

ANNUAL SATISFACTION SURVEY 2023



**STROUD
DISTRICT
COUNCIL**
www.stroud.gov.uk

YOU SAID...

93%

said they were concerned about the impact of the cost-of-living crisis

14%

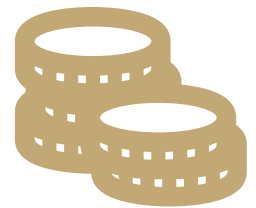
of respondents said housing was the one thing that most needed improvement in their local area

37%

of you would like to receive communication from the council via the council website

...WE DID

We have given out **£80,000 food vouchers**, and a further **£200,000 in household support funding** over the course of 2023. We understand the financial difficulty that some residents are experiencing and have made it a priority to provide support in any way we can.



We are continuously seeking to improve how we can work with our partners to aid those effected by the cost-of-living crisis. You can find further information on our [website](#) if you need guidance on [financial aid](#), [funding for energy and water](#), assistance with providing [food](#) for you and your family, [reduced childcare costs](#), [carers' support](#), as well as [mental health and wellbeing services](#).

Our New Homes Programme supports the build of **96 new affordable homes** in the district, and we are actively seeking new sites and buy-backs to identify further opportunities for housing.



We updated our [Independent Living Strategy](#) to aid the delivery of our vision to provide good quality older people's housing to meet their current and future needs.

We implemented changes to our website that makes it **easier to use our services**. You can now book pest control visits [online](#), and more accurately report [fly-tipping](#) or [dangerous structures](#). We also developed our web assistant on the homepage, which helps you more easily find the web pages you need.



YOU SAID...

...WE DID

26%

of respondents said groups hanging around in the streets was an issue in the district

82%

would support an initiative such as "No Mow May" where grass is not cut during the month of May

64%

of businesses said newsletters and communication from the council and partners would support the development and growth of their business

45%

of businesses that responded to the business survey said regulatory support should be a primary focus for the council

We introduced a new [anti-social behaviour policy](#) that adopted a newly reformed victim centred approach. Additionally, we established the [Stroud District Community Safety Partnership \(SDCSP\)](#) which outlines five priorities, including one to address anti-social behaviour in all its forms.

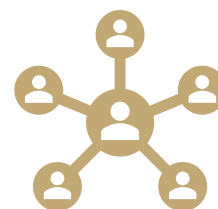


We introduced a new system that enabled **more efficient and concise reporting** on all our anti-social behaviour cases. We received over **1,300 reports** since August 2023, where every single case was investigated by our community wardens to ensure the safety and security of our residents.



We left nearly **100,000 square metres** of grass uncut for the nationwide campaign and planted an array of bulbs and wildflower seeds to **increase biodiversity and improve soil quality**. The amount of pesticide we use has also reduced considerably.

We launched our brand-new website [The Natural Place](#) where businesses can sign up to our mailing list for regular updates. This platform aims to **stimulate investment** in our district by showcasing what makes our place, people, and businesses so **special**.



Our dedicated [Business Regulatory Support](#) service includes **professional guidance and on-site visits** that can provide businesses with everything they need to operate legally. We can also help businesses identify any services that can be obtained from other agencies.



You can also **follow us on social media** to get the latest news and updates:

