

The Voice of Warwickshire Panel

Survey 7: Emergency planning and community power

Version 1.1

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Executive summary

This survey covered two subjects and sought to understand awareness of emergency planning and to help inform Warwickshire County Councils (WCC) work on community power.

There were 434 responses to the survey, a response rate of 52.2%. Respondents aged 18-39 were slightly underrepresented. Panel members were sent 3 reminders about completing the survey.

Awareness of Warwickshire Local Resilience Forum (WLRf)

- 78.1% (n=339) respondents were not aware of WLRf; 21.2% (n=92) were aware of it but did not know much about it
- Respondents who were aware of the WLRf were asked how they had heard of the WLRf. Just over one quarter (26.8%, n=26) had heard about WLRf through their local council and 24.1% (n=24) through social media.
- Respondents who were aware of WLRf were also asked if they were involved with WLRf. The majority of respondents (96.9%, n=94) were not involved with WLRf.

What is the Warwickshire Local Resilience Forum (WLRf)

- Respondents were shown the WLRf logo and asked if they recognised it; 94.2% (n=409) respondents did not recognise the logo.
- Respondents were asked what the logo meant to them. Just over two-thirds (67.7%, n=294) reiterated that they have never seen the logo. In addition, 28.8% (n=125) of respondents selected 'it means nothing to me, it doesn't tell me anything' and 20% (n=87) selected 'Information source for emergencies'.

Use of websites and social media

- Most respondents, 97.7% (n=424) used websites to access information with 2.3% (n=10) advising they do not use websites to access information.
- Respondents were provided with a list of social media sites and community networking tools and asked which they used; 77.2% (n=335) use WhatsApp and 67.5% (n=293) use Facebook.

In the case of an emergency

- Respondents were provided with a list of options and asked how they would like to be informed if there was an emergency in their local area. The majority of respondents (88.9%, n=386) would like to be advised by text message with just under half (49.8%, n=216) selecting local TV updates.
- If there was an emergency in their local area, over half (67.7%, n=294) would look for news on the TV or check emergency services websites (60.8%, n=264) for advice or information.

Risks where respondents live

- Overall, 38% (n=165) of respondents were not aware of risks where they live, whilst 32.9% (n=143), were aware and 29% (n=126) were not sure.
- Respondents who were aware of risks or say they were unsure provided a long list of these risks. The most common were flooding, fire, adverse weather, loss of utilities, road accidents and anti-social behaviour and crime.
- Respondents who advised they were aware of the risks or unsure were also asked if they felt they would know what to do in the event of these emergencies. Nearly half of respondents (47.9%, n=128) indicated they would know what to do and 41.6% (n=111) were not sure.

Community power

Respondents were shown a number of statements and asked if they how much they agreed or disagreed with them

- 33.2% (n=144) disagreed that they felt WCC knows what is important to them.
- 38.9% (n=169) disagreed that they felt they can influence decisions affecting their local area.
- 34.6% (n=150) respondents disagreed that they have been listened to in the decisions that affect where they live.
- 35.3% (n=153) agreed that they feel confident and empowered to do things themselves.
- 35.9% (n=156) agreed that they felt part of a vibrant and resilient community/ neighbourhood that supports one another.
- 31.3% (n=136) neither agreed or disagreed that WCC works well with them, their community and local organisations to get things done.
- 31.6% disagreed that WCC values their experience and what is important to them.
- 27.5% (n=120) disagreed that WCC values and listens to everyone in their area regardless of their background or circumstance.

What the survey results have informed

- Assist the Warwickshire Local Resilience Forum (WLRf) in supporting people to prepare for emergencies in the county.
- Help provide a baseline of views around collaboration, decision making, and how WCC listens to the priorities of residents.
- Help WCC move towards a community powered approach across the services we provide.
- Provide a consistent tool for the measurement of community power.

Background

The Voice of Warwickshire panel (VoW) was launched in October 2021 when residents in Warwickshire were invited to register and join the panel. The panel gives residents aged 18 and over in Warwickshire an opportunity to share their views on the big issues in Warwickshire, like health and wellbeing, climate change and sustainability, community safety, education, transport, economic growth, inequalities and inclusion, and more.

This report summarises the results of the seventh survey sent to all 832 Voice of Warwickshire panel members. This survey was intended to gather panel members' views on their knowledge of Warwickshire Local Resilience Forum (WLRf) and community power.

Method

An online survey was hosted on the Citizen Space 'Ask Warwickshire' site via a private link only available to panel members. All members of the panel were asked how they would prefer to complete surveys when they initially signed up to join the panel. The majority (>99%) of panel members opted to complete online surveys with five members advising they would prefer to complete paper-based surveys. Those opting for paper-based surveys were contacted by phone and asked if they would like to complete the survey via the phone. The other panel members were sent an email with a link to participate in the online survey. Three reminder emails were sent to those who had not completed the survey during the live period. In total, an email with a link to the survey was distributed to 832 members of the Voice of Warwickshire panel.

The survey ran from 28th June 2023 to 23rd July 2023.

Quantitative results have been analysed and open text responses have been themed.

[Appendix 1](#) provides the survey questions.

Results

There were 434 responses to the survey: a response rate of 52.2%.

4.1 Respondent Profile

Figure 1 and table 1 show where panel members that responded live. 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.

Figure 1: District/borough of residence of respondents



Table 1: Place of residence of respondents compared with panel membership and the Warwickshire population

District	Number of respondents	% respondents	% total VoW panel *	% total Warwickshire**
North Warwickshire Borough	44	10.1%	10.3%	11.0%
Nuneaton and Bedworth Borough	84	19.4%	19.4%	22.1%
Rugby Borough	86	19.8%	20.6%	18.7%
Stratford-on-Avon District	100	23%	23.1%	23.1%
Warwick District	115	26.5%	26.7%	25.1%
Unknown	5	1.2%	-	-

**This is the current composition of the Voice of Warwickshire panel (August 2023)*

***This is the composition of the Warwickshire population aged 18 and over based on mid-2021 population estimates*

Table 2 shows the characteristics of panel members responding to the survey and compares this to the characteristics of the Voice of Warwickshire panel and Warwickshire population (aged 18 and over) where available.

Table 2 – Characteristics of respondents to survey(434 respondents)

Gender Identity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Female	201	46.3%	50.5%	50.7%
Male	204	47%	44.7%	49.3%
Non-binary	4	0.9%	0.7%	-
Prefer not to say	8	1.8%	1.7%	-
Prefer to self-describe	12	2.8%	2.4%	-
Not known	5	1.2%	-	-

Age in years	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
18-24	3	0.7%	1.2%	9.3%
25-39	41	9.4%	14.4%	23.9%
40-49	60	13.8%	15.9%	15.7%
50-59	87	20%	22.8%	17.9%
60-64	71	16.4%	13.5%	7.5%
65-74	125	28.8%	23.9%	13.3%
75+	38	8.8%	8.2%	12.4%
Prefer not to say	4	0.9%	1.3%	-
Not known	5	1.2%	-	-

Sexual Orientation	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Asexual	19	4.4%	3.7%	-
Bi/bisexual	17	3.9%	3.4%	1.1%

Heterosexual/straight	335	77.2%	79.2%	90.9%
Gay Man	9	2.1%	1.6%	1.2%
Gay woman/lesbian	4	0.9%	0.8%	1.2%
Pansexual	3	0.7%	0.8%	-
Other	-	-	0.2%	0.3%
Prefer not to say	40	9.2%	9.1%	-
Not known	5	1.2%	1.1%	6.5%

Long standing illness or disability	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Yes	86	19.8%	18.9%	16.8%
No	336	77.4%	78.4%	83.2%
Prefer not to say	7	1.6%	2.8%	-

Ethnicity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Asian or Asian British - Bangladeshi	-	-	-	0.1%
Asian or Asian British - Indian	10	2.3%	3.2%	4.1%
Asian or Asian British - Pakistani	1	0.2%	0.1%	0.5%
Black or Black British - African	1	0.2%	0.5%	0.4%
Black or Black British - Caribbean	2	0.5%	0.7%	0.4%
Chinese	2	0.5%	1.1%	0.5%
Gypsy or Traveller	4	0.9%	0.5%	0.2%
Mixed - White and Asian	1	0.2%	0.5%	0.8%
Mixed - White and Black Caribbean	2	0.5%	0.2%	0.2%
Other Asian background	3	0.8%	0.4%	1.0%
Other Black background	1	0.2%	0.1%	-
Other Mixed background	2	0.5%	0.5%	0.5%
Other White background	17	3.9%	4.9%	5.9%
Prefer not to say	8	1.8%	2.0%	-
Prefer to self-describe	8	1.8%	1.1%	-
White British	368	84.8%	83.3%	82.1%
White Irish	1	0.2%	0.7%	0.9%

Religion	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Buddhist	3	0.7%	1.1%	0.4%
Christian	190	43.8%	46.6%	50.4%
Hinduism	3	0.7%	1.3%	1.8%
Islam	2	0.5%	0.5%	1.5%
Judaism	2	0.5%	0.4%	0.1%
Sikhism	5	1.2%	1%	2.1%
Spiritual	9	2.1%	1.8%	-
Other religion or belief	8	1.8%	1.6%	0.5%
No religion	171	39.4%	37.6%	37.6%
Prefer not to say	28	6.5%	6.7%	-

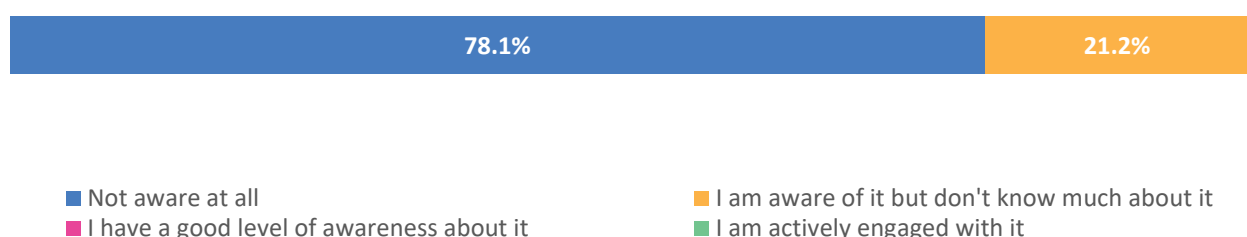
Not answered	5	1.2%	1.4%	6.6%
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* Based on ONS (Office for National Statistics) 2021 mid-population estimates and 2021 Census data

4.2 Awareness of the Warwickshire Local Resilience Forum (WLRF)

Respondents were initially asked about their level of awareness of Warwickshire Local Resilience Forum (WLRF). All 434 respondents answered this question. The majority of respondents, 78.1% (n=339), were not aware at all. Figure 2 shows the responses given to this question. Two respondents advised they felt they had a good level of awareness and one respondent advised they were actively engaged with WLRF.

