
Erewash Citizen's Panel - Community Safety and Local Transport issues

Final Report

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Erewash Borough Council

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Background and Introduction

In February 2004, Erewash Borough Council commissioned MVA to conduct a postal survey with the Erewash Citizen's Panel in order to investigate views on a variety of issues. The main purpose of the survey was to gather information on:

- The perception of local crime rates;
- Views on community safety issues;
- Satisfaction with Policing;
- The views of users and non-users of Long Eaton railway station on the transport facilities offered by the station; and
- The views of users and non-users of local bus services in Erewash.

Methodology

Each Citizen Panel member received a survey pack, which contained a covering letter, newsletter, questionnaire and reply paid envelope.

Covering Letter

The cover letter explained the purpose of the survey and provided details of support agencies which can help anyone who have been affected by the issues raised in the questionnaire. The letter to Panel Members explained that the return address for completed questionnaires was a company (MVA) based in Manchester commissioned by Erewash Borough Council to undertake the survey administration and analysis. A copy of the covering letter can be found in Appendix A.

Newsletter

Along with the survey the Panel Members received issue 4 of the Speak Up newsletter. This document gave the Panel Members feedback from the findings of recent consultation events and surveys. These events involved residents of Derbyshire County Council as well as Citizen Panel Members. A copy of this newsletter can be found in Appendix B.

Questionnaire

The questionnaire was divided into sections to cover the main aims and was 12 pages long. The questionnaire was designed with a mixture of open and closed questions to maintain the respondents' interest. The questions included within sections one to eight were supplied by Erewash Borough Council and questions within sections nine and ten were designed by MVA in close consultation with Erewash Borough Council. A reply paid envelope was supplied with the survey pack to return the questionnaire. In a copy of the questionnaire can be found in Appendix C.

Response Rate

712 questionnaires were returned from the mail-out giving an excellent response rate of 71%. A further 26 questionnaires were returned after the deadline, but were not included in the analysis. Although this response rate was lower than that of the previous survey it is well within the range expected.

Weighting of Survey Responses

In order that the sample characteristics best resemble those of Erewash Borough Council the data was weighted according to 2001 census information. Weighting results means that some panel members counting as less than one case whilst others may count as more than one case in order to get a representative picture.



The questionnaire data was weighted by ward, age, and gender, using 2001 census statistics. The weights were combined to produce an overall weight for each respondent, which was then applied to the data before conducting the analysis. Table 2.2 illustrates the weighted response by ward.

Summary Findings

Community Safety

The majority of respondents feel safe in their own homes during the evenings and similarly feel safe when travelling alone on public transport. Three in ten respondents walk home alone after dark at least once a week, however over four in ten respondents either never walk home alone after dark or do this less often than once a month. The respondents were asked for what reason they don't walk home alone more frequently; the majority stated they were busy working or were content to stay indoors.

Over half of the respondents were worried about having their:

- home broken into;
- car stolen; and
- property stolen from their car.

Crimes that individuals were less worried about were:

- being raped;
- insulted in a public place;
- a victim of domestic abuse;
- a victim of verbal abuse; and
- attacked due to gender, disability, sexuality, dress choice, accent.

Most citizen panel members felt that their neighbourhood was one where there was a mixture of people going their own way and people helping each other. The majority of respondents felt that there was a lot / a little more crime than there was three years ago. Over half of respondents felt that rubbish is often left lying around and often groups of teenagers are seen hanging around. A large majority felt that people sleeping rough, arson, robberies on the street and abandoned or burnt out cars left in streets do not happen very often, or hardly ever.

The crimes which are most likely to have been reported to the police within the last twelve months are:

- having property stolen from you car;
- having property vandalised; and
- having your home broken into.

The crime which had been reported to the police on numerous occasions was having property vandalised.

The crime which are most likely to have not been reported to the police within the last twelve months were 'being insulted or pestered by somebody in the street/public place'. The crimes which had occurred but had not been reported to police on more than one occasion was 'having property vandalised' and 'being insulted in a public area'.

The main reason for not reporting crimes was because the respondents felt that there was no chance of catching the criminal who was to blame.

Alcohol and drugs were blamed for most crimes occurring and these crimes were most likely to have occurred in the respondents own home, garage or garden.



The majority of respondents felt that 'providing more/better facilities for young people', 'providing safety cameras in public places' and 'providing better lighting on streets and paths' would enhance the feeling of safety. Respondents considered that community safety partnerships should give priority to 'burglary', 'nuisance/anti-social behaviour' and 'drug dealing'.

Respondents were given a list of various drugs and alcohol treatment services and the majority of respondents felt that they would be able to find out how to contact these services should they need to.

Just over half of respondents were not aware of any individuals misusing drugs or alcohol, and the majority of respondents did not know if there was a recognised place which people frequent to abuse drugs and/or alcohol. Over eight in ten respondents had never found discarded needles or syringes in their local area and the majority of respondents felt that someone else's alcohol use never causes them problems.

The majority of respondents do not know how easy it is to obtain drugs in their area. The drug which was considered the easiest to obtain was cannabis followed by Amphetamines and Ecstasy.

Most respondents were neither satisfied nor dissatisfied with the way the police service handles certain aspects of their job (road traffic casualties, 999 calls, road safety, burglary, crimes of violence, drug related crime, reducing fear of crime, calls in respect of nuisance and anti-social behaviour). More people were dissatisfied with police 'reducing the fear of crime' and 'telephone calls in respect of nuisance and anti-social behaviour' compared to the other responsibilities listed.

A high proportion of respondents were dissatisfied with police presence and felt that they were doing a 'fair' job.

One half of respondents had not contacted police by telephone, on the street or by calling into the police station within the last twelve months. Those which had contacted the police in the main said that it was to report a crime of which someone in their household was the victim.

Local Transport Issues

The majority of respondents did not use Long Eaton train station and the majority of these individuals did not use this station because they do not use the train as a method of getting around. A large proportion who don't use Long Eaton train station stated that they use Derby Train Station as an alternative and the main reasons why respondents use different stations to Long Eaton was because the station they use is near to their home, and accommodates more direct and quicker routes to their destination.

Three in Ten respondents specifies they used Long Eaton Station and it was used, in the main for Leisure purposes. This station is not used very often with the majority of respondents stating that they used it less frequently than once a month. Respondents who used this train station infrequently felt that any improvement which was suggested in the questionnaire would be unlikely to encourage more use of the station. The improvement which was more likely to encourage use compared to other improvements was improving linking bus services.

The airport link bus service had never been used by the majority of respondents and the majority of respondents who hadn't used it had never heard of it.

The majority of respondents use their local bus service, and used it mainly for shopping and leisure purposes. A high proportion of respondents used the local bus service at least once a week.



A high proportion of Citizen Panel members who do not use their local bus service stated that it was due to the fact that they use their car to travel. The improvement which was suggested most likely to encourage use was if bus services served destinations which best suited the individuals needs.



1.1 Background

1.1.1 Erewash Borough Council Citizens Panel was established in March 2001 and consists of 1000 people selected to represent as accurately as possible, the population of Erewash.

1.1.2 In February 2004, Erewash Borough Council commissioned MVA to conduct a postal survey with the Erewash Citizen's Panel in order to investigate views on a variety of issues. The main purpose of the survey was to gather information on:

- The perception of local crime rates;
- Views on community safety issues;
- Satisfaction with Policing;
- The views of users and non-users of Long Eaton railway station on the transport facilities offered by the station; and
- The views of users and non-users of local bus services in Erewash.

1.2 Structure of the Report

1.2.1 The remainder of the report is as follows:

- Chapter Two outlines the survey methodology and profile of respondents;
- Chapter Three presents the findings on Community Safety;
- Chapter Four presents the findings on Local Transport Issues.



2.1 Introduction

- 2.1.1 This chapter presents the methodology used for the survey on community safety and local transport issues.

2.2 Questionnaire and Covering Letter

- 2.2.1 Derbyshire County Council designed the survey on community safety issues and MVA designed the survey on local transport issues in close consultation with Erewash Borough Council.
- 2.2.2 Each Citizen Panel member received a survey pack, which contained a covering letter, newsletter, questionnaire and reply paid envelope.

Covering Letter

- 2.2.3 The cover letter explained the purpose of the survey and provided details of support agencies which can help anyone who have been affected by the issues raised in the questionnaire. The letter to Panel Members explained that the return address for completed questionnaires was a company (MVA) based in Manchester commissioned by Erewash Borough Council to undertake the survey administration and analysis. A copy of the covering letter can be found in Appendix A.

Newsletter

- 2.2.4 Along with the survey the Panel Members received issue 4 of the Speak Up newsletter. This document gave the Panel Members feedback from the findings of recent consultation events and surveys. These events involved residents of Derbyshire County Council as well as Citizen Panel Members. A copy of this newsletter can be found in Appendix B.

Questionnaire

- 2.2.5 The questionnaire was divided into sections to cover the main aims and was 12 pages long. The questionnaire was designed with a mixture of open and closed questions to maintain the respondents' interest. The questions included within sections one to eight were supplied by Erewash Borough Council and questions within sections nine and ten were designed by MVA in close consultation with Erewash Borough Council. A reply paid envelope was supplied with the survey pack to return the questionnaire. In a copy of the questionnaire can be found in Appendix C.

2.3 Distribution of the Questionnaire

- 2.3.1 On Friday 13th February 2004 survey questionnaires, covering letters, leaflets and reply paid envelopes were mailed out to Erewash Borough Panel Members. They were asked to complete the questionnaire and return it in the reply paid envelope provided by Friday 27th February 2004.

2.4 Response Rate

- 2.4.1 712 questionnaires were returned from the mail-out giving an excellent response rate of 71%. A further 26 questionnaires were returned after the deadline, but were not included in the analysis. Although this response rate was lower than that of the previous survey it is well within the range expected.



2.4.2 Table 2.1 shows the response of panel members by ward

Table 2.1: Unweighted Response to Survey by Ward

Ward	Respondents to Survey		All Panel Members	
	No.	%	No.	%
Abbotsfold	40	5.6	58	5.8
Beeston	29	4.1	45	4.5
Cotmanhay	16	2.2	23	2.3
West Halllam and Dale Abbey	36	5.1	50	5.0
Derby Road East	28	3.9	43	4.3
Derby Road West	42	5.9	58	5.8
Draycott	20	2.8	36	3.6
Ilkeston Central	25	3.5	36	3.6
Ilkeston North	28	3.9	40	4.0
Hallam Fields	25	3.5	39	3.9
Kirk Hallam	35	4.9	56	5.6
Long Eaton Central	40	5.6	55	5.5
Nottingham Road	42	5.9	56	5.6
Ockbrook and Borrowash	51	7.2	70	7.0
Old Park Ilkeston	30	4.2	39	3.9
Sandiacre North	27	3.8	40	4.0
Sandiacre South	34	4.8	41	4.1
Sawley	53	7.4	60	6.0
Stanley	14	2.0	21	2.1
Little Hallam-Ilkeston	32	4.5	37	3.7
Wilsthorne	38	5.3	60	6.0
Little Eaton and Beadsall	27	3.8	37	3.7
Total	712	100.0	1000	100.0

*Results do not always add up to 100.0% due to rounding of figures.

2.5 Weighting of Survey Responses

- 2.5.1 In order that the sample characteristics best resemble those of Erewash Borough Council the data was weighted according to 2001 census information. Weighting results means that some panel members counting as less than one case whilst others may count as more than one case in order to get a representative picture.
- 2.5.2 The questionnaire data was weighted by ward, age, and gender, using 2001 census statistics. The weights were combined to produce an overall weight for each respondent, which was then applied to the data before conducting the analysis. Table 2.2 illustrates the weighted response by ward.

**Table 2.2: Weighted Response to Survey by Ward**

Ward	Respondents to Survey		Population Figures (2001 Census)	
	No.	%	No.	%
Abbotsfold	42	6.0	5410	4.9
Beeston	29	4.1	4555	4.1
Cotmanhay	28	3.9	4394	4.0
West Halllam and Dale Abbey	29	4.0	5117	4.6
Derby Road East	31	4.4	4844	4.4
Derby Road West	40	5.6	6441	5.9
Draycott	24	3.4	3894	3.5
Ilkeston Central	25	3.5	4301	3.9
Ilkeston North	21	3.0	4076	3.7
Hallam Fields	31	4.3	4811	4.4
Kirk Hallam	44	6.3	6417	5.8
Long Eaton Central	47	6.6	6022	5.5
Nottingham Road	43	6.0	6215	5.6
Ockbrook and Borrowash	41	5.8	7331	6.7
Old Park Ilkeston	27	3.8	4117	3.7
Sandiacre North	27	3.8	4476	4.1
Sandiacre South	27	3.8	4294	3.9
Sawley	45	6.4	6645	6.0
Stanley	12	1.7	2143	1.9
Little Hallam-Ilkeston	26	3.6	4024	3.7
Wilsthorne	49	6.9	6888	6.3
Little Eaton and Beadsall	22	3.1	3684	3.3
Total	709	100.0	110099	100.0

*Results do not always add up to 100.0% due to rounding of figures.

2.6 Profile of Respondents

2.6.1 Table 2.3 highlights the profile of respondents with and without the weighting applied and compares it with the 2001 census statistics.

