
**Erewash Citizens Panel
November 2006 Questionnaire Survey**

Housing Strategy

Final Report

Prepared by
Christine Thornhill
Erewash Borough Council

January 2007

Contents

Chapter		Page
1	Summary	2
2	Introduction	3
3	Methodology and Respondents' profiles	4
4	Erewash Housing Strategy	7
5	General Comments	17

Appendices

A	Covering letter	
B	Questionnaire	

Summary

Background and Introduction

In November 2006, Erewash Borough Council conducted a postal survey with Erewash Citizens' Panel in order to investigate views on Erewash Housing Strategy.

This report presents the findings from the survey.

Methodology

Postal Mailout

In November 2006, survey questionnaires, covering letters and reply paid envelopes were mailed out to 999 Erewash Citizens' Panel members. Panel members were asked to complete the questionnaire and return it in the reply paid envelope provided by 26 November 2006.

Response Rate

Six hundred and eleven questionnaires were returned from the mail-out, giving a response rate of 61.1%.

Summary of Findings

Of the 600 people who responded 49.8% were female and 50.2% were male. More people in the 45 to 54 age band responded than any other age band. There were 11 spoilt returns.

Erewash Housing Strategy

- Nearly 50% of respondents are aware that Erewash Borough Council no longer provides housing for rent.
- 90% of respondents own their own homes
- The top four priorities cited for the Council are
 - Reducing fear of crime in neighbourhoods
 - Making neighbourhoods places people want to live in
 - Improving the environment
 - Ensuring there is a good standard of housing
- Most people are either very or fairly satisfied with their home and their neighbourhood.
- Concerning dissatisfaction with home or neighbourhood, the most commonly cited reason was 'cost of bills' followed by noise and disturbance and inadequate parking.
- Housing and related issues, vandalism and crime were seen as serious problems in local neighbourhoods.

Introduction

1.1 Background

1.1.1 Erewash Borough Council Citizens' Panel was established in June 2004 and consists of 1000 people selected to represent as accurately as possible, the population of Erewash. The table below shows the percentage of resident population by ward from the census 2001 for the district of Erewash.

Table 1.1 Summary Population Profile of Erewash as at Census 2001

WARD	%MALES	%FEMALES	%TOTAL
Abbotsford	5.01	4.83	4.91
Breaston	4.03	4.25	4.14
Cotmanhay	3.98	4.00	3.99
Derby Road East	4.31	4.48	4.40
Derby Road West	5.82	5.89	5.86
Draycott	3.50	3.57	3.54
Hallam Fields	4.34	4.39	4.37
Ilkeston Central	4.06	3.76	3.91
Ilkeston North	3.65	3.76	3.70
Kirk Hallam	5.73	5.92	5.83
Little Eaton and Breadsall	3.39	3.30	3.34
Little Hallam	3.63	3.67	3.65
Long Eaton Central	5.59	5.35	5.47
Nottingham Road	5.76	5.54	5.65
Ockbrook and Borrowash	6.56	6.74	6.65
Old Park	3.77	3.70	3.74
Sandiacre North	4.02	4.11	4.07
Sandiacre South	3.93	3.88	3.90
Sawley	6.04	6.03	6.04
Stanley	1.89	2.01	1.95
West Hallam and Dale Abbey	4.65	4.64	4.65
Wilsthorpe	6.36	6.16	6.26
Total	100.0	100.00	100.00

1.1.2 In November 2006, Erewash Borough Council conducted a postal survey with the Erewash Citizens' Panel in order to gather information on the Erewash Housing Strategy.

1.2 Structure of the report

The remainder of the report is as follows:

- Chapter Three outlines the survey methodology and profile of respondents;
- Chapter Four presents detailed findings on Erewash Housing Strategy

Methodology

2.1 Introduction

2.1.1 This chapter represents the methodology used for the November 2006 survey.

2.2 Questionnaire and Covering Letter

2.2.1 The questionnaire was a copy of a previous questionnaire used in February 2005.

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

Covering Letter

2.2.3 The cover letter explained the purpose of the survey and provided an explanation as to why Erewash Borough Council was consulting on these issues. A copy of the covering letter can be found in Appendix A.

