

# DERBYSHIRE CITIZENS' PANEL RESULTS MAY 2009

## DEMOGRAPHIC PROFILE OF RESPONDENTS

District	Number of Respondents	District response rate %
Amber Valley	602	60%
Bolsover	503	50%
Chesterfield	470	47%
Derbyshire Dales	673	67%
Erewash	588	59%
High Peak	606	61%
North East Derbyshire	602	60%
South Derbyshire	522	52%
<b>Total</b>	<b>4566</b>	<b>57%</b>

Gender	Number of Respondents	% of Total Respondents
Female	2266	49.6%
Male	2300	50.4%
<b>Total</b>	<b>4566</b>	<b>100%</b>

Age Group	Number of Respondents	% of Total Respondents
16 to 24 years	74	1.8%
25 to 34 years	444	9.7%
35 to 44 years	834	18.3%
45 to 54 years	969	21.3%
55 to 59 years	603	13.2%
60 to 64 years	595	13.0%
65 to 74 years	750	16.4%
75 years and over	291	6.4%
<b>Total</b>	<b>4560</b>	<b>100%</b>

Do you have a disability?	Number of Respondents	% of Total Respondents
No	3217	85.2%
Yes	559	14.8%
<b>Total</b>	<b>3776</b>	<b>100%</b>

Ethnicity	Number of Respondents	% of Total Respondents
White British	4445	98.6%
Other	61	1.4%
<b>Total</b>	<b>4506</b>	<b>100%</b>

**Derbyshire Citizens' Panel is a joint initiative between  
Derbyshire County Council, all the Derbyshire district/borough  
councils & Derbyshire Constabulary**

## PHYSICAL ACTIVITY

Derbyshire Sport is continuing to monitor Derbyshire resident's involvement in sport and physical activity. The information gathered from the following questions will enable us to improve sporting opportunities across the county.

**Q1. Over the past twelve months have you received tuition from an instructor or coach to improve your performance in any sport or physical activity?**

15.7% - Yes

84.1% - No

0.2% - Not sure

**Q2. Have you taken part in any organised competitive sport in the last twelve months?**

13.1% - Yes

86.9% - No

**Q3. Over the past four weeks have you been a member of a club, particularly so that you can play or participate in a sport or physical activity?**

25.0% - Yes

75.0% - No

**If you answered 'Yes' what type of club was this? (Please X all that apply)**

12.4% - Health/fitness

4.3% - Other (Please X and specify)

1.4% - Social club e.g. employee or youth club

10.8% - Sports club

MOST COULD BE CLASSIFIED INTO ONE OF THE STATED GROUPS. OTHERS INCLUDED U3A ETC.

**Q4. Looking back over the last four weeks, have you spent any time helping to organise sport on a voluntary basis, that is, without pay except for expenses? Please include any teaching, coaching or refereeing you may have done as a volunteer.**

6.9% - Yes

93.1% - No

**If you answered 'Yes' during the last four weeks, how many hours in total have you spent on voluntary sports work? (Please X one box only)**

5.5% - Less than 1 hour

20.5% - 1 hour or more but less than 2 hours

35.1% - 2 hour or more but less than 5 hours

39.0% - 5 hours or more

**Q5. How many times per week do you exercise for 30 minutes or more where you get sweaty or out of breath? (Please X one box only)**

16.0% - Once a week

18.2% - Twice a week

16.1% - Three times a week

6.9% - Four times a week

5.3% - Five times a week

7.1% - More than five times a week

30.5% - None

**Q6. Please indicate how satisfied or dissatisfied you are with sports provision in your local area?** (Please **X one** box only)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
9.4%	31.5%	46.1%	8.8%	4.1%

**Q7. Have you seen this logo?** 11.2% - Yes 88.8% - No



**If you have answered 'Yes' where have you seen it?**  
(Please **X all** that apply)

1.2% - Website 3.0% - Newspaper  
8.2% - Leaflet/poster 0.9% - Other (Please X and specify)

LEISURE CENTRE  
SWIMMING PASS  
SCHOOL

## DRUG & ALCOHOL ACTION TEAM

The Drug and Alcohol Action Team (DAAT) is a partnership of agencies within Derbyshire that work together to reduce the harm caused by drug and alcohol misuse throughout the county. The responses to these questions will help us to understand where drug and alcohol use might be having a negative impact on the quality of life of Derbyshire residents.