**Table 2.3 Profile of Respondents**

Respondent Characteristic	Unweighted %	Weighted %	Population Figures (2001 Census)
Gender			
Male	47.5	46.4	48.9
Female	52.5	53.6	51.1
			100.0
Age Group			
16-34 years	16	27.8	31.2
35-59 years	52.5	48.1	43.2
60 years and over	31.4	24.1	25.7
			100.00
Disability*			
Yes	13.4	12.0	18.3
No	86.6	88.0	81.7
Employment Status			
Employed Full Time	38.4	42.2	64.5% (total employed)
Employed Part Time	15.7	14.5	
Self Employed	5.9	5.3	
Unemployed/Looking for work	1.3	1.1	4.4
Looking after the home	6.6	6.7	6.1
Wholly retired from work	23.7	20.7	14.1
Full-time education	0.8	2.5	4.5
Permanently sick or disabled	5.4	5.0	5.2
Carer	1.6	1.1	
Doing something else	0.6	0.4	2.3
			100.0
Ethnicity			
White British or Irish	99.3	99.0	98.1
Ethnic Minority	0.7	1.0	1.9
			100.0
Housing Tenure			
Owned or mortgaged by you/family	94.4	94.7	78.3%
Rented from Erewash Borough Council	3.4	3.0	21.7% (Other)
Rented from Housing Association	0.6	0.6	
Rented from private landlord	1.4	1.5	
Other	0.2	0.4	
			100.0
Car Ownership			
None	11.8	11.5	24.3
One	46.1	46.0	46.4
Two or more	42.1	42.5	29.4
			100.0

(Base 712 Respondents) *Please note due to different indicators being used these figures cannot be directly compared to the 2001 Census Statistics.



2.7 Analysis of Survey

2.7.1 All analysis for the survey was carried out using data weighted by ward, age and gender. The list of weights can be found in Appendix D.

2.7.2 Frequencies were undertaken for each question on the survey form. Furthermore, where the number of respondents permitted, additional cross tabulation analysis has been carried out to determine whether there are any differences in the results between gender, age, disability and geographical area. Where there are notable differences, they have been reported. Additional tables of analysis which display a comprehensive breakdown of figures and trends quoted in the report can be found in Appendix E and Appendix F.

2.7.3 In order to analyse the data by geographical area, the wards were grouped as follows:

- **Cotmanhay community forum area** – Ilkeston North, Cotmanhay, Abbotsford;
- **Draycott community forum area**- Ockbrook and Borrowash, Beeston, Draycott and Stanton By Dale;
- **Ilkeston community forum area** – Ilkeston Central, Old Park, Little Hallam;
- **Kirk Hallam community forum area** – Kirk Hallam, Hallam Fields;
- **Sandiacre community forum area** – Sandiacre North, Sandiacre South;
- **Long Eaton community forum area** – Long Eaton Central, Nottingham Road;
- **Petersham community forum area** - Derby Road West, Derby Road East;
- **Sawley community forum area** – Sawley, Wiltsthorpe; and
- **West Hallam community forum area** - Little Eaton and Breadsall, West Hallam and Dale Abbey, Stanley.



3.1 Introduction

3.1.1 This section of the report presents the findings from the research into community safety issues.

3.1.2 Erewash Borough Council asked respondents for their views on local community safety issues. The results from this consultation will be used along with information gathered from other partner agencies to form a picture of local crime and disorder that will become the basis for new partnership strategies from 2005 onwards.

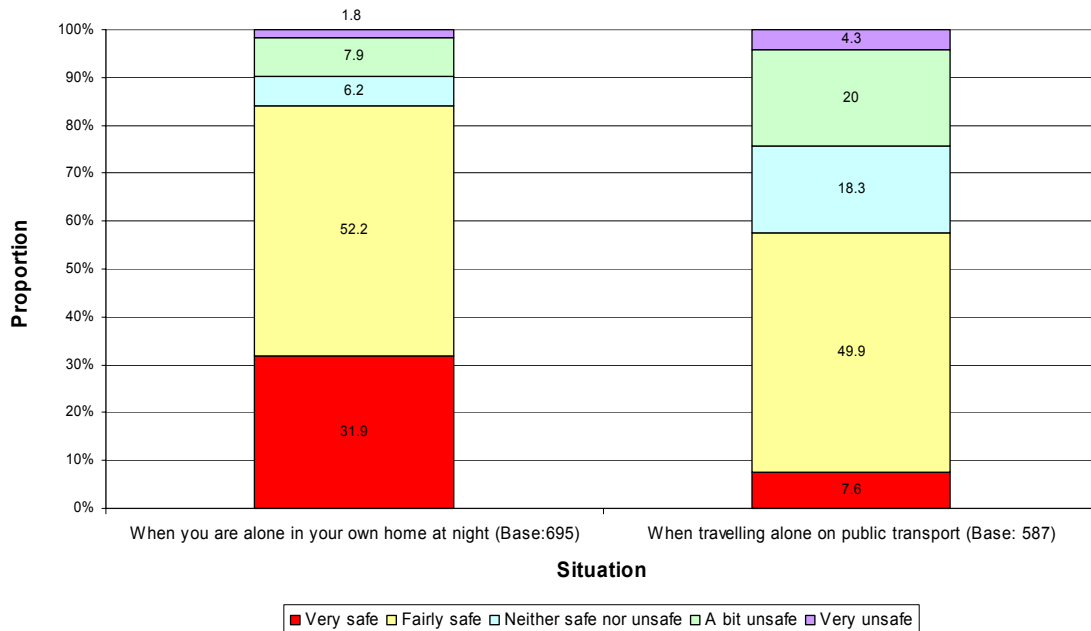
3.1.3 The questionnaire covers sections on:

- feeling safe;
- worry about crime;
- your neighbourhood;
- experience of crime
- crime priorities;
- drugs and alcohol;
- satisfaction with policing; and
- contact with the police.

3.2 Feeling Safe

3.2.1 The respondents were asked how safe they feel when they are alone in their home at night time and when they are travelling alone on public transport. Figure 3.1 below highlights the results.

Figure 3.1: How safe residents feel in certain situations



3.2.2 The majority of respondents stated that they felt safe when they were in their own home during the evening (84%), with 32% saying that they felt 'very safe' at home at night. Similarly, the majority of respondents felt safe when travelling alone on public transport (57.5%) with 7.5% stating that they felt 'very safe'.



- 3.2.3 Surprisingly, a higher percentage of older members (60 years and over) of the Citizens' Panel respondents felt safe when travelling alone on public transport (69.1%) compared to younger age groups. 59% of respondents aged between 35 and 59 years and 47% of people aged between 16 and 34 years felt safe whilst alone on public transport.
- 3.2.4 Male respondents tended to feel safe in both situations (being alone at home at night and on public transport). 61% of males felt safe when travelling alone on public transport compared to 55% of female respondents. Similarly 87% of male respondents felt safe alone at home during the evening, compared to 81% of female respondents
- 3.2.5 A higher proportion of respondents without a disability (85.4%) felt safe alone at home, compared with 84.9% of respondents with a disability.
- 3.2.6 Interestingly, a smaller percentage of respondents who live in Sawley area felt safe either in their own home at night or on public transport (74.8%, 47.6% respectively). Compared with 93.3% of Kirk Hallam area feeling safe in their own home at night time and 70.8% of West Hallam area feeling safe travelling alone on public transport.
- 3.2.7 The Respondents were asked how often they usually walk alone in their neighbourhood after dark. Table 3.1 below shows the results of this question

Table 3.1: Walking alone after dark

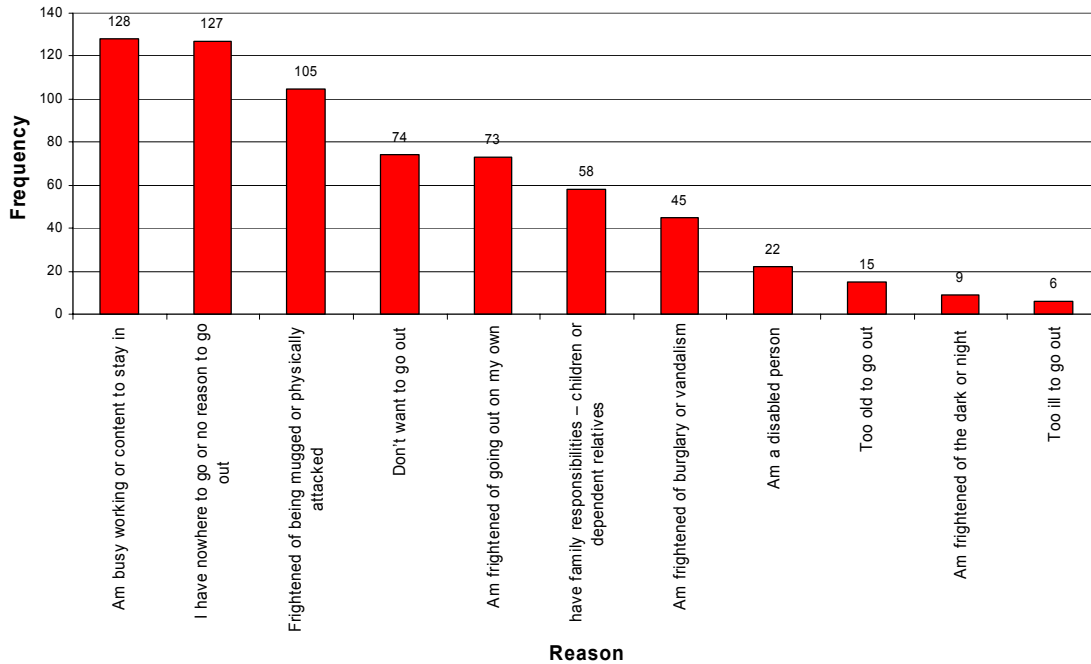
Frequency of walking home alone after dark	Frequency	% of respondents
At least once a week	237	33.4
A least once a fortnight	61	8.6
A least once a month	66	9.3
Less often than once a month	183	25.9
Never	162	22.8
Total	708	100.0

- 3.2.8 A total of 33.4% of respondents specified that they walk alone in their neighbourhood at least once a week after dark. 23.8% never walk outside at night and 25.9% walk alone, after dark less than once every month.
- 3.2.9 Older respondents did not walk around their neighbourhood after dark as often as younger ones. 37% of Citizen's Panel members aged over 60 years of age never walk around their neighbourhood after dark, compared to 21% of those aged between 35 and 59 years and 14% of those aged between 16 and 34 years.
- 3.2.10 It is clear from this survey that male respondents walk in their neighbourhoods after dark more frequently than female respondents. 46% of male respondents walk alone at least once a week, compared with female 23% of respondents. More female respondents specified that they never walk alone at night time (32.4%) compared to male respondents (11.6%).
- 3.2.11 A higher percentage of respondents (29% - 46%) in most of the community forum areas in Erewash would walk alone in their neighbourhood after dark at least once a week. However a large percentage of respondents who live in Kirk Hallam area (42%) said that they would walk alone in their neighbourhood less often than once every month and a high proportion of respondents in Sandiacre area specified that they would never walk alone at night (35.2%).



3.2.12 Respondents who either never go out alone after dark, or go out less often than each month were asked the reason for this. The results are highlighted in Figure 3.2 below.

Figure 3.2: Why do you never go out alone, or go out less often than once a month after dark?



(Base = 345 respondents) Multiple answers could be given

3.2.13 Figure 3.2 shows that the most common reason given by respondents was 'am busy working or content to stay in' after dark (37.1% respondents). 127 (36.8%) people said 'I have nowhere to go or no reason to go'.

3.2.14 Respondents were given the opportunity to specify other reasons why they either never or went out less often than once a month after dark, comments were as follows, with frequencies in brackets:

- use car (13);
- always go out with partner (10); and
- opportunity to get house burgled or vandalism (2)

3.2.15 There were notable differences between genders for reasons why respondents do not walk alone in their neighbourhood at night or walk alone less often than once a month. A higher percentage of males gave the reasons 'too old to go out' (Males: 9.7%, Females: 2.1%), 'busy working or content to stay in' (Males: 46.6%, Females 33.6%) and 'do not want to go out' (Males: 30.1%, Females: 17.8%). More female respondents gave their reasons for going out at night infrequently as they were 'frightened to go out alone at night' (Females: 28.2%, Males: 5.8%), 'frightened of being mugged or physically attacked' (Females: 34.4%, Males: 21.4%) and 'have family responsibilities' (Females: 19.5%, Males: 10.7%).

3.2.16 There were also differences in the reasons given for walking alone at night infrequently between different age groups. The percentage of respondents who

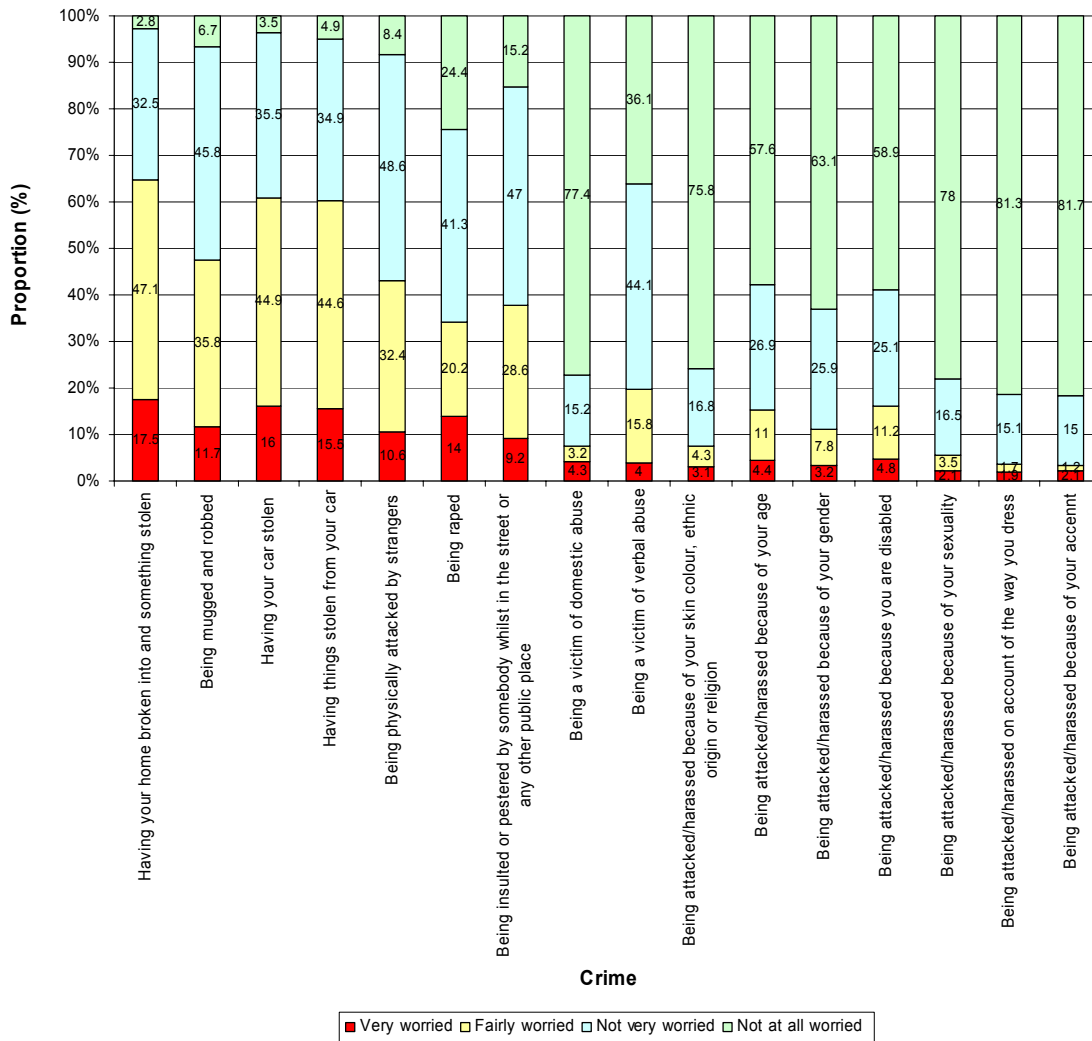


gave the reasons as being 'frightened of being mugged', 'frightened of burglary and vandalism' and 'being a disabled person' increased with age. More younger people gave reasons for infrequently/never walking alone at night as 'I have no reason to go out' and 'have family responsibilities'.