Figure 2: Responses to “how would you describe your level of awareness of Warwickshire Local Resilience Forum (WLRF)?” (percentage of total responses)



Respondents who advised they had some knowledge of the WLRF were next asked how they heard about it and could select all options that applied. Ninety-seven respondents answered this question, of these 26.8% (n=26) heard about WLRF from their local council and 24.7% (n=24) through social media (Figure 3). Answers from those respondents who said ‘other’ are summarised in Table 3.

Figure 3: Responses to “how did you hear about Warwickshire Local Resilience Forum (WLRF)?” (percentage of 97 responses received)

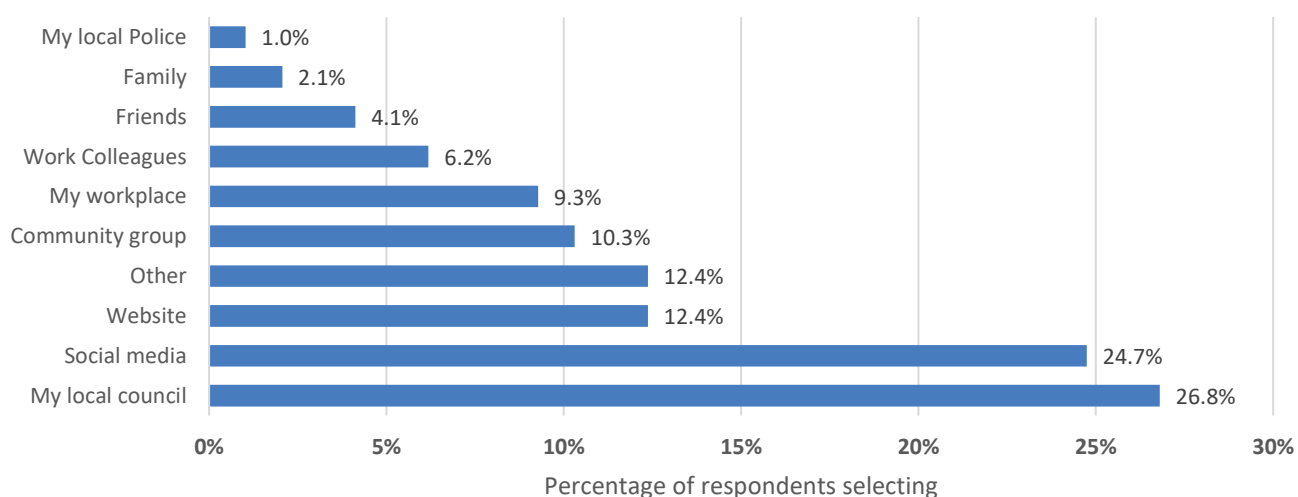
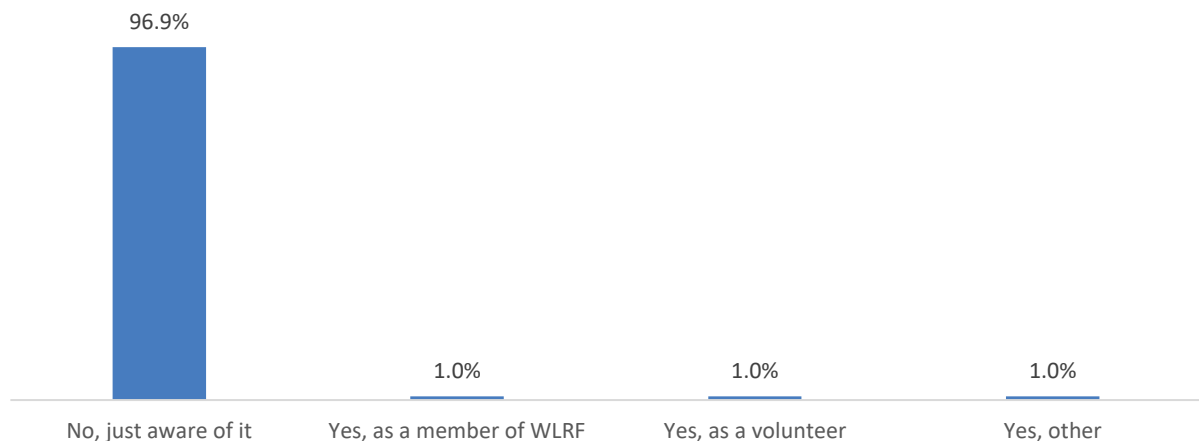


Table 3 – Themes of other responses to “how did you hear about Warwickshire Local Resilience Forum (WLRF)?”

Theme	Number of responses	Example responses
As a result of this survey	5	<i>"through google search"</i> <i>"I looked online"</i> <i>"through this email"</i> <i>"I think you asked online for help with this sort of survey"</i>
Do not know	3	<i>"I do not know about specific plan but am aware there must be such plans"</i> <i>"can't remember"</i> <i>"Not heard of it but assumed it existed in some shape or form"</i>
Employment	3	<i>"worked in local government"</i> <i>"knowledge from previous employment"</i> <i>"in a previous professional role"</i>
Climate Emergency	1	<i>"through climate emergency movement"</i>

These respondents were then asked if they were involved with the Warwickshire Local Resilience Forum (WLRF). The majority of respondents who were invited to answer this question, 96.9% (n=94) were not involved with WLRF but were aware of it. One respondent was involved, as a member of WLRF, one respondent was involved as a volunteer and one respondent said they were involved as a local Parish Councillor in a Village Emergency Planning group.

Figure 4: Responses to "Are you involved with Warwickshire Local Resilience Forum (WLRF)?" (percentage of 97 responses)

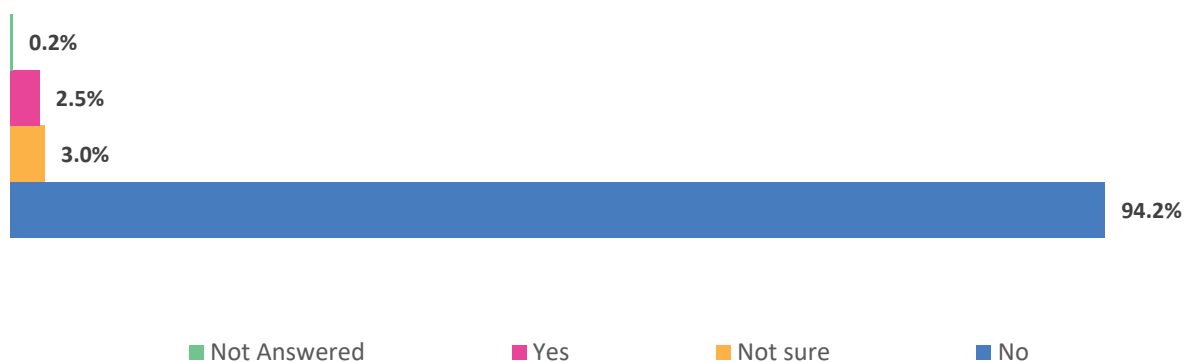


4.3 What is the Warwickshire Local Resilience Forum (WLRF)



In the next section of the survey all respondents were shown the WLRF logo and asked if they recognised it. Figure 5 shows that 94.2% (n=409) respondents did not recognise the logo. A minority, 2.5% (n=11) indicated that they did recognise the logo with a further 3% (n=13) saying they were not sure.

Figure 5: Responses to “Do you recognise the logo shown?” (percentage of total responses)



Further to this question respondents were provided with number of statements about what the logo means to them and asked to select all that applied. Overall, 67.7% (n=294) reiterated that they have never seen the logo (Figure 6). A total of 28.8% (n=125) of respondents selected ‘it means nothing to me, it doesn’t tell me anything’ and 20% (n=87) selected ‘Information source for emergencies’. Just 0.7% (n=3) respondents selected ‘Go in, Stay in, Tune in’ and 0.2% (n=1) advised they felt it meant ‘dial 999’. The theme of responses from the 4.1% (n=18) of respondents who selected ‘other’ are shown in Table 4.

