
**Erewash Citizens Panel
March 2007 Questionnaire Survey**

Final Report

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CITIZENS PANEL FEBRUARY 2007

Background and Introduction

In February 2007, Erewash Borough Council conducted a postal survey with Erewash Citizens' Panel to investigate views on Community Safety, Drug and Alcohol, Safety Cameras, Derbyshire Police, Quality of Life, Local Parks and Three Valleys Housing.

Methodology

Postal Mailout

In February 2007, 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 5 March.

Response Rate

Six hundred and seventy seven questionnaires were returned from the mail-out, giving a response rate of 68%.

DEMOGRAPHICS FOR FEBRUARY 2007 CITIZENS PANEL

RESPONSE RATE 68% (677 RETURNS OUT OF A POSSIBLE 999)

Gender

	Number returned	Percent
Valid Female	338	49.9
Male	339	50.1
Total	677	100.0

Ward

	Number returned	Percent
Valid		
Abbotsford	31	4.6
Breaston	30	4.4
Cotmanhay	24	3.5
Derby Road East	27	4.0
Derby Road West	44	6.5
Draycott	25	3.7
Hallam Fields	28	4.1
Ilkeston Central	26	3.8
Ilkeston North	20	3.0
Kirk Hallam	38	5.6
Little Eaton and Breadsall	24	3.5
Little Hallam	25	3.7
Long Eaton Central	41	6.1
Nottingham Road	43	6.4
Ockbrook and Borrowash	49	7.2
Old Park	23	3.4
Sandiacre North	23	3.4
Sandiacre South	29	4.3
Sawley	45	6.6
Stanley	14	2.1
West Hallam and Dale	34	5.0
Abbey		
Wilsthorpe	34	5.0
Total	677	100.0

Age Group

	Number returned	Percent
Valid 16 to 17 years	4	.6
18 to 24 years	27	4.0
25 to 34 years	120	17.7
35 to 44 years	134	19.8
45 to 54 years	103	15.2
55 to 59 years	75	11.1
60 to 64 years	61	9.0
65 to 74 years	89	13.1
75 years and over	64	9.5
Total	677	100.0

Ethnic group

	Frequency	Percent
Valid British	257	38.0
Indian	1	.1
Irish	2	.3
Other	2	.3
Other Black	1	.1
Other White	7	1.0
White	405	59.8
Total	677	100.0

All figures in the tables are percentages except where the numbers of responses are cited.

COMMUNITY SAFETY PARTNERSHIP

Community Safety Partnerships have been established across Derbyshire on district council areas. These partnerships involve the County Council and district councils, the Police, Primary Care Trusts, Fire Service, Drug and Alcohol Action Teams, Youth Offending Services, Probation Service, and the business and voluntary sectors. Each partnership sets local objectives to reduce crime and disorder and to do this they need to audit local crime rates and consult with the public to gather local views on community safety issues.

The results from the following questions will be used with data from partner agencies to monitor how residents in Derbyshire feel about crime and disorder. Throughout this questionnaire a neighbourhood is defined as the roads, streets or blocks around your home.

COMMUNITY SAFETY

Q1 How safe to you feel in the following situations?

	Very Safe	Fairly Safe	Neither	Fairly unsafe	Very unsafe	No opinion /don't know	Number of responses
a) When outside in your neighbourhood during the day	48	45	4	2	-	-	647
b) When outside in your neighbourhood at night time	10	50	20	14	5	-	648
c) When you are alone in your own home at night	37	54	4	3	1	-	649
d) When travelling alone on public transport	12	46	18	10	3	13	640

Q2 How confident are you that the Criminal Justice System is effective in bringing offenders to justice:

Very confident	Fairly confident	Not very confident	Not at all confident	Don't know	No of responses
0.3	22	44	32	2%	649

Q3 How worried are you about crime in your local area?

Very worried	Fairly worried	Not very worried	Not at all worried	No of responses
8	51	39	2%	649

Q4 If you are worried about crime in your local area how much does this impact on your quality of life?

A lot	A little	Not at all	Not worried about crime	Number of responses
7	62	27	4	604

Q5 How worried are you about ...