3.3 Worry about Crime

3.3.1 Respondents were presented with a list of different crimes and asked how worried they were about each of them occurring. The results are highlighted in Figure 3.3 below.

Figure 3.3: How much do you worry about crime?



3.3.2 Figure 3.3 illustrates that over half of the Citizen’s Panel members were either ‘very worried’ or ‘worried’ about ‘having their home broken into’ (64.6%), ‘having their car stolen’ (60.9%) and ‘having things stolen from their car’ (60%). Crimes which Citizen’s Panel members were less worried about were ‘being raped’ ‘insulted in a public place’ ‘being a victim of domestic abuse’ ‘being a victim of verbal abuse’ ‘being attacked because of their religion or ethnic origin’ ‘attacked due to age’



'attacked due to gender' 'attacked due to disability' 'attacked due to sexuality' 'attacked due to the way the person dresses' or attacked due to their accent'.

- 3.3.3 7 in 10 respondents who live in the Cotmanhay area (79.8%) and the Petersham area (71.4%) felt either 'very worried' or 'fairly worried' about having their home broken into, compared with 6 in 10 respondents who live in the Ilkeston area (67.6%), Kirk Hallam area (68%), Sandiacre area (67.9%) and Sawley area (66.4%). Over half of respondents in the Draycott area (59.1%) and West Hallam area (52.4%) were worried about this and half of the respondents who live in the Long Eaton area (50%).
- 3.3.4 More respondents in the Kirk Hallam area (78.3%) and Petersham area (75.4%) were worried about having their car stolen, compared to Cotmanhahey area (65.8%), Sandiacre area (67.4%), Draycott area (51.3%), Ilkeston area (53.8%), Long Eaton area (54.2%), Sawley area (57%) and West Hallam area (50.9%).
- 3.3.5 More respondents in the Kirk Hallam area (76.2%) and Cotmanhay area (69.2%) were either 'very worried' or 'fairly worried' about having property stolen from their car. Only 48.6% of respondents in the Long Eaton area felt worried about this.
- 3.3.6 A larger majority of Citizen Panel members with a disability (70.4%) felt either 'very worried' or 'fairly worried' about having their home broken into compared to those respondents without a disability (63.9%).
- 3.3.7 More older respondents stated that they were either 'very worried' or 'fairly worried' about having their homes broken into than younger respondents. 59.2% of 16-34 year olds, 66.2% of those aged between 35 and 59 and 68.5% of respondents aged over 60 years stated that they were worried about this.

3.4 Your Neighbourhood

- 3.4.1 Respondents were asked, 'What kind of neighbourhood would you say you live in? Would you say it is a neighbourhood in which people do things together and try to help each other, or one in which people mostly go their own way?'. Table 3.2 displays the results.

Table 3.2: Standard of Neighbourhood

	Frequency	% of respondents
Mixture	316	45.3
People go their own way	235	33.8
People help each other	145	20.9
Total	696	100

- 3.4.2 Table 3.2 shows that just under half of the survey respondents felt that their neighbourhood was one where there was a mixture of helpful behaviour (45.3%), 33.8% felt that people go their own way in their neighbourhood and 20.9% felt that people help each other.
- 3.4.3 In almost all of the community forum areas in Erewash the just under half of respondents felt that a mixture of helpful behaviour was characteristic of their area, however just under half of respondents in Cotmanhay felt that people go their own way in their neighbourhood.
- 3.4.4 Citizen Panel Members were asked how they thought the crime rate had changed in their neighbourhood since three years ago. Table 3.3 shows the results

**Table 3.3: Change in Crime Rate**

	Frequency	% of respondents
A lot more crime	118	20.5
A little more crime	158	27.4
About the same	257	44.6
A little less crime	34	5.9
A lot less crime	10	1.7
Total	576	100

3.4.5 Table 3.3 illustrates the fact that the majority of respondents (44.6%) felt that the crime rate had stayed the same compared to five years ago. 27.4% felt that there was a little more crime now than there was three years ago, 20.5% felt that there is a lot more crime now, compared to just 5.9% stating that they thought there was a little less crime now and 1.7% stating that there was a lot less crime now.

3.4.6 Respondents with a disability were more likely to think that crime had increased than those without a disability. The proportion of respondents without a disability felt that the level of crime had stayed the same (45.7%) compared with 35.9% of respondents with a disability. 31.3% of respondents with a disability felt that there was a lot more crime nowadays compared to just 19.1% of respondents without a disability.

3.4.7 Table 3.4 shows that over half of respondents in the Petersham area (59.3%), Long Eaton area (53.1%) and Cotmanhay area (52%) felt that crime had increased (a little/a lot) over the last three years.

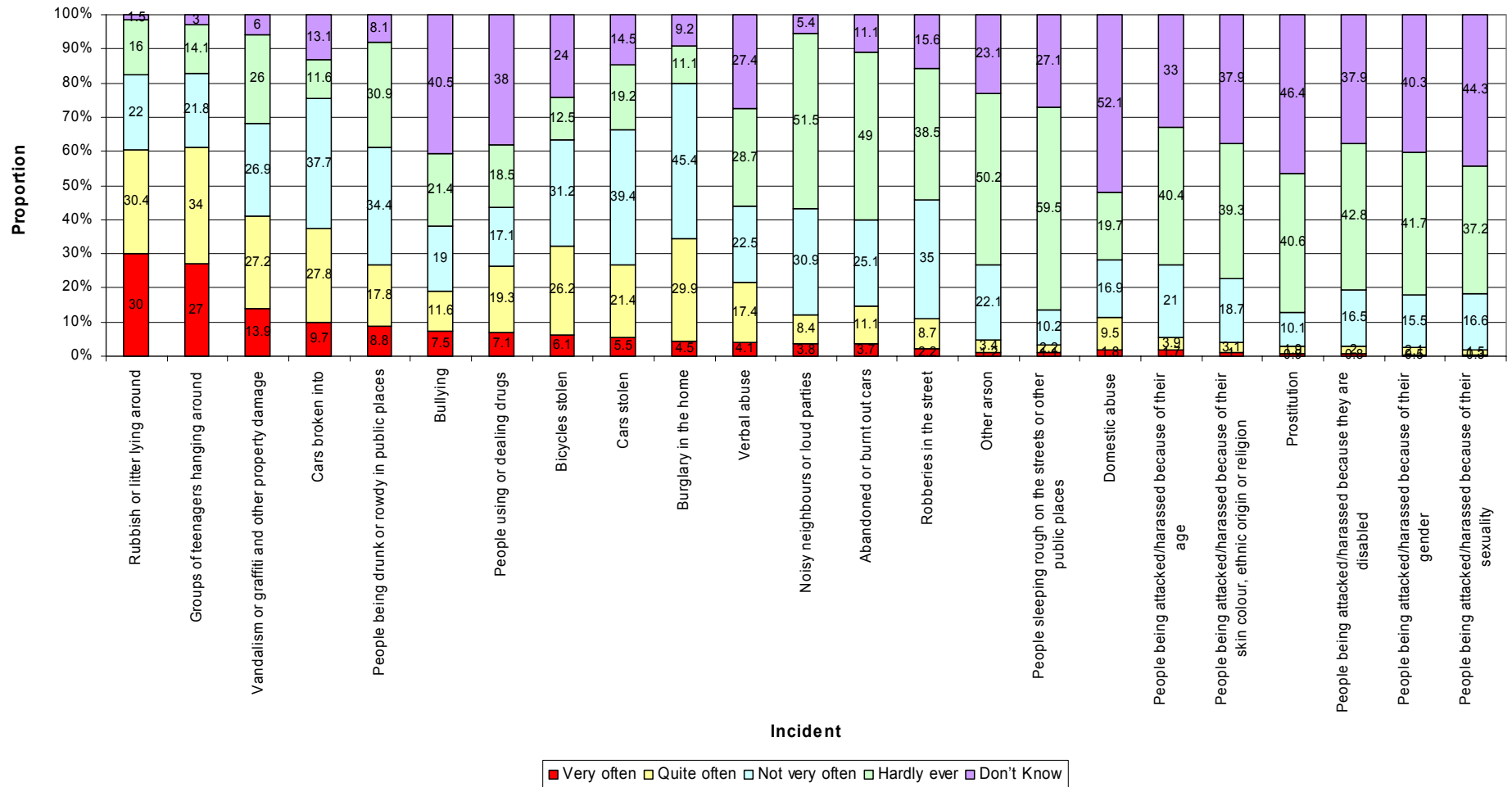
Table 3.4: Increase in crime over the last 3 years by community forum area

Community forum	A lot more crime (%)	A little more crime (%)	About the same (%)	A little less crime (%)	A lot less crime (%)	Base
Petersham	27.8	31.5	38.9	1.9	0.0	52
Kirk Hallam	24.2	24.2	43.9	1.5	6.1	66
Ilkeston	23.1	17.3	57.7	0.0	1.9	52
Sandiacre	22.4	22.4	51.0	4.1	0.0	49
Cotmanhay	21.3	30.7	41.3	4.0	2.7	75
Sawley	20.0	28.8	40.0	10.0	1.3	83
Long Eaton	16.7	36.4	37.9	9.1	0.0	66
West Hallam	16.7	25.9	46.3	9.3	1.9	75
Draycott	15.7	26.5	47.0	9.6	1.2	83

3.4.8 Respondents were given a list of incidents that may occur in their neighbourhoods and asked to estimate how often they thought these happened in the streets around their home. Figure 3.4 displays the results



Figure 3.4: Occurrence of incidents





- 3.4.9 Figure 3.4 shows over half of all respondents felt that rubbish is either 'very often / quite often' left lying around and groups of teenagers are 'very often / quite often' seen hanging around (60.4%, 61% respectively).
- 3.4.10 A large majority of respondents felt that 'people sleeping rough' (72.3%) 'arson' (72.3%) 'robberies in the street' (73.5%) and 'abandoned or burnt out cars' (74.1%) did not happen very often or hardly at all in their neighbourhood.
- 3.4.11 A higher proportion of respondents in Cotmanhay area and Kirk Hallam areas felt that groups of teenagers hung around streets 'quite often' or 'very often' compared with other community forum areas.
- 3.4.12 A larger majority of respondents in the Kirk Hallam area and the Petersham area felt that rubbish was often left lying around their area compared to respondents in other areas.
- 3.4.13 More respondents who live in the Kirk Hallam area compared with the remaining community forum areas in Erewash felt that people in their neighbourhood are not very often or hardly ever harassed because of their sexuality, disability, gender or age.
- 3.4.14 A higher proportion of Citizen's Panel members in the Draycott area and Long Eaton area felt that finding abandoned or burnt out cars did not occur very often or hardly ever compared to other community forum areas.
- 3.4.15 Incidents such as burglary in the home, having cars and bicycles stolen were considered to not be occurring very often /hardly ever, by a higher proportion of people living in West Hallam area compared to other community forum areas.
- 3.4.16 The majority of residents in most Erewash community forum areas felt that having your car broken into did not occur very often or hardly ever, however the majority of people living in the Cotmanhay area felt that this incident did occur either 'very often' or 'quite often'.
- 3.4.17 Generally a higher proportion of residents of Erewash Borough Council who have a disability felt that each crime listed in the questionnaire occurred 'very often' / 'quite often' compared to respondents without a disability. The exception being the occurrence of abandoned or burnt out cars, whereby more residents without a disability felt that this occurred more often than those with a disability.

3.5 Experience of Crime

- 3.5.1 Respondents were asked to fill out separate questions depending on if they had reported crimes within the last 12 months or not. Table 3.5 shows the frequency of respondents who had experienced specific crimes and had reported them within the last 12 months.

