
Erewash Citizen's Panel September 2005 questionnaire survey

Local Events
Statement of Community Involvement
Taxi Licensing

Final Report

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1 Methodology & Respondents Profile

1.1 Background and Introduction

1.1.1 The Erewash Citizen Panel was established in March 2001 and consists of 1000 people selected to represent as accurately as possible the population of Erewash. Approximately one third of panel members were refreshed in June 2003 and July 2004.

1.1.2 In September 2005 Erewash Borough Council in partnership with Derbyshire County Council conducted a postal survey with the Erewash Citizens Panel on a variety of topics. The survey covered questions on:

- local events organised by Erewash Borough Council,
- Erewash Borough Council's statement of community involvement,
- Erewash Borough Council's taxi licensing,
- Derbyshire's joint municipal waste management strategy,
- Derbyshire minerals and waste development framework,
- Derbyshire County Council local transport planning and
- Derbyshire County Council road safety and casualty reduction.

1.1.3 This report presents the findings from the questions on local events, the statement of community involvement and taxi licensing. Findings from the other question topics will be amalgamated with those from other Citizens Panels across Derbyshire and Derbyshire County Council will produce the report(s) on these topic areas.

1.2 Methodology

Main Aims of the Survey

1.2.1 Erewash Borough Council included questions on the events that the Council is involved in organising to gauge awareness amongst local residents and understand what events people would like to see in future.

1.2.2 Questions on the statement of community involvement were included to test a series of proposals generated by a previous workshop consultation event, with a wider cross section of local residents. The questions also seek to find out what types of planning documents people are most interested in and what types of involvement they would like to have with these.

1.2.3 Questions on taxis were included to obtain public perception on the current taxi service, opinion on proposed changes and suggestions for further changes.

Mail Out and Response Rate

1.2.4 The questionnaire was 18 pages long and contained a mix of open and closed questions to maintain the respondents interest. Accompanying the questionnaire were: an information leaflet 'The new planning system: introduction to the Local Development Framework', an information leaflet 'Derbyshire's Joint Municipal Waste Strategy' and a newsletter for panel members. Panel members were given 2 weeks to return the responses in the pre-paid envelopes enclosed.

1.2.5 597 questionnaires were returned from the mail-out of 970 giving a response rate of 62%. With a population of 124,470 residents of the Borough aged 16 and above (mid-2004 estimate produced by ONS) and the response rate to this survey, then with a 95% confidence level, the margin of error is +_4% where a response to a question is 50%.

1.2.6 Table 1 shows the response of panel members to this survey, by ward.

Table 1: Response to Survey by Ward

Ward	Respondents to Survey		Population Figures (2001 Census)	
	No.	%	No.	%
Abbotsford	21	3.5	5410	4.9
Breaston	32	5.4	4555	4.1
Cotmanhay	23	3.9	4394	4.0
West Hallam and Dale Abbey	32	5.4	5117	4.6
Derby Road East	24	4.0	4844	4.4
Derby Road West	46	7.7	6441	5.9
Draycott and Stanton by Dale	22	3.7	3894	3.5
Ilkeston Central	21	3.5	4301	3.9
Ilkeston North	18	3.0	4076	3.7
Hallam Fields	25	4.2	4811	4.4
Kirk Hallam	34	5.7	6417	5.8
Long Eaton Central	35	5.9	6022	5.5
Nottingham Road	36	6.0	6215	5.6
Ockbrook and Borrowash	42	7.0	7331	6.7
Old Park Ilkeston	15	2.5	4117	3.7
Sandiacre North	21	3.5	4476	4.1
Sandiacre South	22	3.7	4294	3.9
Sawley	40	6.7	6645	6.0
Stanley	8	1.3	2143	1.9
Little Hallam-Ilkeston	19	3.2	4024	3.7
Wilsthorpe	40	6.7	6888	6.3
Little Eaton and Breadsall	21	3.5	3684	3.3
Total	597	100.0	110099	100.0

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

1.3 Profile of Respondents

1.3.1 Table 2 highlights the profile of respondents to this survey and compares it with the 2001 census statistics.

Table 2 Profile of Respondents

Respondent Characteristic	Respondents to survey %	% Population Figures (2001 Census)
Gender		
Male	47.4	48.9
Female	52.6	51.1
	100	100.0
Age Group		
16-34 years	15.7	31.2
35-59 years	53.6	43.2
60 years and over	30.7	25.7
	100	100.00
Employment Status		
Employed (Full Time, Part Time, Self Employed)	63.7	64.5 (total employed)
Other	36.3	36.6
	100	101.1
Ethnicity		
White British or Irish	99.1	98.1
Ethnic Minority	0.9	1.9
	100	100.0
Housing Tenure		
Owned or mortgaged by you/family	95.5	78.3
Other	4.5	21.7
	100	100.0
Car Ownership		
None	7.7	24.3
One	47.4	46.4
Two or more	44.9	29.4
	100	100.0

(Base 597 Respondents).

2 Local Events

2.1 Introduction

2.1.1 At present Erewash Council organises a range of local events for members of the community. The questions are designed to find out how aware local residents are of these events and understand what types of events people would like to see in future.

2.2 Local Events Results and Analysis

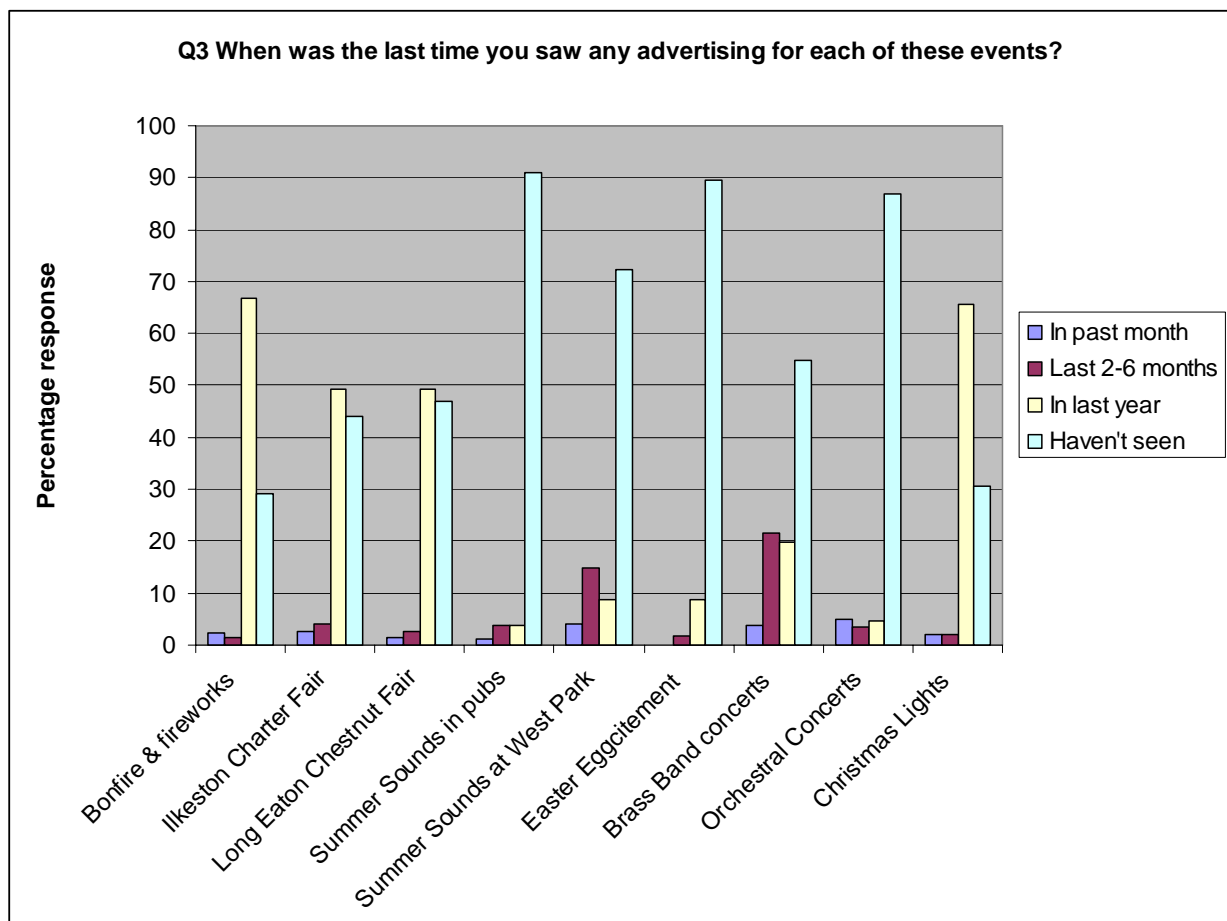
2.2.1 **Q1 Listed below are the names of events which have been organised by Erewash Borough Council. Please indicate all those events that you are aware of.** The events that most people were aware of were the annual bonfire and firework display on West Park (21%, 500 people) and the switching on of the Christmas lights at Ilkeston/ Long Eaton (21%, 500 people). The lowest level of awareness was for the summer sounds- musical events in pubs (1.8%, 42 people), also less well known are the orchestral concerts – Chambers in Churches and the Easter Eggcitement event at West Park. 30 people (5% of respondents to this question) had not heard of any of the events listed.

