

Have your say on West Northamptonshire Council's communications

Overview

How would you like West Northamptonshire Council to share news and updates?

There have been some major changes recently to how council services are being delivered in your area – and we'd like to know how to keep you updated with news and information about them.

Your new West Northamptonshire Council (WNC) launched in April, replacing the previous councils covering Daventry, Northampton and South Northamptonshire and bringing services for all these areas under one roof, from housing, planning, highways and bin collections to education, social care and public health.

It's a bright new start with a fresh vision to make West Northamptonshire a great place to live, work, visit and thrive and it's really important that we keep you informed and engaged on what we're doing and how you access all the services we provide.

We need to review and develop how we share our news and information with you and would be grateful if you complete this survey to help us do this – it shouldn't take long and the information you provide will help shape how we make improvements to this.

The survey includes questions on the following topics:

- **How we're sharing news and updates now** – we are interested in hearing your views about how you currently receive news and updates from the council
- **Improving how we share news and updates with you** – help us shape how we communicate with you in the future.

This survey will run from Monday 2 August to midnight on Monday 30 August 2021.

Have your say

Please tell us your views and suggestions by completing, and returning this survey.

You can do this by emailing us, posting it to us on the address below, or handing it in to one of the following libraries: Brackley, Brixworth, Daventry, Deanshanger, Duston, Middleton Cheney, Northamptonshire Central, Towcester and Weston Favell.

Alternatively, you can complete this survey online at <https://westnorthants.citizenspace.com>

If you have any questions or would like a copy of this survey in another format or language, you can contact the West Northamptonshire Council Communications Team by:

Email address: communications@westnorthants.gov.uk

Telephone: 0300 126 7000

Postal address: West Northamptonshire Council Communications Team
West Northamptonshire Council
One Angel Square
Angel Street
Northampton
NN1 1ED

For information about how consultation and engagement responses are managed, please see the consultation and engagement privacy notice at www.westnorthants.gov.uk/privacy-notice.

The deadline for returning this survey is midnight on Monday 30 August 2021.

What happens next?

Feedback from this survey will help to inform options and decision-making on future resident communication methods.

Thank you for helping us by completing this survey

Introduction

1) What is your connection to West Northamptonshire?

What do we mean by "West Northamptonshire" and "WNC"

West Northamptonshire Council (WNC) provides services and information for residents and businesses in the areas of Daventry, Northampton and South Northamptonshire.

Please tick (✓) all that apply

- I am a local resident
- I work in West Northamptonshire
- A WNC service user
- A member of WNC staff
- A WNC Councillor
- A local Parish or Town Councillor
- A representative of local business community
- A representative of public sector partner
- A representative of voluntary or community organisation
- Other (please give details below):

--

How we're sharing news and updates now

We would like to know how you currently find out about news and information updates about West Northamptonshire Council (WNC), as this will help us to review our current methods as we look at developing our communications channels.

2) On a scale of 1 to 5, how useful do you find the methods you currently use to get news and updates about West Northamptonshire Council?

Please tick (✓) the relevant answer for each method.

1 is 'Not at all useful' and 5 is 'Very useful'

If you don't use any of the methods below, please tick "I don't use this"

	Not at all useful				Very useful	I don't use this
	1	2	3	4	5	
WNC website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WNC Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WNC LinkedIn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WNC Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media but not directly from WNC's Facebook, LinkedIn or Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local newspaper – online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local newspaper – paper copy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local TV news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From a WNC Councillor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From a member of WNC staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From a Parish or Town Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From a WNC partner organisation (e.g. housing association, Northamptonshire Healthcare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From a local community / voluntary group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Viewing posters and leaflets at local venues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please give details below):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5) The next section of the survey is about how we can improve on keeping you up to date with council news.

Before you continue to that section, if you have any other comments about current West Northamptonshire Council communications, please tell us here:

Developing our communications

We would like your views on how the council's communications could be developed in the future. For example, are there any particular additional channels you think we should explore, what type of service news and information would you like to receive from us.

West Northamptonshire Council (WNC) currently uses the following methods to provide news and updates about its services, projects and activities:

- WNC Website
- Facebook
- LinkedIn
- Twitter
- Local media – online
- Local newspaper – paper copy and website
- Local radio
- Local TV news
- Via partner channels (e.g. parish or town council, housing association, community groups etc.)
- Posters and leaflets

6) What other methods do you think West Northamptonshire Council should use to share news and updates with you? (You can select up to three)

Please tick (✓) up to three options (one option per column)

	1	2	3
Email newsletters and updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residents' magazine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile app	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media groups and pages for specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instagram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TikTok	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YouTube	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please give details below):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7) Please tell us why you have selected these communication methods:

Please include the name of the communication method(s).

