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# **Erewash Citizens Panel November 2008 Questionnaire Survey**

## ***Final Report***

*About your local area  
Council budgets*

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Prepared by  
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**Erewash Borough Council**

December 2008

<b>Chapter</b>		<b>Page</b>
1	Introduction and Methodology	3
2	Summary of findings	5
3	About your local area	6
4	Council budgets	13

### **Appendices**

A	Covering letter
B	Budget leaflet
C	Tables of results
D	Questionnaire

## 1 INTRODUCTION AND METHODOLOGY

In November 2008, Erewash Borough Council conducted a postal survey with Erewash Citizens' Panel to investigate views on the place where they live and satisfaction with local services. These questions are supplementary to those asked in the Place Survey, carried out during the Autumn 2008, and will help to advise our service delivery. We also asked questions on the budget.

### Methodology

#### *Postal Mailout*

In November 2008, survey questionnaires, covering letters and reply paid envelopes were mailed out to 1,000 Erewash Citizens' Panel members. Panel members were asked to complete the questionnaire and return it in the reply paid envelope provided by 28 November 2008.

#### *Response Rate*

Four hundred and fifty one questionnaires were returned from the mail-out, giving a response rate of 45 percent.

### DEMOGRAPHICS FOR NOVEMBER 2008 CITIZENS PANEL

Gender	Percent
Female	45.5
Male	54.5
Total	100

Ethnic group	Numbers	Percent
British	222	49.2
Indian	1	0.2
Irish	2	0.4
African	1	0.2
Mixed Caribbean	1	0.2
Other	1	0.2
Other White	2	0.4
White	220	48.8
Total	451	100

Ward	Numbers	Percent
Abbotsford	22	4.0
Breaston	16	3.5
Cotmanhay	25	5.5
Derby Rd East	21	4.7
Derby Rd West	22	4.9
Draycott	19	4.2
Hallam Fields	17	3.8
Ilkeston Central	17	3.8
Ilkeston North	15	3.3
Kirk Hallam	27	6.0
Little Eaton & Breadsall	17	3.8
Little Hallam	20	4.4
LE Central	21	4.7
Nottingham Road	26	5.8
Ockbrook & Borrowash	35	7.8
Old Park	12	2.7
Sandiacre North	11	2.4
Sandiacre South	14	3.1
Sawley	29	6.4
Stanley	8	1.8
West Hallam & Dale Abbey	31	6.9
Wilsthorpe	26	5.8
TOTAL	451	100.0

Age Group	Numbers	Percent
16 to 17 years	2	0.4
18 to 24 years	10	2.2
25 to 34 years	56	12.4
35 to 44 years	84	18.6
45 to 54 years	98	21.7
55 to 59 years	51	11.3
60 to 64 years	43	9.5
65 to 74 years	71	15.7
75 years and over	36	8.0
Total	451	100.0

## **2 SUMMARY OF FINDINGS**

### **2.1 About your local area**

The Place Survey is a major new survey which was carried out in Autumn 2008. Most of the questions were mandatory. Erewash Borough Council decided to ask some of the supplementary questions in the November 2008 Citizens Panel survey.

Only Health Services and public transport have improved significantly, with levels of traffic congestion, wage levels, cost of living and job prospects worsening.

Over half of the respondents were satisfied with how well the council keeps its land clear of litter and refuse. Again most respondents were satisfied with all the elements of general waste collection services and with the recycling services. Street cleaning could probably be improved. Other services provided by the council had remained the same.

Only 22 per cent of respondents had made a complaint to the council, of these there was an equal amount of respondents who were satisfied against those who were dissatisfied. Most of the complaints related to the council not acknowledging complaints and the length of time taken to resolve them.

Respondents were asked to what extent they thought that statements applied to the council. Most respondents chose 'to some extent' on all the replied.

### **2.2 Erewash Borough Council Budgets**

Respondents were asked if they thought Erewash Borough Council provided value for money at an average of £3.12 per week per week for band D property. The majority thought they did, but when asked if they thought value for money had improved over the last 12 months, only a quarter thought it had.

### 3 About your area

The Place Survey is a major new survey which was first conducted in September 2008. The same survey was carried out in every area across the country and was sent to a random number of residents in the UK. The questionnaire was sent to 4,000 households in the Erewash area and asked about opinions on aspects of the quality of life. The majority of the questions were mandatory. There were however, some additional questions which we were able to ask to 'paint a better picture' of life in Erewash. Rather than ask these in the Place Survey, Erewash Borough Council decided to ask our Citizens Panel these questions.

The responses to these questions will supplement those asked in the Place Survey.

#### Section 1 About your local area

We asked respondents to tell us whether activities and services had improved or worsened over the last two years.