**Q8. Are you aware of any drug using or dealing in your local area?**

34.4% - Yes 65.6% - No

**Q9. Are you aware of people being drunk or rowdy in public in your local area?**

(Please **X one** box only)

49.3% - Yes 50.7% - No

**Q10. Thinking about your local area, how much of a problem do you think are...**

(Please **X one** box on **each** row)

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...people using or dealing drugs	4.6%	19.7%	36.5%	14.1%	25.0%
...people being drunk or rowdy in public places	6.2%	22.0%	44.1%	16.1%	11.6%

**Q11. To what extent do you agree or disagree with the following statement:**

**"drinking above the recommended drinking levels can harm your health"**

(Please **X one** box only)

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
45.4%	42.3%	10.0%	1.9%	0.4%

**Q12. If you needed to find a contact for alcohol / drug treatment and support services, where would you look?** (Please X all that apply)

- |   |   |
|---|---|
| 11.6% - Local media (newspapers, television and/or radio)           | 70.0% - GP                                |
| 3.9% - National media (newspapers, television and/or radio)         | 9.9% - Family / friend                    |
| 19.6% - Library   | 3.7% - Other (Please X and specify below) |
| 50.6% - Internet  |   |
| 7.5% - Directory enquiries (e.g. 118 118)                           |   |
| 34.8% - Telephone directory (e.g. Yellow Pages, Thompson Local etc) |   |

ADDACTION  
AA  
CAB  
HOSPITAL  
PCT  
LOCAL GOVERNMENT (CALL DERBYSHIRE

**Q13. If you were concerned about your drinking levels (or that of a family member or friend), would you know where to get.....** (Please X one box on each row)

	Yes	No
Information (e.g. unit awareness, managing your drinking, the impact on health etc.)	71.6%	28.4%
Support (e.g. treatment, advice, support groups etc.)	64.6%	35.4%

**Q14. What is the recommended maximum number of units of alcohol per day for a man?** (Please X one box only)

19.8% - 1-2      55.1% - 3-4      3.8% - 5-6      0.5% - 7-8      20.8% - Don't know

**Q15. What is the recommended maximum number of units of alcohol per day for a woman?** (Please X one box only)

25.0% - 1      53.9% - 2-3      1.2% - 4-5      0.3% - 6-7      19.6% - Don't know

**Q16. In the past year, have you seen discarded needles or syringes in your local area?**

10.2% - Yes      89.8% - No

**Q17. If you answered yes to Q16, please indicate from the list below where you have seen discarded needles or syringes:?** (Please X all that apply)

- |   |   |
|---|---|
| 3.4% - On the street                        | .0% - On public transport                 |
| 0.9% - In a public toilet                   | 3.7% - On waste ground                    |
| 5.1% - In a public park / recreation ground | 0.2% - On a building site                 |
| 0.6% - In my garden                         | 1.0% - Other (please x and specify below) |
| 0.3% - In school grounds                    |   |
| 0.8% - In a cemetery                        |   |
| 2.3% - In a car park                        |   |

FOOTPATHS  
WOODS  
CANAL SIDE  
5 PITS TRAIL  
COMMUNITY CENTRE

## DERBYSHIRE TRADING STANDARDS

In 2007, Derbyshire County Council published an Independent Living Strategy for Older People. Those we consulted expressed a lack of confidence when getting traders to carry out work around their home. They wanted an easy way to get hold of traders and businesses that would do a good job at a fair price.

Derbyshire Trusted Trader has been set up for older adults and anyone else who worries about calling in traders or using businesses. It aims to help combat rogue traders and door step crime, and to promote good standards of customer service and fair trading. It does this by supporting businesses that operate legally, fairly and honestly.

**Q18. Had you already heard of the Derbyshire Trusted Trader scheme before reading the above?** (Please X one box only)

38.5% - Yes

61.5% - No

**Q19. How many times in the last year have you been dissatisfied with goods or services received from a local tradesperson or business, e.g. plumber, electrician, builder, gardener?** (Please X one box only)

77.8% - None 14.3% - Once 5.2% - Twice 1.6% - 3 times 0.3% - 4 times 0.7% - 5 times or more

**Q20. How easy or difficult is it for you to find a reliable trader who provides a good service?** (Please X one box only)

Very easy  
10.3%

Fairly easy  
43.7%

Unsure  
19.5%

Fairly difficult  
22.0%

Very difficult  
4.6%

## DERBYSHIRE SOCIAL CARE

The face of social care and support is changing in Derbyshire. The idea is to give people more choice and control in their lives, whether they need support now or in the future. These changes are being brought together in a programme of work over the next three to five years called 'Making Care Personal: Your Choice, Your Life'.