Q1	Number	Percent
<i>Annual bonfire & firework display on West Park</i>	500	21.0
<i>Switching on of the Christmas lights in Ilkeston/ Long Eaton</i>	500	21.0
<i>Ilkeston Charter Fair</i>	441	18.5
<i>Long Eaton Chestnut Fair</i>	320	13.5
<i>Brass Band concerts</i>	279	11.7
<i>Summer Sounds- musical events on West Park</i>	169	7.1
<i>Easter Eggcitement event at West Park Leisure Centre</i>	49	2.1
<i>Orchestral Concerts- Chambers in Churches</i>	49	2.1
<i>Summer sounds- musical events in pubs</i>	42	1.8
<i>None of these</i>	30	1.3

2.2.2 **Q2 Where did you hear about these events?** The media through which most people heard about the events was by newspaper (26%, 404 people), the second was word of mouth (20%, 208 people) and joint third were through the Council's magazine Viewpoint (13%, 210 people) and seeing an event take place (13%, 208 people).

Q2	Responses	
	Number	Percent
Information in Viewpoint (the Council's magazine)	210	13.4%
Flyers in the libraries, museum, leisure centres or town hall	163	10.4%
Posters	214	13.7%
Local Newspaper	404	25.8%
Erewash Borough Council Website	15	1.0%
Word of Mouth	314	20.0%
Seeing an event take place	208	13.3%
On the Mailing List	9	.6%
Other	30	1.9%
Total	1567	100.0%

2.2.3 **Q3 When was the last time you saw any advertising (eg newspaper, poster, leaflet etc) for each of the events listed below?** As the chart for Q3 shows, the largest proportion of respondents recalled seeing advertising for the annual bonfire and firework display, Ilkeston Charter Fair, Long Eaton Chestnut Fair and switching on of the Christmas lights within the past year. The majority of people haven't seen any advertising for the other events listed. The brass band concerts showed a different type of response with 22% recalling seeing something in the last 2-6 months and 20% in the last year. 15% of residents recalled seeing something about the Summer Sounds musical events on West Park in the last 2-6 months. Please note that up to 200 people choose not to answer some parts of this question.

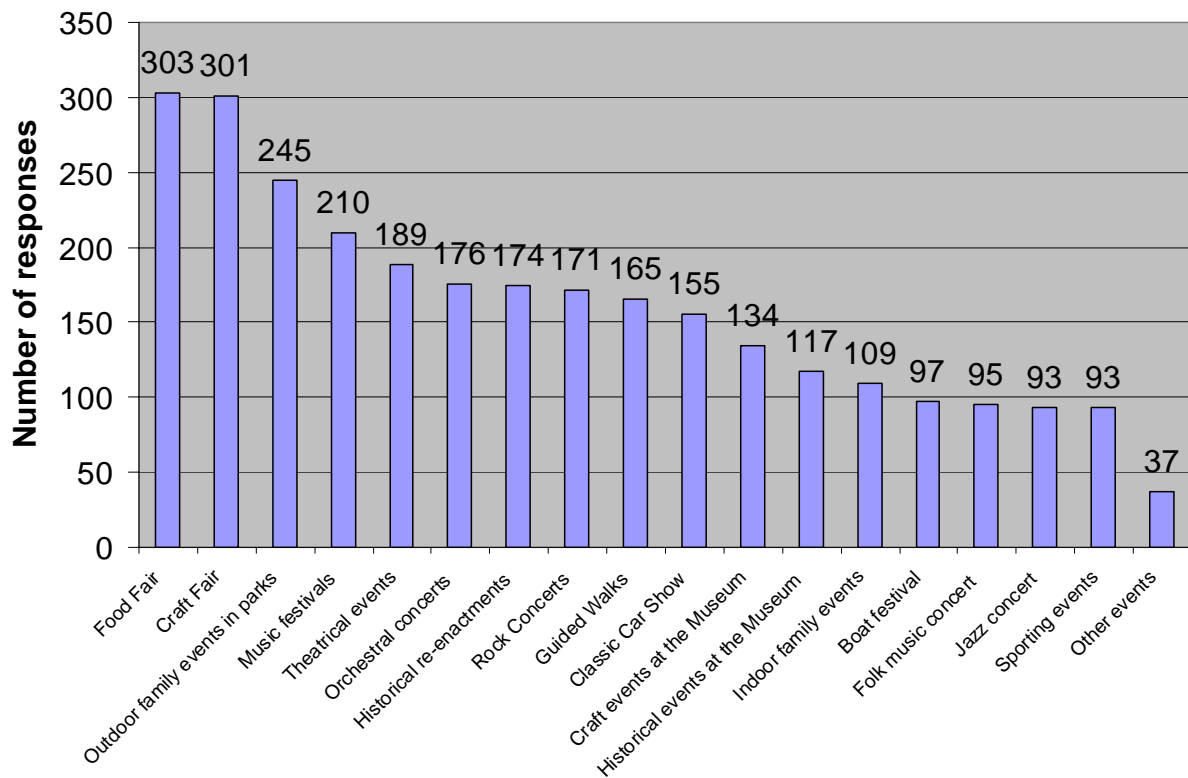


2.2.4 **Q4 Please indicate which events, if any, you have attended in the past year?** 80% of respondents had attended at least one event in the last year. The three most frequently attended events were the Ilkeston Charter Fair (20%), Christmas lights (18%) and the bonfire and firework display (17%).

Q4	Responses	
	Number	Percent
Annual bonfire & firework display on West Park	170	16.9%
Ilkeston Charter Fair	201	20.0%
Long Eaton Chestnut Fair	126	12.6%
Summer sounds- musical events in pubs	9	.9%
Summer Sounds- musical events on West Park	30	3.0%
Easter Eggcitement event at West Park Leisure Centre	6	.6%
Brass Band concerts	78	7.8%
Orchestral Concerts- Chambers in Churches	11	1.1%
Switching on of the Christmas lights in Ilkeston/ Long Eaton	176	17.5%
None	196	19.5%
Total	1003	100.0%

2.2.5 **Q5 The Council is keen to introduce other events into our annual programme. Please let us know which of the following events you would be interested in attending?** As the chart for Q5 shows, tying for the place as the most popular event were food fair and craft fair with over 300 votes each. These were closely followed by outdoor based family events in parks and music festivals with 245 and 210 votes respectively.