	Better	Stayed the same	Worse	Don't know	Responses
Access to nature	20	69	5	6	384
Activities for teenagers	6	37	21	36	351
Affordable decent housing	17	29	25	29	346
Clean streets	19	47	34	1	394
Community activities	9	47	11	33	320
Cultural facilities, cinemas, museums	19	63	7	11	329
Education provision	17	44	7	32	324
Facilities for young children	17	35	8	42	322
Health services	33	50	12	5	349
Job prospects	2	17	56	25	339
Level of crime	8	44	37	12	365
Level of polluting	9	47	27	17	328
Level of traffic congestion	5	21	73	2	393
Parks and open spaces	10	73	11	6	330
Public transport	29	52	10	8	355
Race relations	1	47	3	49	308
Road and pavement repairs	12	40	45	4	370
Shopping facilities	15	47	37	1	355
Sports facilities	5	57	21	16	331
Wage levels and cost of living	1	22	62	15	335

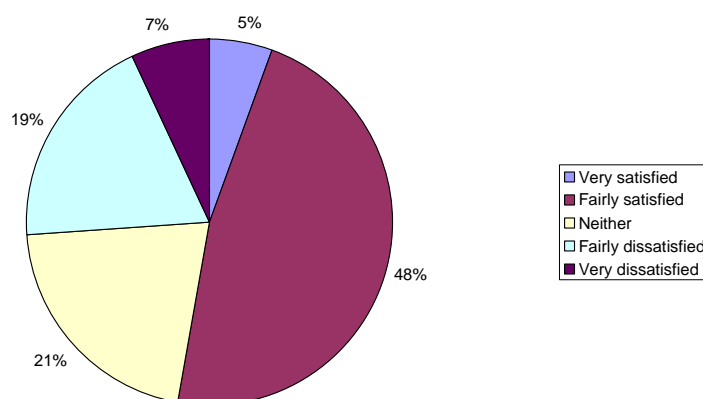
As can be seen from the above table only Health Services and public transport have improved significantly, most respondents felt that services had stayed the same with levels of traffic congestion, wage levels and cost of living and job prospects worsening significantly.

## Section 2 Your local authority

Erewash Borough Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. The following questions were asked to find out whether services had improved.

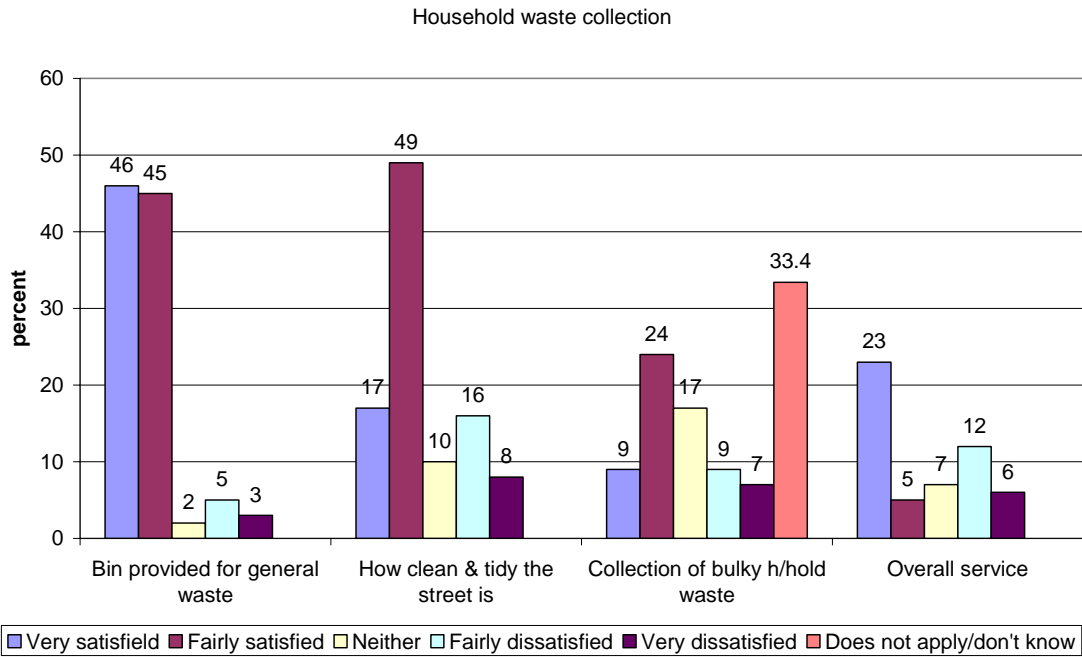
### Waste, Litter and Recycling Services

Erewash Borough Council has a duty to keep clear of litter all open land which it controls. Respondents were asked how satisfied they were that the council keeps lands clear of litter and refuse.