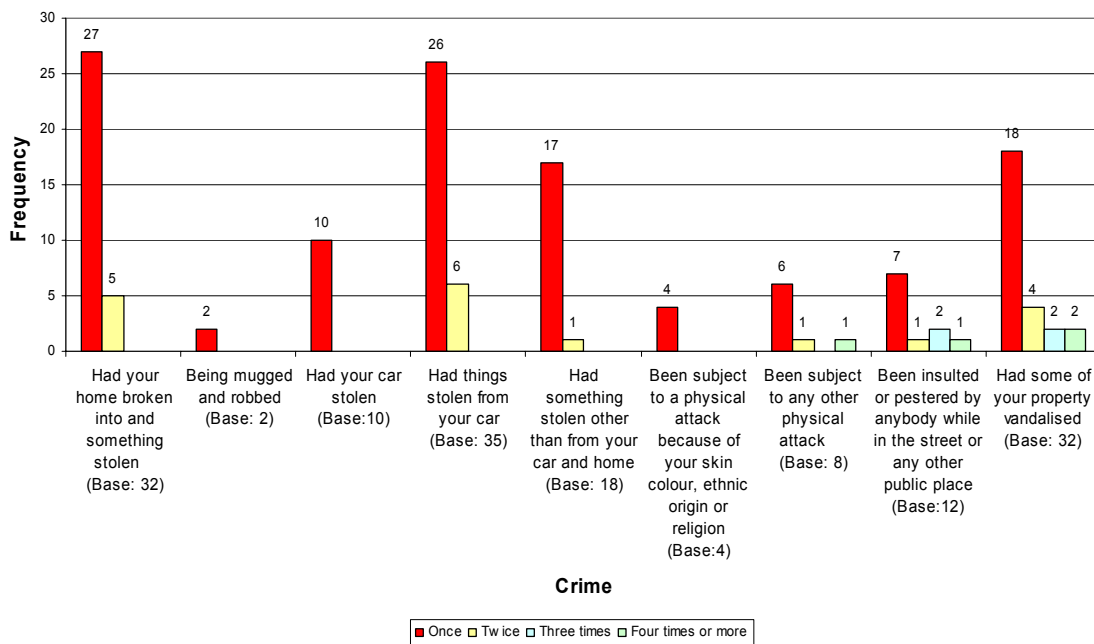


Table 3.5: Crimes reported to the police within the last 12 months
(multiple answers could be given)

Crime reported to the police within the last 12 months	Frequency
Had things stolen from your car	35
Had some of your property vandalised	32
Had your home broken into and something stolen	32
Had something stolen other than from your car and home	18
Had your car stolen	10
Been insulted or pestered by anybody while in the street or any other public place	12
Been subject to any other physical attack	8
Been subject to a physical attack because of your skin colour, ethnic origin or religion	4
Being mugged and robbed	2
Been raped	0

3.5.2 Respondents who had experienced crime within the last 12 months were asked the number of times these crimes had been reported to the police authority. Figure 3.5 below highlights the results

Figure 3.5: Number of times specific crimes have been reported within the last 12 months



3.5.3 Table 3.5 shows that crimes which have occurred to the most respondents and have been reported over the last 12 months were 'property stolen from respondents car', 'property vandalised' and 'home broken into' and figure 3.5 shows that although these crimes had occurred to a higher number of people, the crime which has been reported on more than one occasion to the police in the last twelve months was having property vandalised, with 4 people stating that they have reported this twice and two people reporting three and four times over the last 12 months.



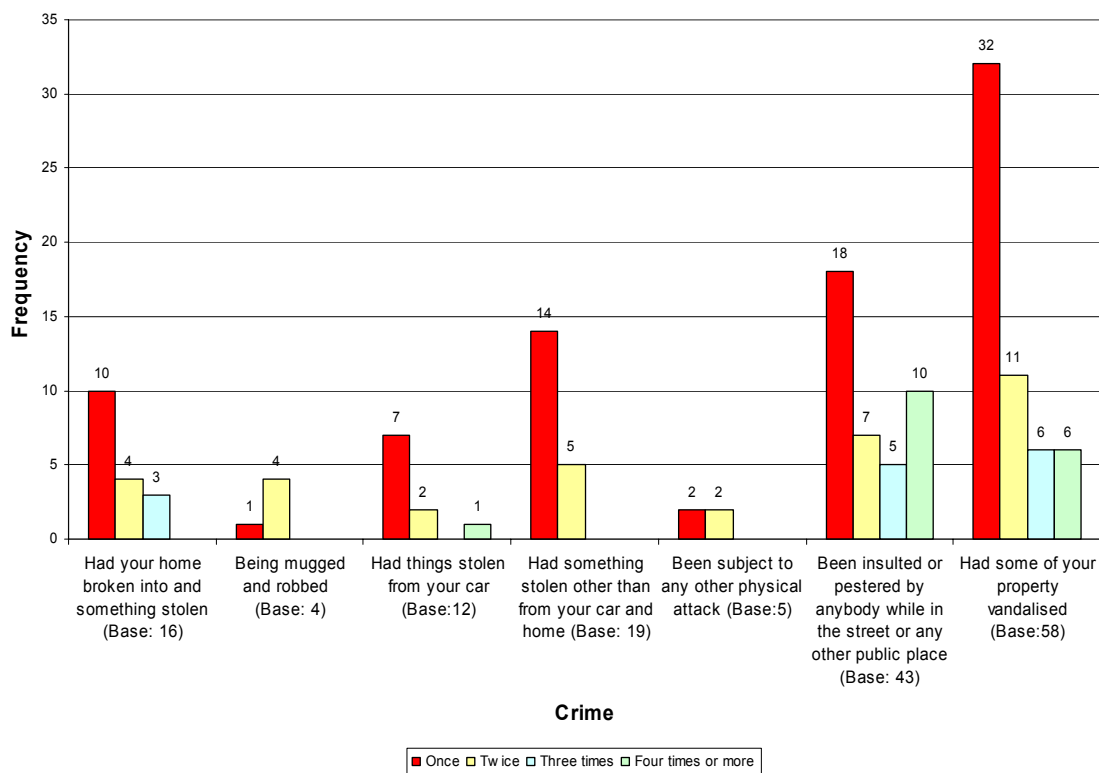
3.5.4 Respondents were asked if they had been victims of crime over the last 12 months ,but had not reported them to the police. Table 3.6 displays the results.

Table 3.6: Crimes NOT reported to the police within the last 12 months

Crime reported to the police within the last 12 months	Frequency
Had some of your property vandalised	58
Been insulted or pestered by anybody while in the street or any other public place	43
Had something stolen other than from your car and home	19
Had your home broken into and something stolen	16
Had things stolen from your car	12
Been subject to any other physical attack	5
Being mugged and robbed	4
Had your car stolen	0
Been raped	0
Been subject to a physical attack because of your skin colour, ethnic origin or religion	0

3.5.5 Respondents were asked the number of times these crimes had not been reported over the last 12 months. Figure 3.6 below highlights the results.

Figure 3.6: Number of times crimes have NOT been reported within the last 12 months



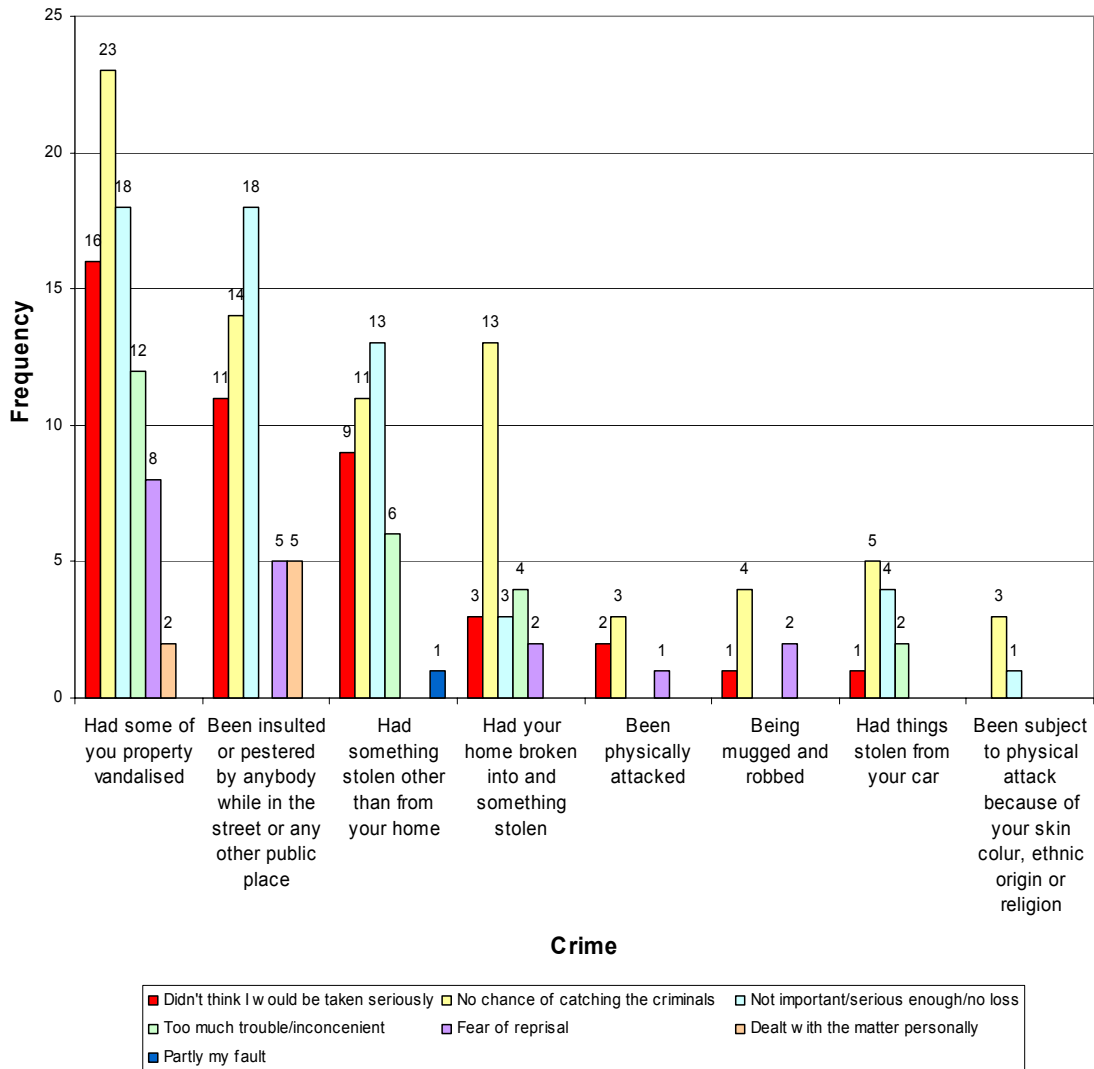
3.5.6 Table 3.6 shows that a higher proportion of respondents have been insulted or pestered by somebody in the in the street or any other public place and had some of their property vandalised and not reported the crime in the last 12 months compared with other crimes which have been listed. Figure 3.6 shows that 12



people have not reported having property vandalised more than 3 times in the last 12 months and similarly 15 people have not reported being insulted in a public area on more than three occasions in the last 12 months.

3.5.7 Respondents were then asked why it was that they did not report these incidents to the police. Figure 3.7 highlights the results.

Figure 3.7: Reasons for not reporting incidents to the police



Multiple answers could be given

3.5.8 Figure 3.7 shows that the main reason for respondents not reporting the crimes which they have experienced within the last 12 months was because it was felt that there was no chance of catching the criminal who was to blame. Being insulted or pestered by somebody in the street or in another public place was considered by most respondents as not important / serious enough to report , along with having something stolen other than from your home.

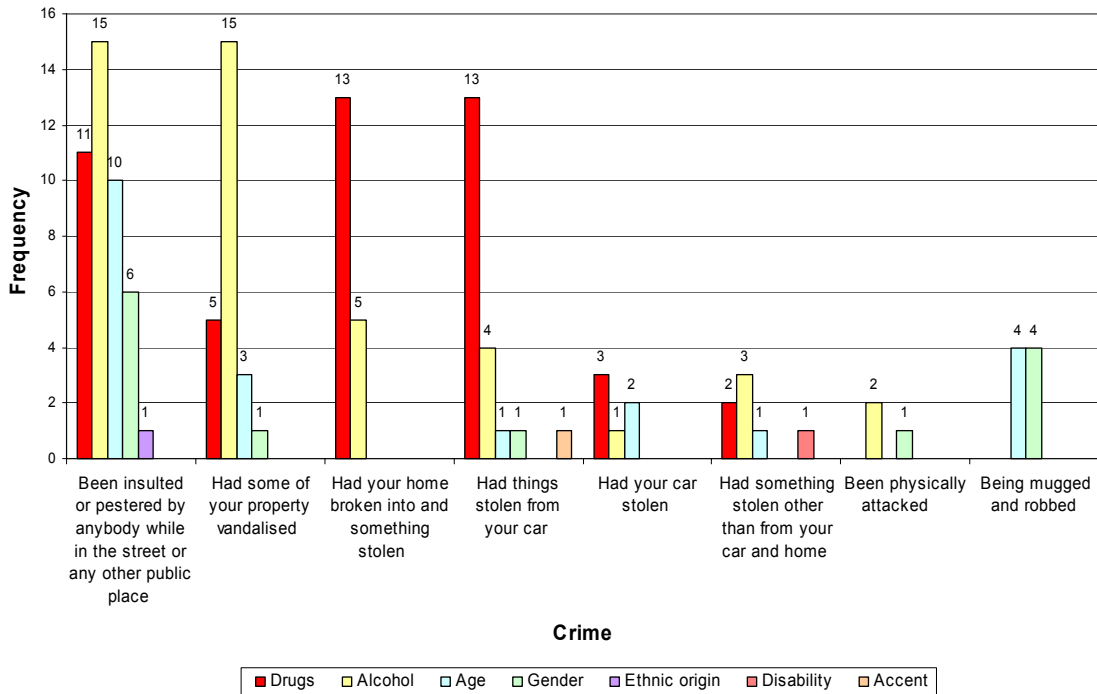
3.5.9 Respondents were asked if there were any other reasons why they did not report these crimes to the police. These are listed below.



- Apathetic (2);
- Don't know why (2); and
- Relation involved (1)

3.5.10 The respondents were presented with a list of factors which may have contributed to the crimes respondents either reported or did not report. The results are highlighted in Figure 3.8 below.

