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## **Erewash Citizens Panel September 2007 Questionnaire Survey**

### ***Final Report***

*Derbyshire Highways and Transport*

*Taxi Licensing*

*Erewash Local Development Framework Core Strategy*

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### **Appendices**

- A Covering letter
- B Questionnaire

## 1 INTRODUCTION AND METHODOLOGY

In September 2007, Erewash Borough Council conducted a postal survey with Erewash Citizens' Panel to investigate views on Derbyshire Highways and Transport, Taxi Licensing, and Erewash Local Development Framework Core Strategy

### Methodology

#### *Postal Mailout*

In September 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 17 September.

#### *Response Rate*

Five hundred and seventy five questionnaires were returned from the mail-out, giving a response rate of 58%.

### DEMOGRAPHICS FOR SEPTEMBER 2007 CITIZENS PANEL

Gender	Percent
Female	49.6
Male	50.4
Total	100.0

Ward	Number	Percent
Abbotsford	30	5.2
Breaston	23	4.0
Cotmanhay	24	4.2
Derby Road East	30	5.2
Derby Road West	36	6.3
Draycott	21	3.7
Hallam Fields	22	3.8
Ilkeston Central	20	3.5
Ilkeston North	16	2.8
Kirk Hallam	31	5.4
Little Eaton and Breadsall	23	4.0
Little Hallam	21	3.7
Long Eaton Central	29	5.0
Nottingham Road	37	6.4
Ockbrook and Borrowash	44	7.7
Old Park	11	1.9
Sandiacre North	19	3.3
Sandiacre South	24	4.2
Sawley	33	5.7
Stanley	12	2.1
West Hallam and Dale Abbey	31	5.4
Wilsthorpe	38	6.6
Total	575	100.0

Age Group		Number	Percent
Valid	16 to 17 years	5	.9
	18 to 24 years	18	3.1
	25 to 34 years	94	16.3
	35 to 44 years	120	20.9
	45 to 54 years	84	14.6
	55 to 59 years	61	10.6
	60 to 64 years	57	9.9
	65 to 74 years	80	13.9
	75 years and over	56	9.7
	Total	575	100.0

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Ethnic group		Number	Percent
Valid	Non given	2	.3
	British	231	40.2
	Indian	2	.3
	Irish	2	.3
	MixedCar	1	.2
	Other	2	.3
	OtherWh	8	1.4
	White	327	56.9
	Total	575	100.0

## 2 SUMMARY OF FINDINGS

### 2.1 Derbyshire Highways and Transport

Use of public transport is low with the majority of respondents preferring to use their own cars. The majority of people who have cars use petrol as the main fuel and over a third of respondents have access to two vehicles. Older respondents tend to use public transport the most. Ownership of cycles is the highest for the age group 35-44 years which tends to be those who have children. Fifty five per cent of respondents never cycle at all. The majority of respondents walk at least once a week for more than one mile for leisure/social purposes. Net overall satisfaction with road, pavement and footpath repairs/maintenance is positive apart from repairs/maintenance to pavements.

### 2.2 Taxi Licensing

Erewash carried out a more in depth survey on taxi licensing. The majority of respondents are aware of the difference between hackney carriages and private hire vehicles, but still the majority would prefer them to be more distinctive. The majority of respondents walk to taxi ranks when in town and use them for getting home from the pub. Other uses for taxis are getting to airports and stations. Cleanliness of taxis is important. Respondents also think that taxi drivers should take a test to demonstrate they have higher skills which should include knowledge of the area, medical and language skills.

### 2.3 Erewash Local Development Framework

Under the new planning system, councils are required to produce a Local Development Framework. This framework consists of a set of documents including a core strategy which will set out the aims and policies for how the borough will develop up to 2026.

Respondents preferred the vision of **Erewash – working together to improve the quality of life for everyone**. The most popular aim was to create a safe place by reducing crime and improving the quality of life. Respondents were also interested in climate change and renewable energy for towns, and public transport and access to shops for the countryside.

Forty six per cent thought that new housing developments should be located throughout the borough including villages and all developments should include affordable homes. Respondents also thought that new developments should aim to reduce the use of private cars by providing ways to encourage walking and cycling. Providing open spaces for play was also an important benefit of new developments. Respondents also cited travel to some sports centres as too far and there is not enough leisure and recreation facilities for young people.

Respondents also believe that young people do not have the skills to enter the job market.

It is important for older people to have access to community facilities but over half of the respondents believe that older people do not know what is available to them.