Q5. The Council is keen to introduce other events into our annual programme. Please let us know which of the following events you would be interested in attending?



2.2.6 Space was included for respondents to indicate what other events they would be interested in attending. 75 people suggested alternative sporting events of which athletics, cricket and football events were the most popular. 32 respondents suggested a wide range of other (none sporting events) including dance festivals and lifestyle type shows. A full list of suggestions is included in the appendices.

2.2.7 **Q6 If you have any other suggestions on how we could improve the programme of events, please include them.** A wide range of suggestions were made by 78 people. The common themes included a request for events to be held all over the Borough rather than concentrated in the two main towns. There were a number of suggestions for increasing the amount of advertising eg giving leaflets and promotional tickets to schools and businesses. A full list of suggestions is included in the appendices

2.3 Conclusion

2.3.1 The three highest profile events that the Council organises are the annual bonfire and firework display on West Park, the switching on of the Christmas lights at Long Eaton/ Ilkeston and the Ilkeston Charter Fair. These are the three that respondents to the survey were most likely to be aware of, most likely to have seen advertising about in the last year and most likely to have attended.

2.3.2 In terms of effective advertising, seeing adverts for events in local newspapers was how the largest proportion of respondents recalled hearing about events, second to this was word of mouth.

2.3.3 The most popular new events were holding a food fair and craft fair. There were also suggestions made for more events to be held at other locations in the Borough rather than the two main towns of Ilkeston and Long Eaton.

3 Statement of Community Involvement

3.1 Introduction

3.1.1 Questions on the statement of community involvement were included to test a series of proposals generated by a previous workshop consultation event, with a wider cross section of local residents. The questions also seek to find out what types of planning documents people are most interested in and what types of involvement they would like to have with these.

3.2 Statement of Community Involvement Results and Analysis

3.2.1 Respondents were asked to read the enclosed leaflet explaining the new planning system which is known as the local development framework. **Q7** asked respondents if there are any parts of the local development framework that they would like to be consulted on. 38% of the respondents (208 people) said yes, the majority of respondents (46%, 245 people) said no, and a fairly large proportion 16% said they didn't know.

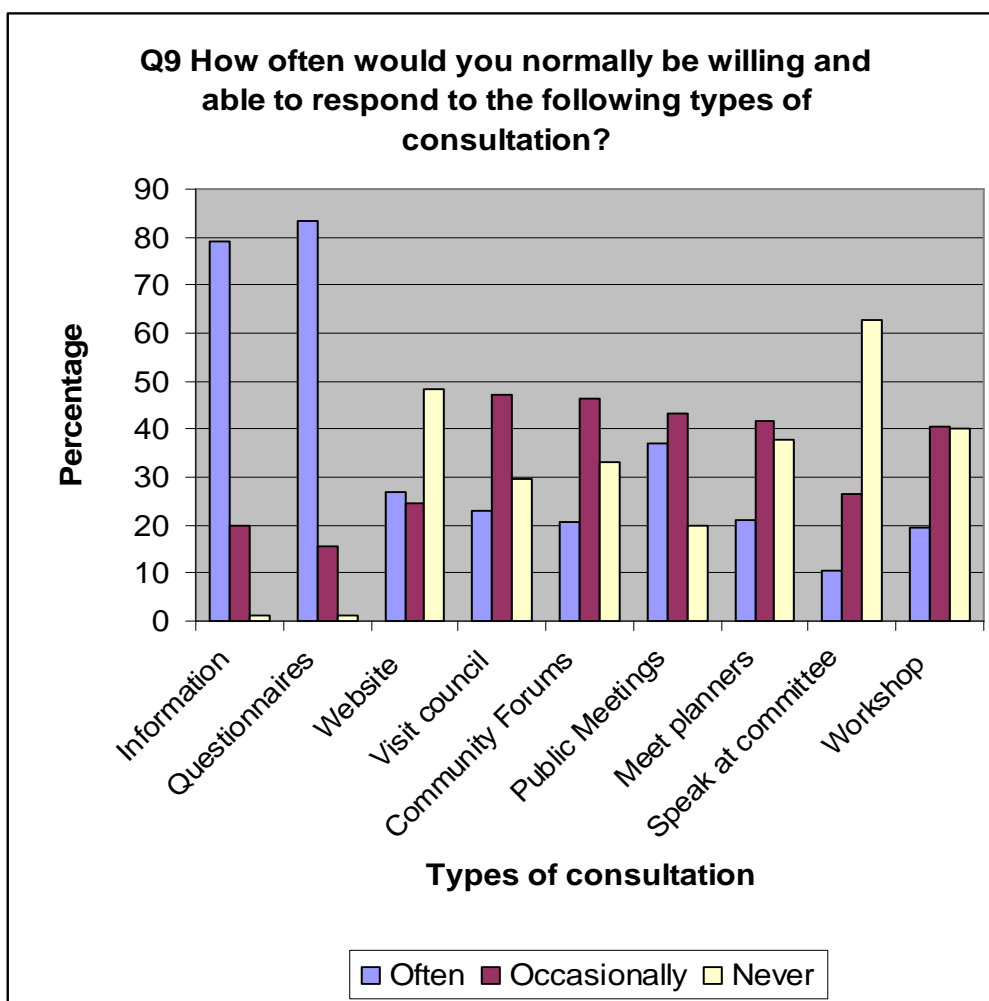
3.2.2 Those people who were interested in being consulted on the LDF were asked in **Q8** which specific documents they were interested in being consulted on (each of these documents was explained in the leaflet accompanying the survey). The two documents that there was most interest in were the area action plans and the site specific land allocations, with 24% of respondents interested in both. The documents that people were least likely to want to be consulted on were the supplementary planning documents.

Q8	Responses	
	Number	Percent
Core Strategy	112	12.4%
Site Specific Land Allocations	213	23.6%
Supplementary Planning Documents	76	8.4%
Planning Applications	155	17.2%
Development Control Policies	127	14.1%
Area Action Plans	219	24.3%
Total	902	100.0%

3.2.3 **Q9** Gave respondents a list of different methods of consultation and asked how often they would normally be willing and able to respond to them. The most popular types of consultation were responding to posted information or to a questionnaire survey with 99% of respondents to this question saying they would respond to this type of consultation between one and four times a year. Next most popular was attendance at a public meeting to discuss major planning application or issues in the area in which you live, 80% of respondents would be able to attend these between one and four times a year.

3.2.4 The types of consultation that respondents said they would be willing to respond to most often (up to four times per year) were questionnaire surveys (83%), followed by information posted out (79%). The two types of consultation that respondents were most likely to take part in occasionally (once a year) were visiting the Council offices during set consultation periods (47%) and attending presentations at Community Forums (46%). Other popular methods of occasional consultation were public meetings (43%) and meetings with planners (42%) and workshops (40%). Least popular was speaking at committee, with 62% of respondents saying they

would never consider this. Other, less popular consultation methods were; responding to information on the website and attending a workshop, where more respondents said they would never take part than would. The graph for question 9 illustrates these results.



3.2.5 As much of the consultation on planning issues involves reading and responding to written documents, panel members were asked in **Q10** if this is something they would be interested in doing and 66% (224 people) said yes. These 244 were asked (in **Q11**) how many weeks notice they would need to review the document and provide a written response, 87% of respondents said up to 4 weeks. 94% of people surveyed would be able to respond within the current statutory period of 6 weeks, the remaining respondents required up to 13 weeks.