To make the right choice in life you need to have the right information. The Information, Advice and Advocacy Project will help Derbyshire people to make informed choices, feel more in control and accept more responsibility for supporting their own health and wellbeing. The Project will deliver up-to-date information in response to individual enquiries; easy contact to services through one integrated sign-posting system; and a variety of 'first stop' access points located in community settings.

We would like to hear your views about this project. Please answer the questions below.

**Q21. What would your preferred method of accessing the information, advice and advocacy and sign-posting system be ?** (Please X one box only)

10.8% - Over the telephone

1.0% - Other ( Please X and specify below)

32.7% - In person through a trained member of staff

22.4% - Through the internet

33.1% - Via a leaflet

RADIO  
LIBRARIES  
HOSPITALS  
POST OFFICE

**Q22. Where would you prefer to access the information, advice and advocacy and sign-posting system ?** (Please **X one** box only)

- |   |  |
|---|--|
| 56.9% - At home   | 1.3% - Other ( Please X and specify below)                   |
| 6.2% - From the library                                 | INTERNET<br>COUNCIL OFFICE BUILDING<br>JOB CENTRE<br>SCHOOLS |
| 22.5% - From your GP or chemist                         |  |
| 7.3% - From a voluntary agency e.g. CAB,<br>Age Concern |  |
| 5.8% - From the Post Office                             |  |

**DERBYSHIRE HIGHWAYS AND TRANSPORT**

The aim of the following questions is to monitor views on highways and transport services used by Derbyshire residents.

**Q23. How frequently, if at all, do you use a bus service?** (Please **X one** box only)

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| 1.7% - Every day                     | 19.7% - Between 2 and 10 times a year |
| 12.4% - Between 2 and 6 times a week | 8.6% - About once a year              |
| 9.0% - Once a week                   | 9.8% - Less than once a year          |
| 10.6% - About once per month         | 28.2% - Never use                     |

**Q24. How far away from where you live is your nearest bus stop?** (Please **X one** box only)

- |  |                                    |
|--|------------------------------------|
| 86.4% - Less than half a mile / 800 metres         | 0.5% - 2 to 5 miles / 3.2 to 8 km  |
| 11.1% - Half a mile to 1 mile / 800 to 1600 metres | 0.1% - Further than 5 miles / 8 km |
| 1.8% - 1 to 2 miles / 1.6 to 3.2 km                |                                    |

**Q25. What is the usual purpose of your journey when you use the bus?**

(Please **X one** box only)

- |                                      |   |
|--------------------------------------|---|
| 9.7% - To / From / In course of work | 4.4% - Other (Please specify)   |
| 43.1% - Shopping                     | WHEN CAR IS UNAVAILABLE<br>TO ACCESS RAIL SERVICES<br>TRAVEL TO AIRPORT |
| 5.6% - Accessing Health Care         |   |
| 0.7% - Education                     |   |
| 36.5% - Leisure / Social             |   |

**Q26. How frequently, if at all, do you use a train?** (Please **X one** box only)

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| 0.4% - Every day                    | 28.4% - Between 2 and 10 times a year |
| 1.6% - Between 2 and 6 times a week | 15.4% - About once a year             |
| 2.1% - Once a week                  | 19.6% - Less than once a year         |
| 7.0% - About once per month         | 25.5% - Never use                     |

**Q27. How far away from where you live is your nearest train station?** (Please **X one** box only)

- |  |                                     |
|--|-------------------------------------|
| 7.0% - Less than half a mile / 800 metres          | 34.3% - 2 to 5 miles / 3.2 to 8 km  |
| 15.8% - Half a mile to 1 mile / 800 to 1600 metres | 26.6% - Further than 5 miles / 8 km |
| 16.3% - 1 to 2 miles / 1.6 to 3.2 km               |                                     |

**Q28. What is the usual purpose of your journey when you use the train?**

(Please **X one** box only)