Figure 6: Responses to “The logo means the following to me?” (percentage of responses)

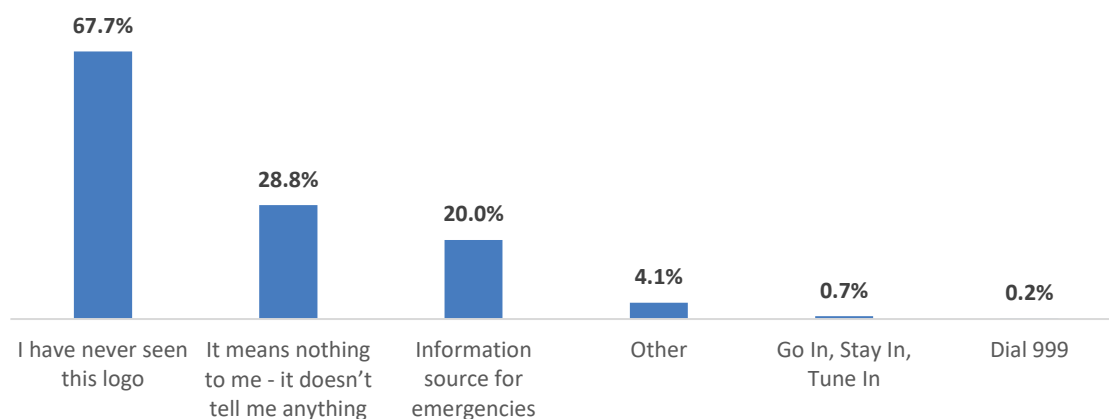


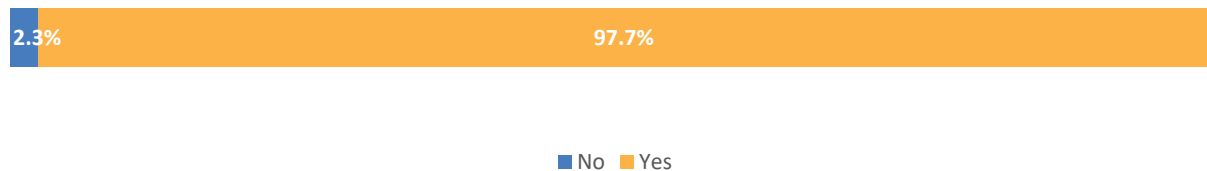
Table 4 – Themes of other responses to “the logo means the following to me”

Theme	Number of responses	Example responses
Not clear	14	<i>“it is not descriptive enough; nothing gives any source”</i> <i>“the word prepared does not indicate prepared for what, visually it does not stand out”</i> <i>“it looks more like an advert for the council to promote something”</i> <i>“it may not tell people what it does if they are not aware of the plan”</i> <i>“it is not clear what it does or what you are meant to do”</i> <i>“It doesn’t convey who or what Warwickshire prepared is, or who it involves, therefore it lacks credibility”</i> <i>“I have never seen the logo and looking at it, it requires qualification.”</i> <i>“not clear what it does or what you are meant to do”</i> <i>“doesn’t give an indication of what it’s for”</i> <i>“at first sight it meant nothing, then on second or third look I saw the text at the bottom”</i> <i>“the text underneath is much smaller it isn’t something that says read me”</i> <i>“it does not say who is working together or what constitutes an emergency”</i> <i>“I’m no wiser”.</i> <i>“it does not say who is working together”</i>
Joint preparation	4	<i>“joint preparation and coordination during emergencies”</i> <i>“tells me there is a group preparing for emergencies – not the same as it being an information source”.</i> <i>“it tells me Warwickshire is prepared”.</i> <i>“joint agency coordination to prepare and coordinate response”</i>
Planning and Information	1	<i>“providing planning and information for local county emergencies”</i>
Never heard of it	1	<i>“until I joined this panel, I had never heard of WLRf”</i>
Negative	1	<i>“gives me a negative view of the county council and this is something they ought to do rather than anything being done”</i>

4.4 Use of websites and social media to access information

The first question in this section asked if respondents used websites to access information. Most respondents, 97.7% (n=424) indicated they did with 2.3% (n=10) advising they do not use websites to access information.

Figure 7: Responses to “Do you use websites to access information?” (percentage of total responses)



The next question asked if respondents used any social media sites or community networking tools, they were asked to select all options that applied. Figure 8, shows that 77.2% (n=335) of respondents use WhatsApp and 67.5% (n=293) use Facebook. Responses from those selecting other are summarised in Table 5.

Figure 8: Responses to “do you use any social media sites or community networking tools?” (percentage of all responses)

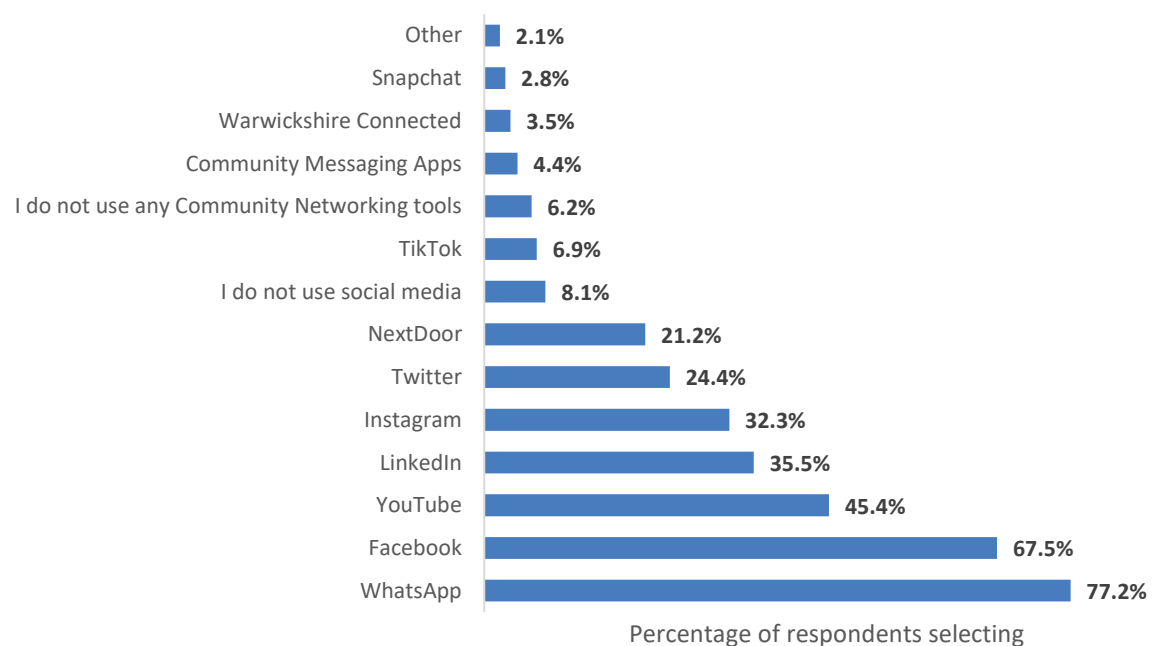


Table 5 : Themes of other responses to “do you use any social media sites or community networking tools?”

Theme	Number of responses	Example responses
Websites	4	“seek information from websites as and when required”. “check in various websites”. “check in on Warwick council site”. “BBC website”
Local information	2	“local email group, notice board, newsletter, village hall”. “local newspapers”
Email	2	“contact departments directly via email if I have concerns”
Mastodon	2	“Mastodon”
Twitter	1	“Twitter rarely”
Threads	1	“threads”
Leaflets	1	“leaflets at libraries and other community centres”
Local MP	1	“Contacted local MP when needed”

4.5 In the case of an emergency

Respondents were asked how they would like to be informed if there was an emergency in their local area, they were asked to select all options that applied. Figure 9 shows the majority of respondents (88.9%, n=386) would like to be advised by text message with just under half (49.8%, n=216) selecting local TV updates. Responses from those selecting other are summarised in Table 6.

Figure 9: Responses to “if there was an emergency in your local area, that could affect you how would you like to be informed?” (percentage of total responses)

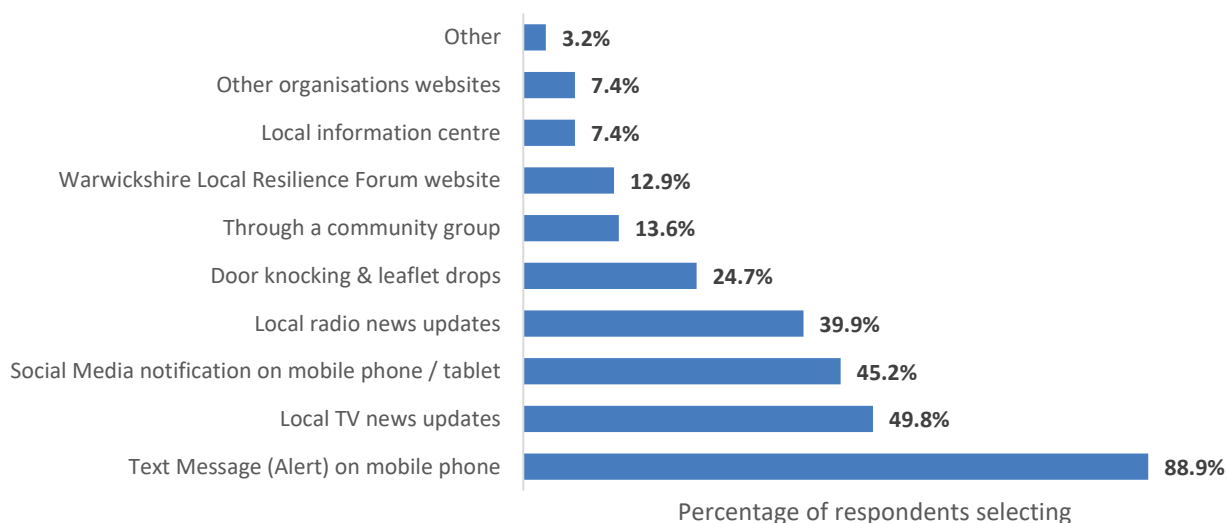


Table 6: Themes for other comments to “if there was an emergency in your local area, that could affect you how would you like to be informed?”