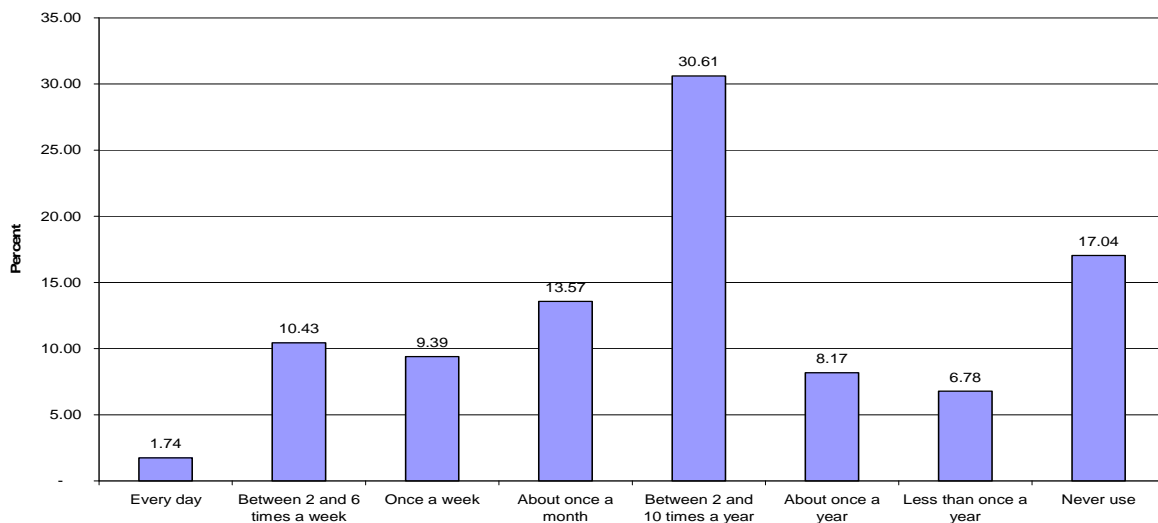
### 3 DERBYSHIRE HIGHWAYS AND TRANSPORT

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

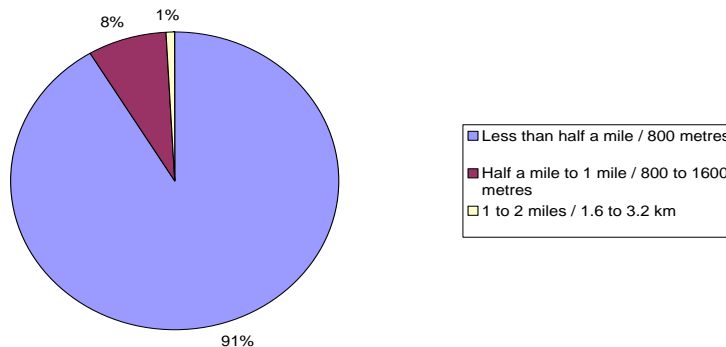
#### 3.1 The Bus Service

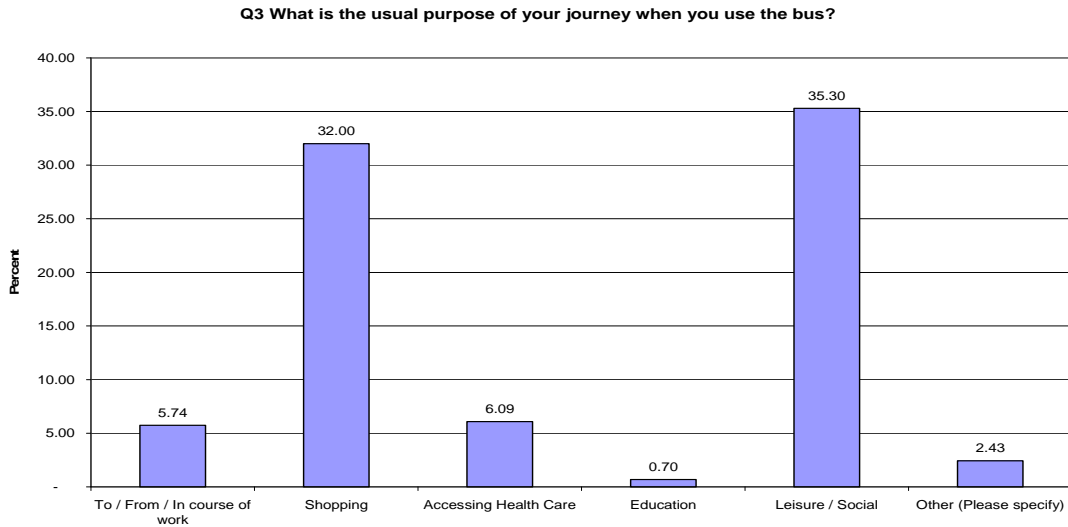
The majority of respondents use the bus service less than once a month and only 1.7% use it every day even though there is a bus stop less than half a mile from their homes. The age groups of those who use a bus every day are 35-44 years and 65-74 years. Those who use the bus service between two and 10 times a year are between 25 and 54 years with a peak at 35-44 years. The usual purposes of using a bus are for leisure/social and shopping. One other reason for using the bus was when the car was in the garage for repair or servicing.

Q1 How frequently do you use a bus service?



Q2 How far away from where you live is your nearest bus stop?

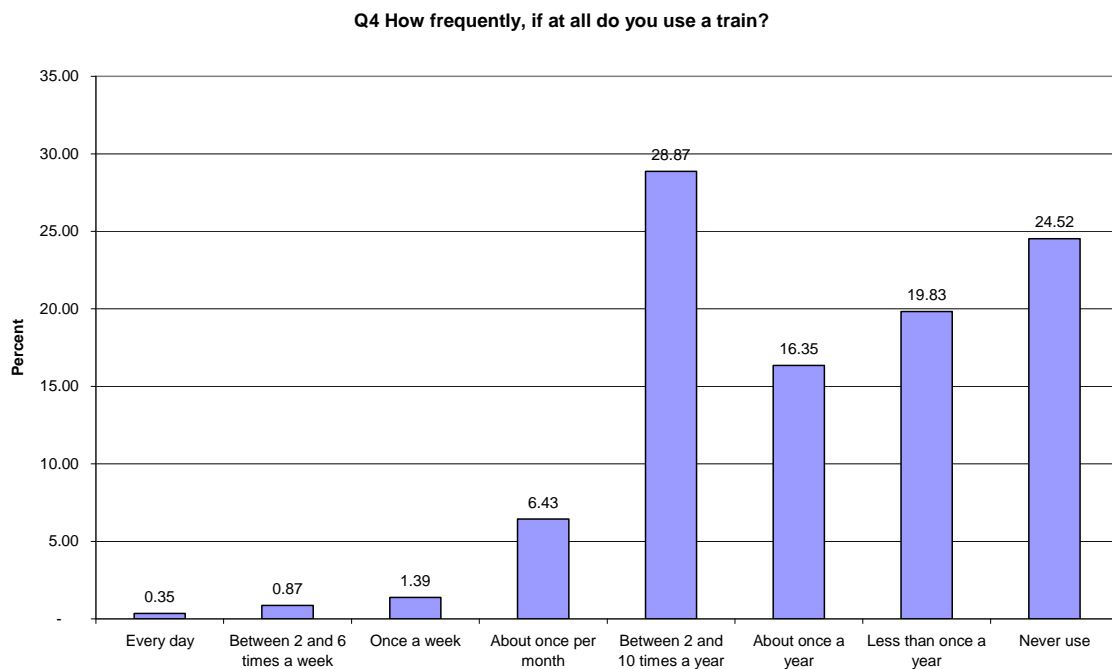




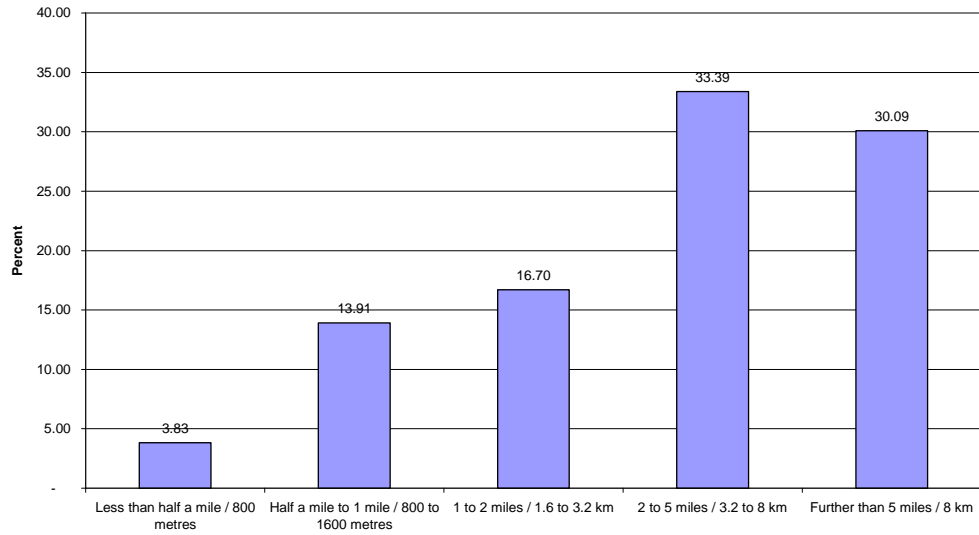
### 3.2 The Train Service

Just over one quarter of the respondents uses the train between 2-10 times a year and just under a quarter never use the train at all. For over 30% of respondents, the nearest train station is between 2 to 5 miles (3.2 to 8 km) to their home. As Long Eaton has its own train station and Ilkeston is approximately 6 miles from Derby station, this could account for this figure.

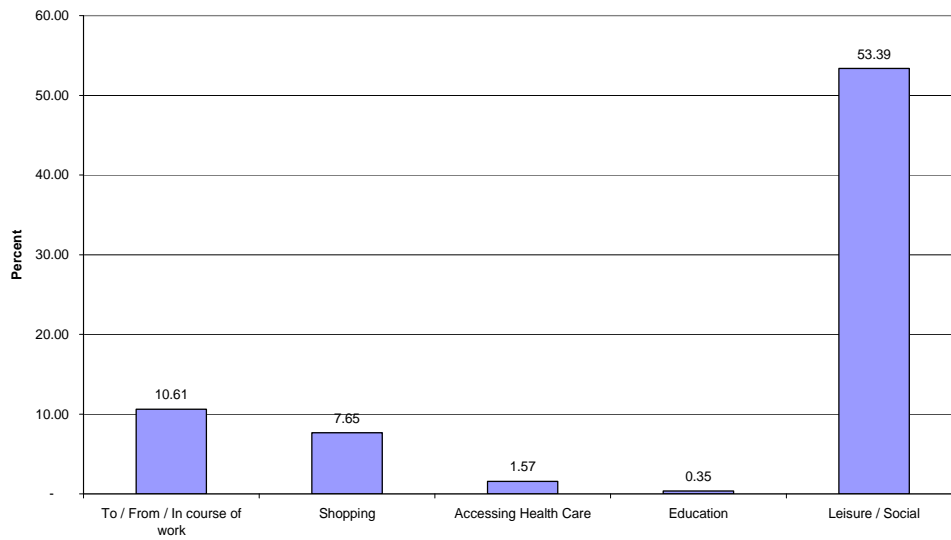
The majority of respondents (53%) use the train for leisure/social activities.



Q5 How far away from where you live is your nearest train station?