	Very worried	Fairly worried	Not very worried	Not at all Worried	Not Applicable	Number of responses
...having your home broken into and something stolen?	14	49	35	2	-	673
... having your car stolen?	12	38	40	2	7	665
...having things stolen from your car?	13	39	38	3	7	660
... being mugged and robbed?	10	35	48	6	-	673
...being raped?	7	15	37	19	22	646
...being physically attacked by strangers?	9	35	49	7	-	673
...being subject to physical attack because of your skin colour, ethnic origin or religion?	2	5	33	44	16	660

Q6 How well informed do you feel about what is being done to tackle anti-social behaviour on your local area?

Very well Informed	Fairly well Informed	Not very well Informed	Not very well informed at all	Don't Know	Number of responses
1	17	51	28	4	674

Q7 Thinking about your local area, how much of a problem do you think are...

	A very Big Problem	A fairly Big Problem	Not a Very big Problem	Not a Problem at all	Don't Know	Number of responses
... parents not taking responsibility for the behaviour of their children?	28	37	28	5	2	673
...people not treating other people with respect and consideration?	24	34	33	7	1	673
...abandoned and burnt out cars?	3	5	43	44	6	667
...vandalism or graffiti and other property damage?	11	30	44	14	2	671
...groups of teenagers hanging around?	23	36	33	7	2	673
...people using or dealing drugs	11	18	27	16	29	665
...noisy neighbours or loud parties?	3	8	39	48	2	668
...rubbish or litter lying around?	24	27	37	11	-	674
...people being drunk or rowdy in public places?	7	17	49	23	5	668

Q8 How often do you think these incidents happen in the streets around your home?

	Very often	Quite Often	Not very Often	Hardly ever	I don't Know	Number of responses
Burglary in the home	3	20	57	12	8	664
Robberies in the street	1	6	45	35	13	664
Cars stolen	2	14	51	22	12	662
Cars broken into	4	26	46	13	11	664
Bicycles stolen	4	21	38	12	25	658
Abandoned or burnt out cars	-	5	30	52	14	662
Other arson	-	5	25	47	22	658
Vandalism or graffiti and other property damage	9	30	35	20	6	662
Groups of teenagers hanging around	23	37	23	13	2	664
Bullying	6	16	21	13	44	660
People being attacked/harassed because of their skin colour, ethnic origin or religion	1	5	21	32	41	663
People being attacked/harassed because of their age	1	7	26	34	33	663
People being attacked/harassed because of their gender	1	4	23	33	40	661
People being attacked/harassed because they are disabled	1	3	22	36	39	662
People being attacked/harassed because of their sexuality	1	2	22	33	43	662
Domestic abuse	2	11	20	15	52	663
Verbal abuse	7	22	25	23	23	664
People using or dealing drugs	6	15	20	16	43	660
Prostitution	-	1	11	35	53	657
Noisy neighbours or loud parties	2	6	29	53	10	662
People sleeping rough on the streets	-	1	10	57	33	658
Rubbish or litter lying around	26	32	26	15	2	662
People being drunk or rowdy in public places	6	20	35	28	12	660

DRUG AND ALCOHOL ACTION TEAM

Q9 How easy would you find it to contact or refer to someone else for advice, to any of the following drug and/or alcohol treatment support services?

	I know how to contact	I could find a contact	I have no idea how to contact	I don't know of their existence	Number of responses
Young peoples' treatment services	4	43	31	22	662
Adult treatment services	5	46	31	18	663
Parent/carer support groups	5	49	32	14	662
Alcohol treatment services	4	54	31	11	662
National drugs helpline facilities (FRANK)	7	52	26	15	663

Q10 Are you aware of any drug dealing in your local area?

Yes	No	Don't Know	Number of responses
18	63	19	663

Q11 How much of a problem is drug dealing in your local area?

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know	Number of responses
3	11	21	13	52	668

Q12 Are you aware of any drug taking in your local area?

Yes	No	Don't know	Number of responses
23	51	26	668

Q13 How much of a problem is drug taking in your local area?

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know	Number of responses
3	11	20	13	53	667

Q14 Are you aware of people drinking excessive amounts of alcohol in public in your local area?

Yes	No	Don't know	Number of responses
41	45	14	667

Q15 How much of a problem does people drinking excessive amounts of alcohol cause in your local area.

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know	Number of responses
4	21	36	19	20	667

Q16 So far as you know how easy is it to obtain these drugs in the area where you live?