Number of weeks	%	Cumulative %
1	4.9	4.9
2	26.1	31
3	17.3	48.2
4	38.5	86.7
5	1.3	88.1
6	6.2	94.2

3.2.6 In answer to **Q12** 54% of respondents (186 people) said they would be interested in becoming a member of a group to develop an area action plan for the area in

which they live. The group would involve a mix of local residents and planning professionals and meet up to three times a year.

3.2.7 **Q13 How would you like to be kept informed about planning applications and changes to the Local Development Framework?** All 597 respondents were asked to check all those methods of communication they wanted. 21 people said they didn't want to be kept informed. Most people wanted to either be kept informed by a newsletter (359) or by adverts in local newspapers (350) and 240 people said they wanted to be kept informed via Viewpoint (the Council's magazine). Leaflets were also a popular. Only 7 people said they wanted to receive SMS text alerts and the number of people wanting updates via Community Forums was also fairly low with 76 people suggesting this, although given the response to Q9 it suggests that the people who have a stronger interest in planning issues would value this.

Method of communication	Number of responses
Postal Newsletter	359
Adverts in local newspapers	350
Article in Viewpoint	240
Leaflets	220
Exhibitions & displays	173
E-mail alerts	121
Council website	102
Community Forum meetings	76
Radio adverts	55
SMS Text alerts	7
Don't want to be kept informed on this issue	21

3.2.8 In response to **Q14** 66% of respondents said they currently had access to the internet and 18% (100 people) said they would be interested in receiving a list of planning applications by e-mail (**Q15**).

3.2.9 **Q16** asked at which other locations respondents would be likely to read information (posters, leaflets and displays) on what the Council is doing with regard to planning matters. The most often mentioned location was supermarkets (23%), this was followed by the post office and libraries. A number of people made suggestions regarding other locations, 20 people suggested specific local newspapers including free papers and the Viewpoint magazine, 13 people suggested information should be sent to them at home or through their letter box, 7 suggested using the internet or e-mail, 6 suggested notice boards at a range of locations and there were 17 other suggestions.

Location for information	% responses
Supermarket	23.3
Post Office	19.2
Library	17.7
Doctors surgeries	13.1
Leisure Centres	9.2
Council Offices (Ilkeston & Long Eaton Town Halls)	9
Schools	4.7
Others	3.8

3.2.10 A very similar questionnaire was sent out to 207 people on a planning department database, 46 responses were received, a response rate of 22%. The results of this survey are contained in a separate report.

3.3 Conclusion

3.3.1 Although the majority of respondents were not interested in being consulted on the Local Development Framework, a large proportion (38%) said they were. The two documents most people wanted to be consulted on were area action plans and site specific land allocations, and the most popular method of consultation was by questionnaire followed by public meetings to discuss local issues. 186 people said they would be interested in becoming a member of a group to develop an area action plan for the area in which they live.

3.3.2 224 people said they would be interested in responding to written documents, and 94% of these people said they could respond in 6 weeks. Responding to information posted out was the second most popular type of consultation that panel members said they would respond to often (up to four times a year).

3.3.3 Only 21 respondents said they did not want to be kept informed about planning applications and changes to the Local Development Framework. The most popular methods of communication were postal newsletters and adverts in local newspapers, although an article in Viewpoint and leaflets were also popular. In terms of locations for leaflets and published material, supermarkets were the most often mention location at which people would be likely to read information, followed by post offices.

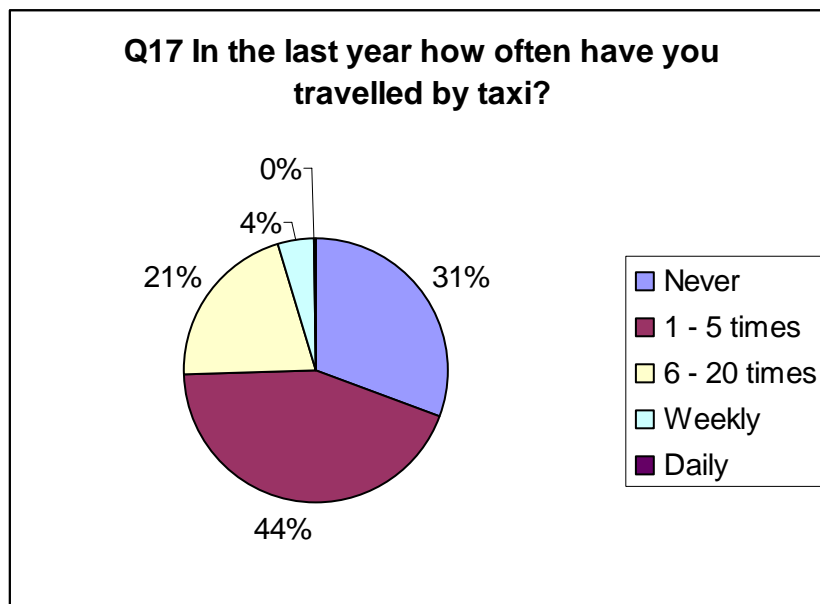
4 Taxi Licensing

4.1 Introduction

4.1.1 Questions on taxis were included to obtain public perception on the current taxi services, opinion on proposed changes and suggestions for further changes.

4.2 Taxi Licensing Results and Analysis

4.2.1 **Q17 In the last year how often have you travelled in a taxi?** The majority of people (44%, 261 people) said they were occasional taxi users, travelling by taxi between 1-5 times in the last year. 31% (182 people) of respondents said they hadn't used a taxi in the last year. 26 people said they used taxis weekly and 2 said they used them daily. The proportion of respondents to this survey without a car is 17% lower than the Borough as a whole and 16% more respondents have access to two or more cars than the Borough as a whole. Taxi use may therefore be lower amongst respondents than the general population as a whole.



4.2.2 **Q18** 70% of respondents said they were previously aware of the difference between hackney carriages and private hire vehicles, and when asked in **Q19**, 71% said they would like Hackney Carriages to be made more recognisable and different from private hire vehicles. In response to **Q20** which asked what changes would make the Hackney Carriages more recognisable, a 'different colour' was the most popular of the two options given with 305 votes and an emblem on the side attracted 257 votes. In addition, 36 people made other suggestions, the suggestions fell into two main categories, the first being for the type of car to be completely different- for instance like a London black cab. The second being for better signage, particularly illuminated signs.

4.2.3 **Q21** if respondents were in the town centre and needed a taxi the most common way in which respondents said they would get one is by walking to the nearest rank (53%, 458), this was followed by telephoning (33%, 283) and thirdly flagging down a hackney carriage (12%, 103). There were very few other suggestions for how people would normally get a taxi, one person said they would flag down a private hire vehicle, another said they would go to the offices and a third said they would get in a taxi as other passengers get out.

4.2.4 **Q22** the most common use respondents said they normally had for taxis is in travelling to/ from the airport (24%) or to/ from a club or pub (23%). 14% of respondents (144 people) said they don't use taxis. There were a number of other

suggestions made as to why people normally use taxis, including 7 people who mentioned using them to get to work, 7 people use them to travel to and from friends and 10 people use them when they may be drinking.

Q22	<i>Responses</i>	
	<i>Number</i>	<i>Percent</i>
<i>To Town centre</i>	48	4.8%
<i>Out of Town centre</i>	76	7.6%
<i>To/ from club/ Pub</i>	231	23.1%
<i>Between rural locations</i>	20	2.0%
<i>Go to bus/ train station</i>	131	13.1%
<i>To/ from Hospital</i>	50	5.0%
<i>To/ from Supermarket</i>	29	2.9%
<i>Don't Use Taxis</i>	144	14.4%
<i>Other</i>	29	2.9%
<i>To/ from Airport</i>	243	24.3%
<i>Total</i>	1001	100.0%

- 4.2.5 When respondents were asked why they don't use taxis more (**Q23**) the most often mentioned reason was that people use other forms of transport (45%), this was closely followed by the suggestion that they were too expensive (30%). These two reasons were by far the most common. 64 respondents also identified other factors, 30 people said they didn't need to use taxis per se, or they had alternative forms of transport. 7 people found it difficult to get a taxi when they needed one, 6 people mentioned that smoke and the smell of smoke in taxis put them off, 5 people were not happy with the cleanliness and quality of the vehicle and 21 other, wide ranging reasons were given.