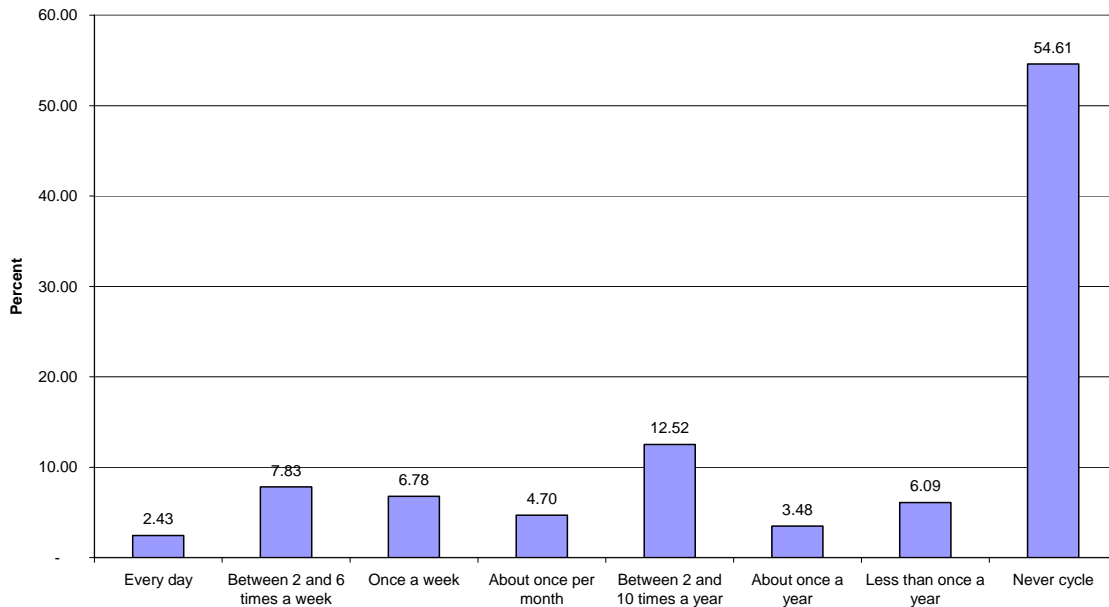
Q6 What is the usual purpose of your journey when you use the train?



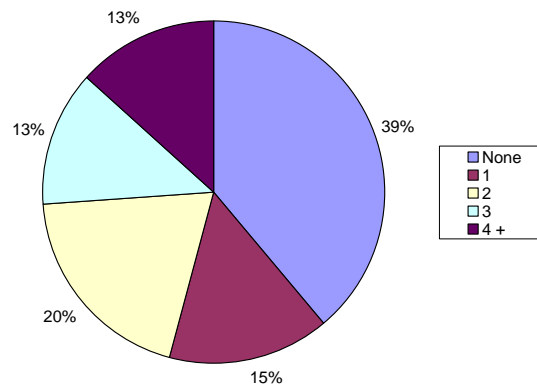
### 3.3 Cycling

The number of cycles owned by respondents seems to be relative to the age group. The age group 35-44 years represents 32% of households who have four cycles or more, those who own four or more are those who have children. This also correlates with the number of respondents who use cycles for leisure/social activities. There is a low number who cycle on a regular basis and 55% never cycle at all. Unsurprisingly the age group who cycle the least are the over 55 years with 18-24 year age group coming in second.

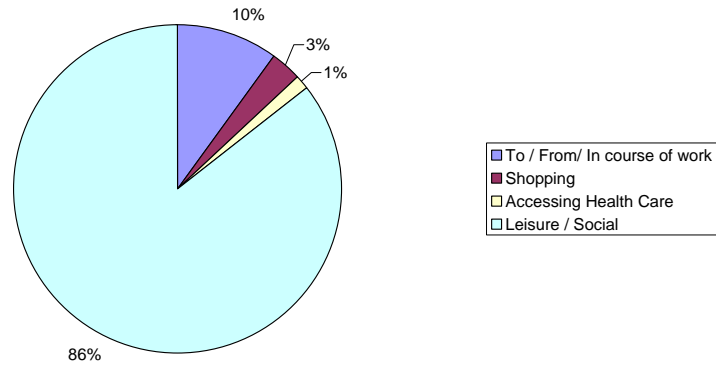
Q7 How frequently, if at all, do you cycle (including leisure cycling)?



Q8 How many cycles are available for use by your household?



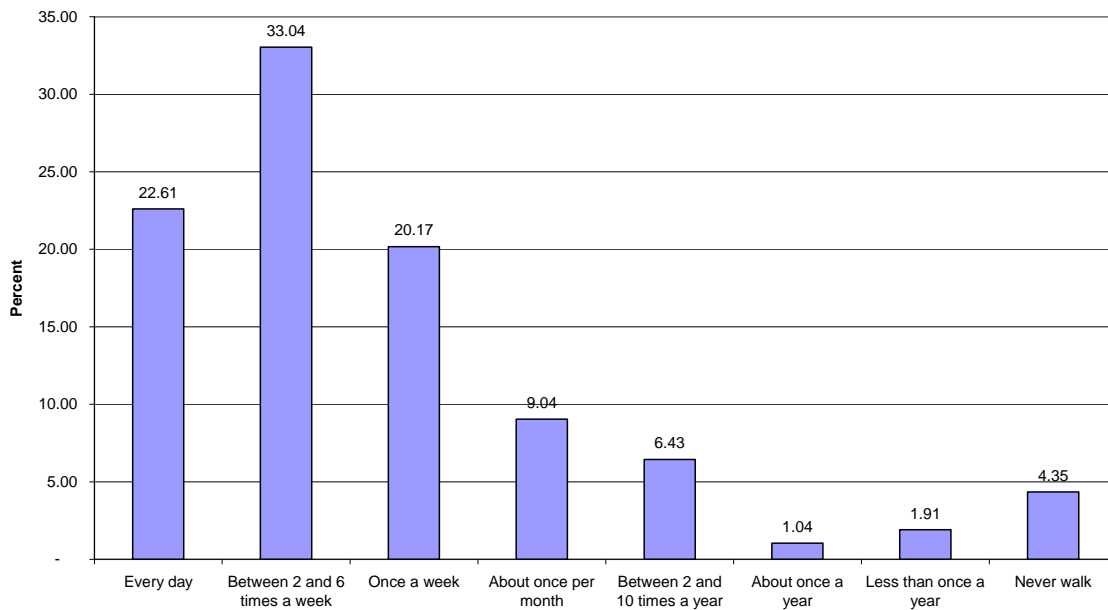
Q9 What is the usual purpose of your journey when you cycle?



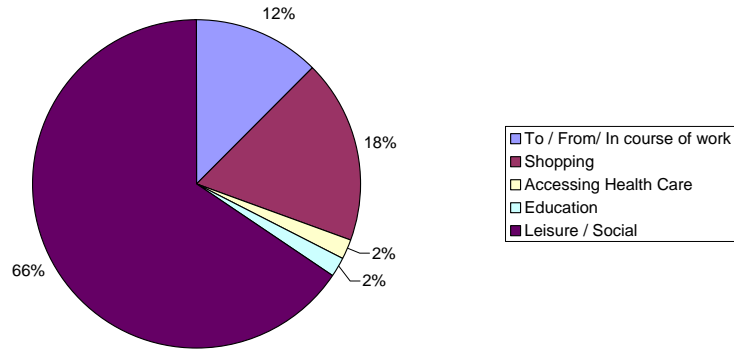
### 3.4 Walking

Seventy seven per cent of respondents say that they walk at least once a week for more than one mile, and the main purpose is leisure/social (66%).

Q10 How frequently, if at all, do you walk more than one mile (1.5km)?