Theme	Number of responses	Example responses
Local council	2	“parish council”
Facebook	2	“community Facebook sites” “local Facebook group”
Emergency services	1	“mobile emergency workers i.e., Police”
Email	1	“email”
Non internet	1	“non internet communication is important”
WLRF website	1	“If I had any idea it existed, WLRF website”
Loudspeaker	1	“Suitable vehicle touring the streets giving out a message or instruction”
Webpage	1	“push notification on webpages”

The next section of the survey asked respondents if there was an emergency in their local area, where would they go to for advice or information, respondents were asked to select all options that applied. Over half (67.7%, n=294) would look for news on the TV or check emergency services websites (60.8%, n=264) (Figure 10). Responses from those selecting other are summarised in Table 7.

Figure 10: Responses to “if there were an emergency in your local area where would you go to for advice or information?”

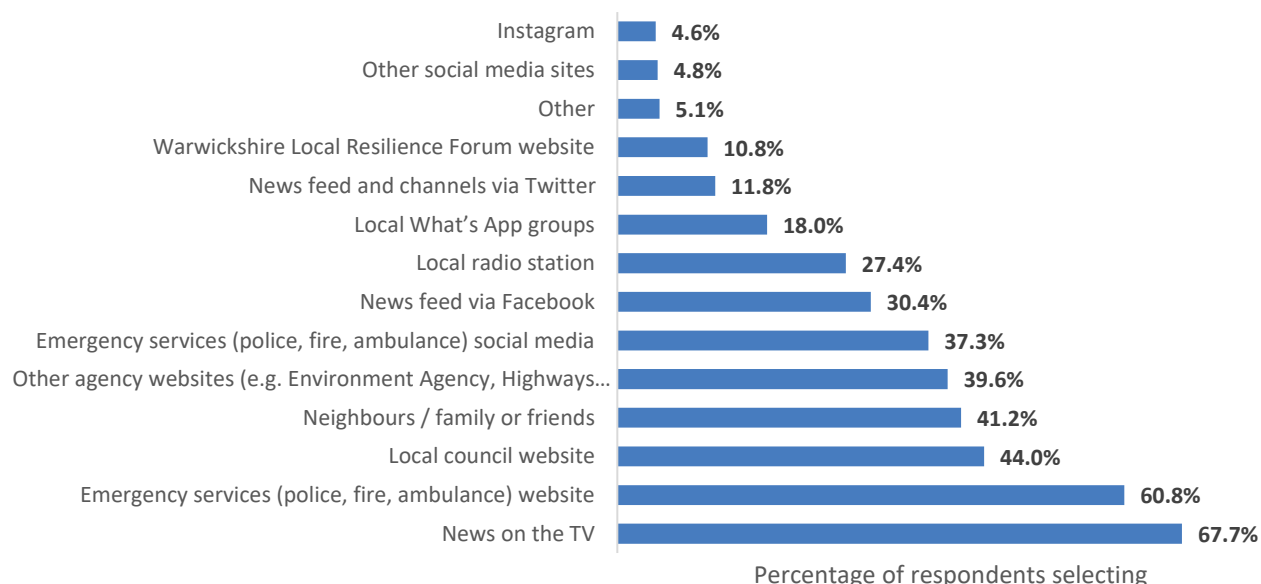


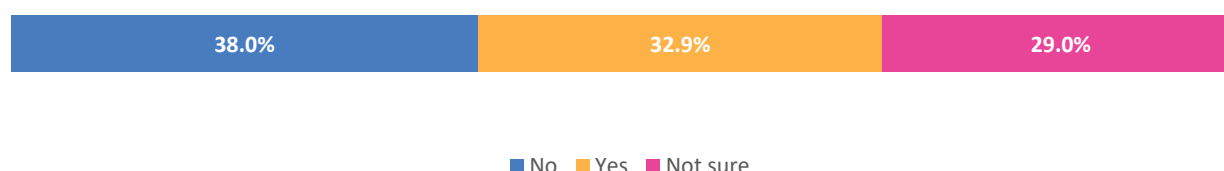
Table 7: Themes for “other responses to where would you go to for information, advice and guidance in the event of an emergency?”

Theme	Number of responses	Example responses
Internet search	8	“Google” “I would search via google for information”. “I would look online for any comments and read what looks credible”
Emergency Services	3	“ring 999” “first action would be 999”
Local pub	2	“public house”
Phone calls	2	“making phone calls” “would phone local council”
Social media	1	“Facebook”
Library	1	“Library”
TV	1	“BBC4”
Local council	1	“would phone local council”
Neighbours	1	“I would ask my neighbours what they knew and how they were responding”
No technology	1	“would be totally unaware of things unless neighbours told or information provided via non technology forums”

4.6 Risks where the respondent lives

This section asked respondents thoughts on risks and emergencies affecting them and their property. The first question asked if people were aware of what risks were most likely to affect them or their property. Overall, 38% (n=165) of respondents were not aware, 32.9% (n=143, were aware and 29% (n=126) were not sure (Figure 11).

Figure 11: responses to “are you aware of what risks are most likely to affect you or your property?” (percentage of total responses)



Next those respondents who said they were aware of risks likely to affect them or their property and those who were not sure (n=269), were asked to list the risks that they were aware of that could affect them or their property. Table 8 shows the results below.

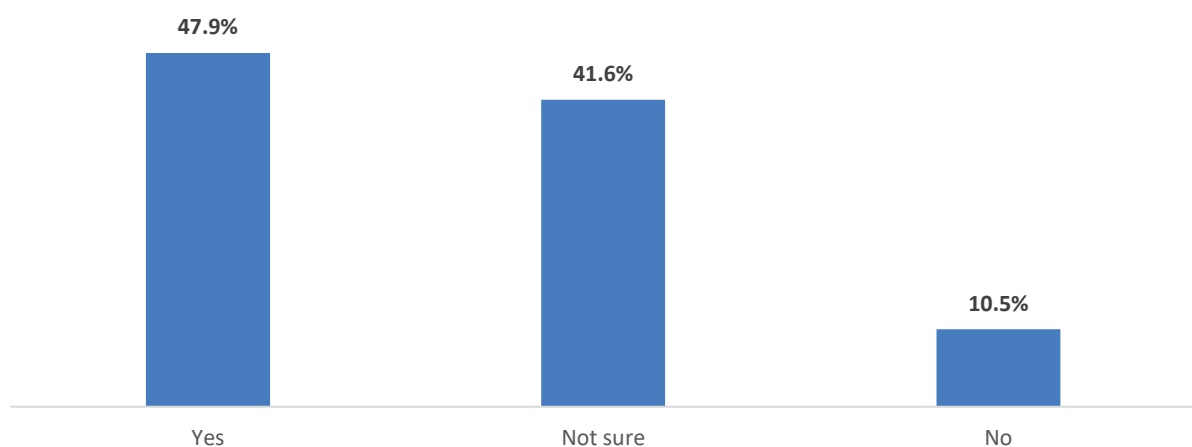
Table 8: “themes of responses for “can you list the risks that could affect you or your property”.

Theme	Number of responses
Flooding	114
Fire	111
Adverse weather	53
Loss of utilities	38
Road accident	37
Anti-Social Behaviour and crime	37
Terrorism	24
Gas leak	23
Pandemic	22
Water shortage	20
Civil unrest	19
Burglary/ Theft	19
Aircraft accident	11
Earthquake	9
Water leak	9
Falling trees	8
Chemical spill	7
Major accident	7
Pollution	7
Incident at industrial unit	6
Military base issue	5
Climate Change	5
Environmental incident	5
Subsidence	5
Police incident	4
Poor air quality	4
War	4
Rail incident	4
Water contamination	4
Explosion	3
High/ low temperatures	3
Nuclear attack	3
Inaccessible roads	3
Sewage issue	3
High winds	3
Theft	3
Damage to property	2
Asteroid	2
Carbon monoxide leak	2
Politics	2
Sink hole	2
Speeding cars	2
Loss of ability to grow food	2
Issue at local petrol station/oil depot	2

Themes mentioned by one respondent were: damage from trees, aircraft debris, drunk drivers, electrical incident, escaped animals, fallen power cables, animal illness, HS2, increased rates, individuals with poor mental health, internet fraud, lack of medical support, landslide, lift breaking, lightning strike, medical, bombs, mobility and age issues, being ignored by WCC, online scams, over development, school closure, shockwaves from quarry, telephone lines down, wider threats, canal incident and biological contamination.

The last question for this section asked those respondents who said they were aware of risks likely to affect them or their property and those who were not sure if they felt they would know what to do in the event of the emergencies. Almost half (47.9%, n=128) indicated they would know what to do and 41.6% (n=111) advised they were not sure. Overall, 10.5% (n=28) indicated they would not know what to do.

Figure 12: responses to “would you know what to do in the event of an emergency?” (percentage of total responses)



4.7 Community Power

Respondents were then asked about Community Power, in particular to understand views on the relationship between Warwickshire County Council (WCC) and residents, specifically around collaboration, decision making, and how WCC listens to the priorities of residents. Responses will help WCC to move towards a community powered approach across services and provide a consistent tool for the measurement of community power. Respondents were shown statements and asked how much they agreed or disagreed with them.