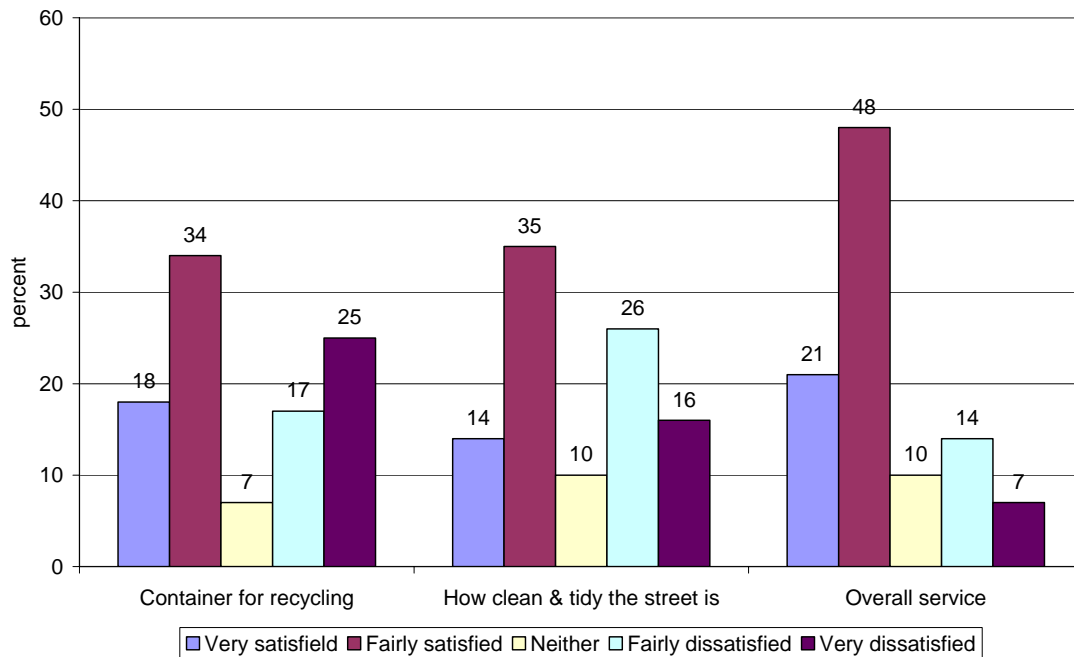
Overall, 53 per cent of respondents were either very or fairly satisfied with how the council keeps its land clear of litter and refuse.

Erewash Borough Council undertakes a fortnightly collection of general household waste (excluding recycling). Respondents were asked how satisfied they were with some of the elements of the service.

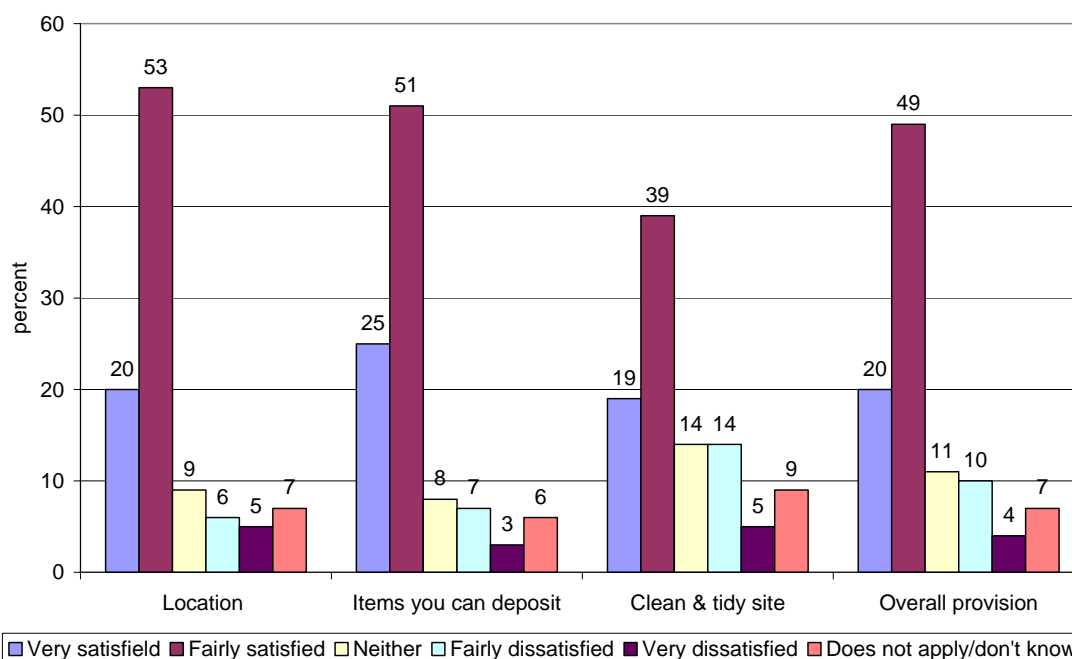


Most people were very/fairly satisfied with all elements of the general waste collection services. Thirty three per cent had never used the collection of bulky household waste service.

