

The Voice of Warwickshire Panel

Survey 15: The Future of Local Government in Warwickshire Executive Summary

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Executive summary

This survey asked respondents about local government reorganisation and their thoughts on their local area and council services. Results from this survey will help Warwickshire County Council understand what is important to respondents and provide an understanding of respondent's thoughts on local government reorganisation.

A private online survey was hosted on the Citizen Space platform, Ask Warwickshire (www.warwickshire.gov.uk/ask), from 25th July 2025 until 25th August 2025. Members of the Voice of Warwickshire Panel were sent an email with a link to participate in the online survey, four reminder emails were sent during the live period. Those opting for paper-based surveys were sent paper surveys with a prepaid envelope in the post.

Respondents

There were 353 responses to the survey: a response rate of 38.5%; 350 responses were completed online, three were returned by post as paper copies. The place of residence of panel members responding to the survey is broadly similar to the distribution of residents aged 18 and over in Warwickshire, although respondents in Nuneaton and Bedworth Borough and North Warwickshire Borough were slightly underrepresented, and respondents in Warwick District were overrepresented. Age groups 18-49 were underrepresented, whereas those age 60-74 were overrepresented.

Your local area

When you think of your local area, which places comes to mind?

Overall, 46.2% (n=163) of respondents said they think of their "borough or district" as their local area, 33.1% selected "your neighbourhood".

What do you love most about your local area?

The most common theme in response to this free-text question was "green spaces," with 50.4% (n=178) of respondents giving an answer related to this theme. Other common themes were "community" (31.7%, n=112) and "local amenities" (21.0%, n=74).

What are the biggest challenges facing your local area?

The most common theme in response to this free-text question was "over development" (41.3%, n=142). Other common themes were "crime, anti-social behaviour and policing" (23.0%, n=79) and declining town centre/lack of amenities (17.2%, n=68).

Council services in your local area

Overall, how satisfied are you with the service provided by your councils?

In total, 42.8% (n=151) were very satisfied or satisfied with the service provided by their councils, 23.8% (n=84) were very dissatisfied or dissatisfied, 33.1% (n=117) were neither satisfied nor dissatisfied.

How satisfied are you with the following council services?

The following table shows how satisfied those respondents who have used the services are with them.

	Respondents who have used service	Very satisfied or satisfied		Very dissatisfied or dissatisfied	
	Number	Number	%	Number	%
Community (such as libraries, museums, parks or playgrounds, shows or fun days and activities for young people and families)	324	196	60.5%	54	16.7%
Economic (such as for local business, grant funding, supporting local attractions, tourism)	285	74	26%	109	38.2%
Education (such as school admissions, or transport or educational needs)	248	84	33.9%	79	31.9%
Environmental (such as rubbish collection, recycling centres, street cleaning, environmental protection, flood protection, getting rid of pests)	352	199	56.5%	89	25.3%
Planning and building (such as planning applications, planning enforcement, building control/ safety, protecting old buildings, local development plans, affordable housing)	306	54	17.6%	183	59.8%
Public Health (such as drug or alcohol dependency support, health improvement programmes, sexual health services)	209	46	22%	69	33%
Regulatory functions (such as trading standards, licensing - taxis/ alcohol, food safety inspections, noise complaints, council tax, registering of birth, death or marriage)	288	95	33%	67	23.3%
Road, transport and infrastructure (such as local road repairs, pavement/ footpath repairs, streetlights, public toilets, car parks)	343	44	12.8%	255	74.3%
Social care and support (such as adult social care, children social services, safeguarding, support to vulnerable people, homelessness prevention)	213	31	14.6%	106	49.8%

What council services are working well in your local area?

The question was an open text box. The most common themes mentioned were waste and recycling (71.7%, n=220); green spaces and parks (17.3%, n=53); libraries (10.7%, n=33); and maintenance of public areas (10.7%, n=33).

What council services do you think could be improved in your local area?

The next question asked respondents what council services they thought could be improved in their local area. The answer was an open text box, and 91.5% (n=323) people responded. Overall road maintenance/ management was mentioned by 37.2% (n=120) respondents, with 19.5% (n=63) mentioning maintenance of public areas and 12.4% (n=40) mentioning planning enforcement.

How strongly do you agree or disagree that your councils provide good value for money?

Overall, 21.5% (n=76) indicated they strongly agreed or agreed that their councils provide good value for money, 39.9% (n=141) said they strongly disagreed or disagreed, with 38% (n=134) advising they neither agreed nor disagreed. A total of 42.8% (n=151) of respondents provided further information on their answer in the free text box. The most common themes were tax too high (15.2%, n=23); confirm councils perform well in light of funding challenges (13.9%, n=21); poor service delivery (10.6%, n=16); and waste in public spending (10.0%, n=15).

If you needed to contact your council, how would you prefer to do it?

More than one response could be selected; 75.1% (n=265) of respondents selected email, 60.6% (n=214) selected telephone and 40.8% (n=144) selected in person visit/ meeting. A total of 49 respondents added a comment in the open text box; seven respondents mentioned “no automated systems”; seven respondents mentioned “regular open meetings”; and 5 respondents mentioned “website”.

Having your say

How important is it for you to have a say on how local services are delivered?

Most respondents, 92.1% (n=325) indicated it is very important or important to have a say on how local services are delivered.

How would you like to have your say on how local services are delivered?

More than one response could be selected. Overall, 80.9% (n=283) advised selected surveys, 54.6% (n=191) selected in person events/ meetings and 48.3% (n=169) selected polls. Within the open text box for other responses, eight respondents mentioned using methods that ensure all voices can be heard.

What would encourage you to participate more in local council decision making

This was a free text question. A common theme was that respondents would participate more if they were confident that they were listened to (33.7%, n=102). In addition, 12.5% (n=38) mentioned communication and feedback and 7.9% (n=24) mentioned making it easy.

Opportunities and challenges of local government reorganisation

What opportunities do you think local government reorganisation in Warwickshire could bring?

This was a free text question. The most common theme related to saving money/ efficient use of resources 41%, (n=128) followed by 17.6% (n=55) of respondents mentioning that there were no opportunities, 16% (n=50) mentioning improved services and 15.1% (n=47) mentioned simplifying things and helping residents know who is responsible for services.

What worries you most about local government reorganisation in Warwickshire? Are there any challenges or risks you want to highlight?

This was a free text question. The most common themes were lack of local knowledge (37.7%, n=122); unfair divide of resource/ funding (13.9%, n=45) and cost (11.7%, n=38).

What are your top three priorities when it comes to reorganising councils in Warwickshire?

A list of themes were presented with description of the theme. Responses listed in order of those prioritised most frequently were:

- “Value for money” - selected by 60.6% (n=208)
- “Accountability” - selected by 59.2% (n=203)
- “Access to services” - selected by 42.9% (n=147)
- “Service quality” - selected by 41.1% (n=141)
- “Representation” - selected by 23.9% (n=82)
- “Community engagement” - selected by 22.7% (n=78)
- “Strong financial resilience and sustainability” - selected by 19.8% (n=68)
- “Ability to attract investment and deliver economic growth in Warwickshire” - selected by 12% (n=41)
- “Innovation” - selected by 5% (n=17)
- “Other” - selected by 2.6% (n=9)