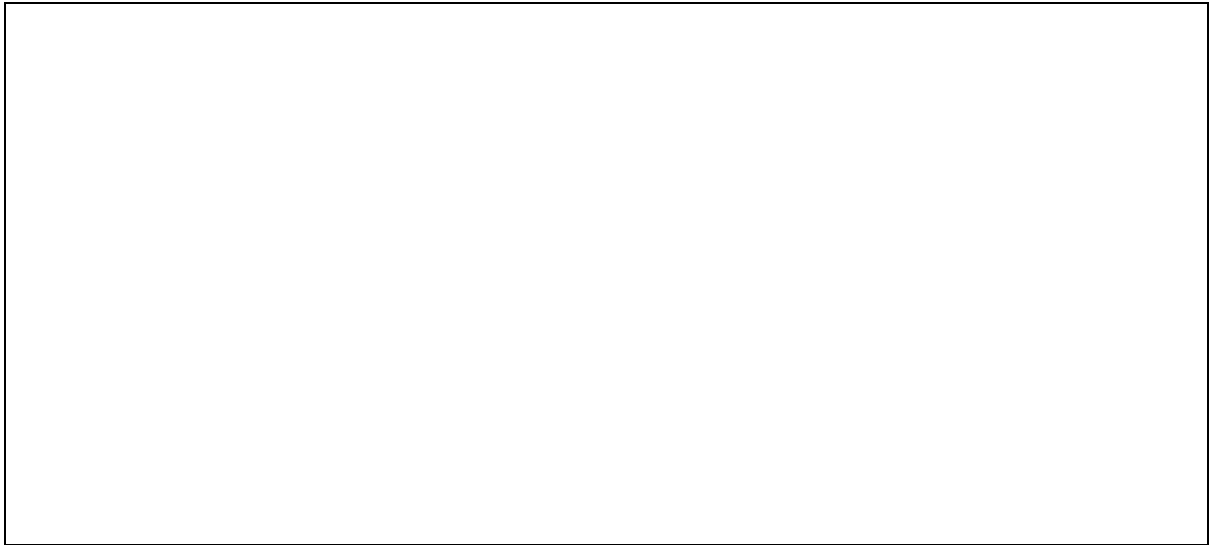
--

8) What would you like know more about in future news and updates about West Northamptonshire Council?

Please tick (✓) all that apply

- Community events happening across West Northamptonshire
- Where I can participate and have my say
- General news and information
- Upcoming council meetings
- Decisions and outcomes of council meetings
- Services for the elderly and vulnerable
- Housing benefit and council tax
- Bin collections and how to reduce waste
- Getting married, registering births and deaths
- Licensing events or businesses
- Support and information relating to my family and children
- Community safety advice and what to do in an emergency
- Staying updated with Coronavirus (COVID-19) information and support
- My local councillors and asking for their help
- Things to do in my area
- Services protecting and improving my local environment
- Advice on energy efficiency and tackling climate change
- How the council spends my money
- How we're helping businesses and the local economy
- Information on available housing and accommodation
- Local jobs and career advice
- Events and services at my local library
- Projects to improve roads and public transport
- Planning issues
- Schools and education
- None of the above
- Other (please give details below):

9) If you have any other comments or suggestions about the development of West Northamptonshire Council's communication methods, that you have not already told us about, please tell us here:

A large, empty rectangular box with a thin black border, intended for the user to provide their comments or suggestions regarding the council's communication methods.

About you

Information on main language used helps to identify areas where specific languages are used and helps plan and improve access to services. It also helps to plan provision of appropriate interpretation and translation services. Your answer helps show us where there's a need for language services for people whose main language is not English.

Information about the number of British Sign Language (BSL) or braille users helps us plan services and develop policies to meet the needs of people who have a hearing and / or sight impairment.

10) What is your main / first / preferred language (including sign languages and braille)?

Please tick (✓) the relevant answer

English

Other, including sign languages and braille (please give details below):

11) What is your postcode?

By providing us with your postcode, you are consenting for us to use this information to understand where respondents live.

If you do not consent to us using this information in this way, please do not provide your postcode.

12) How did you find out about this survey?

