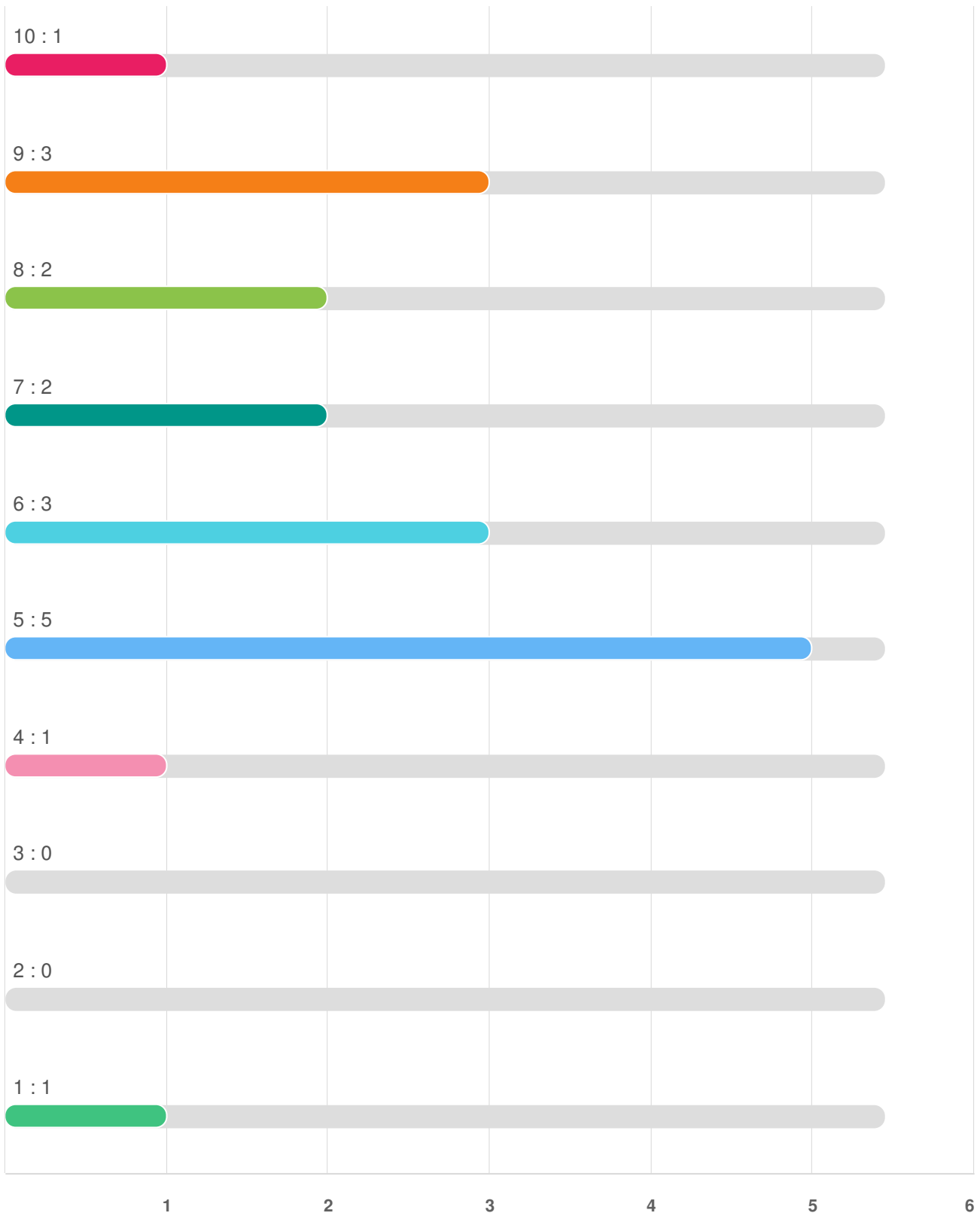


5 10 15 20 25 30 35 40 45 50

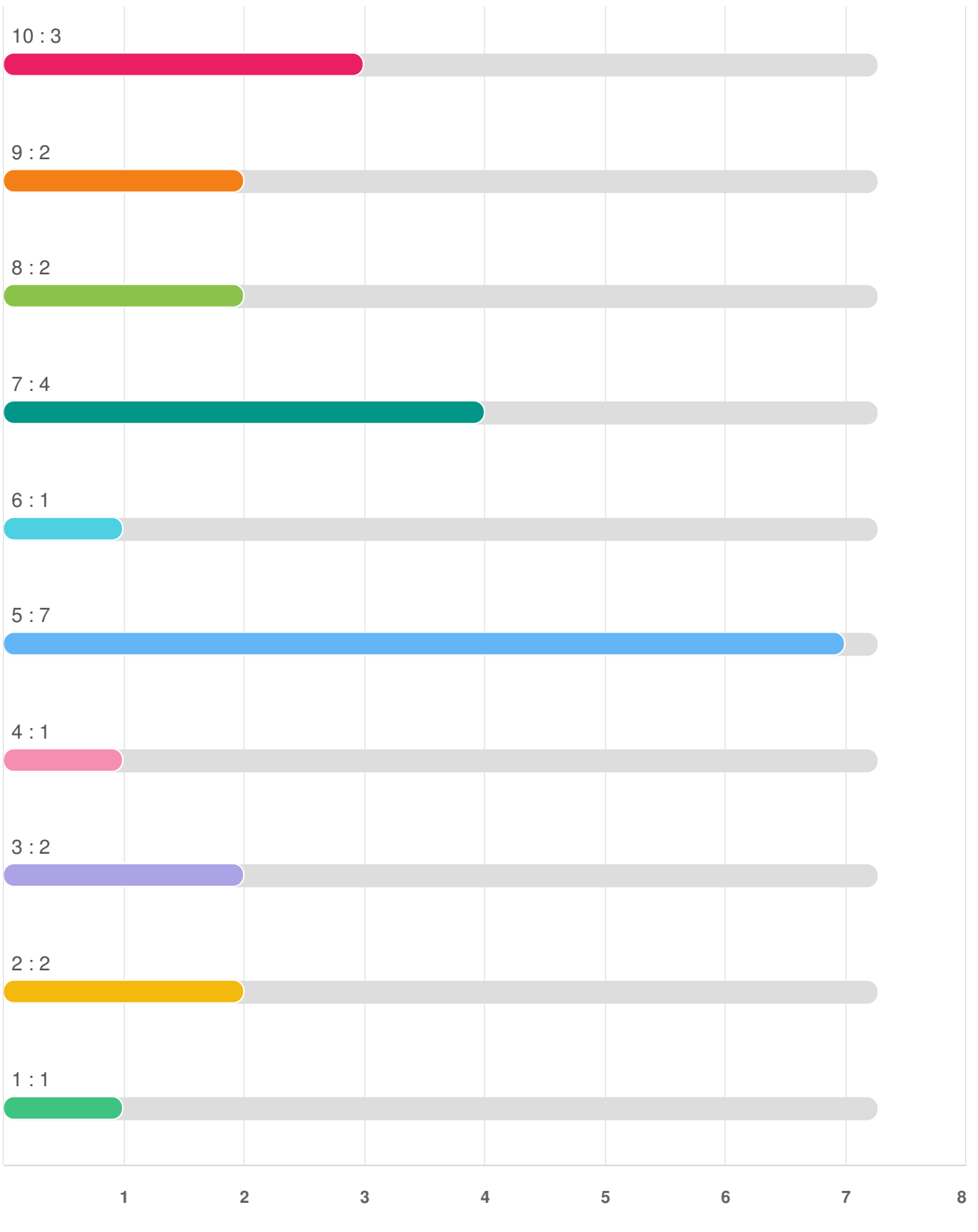
### Highways (maintenance, signs, traffic calming, street lighting (in some areas), drainage (in some areas))