Respondents were then asked about the recycling service:



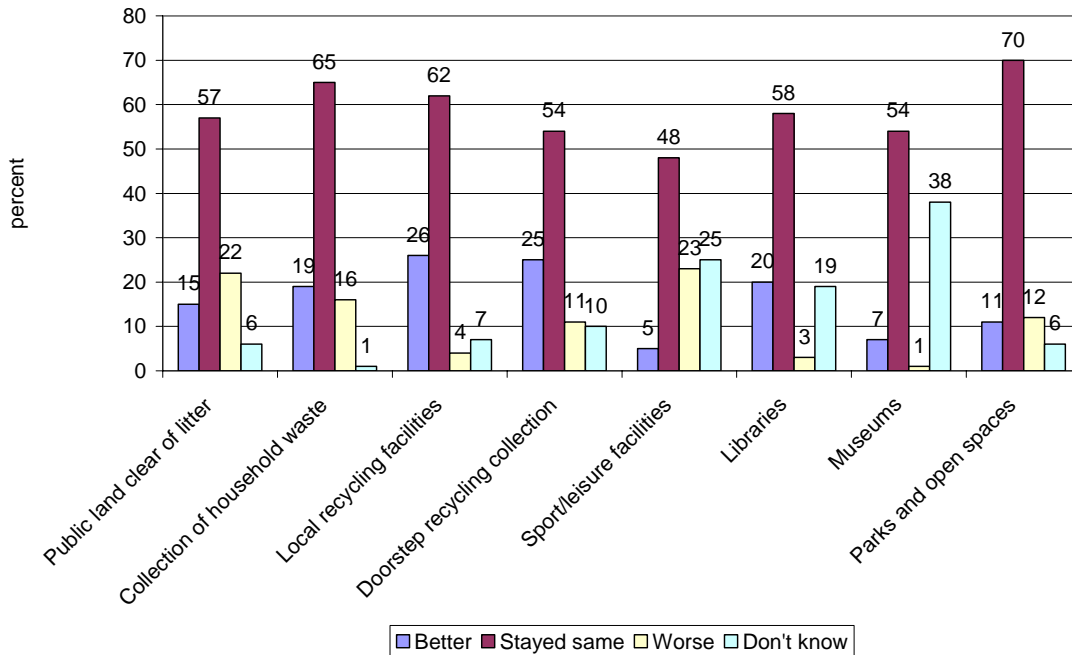
Again most respondents were very/fairly satisfied with the recycling services, although street cleaning could probably be improved. Erewash Borough Council provides a range of local recycling sites for collecting various materials such as paper, plastics and textiles. Respondents were again asked how satisfied they were with this service.



Again most respondents are very/fairly satisfied with the recycling facilities. A small percentage of respondents do not use the facilities at all.

### Other Services

Respondents were then asked about other services provided by Erewash Borough Council.



Local recycling facilities and doorstep recycling showed the most improvement, sport and leisure facilities and keeping public land clear of litter had worsened, but most respondents felt that services had remained the same.

### Section 3

#### Making a complaint

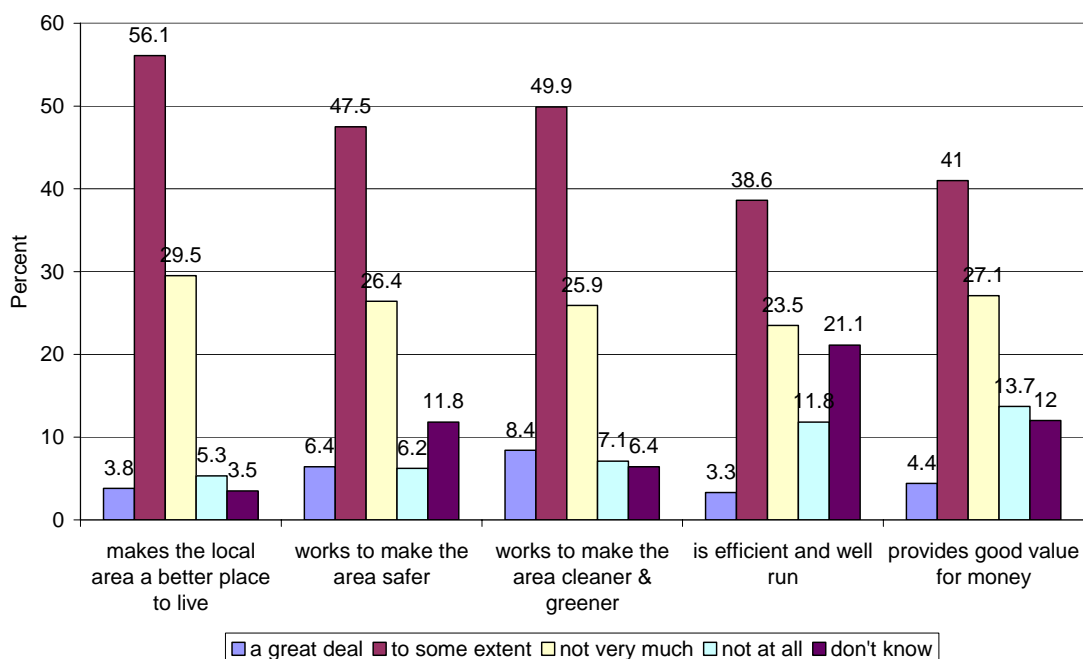
Respondents were asked if they had contacted the council with a complaint in the last 12 months. Only 22 per cent had, this equates to 99 respondents. Of these respondents 41 per cent were very/fairly satisfied, and 40 per cent were fairly/very dissatisfied. Reasons for the dissatisfaction were