Figure 3.8: Possible contributing factors to crimes experienced



Multiple answers could be given

3.5.11 The majority of respondents felt that drugs contributed to having their home broken into and something stolen, having their car stolen and having property stolen from their car. It was considered that being insulted in the street, having property vandalised, having something stolen other than from the home or car and being physically attacked was in the main due to alcohol in some way. Finally being mugged and robbed was considered to be due to age and gender.

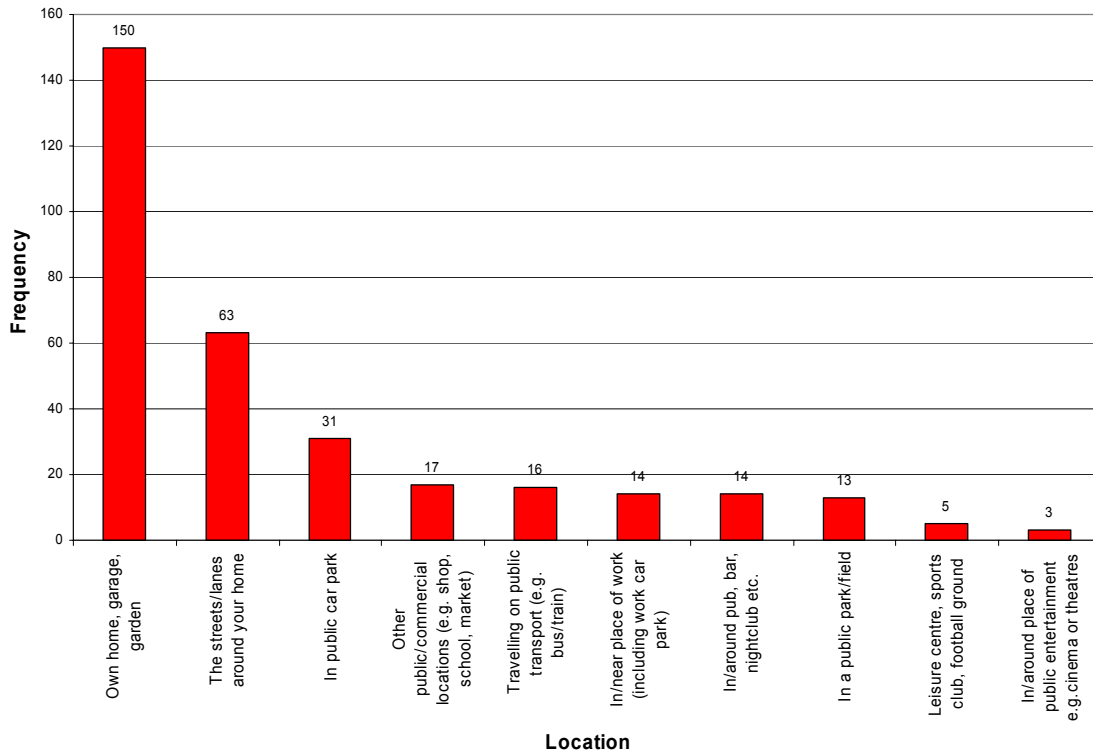
3.5.12 Other reasons were suggested by respondents as to why they became a victim of crime and these are listed below

- Youths are bored / showing off (6);
- Education and upbringing inadequate (3);
- Jealously (2);
- Being single means movements can be tracked easily by potential burglars (2);
- I have no idea (2);
- Opportunist (2);
- Items on view in house (1);
- Location of the house (1);
- Nice car (1); and
- Argument developed (1).



3.5.13 Respondents were asked where they had experienced the crimes, which had occurred over the last 12 months. Figure 3.9 below illustrates the locations of the crimes.

Figure 3.9: Location of crimes experienced



Multiple answers could be given

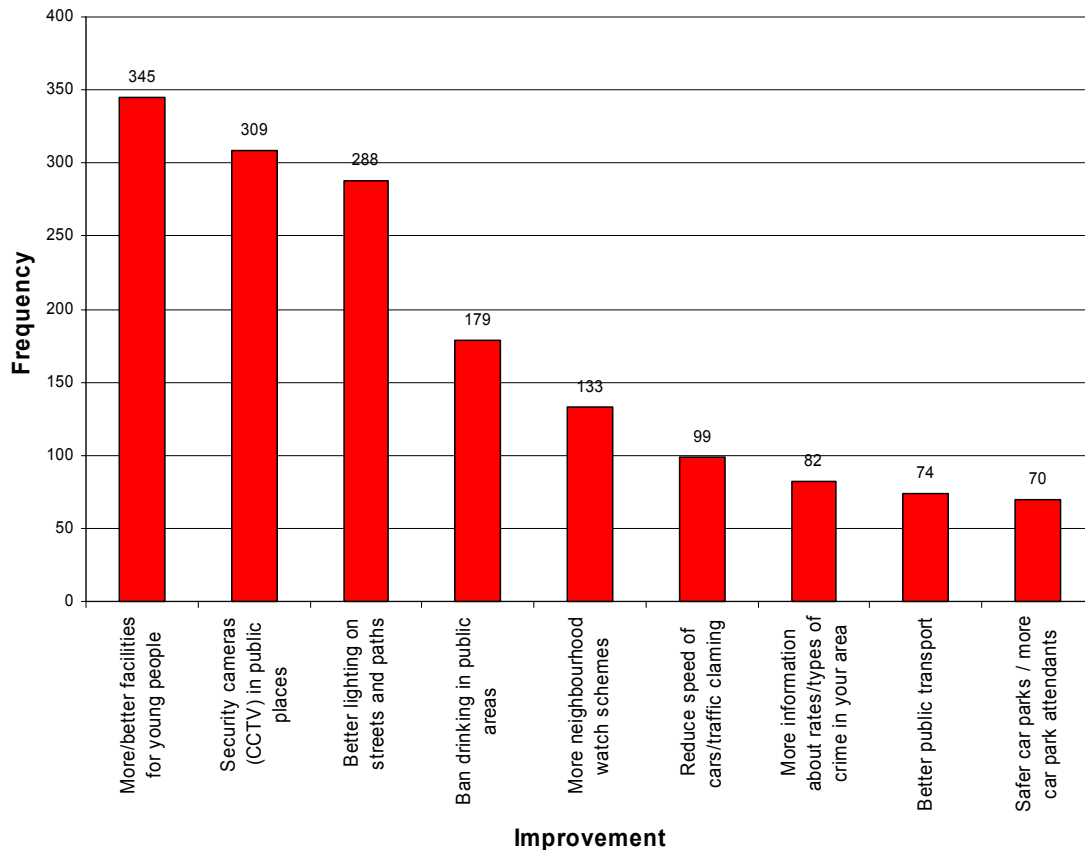
3.5.14 The majority (150) respondents experienced crimes in their own homes, garages and gardens. 63 respondents experienced crimes in the streets and lanes around their home and 31 responses said that crimes occurred in a public car park.

3.6 Your Priorities

3.6.1 Erewash Borough Council are interested to find out the factors which would be most effective in making respondents feel that their local neighbourhood was a safe place to live. This section of the questionnaire asked respondents to chose three factors from a specific list that would be most effective in improving the feeling of safety. Figure 3.10 illustrates the results.



Figure 3.10: Factors which would increase the feeling of safety



(Base: 709) Multiple answers could be given

3.6.2 The majority of respondents (345) felt that a preventative measure, 'providing more/better facilities for young people' would be the most effective improvement in making residents feel more safe in their local neighbourhood. 309 people thought that 'placing security cameras in public places' would increase the feeling of safety and 288 people thought that 'having better lighting on streets and paths' would increase the feeling of safety.

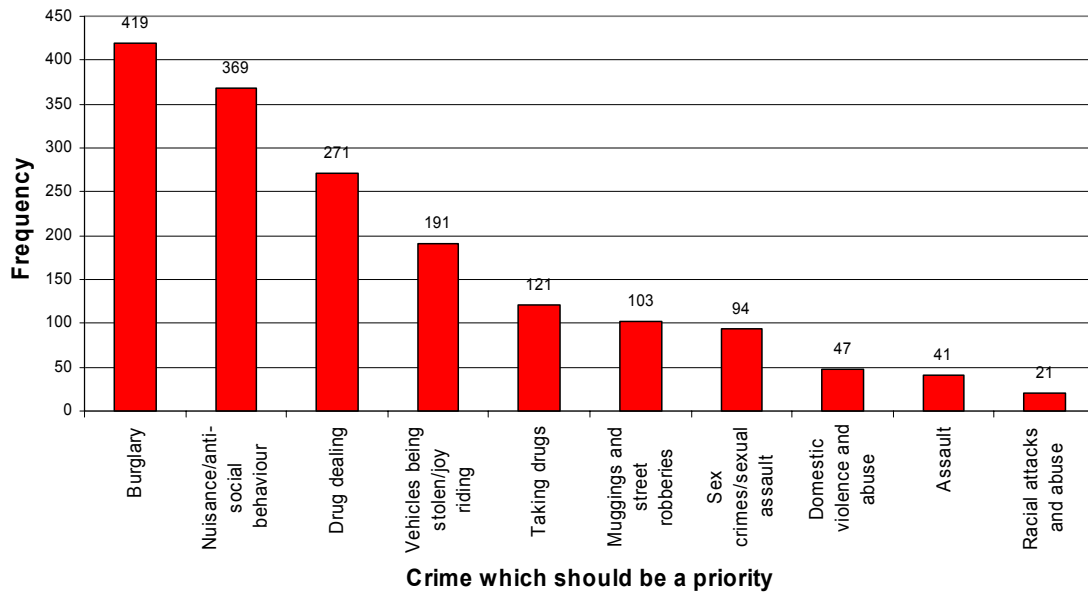
3.6.3 Respondents had the opportunity to specify any other initiatives which would improve the feeling of safety in their local neighbourhood. The 'other' ideas are listed below with frequencies in brackets:

- increase Police presence on the streets (141);
- more stringent punishments for people found guilty (3);
- clear up litter (2)
- evict people causing nuisance (1); and
- make vandals pay for the damage they cause (1).

3.6.4 Erewash Borough Council were also interested in discovering which three crimes the Community Safety Partnerships should give priority to tackling in the local area. Respondents were given a list of possible priorities and asked to specify up to three factors, figure 3.11 illustrates the results.



Figure 3.11: Crimes which should be given priority



(Base: 709) Multiple answers could be given

3.6.5 Crimes which were felt should be given priority by the Community Safety Partnerships by the majority of respondents were burglary (59%), nuisance/anti-social behaviour (52%) and drug dealing (38.2%)

3.6.6 Respondents had the opportunity to specify any other crimes which they considered the Community Safety Partnership should consider as a priority. The 'other' priorities are listed below with frequencies in brackets:

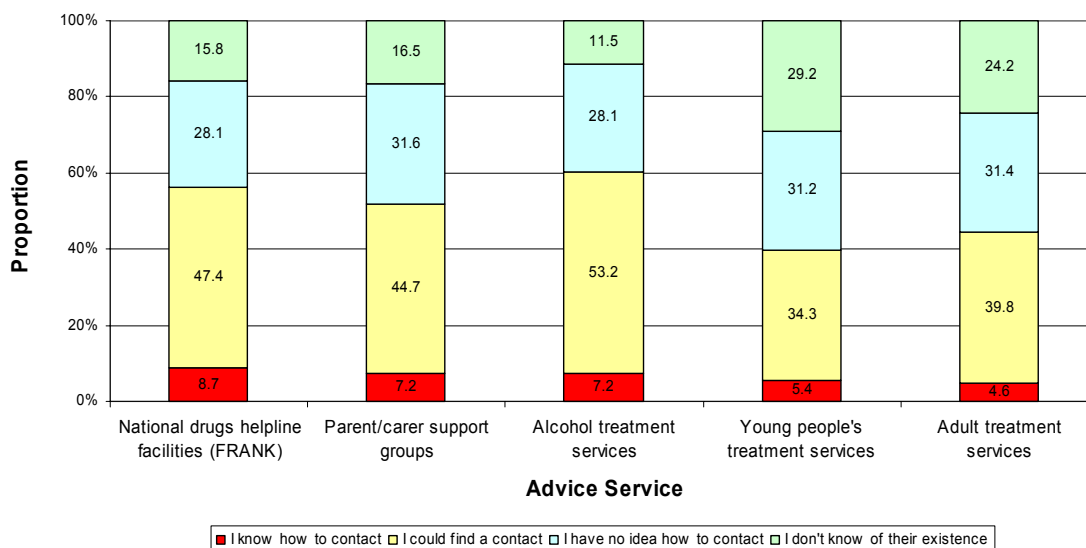
- vandalism (4);
- young people hanging around (4);
- fly tipping (2);
- knowledge of local crimes/ publication of statistics (2);
- theft from farms (1);
- fireworks let off at inappropriate times (1);
- speeding (1);
- litter (1); and
- alcohol abuse (1).

3.7 Drugs and Alcohol

3.7.1 Erewash Borough Council were interested in investigating if respondents would find it easy to contact or refer someone to various drug or alcohol treatment support services. Figure 3.12 highlights the results.



Figure 3.12: Ease of Contact



3.7.2 Figure 3.12 illustrates that the majority of Citizen’s Panel members felt that they could find out how to contact the advice services which were listed on the questionnaire. However, only a small proportion of respondents felt that they knew how to contact the services which were listed.

3.7.3 A smaller proportion of respondents with a disability knew where they could find a contact for the National drug helpline, Alcohol treatment services, parent/carer group, and young people’s treatment services (33.8%, 47.3%, 37.5% and 26.7% respectively,) compared with respondents who do not have a disability (49.2%, 54.1%, 45.5% and 35.2% respectively).

3.7.4 A higher proportion of female Citizen’s Panel members have no idea how to contact young people’s treatment services (34.2%) compared with 27.5% of males. However a higher proportion of female respondents stated that they could find a contact for parent/carer support groups (47.5%) compared to male respondents (41.3%).