- 14.7% - To / From / In course of work
- 13.9% - Shopping
- 1.8% - Accessing Health Care
- 0.8% - Education
- 66.9% - Leisure / Social

1.9% - Other (Please specify)

MIXTURE OF THINGS  
TRAVEL TO AIRPORT

**Q29. How frequently, if at all, do you cycle? (Including leisure cycling)**

(Please **X one** box only)

- 0.7% - Every day
- 4.7% - Between 2 and 6 times a week
- 4.2% - Once a week
- 4.8% - About once per month
- 10.5% - Between 2 and 10 times a year
- 3.3% - About once a year
- 5.5% - Less than once a year
- 66.4% - Never cycle

**Q30. How many pedal cycles are owned, or available for use, by one or more members of your household? (Including children's cycles)** (Please **X one** box only)

- 46.1% - None
- 15.9% - 1
- 17.6% - 2
- 9.4% - 3
- 10.9% - 4 +

**Q31. What is the usual purpose of your journey when you cycle?** (Please **X one** box only)

- 5.4% - To / From/ In course of work
- 2.8% - Shopping
- 0.5% - Accessing Health Care
- 0.2% - Education
- 87.5% - Leisure / Social

3.7% - Other (Please specify)

EXERCISE

**Q32. How frequently, if at all, do you walk more than 1 mile / 1.5 km? (Including walking for leisure purpose)** (Please **X one** box only)

- 24.3% - Every day
- 34.9% - Between 2 and 6 times a week
- 19.3% - Once a week
- 8.3% - About once per month
- 5.2% - Between 2 and 10 times a year
- 0.5% - About once a year
- 1.7% - Less than once a year
- 5.9% - Never walk

**Q33. What is the usual purpose of you walk more than 1 mile (1.5 km)?**

(Please **X one** box only)

- 10.5% - To / From/ In course of work
- 15.4% - Shopping
- 1.7% - Accessing Health Care
- 0.9% - Education
- 67.2% - Leisure / Social

4.3% - Other (Please specify)

WALK THE DOG  
TO KEEP FIT  
WALK THE KIDS TO AND FROM SCHOOL

**Q34. How many cars or vans are owned, or available for use, by one or more members of your household? (Including company cars and vans)** (Please **X one** box only)

- 7.6% - None
- 44.6% - 1
- 38.0% - 2
- 7.3% - 3
- 2.5% - 4 +

**Q35. What sort of fuel is used in your car(s)?** (Please **X all** that apply)

- 72.2% - Petrol
- 40.3% - Diesel
- 0.6% - LPG
- 0.4% - Dual fuel (petrol / diesel & electric)

0.4% - Other (Please specify)

HYBRID  
TOYOTA OPTIONAL DRIVE

**Q36. How frequently, if at all, do you use a taxi or private hire car? (Please X one box only)**

- 0.4% - Every day
- 1.9% - Between 2 and 6 times a week
- 3.1% - Once a week
- 6.6% - About once per month
- 33.1% - Between 2 and 10 times a year
- 16.2% - About once a year
- 13.5% - Less than once a year
- 25.2% - Never use

**Q37. What is the usual purpose of your journey when you use a taxi or private hire car?**

(Please X one box only)

- 4.4% - To / From/ In course of work
- 3.6% - Shopping
- 5.5% - Accessing Health Care
- 0.3% - Education
- 81.5% - Leisure / Social
- 4.6% - Other (Please specify)

TO AND FROM AIRPORT TRAIN STATION  
OR BUS STATION

**Q38. How satisfied or dissatisfied are you with each of the following in your local area?**

(Please X one box on each row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Road repairs / maintenance	2.6%	32.8%	11.4%	33.4%	19.7%
Pavement repairs / maintenance	2.8%	34.4%	16.3%	29.9%	16.5%
Footpaths / bridlepaths / public rights of way repairs / maintenance	3.5%	38.5%	24.1%	22.7%	11.1%
The provision of public transport information	7.3%	42.5%	30.9%	14.5%	4.8%
The local bus service	16.0%	38.2%	28.5%	10.9%	6.3%

**Q39. In order to link transport improvements with wider issues, Central Government has proposed the following five national transport goals. How important is each of these transport goals for Derbyshire? (Please X one box on each row)**