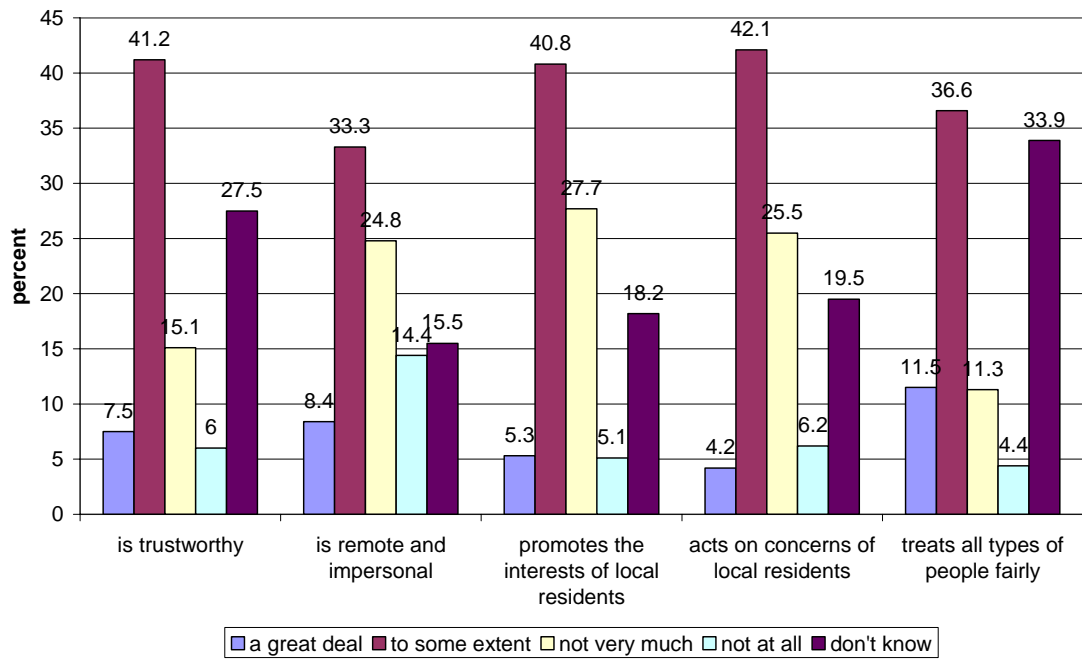
- Council not acknowledging the complaint
- Council not writing to complainant when the problem had been sorted
- Loss of paperwork by the council
- Length of time taken to resolve a complaint
- Attitude of some staff – although when complaints are resolved there is praise too.

### Section 4 How your Council performs overall

Respondents were then asked to what extent they thought that the following statements applied to Erewash Borough Council:

My council...	a great deal	to some extent	not very much	not at all	don't know
makes the local area a better place to live	3.8	<b>56.1</b>	29.5	5.3	3.5
works to make the area safer	6.4	<b>47.5</b>	26.4	6.2	11.8
works to make the area cleaner & greener	8.4	<b>49.9</b>	25.9	7.1	6.4
is efficient and well run	3.3	<b>38.6</b>	23.5	11.8	21.1
provides good value for money	4.4	<b>41.0</b>	27.1	13.7	12.0
is trustworthy	7.5	<b>41.2</b>	15.1	6.0	27.5
is remote and impersonal	8.4	<b>33.3</b>	24.8	14.4	15.5
promotes the interests of local residents	5.3	<b>40.8</b>	27.7	5.1	18.2
acts on concerns of local residents	4.2	<b>42.1</b>	25.5	6.2	19.5
treats all types of people fairly	11.5	<b>36.6</b>	11.3	4.4	33.9





Most respondents chose the response 'to some extent' on all the replies.

#### **4 Erewash Borough Council Budgets**

The survey included a leaflet and the extract from the Annual Report for 2008-09 to give respondents some background information on the budgets for the Council. These can be found in the appendix.

If the council increases the amount of Council Tax by more than inflation, this normally means that we can provide extra money to improve services but this depends on how much we get from Central Government.

In 2008/09 Erewash Borough Council increased council Tax by 3.95 per cent in line with inflation. That is 3.95p in every £1 of tax raised. For a Band D property this increased council tax from £155.71 to £161.86 (£3.12 per week), an increase of £6.15 per year or 11.8p per week. This is slightly lower than average for similar districts in England and Wales which is £165.19

In recent years the Government has limited the amount of Council tax increase to 5 per cent in any one year. That is 5p for every £1 of tax raised.

Respondents were asked if they thought Erewash Borough Council provided value for money at an average of £3.12 per week for a band D property. Sixty two percent thought they did, but when asked if they thought value for money had improved over the last 12 months only 26 per cent thought it had with the majority saying that it hadn't.