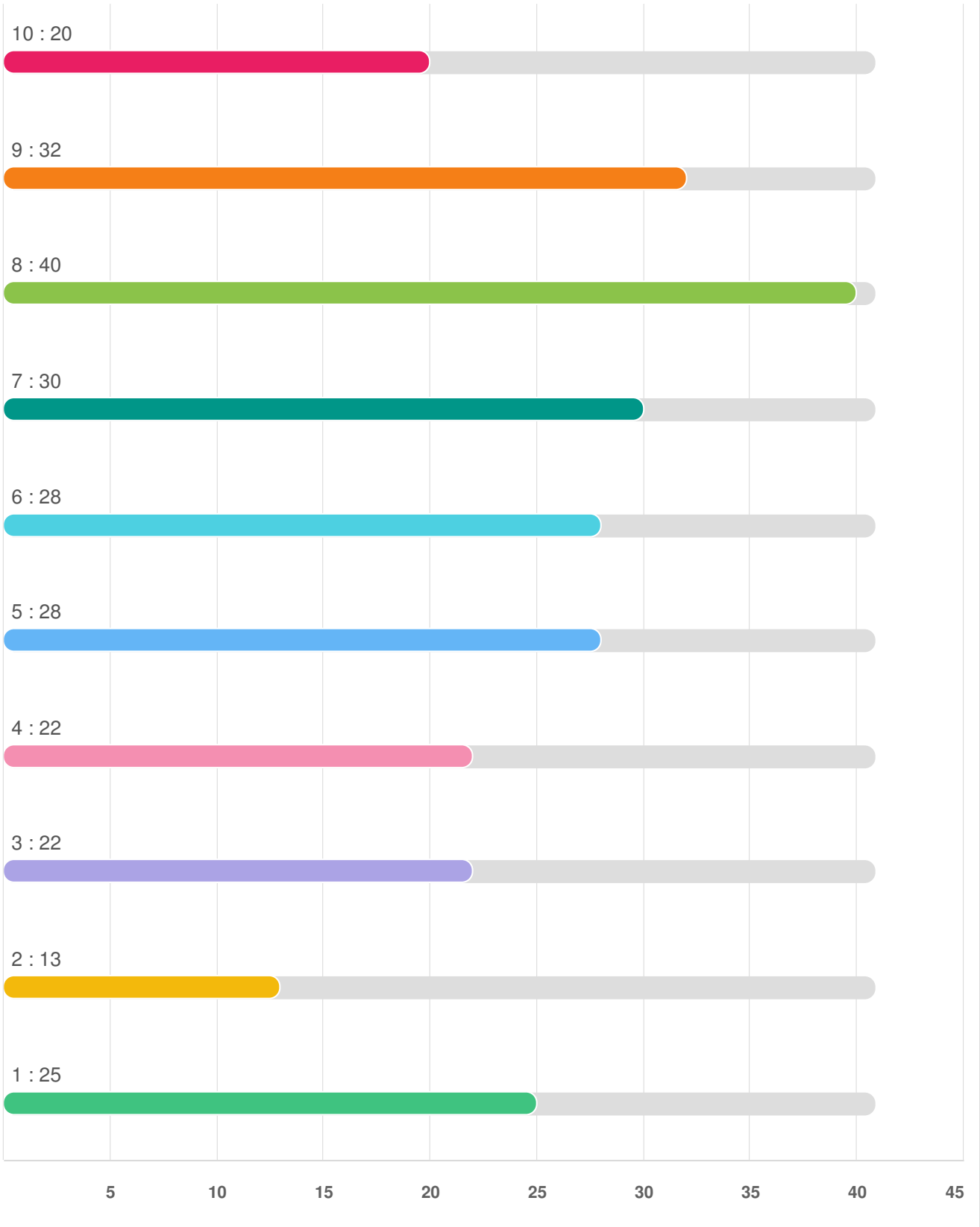
### Home care services



### Home to school transport



### Household waste and recycling centres (tips, civic amenity sites)





## Libraries

10 : 27



9 : 28