3.7.5 Respondents were asked if they were aware of any people misusing alcohol and/or illegal drugs in their area. Table 3.7 displays the results.

Table 3.7: Awareness of drug/alcohol abuse

Aware?	Frequency	% of respondents
No	284	40.3
Yes	276	39.2
Don't Know	144	20.5
Total	704	100

3.7.6 Table 3.7 shows that 40.3% of Citizen’s Panel members were not aware of any people misusing alcohol and / or illegal drugs in their area. 39.2% of Panel members were aware of people who misused alcohol and / or illegal drugs in their area and 20.5% did not know if individuals were taking part in this behaviour.



3.7.7 Just over half of respondents living in the Cotmanhay area and Kirk Hallam area (51.6% and 50.7% respectively) were aware that misuse of illegal drugs/alcohol occurred in their areas and 41.4% of respondents in the Petersham area. This compares with less than 4 in every 10 respondents in the Draycott, Ilkeston, Sandiacre, Long Eaton and West Hallam areas (33%, 39%, 37%, 38%, 39.3%). Finally, just 25.5% of respondents from the Sawley area were aware that people misused drugs or alcohol in their area.

3.7.8 Respondents were then asked if they knew of a recognised place where people go to misuse alcohol or illegal drugs. Table 3.8 displays the results.

Table 3.8: Awareness of a recognised place for drug/alcohol abuse

Aware?	Frequency	% of respondents
Don't Know	418	59.6
Yes	201	28.7
No	82	11.7
Total	701	100

3.7.9 Table 3.8 shows that the majority of respondents did not know if there was a recognised place that people go to misuse alcohol and /or illegal drugs, but 28.7% were aware that there was a recognised place for this to occur.

3.7.10 Respondents were then asked if they or any members of their family had found discarded needles or syringes in their area. Table 3.9 displays the results.

Table 3.9: Discovery of discarded needles or syringes

Found discarded needles/syringes	Frequency	% of respondents
No	586	83.1
Yes	84	11.9
Don't Know	35	5.0
Total	705	100

3.7.11 Table 3.9 shows that over 1 Citizen's Panel members in every 10 stated that they or their family members had found discarded needles in their area.

3.7.12 A higher proportion of respondents in the Cotmanhay area (20%) and Ilkeston area (20.5%) had found discarded needles in their area compared to other community forum areas in Erewash (4.3%- 16/0%)

3.7.13 Erewash Borough Council was interested in discovering if alcohol use was perceived to cause problems. The questionnaire specified a list of problems and the respondents was asked if this 'regularly causes problems', 'occasionally causes a problems' or 'never causes problems' within respondent's households. Table 3.10 illustrates the results.

**Table 3.10: Problems which alcohol use causes**

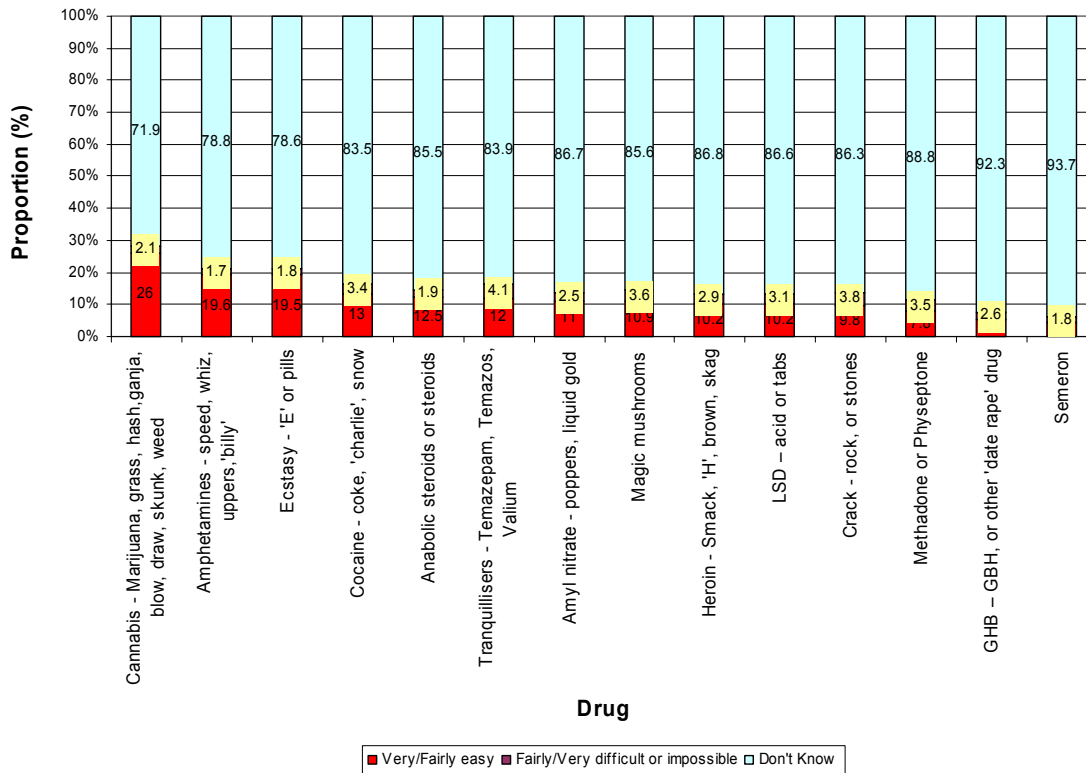
Problem	Never causes a problem	Occasionally causes a problem	Regularly causes a problem	Base
Loss of job	99.3	0.4	0.3	602
Court appearance(s)	98.4	1.2	0.4	602
Involvement with police	98.3	1.5	0.3	601
Road traffic accident /incident	98	1.8	0.1	604
Accidents in the home	97.8	2	0.3	602
Violence generally	97.8	1.5	0.7	603
Domestic violence	97.7	0.8	1.5	604
Drink driving	97.4	2.3	0.3	601
Under age drinking	97.2	2.4	0.4	605
General health problems	94.4	4.5	1.1	606
Anti-social behaviour	94.3	3.9	1.8	613
Relationship problems	93.5	4.8	1.7	610

3.7.14 The table above clearly shows that the majority of respondents felt that someone else's alcohol use never causes any of the problems which were listed on the questionnaire.

3.7.15 The Council was interested to know how easy it is to obtain a range of drugs in respondents' local area. Respondents were presented with a list of drugs and asked how easy it is to obtain these in their area. Figure 3.13 highlights the results.



Figure 3.13 Accessibility of drug s



- 3.7.16 The figure above clearly shows that the majority of respondents do not know how easy it is to obtain drugs in their area. It also shows cannabis was considered by 25% of respondents as easy to obtain compared to 2.1% who thought it was difficult or impossible. Generally more respondents felt that the drugs were easy to obtain rather than difficult or impossible.
- 3.7.17 A higher proportion of male respondents compared to female respondents felt that they could obtain drugs easily in their area.
- 3.7.18 As you may expect a lower proportion of Citizen's Panel members who are aged over 60 years old stated that the drugs which were listed were very easy/ fairly easy to obtain in their area, compared with younger age groups.
- 3.7.19 Generally, a higher proportion of respondents who live in Cotmanhay and Kirk Hallam areas, found it either very easy or fairly easy to obtain anabolic steroids, GHB, poppers, tranquilisers, methadone, magic mushrooms, LSD, crack, heroin, cocaine and amphetamines compared with other community forum areas. A higher proportion of respondents living in Cotmanhay, Kirk Hallam and Long Eaton areas found it either very easy or fairly easy to obtain cannabis and ecstasy compared with people in other community forum areas in Erewash

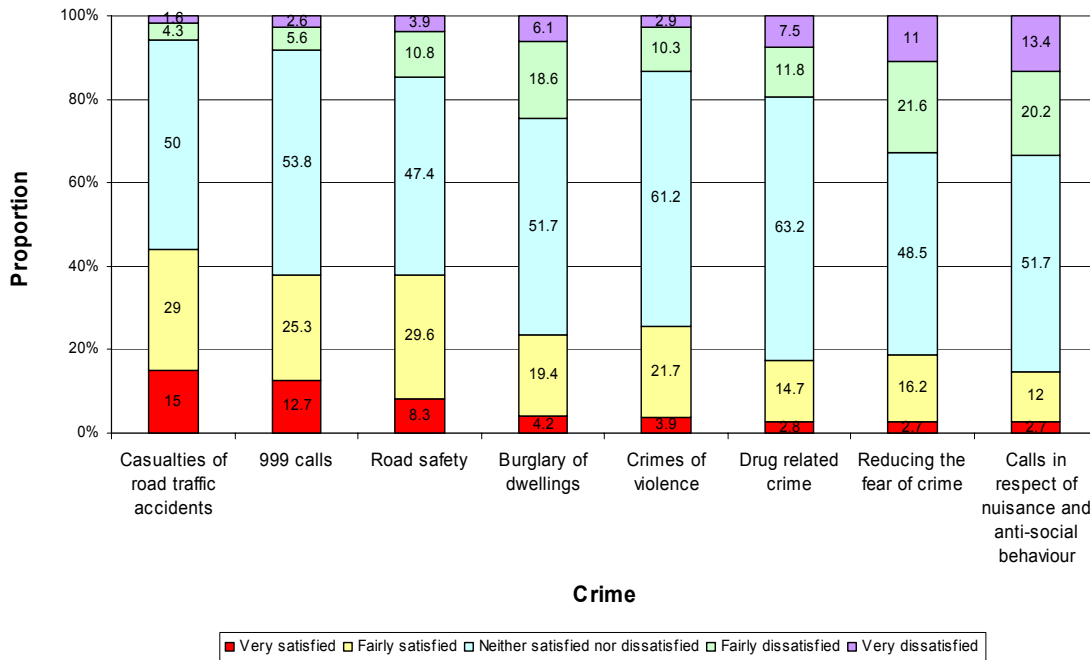
3.8 Satisfaction with policing

- 3.8.1 Derbyshire Police Authority is committed to delivering policing of the highest quality. This consultation with the Citizen's Panel is an essential part of improving the police service. Respondents were asked about their level of satisfaction with how the police deal with certain incidents. They were asked to rate their satisfaction with various aspects of police service on a scale of 'very



satisfied' 'fairly satisfied' 'neither satisfied nor dissatisfied' 'fairly dissatisfied or 'very satisfied'. Figure 3.15 below illustrated the results.

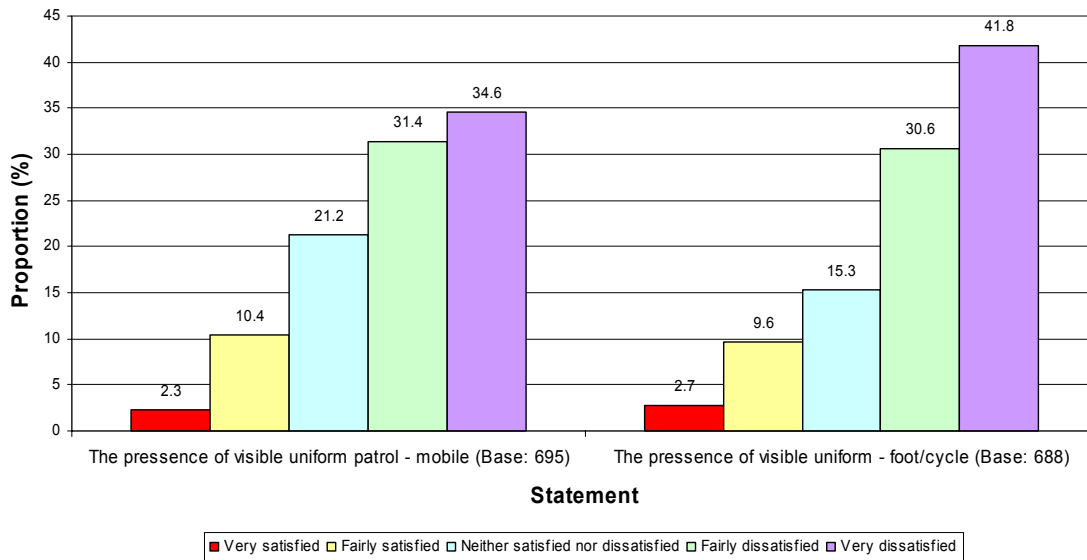
Figure 3.14: Level of satisfaction with how the police deal with specific situations



- 3.8.2 Figure 3.14 shows that the majority of respondents were neither satisfied nor dissatisfied with how the police deal with certain aspects of their responsibilities. More people stated that they were either very dissatisfied/fairly dissatisfied with police reducing the fear of crime and telephone calls in respect of nuisance and anti-social behaviour, compared with other responsibilities which were listed.
- 3.8.3 Satisfaction with how the police deal with telephone calls in respect of nuisance and antisocial behaviour, burglary of dwellings and 999 calls increased with age. Satisfaction with how the police deal with road safety, reducing the fear of crime, crimes of violence, and casualties of road traffic accidents decreased with age.
- 3.8.4 A higher proportion of female respondents were either 'very / fairly satisfied', with how the police deal with road safety, reducing the fear of crime, casualties of road traffic accident calls in respect of nuisance and antisocial behaviour and burglary of dwellings, compared with male respondents.
- 3.8.5 Respondents were asked their level of satisfaction with police presence. They were asked to rate their satisfaction with various aspects of police presence on a scale of 'very satisfied' 'fairly satisfied' 'neither satisfied nor dissatisfied' 'fairly dissatisfied' 'very satisfied'. Figure 3.15 below illustrates the results.



Figure 3.15: Level of satisfaction with police presence



3.8.6 Figure 3.15 shows that a high proportion of Citizen’s Panel members are dissatisfied with both mobile police presence and police presence on foot or by bicycle. 66% of respondents were dissatisfied with mobile police presence and 72.4% of respondents were dissatisfied with police presence is on foot or bicycle.