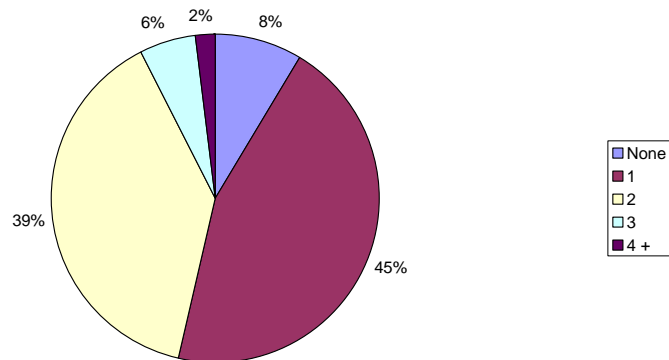
Q11 What is the usual purpose of your walk if over one mile (1.5km)?



### 3.5 Cars

The majority of respondents use petrol as the main fuel in their cars (58%), 14% use diesel and 18% use both petrol and diesel. Thirty nine per cent of respondents have two cars, only 8% having no car at all; this is the older age group (55 years+) and mainly women.

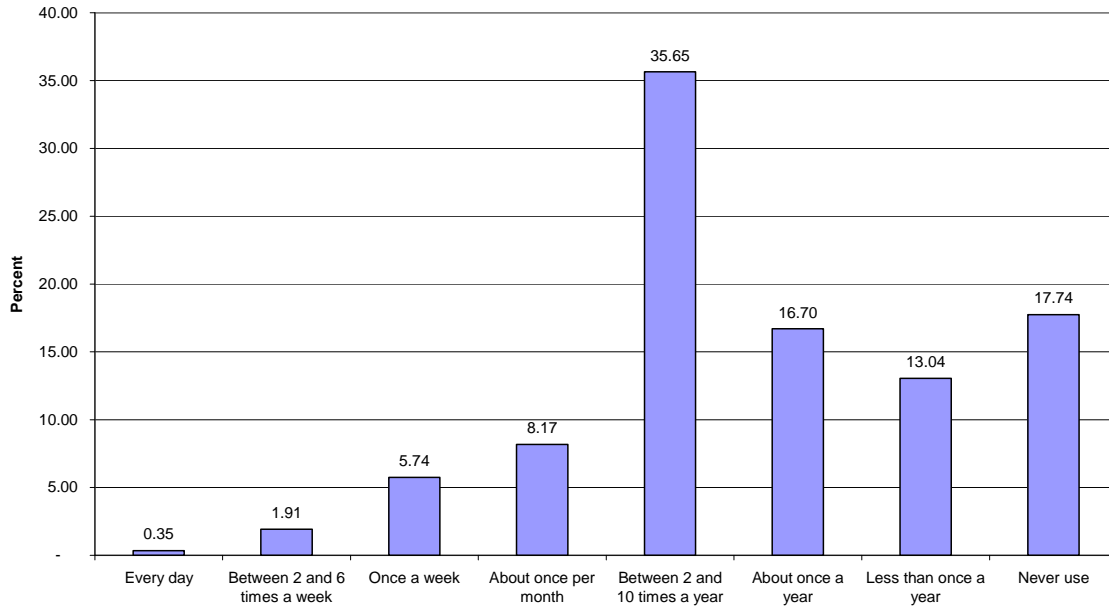
Q12 How many cars or vans are available for use by your household?



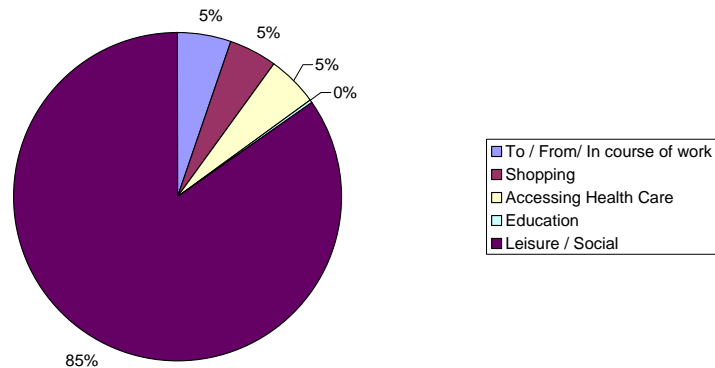
### 3.6 Taxis and Private Hire Vehicles

Only one third of respondents use a taxi or private hire car between 2 and 10 times a year and 18% never use a taxi. The usual purpose of using this form of transport is leisure/social (85%). Other reasons for using a taxi were to get to the airport, but this can be included in the social/leisure figures. The next chapter looks at taxi use in more detail.

Q14 How frequently, if at all, do you use a taxi or private hire car?



Q15 What is the usual purpose of your journey when you use a taxi or private hire car?



### 3.7 Overall Satisfaction

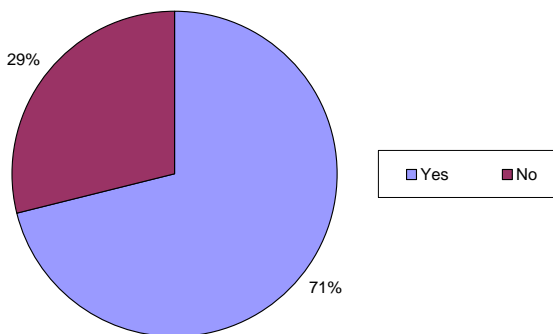
Q16 How satisfied or dissatisfied are you with each of the following in your local area?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Net satisfaction
Road repairs/maintenance	3.0	37.2	23.7	24.0	11.0	+15
Pavement repairs/maintenance	3.5	31.7	20.7	27.0	16.3	-8
Footpaths/bridle paths/public rights of way repairs/maintenance	3.3	33.6	32.5	17.0	11.1	+9
The provision of public transport Information	10.3	39.5	34.1	11.8	2.4	+36
The local bus service	24.2	37.4	24.0	9.0	3.7	+49

The net satisfaction (very satisfied + fairly satisfied) – (fairly dissatisfied + very dissatisfied) for each of the above shows that only pavement repairs/maintenance has a dissatisfaction rating. Local transport has a very favourable satisfaction rating.

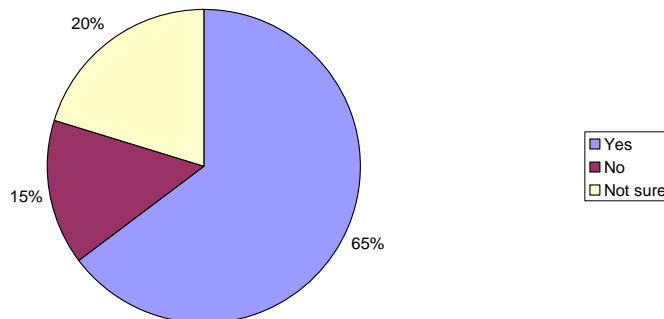
## 4 TAXI LICENSING

Two types of taxis operate in the Erewash district, Hackney Carriage vehicles and Private Hire vehicles. Private Hire Vehicles must be booked in advance where as Hackney carriages can be hailed from the street. Over 70% of respondents know the difference between the two, but still 65% wanted the two to be more distinctive, the majority preferring them to be different colours with an emblem on the side coming a close second. Other suggestions were for them to adopt the London cab style, moving away from family saloon cars, or have distinctive illuminated signs on the top of their vehicles.

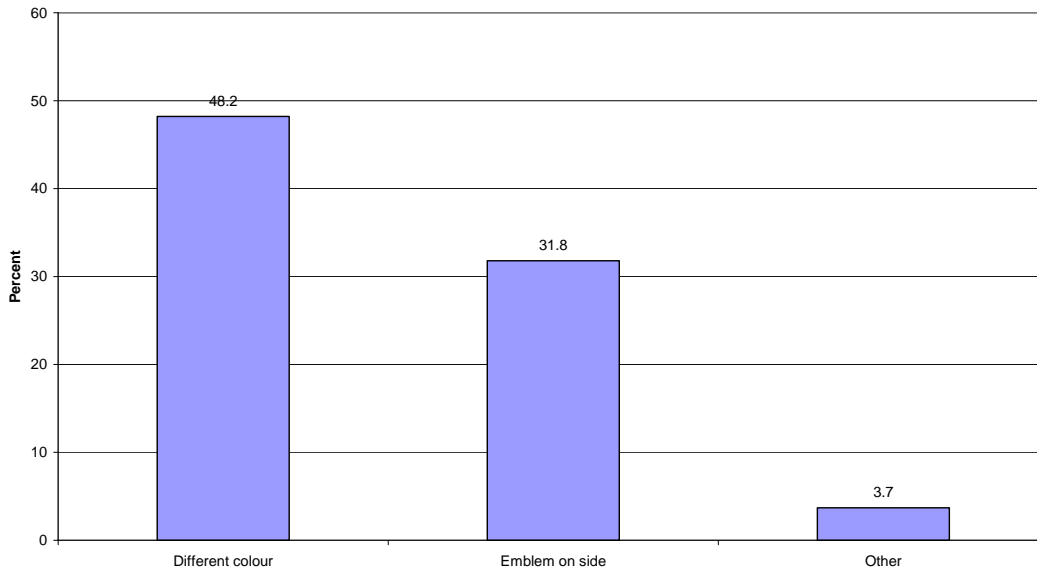
Q17 Were you previously aware of the difference between these two types of vehicles?