	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult	Impossible	Don't know	Number of responses
Amphetamines – speed, whiz, uppers, 'billy'	5	10	1	1	1	83	666
Cannabis, marijuana, grass, hash, ganja, blow, draw, skunk, weed	10	12	1	-	1	77	664
Cocaine – coke, 'charlie', snow	3	9	2	1	1	85	664
Crack – rock or stones	2	5	3	1	1	88	664
Ecstasy – 'E' or pills	4	11	1	1	1	82	664
Heroin – smack, 'H', brown, skag	3	7	2	1	1	87	664
LSD – acid or tabs	3	6	2	1	1	88	664
Magic mushrooms	3	6	3	1	1	87	665
Methadone or Physeptone	2	5	2	1	1	89	664
Semeron	1	3	2	1	1	93	663
Tranquilisers – Temazepam, Temazos, Valium	3	7	2	1	1	86	664
Amyl nitrate – poppers, liquid gold	3	8	2	-	1	86	663
Anabolic steroids	3	9	1	-	1	86	664
GHB, GBH, or other 'date rape', drug	1	4	3	1	1	92	664
Methamphetamine	1	3	3	1	1	93	663

DERBYSHIRE SAFETY CAMERA PARTNERSHIP

These questions are designed to establish how Safety Cameras and partnerships are viewed by members of the public and if the public are becoming more supportive of camera operation. Derbyshire Safety Camera Partnership is responsible for the operation of fixed and mobile speed cameras and red light cameras across the county.

Q17 Do you think Safety Cameras are effective at reducing speeds making Derbyshire's roads safer?

Yes	No	Number of responses
60	40	654

Q18 Do you think there should be more Safety Cameras on the roads of Derbyshire?

Yes	No	Number of responses
33	67	662

Q19 Do you agree or disagree that safety cameras are about casualty reduction rather than raising revenue?

Yes	No	Number of responses
44	56	664

Q20 Do you agree or disagree that excessive and inappropriate speed is a major contributory factor in road collisions?

Yes	No	Number of responses
84	16	670

DERBYSHIRE POLICE**Q21 How satisfied or dissatisfied are you with the following in your neighbourhood?**

	Very satisfied	Fairly Satisfied	Neither satisfied Nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Number of responses
The presence of visible uniform patrol – mobile	3	15	26	32	24	671
The presence of visible uniform patrol – foot/cycle	2	13	23	32	29	669

Q22 How satisfied or dissatisfied are you with how the Police deal with each of the following?

	Very satisfied	Fairly Satisfied	Neither satisfied Nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Number of responses
999 calls	9	27	54	7	3	645
Burglary or dwellings	3	20	54	16	8	639
Crimes of violence	3	20	62	11	4	634
Drug related crime	1	15	65	14	4	630
Casualties of road traffic accidents	12	39	43	4	2	636
Road safety	5	34	48	11	4	636
Reducing the fear of crime	1	17	51	21	7	643
Calls in respect of nuisance and anti-social behaviour	2	14	53	22	10	642

Q23 How good a job overall do you think the Police are doing in your neighbourhood?

Excellent	Good	Fair	Poor	Very Poor	No opinion	Number of responses
6	1	23	47	16	7	670

QUALITY OF LIFE

The quality of life questions help 'paint a picture' of the quality of life in a local area, where your neighbourhood is designed as the roads, street or blocks around your home. The answers you give will help us plan how we can improve the facilities and services we currently offer, and will be used countrywide the Local Strategic Partnerships.

Q24 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Number of responses
29	54	9	6	1	663

Q25 On the whole, do you think that over the past TWO years your neighbourhood has got better or worse as a place to live?

Better	Worse	Stayed the same	Have lived here less than 2 years	Number of responses
8	24	66	2	664

Q26 Do you think that over the past THREE years the following have got better or worse in your neighbourhood?

	Better	Worse	Stayed the same	Have lived here less than 3 years	Number of responses
Activities for teenagers	8	23	65	4	638
Cultural facilities (eg cinemas, museums)	22	9	66	4	644
Facilities for young children	13	14	70	4	632
Sport and leisure facilities	16	11	69	4	649
Parks and open spaces	9	14	74	4	650

Q27 To what extent do you agree or disagree that you can influence decisions affecting your local area?