	Very important	Fairly important	Neither	Not very important	Not at all important	Don't know
Climate Change e.g. transport is responsible for about 40% of greenhouse gas emissions	32.2%	41.9%	11.6%	7.8%	3.9%	2.7%
Economic Growth e.g.improving travel reliability, improving access to labour markets and reducing travel disruption	38.0%	48.3%	8.2%	2.6%	0.7%	2.2%
Equality of Opportunity e.g. enabling disadvantaged people to connect with key local services	36.8%	43.5%	12.4%	3.9%	1.3%	2.3%
Safety, Security and Health e.g. reducing road accident casualties, reducing fear of crime on transport networks, promoting healthier travel habits such as walking and cycling	51.9%	36.5%	6.6%	2.6%	1.0%	1.4%
Quality of Life and a Healthy Natural Environment e.g. minimise the impacts of transport on the natural and built environment, improve the journey experience for transport users, manage transport noise and create more opportunities for social contact to improve community well-being	44.1%	40.9%	8.9%	3.2%	1.3%	1.6%

**Q40. Which of the following transport goals do you think is most important for Derbyshire ?**

(Please **X one** box only)

- 10.3% - Tackling climate change
- 26.2% - Supporting economic growth
- 4.2% - Promoting equality of opportunity
- 24.8% - Contributing to better safety, security & health
- 34.4% - Improving quality of life & promoting a healthy natural environment

**THE LOCAL TIP/HOUSEHOLD WASTE AND RECYCLING CENTRE**

Derbyshire County Council provides local 'tips' or 'household waste recycling centres' for the disposal and/or recycling of bulky household waste, e.g. garden waste, large items, furniture, electrical appliances such as fridges and televisions.

**Q41. Please indicate how often you use the local tip/household waste recycling centre.**

(Please **X one** box only)

Weekly	Monthly	Between 6 - 11 times a year	Between 1-5 times a year	Less than once a year	Never
9.2%	16.2%	20.3%	32.6%	12.4%	9.4%

**Q42. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide. PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE USED A LOCAL TIP or HOUSEHOLD WASTE RECYCLING CENTRE IN THE LAST 2 MONTHS**  
(Please **X one** box per row)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
The location of the site	35.8%	41.2%	5.1%	8.1%	7.9%	0%
The opening hours of the site	43.3%	42.1%	6.3%	2.6%	1.1%	4.6%
The recycling facilities at the site	45.5%	40.3%	6.3%	2.5%	1.0%	0%
How clean the site is	37.7%	44.1%	9.2%	3.7%	1.4%	0%
How helpful the staff are	39.9%	34.7%	12.7%	4.1%	2.5%	0%
How "user-friendly" the site is (the ability to deposit your waste easily)	35.6%	44.1%	8.7%	5.7%	2.3%	3.6%
The local tip/household waste recycling centre overall	36.3%	49.0%	8.6%	3.7%	2.4%	

## TOPICS FOR FURTHER CONSULTATION

**Q43. Derbyshire County Council regularly consults with its partners and residents on various issues. What topics are you interested in being consulted on?**

*(Please X **all** boxes that apply)*

- |   |   |
|---|---|
| 58.0% - About my area and community                           | 51.2% - Highways and transport                |
| 58.2% - Crime and community safety<br>(including road safety) | 18.4% - Housing                               |
| 23.0% - Services for children,<br>families and younger adults | 28.3% - Arts, culture and leisure             |
| 35.2% - Services for adults                                   | 25.1% - Budget setting and service priorities |
| 47.8% - Health  | 11.8% - All of the above                      |
| 24.3% - Education services                                    | 7.0% - Other (Please X and specify below)     |
| 43.8% - Environmental issues                                  |   |
| 29.9% - Economy and jobs                                      |   |

COUNCILLORS  
TOWN CENTRE CONGESTION PARKING  
LITTER RUBBISH AND RECYCLING  
SERVICES FOR THE ELDERLY

**Finally, is there anything else you would like us to know?**

**Your comments should only relate to the topics covered by this questionnaire**

**Do you require a response to the above comment/comments?**

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:

Derbyshire County Council  
FREEPOST DY76  
County Hall  
Matlock  
Derbyshire DE4 9BR

Telephone 08456 058 058  
or 01629 760247

email: [fen.jones@derbyshire.gov.uk](mailto:fen.jones@derbyshire.gov.uk)