8 : 38



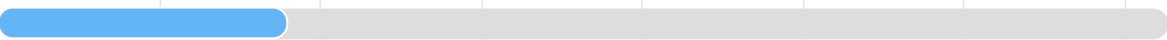
7 : 27



6 : 13



5 : 9



4 : 5



3 : 3



2 : 4

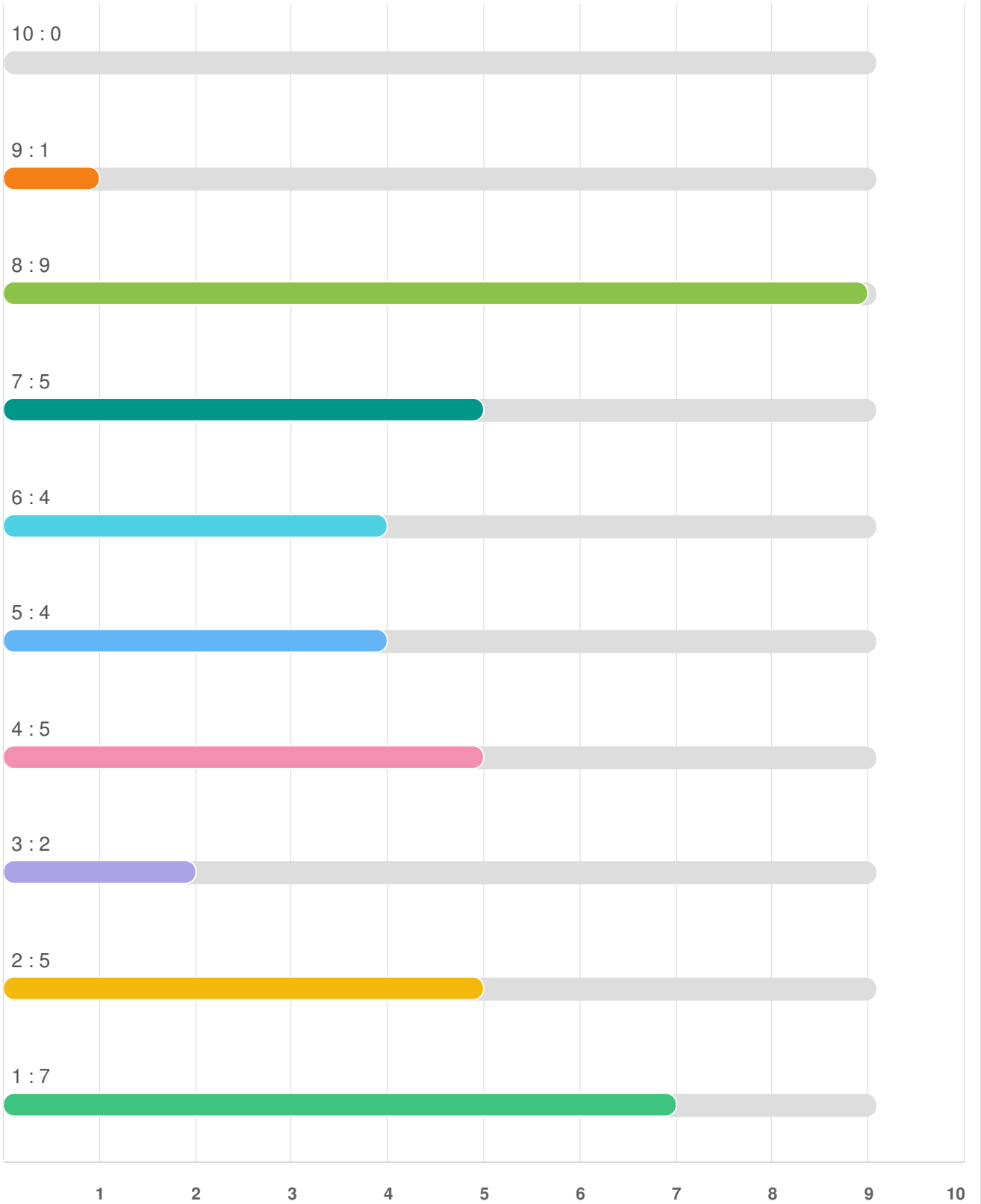


1 : 5

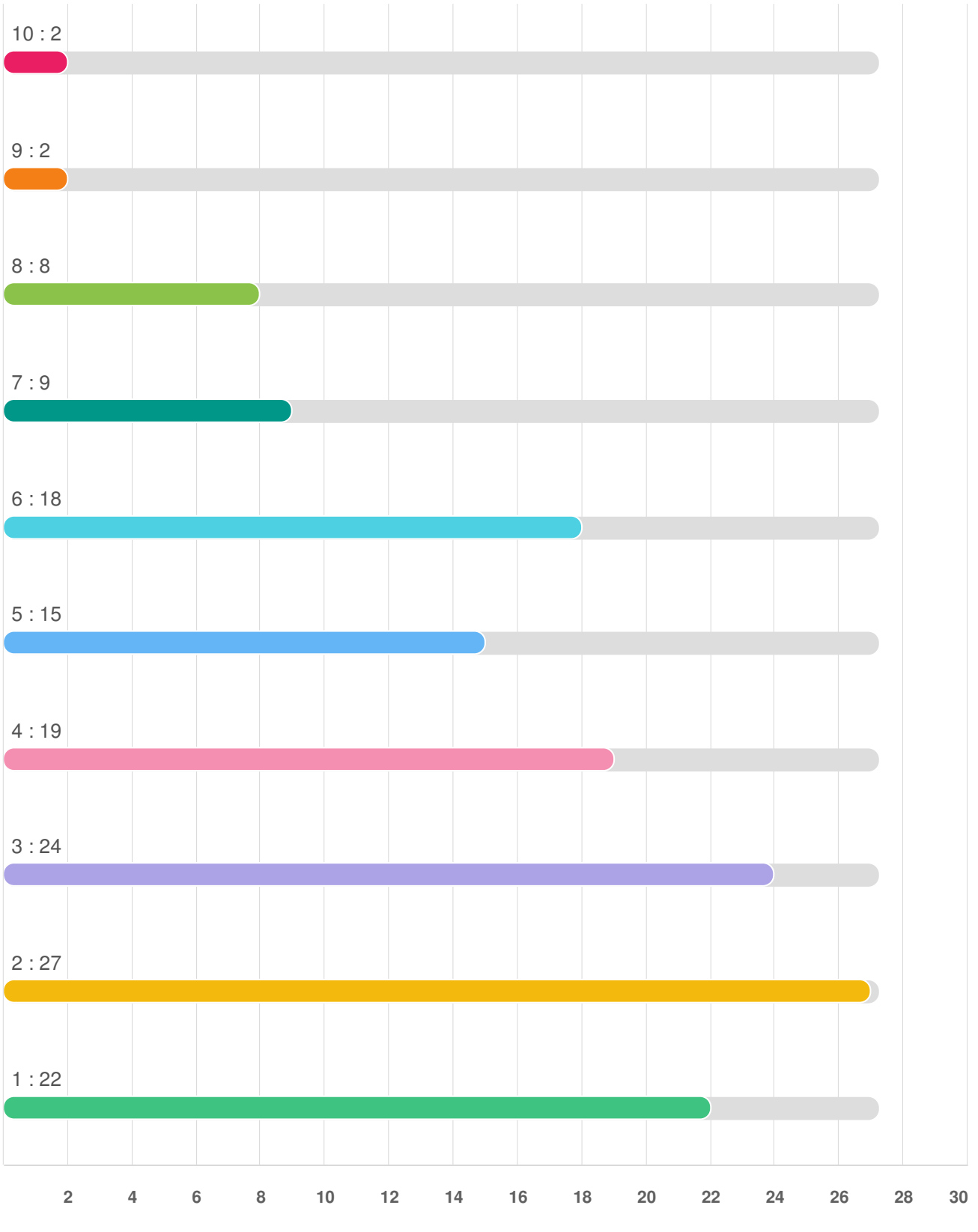


5 10 15 20 25 30 35 40