Newsletter

2.2.4 Along with the survey, the panel members received a newsletter covering the survey. This gave panel members feedback on Access to Derbyshire Countryside Services as well as the BVPI Household Survey being conducted by Ipsos/MORI. A copy of the newsletter can be found in Appendix B.

Questionnaire

2.2.5 The questionnaire was five pages long. All questions were designed by Derbyshire County Council in Cardiff TELEform form rec. A reply-paid envelope was supplied with the survey pack to return the questionnaire. A copy of the questionnaire can be found in Appendix C.

2.3 Distribution of the Questionnaire

2.3.1 In November 2006, survey questionnaires, newsletters, covering letters and reply paid envelopes were mailed out to 999 Erewash Citizens' Panel members. Panel members were asked to complete the questionnaire and return it in the reply-paid envelope provided by 26 November 2006.

Methodology

2.4 Response Rate

2.4.1 Six hundred and eleven questionnaires were returned from the mail-out, giving a response rate of 61.1%. The basis for most of the analysis is on 600 responses as eleven were spoilt.

2.4.2 Table 2.1 shows the response of panel members by ward

WARD	Numbers	Percent	Cumulative Percent
Derby Road West	42	7.0	7.0
Breaston	26	4.3	11.3
Draycott and Stanton by Dale	24	4.0	15.3
Sawley	37	6.2	21.5
Wilsthorpe	40	6.7	28.2
Long Eaton Central	31	5.2	33.3
Nottingham Road	34	5.7	39.0
Sandiacre North	20	3.3	42.3
Derby Road East	25	4.2	46.5
Sandiacre South	27	4.5	51.0
Little Hallam	25	4.2	55.2
Ilkeston Central	24	4.0	59.2
Kirk Hallam	23	3.8	63.0
Hallam Fields	25	4.2	67.2
Abbotsford	32	5.3	72.5
Ilkeston North	19	3.2	75.7
Cotmanhay	22	3.7	79.3
Old Park	20	3.3	82.7
Ockbrook and Borrowash	42	7.0	89.7
Little Eaton and Breadsall	19	3.2	92.8
West Hallam and Dale Abbey	29	4.8	97.7
Stanley	14	2.3	100.0
Total	600	100.0	

2.4.3 Table 2.2 shows the response rate of panel members by gender

GENDER	Numbers	Percent
Male	301	50.2
Female	299	49.8
Total	600	100.0

Methodology

2.4.4 Table 2.3 shows the response of panel members by age

AGE	Number	Percent
16 to 17 years	4	0.7
18 to 24 years	19	3.2
25 to 34 years	73	12.2
35 to 44 years	117	19.5
45 to 54 years	129	21.5
55 to 59years	80	13.3
60 to 64 years	61	10.2
65 to 74 years	100	16.7
75 years and over	17	2.8
Total	600	100.0

Housing Strategy

EREWASH HOUSING STRATEGY CITIZENS PANEL RESULTS NOVEMBER 2006

Erewash Borough Council is required to produce a housing strategy statement. This statement reviews housing and related issues in the Borough, describes the Council's housing objectives, and establishes priorities for action for the Council and its partners. The ownership and management of council houses was transferred to Three Valleys in 2001. The Borough still has a strategic role in ensuring there is housing suitable for the needs of the Borough's population in the future; this includes both privately owned and rented accommodation.

The following results compare those from a previous survey in February 2005 to those of the recent survey of November 2006.

Q1 Were you previously aware that Erewash Borough Council no longer provides housing for rent?

		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Yes	Count	153	144	297	141	145	286
	% within gender	51.2%	47.8%	49.5%	38.7%	43.3%	40.9%
No	Count	141	155	296	223	190	413
	% within gender	47.2%	51.5%	49.3%	61.3%	56.7%	59.1%
Total	Count	299	301	600	364	335	699
	% within gender	100%	100%	100%	100%	100%	100%

There has been an increase of 10% in awareness that Erewash Borough council no longer provides housing for rent. The balance between men and women has reversed from February 2005 in that now more women are marginally aware than men.