Please tick (✓) all that apply

- WNC website
- WNC Facebook
- WNC LinkedIn
- WNC Twitter
- Social media but not directly from WNC's Facebook, LinkedIn or Twitter
- Local newspaper – online
- Local newspaper – paper copy
- Local radio
- Local TV news
- From a WNC Councillor
- From a member of WNC staff
- From a Parish or Town Council
- From a WNC partner organisation (e.g. housing association, Northamptonshire Healthcare)
- From a local community / voluntary group
- West Northamptonshire Consultation Hub
- Email notification from WNC
- Viewing posters and leaflets at local venues
- Other (please give details below):

More About You

As an organisation, we collect specific demographic information from the people who take part in our consultations or complete surveys to build up an accurate understanding of the communities that we serve so that services and policies can be delivered to meet the needs of everybody, and ensure that everybody has an opportunity to have their voice heard.

Please feel free to leave any questions which you do not wish to answer.

Any information you chose to provide will be treated confidentially and in accordance with data protection legislation and regulations.

13) Are you: Please tick (✓) the appropriate box

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say
Other (please state)	<input type="text"/>	

14) Are you currently pregnant or have you had a baby in the last 6 months? Please tick (✓) the appropriate box

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
------------------------------	-----------------------------	--

15) How old are you? Please tick (✓) the appropriate box

<input type="checkbox"/> 0 to 9	<input type="checkbox"/> 10 to 19	<input type="checkbox"/> 20 to 29	<input type="checkbox"/> 30 to 49
<input type="checkbox"/> 50 to 64	<input type="checkbox"/> 65 to 74	<input type="checkbox"/> 75+	<input type="checkbox"/> Prefer not to say

16) Do you have a disability? Please tick (✓) the appropriate box

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
------------------------------	-----------------------------	--

17) If 'Yes', please tick (✓) the appropriate box(es) which best describes your disability:

<input type="checkbox"/> Mental Health	<input type="checkbox"/> Physical Disability	<input type="checkbox"/> Hearing Impairment
<input type="checkbox"/> Learning Disability	<input type="checkbox"/> Sight Impairment	<input type="checkbox"/> Other

18) What is your religion or belief? Please tick (✓) the appropriate box

<input type="checkbox"/> None	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Jewish
<input type="checkbox"/> Muslim	<input type="checkbox"/> Sikh	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Prefer not to say
Any other religion (please state)	<input type="text"/>		

19) How would you describe your ethnic origin? Please tick (✓) the appropriate box

White

<input type="checkbox"/>	White British	<input type="checkbox"/>	White Irish
<input type="checkbox"/>	White Gypsy or Irish Traveller	<input type="checkbox"/>	Other White Background

Asian or Asian British

<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Other Asian Background		

Mixed / Multiple ethnic Background

<input type="checkbox"/>	White & Black Caribbean	<input type="checkbox"/>	White & Black African
<input type="checkbox"/>	White & Asian	<input type="checkbox"/>	Other mixed / multiple background

Black or Black British

<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	African
<input type="checkbox"/>	Other Black Background		

Other ethnic group

<input type="checkbox"/>	Arab	Any other ethnic group (please state)	<input type="text"/>
--------------------------	------	---------------------------------------	----------------------

Prefer not to say

20) If you are 16 or over, which of the following options best describes how you think of yourself? Please tick (✓) the appropriate box

<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Gay Woman / Lesbian	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Gay Man	<input type="checkbox"/>	Heterosexual		

21) Is your gender identity the same as the gender you were assigned at birth? Please tick (✓) the appropriate box

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
--------------------------	-----	--------------------------	----	--------------------------	-------------------

22) What would you describe your marital status as? Please tick (✓) the appropriate box

<input type="checkbox"/>	Married	<input type="checkbox"/>	Single	<input type="checkbox"/>	Civil Partnership	<input type="checkbox"/>	Co-habiting / Living together
<input type="checkbox"/>	Widow / Widower	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say		

Thank you for helping us by completing this survey

Please return the completed survey by midnight on Monday 30 August 2021.

Please return the completed survey by post or email using the contact details below, or by handing it in to one of the following libraries: Brackley, Brixworth, Daventry, Deanshanger, Duston, Middleton Cheney, Northamptonshire Central, Towcester and Weston Favell.

Email address: communications@westnorthants.gov.uk

Postal address: West Northamptonshire Council Communications Team
West Northamptonshire Council
One Angel Square
Angel Street
Northampton
NN1 1ED