### Pest control



### Public transport



### Reablement services

10 : 1



9 : 2



8 : 2



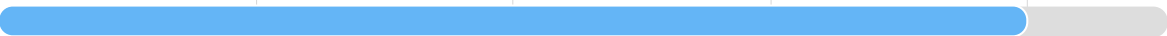
7 : 2



6 : 1



5 : 4



4 : 1



3 : 1



2 : 0



1 : 0



1

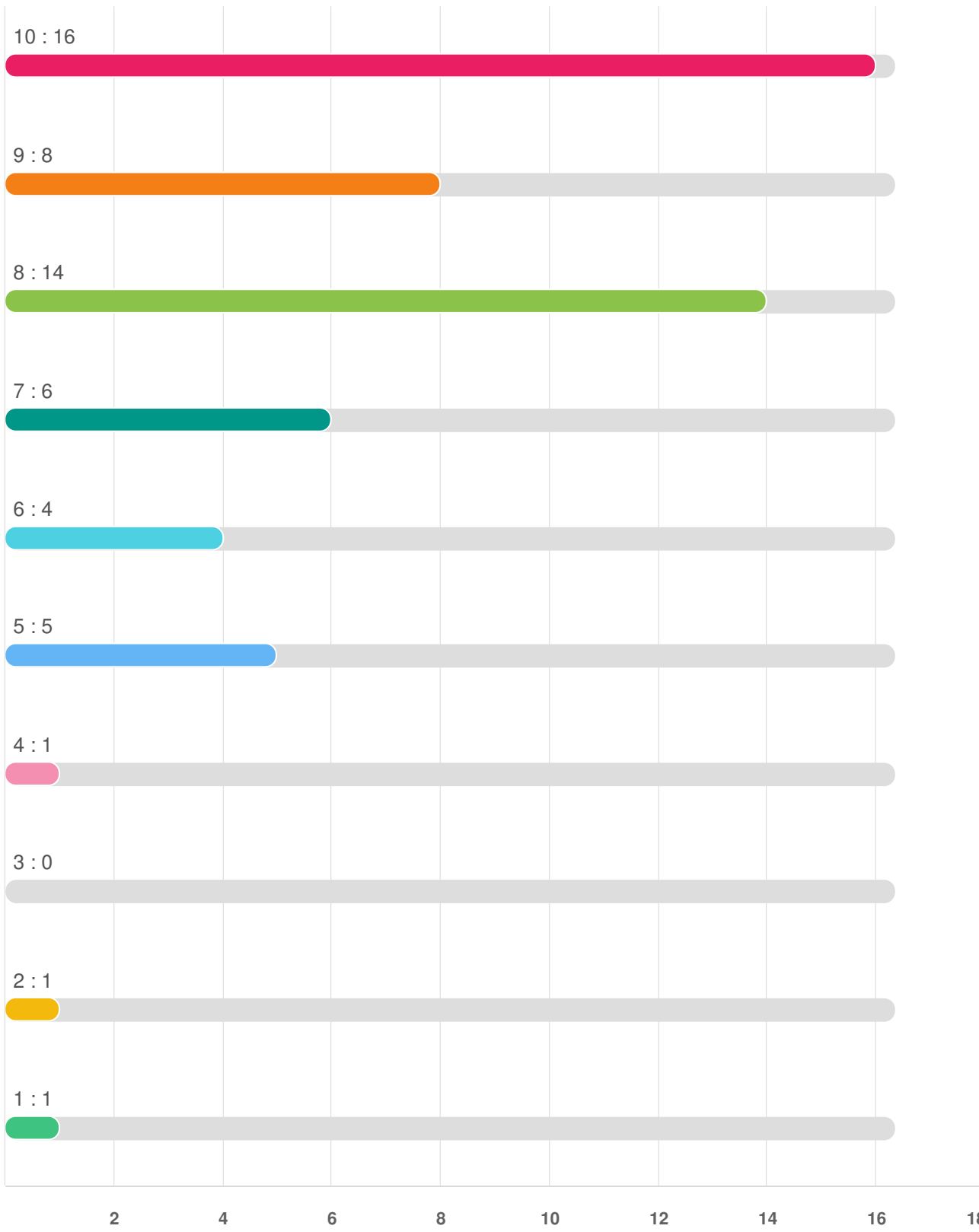
2

3

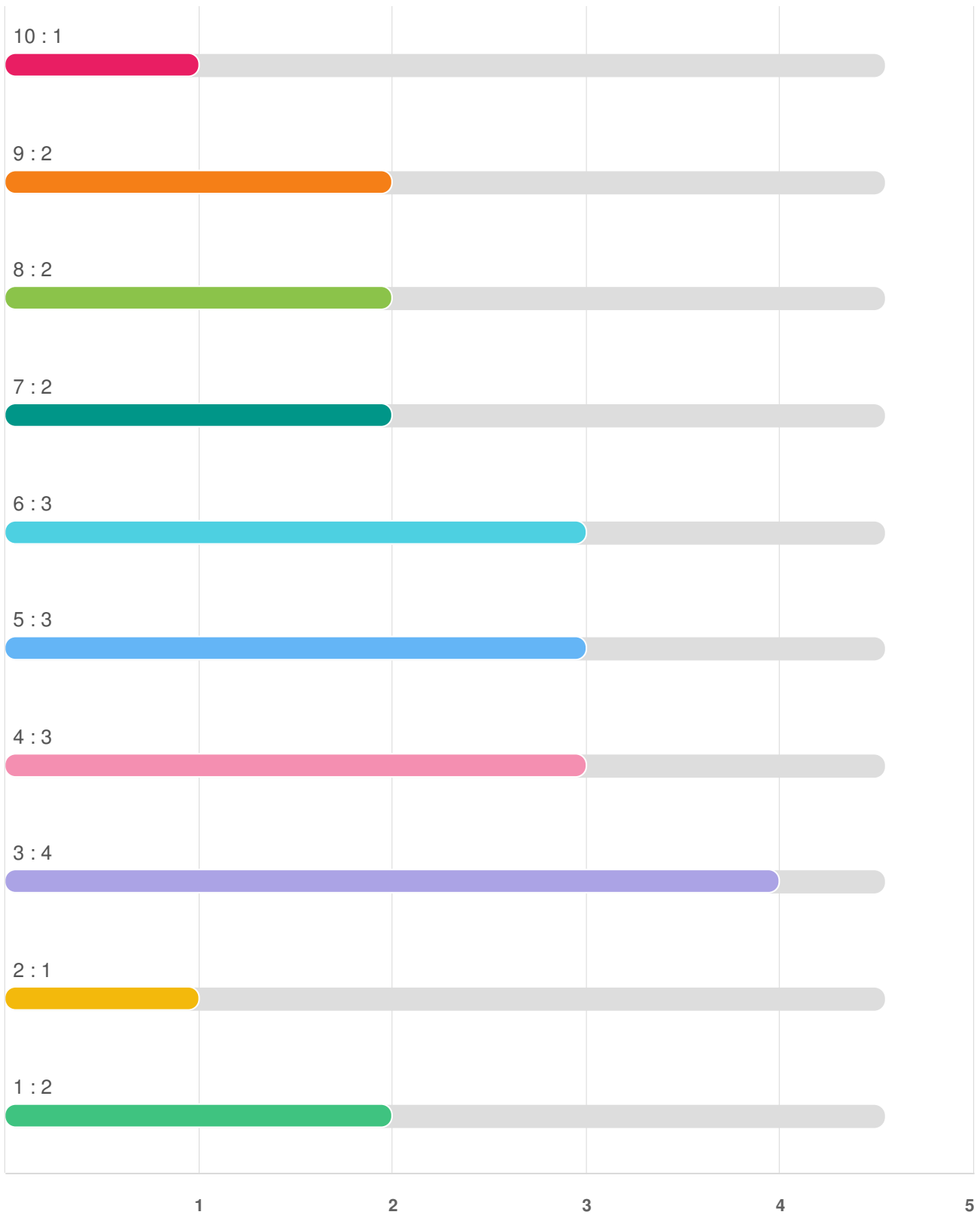
4

5

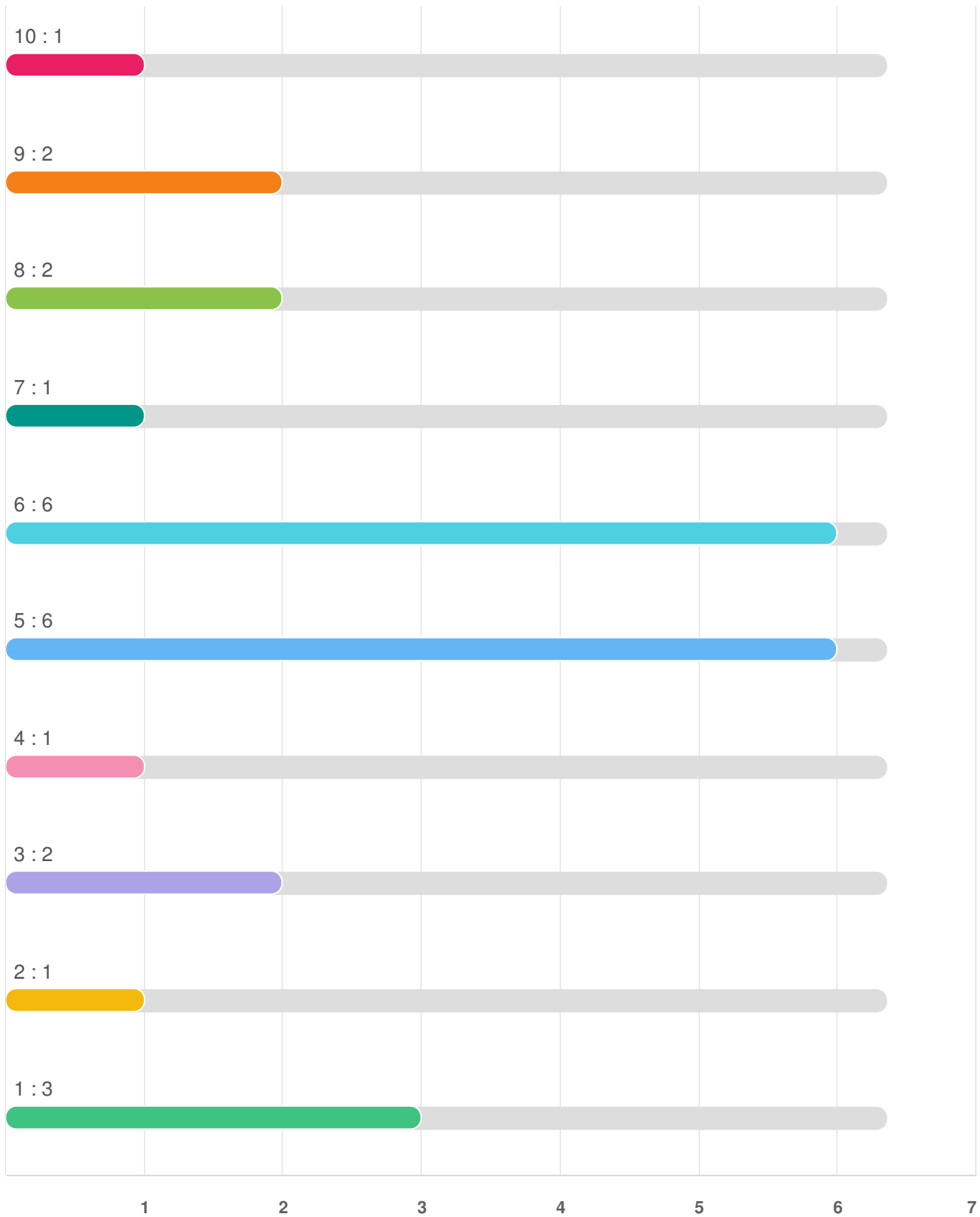
### Registration services (births, marriages, civil partnerships, deaths)