Respondents were also asked what they thought could be done to improve value for money. Many of the suggestions were outside the control of the council and did not refer to value for money suggestions. For example many referred to the recycling container, and keeping streets clean. Some did suggest cutting back on all but essential services. The full list can be found in the appendix.



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**EXECUTIVE OFFICE**  
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**Please ask for:** Chris Thornhill  
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**E-Mail:** [christine.thornhill@erewash.gov.uk](mailto:christine.thornhill@erewash.gov.uk)  
**Your Ref:**  
**Our Ref:**  
**Date:** November 2008

Dear Citizen Panel Member

**Erewash Citizens Panel – November 2008**

I am pleased to enclose the questionnaire for the latest survey of the Citizens Panel.

The November survey covers services delivered by Erewash Borough Council. We are also enclosing a short questionnaire from Derbyshire Fire and Rescue Service. You can return both surveys in the pre-paid envelope.

The draft Housing Strategy for 2009-10 is now available for consultation on our website:

<http://www.erewash.gov.uk/Housing/housingInformation.htm>

We would welcome your comments on this. If you are unable to get onto the website and would like a hard copy, you can contact Tessa Paul our Housing Strategy Manager on 0115 907 2269.

As some of you will know, we have revamped our Community Forums and these now take place each month and cover the areas of Ilkeston, Long Eaton, Erewash North and Erewash South. The dates and times are on the reverse of this letter.

Once again thank you for your continued support of the Citizens Panel.

Yours sincerely

*C A Thornhill*

Christine Thornhill  
Consultation and Engagement Officer

Encs

## EREWASH COMMUNITY FORUMS



Forum	Areas involved (These are not all wards)	
<b>Ilkeston</b>	Ilkeston Central, Old Park, Abbotsford, Ilkeston North and Cotmanhay, Larklands, Little Hallam	
<b>Erewash North</b>	Kirk Hallam, Stanton-by-Dale, Hallam Fields, Breadsall, Little Eaton, Stanley, West Hallam, Dale Abbey, Morley,	
<b>Erewash South</b>	Ockbrook, Borrowwash, Sandiacre (North and South), Breaston, Draycott, Risley	
<b>Long Eaton</b>	Long Eaton Central, Derby Road East, Derby Road West, Nottingham Road, Sawley, Petersham, Wiltsthorpe	
Forum	Date	Venue
Erewash South	Thursday, 11 December 2008	The White Lion Pub, Sandiacre
Ilkeston	Thursday, 15 January 2009	Gladstone Lodge, Market St, Ilkeston
Erewash North	Thursday, 12 February 2009	Church of Nazarene, Hallam Fields
Long Eaton	Thursday, 12 March 2009	Long Eaton Town Hall

The main forum starts at 7.00pm with one to one surgeries with public service officers from 6.30-7.00pm.

For further information please visit our website

[www.erewash.gov.uk/communityandliving/communityforums](http://www.erewash.gov.uk/communityandliving/communityforums)

**Delivering the best for Erewash**

This section shows our income and expenditure for 2007/08 and our spending plans for 2008/09. We hope that this will give you a useful comparison to highlight how your money is used in the community.

**Income**

In 2007/08 our total income was £16.2m. Grants from Central Government made up 50% of our funding, whilst Council Tax contributions from the community totalled £5.4m, which is 33% of our total income.



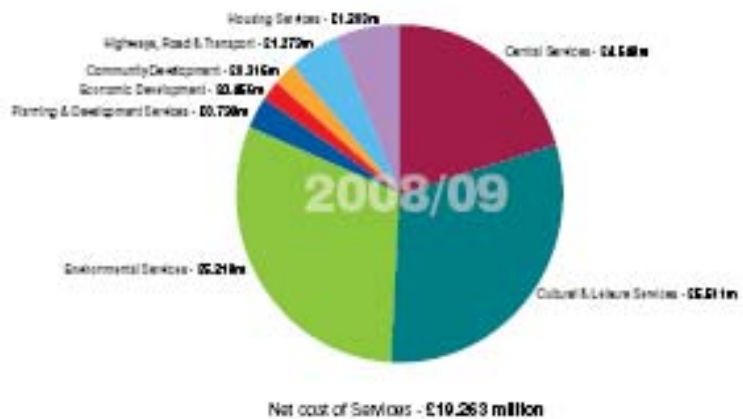
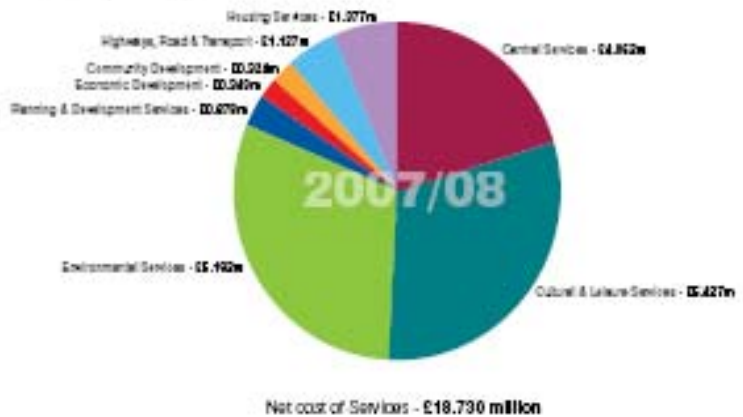
**Council Tax**

In 2007/08, the average Band D Council Tax bill in Erewash was £1,354.26. However, we do not keep all of this money that we collect. Erewash is a precept collecting authority for Council Tax and so we have to pass on most of this money to other public bodies to pay for the delivery of other services within the Borough such as education, social services, police and fire services. The graphs below show how the Council Tax money was distributed.