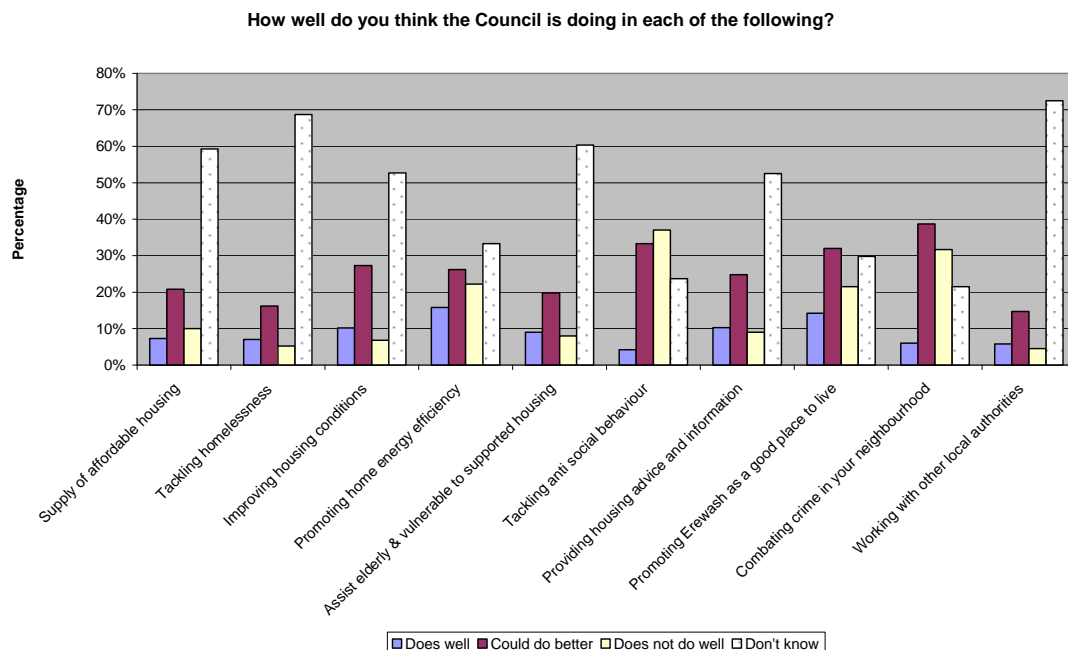
Q2 Residents were asked about the tenure of their present house. The results are shown in the following table:

		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Rent Housing Association	Count	18	9	27	17	9	26
	% within gender	6%	3.0%	4.5%	4.7%	2.7%	3.7%
Home Owner	Count	261	282	543	328	312	640
	% within gender	87.3%	93.7%	90.5%	89.9%	93.1%	91.4%
Private Rented	Count	4	3	7	5	4	9
	% within gender	1.3%	1.0%	1.2%	1.4%	1.2%	1.3%
Live with relatives	Count	8	4	12	13	8	21
	% within gender	2.7%	1.3%	2.0%	3.6%	2.4%	3.0%
Other	Count	3	2	5	2	2	4
	% within gender	1.0%	0.7%	0.8%	0.5%	0.6%	0.6%
Total	Count	299	301	600	365	335	700
	% within gender	100%	100%	100%	100%	100%	100%

Housing Strategy

As in February 2005 the vast majority of respondents are house owners (91%). In both February 2005 and November 2006, slightly more women compared to men rent from a Housing Association.

Q3 Erewash Borough Council is involved in all of the following, how well do you think the Council is doing in each of these?