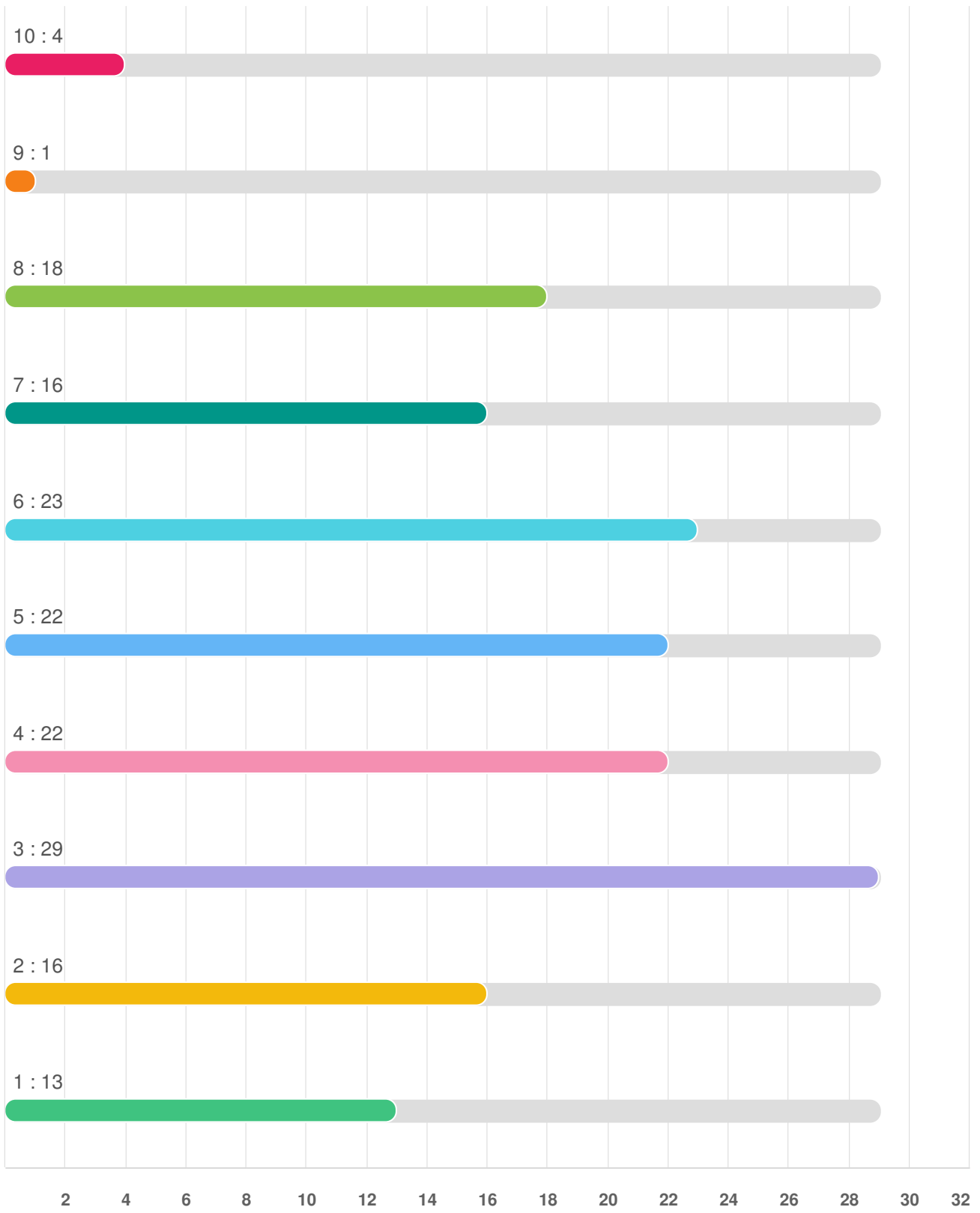
### Safeguarding children and vulnerable adults services