**Expenditure**

The graphs below show how our net annual expenditure is used to run the services the Council delivers. It provides a comparison of 2007/08 actual spending against the budgeted spending plans for 2008/09.



Section 1					
Q1	Better	Stayed the same	Worse	Don't know	Responses
Access to nature	20	69	5	6	384
Activities for teenagers	6	37	21	36	351
Affordable decent housing	17	29	25	29	346
Clean streets	19	47	34	1	394
Community activities	9	47	11	33	320
Cultural facilities, cinemas, museums	19	63	7	11	329
Education provision	17	44	7	32	324
Facilities for young children	17	35	8	42	322
Health services	33	50	12	5	349
Job prospects	2	17	56	25	339
Level of crime	8	44	37	12	365
Level of polluting	9	47	27	17	328
Level of traffic congestion	5	21	73	2	393
Parks and open spaces	10	73	11	6	330
Public transport	29	52	10	8	355
Race relations	1	47	3	49	308
Road and pavement repairs	12	40	45	4	370
Shopping facilities	15	47	37	1	355
Sports facilities	5	57	21	16	331
Wage levels and cost of living	1	22	62	15	335

Section 2 Your local authority						
Q2 Waste and Litter Services						
Very satisfied	5.4					
Fairly satisfied	47					
Neither	21					
Fairly dissatisfied	19					
Very dissatisfied	7					
Q3	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know
Bin provided for general waste	46	45	2	5	3	
How clean & tidy the street is	17	49	10	16	8	
Collection of bulky h/hold waste	9	24	17	9	7	33.4
Overall service	23	5	7	12	6	

## Tables of results

Q4	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know
Container for recycling	18	34	7	17	25	
How clean & tidy the street is	14	35	10	26	16	
Overall service	21	48	10	14	7	
Q5	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know
Location	20	53	9	6	5	7
Items you can deposit	25	51	8	7	3	6
Clean & tidy site	19	39	14	14	5	9
Overall provision	20	49	11	10	4	7
Q6	Better	Stayed same	Worse	Don't know		
Public land clear of litter	15	57	22	6		
Collection of household waste	19	65	16	1		
Local recycling facilities	26	62	4	7		
Doorstep recycling collection	25	54	11	10		
Sport/leisure facilities	5	48	23	25		
Libraries	20	58	3	19		
Museums	7	54	1	38		
Parks and open spaces	11	70	12	6		

Section 3		
Q7	respondents	%
Yes	99	23
No	338	77
Q8		
Very satisfied		10
Fairly satisfied		31
Neither		19
Fairly dissatisfied		17
Very dissatisfied		23
total	99	100

Section 4					
Q10	a great deal	to some extent	not very much	not at all	don't know
makes the local area a better place to live	3.8	56.1	29.5	5.3	3.5
works to make the area safer	6.4	47.5	26.4	6.2	11.8
works to make the area cleaner & greener	8.4	49.9	25.9	7.1	6.4
is efficient and well run	3.3	38.6	23.5	11.8	21.1
provides good value for money	4.4	41	27.1	13.7	12
is trustworthy	7.5	41.2	15.1	6	27.5
is remote and impersonal	8.4	33.3	24.8	14.4	15.5
promotes the interests of local residents	5.3	40.8	27.7	5.1	18.2
acts on concerns of local residents	4.2	42.1	25.5	6.2	19.5
treats all types of people fairly	11.5	36.6	11.3	4.4	33.9

Section 5				
Q11			Q13	
Yes	62		Yes	26
No	38		No	74

Q12 What can be done to improve value for money for the council tax?

- Address the value for money in the DCC element at 70%
- Planning to be longer than 2 to 3 years
- Apply a more common sense approach to finance
- As a pensioner my income is restricted. I have to reduce expenditure so should the government and councils
- Expected to have to pay for blue recycling bin
- Better clean and maintain footpaths and gutters. Extend brown bin to all year
- Recycling facilities
- Better services, less tax bills. We pay a lot of council tax and see very little for it.
- Chase those who don't pay their taxes.
- Concentrate on doing only those things that are necessary
- Ensure the general public only pays for facilities which the majority of people use.
- Faster response to complaints
- Make recycling more efficient as not all packaging is accepted
- Overall I consider that the council tax is spent sensibly in my area
- Privatise sports and leisure services and concentrate on care services
- Scrap the council tax and bring in more affordable ways to pay eg local income tax.