Respondents were provided with space to add any further comments they wished to make. Table 9 shows the themes and examples of the comments that were made.

Figure 13: Responses to the statement “I feel like WCC knows what is important to me” (percentage of total responses)

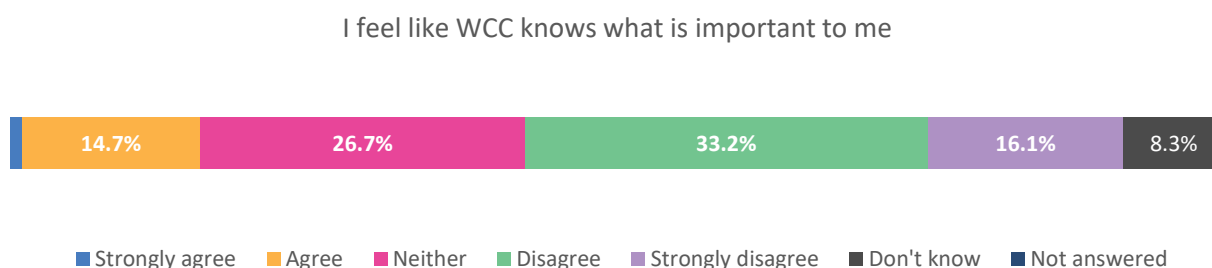


Figure 14: Responses to the statement “I feel that I can influence decisions affecting my local area” (percentage of total responses)

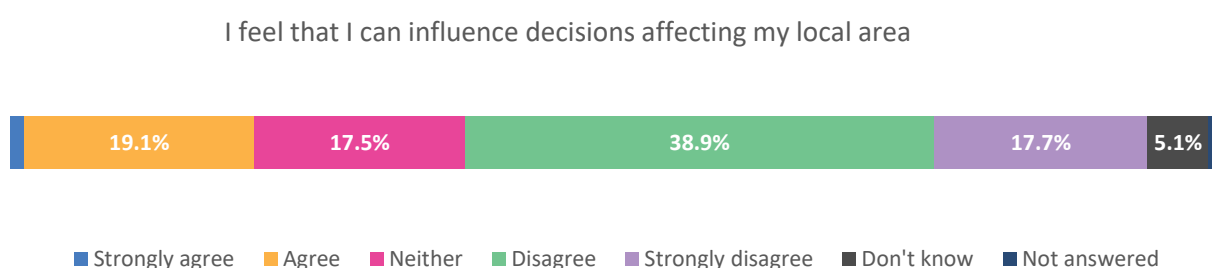


Figure 15: Responses to the statement “I feel I have been listened to in the decisions that affect where I live” (percentage of total responses)

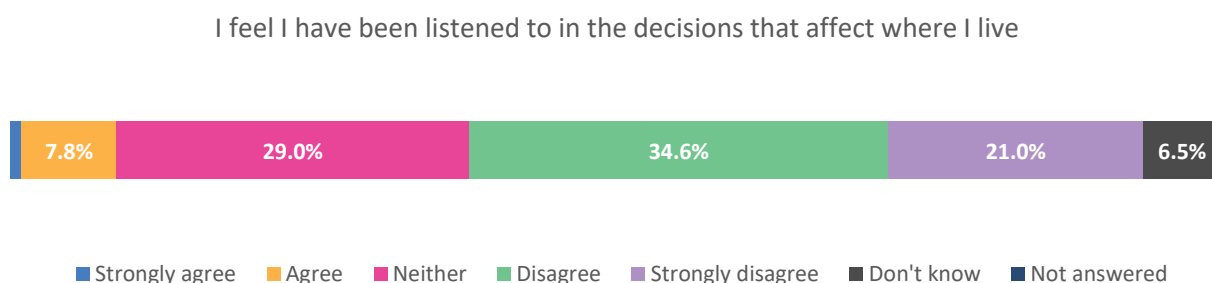


Figure 16: Responses to the statement “I feel confident and empowered to do things myself” (percentage of total responses)

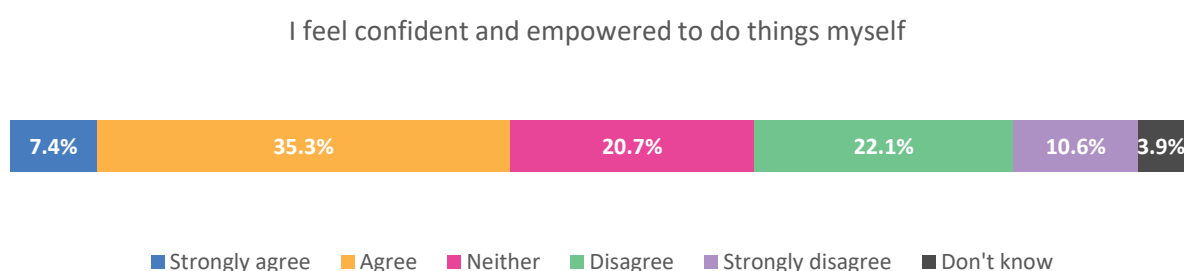


Figure 17: Responses to the statement “I feel I am part of a vibrant and resilient community/ neighbourhood that supports one another” (percentage of total responses)

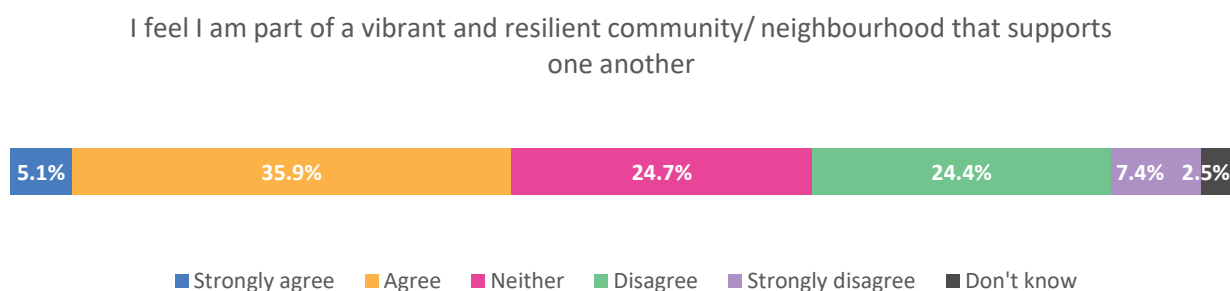


Figure 18: Responses to the statement “I feel WCC works well with me, my community and local organisations to get things done” (percentage of total responses)

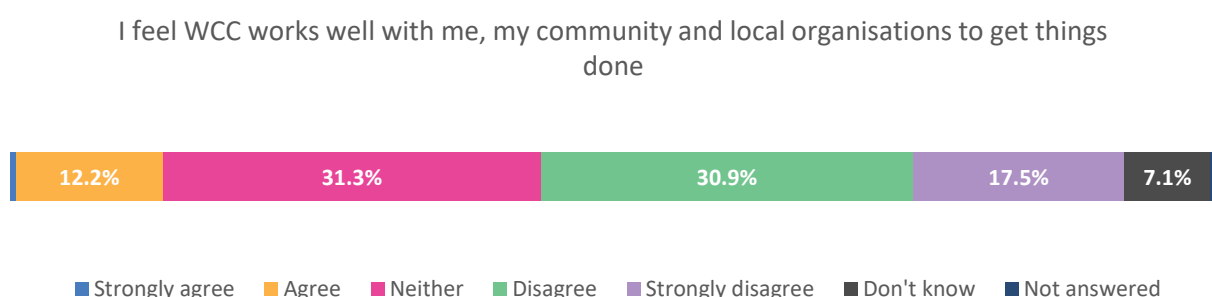


Figure 19: Responses to the statement “I feel values my experience and what is important to me” (percentage of total responses)

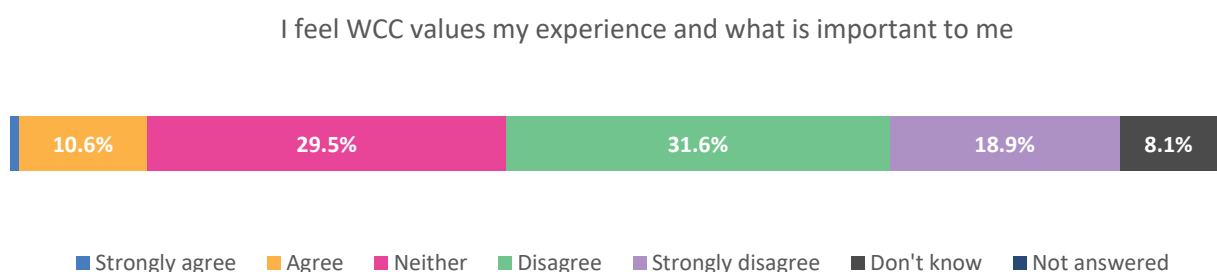


Figure 20: Responses to the statement “I feel WCC values and listens to everyone in my area regardless of their background or circumstances” (percentage of total responses)

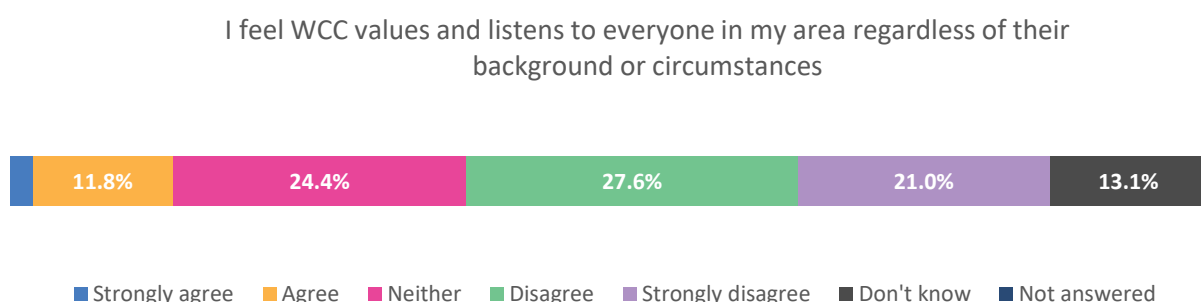


Table 9 – Themes of responses to “Do you have any further comments to make about your responses?”