To compare this with the February 2005 results

	November 2006				February 2005			
	Does well	Could do better	Does not do well	Don't know	Does well	Could do better	Does not do well	Don't know
Supply of affordable housing	7%	21%	10%	59%	7%	18%	15%	60%
Tackling homelessness	7%	16%	5%	69%	8%	17%	7%	68%
Improving housing conditions	10%	27%	7%	53%	14%	24%	8%	54%
Promoting home energy efficiency	16%	26%	22%	33%	19%	29%	18%	34%
Assist elderly & vulnerable to supported housing	9%	20%	8%	60%	13%	17%	9%	61%
Tackling anti social behaviour	4%	33%	37%	24%	4%	31%	39%	26%
Providing housing advice and information	10%	25%	9%	53%	9%	23%	9%	57%
Promoting Erewash as a good place to live	14%	32%	22%	30%	13%	31%	24%	32%
Combating crime in your neighbourhood	6%	39%	32%	22%	6%	35%	37%	21%
Working with other local authorities	6%	15%	5%	73%	6%	16%	5%	72%

Housing Strategy

There has been no change in respondents' perceptions to how well the Council is doing from February 2005 to November 2006. The majority of replies were in the 'don't know' bracket. 'Responding to anti-social behaviour' and 'combating crime in your neighbourhood' are still considered to be 'done well' but areas where the Council could improve.

Q4 Which four of the following housing related aims do you think the Council should prioritise:

As in February 2005 the top four priorities are:

NOVEMBER 2006	Male %within gender	Female %within gender	Total
Reducing the fear of crime in neighbourhoods and create safer communities	79%	74%	76%
Making neighbourhoods places people want to live in	69%	65%	67%
Improving the environment	50%	44%	47%
Ensuring there is a good standard of housing which enhances people's quality of life	38%	45%	42%

Q5 How satisfied are you with your current home?

		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Very satisfied	Count	187	174	361	246	199	445
	% within gender	62.5%	57.8%	60.2%	68.3%	59.4%	64.0%
Fairly satisfied	Count	83	107	190	94	113	207
	% within gender	27.8%	35.5%	31.7%	26.1%	33.7%	29.8%
Neither satisfied nor dissatisfied	Count	14	8	22	13	14	27
	% within gender	4.7%	2.7%	3.7%	3.6%	4.2%	3.9%
Fairly dissatisfied	Count	6	7	13	3	8	11
	% within gender	2.0%	2.3%	2.2%	0.8%	2.4%	1.6%
Very dissatisfied	Count	3	1	4	4	1	5
	% within gender	1.0%	0.3%	0.7%	1.1%	0.3%	0.7%

Although there has been a slight decrease in the satisfaction rate from February 2005 to November 2006 this still rates high at 60.2% (very satisfied) and 31.7% (fairly satisfied).

Housing Strategy

Q6 How satisfied are you with your neighbourhood?

		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Very satisfied	Count	99	67	166	113	83	196
	% within gender	33.1%	22.3%	27.7%	31.3%	24.8%	28.2%
Fairly satisfied	Count	145	166	311	182	189	371
	% within gender	48.5%	55.1%	51.8%	50.4%	56.4%	53.3%
Neither satisfied nor dissatisfied	Count	17	28	45	30	29	59
	% within gender	5.7%	9.3%	7.5%	8.3%	8.7%	8.5%
Fairly dissatisfied	Count	30	29	59	27	28	55
	% within gender	10%	9.6%	9.8%	7.5%	8.4%	7.9%
Very dissatisfied	Count	4	8	12	9	6	15
	% within gender	1.3%	2.7%	2.0%	2.5%	1.8%	2.2%

Satisfaction with the local 'neighbourhood' is at a lower level than with 'current home' and has seen a slight decrease from February 2005. Nevertheless, around 80% are very satisfied or fairly satisfied with their neighbourhood. The number of respondents who are dissatisfied with their neighbourhood has risen slightly by 2% from the February 2005 results.

Q7 What aspects of your current home and your neighbourhood are you not satisfied with:

		November 2006			February 2005*		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
House too small	Count	25	27	52			
	% within gender	8.4%	9.0%	8.7%			
House too big	Count	8	7	15			
	% within gender	2.7%	2.3%	2.5%			
Garden too small	Count	32	45	77			
	% within gender	10.7%	15%	12.8%			
Garden too big	Count	13	5	18			
	% within gender	4.3%	1.7%	3.0%			
The cost of mortgage or rent	Count	26	35	61			
	% within gender	8.7%	11.6%	10.2%			
The cost of bills	Count	122	153	275	90	99	189
	% within gender	40.8%	50.8%	45.8%	24.5%	28.7%	26.5%
Inadequate car parking	Count	80	77	157	89	93	182
	% within gender	26.8%	25.6%	26.2%	24.2%	27.0%	25.5%
School catchment area	Count	18	20	38			
	% within gender	6.0%	6.6%	6.3%			
Location	Count	15	11	26			
	% within gender	5.0%	3.7%	4.3%			
Neighbours	Count	27	27	54			
	% within gender	9.0%	9.0%	9.0%			
Lack of local facilities	Count	49	60	109	51	44	95
	% within gender	16.4%	19.9%	18.2%	13.9%	12.8%	13.3%
Noise/disturbance	Count	72	98	170	84	101	185
	% within gender	24.1%	32.6%	28.3%	22.8%	29.3%	25.9%

* Only the top four responses were recorded in February 2005

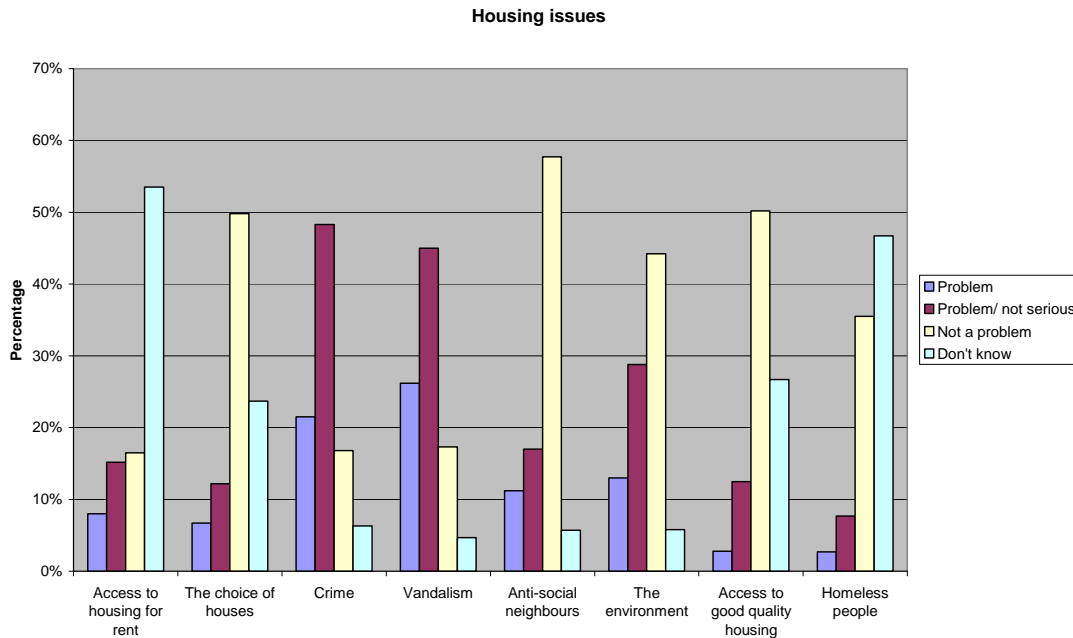
Housing Strategy

Once again the responses for the top four aspects of dissatisfaction were the cost of bills (45.8%), noise/disturbance (28.3%), inadequate car parking (26.2%) and lack of local facilities (18.2%).

The respondents were asked for other areas where they are dissatisfied. As respondents write these in their own words it is difficult to give percentages but these are very small. The highest areas for concern are (in no specific order):

- Improve pavements/ footpaths
- Too much heavy traffic
- Anti social behaviour – teenagers congregating
children playing on the street
- Crime
- Drugs
- Car parking in local streets – especially by businesses
- Council tax too high
- Cleanliness of street
- Lack of public transport

Q8 How would you rate the following housing and related issues in your neighbourhood:



Housing Strategy

To compare this with the February 2005 results

	November 2006				February 2005			
	Problem	A problem but not serious	Not a problem	Don't know	Problem	A problem but not serious	Not a problem	Don't know
Access to housing for rent	8%	15%	17%	54%	10%	12%	18%	61%
The choice of houses	7%	12%	50%	24%	4%	13%	54%	29%
Crime	22%	48%	17%	6%	26%	53%	15%	6%
Vandalism	26%	45%	17%	5%	33%	48%	16%	3%
Anti social neighbours	11%	17%	58%	6%	13%	18%	63%	7%
The environment	13%	29%	44%	6%	14%	31%	50%	6%
Access to good quality housing	3%	13%	50%	27%	3%	13%	54%	29%
Homeless people	3%	8%	36%	47%	3%	7%	42%	48%

Crime and vandalism still rate the highest problem areas; however there has been a slight decrease in rate of the problem from the respondents with regard to Crime (reduced by 9%).

Q9 To what extent do you agree or disagree with the following statements:

NOVEMBER 2006	Strongly agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	Don't know
House prices are too high in my neighbourhood	14%	26%	35%	13%	2%	4%
There are too many houses for rent in my neighbourhood	1%	3%	18%	29%	5%	37%
My house is too small for my needs	2%	7%	13%	45%	26%	0.8%
I could not afford to buy a house in my neighbourhood	9%	10%	17%	37%	14%	4%
The environment in my neighbourhood is generally well kept	5%	46%	19%	18%	6%	0.7%
I feel safe in my neighbourhood	5%	44%	24%	16%	4%	0%
I would like to move to a larger house	5%	14%	11%	37%	21%	3%
The Council provides effective housing services	1%	10%	18%	7%	3%	54%
My home needs improving	5%	18%	17%	35%	16%	1%
I would like to rent from a housing association but cannot	2%	1%	10%	25%	35%	16%
There are too many unoccupied houses in my neighbourhood	1%	3%	9%	40%	23%	15%
Anti social behaviour is a problem in my neighbourhood	8%	26%	26%	24%	7%	3%
My neighbourhood is a great place to live	9%	37%	35%	9%	3%	0.3%
I did not have any problems finding a house I wanted to buy	7%	41%	21%	9%	4%	9%

Housing Strategy

In comparison the results from February 2005 were:

FEBRUARY 2005	Strongly agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree	Don't know
House prices are too high in my neighbourhood	17%	28%	36%	12%	1%	6%
There are too many houses for rent in my neighbourhood	1%	5%	20%	31%	8%	36%
My house is too small for my needs	3%	9%	12%	46%	28%	1%
I could not afford to buy a house in my neighbourhood	10%	15%	18%	37%	15%	5%
The environment in my neighbourhood is generally well kept	8%	44%	22%	21%	6%	0.7%
I feel safe in my neighbourhood	6%	47%	26%	16%	4%	0.3%
I would like to move to a larger house	8%	15%	16%	38%	21%	2%
The Council provides effective housing services	1%	11%	26%	6%	3%	54%
My home needs improving	5%	25%	17%	35%	15%	2%
I would like to rent from a housing association but cannot	1%	2%	11%	28%	43%	15%
There are too many unoccupied houses in my neighbourhood	2%	2%	10%	41%	30%	15%
Anti social behaviour is a problem in my neighbourhood	10%	22%	26%	29%	10%	4%
My neighbourhood is a great place to live	11%	38%	40%	8%	2%	0.4%
I did not have any problems finding a house I wanted to buy	10%	41%	25%	11%	3%	9%

In November 2006, 40% of respondents agree or strongly agree that house prices are too high in their neighbourhood, this is a slight decrease (5%) from February 2005.

Once again in November 2006, over a third of all respondents do not know whether there is an excess of housing for rent. Of the remainder a further third disagree with the statement.

Results from November 2006 and February 2005 are similar in the number of respondents who disagree that their house is too small for their needs.

The number of respondents who could afford to buy a house in the neighbourhood has increased by 6% in November 2006.

Once again over 50% of respondents agree that their environment is well kept.

Just under half of the respondents say they felt safe in their neighbourhood in November 2006, this compares to over half in February 2005. Only a small amount disagree with this statement (20%).