### Support to children with SEND (special educational needs and disabilities, Aiming High)

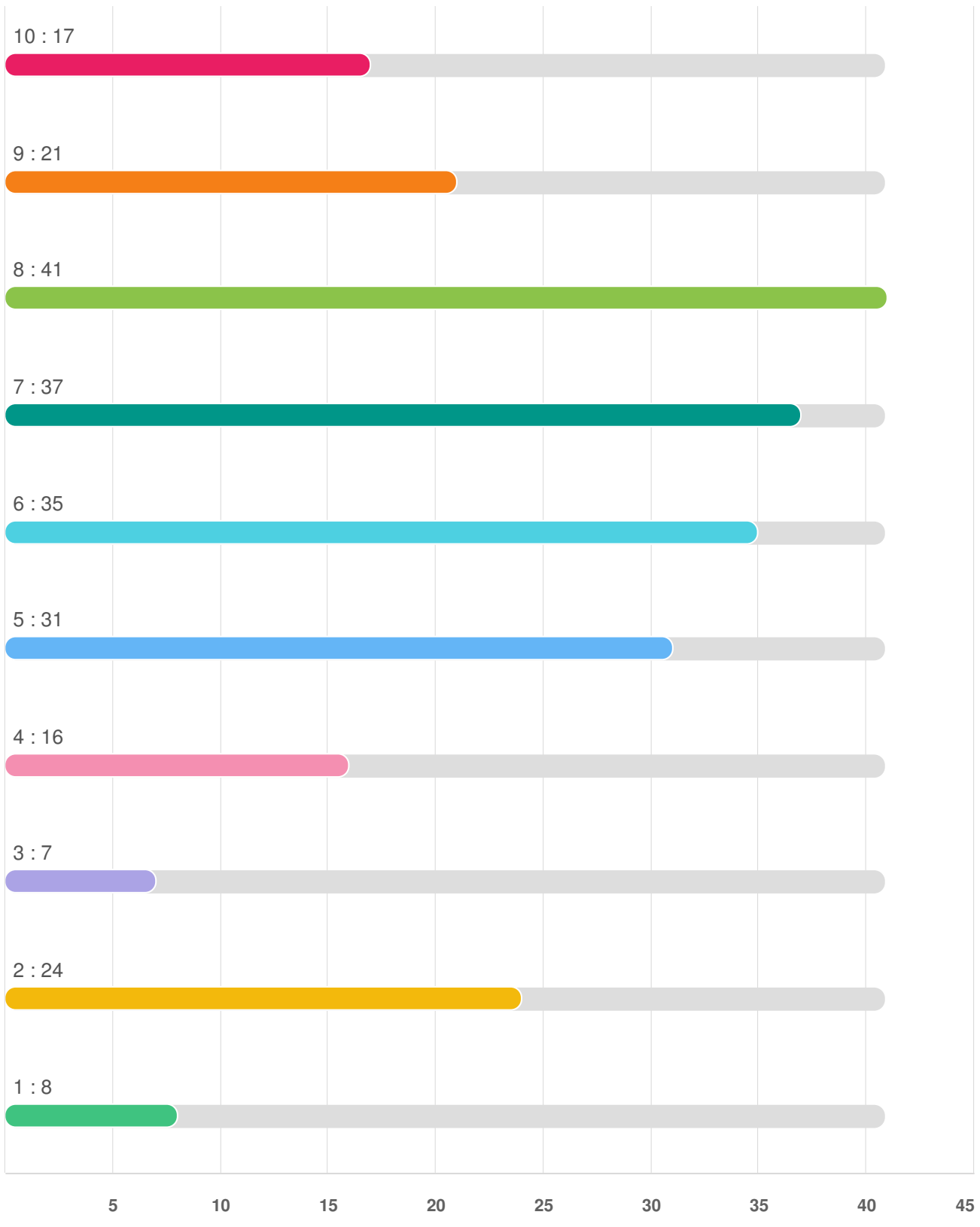


### Sport and leisure services

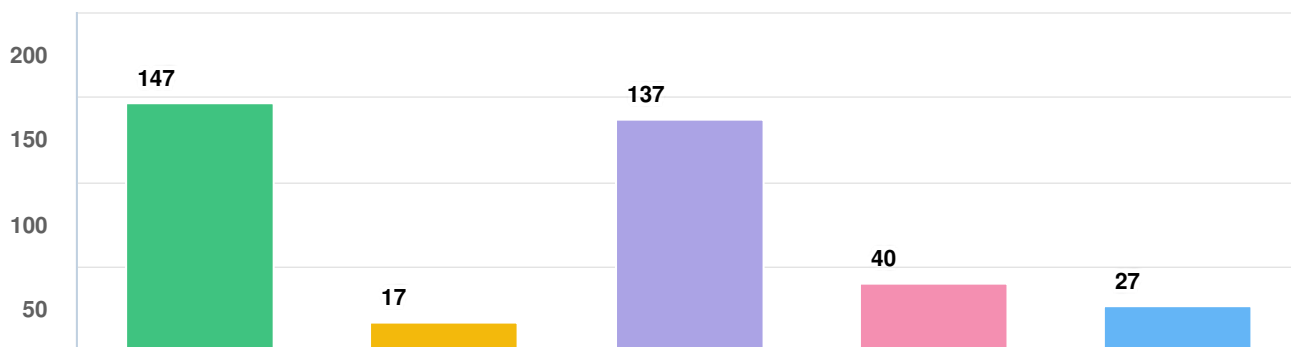




### Street cleaning and litter collection



**Q5** Thinking about the role of Rutland County Council (RCC) in supporting families who need help, please choose which statement...



**Question options**

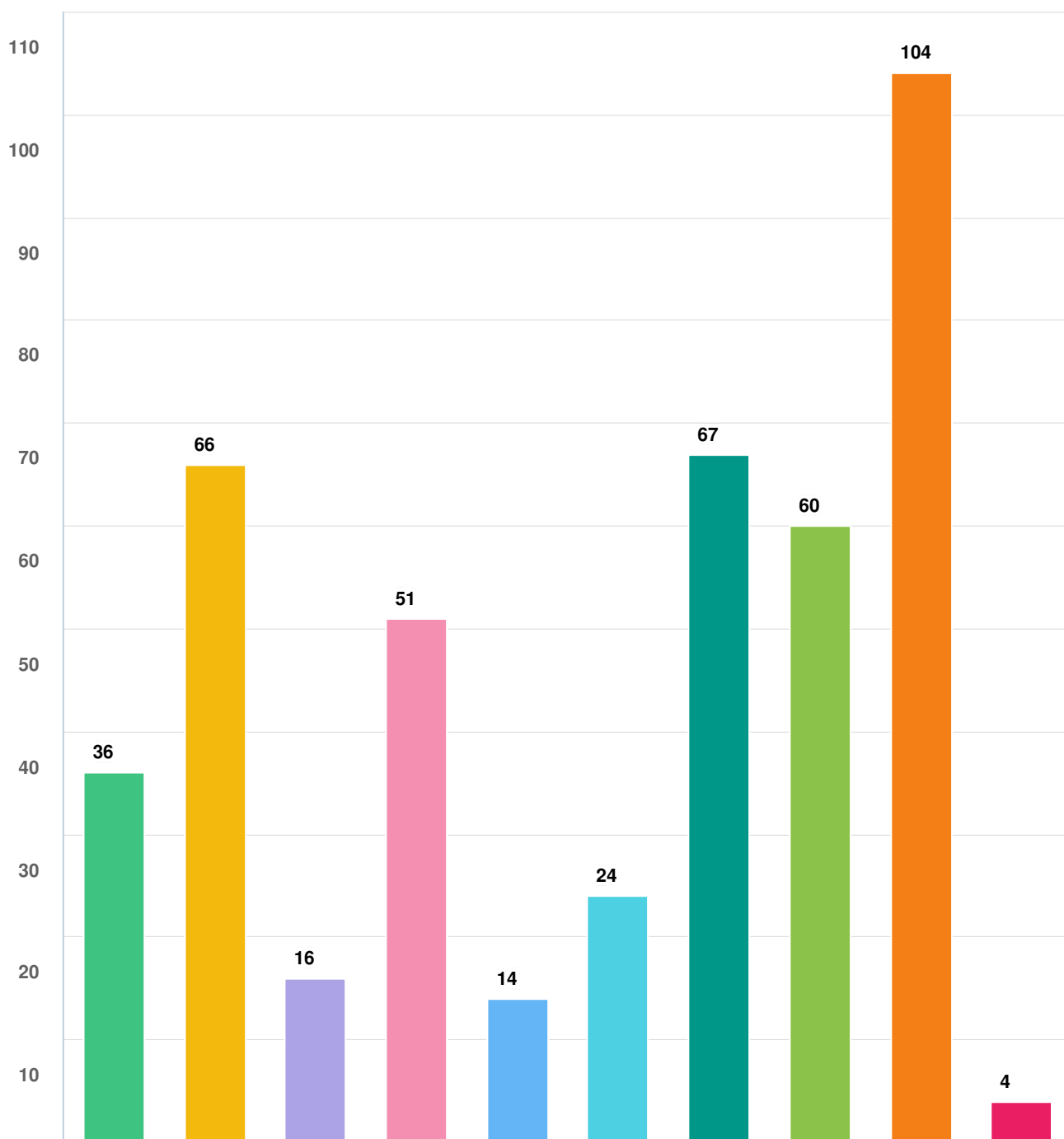
- I have my own statement I'd like to add about the role of RCC in supporting families (please specify)
- RCC should only provide support when family needs escalate to safeguard children
- RCC should look at partner agencies to help provide support
- There should be less focus on providing family support directly
- Signposting families to support delivered through the voluntary, faith and community sector is essential