- Try to employ more beat officers or community wardens to patrol the borough and look out for anti-social behaviour incidents.
- Unfortunately not a lot because the perception of most people is that we pay a lot to get our bins emptied
- The biggest number of comments surrounded clean streets, providing blue recycling bins free of charge and improving facilities for young people to tackle anti-social behaviour.





# EREWASH BOROUGH COUNCIL CITIZENS' PANEL

Please return completed questionnaires by Friday 28 November 2008

## INSTRUCTIONS

Each survey form is scanned electronically so it is important to complete your form in the following way:-

Write clearly using BLOCK CAPITALS like this **J O E B L O G G S**

Use black or blue pen not pencil. Use a cross and please keep the mark in the box

like this

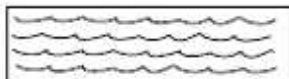


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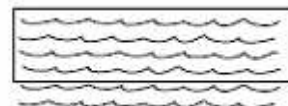


Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,

like this



not like this



If you make a mistake, just cross it out and mark the right box like this



If the question or page is not applicable, please leave it BLANK unless a 'non-applicable'


option is provided like this



not like these



Please mark one box only for each question unless otherwise stated.

 We will treat all information that you give in the strictest confidence. Your identity will never be revealed, or passed to another agency outside the partnership.

**Erewash Borough Council Citizens' Panel is a joint initiative between Erewash Borough Council, Derbyshire County Council & Derbyshire Constabulary**

## Section 1: About your local area

**Q1** Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

(Please **X** up to **FIVE** boxes only)

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities, cinemas, museums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of polluting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports & leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels & local cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 2: Your local authority

Erewash Borough Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services.

### Waste and Litter Services

Erewash Borough Council has a duty to keep clear of litter all open land which it controls.

**Q2 Overall, how satisfied or dissatisfied are you that Erewash Borough Council has kept this land clear of litter and refuse?** *(Please X one box only)*

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Household Waste Collection

Erewash Borough Council undertakes a fortnightly **collection** of general household waste (excluding recycling.)

**Q3 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.** *(Please X one box per row)*

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/Don't Know
The bin provided for your general waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The collection of bulky household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waste collection service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Doorstep Recycling Collection

Erewash Borough Council undertakes a fortnightly **collection** of waste for recycling.

**Q4 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.** *(Please X one box per row)*

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/Don't know
The container provided for items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service for the collection of items for recycling overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Local Recycling Facilities

Erewash Borough Council provides a range of local recycling sites for collecting various materials, such as paper, glass, plastics and textiles.

**Q5 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:** *(Please X one box per row)*

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Does not apply/Don't know
The location of the recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The items you can deposit for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of local recycling facilities overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other services

Erewash Borough Council also provides other services.

**Q6 For each of the following services provided by Erewash Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?** *(Please X one box per row)*

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items of recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 3 Contacting your Council

### Making a complaint

**Q7** Have you contacted Erewash Borough Council with a complaint(s) in the last 12 months? (Please X one box only)

Yes (Please continue to Q8)

No (Please go to Q10)

**Q8** How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? (Please X one box only)

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

**Q9** If you were dissatisfied, why was this? (Please write below.)

## Section 4: How your Council performs overall

**Q10** Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Erewash Borough Council?

(Please X one box per row)

My Council ...	A great deal	To some extent	Not very much	Not at all	Don't know
... is making the local area a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is efficient and well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... promotes the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...acts on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... treats all types of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 5 Erewash Borough Council Budgets

Please answer the following questions after reading the enclosed leaflets on council tax for 2008-08 and the extract from the Annual Report for 2008-09.

### Value for Money

If we increase the amount of Council Tax by more than inflation this normally means that we can provide extra money to improve services but this depends on how much we get from Central Government.

In 2008/09 Erewash Borough Council increased Council Tax by 3.95% in line with inflation. That is 3.95p in every £1 of tax raised. For a Band D Property this increased Council Tax from £155.71 to £161.86 (£3.12 per week), an increase of £6.15 per year or 11.8p per week. This is slightly lower than the average for similar districts in England and Wales which is £165.19.

In recent years the Government has limited the amount of the Council tax increase to 5% in any one year. That is 5p for every £1 of tax raised.

**Q11. At an average band D Council tax of £3.12 per week, do you think overall that Erewash Borough Council provides value for money for the Council Tax you pay?**

(Please **X one** box only)

Yes (please go to Q13)       No (please go to Q12)

**Q12. What do you think can be done to improve value for money for the Council Tax?**

(Please write in below.)

**Q13. Do you think that value for money has improved in the last 12 months?**

(Please **X one** box only)

Yes       No

**Thank you for completing the questionnaire**  
**Please return it using the free post envelope provided**

This questionnaire is available in other formats.

If you require a different format, have any queries or comments on this Citizens' Panel survey form then contact:

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Erewash Borough Council  
Town Hall  
Ilkeston  
Derbyshire  
DE7 5RP

Telephone 0845 907 2244 Ext 3577

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