

# SWANSEA CITY CENTRE RANGERS 2015



## Questionnaire for Businesses & Customers

### INTRODUCTION

Swansea Council employs 4 City Centre Rangers who work a shift pattern to patrol the City Centre 7 days a week and wear blue and yellow fluorescent uniforms. The Rangers are funded by the Council together with a contribution from the Business Improvement District (BID).

In order to find out what the public and businesses in the City Centre think about the Rangers and also to identify potential improvements, we would like to hear your views.

Please take just a few moments to complete the short questionnaire below.

For further information or queries about the Ranger Service or the City Centre in general please contact City Centre Management on 01792 633090 or email [citycentremangement@swansea.gov.uk](mailto:citycentremangement@swansea.gov.uk). Alternatively, visit [www.swanseacitycentre.com](http://www.swanseacitycentre.com), find us on Facebook [www.facebook.com/swanseacitycentre](http://www.facebook.com/swanseacitycentre) and follow us on Twitter [www.twitter.com/swanseacentre](http://www.twitter.com/swanseacentre)

If you require this questionnaire in Welsh or in a different format please contact 01792 633090

### 1a. Are you aware we have Rangers in the City Centre?

Yes  No  (go to Question 2a)

### 1b. If yes, how do you know about the Rangers?

Read about them on the City Centre or Council website	<input type="checkbox"/>	Seen them around the City Centre	<input type="checkbox"/>
Read about them on Facebook or Twitter	<input type="checkbox"/>	Have been assisted by them	<input type="checkbox"/>
Read about them in the Evening Post	<input type="checkbox"/>	Through Swansea BID	<input type="checkbox"/>
Read about them in Swansea Leader	<input type="checkbox"/>		
Other (please state)			

### 1c. Were you aware that the BID provides funding towards the Ranger Service?

Yes  No

### 2a. The Rangers provide the following key services. Please tick the boxes to indicate which 3 you think are most important?

Deal with queries from businesses, the public and visitors to the area	<input type="checkbox"/>	Remove fly-posting/graffiti	<input type="checkbox"/>
Distribute information to the public and businesses	<input type="checkbox"/>	Help reduce shop theft	<input type="checkbox"/>
Provide high visibility patrols of the area	<input type="checkbox"/>	Deal with hazards and problems such as broken paving, rubbish, damaged street furniture and defective lighting	<input type="checkbox"/>
Help reduce anti-social behaviour	<input type="checkbox"/>	Assist homeless and other vulnerable people	<input type="checkbox"/>
Help run events and activities	<input type="checkbox"/>	Enable safe access into the City Centre for deliveries, contractors, events etc.	<input type="checkbox"/>
Over-see street trading	<input type="checkbox"/>	Give medical assistance and first aid to injured people.	<input type="checkbox"/>
Help deal with illegally parked vehicles	<input type="checkbox"/>	Undertake surveys to provide a better understanding of key issues	<input type="checkbox"/>

**2b. Are there any other areas that you think the Rangers should get involved with?**

**3a. Have you ever been in a situation where you have received assistance from or spoken with a Ranger(s)?** Yes  No

**3b. If yes, please provide brief details**

**3c. How would you rate the service you received?**

Very good  Average  Very poor   
Good  Poor  Don't know

**4a. Do you think the City Centre needs a Ranger Service?**

Yes  No  Don't know

**4b. Please explain the reasons for your answer below**

**5. There are currently 4 City Centre Rangers. Do you think this is enough?**

Yes  No  Don't know

**6a. On a scale of 1 to 10 (1 being lowest 10 being highest) what score would you give the value of the Ranger Service to the City Centre? .....**

**6b. City Centre businesses only: On a scale of 1 to 10 (1 being lowest 10 being highest) what score would you give the value of the Rangers Service to your business? .....**

**7. Please use the space below to provide any additional comments that you would like to make about the Ranger Service**

**8. To help us monitor the responses we receive please provide us with some basic details about you**

Male  Female  Age: ..... Postcode: .....

Name of City Centre business: .....  
(if applicable)

**9. To receive information about City Centre and other local events and projects please provide your email address here:**

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***Thank you for taking the time to complete this questionnaire. Your views are valued and will be used to help shape the future of the Ranger Service***

Please return your completed questionnaire using one of the following options:-

1. Give to one of the Rangers on patrol in the City Centre	2. Drop it off at reception in the Civic Centre or to Swansea Mobility Hire in the Bus Station
3. Post to City Centre Management, Room 2.6.3, City & County of Swansea, Civic Centre, Swansea, SA1 3SN	4. Scan/ email it to <a href="mailto:citycentremangement@swansea.gov.uk">citycentremangement@swansea.gov.uk</a>