3.8.7 Dissatisfaction with the presence of visible uniform patrol (mobile) increased with age. 71.3% of respondents stated that they were either ‘fairly/very dissatisfied’ with this, compared to 68% of those aged between 35-59 years and 58.3% of people aged between 16 to 34 years. The same trend occurs with dissatisfaction with Police presence on bicycle or by foot. 78.8% of respondents aged over 60 years were either fairly or very dissatisfied, compared with 75.9% of people aged 35-59 years and 61.3% of people aged between 16-34 years.

3.8.8 Dissatisfaction with police mobile presence was highest in Sawley and Kirk Hallam areas 7 in 10 respondents in these areas were either ‘very /fairly dissatisfied’, compared with 6 in 10 respondents in the remaining community forum areas. The same trend was displayed with dissatisfaction with police presence on foot or by bicycle. 8 in 10 respondents living in Sawley and Kirk Hallam areas were either very /fairly dissatisfied with this service, compared with 7 in 10 respondents living in Cotmanhay, Long Eaton and Petersham areas, and 6 in 10 respondents living in Sandiacre, Ilkeston, West Hallam and Draycott areas.

3.8.9 Respondents were asked if they thought that the police were doing a good job in their local neighbourhood. Table 3.11 below shows the results.

**Table 3.11: Police service rating**

How good a job	Frequency	% of respondents
Excellent	13	1.9
Good	110	15.8
Fair	292	41.8
Poor	121	17.3
Very poor	92	13.2
No opinion	69	9.9
Total	697	100.0

3.8.10 The majority of Erewash Borough Citizen Panel members stated that the police were doing a 'fair' job in their neighbourhood. 30.5% felt that the police were doing a poor/very poor job and 17.7% felt that the job which the police were doing was good/excellent

3.8.11 Generally, older Citizen Panel members felt that the police were doing a poor/very poor job compared to younger Citizen Panel members, who were more optimistic. 24.9% of people aged 16-34 felt that the Police were doing a poor job, compared with 34.8% of respondents aged 35-59 years and 29% of people aged 60 years and over.

3.9 Contact with the Police

3.9.1 Erewash Borough Council were interested in finding out if respondents had contacted the police either by telephone, in the street, or by calling into the Police Station within the last 12 months. The results are displayed in Table 3.12 below

Table 3.12: Have you contacted the police within the last 12 months

Contacted the police?	Frequency	% of respondents
Yes	234	34.0
No	455	66.0
Total	688	100

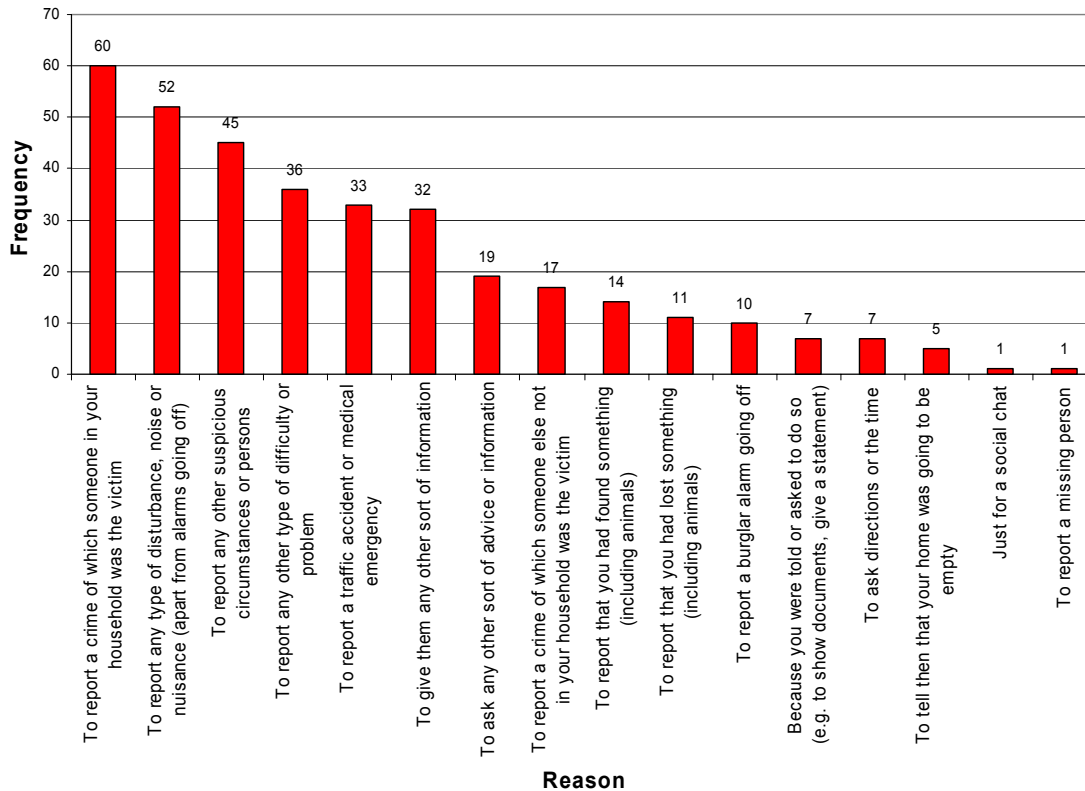
3.9.2 Over 6 in 10 respondents had not contacted the Police within the last 12 months.

3.9.3 3 in 10 respondents in all the community forum areas in Erewash Borough Council had contacted the Police in the last 12 months, with the exception of West Hallam area, where just 2 in every 10 respondents had contacted the Police.

3.9.4 Respondents, who had made contact with the police in the last 12 months, were asked why they had made contact. Figure 3.16 below highlights the results.



Figure 3.16: Reasons for contacting the police



(Base: 234) Multiple answers could be given

3.9.5 The figure above shows that 60 respondents (25.6%) contacted the police in the last twelve months to report a crime of which someone in their household was a victim, 22.2% of respondents contacted the police to report a disturbance/nuisance and 19% contacted the police to report suspicious circumstances/persons. Notably nobody had contacted the police to report a car alarm being set off.

3.10 Conclusions

3.10.1 The majority of respondents feel safe in their own homes during the evenings and similarly feel safe when travelling alone on public transport. Three in ten respondents walk home alone after dark at least once a week, however over four in ten respondents either never walk home alone after dark or do this less often than once a month. The respondents were asked for what reason they don't walk home alone more frequently; the majority stated they were busy working or were content to stay indoors.

3.10.2 Over half of the respondents were worried about having their:

- home broken into;
- car stolen; and
- property stolen from their car.



3.10.3 Crimes that individuals were less worried about were:

- being raped;
- insulted in a public place;
- a victim of domestic abuse;
- a victim of verbal abuse; and
- attacked due to gender, disability, sexuality, dress choice, accent.

3.10.4 Most citizen panel members felt that their neighbourhood was one where there was a mixture of people going their own way and people helping each other. The majority of respondents felt that there was a lot / a little more crime than there was three years ago. Over half of respondents felt that rubbish is often left lying around and often groups of teenagers are seen hanging around. A large majority felt that people sleeping rough, arson, robberies on the street and abandoned or burnt out cars left in streets do not happen very often, or hardly ever.

3.10.5 The crimes which are most likely to have been reported to the police within the last twelve months are:

- having property stolen from you car;
- having property vandalised; and
- having your home broken into.

3.10.6 The crime which had been reported to the police on numerous occasions was having property vandalised.

3.10.7 The crime which are most likely to have not been reported to the police within the last twelve months were 'being insulted or pestered by somebody in the street/public place'. The crimes which had occurred but had not been reported to police on more than one occasion was 'having property vandalised' and 'being insulted in a public area'.

3.10.8 The main reason for not reporting crimes was because the respondents felt that there was no chance of catching the criminal who was to blame.

3.10.9 Alcohol and drugs were blamed for most crimes occurring and these crimes were most likely to have occurred in the respondents own home, garage or garden.

3.10.10 The majority of respondents felt that 'providing more/better facilities for young people', 'providing safety cameras in public places' and 'providing better lighting on streets and paths' would enhance the feeling of safety. Respondents considered that community safety partnerships should give priority to 'burglary', 'nuisance/anti-social behaviour' and 'drug dealing'.

3.10.11 Respondents were given a list of various drugs and alcohol treatment services and the majority of respondents felt that they would be able to find out how to contact these services should they need to.

3.10.12 Just over half of respondents were not aware of any individuals misusing drugs or alcohol, and the majority of respondents did not know if there was a recognised place which people frequent to abuse drugs and/or alcohol. Over eight in ten respondents had never found discarded needles or syringes in their local area and the majority of respondents felt that someone else's alcohol use never causes them problems.

3.10.13 The majority of respondents do not know how easy it is to obtain drugs in their area. The drug which was considered the easiest to obtain was cannabis followed by Amphetamines and Ecstasy.



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- 3.10.14 Most respondents were neither satisfied nor dissatisfied with the way the police service handles certain aspects of their job (road traffic casualties, 999 calls, road safety, burglary, crimes of violence, drug related crime, reducing fear of crime, calls in respect of nuisance and anti-social behaviour). More people were dissatisfied with police 'reducing the fear of crime' and 'telephone calls in respect of nuisance and anti-social behaviour' compared to the other responsibilities listed.
- 3.10.15 A high proportion of respondents were dissatisfied with police presence and felt that they were doing a 'fair' job.
- 3.10.16 One half or respondents had not contacted police by telephone, on the street or by calling into the police station within the last twelve months. Those which had contacted the police in the main said that it was to report a crime of which someone in their household was the victim.

4 Local Transport Issues



4.1 Long Eaton Railway Station

- 4.1.1 Erewash Citizen's Panel members were asked to provide basic information, to support a bid for a grant to fund a more in depth survey to ascertain the current use of Long Eaton station and how it could be better used.
- 4.1.2 Train services to or from Long Eaton station were used by 217 (30.8%) of respondents with 487 (69.2%) specifying that they did not use the service
- 4.1.3 77.6% of respondents with a disability specified that they did not use the train service to/from Long Eaton compared with 68.2% of respondents who do not have a disability.
- 4.1.4 As you may expect the majority of respondents in Long Eaton (68.5%) and Sawley community forum areas (68.8%) did use this train station. The majority of respondents in other community forum areas, did not use this train station.
- 4.1.5 Respondents who did not use the station were asked which station they used most often. The results can be found in table 4.1 below.

Table 4.1: Station use

Station	Frequency	% of respondents
Derby	110	23.9
Langley Mill	7	1.5
Nottingham	30	6.5
Do not use the train	312	67.8
Total	460	100.0

- 4.1.6 The majority of respondents, who do not use the train services at Long Eaton, do not use the train as a method of transport. 23.9% however use Derby train station. Another station which was used by 2 respondents was Beeston.
- 4.1.7 Respondents who used a different station to Long Eaton were asked why they did this. The reasons are listed below and frequencies in brackets:
- nearest/nearer to home/more convenient (54)
 - direct/faster route to London at different station/more frequent services to different places (44);
 - ease of access/easiest to get to (22);
 - inadequate car parking facilities at Long Eaton/ better elsewhere (10);
 - it is easier to go direct to Derby or Nottingham than it is to Long Eaton (5);
 - personal preference (3);
 - availability of direct bus route (3);
 - More often use main line services (2);
 - no station at Ilkeston (2);
 - not Sure the trains I use go through Long Eaton (2);
 - safer at different station (1); and
 - ticket on special offer (1);
- 4.1.8 Those respondents who specified that they use Long Eaton train station were asked for what purpose they used this station. Table 4.2 displays the results.



Table 4.2: Purpose of Long Eaton train station use

Purpose	Frequency	% of respondents
Leisure	161	74.2
For shopping	90	41.5
Employment	55	25.3
Base	217	

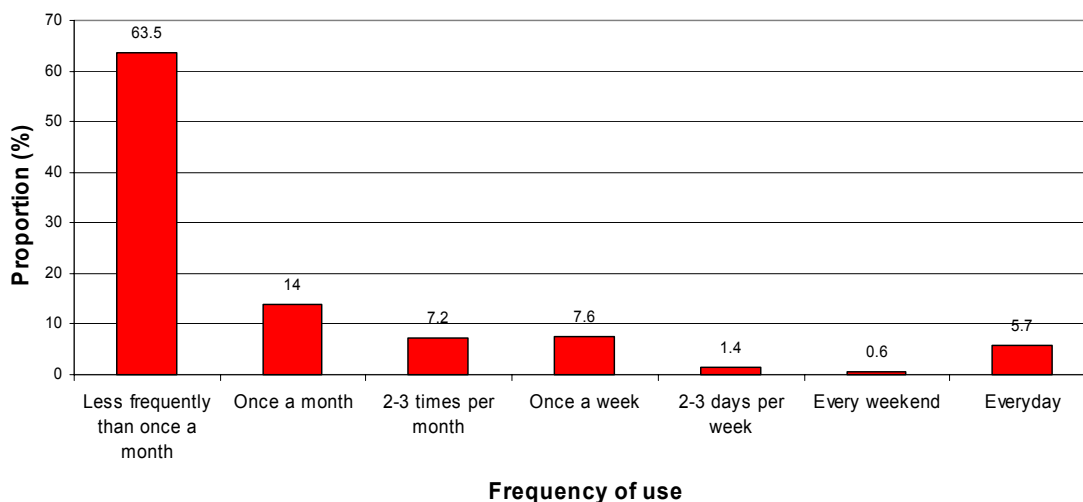
Multiple answers could be given

4.1.9 Table 4.2 shows that the majority of respondents use the train for leisure purposes (74.2%) with just under half of respondents using the train for going shopping.

4.1.10 A higher proportion of male respondents uses Long Eaton Train Station for employment and leisure purposes (31.5%, 77.5% respectively) compared with female respondents (18.9%, 70.8% respectively) Whereas more female respondents (50%) used Long Eaton train station for shopping purposes compared with male respondents (33.3%).

4.1.11 Respondents were asked how often they use Long Eaton train station, the results are highlighted in Figure 4.1 below.