Definitely Agree	Tend to Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Number of responses
3	24	35	30	9	664

**Q28 To what extent do you agree or disagree with the following statement:
“By working together, people in my neighbourhood can influence
decisions that affect the neighbourhood.”**

Definitely Agree	Tend to Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Number of responses
12	48	23	14	3	664

**Q29 To what extent do you agree or disagree that this local area is a place
where people from different backgrounds get on well together?**

Definitely Agree	Tend to Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Number of responses
5	45	36	11	3	677

**Q30 In the last 12 months have you done any of the things on the list
below unpaid for someone who is a relative or who is not a relative?**

677 responses to all questions	Relative	Not a relative
Keeping in touch with someone who has difficulty getting our and about	43	32
Doing shopping, collecting a pension or paying bills for someone	38	15
Cooking, cleaning, laundry, gardening or other routine household jobs	13	32
Decorating or doing any kind of home or car repairs for someone	24	11
Babysitting or caring for children	31	16
Sitting with or providing personal care (eg washing or dressing for someone who is sick or frail)	14	5
Looking after a property or pet for someone who is away	28	39
Giving advice to someone	44	53
Writing letters or filling in forms for someone	27	17
Representing someone (eg talking to a council official)	13	6
Transporting or escorting someone (eg to a hospital, on an outing or a school run)	39	28

Other things people have done include, car repairs, collecting medication, cooking, sewing, taking dustbins in and out.

Q31 In the last 12 months have you received any of these things unpaid from someone who is not a relative?

677 responses to all questions	%
Someone has kept in touch with you if your have difficulty getting out and about	7
Someone has done your shopping, collected your pension or paid a bill for you	6
Someone has done cooking, cleaning, laundry, gardening or other routine household jobs	7
Someone has done decorating or any kind of home or car repairs for you	7
Someone has babysat or cared for your children	12
Someone has sat with you or provided you with personal care, (eg washing or dressing) if you are sick or frail	1
Someone has looked after a property or pet for you when you were away	36
Someone has given you advice	21
Someone has written letters or filled in forms for you	2
Someone has represented you (eg talked to a council official)	2
Someone has transported or escorted you (eg to a hospital, on an outing or a school run)	14

Q32 In the past 3 years have you had any responsibilities in ay of the following organisations, such as being a committee member, raising funds, organizing events or doing administrative or clerical works? (This does not include just attending meetings.)

677 responses to all questions	%
Parent/teacher organizations	7
School associations	6
Religious organisations such as churches, mosques or temples	8
Residents' or tenants' associations	4
Neighbourhood watch	4
Groups for the elderly	3
Youth groups	6
Environmental groups	1
Political parties	2
Trade unions (including students' unions)	2
Social clubs/working men's clubs	2
Sports clubs	10
Women's Institute Townswomen's or Townsman's Guild	4
Charity work (such as working in a shop or collecting donations)	9
None of these	38

WEST PARK, LONG EATON AND VICTORIA PARK, ILKESTON
Q How often do you visit?

	West Park (658 responses)	Victoria Park (649 responses)
	%	%
Daily	2	-
Twice weekly	4	2
Weekly	8	3
Monthly	14	7
Every six months	13	13
Yearly	15	7
Never	42	64

Q How far do you travel?

	West Park (%) 167 responses	Victoria Park (236 responses)
	%	%
Less than 1 mile	16	8
1-3 miles	24	17
3-5 miles	9	4
5-10 miles	12	4
10 miles or more	1	1

Q How do you get there?*(Multiple choices were allowed)*

	West Park (396 responses)	Victoria Park
	No of responses	No of responses
Walk	169	101
Jog	11	5
Cycle	50	12
Motorbike	4	2
Car	269	151
Bus	10	12
Other	Mobility scooter	Mobility scooter/ run

Q What activities do you do in the park?*(Multiple choices were allowed)*

	West Park (169 responses)	Victoria Park (214 responses)
	No of responses	No of responses
Walk	248	146
Walk the dog	73	31
Jog	22	8
Bowling	14	11
Cycle	70	22
Watch Events	133	85
Watch wildlife	61	54
General recreation	74	47
Visit play area	103	64
Other	44	12

Other activities were football and picnics.

Q What do you value in the park?

(Multiple choices were allowed)

	West Park (378 responses)	Victoria Park (216 responses)
	No of responses	No of responses
Greenery	291	166
Wildlife	183	100
Peace/solitude	162	106
Social contact	43	26
Exercise	201	74
Sports	102	19
Open Space	282	111
Play area	115	80
Relaxation	159	106
Other	8	6

Other things valued in the parks were the carnivals and the bandstand.

Q Do you think that the park is an important part of our Heritage?