Q18 Would you like the Hackney Carriage vehicles to be more recognisable and different from Private Hire vehicles?



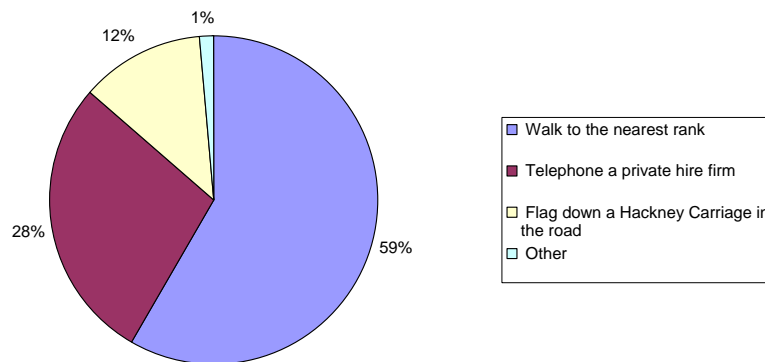
Q19 What would you like to see to make the Hackney Carriages more recognisable?



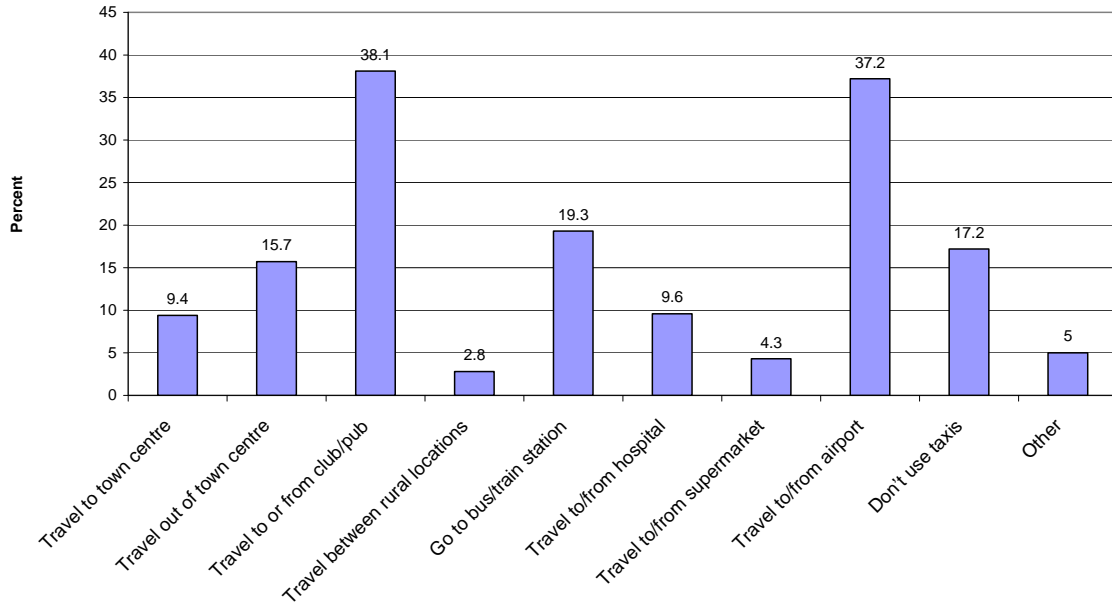
The majority of respondents when they need a taxi from the town centre, walk to the nearest rank (59%), followed by telephoning a private hire firm (28%).

The normal use of taxis is to get home from the pub (38%) and to the airport (38%) or to the bus or train station (19%). Seventeen per cent of respondents never use a taxi and cite the reasons as using other forms of transport (61%) and being too expensive (48%). Six per cent of respondents are put off by the driver's appearance and 37% say that they would like to see drivers wear a uniform. However, as there is only a small minority who are put off by the driver's appearance, and 36% would not like to see a more strict uniform with 27% not sure, this is unlikely to make more people use taxis.

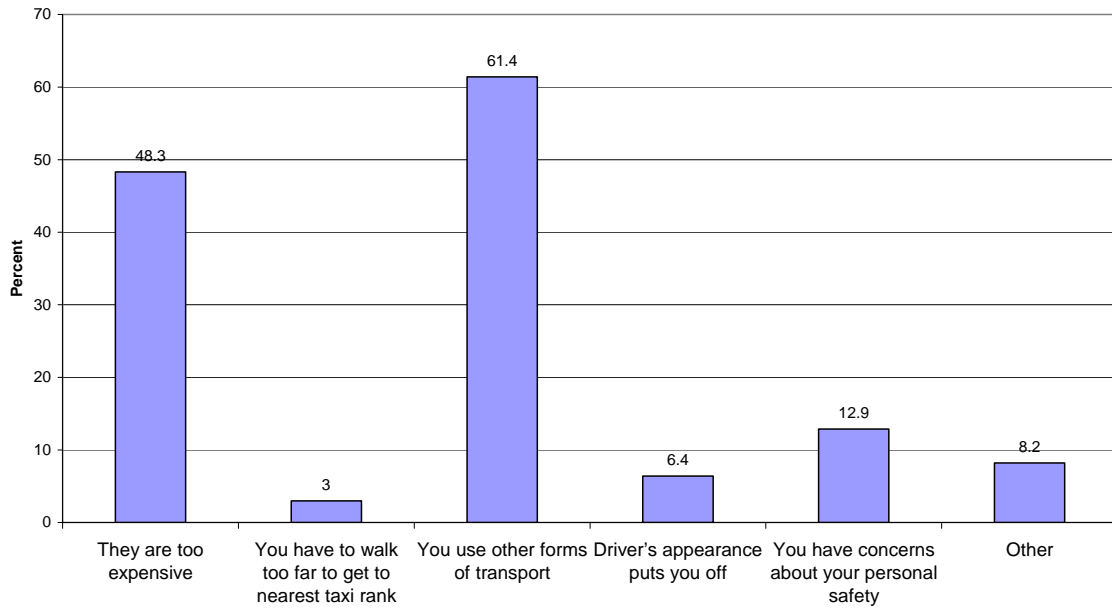
Q20 If you were in the town centre and needed a taxi, how would you normally get one?



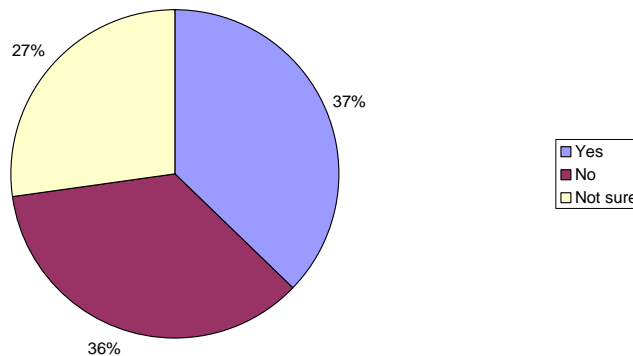
Q21 Why do you normally use a taxi?



Q22 Why don't you use taxis more?