Housing Strategy

Only 19% of respondents in November 2006 would like to move to a larger house, this is a slight decrease (4%) from February 2005. The majority of respondents disagree with this statement.

As in February 2005 over half of the respondents did not know whether the Council provides effective housing services.

Around one quarter of the respondents in both February 2005 and November 2006 agreed that their home needed improvement but in contrast, 50% disagree that their home needs improvement.

Only a very small number of people would like to rent from a housing association but cannot. This finding ties in with the high home ownership levels amongst the panel members.

Again only a small proportion of respondents think that there are too many unoccupied houses in their neighbourhood. Most 73% disagree with this statement.

As in February 2005 a sizeable proportion of respondents (34%) agree that anti-social behaviour is a problem.

Some 46% of respondents agree that their neighbourhood is a great place to live; this is slightly down on the figure for February 2005 of 48%. 12% disagree with this statement, similar to the February 2005 figure of 11%.

In November 2006, just under half of the respondents (48%) did not have any problems finding a house they wanted to buy. Again this is slightly less than in February 2005 at 51%.

Q10 Thinking about where your household would be in the next five years, do you plan to:

		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Move within Erewash	Count	43	36	79	47	49	96
	% within gender	14.4%	12.0%	13.2%	13.2%	14.8%	14%
Remain	Count	203	215	418	262	244	506
	% within gender	67.9%	71.4%	69.7%	73.4%	74%	73.5%
Move outside Erewash	Count	37	33	70	48	38	86
	% within gender	12.4%	11.0%	11.7%	13.4%	11.5%	12.5%

In both February 2005 and November 2006, nearly three quarters of respondents expect to remain in the same household. Movement both out of and within Erewash remains at around 12%.

Housing Strategy

Q11 If you are likely to move in the next five years, but remain within Erewash Borough, where are you likely to move to?

Respondents were allowed to choose more than one location.

The most frequently chosen place for re-location is still Breaston, but now Ockbrook is slightly higher than Long Eaton with Risley coming in next. The least popular destination still remains as Kirk Hallam.

	November 2006		February 2005	
	Number	Percent	Number	Percent
Long Eaton	46	7.7	49	6.8
Ilkeston	41	6.8	24	3.3
West Hallam	25	4.2	26	3.6
Stanley	11	1.8	7	1.0
Stanley Common	9	1.5	9	1.2
Morley	20	3.3	10	1.4
Breadsall	20	3.3	11	1.5
Little Eaton	17	2.8	8	1.1
Borrowash	24	4.0	22	3.0
Draycott	27	4.5	21	2.9
Breaston	76	12.7	55	7.6
Ockbrook	50	8.3	33	4.6
Dale Abbey	35	5.8	25	3.5
Kirk Hallam	3	0.5	5	0.7
Stanton by Dale	38	6.3	22	3.0
Sandiacre	19	3.2	13	1.8
Risley	45	7.5	36	5.0
Sawley	36	6.0	30	4.1

Q12 How affordable do you think housing is to buy and to rent in Erewash Borough Council?

TO BUY		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Very affordable	Count	10	8	18	15	16	31
	% within gender	3.3%	2.7%	3.0%	4.3%	5.0%	4.6%
Fairly affordable	Count	133	122	255	163	129	292
	% within gender	44.5%	40.5%	42.5%	46.4%	39.9%	43.3%
Neither affordable nor affordable	Count	57	59	116	70	80	150
	% within gender	19.1%	19.6%	19.3%	19.9%	24.8%	22.3%
Fairly unaffordable	Count	59	72	131	72	80	152
	% within gender	19.7%	23.9%	21.8%	20.5%	24.8%	22.6%
Very unaffordable	Count	22	14	36	31	18	49
	% within gender	7.4%	4.7%	6.0%	8.8%	5.6%	7.3%

Housing Strategy

In November 2006, 45.5% of respondents think that housing is affordable. In contrast 27.7% think that housing is unaffordable.