	West Park (%) (317 responses)	Victoria Park (%) (230 responses)
Agree	53	30
Disagree	4	2

Q Should more be done to promote the heritage value of the park?

	West Park (%) (376 responses)	Victoria Park (%) (211 responses)
Agree	50	27
Disagree	5	4

Q How would you rate the following?

	Excellent	Good	Fair	Poor
	General Grounds Maintenance			
West Park (379 responses)	12	36	7	1
Victoria Park (219 responses)	7	20	6	-
	Excellent	Good	Fair	Poor
	Sports Facilities			
West Park (321 responses)	4	25	17	1
Victoria Park (217 responses)	2	17	12	1
	Excellent	Good	Fair	Poor
	Facilities and Infrastructure			
West Park (374 responses)	6	30	17	2
Victoria Park (213 responses)	3	17	11	1

Q Which features within Victoria Park do you think had had the most important historic value? (Multiple choices were allowed)

Total responses 211	No of responses
Stone pillars	108
Pergola	95
Bandstand	178
Flower beds	115
Bowls pavilion	72
Trees	133
Boundary fence*	41
Entrance gates*	43

* Boundary fence and Entrance gates are no longer present.

Q Should the boundary fence on Victoria Park be reinstated?

There were 83 responses, 9% agreed and 4% disagreed.

Q Would you be in support of a heritage lottery bid application to regenerate Victoria Park?

There were 233 responses, 32% were in agreement and 3% disagreed.

Q What additional facilities do you think are required at Victoria Park? (Multiple choices were allowed)

Total responses 209	Number of responses
Seats and bins	121
Youth facilities	43
More Events	113
New Tree Trial	48
Café	104
Lighting	81
Information panels	67
Extra footpaths	28
Signage	18
Extra car parking	52
Other	12

Additional facilities included toilets and an indoor tennis centre.

The majority of respondents visit both parks with either partners or children

THREE VALLEYS HOUSING

Q How have you heard of Three Valleys Housing?

The number of responses was counted from the multiple replies received.

	NUMBER OF RESPONSES
544 Total Responses	
Local Newspapers	233
Local Television or Radio	31
I have applied for a home	9
I live in a Three Valleys Housing Property	23
A friend or relative lives in a Three Valleys Property	92
I have visited Three Valleys website	16
I have seen the Three Valleys Housing vehicles	310
I have seen/visited the Three Valleys Housing Roadshow or Community Event	18

Q Thinking about what you know or have heard about Three Valleys Housing, how much would you agree or disagree with the following statements?

	Strongly agree %	Slightly agree %	Neither %	Slightly disagree %	Strongly disagree %	Don't know %	Number of responses
Good Quality Housing	12	19	8	1	1	58	558
Looks after property	12	17	7	3	1	59	556
Quality of Service	8	14	7	3	1	67	555
Works hard to tackle ASB	4	8	7	3	5	73	557
Provides service equally	5	9	7	3	2	74	555

Q On a scale of one to ten, where one is 'very unlikely' and ten is 'very likely', if you were looking to move into rented housing, how likely or unlikely would you be to consider renting a property from the Three Valleys Housing.

Very unlikely							Very Likely	
1	2	3	4	5	6	7	8	9
29%	6%	6%	5%	21%	6%	7%	6%	2%
516 responses								



EXECUTIVE TEAM
Community Consultation

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Date: February 2007

Dear Citizen Panel Member

**Erewash Citizens Panel- February 2007
survey**

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

The February survey covers five topic areas. The Community Safety team at Erewash Borough Council is seeking information regarding crime and anti social behaviour in your local area. There are also questions on Safety Cameras and a general satisfaction questionnaire on the Police. Our Leisure and Parks are seeking your views on the two main parks in the borough – West Park and Victoria. Finally, Three Valleys Housing has a few questions on their service.

I realise that this questionnaire is a little longer than usual, but the last two have been smaller and I would ask for your co-operation in completing this one. Your views are very important to us and represent the views of the residents of Erewash. We have a response rate of over 65 per cent and I would like to increase this to 70 per cent this year. I would be grateful if you could complete and return the questionnaire to Erewash Borough Council in the FREEPOST envelope provided by **Monday 5 March**.

Please contact me on 0845 907 2244 ext 3577 if you have any queries about this survey, and many thanks for your continued support in responding to the questionnaires.

Yours faithfully
CA Thornhill
Christine Thornhill
Consultation and Engagement Officer

