



Strategic Review – User Satisfaction Survey

Huntingdon Town Council
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Huntingdon
Gold Award Winner 2009 & 2010
Overall winner 2010
Anglia in Bloom – Large Towns Category

Take part in our questionnaire – and win an I-pod Shuffle!

Please help us to improve our service to you by completing and returning this questionnaire by 4th April 2011. Postage is prepaid for your convenience. Thank you

Are you a resident of Huntingdon? Yes No

Section 1: Amenity Areas, Parks and Gardens

Huntingdon Town Council provides the following recreational areas

Are you a regular user?

Victoria Square Gardens	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Clayton's Way Playing Field	Yes <input type="checkbox"/>	No <input type="checkbox"/>
King George V Field (St Peters Road)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
King George V Field (Hartford), Sapley Road	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hartford Garden of Rest	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Medway Centre surrounds	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The Sebastopol Cannon site, George Street	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Town Park	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Sallowbush Green	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Castle Hills	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please rate our performance on the following:

	Excellent	Satisfactory	Less than satisfactory	Poor
Our provision of good social & recreational facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of spaces for peaceful enjoyment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance to a high standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variation in flowers, shrubs, trees, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of plants of a sensory nature at different heights and on different levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of the service in 2010/11 at a predicted cost of £65,917	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of the service in 2010/11 at a predicted net cost per elector of £4.13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell the reasons for your answers below:

Do you think we could improve our outdoor recreational areas in Huntingdon? Yes No

If yes, please tell us how below:

Section 2: Community Events

Either in partnership or on its own, Huntingdon Town Council provides the following local community events. Which ones do you attend?

Pancake Races	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Summer Outdoor Performances	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Pensioners' Lunch	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Riverside Gala	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Pensioners' Christmas Carols Tea	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Performing Arts at the Commemoration Hall	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Christmas Lights Switch On	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Huntingdon Heritage Festival	Yes <input type="checkbox"/>	No <input type="checkbox"/>
St Georges Day Celebrations	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please rate our performance on the following:

	Excellent	Satisfactory	Less than satisfactory	Poor
Our provision of a varied programme of entertainment, social & cultural activities available to all sections of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost of £77,083	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost per elector of £4.83	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our promotion of community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think we should organise other events:	Yes <input type="checkbox"/>	No <input type="checkbox"/>		

If yes, please tell us what you think they should be below:

Are you interested in helping as a volunteer at our events? Yes No

Contact details:

Section 3: Community Halls

Are you a user of the Medway Centre Yes No
 Are you a user of the Town Hall Yes No

How often do you visit these community halls? Daily Weekly Monthly Annually Other

For what purpose do you use the Halls?

Please rate our performance on the following:

	Excellent	Satisfactory	Less than satisfactory	Poor
The provision of high quality facilities to meet user needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision at rates that are affordable (Medway Main Hall average £12.28 per hour; Town Hall £16.30 per hour).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost of £123,207	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost per elector of £7.72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of halls for community use for a wide variety of purposes, in convenient locations and at a reasonable price?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us the reasons for your answers below:

Section 4: Grants & Donations

Huntingdon Town Council gives support to voluntary organisations, whether by advice, financial assistance or in partnership with others. Financial awards are made to community groups that apply, "in the interests of the area or its inhabitants, where levels of grant are commensurate with levels of benefit derived therefrom" (Local Government Act 1972, Section 137)

Please rate our performance on the following:

	Excellent	Satisfactory	Less than satisfactory	Poor
Our provision of this service in 2010/11 at a predicted net cost of £58,447	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost per elector of £3.66	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In 2010/11 we have given support to the following organisations: On a scale of 1-5, with 1 being the lowest and 5 the highest, to what extent does this benefit you as a resident of Huntingdon?

Moor In Bloom/Oxmoor Community Action Group	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Relate Cambridge	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdonshire Community Group	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Disability Information Service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Youth Theatre	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon & District MS Society	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Nursery School	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Library	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
RAFA Huntingdon & District Branch	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Methodist Church	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon in Bloom	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Hunts Citizens Advice Bureaux	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Community Radio	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Vitalise	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Fairtrade Group	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Celestina's After School Club	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Town Partnership	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Huntingdon Commemoration Hall Charity	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Please tell us the reason for your answers below or make any comments you think will help our service:

Section 5: Highways, Footpaths & Lighting

Huntingdon Town Council provides footway lighting where required and where adoption by the County Council is not feasible.

Please rate our performance on the following:

	Excellent	Satisfactory	Less than satisfactory	Poor
The quality of lighting we provide (in the Town Park, for example)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of traffic management schemes, such as speed reduction measures, in partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of traffic safety schemes, such as the A141 crossing and Jubilee Fields Footpath, in partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our maintenance of public footpaths in partnership, such as the St John's Closed Passageway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost of £51,110	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our provision of this service in 2010/11 at a predicted net cost per elector of £3.20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us the reason for your answers below or make any comments you think will help our service:

Section 6: International Twinning

Are you aware that Huntingdon is twinned with:

Salon de Provence in France?

Yes No

Wertheim in Germany?

Yes No

Szentendre in Hungary?

Yes No

Do you think that fostering international relations and friendships between Huntingdon and these towns is:

Very Important Fairly Important Not Important

Please rate our performance on the following:

Our provision of good social & recreational facilities

Excellent Satisfactory Less than satisfactory Poor

Our encouragement of people in Huntingdon to participate in twinning events and cultural exchange with our twinned towns

Third fold here then tuck under flap

BUSINESS REPLY SERVICE
Licence No. NAT20433

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Huntingdon Town Council
1 Trinity Place
Hartford Road
HUNTINGDON
PE29 3QA

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Section 6: International Twinning (cont)

The extent to which twinning links promote local tourism, commerce, industry & economic development

Excellent Satisfactory Less than satisfactory Poor

Our provision of this service in 2010/11 at a predicted net cost of £6519

Our provision of this service in 2010/11 at a predicted net cost per elector of £0.41

Are there towns in other countries with which you think Huntingdon should be twinned? Yes No

If yes, which ones?

Would you like to receive more information about Huntingdon's twinning activities? Yes No

Please tell us how the service might be improved:

Thank you for completing this questionnaire. Please return it by folding as instructed and using the freepost service.