Q23	<i>Responses</i>	
	<i>Number</i>	<i>Percent</i>
<i>They are too expensive</i>	270	30.1%
<i>You have to walk too far to get to nearest taxi rank</i>	20	2.2%
<i>You use other forms of transport</i>	406	45.3%
<i>Drivers appearance puts you off</i>	58	6.5%
<i>You have concerns about your personal safety</i>	78	8.7%
<i>Other</i>	64	7.1%
<i>Total</i>	896	100.0%

- 4.2.6 When asked in **Q24** if they would like to see a more strict uniform for taxi drivers, the panel was split with 38% saying no and the same proportion saying yes, the remainder being unsure.
- 4.2.7 In **Q25** 99% of respondents felt it was important for the taxi to be clean and tidy, with 73% of respondents viewing this criteria as 'very' important.
- 4.2.8 In **Q26** 93% of respondents (553 people) said they would like to see a no smoking policy operated in all taxis.

- 4.2.9 When travelling in a taxi the majority of people (60%) felt their level of personal security was about the same as normal (Q27). Of the remainder, more respondents thought their level of security was lower (18%) than higher (10%) than normal.
- 4.2.10 82% of respondents said they thought taxi drivers should be required to take a special driving test to demonstrate they have a higher level of driving skills (Q28). The same proportion thought there should be stricter testing eg knowledge of the area, medical, language skills, before drivers are issued with a licence (Q29).
- 4.2.11 58% of respondents thought there should be more wheelchair accessible vehicles in the district, 39% of respondents didn't know. The proportion of people answering the survey who said they had a disability is lower than the proportion of people in the Borough as a whole which when considered together with the 31% of people who hadn't used taxis in the last year, may explain the high percentage of don't know responses.

4.3 Conclusion

- 4.3.1 69% of respondents had used taxis over the last year. The majority of people were aware of the difference between hackney carriages and private hire vehicles, but wanted hackney carriages to be made more recognisable. The most popular suggestion for making them more distinctive was to have hackney carriages in a different colour.
- 4.3.2 The most common use respondents said they normally had for taxis was in travelling to/ from either the airport (24%) or a club or pub(23%). If respondents were in the town centre and needed a taxi, most would get one by walking to the nearest taxi rank (53%). When asked why respondents don't use taxis more, the most often mentioned reason was that people use other forms of transport or that taxis are too expensive.
- 4.3.3 Almost all respondents felt it was important for taxis to be clean and tidy (99%) and to operate a no smoking policy (93%). A large proportion thought taxi drivers should be required to take a special driving test and have stricter testing before being issued with a licence (82%). Over half of the respondents (58%) thought there should be more wheelchair accessible vehicles in the district.
- 4.3.4 18% of respondents said they thought their level of security when travelling by taxi was lower than usual, although the factors contributing to this low feeling of security are not known.

Q5 What sporting events would you be interested in attending? (open ended)

	Frequency
ANY	2
ANY CHILDRENS SPORTS	1
ANY THAT WOULD CREATE A LOT OF INTEREST	1
ANYTHING WITH HORSES	1
ANYTHING	1
ATHLETICS	8
ATHLETICS AT NEW ILKESTON STADIUM	1
ATHLETICS CRICKET	1
ATHLETICS ROUNDERS	1
ATHLETICS. FOOTBALL	1
BADMINTON & BOWLS	1
BMX/SKATEBOARDING DISPLAY	1
BOWLS	1
BRING BACK THE CYCLING CRITERIUM	1
CLIMBING COMPETITIONS	1
COUNTY CRICKET - AS WAS AT TRENT COLLEGE	1
CRICKET	6
CRICKET RUGBY	1
CYCLE RACING	1
CYCLE RACING IN LONG EATON	1
CYCLING	2
DANCING EVENTS	1
EQUESTRIAN EVENTS	1
FOOTBALL	2
FOOTBALL 5 AS IDE COMPETITIONS MOUNTAIN BIKING	1
FOOTBALL 5 ASIDE	1
FOOTBALL BOWLS	1
FOOTBALL CRICKET	1
FOOTBALL CRICKET ATHLETICS GYMNASTICS ROAD RACES CYCLING	1
FOOTBALL CRICKET BOWLS	1
FOOTBALL CRICKET MOST SPORTS	1
FOOTBALL, BASKETBALL	1
FOOTBALL, CRICKET, BASKETBALL, CYCLING	1

GARDEN SHOWS	1
GOLF	1
HIGHLAND GAMES THEME	1
HORSE TRIALS	1
INTER TOWN COMPETITIONS FOOTBALL CRICKET ETC.	1
LARGE MUSIC CONCERT IN WEST PARK OR OTHER LARGE AREA WOULD BE GOOD	1
LONG EATON SPEEDWAY	1
MORE LOCAL EVENTS AS SOME PEOPLE DO NOT HAVE CARS TO TRAVEL ANY DISTANCE	1
MOTOR SPORTS TENNIS ATHLETICS	1
RACES. YEARLY RACING SPORTS DAY	1
ROUNDERS	1
RUGBY CRICKET	1
RUNNING - I WOULD TAKE PART	1
RUNNING	1
RUNNING KEEP FIT FAMILY EVENTS	1
RUNNING MARATHON HALF MARATHON	1
SAILING	1
SAILING BAOTING CRICKET TENNIS	1
SPEEDWAY RACING/MOTORCYCLE	1
SPORTS COMPETITIONS	1
SWIMMING	2
SWIMMING ATHLETICS	1
TENNIS	1
TENNIS RUNNING	1
THOSE IN WHICH LOCAL KIDS ARE TAKING PART	1
VOLLY BALL	1
Total	<u>75</u>

Q5 What other events would you be interested in attending? (open ended)

	Frequency
ANTIQUA FAIRS	1
ART EXHIBITIONS	2
ATHLETICS	1
BIG BAND CONCERTS, CELEBRITY EVENTS	1
BOOK CLUB	1
BOOK FAIR / POST CARD FAIR / GARDENING SHOW	1
BRASS BAND CONCERTS	1
CHRISTMAS PAGEANT	1
CLASSIC CONCERT SIMILAR TO DARLEY PARK	1
CLASSIC MOTORCYCLE SHOWS	1
COMPANION DOG SHOWS	1
CYCLE RIDES	1
DANCE EVENINGS .	1
DANCE FESTIVAL	1
DINOSAUR PALEONTOLOGY SCIENCE COLLEGE COURSES	1
ECO FESTIVAL	1
ENVIRONMENTAL / GREEN FESTIVAL	1
EVENTS PROMOTING SAFE DRIVING	1
FOOTBALL	1
GARDENING FAIR EVENTS	1
HORTICULTURE SHOW	1
LAST NIGHT AT THE PROMS	1
LIFESTYLE GARDENSHOVS AND RECRUITMENT FAIRS	1
MOTOR SHOW SIMILAR TO WOOLATON PARK/HOME EXHIBITIONS	1
OUTDOOR CHURCH SERVICES	1
ROAD RUNNING	1
SKATEBOARDING	1
SKI SLOPE	1
VETERAN MOTOR CYCLES	1
WORLD FESTIVAL	1
YOU (WE) SHOULD MAKE MORE OF ILKESTON MARKET PLACE	1
Total	32

