

Resident Survey: Council Services Office at Cowley Centre

Background info: Oxford City Council is considering options for improving the face to face services we provide to residents in Oxford . One of the options that we are looking at is opening a Council Office for Oxford City Council information and services at Cowley Centre. We would really appreciate your views on this idea, and would be grateful if you would answer the 8 questions below to help us with this.

Questions: Please tick

1. Do you live in Oxford? Yes No

2. If 'Yes', what area of Oxford do you live in?

- a) Cowley
- b) Blackbird Leys
- c) Rose Hill
- d) Littlemore
- e) Wood farm
- f) Barton
- g) Headington
- h) Northway
- i) Other

3. Which of the following best describes you?

- a) Home owner
- b) Oxford City Council leaseholder
- c) Oxford City Council tenant
- d) Private Tenant
- e) Other:

4. On average, how often do you visit the Cowley Centre area?

- a) at least weekly
- b) at least monthly
- c) at least four times a year
- d) less than four times a year
- e) Never

5. Do you think Cowley Centre is a good location for the new One Stop Shop?

- a) Yes, definitely
- b) Yes, probably
- c) Unsure
- d) Probably not
- e) Definitely not

If yes, why?

.....

If no, what are your concerns?

.....

6. On average, which of the following Oxford City Council Customer Services or Housing Offices would you usually use?

Location of Office	At least monthly	3 or 4 times a year	Less than 3 times a year	Never
St Aldate's Chambers				
Barton Community Centre				
Rose Hill				
Blackbird Leys				
East Oxford (Bullingdon Rd)				

7. Would you use a council office if it were located at Cowley Centre?

- a) Yes, Regularly (at least monthly)
- b) Yes, occasionally
- c) Unsure
- d) Probably not
- e) Definitely not

8) Depending on your answer to question 6., what would encourage you or discourage you from using the Council Offices?

.....

Your details: This section is **optional**, but is really valuable to us in helping to check whether we have made contact with a wide range of our customers. Your details will not be used for any purpose other than monitoring the results of this survey and will **not** passed to any third parties.

- What is your age group?** Under 16 16-24 25-34 35-44
 45-54 55-64 74 75+

Ethnic Origin: Which of the following best describes your ethnic origin?

- a) White**
 - British
 - Irish
 - Any Other White Background
- b) Black and Black British**
 - Caribbean
 - Africa
 - Any Other Black Background
- c) Mixed**
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any Other Mixed Background
- d) Asian and Asian British**
 - Indian
 - Pakistani
 - Bangladeshi
 - Any Other Asian Background
- e) Chinese**
 - Chinese
- f) Any Other**
 - Please Specify:

Do you consider yourself to have a disability? Yes No
 If yes please specify

Thank you for taking the time to complete this survey! All respondees providing their details will be entered into a prize draw. Please return this form to your local Oxford City Council Office by end of Tuesday 9th January 2007.

Please provide your contact details below to be entered into a prize draw for shopping vouchers:

I would/ would not like *(please delete)* more information on ways of getting involved in other consultation and involvement opportunities.

Name: Daytime :

Address:

Post code: Email:@.....