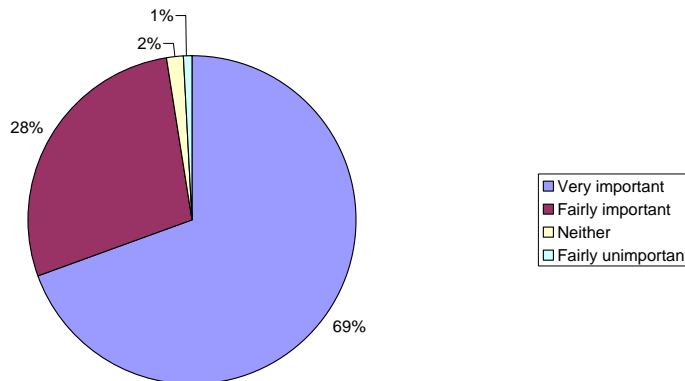
Q23 Would you like to see a more strict uniform for the drivers?



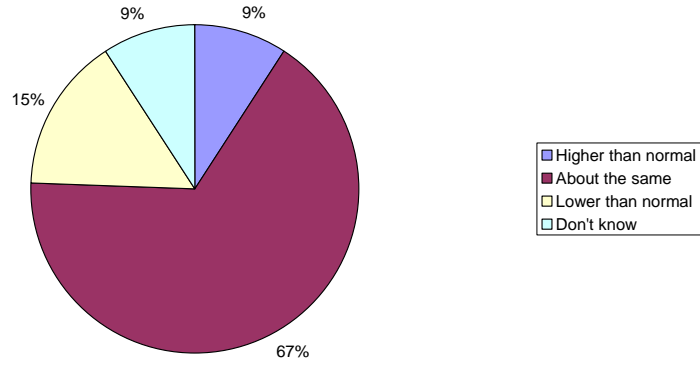
Cleanliness of taxis is very/fairly important to the majority of respondents (97%), and some cite the cleanliness and the smell of stale tobacco as a reason for not using taxis. Only a small minority feels that their personal security is lower than normal when in a taxi, this may be due to 82% thinking that taxi drivers should take a special driving test to demonstrate they have higher level of driving skills. Some respondents have specifically highlighted poor driving skills as a reason for not using taxis. Eighty three per cent of respondents agree that testing should also include knowledge of the area, medical and language skills.

There is no definite conclusion with regard to wheelchair accessible vehicles in the district. But this could be due to the small minority of respondents who use wheelchairs (12%).

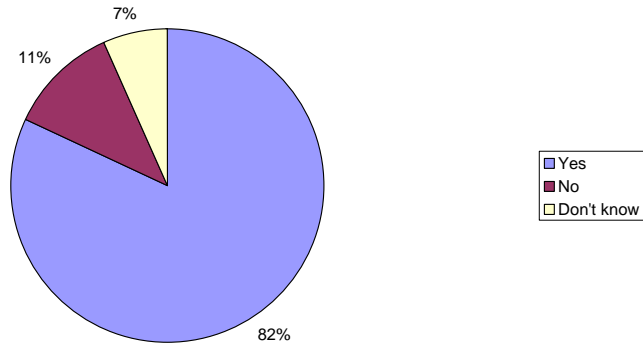
Q24 How important is it for the taxi to be clean and tidy?



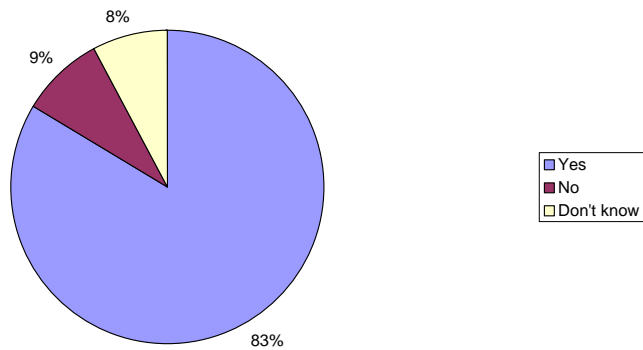
Q25 When travelling in a taxi do you think your level of personal security is ...?



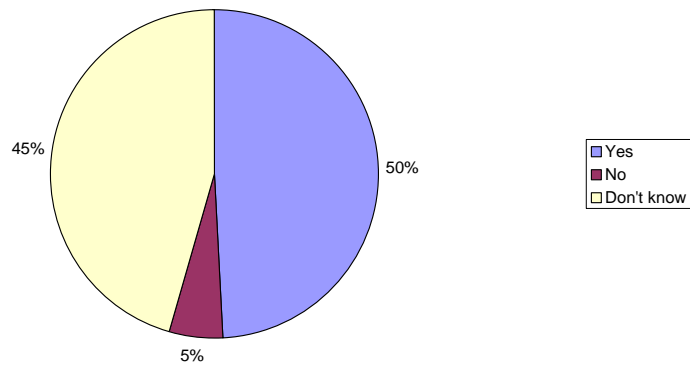
Q26 Should taxi drivers be required to take a special driving test to demonstrate they have a higher level of driving skills?



Q27 Do you feel that there should be stricter testing for drivers eg knowledge of the area, medical, language skills, before they are issued with a licence?



Q28 Should there be more wheelchair accessible vehicles in the district?



## 5 EREWASH LOCAL DEVELOPMENT FRAMEWORK CORE STRATEGY

Under the new planning system, councils are required to produce a Local Development Framework. This Framework consists of a set of documents including a Core Strategy which will set out our aims and policies for where, how and when our Borough will develop up to 2026.

The Erewash Community Strategy has four themes –

Sustainable and Stronger Communities  
Safer Communities  
Children and Young People  
Healthier Communities and Older People

These themes have influenced the following questions; the results will be used to prepare the Core Strategy Issues and Options paper which will be used for further consultation.

When asked which of the following statements do you think should be our long term vision for Erewash?

58.6% of respondents preferred the option:

The Erewash Community Strategy 2006-09 vision of

### 5.1 Erewash – Working together to improve the quality of life for everyone.

When respondents were asked what aims to include in the Core Strategy, the results were as follows:

- *creating a safe place by reducing crime and improving the quality of life (96%).*
- *looking after and improving our wildlife, historic buildings and landscapes (91%)*
- *making sure everyone is treated equally by providing opportunities to access education, health and leisure facilities for all ages (89%)*

Q30 What aims should we include in the strategy?	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
To look after and improve our wildlife, historic buildings and landscapes	51.8	40.2	5.4	0.9	0
To create safe places by reducing crime and improving our quality of life	82.8	14.8	1.0	0	0
To make sure that everyone is treated equally by providing opportunities to access education, health and leisure facilities for all ages	51	38.6	7.8	0.9	0
To create a thriving Borough by improving our economy	42.8	46.6	8.3	0.5	0
To encourage healthier and more active lifestyles	39.1	43.5	13.7	1.6	0.2
To meet our housing needs	29	43.5	22.3	2.6	0.5

When respondents were asked what aims to include in the Core Strategy, again *feeling safe* came out as the top priority at 79%, *climate change and renewable energy* came a close second at 77% and *protecting old buildings* as third. However when asked if these were different in the countryside then *public transport* was the top priority, with *access to shops* and *too much affordable housing* as second.

Q31 What aims we should include in the Core Strategy	Same issue in country and town areas	Different issue in countryside and town areas
Feeling safe where I live	78.6	17.7
Not enough public transport	29.0	61.9
Not enough cycle routes	42.8	45.9
Access to health centres, schools and community centres	60.7	30.4
Access to sports centres, play areas, wildlife areas and places to walk the dog	54.8	36.9
Access to shops	45.6	47.3
Access to local job opportunities	53.6	36.9
Lack of affordable housing	49.9	39.3
Too much affordable housing	32.0	48.5
Design of new developments	43.0	45.0
Protection of our wildlife	51.7	40.2
Protection of our old buildings	74.1	17.6
Climate change and renewable energy	77.2	12.5

When we consult on our strategy for town and countryside, respondents were asked if they would prefer to have these as two documents, one for countryside and one for town issues or one document covering both town and countryside issues. The results showed no clear preference with 47% wanting two documents and 51% preferring one document covering both town and countryside.