Q6 If you have any other suggestions on how we could improve the programme of events, please include them

	Frequency
*WITH FOOD/MUSIC/CRAFTS FROM ALL OVER THE WORLD	1
A NEW BUSINESS FAIR WHERE PEOPLE CAN LOOK AT NEWLY OPENED COMPANIES FUTURE FAIR WHER PEOPL	1
ADULT MUD WRESTLING OUTDOOR SWIMMING POOL	1
ADVERTISE IN LOCAL TRADER	1
ALTERNATE EVENTS SUCH AS BONFIRE BETWEEN ILKESTON AND LONG EATON	1
ANNUAL COMPETITION FOR LOCAL AND COUNTY CHILDREN UNDER 16	1
ATTENDED FOOD FAIR AT BOLSOVER CASTLE IN SUMMER WHICH WAS EXCELLENT	1
BETTER ADVERTISING ALSO MORE OUTSIDE ILKESTON AND LONG EATON	1
BY ENSURING THAT THEY ARE NOT ALL CONCENTRATED IN TOWNS	1
CHILDRENS ACTIVITIES CHARITY EVENTS SCHOOL INVOLVEMENT COMMUNITY INITIATIVES	1
COMBINE EVENTS FOR GREATER APPEAL & ATTENDANCE - FOR INSTANCE JAZZ CONCERTS & CLASSIC CAR	1
DONT BOTHER - USE THE MONEY TO CLEAN THE AREA INSTEAD	1
DONT FORGET THE OUT POSTS OF EREWASH - EVERYTHING IS BASED IN LONG EATON OR ILKESTON - THI	1
EARLIER PUBLICITY FOR THE CHAMBER IN CHURCHES CONCERT	1
EVENTS FOR YOUNG PEOPLE EG SKATEBOARD AND BMX COMPETITIONS AS TRIED OUT IN LONG EATON THIS	1
FARMERS MARKET	1
FINISH OFF WEST PARK	1
FOOD AND CRAFT FAIR AUTUMN XMAS TIME	1
FREE PARKING AFFORDABLE ENTRANCE FEES REALISTIC FOOD PRICES FAMILIES DONT LIKE HIDDEN COST	1
GHOST WALKS CAJUN MUSIC	1
GUIDED CYCLE RIDES	1
HAVE MORE LOCAL EVENTS - SOME PEOPLE DO NOT HAVE CARS TO TRAVEL TO THESE EVENTS	1
HAVE ST GEORGES DAY PARADE IN LONG EATON LIKE THE ONE WE HAVE IN ILKESTON. MAKE IT A REALL	1
HOW ABOUT AN ANTIQUES FAIR AT THE LEISURE CENTRE	1
I FEEL THAT WE HAVE A BEAUTIFUL, VAST PARK BUT IT DOES NOT OFFER MANY FACILITIES.	1
I HAVE FOUR GRANDSONS WHO LIKE SKATEBOARDING BUT HAVE NOWHERE TO GO	1
I LIKE VICTORIA PARK IN ILKESTON SWITCHING ON CHRISTMAS LIGHTS ETC BUT THINK MISSING A CHAN	1
I LIVE IN LITTLE EATON AND DONT GO TO EREWASH VERY OFTEN GO TO DERBY AS IT IS MORE CONVENIENT	1
I RECALL CYCLE RACING IN LONG EATON WAS A YEARLY EVENT AND WAS VERY POPULAR. DOES THIS STILL	1
EXIST	1
I RECENTLY TOOK PART IN A BAND CONCERT IN THE BAND STAND ON WEST PARK. NO SEATS WERE PROVIDED	1

I THINK ADVERTISING ON LOCAL RADIO AND LOCAL PAPERS WOULD BENEFIT. ALSO FLYERS WOULD MAKE	1
I WOULD NOT HAVE THOUGHT IT WAS WITHIN THE REMIT OF THE COUNCIL TO ORGANISE THESE EVENTS	1
ILKESTON REAL ALE FESTIVAL	1
IN OCKBROOK TENDED TO BE DRAWN TO DERBY CITY EVENTS BECAUSE OF PROXIMITY AND MORE AWARENES	1
INVITING THE ANITQUES ROAD SHOW TO THE BOROUGH GET MORE HOUSEHOLDS INTERESTED TO TAKE PART	1
LARGE MUSIC CONCERT IN WEST PARK OR OTHER LARGE ARE WOULD BE GOOD	1
LIGHT CLASSICAL EVENT TO TAKE PLACE IN WEST PARK ON A SUMMER EVENING FINALE ACCOMPANIED BY	1
LOCAL CRAFT FAIR LOCAL SKILLS AND PRODUCTS	1
LONG EATON PARK IS UNDER USED	1
MAKE ALL EVENTS WHEEL CHAIR FRIENDLY	1
MAKING CHRISTMAS DECORATIONS MORE OF AN EVENT FOR PLACES LIKE SANDIACRE	1
MORE ADVERTISING IS NEEDED	1
MORE ADVERTISING ON LOCAL RADIO LAMPOST FLYERS	1
MORE CONSULTATION WITH LOCAL RESIDENTS	1
MORE ADVERTISING IN LOCAL PAPER POSSIBLE NOTICE BOARD ON MARKET PLACE, REGULARLY UPDATED IN	1
MORE EVENTS ESPECIALLY IN SUMMER TO GET PEOPLE INTERESTED IN THEIR COMMUNITY	1
MORE FOR PRE SCHOOLERS E.G TEDDY BEAR PICNIC	1
MORE INFORAMTION ABOUT FAMILY EVENTS SENT VIA LOCAL SCHOOLS SPORTS AND YOUTH CLUBS. PARTY	1
MORE PROMOTION - FLYERS THROUGH DOORS PERHAPS?	1
NOT A SUGGETION, BUT I'M SURPRISED THAT AUTUMN FOOTPRINTS WASN'T ON YOUR LIST	1
ONE DAY FIRST CLASS CRICKET MATCHES BETWEEN NOTTS AND DERBYS AT ILKESTON RUTLAND OR LONG E	1
OPEN PAVILLION AT WEST PARK TOILETS ARE ESSENTIAL OPEN CAFETERIA PROVIDE MORE SEATING SEE	1
RE-OPEN COSSALL SKI SLOPE AND HOLD EVENTS THERE LIKE TAMWORTH SNOWDOME	1
REGATTES DOWN AT TRENT LOCK	1
REPAIRING AND UNDERSTANDING PCS	1
SAFE DRIVING COULD BE LINKED TO CLASSIC CAR SHOW SHOW.	1
SCRAP BONFIR NIGHT - ITS DANGEROUS, NOISEY DISTURBING AND POINTLESS!! MORE BRASS BAND CONC	1
SEND POSTERS AND FREE TICKETS TO LOCAL BUSINESSES	1
SKATE BOARD COMPETITIONS FOR VARIOUS AGE GROUPS MOUNTAIN BIKE COMPETITIONS FOR VARIOUS AG	1
SOME SMALLER EVENTS COULD BE HELD IN THE PEDESTRIANISED AREA OF LONG EATON	1
SOMEHOW TO ADVERTISE MORE MAYBE GIVE LEAFLETS IN SCHOOLS ETC	1
START RE BUILDING THE CHATSWORTH CENTRE	1
SUMMER HAPPENING IN VICTORY PARK ALSO FUN DAY IN VICTORY PARK MORE USE OF EVENTS IN ILKEST	1
TELEVISED BIG SCREEN SPORTING EVENTS I.E. OLYMPICS, FOOTBALL AT MUSEUM, WEST PARK	1
THE COUNCIL SHOULD ATTEMPT TO INTEREST GROUPS IN HOLDING OPEN AIR SHOWS IN VICTORIA AND WE	1
THE EVNTS AT PRESENT SEEM HEAVELY BIASED TOWARDS LONG EATON - AS SEEMS THE CASE WITH MOST	1

THE SUMMER SOUNDS FESTIVAL WOULD BE MORE SUITED IF IT WAS STAGED AT AN EARLIER TIME OF THE YEAR	1
THERE SHOULD BE MORE ON ILKESTON MARKET PLACE, IT IS AN IDEAL PLACE FOR CONCERTS ETC. FARM	1
TO HAVE EVENTS IN ILKESTON SUCH AS BONFIRE. FIREWORK DISPLAY WOULD BE NICE	1
TO INTRODUCE SOMETHING FOR CHILDREN/YOUTH	1
TOURING THEATRE SHOWS AS ADVERTISED IN LIVE AND LOCAL ATTEND THOSE IN HEANOR WHY NOT ILKES	1
TRANSPORT TO AND FROM VILLAGES IN THE BOROUGH	1
UNLESS YOU GET A NEWSPAPER WE NEVER HEAR ABOUT ANY EVENTS ARISING	1
WE ARE BOTH 75 YEARS OLD AND WOULD LIKE SOME 40'S TO 50'S MUSIC SAY TWICE A YEAR IN THE LE	1
WE DO NOT NEED ANYMORE ORGANISED BY THE COUNCIL. SAVE RATEPAYERS MONEY	1
WEST PARK HAS BEEN PROVIDED WITH NEW SPORTS FACILITIES BUT ARE STILL NOT IN USE GET THESE	1
WIDER VARIETY OF TIMES VENUES	1
WOULD BE NICE TO USE INFLATABLE SESSIONS AT ILKESTON POOL CHILDREN WERE DISSAPOINTED OVER	1
Total	<u>78</u>

Q16 At which locations would you be likely to read information (posters, leaflets and displays) on what the Council is doing with regard to planning matters? Other

	Frequency
FREE PAPERS	3
LOCAL NEWSPAPERS	15
VIEWPOINT MAGAZINE	<u>2</u>
	<u>20</u>
AT HOME	3
THROUGH THE LETTER BOX	<u>10</u>
	<u>13</u>
EMAIL LIST	2
WEBSITE	<u>5</u>
	<u>7</u>
A NOTICE BOARD AT LONGEATON MARKET PLACE	1
A NOTICE BOARD IN THE TOWN CENTRE WOULD BE USEFUL S MOST PEOPLE ONLY GO TO THE SAME PLACES	1
NOTICE BOARD AT PARKS	1
SAWLEY PARISH NOTICE BOARD	1
PARISH HALL NOTICEBOARDS STANTON BY DALE	1
LITTLE EATON NOTICE BOARD	<u>1</u>
	<u>6</u>

LAMP POSTS	1
BUS SHELTERS	1
BUS STOP	1
CHURCHES AND RAILWAY STATION	1
DO NOT VISIT PLACES DISPLAYED	1
ADVERTISING ON ROUNDABOUTS AND STREETS	1
LOCAL HOTEL PRESENTATIONS	1
LOCAL COMMUNITY BUILDINGS AVOID TRAVELLING TO ILKESTON AND LONG EATON	1
THIS SECTION ON THE NEW PLANNING SYSTEM NEEDS TO BE WRITTEN IN PLAIN ENGLISH TO MAKE ANY S	1
LOCAL PARISH COUNCIL	1
NONE	3
NONE OF THE ABOVE	1
PLANNING NOTICES AT THE APPROPRIATE LOCATION	1
RAILWAY STATION	1
WHY NOT TRY THE LOCAL PUB	1
	<hr/>
	17
	<hr/>

Q20 Other changes respondents would like to see made to make Hackney Carriages more recognisable

	Frequency
A SPECIFIC MAKE OF CAR	1
SOME FORM OF STANDARD VEHICLE	1
ALL HACKNEY CARRIAGES TO BE ONE COLOUR AND EASILY IDENTIFIABLE	1
ALL LONDON STYLE TAXIS	1
HACKNEY CARRIAGES ALREADY RECOGNISABLE	1
ALL SAME MAKE OF CAR OR LIKE LONDON TAXIS	1
BLACK CABS	1
INSTANT IDENTIFICATION BY ADOPTING THE LONDON/CITY CABS FOR HACKNEY CARRAIGES	1
LONDON STYLE TAXIS	1
LONDON TYPE CABS	1
MAKE ALL HACKNEY CARRIAGES THE SAME	1
ONE SPECIFIC CAR MAKE AND MODEL	1
PURPOSE BUILT MODIFIED VEHICLES	1
USE LONDON STYLE CABS OR THE LIKE!	1
VEHICLE TYPE	1

VEHICLES TO BE COMPLETELY DIFFERENT	1
DIFFERENT TYPE OF VEHICLE	1
	<hr/> 17
DISTINCTIVE SIGNS FROM FRONT AND SIDE	1
DISTINTIVE ROOF MOUNTED ILLUMINATED SIGN	1
FOR HIRE SIGN	1
FOR HIRE SIGN LIT AND UNLIT SIGNIFYING AVAILABILTY	1
ILLUMINATED SIGN	2
LIGHTS ON THE TOP OF HACKNEY CARRIAGES	1
OR ILLUMINATED SIGN ON VEHICLE	1
MAKE PRIVATE HIRE CABS HAVE MORE VISIBLE SIGNS	1
SIGN ON ROOF	1
SIGN ON TOP OF TAXI TO BE MORE DISTINGUISHABLE	1
TAXI ROOFLIGHT	1
TAXI SIGN ON ROOF FOR HIRE	1
USE OF BLACK CAB FOR HIRE SIGN	1
PICK UP SITES TO BE BETTER SIGNED	1
	<hr/> 15
SUGGEST PTAXI AND HTAXI	1
ALL ONE COLOUR, NO MORE THAN 4 YEARS OLD	1
METROCAB STYLE	1
	<hr/> 3

Q21 If you were in town and needed a taxi, how would you get one? Other

	Frequency
FLAG DOWN PRIVATE HIRE FIRM	1
GET IN TAXI AS OTHER PREVIOUS PASSENGERS ALIGHT	1
GO TO THE OFFICES	1
DO NOT USE TAXIS	1
DON'T, USE TAXIS	1
DONT USE THEM	1
HAVE NEVER USED ONE I ALWAYS WALK	1
I AM A WHEELCHAIR PERSON	1
IT WOULD HAVE BEEN PRE BOOKED FOR NIGHT OUT	1
N/A	1

NOT EASY TO FLAG ONE DOWN	1
NOT SURE WHERE NEAREST RANK IS	1
RING HOME	1
TELEPHONE BUT NOT JUST PRIVATE HIRE CO	1
TO AVOID DRINKING AND DRIVING	1
WE STILL USE OWN CAR DUE TO WIFES DISABILITY	1
WHATEVER IS AVAILABLE SOONEST	1
WHEELCHAIR BOUND	1
WOULD NOT USE A TAXI	1
Total	<u>19</u>