Theme/ description	Number of responses	Examples of comments
WCC don't listen	43	<p>"I made my views very clear about the proposed development along with many other local people and the Council ignores these and go ahead."</p> <p>"I don't have much contact with WCC, but issues raised about a dangerous road junction have come to nothing".</p> <p>"I see no evidence or examples where the county have listened".</p> <p>"WCC always seems very keen on survey/ consultations but almost never takes any of the responses into account, they never change anything"</p>
There is little engagement	25	<p>"I have little experience (apart from these surveys) of local authorities seeking my opinions".</p> <p>"not sure they know as they haven't engaged with me".</p> <p>"I am not sure that the county have ever directly addressed me or asked".</p> <p>"I don't feel WCC has made any effort to engage with me (or to be fair vice versa)"</p> <p>"as a ward there is little engagement"</p>
Equality needed for all areas	12	<p>"there is a north south divide within the county".</p> <p>"everything is centred on the main towns".</p> <p>North Warwickshire is forgotten and a low priority, resources are distributed unevenly in Warwickshire".</p> <p>"Warwickshire is split into a north south divide, the north is a secondary partner"</p>
Planning shows a lack of community power	9	<p>"planning decisions have shown the lack of power that the community have".</p> <p>"feel that community is heard but not listened to with regard to local development of new excessive housing"</p>
No evidence WCC care	6	<p>"the council doesn't care about me or anyone in the area".</p> <p>"I've not really seen any evidence that the county council cares"</p>
Little experience of working with WCC	5	<p>"I have very little experience of working with Warwickshire, the things I am mostly involved in are with district council".</p> <p>"I have not had a lot to do with Warwickshire council".</p>
Voice of Warwickshire has led to being involved	5	<p>"if it wasn't for signing up for this group, I don't think WCC would have a clue about me or my needs, thoughts or opinions"</p> <p>"I feel more empowered having experienced the Voice of Warwickshire and having taken part in various questionnaires"</p>
Costs override people's views	5	<p>"I feel that some of this including the public is somewhat a box ticking exercise as all decisions are based on cost which usually overrides peoples views".</p> <p>"doesn't matter what it is, it's never in the budget"</p>
Community have no power to make changes	5	<p>"nobody has the power to make any changes".</p> <p>"I appreciate having the possibility to give feedback, in some cases the county council does not have the necessary power and it is overruled by central government"</p>
No visibility of WCC	5	<p>"WCC are remote to be honest, not very present in my life, I don't feel like I could influence them"</p>
There have been years of mismanagement	5	<p>"years of council neglect and mismanagement on particular matters can be evidenced to support this stance"</p>

Unsure	4	"I don't know enough about WCC to know or have any feelings about WCCs aims"
Unsure of difference between WCC and District and Borough	4	"I don't really understand the difference between WCC and district and borough"
No presence in some areas	4	"I cannot remember the last time I saw someone in the area".
Feel more connected to District and Boroughs	4	"I feel much more connected to our town council and district council, they at least seem to be open to collaborative working with residents"
Diverse communities are not recognised	3	"The council does not appear to recognise that there is diversity within their local communities"
Success achieved by community not WCC	3	"I live in a vibrant community where it's possible to get things done, the success is achieved in spite of rather than as a result of WCC"
Central and local government abuse power	2	"I fear central and local governments abuse of its power and group"
Concerned about being a part of West Midlands Combined Authority	2	"I am extremely concerned that we might be part of the West Midlands"
Difficult to answer as a part of multiple communities	2	"this is difficult to answer as there isn't a single community I'm part of but lots of overlapping ones"
More engagement with youth is needed	2	"always prioritise elderly over youth"
Poor customer service from Districts and Boroughs	2	"I have only contacted the borough and received short snappy replies with no understanding or care which was not resolved"
HS2	2	"Warwickshire is a complete mess with HS2, visually and practically, our countryside of being spoilt"
WCC is dismissive	2	"the only time I have ever complained/ commented about WCC activities I had a dismissive response which made me wonder why I bothered"
WCC has poor staffing	2	"local authorities tend to be staffed by people not good enough to work in more demanding private businesses"
WCC should work more with District and Boroughs	2	"historically there has been limited cooperation between districts and boroughs and WCC due to opposing political alignment, it will take time but feel more could be done"
Everyone has different needs	2	"there is a balance to be achieved as not everyone has the same needs"

Poor road management	2	"the condition of our roads are shocking"
Slow action on climate change	2	"no action on the climate emergency"

Responses received by just one respondent included: anti-social behaviour issues, need community mapping, council must take responsibility, success depends of quality of the councillors, there is a disconnect between strategy and what actually happens, I fear WCC, Fix my street does not work, have already answered these questions in a previous survey, have influenced local decisions but not wider, if voting mattered it wouldn't be allowed, like the change of asking residents, need mental health resilience, more backing from WCC is needed, citizens assembly needed, no ECHP support, no sensible long term plans, officers only answer if Cllrs get involved, ongoing issues not resolved, only hear when time to vote, people focus on individual interest rather than that of the community, poor access to services, decisions are not in keeping with the community, surveys are not asking about decisions, voices of large community groups heard and not individuals, WCC dictates, WCC makes an effort.

Analysis by area of residence

Responses for the community power questions have been further analysed by district and borough of residence. Figures 21-25 show responses for each district and borough.

Figure 21: Responses to the statements living in North Warwickshire (n=44)

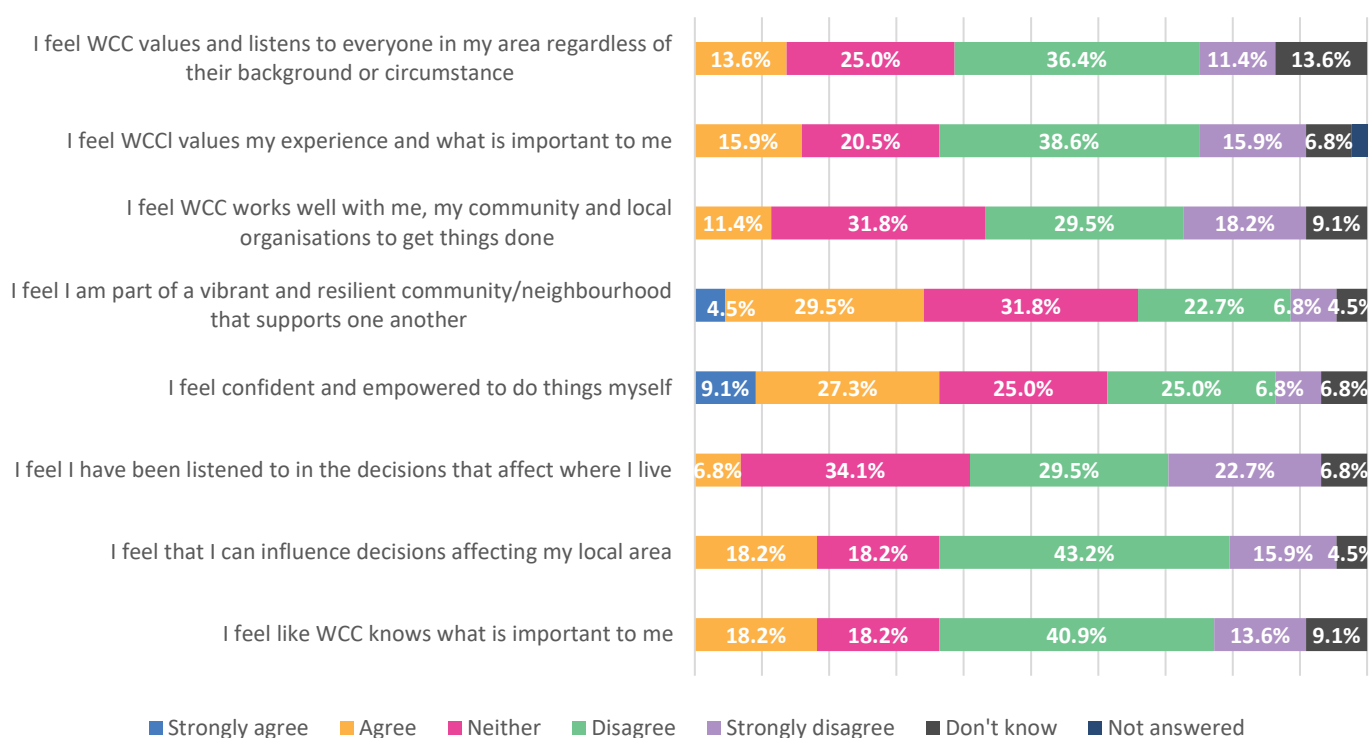


Figure 22: Responses to the statements living in Nuneaton and Bedworth (n=84)