The Government is setting ambitious targets for growth and development. When asked where we should put our future developments, 37% of respondents agree with the developments being mainly located within our existing larger town areas. Fourteen per cent thought that the developments should be located on the edge of our larger town areas and 46% think that developments should be located throughout the borough including country villages and small settlements.

People need to be encouraged to use their cars less and promote walking, cycling and public transport. The majority of respondents think (69%) that new developments should reduce the use of private cars by providing ways to encourage walking/cycling/public transport, but only 28% thinking that new developments should be located close to existing transport links.

On housing sites where 15 homes or more are being built, we now ask for up to 30% of these to be affordable. Sixty per cent of respondents agree that all housing sites should include affordable housing and a further 60% agree that land should be allocated for affordable housing.

<b>Q35 How can we increase the number of affordable homes?</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
The percentage of affordable homes required on new developments should be increased above 30%	23.7	27	21	15.3	8.2
All housing sites should include affordable housing, not just sites for 15 homes or more	<b>28.3</b>	<b>31.3</b>	13.6	15.5	8.0
Land should be allocated for affordable housing	<b>24.3</b>	<b>36.2</b>	13.9	13.4	8.0

In order to ensure that better places to live are created, developers are asked to provide some of the benefits below. Respondents believe that all the benefits are important with each one scoring over 79%, the most important benefit being the improvement of open space such as play areas, wildlife sites and playing pitches.

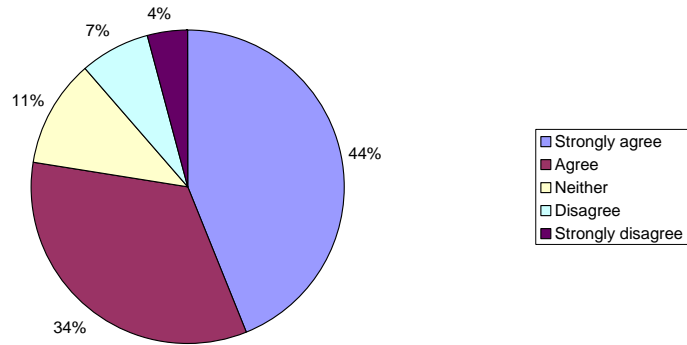
<b>Q36 What benefits should developers be asked to provide?</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
Improving local schools	42.3	41.2	11.0	2.1	0.7
Improving public open space, such as play areas, wildlife sites and playing pitches	52.3	40.7	3.7	1.0	0.2
Improving indoor leisure facilities such as sports centres	35.1	41.4	16.3	3.7	0.7
Improving health facilities such as doctors surgeries and health centres	45.0	39.7	10.1	2.3	0.3
Improving public transport and roads	45.7	41.6	8.3	1.7	0.2
Improving community buildings such as community centres and village halls	33.7	44.0	16.7	2.3	0.5
Improving the environment in our towns and villages such as new paths, security cameras, planting and seating	42.6	44.5	8.3	2.4	0
Improving our local wildlife	39.5	40.3	14.3	2.8	0.3

Shopping centres are important places for us to shop, relax and meet people. When asked about the issues that affect our shopping centres, respondents cited public transport links and the quality and type of shops as the most important good points affecting our shopping centres. The bad points which affect the shopping centres are car parking charges and large superstores.

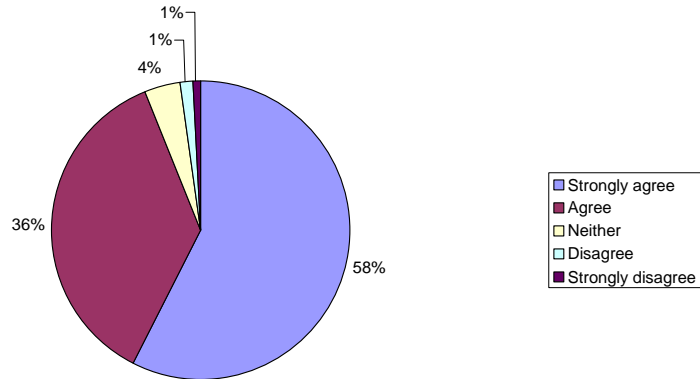
<b>Q37 Is the affect on our shopping centres good or bad?</b>	<b>Good</b>	<b>Bad</b>	<b>Not sure</b>
Large superstores	33.0	34.2	15.5
Quality and type of shops	73.7	14.3	9.2
Public transport links	80.2	7.3	9.7
Car Parking charges	16.2	67.1	13.2
Competition from other nearby centres	36.9	31.8	27.3
Housing above shops	31.0	27.7	38.3
Quality of the shopping street such as paving, seating and planting	75.0	13.2	8.9

Climate change is a concern to many of us and we are being encouraged to use renewable energy sources to reduce our carbon emissions. Seventy seven per cent of respondents agree with the building of large scale renewable energy facilities using sun or wind and 94% agree that new developments within the borough should include renewable energy technology.

Q38 Do you agree/disagree with the building of large scale renewable energy facilities that use sun or wind to generate power within Erewash?

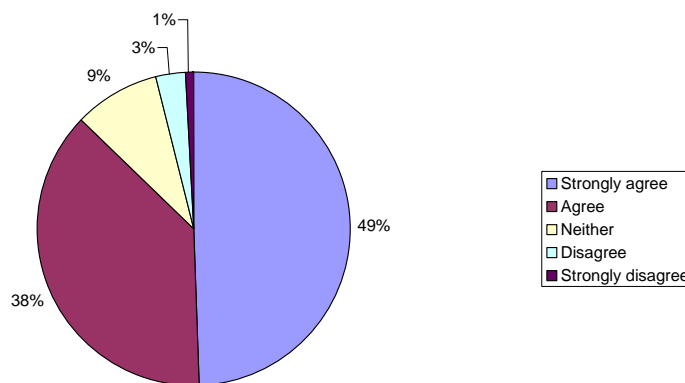


Q39 Do you agree/disagree that new development within the borough should include, wherever possible, renewable energy technology, water conservation measures and recycling and composting facilities?



One of the Government's aims is to secure safe places where people choose to live, work and relax. To get this, we need to encourage better design and higher standards of security. Eighty seven per cent of respondents agree that poorly designed developments contribute to increased levels of crime.

Q40 Do you agree/disagree that poorly designed developments contribute to increased levels of crime?



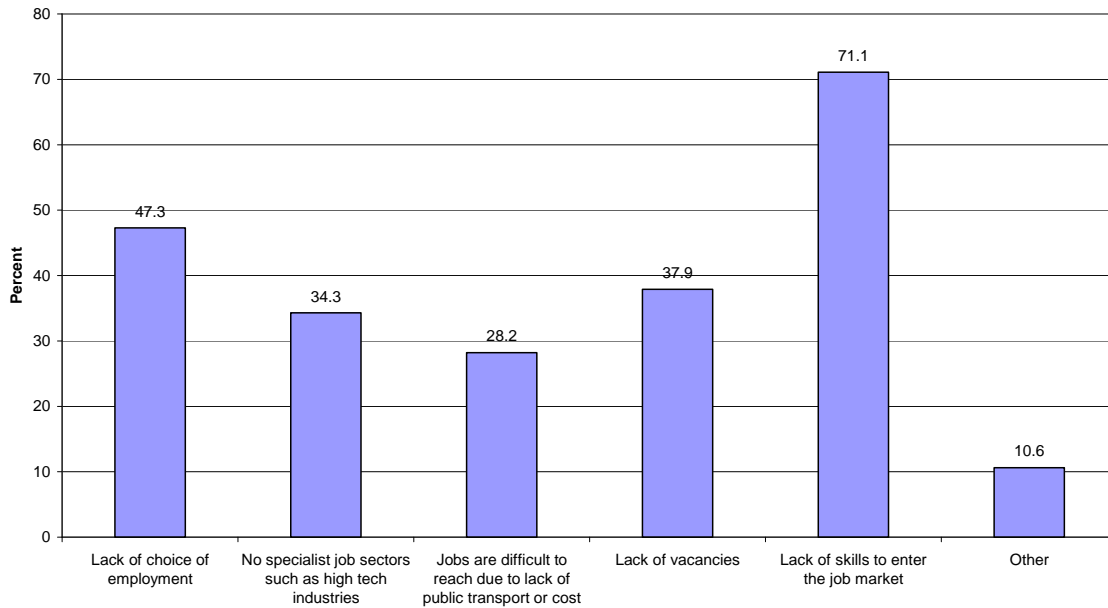
Leisure and recreation improves the health and well-being of children and young people within Erewash. Facilities such as local parks, leisure centres, community centres, basketball courts and open space are important for children and young people to enjoy and maintain good health and well-being. Respondents cited travel to some sports centres may be too far and will put young people off (73%) and respondents also thought that there was not enough leisure and recreation facilities for the young people (67%).