Q22 Why do you normally use a taxi? Other

	Frequency
AS PART OF MY WORK TO FROM WORK TO RURAL LOCATIONS AND TRAIN STATIONS.	1
HAVE USED TAXI TO GO TO WORK	1
TO WORK AT UNSOCIAL HOURS	1
TRAVEL TO OR FROM WORK	1
TRAVEL TO WORK	1
TRAVEL TO WORK WHEN UNABLE TO DRIVE	1
USE AT WORK	<u>1</u>
	<u>7</u>
FROM FRIENDS RELATIVES WHEN WE HAVE HAD A FEW TOO MANY	1
FROM ONE FRIEND TO ANOTHER	1
TO OR FROM FRIENDS HOUSES OUT OF AREA	1
TRAVEL BACK FROM FRIENDS HOUSE	1
TRAVEL HOME FROM DINNER PARTIES	1
TRAVEL HOME FROM FRIENDS	1
VISITING FRIENDS	<u>1</u>
	<u>7</u>
ONLY USE TAXIS WHEN I AM LIKELY TO CONSUME ALCOHOL OR WHEN LONG TERM PARKING IS EXPENSIVE	1
OUT TO DINNER,	1
RESTAURANTS AND PUBS	1
TO AND FROM RESTAURANTS	1
TO GO OUT TO RESTAURANTS AND TO BE ABLE TO DRINK ALCOHOL WITHOUT SOMEBODY HAVING TO BE	1

A N	
WHEN HAVING A DRINK OR WHERE IT WILL BE DIFFICULT TO PARK TO AVOID DRINKING AND DRIVING	1
TRAVELING TO AND FROM SOCIAL OCCAISONS WHERE I MAY HAVE A DRINK IN EMERGENCY, OR WHEN HAD A DRINK	1
IF TO LATE TO CATCH BUS OR HAD A DRINK SO CAN'T DRIVE	1
	<u>1</u>
	10
I AM NOT IMPRESSED BY THE STANDARD OF ILKESTON TAXIS. THE DRIVERS LOOK 'SCRUFFY' AND UNHEL	1
IF I NEED TO GET HOME, THERE AREN'T ANY BUSES. NORMALLY I FIND THEM TOO EXPENSIVE	1
WHEN NO BUS SERVICE AVAILABLE	1
MINI COACH TO BOWLS MATCHES	1
NIGHTS OUT	1
NOT IN THIS COUNTRY VERY RARELY	1
OCCASIONAL USE FOR SOCIAL GATHERINGS	1
ONLY USE AS LAST RESORT	1
TAKING GRANDCHILDREN TO SCHOOL	1
TRAVEL TO FAMILY	1
ROYAL CENTRE NOTTINGHAM. ASSEMBLY ROOMS DERBY	1
SPECIAL FAMILY EVENTS ON COLD WET WEATHER	1
TRAVEL LATE AT NIGHT	1
TRAVEL TO SOCIAL EVENTS	1
UNLESS ITS POURING WITH RAIN WHEN WALKING HOME FROM A NIGHT OUT	1
WEEKLY SHOPPING	1
WHEN I HAVE A LOT OF LUGGAGE	1
WHEN NOT CONVENIENT TO DRIVE	1
Total	<u>18</u>

Q23 Why don't you use taxis more? Other

	Frequency
CONTINUE TO HAVE USE OF OWN CAR	1
DRIVE OWN CAR	1
HAVE A CAR	1
HAVE OWN CAR	1
HAVE OWN CAR FROM HOME	1
I DRIVE.	1

I PREFER TO DRIVE MYSELF	1
OWN CAR IS MORE CONVIENIENT	1
OWN TRANSPORT	1
OWN VEHICLES	1
PREFER MY OWN TRANSPORT	1
PREFER TO DRIVE MYSELF	1
USE MY CAR OR WALK OR BUS	1
USE MY OWN CAR	1
USE OWN CAR	2
WOULD USE OWN CAR OR BUS	1
CAR UNLESS DRINKING	1
DON'T NEED TO	1
DONT HAVE THE NEED	1
I LIVE IN LONG EATON BEHIND ASDA AND DON'T NEED A TAXI AS I CAN WALK IN TOWN IN 5 MIN.	1
I HAVE ACCESS TO MOTORCARS AND ONE PUSHBIKE	1
EITHER WALK USE PUBLIC OR OWN TRANSPORT	1
NEARLY EVERYTHING I NEED IS WITHIN WALKING DISTANCE	1
PUBLIC TRANSPORT IS ADEQUATE	1
BECAUSE I LIKE TO WALK WHEREVER I GO IF RAINING GO BY BUS	1
I DO NOT MAKE MANY JOURNEYS WHERE A TAXI WOULD BE APPROPRIATE	1
I DON'T REQUIRE THEM A LOT	1
HAVE NO NEED FOR THEM	1
USUALLY WALK	1
	<hr/>
	30
	<hr/>
MOST SMOKE AND DRIVING SKILLS ARE QUESTIONALBLE	1
SMELL OF SMOKE IN TAXI	1
SOME TAXIS SHOULD BE NON SMOKING	1
THEY HAVE BEEN USED BY SMOKERS	1
WOULD BE NICE IF IT WAS NO SMOKING IN ALL TAXIS	1
TO MANY ARE SMOKERS ADS ALL CABS REEK OF SMOKE	1
	<hr/>
	6
	<hr/>
NOT HAPPY WITH QUALITY AND CONDITION OF MANY TAXIS : USE OF OLD CABS AND DIRTY	1
ONE JOUNEY IN A TAXI WHERE THE CONDITION OF THE CAR WAS IN QUESTION	1
INTERIOR NOT ALWAYS AS CLEAN AS COULD BE	1
DELAY IN ARRIVAL POOR STANDARD OF INTERIOR	1
A LOT OF THE VEHICLES ARE NO MORE THAN VANS AND FEW ARE PRESENTABLE	1

	<u>5</u>
CAN BE DIFFICULT TO GET IN THE EVENINGS	1
I FIND THEM DIFFICULT TO OBTAIN AT THE TIMES I NEED THEM (VERY EARLT MORNING AND LATE AT	1
NOT ALWAYS AVAILABLE	1
NOT ENOUGH AVAILABLE AT KEY TIMES	1
TAXI FIRMS ARE ALWAYS TOO BUSY	1
THEY GET BUSY AT CERTAIN TIMES OF DAY	1
WAITING TIME TOO LONG AND LACK OF LANGUAGE SKILLS	1
	<u>7</u>
CANT AFFORD TO USE TAXIS	1
TOO MANY ON THE ROAD TOO EXPENSIVE	1
PROVIDE MINIBUS TO NOTTINGHAM PUBS	1
RIAVE USE OF FR.UATE UEM,CLE	1
RUMOUR THAT TAXI DRIVERS TELL LOCAL THIEVES WHEN HOUSES ARE GOING TO BE EMPTY	1
THEY KNOW YOU HAVE GONE OUT, AND I DONT KNOW IF THE DRIVERS ARE CHECKED BY POLICE	1
SOME ARE BAD DRIVERS	1
TOO MUCH TROUBLE TO ORGANISE FIND	1
USE THEM AS REQUIRED	1
USE TWICE A WEEK AT THE MOMENT	1
WHEELCHAIR USER	1
WITH REGARDS TO PERSONAL SAFETY, MY CONCERNS ARE THAT IN THE PAST AFTER BEING OUT IN THE	1
T	1
ON OCCASION THE TAXI WASNT WELL DRIVEN - TOO FAST WITH LOTS OF BRAKING	1
I HAVE BEEN LET DOWN ON MORE THAN ONE OCCASION TWO TAXI FIRMS HAVE NOT TURNED UP EVEN	1
THO	1
I ONLY USE A TAXI AT WEEKENDS WITH A FRIEND TO GO DRINKING WITH	1
ILLNESS AND HYPERSENSITIVITY TO PERFUMES AND AIRFRESHNERS	1
MOST ARE FROM OTHER COUNTRIES AND STRUGGLE TO UNDERSTAND THE ENGUSH LANGUAGE .	1
DISABLED DONT THINK I COULD COPE PHYSICALLY	1
HAVE HAD CONCERNS ABOUT PERSONAL SAFETY	1
HOW DO YOU TELL COWBOY FROM PROFESSIONAL	1
FAMLY RUNS AND FRO FUNCTIONS	1
	<u>21</u>