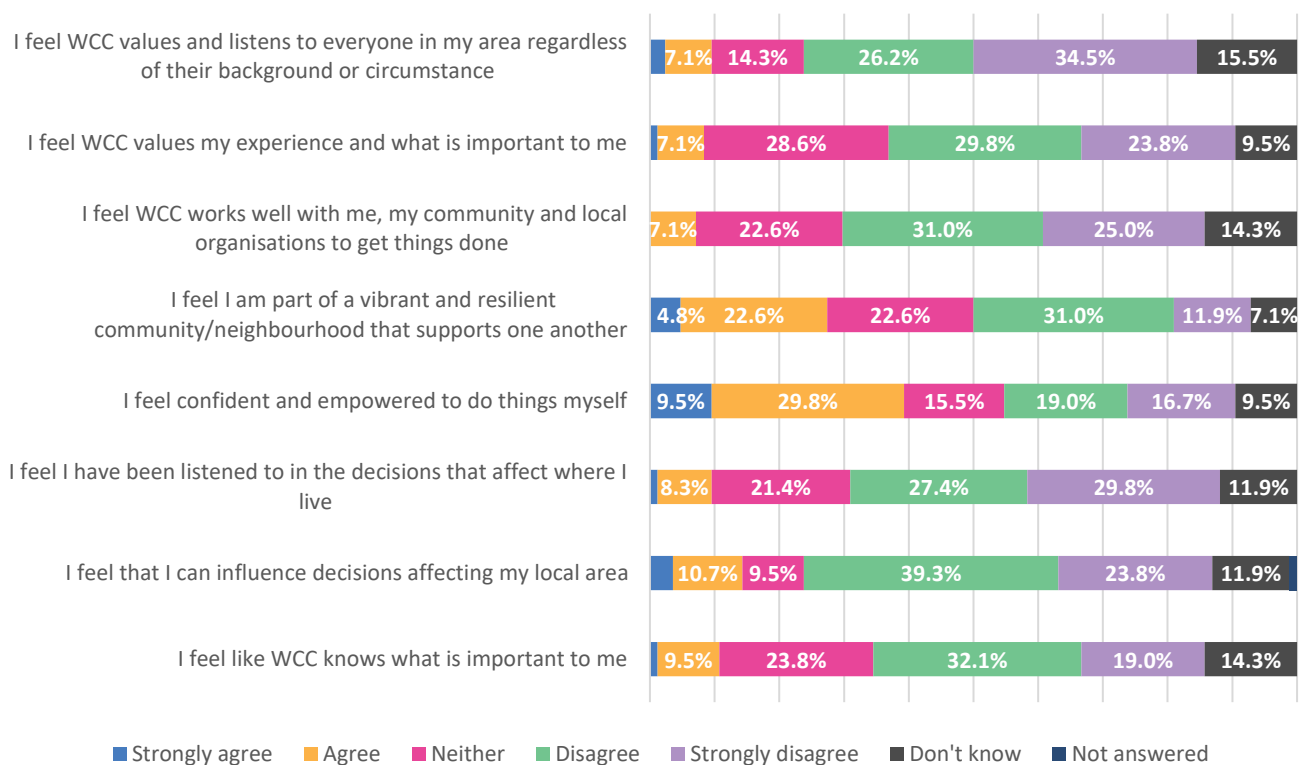


Figure 23: Responses to the statements living in Rugby (n=86)

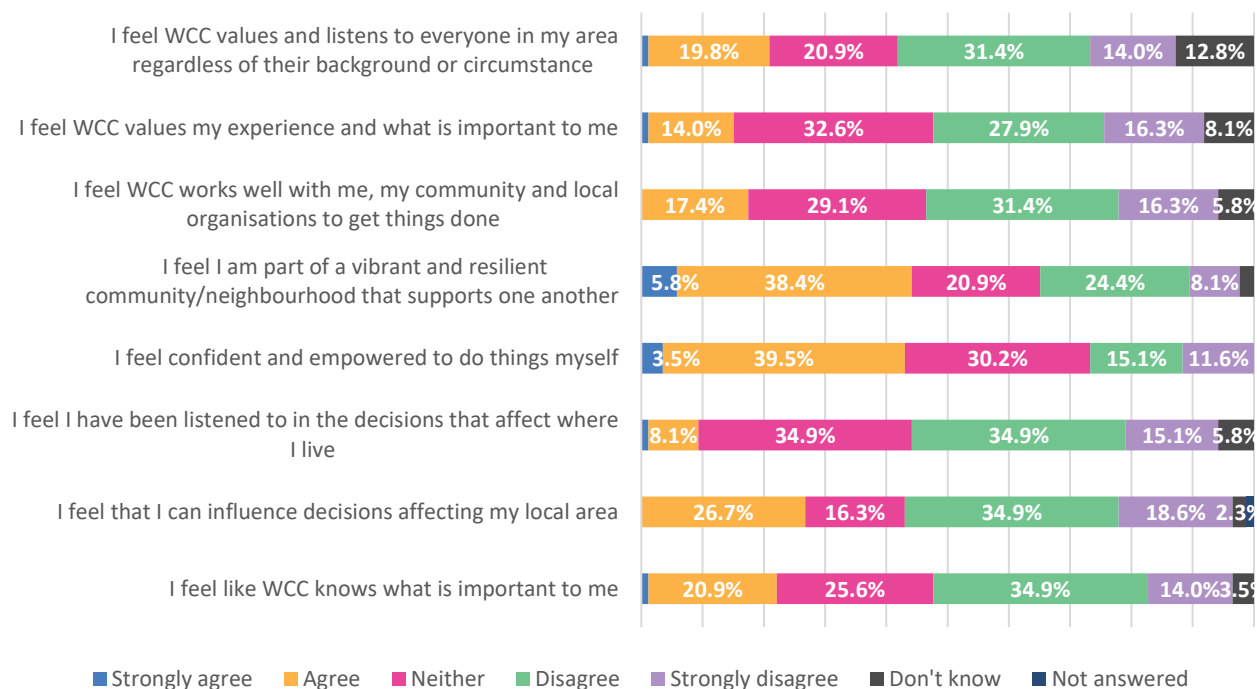


Figure 24: Responses to the statements living in Stratford (n=100)

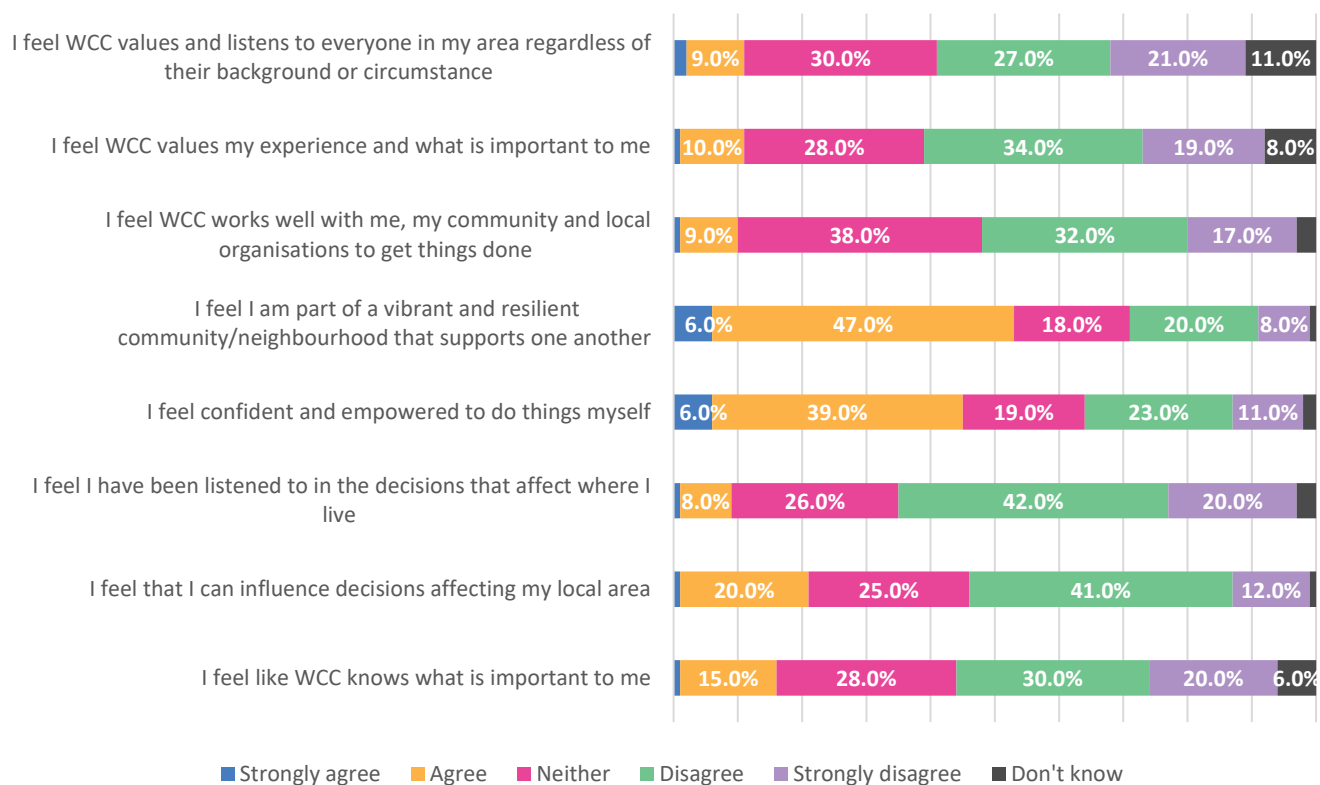
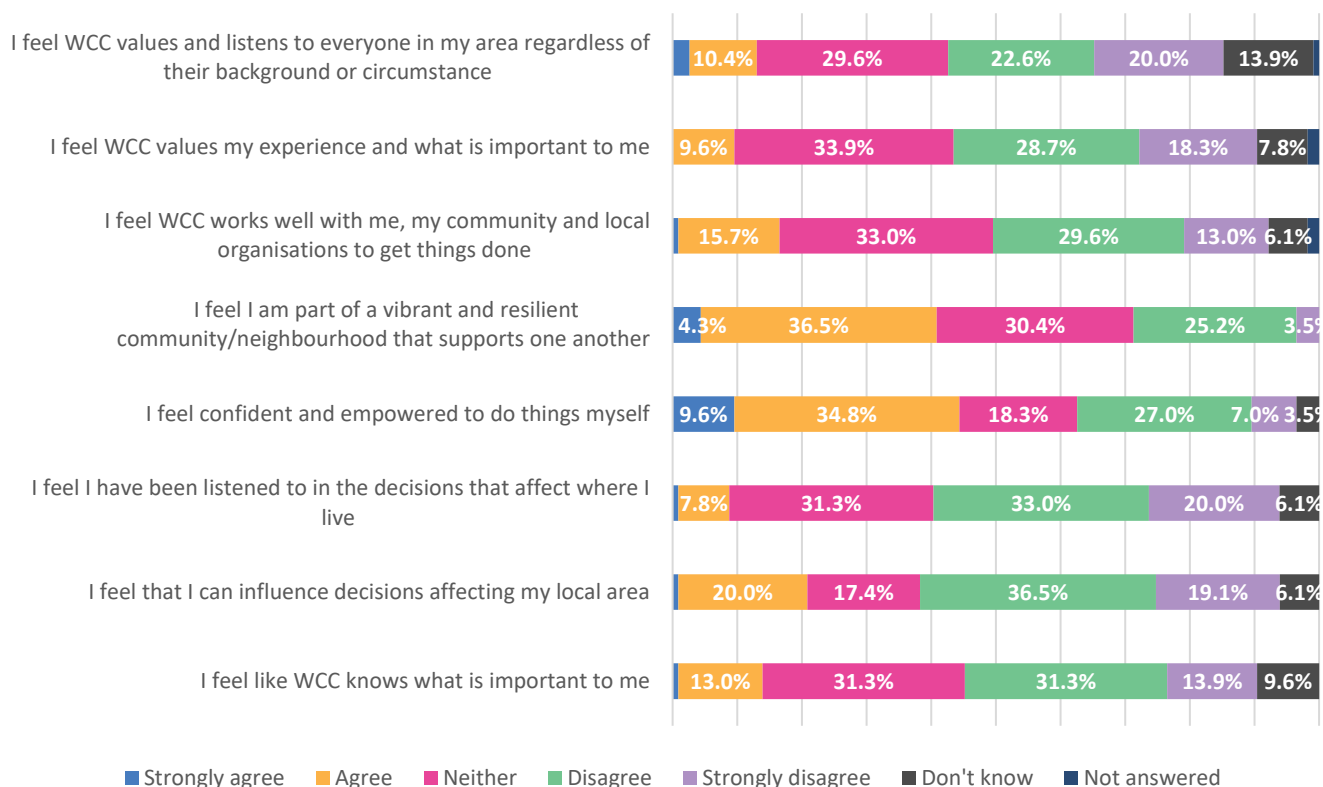


Figure 25: Responses to the statements living in Warwick (n=115)



What the survey results have informed

The results from this survey will:

- Assist the Warwickshire Local Resilience Forum (WLRf) in supporting people to prepare for emergencies in the county.
- Help provide a baseline of views around collaboration, decision making, and how WCC listens to the priorities of residents.
- Help WCC move towards a community powered approach across the services we provide.
- Provide a consistent tool for the measurement of community power.

Appendix 1 – Warwickshire Local Resilience Forum & Community Power survey

Copy of survey (the text and space available to comment was much larger on the survey but for the purpose of this report has been reduced):

Overview

In this survey we will be covering two topics. The first topic from Warwickshire Local Resilience Forum (WLRF) is to help understand awareness of emergency planning. The second subject is to help inform Warwickshire County Council's (WCC) work on community power.

Why your views matter

Your views provided in this survey will:

- Assist the Warwickshire Local Resilience Forum (WLRF) in supporting people to prepare for emergencies in the county.
- Help provide a baseline of views around collaboration, decision making, and how WCC listens to the priorities of residents.
- Help WCC move towards a community powered approach across the services we provide.
- Provide a consistent tool for the measurement of community power.

Once the survey results have been analysed a report will be written. This will be sent to all panel members and will feed into the work of WCC and WLRF.

1.How would you describe your level of awareness of what Warwickshire Local resilience Forum is?

- ☐ Not aware at all
- ☐ I am aware of it but don't know much about it
- ☐ I have a good level of awareness about it
- ☐ I am actively engaged with it

1a. How did you hear about Warwickshire Local Resilience Forum? (select all options that apply)

- ☐ Friends
- ☐ Family
- ☐ Work colleagues
- ☐ My workplace
- ☐ My local council
- ☐ My local police
- ☐ Website
- ☐ Social media
- ☐ Community group
- ☐ Other (please advise below)

1b.Are you involved with Warwickshire Local Resilience Forum (WLRF)?

- ☐ No, just aware of it
- ☐ Yes, as a member of WLRF

- ☐ Yes, as a volunteer
 - ☐ Yes, other (please advise below)
-



2. Do you recognise the logo shown above?

- ☐ Yes
- ☐ No
- ☐ Not sure

3. The logo means the following to me: (select all options that apply)

- ☐ Information source for emergencies
 - ☐ Dial 999
 - ☐ Go In, Stay In, Tune In
 - ☐ I have never seen this logo
 - ☐ It means nothing to me- it doesn't tell me anything
 - ☐ Other (please advise below)
-

4. Do you use websites to access information?

- ☐ Yes
- ☐ No

5. Do you use any of the following social media sites or community networking tools? (select all that apply)

- ☐ Facebook
- ☐ WhatsApp
- ☐ LinkedIn
- ☐ Nextdoor
- ☐ TikTok
- ☐ Twitter
- ☐ Instagram
- ☐ Snapchat
- ☐ YouTube
- ☐ Community messaging apps
- ☐ Warwickshire Connected
- ☐ I do not use social media
- ☐ I do not use community networking tools
- ☐ Other (please advise below)

6. If there was an emergency situation in your local area, that could affect you, how would you like to be informed about it? (select all that apply)

- ☐ Text Message (alert) on mobile phone
 - ☐ Social Media notification on mobile phone/ tablet
 - ☐ Local radio news updates
 - ☐ Local TV news updates
 - ☐ Door knocking & leaflet drops
 - ☐ Local information centre
 - ☐ Through a community group
 - ☐ Other organisations websites
 - ☐ Warwickshire Local Resilience Forum website
 - ☐ Other (please advise below)
-

7. Where would you go for information, advice and guidance in the event of an emergency? (select all that apply)

- ☐ Emergency services (police, fire, ambulance) website
 - ☐ Emergency services (police, fire, ambulance) social media
 - ☐ Other agency websites (e.g. Environment Agency, Highways Agency)
 - ☐ News on the TV
 - ☐ Local council website
 - ☐ Neighbours/ family or friends
 - ☐ Local radio station
 - ☐ News feed and channels via Twitter
 - ☐ Instagram
 - ☐ Other social media sites
 - ☐ Local WhatsApp groups
 - ☐ Warwickshire Local Resilience Forum website
 - ☐ Other (please advise below)
-

8. Are you aware of what risks are most likely to affect you and your property?

- ☐ Yes
- ☐ No
- ☐ Not sure

8a. Please can you list what those risks are:

8b. Do you know what to do in the event of these emergencies affecting you?

- ☐ Yes
- ☐ No
- ☐ Not sure

Section 2 – Community Power

Community Power is about working together to use the power of Warwickshire's communities. It represents a shift from "doing to" or "doing for" communities, to "working with" communities. Local priorities will vary from community to community, so the approach will need to vary in different parts of the county.

The key to a community powered approach is to put community priorities first. This will be done by working with communities to identify practical steps to understand what the priorities are and working with communities to deliver them.

Community power is a part of the Warwickshire approach to Levelling Up which aims to:

- help reduce disparities
- build stronger communities
- increase opportunities for everyone, especially the most disadvantaged, in the short, medium, and longer-term.

The feedback you give will help us understand views on the relationship between Warwickshire County Council (WCC) and residents, specifically around collaboration, decision making, and how WCC listens to the priorities of residents. They will help WCC to move towards a community powered approach across services and provide a consistent tool for the measurement of community power.

9. Thinking about Warwickshire County Council and how we currently gather and use the views of residents, to what do you agree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel like Warwickshire County Council knows what is important to me					
I feel that I can influence decisions affecting my local area					
I feel I have been listened to in the decisions that affect where I live					
I feel confident and empowered to do things myself					
I feel I am part of a vibrant and resilient community/ neighbourhood that supports one another					
I feel Warwickshire County Council works well with me, my community and local organisations to get things done					
I feel Warwickshire County Council values my experience and what is important to me					
I feel Warwickshire County Council values and listens to everyone in my area, regardless of their background or circumstances					

Please use this space to add any further comments about your responses:

Thank you for taking the time to share your views.