*Optional question (229 response(s), 51 skipped)*

*Question type: Checkbox Question*

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**Q6** If you and your family needed help and support with your child, such as supporting their development, parenting support and...

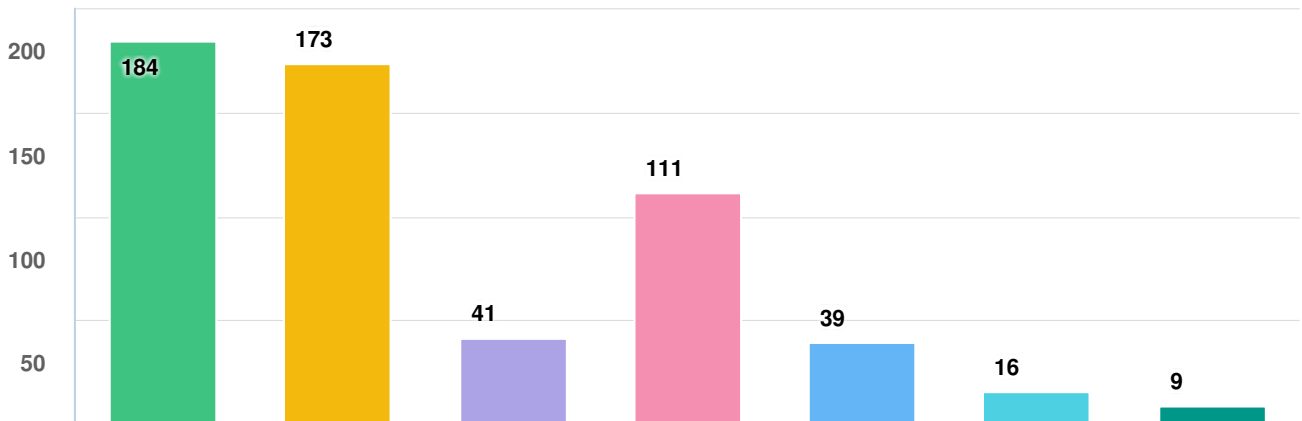


**Question options**

- Other (please specify)
- My child is now an adult
- I do not have children
- Family and friends
- Within your community
- Online forum
- Internet
- Voluntary or faith group
- Child's school / college / early years setting
- Rutland County Council

Optional question (228 response(s), 52 skipped)  
 Question type: Checkbox Question

**Q7** How do you contact the Council to raise issues or access services? (Select all that apply)

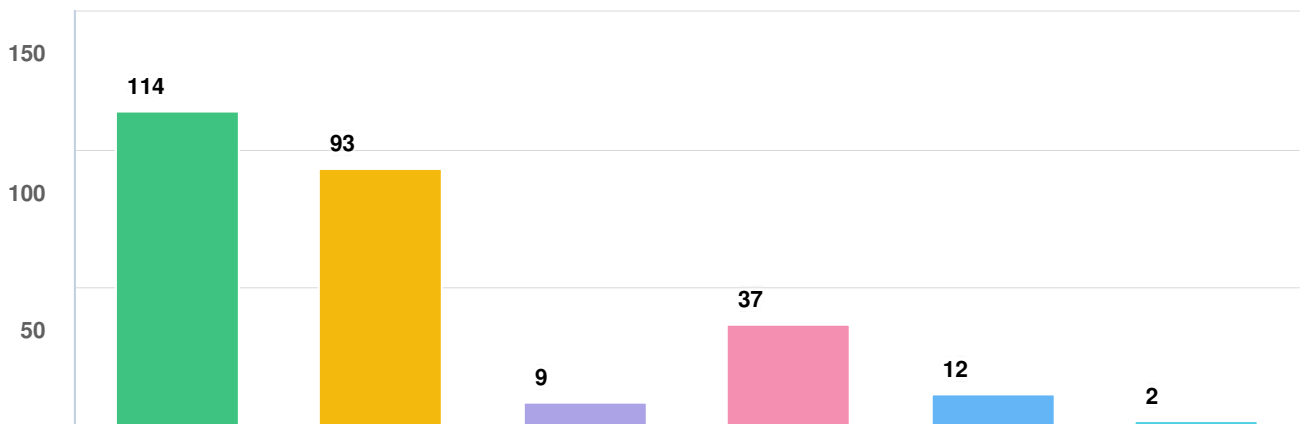


**Question options**

- Other (please specify)
- Through social media (Facebook, Twitter etc)
- In person, at the Catmose offices
- By using an online form
- By speaking to an elected member
- By phone
- By email

Optional question (271 response(s), 9 skipped)  
Question type: Checkbox Question

**Q8** Which method of communicating with the Council do you prefer? (Select one option)



**Question options**

- Through social media (Facebook, Twitter etc)
- In person, at the Catmose offices
- By using an online form
- By speaking to an elected member
- By phone
- By email

Optional question (267 response(s), 13 skipped)  
Question type: Checkbox Question