TO RENT		November 2006			February 2005		
		Gender		Total	Gender		Total
		Female	Male		Female	Male	
Very affordable	Count	7	5	12	10	9	19
	% within gender	2.3%	1.7%	2.0%	3.2%	3.2%	3.2%
Fairly affordable	Count	92	65	157	111	78	189
	% within gender	30.8%	21.6%	26.2%	36.0%	27.9%	32.1%
Neither affordable nor unaffordable	Count	103	118	221	130	141	271
	% within gender	34.4%	39.2%	36.8%	42.2%	50.4%	46.1%
Fairly unaffordable	Count	37	44	81	41	40	81
	% within gender	12.4%	14.6%	13.5%	13.3%	14.3%	13.8%
Very unaffordable	Count	11	9	20	16	12	28
	% within gender	3.7%	3.0%	3.3%	5.2%	4.3%	4.8%

In November 2006, over one third of respondents neither disagree nor agree that renting is affordable within the Borough. Around a 28% think that it is affordable and around 16% think that it is not. These figures are within a few percent of the results from February 2005.

General Comments

As in previous Citizens Panel's questionnaires, a back sheet was included to capture any other comments that panel members wanted to raise.

There were 120 comments made and having carried out a quick analysis these can be categorised and summarised as follows:

Highways – (23 comments) Comments ranged from pavements needing resurfacing; parking issues; roads not equipped to deal with the volume of traffic; inadequate bus services.

Community Safety – (21 comments) The majority of comments surrounded youngsters gathering in streets and drinking or engaging in anti social behaviour. Other comments included vandalism and the lack of community policing.

Culture and Leisure – (12 comments) Most of the comments surrounded the leisure centres, in particular the upgrading required at Victoria Leisure Centre swimming pool. There were alternative suggestions for use of Ilkeston Market Place such as bands and farmers markets. A few respondents suggested that more activities are needed for young people.

Housing and environment – (14 comments) Comments ranged from the quality of air and noise from the M1 to buildings not being used.

Three Valleys Housing – (5 comments) Although Three Valleys Housing is not part of the Borough Council, many residents still believe they are one and the same. The comments covered providing affordable housing and more sheltered housing for disable people.

Neighbourhood Services – (35 comments) This area attracted the most comments. The main topics were recycling, specifically to include all compostable materials and extra recycling around Christmas time; more neighbourhood wardens needed especially in the evening and night; and trees and hedges in need of pruning.

In addition there were a large number of individual comments. All comments have been forwarded to the relevant service area.

Appendices

Appendix A Covering Letter
Appendix B Questionnaire

Appendices



EXECUTIVE TEAM *Community Consultation*

*Town Hall
Long Eaton
Derbyshire
NG10 1HU*

Switchboard: 0115 9072244
Fax: 0115 9072343
Minicom: 0115 931 6056
Web: www.erewash.gov.uk

Please ask for: Lorraine Poyser
Direct Telephone: 0115 9072241
E-Mail:
Your Ref:
Our Ref:
Date: November 2006

Dear Citizen Panel Member

EREWASH CITIZENS PANEL- NOVEMBER 2006 SURVEY

I am pleased to enclose the questionnaire for the latest survey of the Citizens Panel. The November survey covers one topic area – The Council's Housing Strategy. The Council asked these questions in February 2005 and will use the answers to help find out how services have improved or not.

I would be grateful if you could complete and return the questionnaire to Erewash Borough Council in the FREEPOST envelope provided by **Sunday 26 November 2006**.

Since the last Citizens Panel survey, a new Consultation Officer has been appointed. Her name is Christine Thornhill and if you have any queries about this survey, she can be contacted on 0115 9316071.

The Council is also looking to use electronic means to consult with its users. The questionnaire will be on the Erewash website and you will get an alert through your email when these are ready for completion. Once this has been set up it will result in a cost saving to the Council for the postage and also in administration costs. We will of course still administer the questionnaire via the post for those citizens who prefer this method. If you are be interested in using this electronic format in the future can you please either return the tear off form below with the details of your email address on, or email direct at christine.thornhill@erewash.gov.uk

Once again thank you for your continued support in responding to the questionnaires.

Yours faithfully

Lorraine Poyser
Executive Office Manager

Appendices

I am interested in using electronic means to complete the Citizens Panel questionnaire

Name email
.....