Figure 4.1: Frequency of use



(Base = 217)

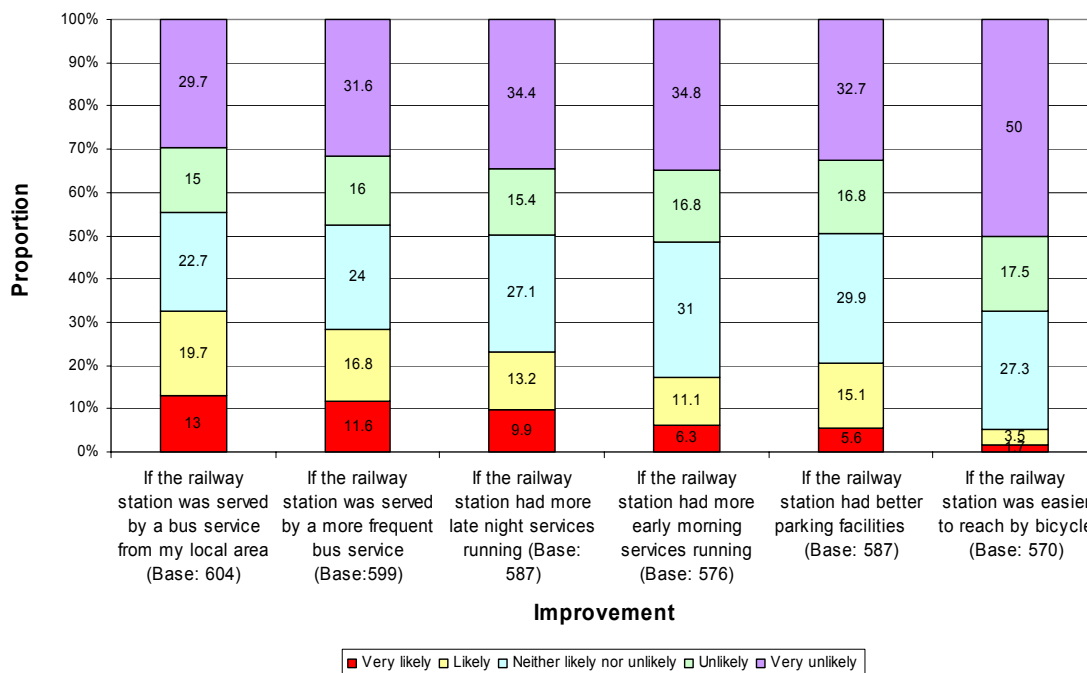
4.1.12 As figure 4.1 shows 63.5% of Citizen’s Panel members who use Long Eaton train station, use it less frequently than once a month.

4.1.13 Male respondents tend to use this station more frequently than female respondents and respondents aged between 16 and 34 years old use this station more frequently than older age groups

4.1.14 Respondents who do not use the train or use it infrequently (once a week, 2-3 times per month, once a month or less frequently than once a month) were asked which improvements would encourage them to use Long Eaton station more often. Respondents were given a list of six improvements and asked to rate on a scale of ‘very likely’ ‘likely’ ‘neither likely nor unlikely’ ‘unlikely’ or ‘very unlikely’ that these would encourage use. Figure 4.2 highlights the results.



Figure 4.2: How likely improvements would encourage increased use of Long Eaton station



4.1.15 Figure 4.2 shows that for the majority of respondents making any of the suggested improvements to the train service at Long Eaton train station would be unlikely to encourage increased use of the station. The improvement which was most likely to encourage respondents to use the station, was improving the linking bus services (30%). However, the majority still felt that doing this would not encourage further use of the station.

4.1.16 All respondents were asked if they had ever used the airport link bus service, which links Long Eaton Railway Station with East Midlands Airport. Table 4.3 displays the results.

Table 4.3: Use of airport link bus service

Used airport link bus service?	Frequency	% of respondents
Yes	25	3.6
No	674	96.4
Total	699	100

4.1.17 Respondents who did not use the link service (96.4%) were asked if they were aware that this bus service existed. 197 (29.7%) were aware and 468 (70.3%) were not aware of this facility

4.2 Bus services in Erewash

4.2.1 This section of the survey will be used to provide a case for providing an extended local bus service in southern Erewash.



4.2.2 Respondents were asked if they used the local bus services. Table 4.4 shows the results.

Table 4.4: Use of local bus services

Use of local bus service?	Frequency	% of respondents
Yes	413	59.1
No	286	40.9
Total	699	100

4.2.3 Over half of the respondents use their local bus service. 59.1% of respondents use the service and 40.9% do not use the service.

4.2.4 A higher proportion (62.6%) of female respondents use their local bus service, compared with 55.1% of male respondents

4.2.5 A higher proportion of respondents aged between 16 and 34 years old use the local bus service (68.7%) compared with 53.9% of 35-59 years and 58.4% of respondents aged over 60 and over.

4.2.6 Those who did not use the bus services were asked why they did not. The reasons are listed below with frequencies in brackets:

- use a car/have a car/car/only use car etc (170)
- I walk (29);
- need equipment/shopping in car (24)
- unreliability (11);
- more convenient/Handy(10);
- use car as partially disabled/disabled/severely ill (12);
- considerable distance to the nearest bus stop/don't live near bus route (7);
- infrequent/not many trains (7);
- too Expensive/costly (6);
- no routes suitable (5);
- lack of information/don't know timetable (3);
- uncomfortable (2);
- takes too long (2);
- they do not run at convenient times/don't run to my schedule (1);
- because I use the local rail service (1);

4.2.7 Those respondents who specified that they use the local bus service were asked for what purpose they use the bus. Table 4.5 displays the results.

Table 4.5: Purpose for local bus

Purpose	Frequency	% of respondents
For shopping	286	69.2
Leisure	265	64.2
Employment	98	23.7
Base	413	

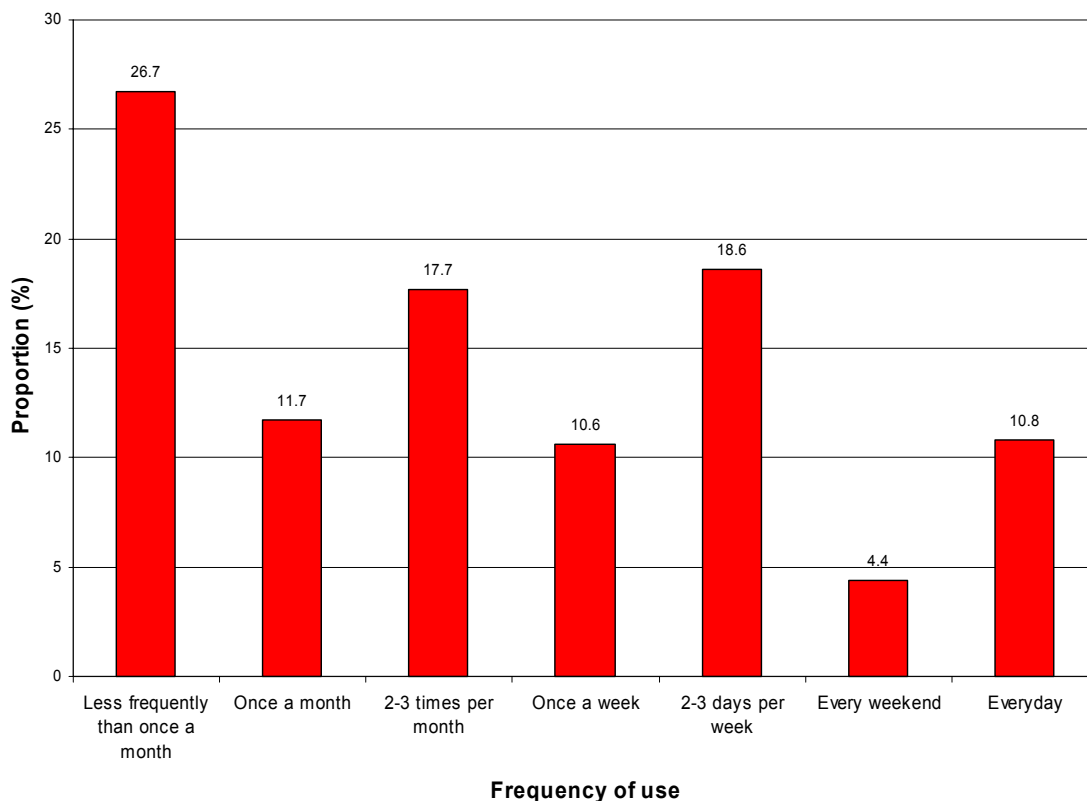
Multiple answers could be given

4.2.8 The majority of respondents (69.2%) use their local bus service to go shopping. 64.2% of respondents use it for leisure purposes and 23.7% use the bus for getting to and from work.



- 4.2.9 More female respondents (76.4%) use the bus for shopping purposes (76.4%) compared to male respondents.
- 4.2.10 A higher proportion of respondents aged between 16 and 34 years old use the bus for employment and leisure purposes (37.5%, 70.6%) compared to older respondents, however more older (84.5% of respondents aged over 60) panel members use the bus for shopping purposes.
- 4.2.11 Respondents were asked how often they use their local bus service. The results are highlighted in Figure 4.3 below.

Figure 4.3: Frequency of use



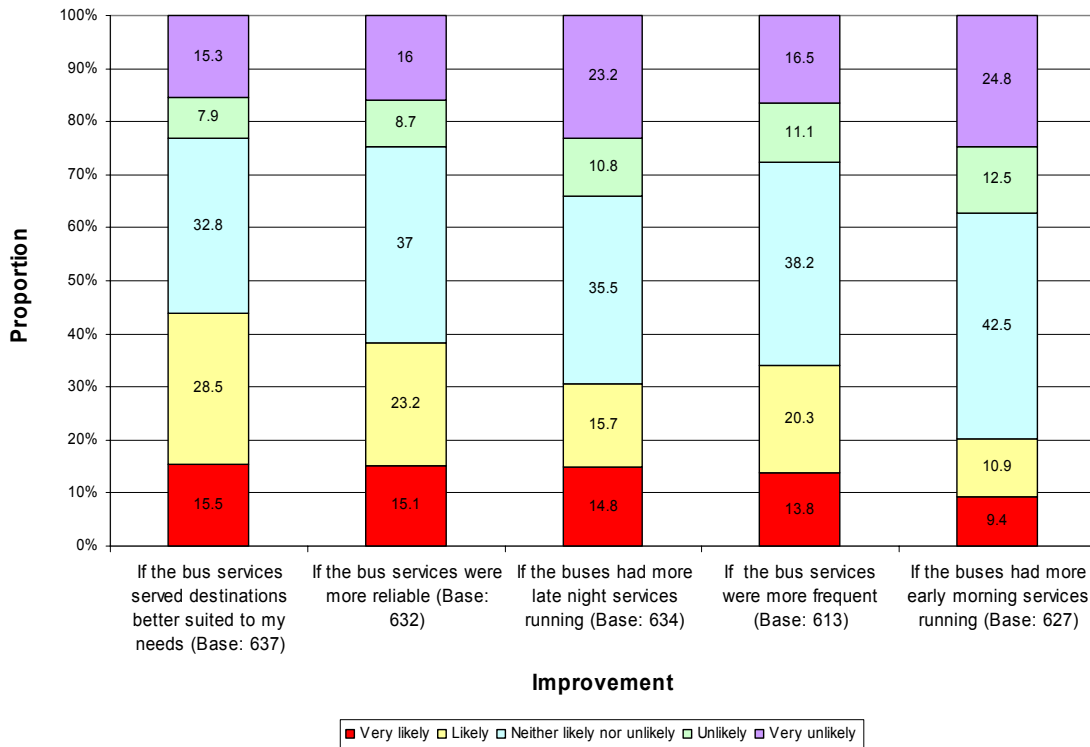
(Base = 413)

- 4.2.12 Figure 4.3 shows that the bus is used much more frequently than the train service, 44% of respondents who use their local bus service, use it a least once a week.
- 4.2.13 Female respondents tend to use their local bus service more frequently than male respondents.
- 4.2.14 Respondents were then asked to state where their most frequent journey is to and from. The highest proportion of respondents (85 people) start their journey in Long Eaton and finish their journey in Nottingham (155 people) the remaining information can be found in Appendix F.
- 4.2.15 Respondents were asked which improvements would encourage people to use their local bus service more often. Respondents were given a list of six



improvements and asked to rate on a scale of 'very likely' 'likely' 'neither likely nor unlikely' 'unlikely' or 'very unlikely'. Figure 4.4 highlights the results.

Figure 4.4: How likely improvements would encourage increased use of local bus services



4.2.16 The majority of respondents felt that if bus services served destinations better suited to their needs and if bus services were more reliable, they would be either 'very likely' or 'likely' to use the bus service. More respondents felt that having early morning buses, more frequent buses and having late services running would not encourage increased use

4.3 Conclusions

4.3.1 The majority of respondents did not use Long Eaton train station and the majority of these individuals did not use this station because they do not use the train as a method of getting around. A large proportion who don't use Long Eaton train station stated that they use Derby Train Station as an alternative and the main reasons why respondents use different stations to Long Eaton was because the station they use is near to their home, and accommodates more direct and quicker routes to their destination.

4.3.2 Three in Ten respondents specifies they used Long Eaton Station and it was used, in the main for Leisure purposes. This station is not used very often with the majority of respondents stating that they used it less frequently than once a month. Respondents who used this train station infrequently felt that any improvement which was suggested in the questionnaire would be unlikely to encourage more use of the station. The improvement which was more likely to encourage use compared to other improvements was improving linking bus services.



- 4.3.3 The airport link bus service had never been used by the majority of respondents and the majority of respondents who hadn't used it had never heard of it.
- 4.3.4 The majority of respondents use their local bus service, and used it mainly for shopping and leisure purposes. A high proportion of respondents used the local bus service at least once a week.
- 4.3.5 A high proportion of Citizen Panel members who do not use their local bus service stated that it was due to the fact that they use their car to travel. The improvement which was suggested most likely to encourage use was if bus services served destinations which best suited the individuals needs.