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Currently there are not enough leisure and recreation facilities in Erewash for young people	29.4	36.3	22.6	8.0	1.2
The cost of using sports centres is too high for young people	23.0	35.3	31.8	6.8	0.5
The quality of existing sports and leisure facilities is not good enough	24.9	32.0	27.0	12.3	0.9
Children and young people don't know what sports and leisure facilities are available	11.8	38.1	34.3	12.2	0.9
The need to travel to some sports and leisure facilities can be off putting to some children and young people	21.7	49.4	18.6	6.6	0.7

It is important that young people in Erewash have the opportunity to enter the job market. When asked which of the following are issues for young people looking

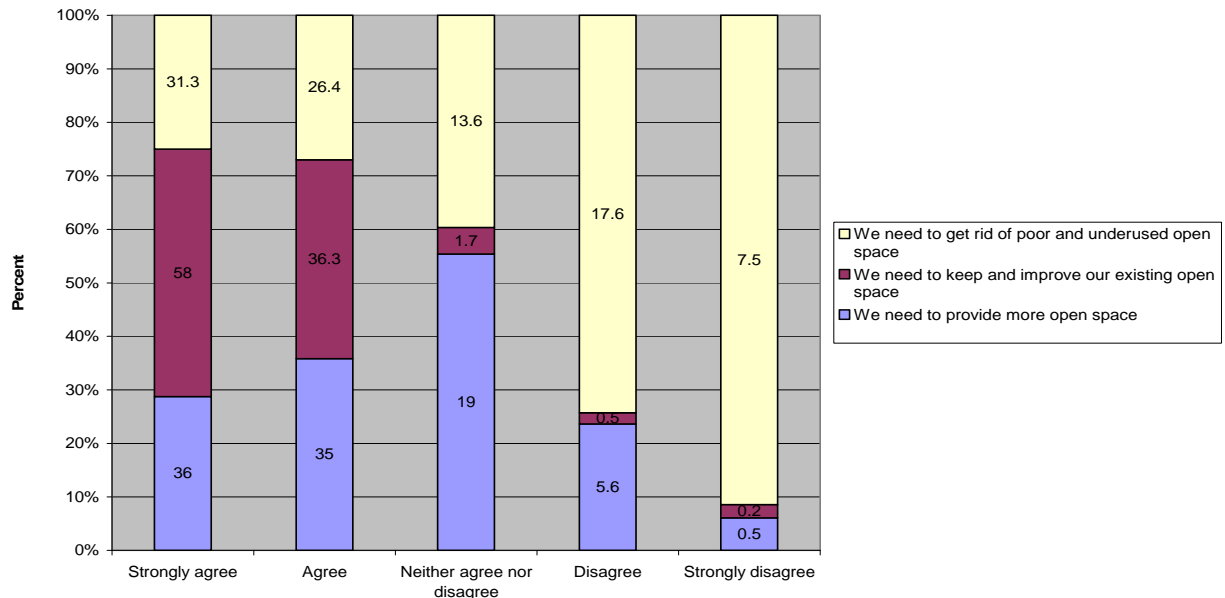
for local employment, the majority of respondents cited lack of skills to enter the job market (71%).

Q42 Issues for Young People looking for employment



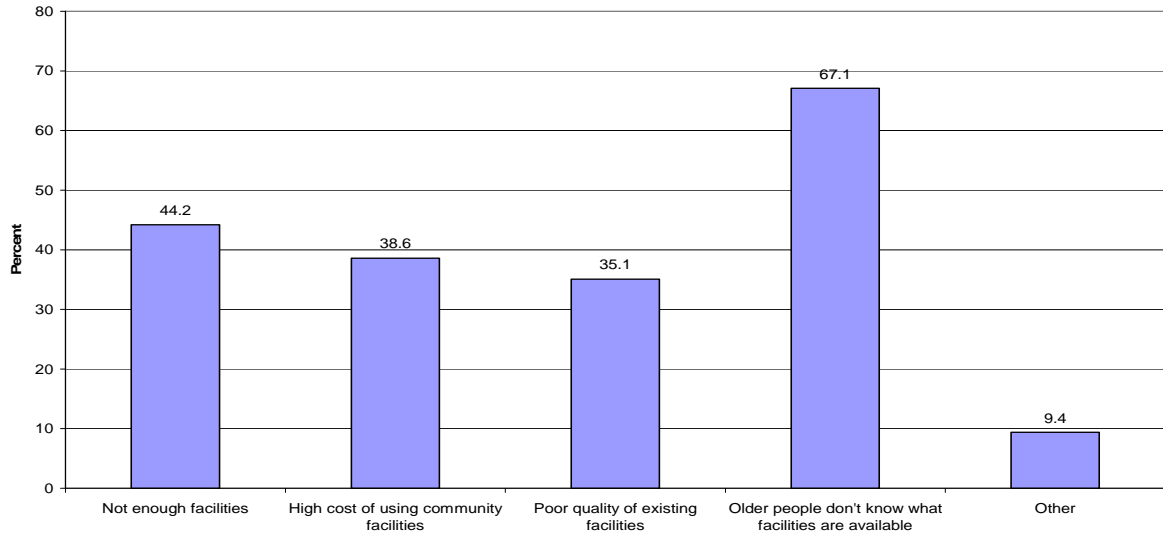
The promotion of healthier communities is important for everyone. Open space such as playing pitches, playgrounds, allotments, wildlife sites and green areas in our housing estates allow all people of all ages the opportunity to stay healthy. The majority of respondents agree (94%) that we need to keep and improve our existing open space and even provide more open space (71%). Fifty five per cent agree that we need to get rid of poor and underused open space.

Q43 Importance of open space



It is important for older people to have access to community facilities such as health centres, leisure centres and community halls. Interestingly 67% of respondents believe that older people do not know what facilities are available to them and this possibly links with the next answer of there not being enough facilities for older people (44%).

Q44 Issues affecting older people





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**Your Ref:**  
**Our Ref:**  
**Date:** September 2007

Dear Citizen Panel Member

**Erewash Citizens Panel – September 2007**

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

The September survey covers Derbyshire County Council's Local Transport Plan and there is also a travel diary to complete. Erewash Borough Council is seeking information on current taxi use and is interested in your responses to suggestions for improving the taxi service. Erewash's Planning department are also asking some questions on the Local Development Core Strategy.

Your views are very important to us and represent the views of the residents of Erewash. Derbyshire County Council is our major partner in the Citizens Panel and is carrying out the administration of this survey for us. You will see that the return envelope has their address on. Once all the surveys have been electronically scanned, they will be sent to me for analysis. So please be assured, that all your responses and comments will reach me.

When you complete the survey can you please make sure that you use crosses in the boxes as indicated in the instructions, the scanner is unable to read ticks and marks outside the boxes and means that the information has to be input by hand. If you have any queries, then please contact me on 0845 907 2244 ext 3577.

Erewash Borough Council is rewriting its Corporate Plan. We will be consulting with the residents of Erewash through a questionnaire which will be delivered to every household during September. Please look out for this.

Once again thank you for your continued support of the Citizens Panel.

Yours faithfully

*C A Thornhill*

Christine Thornhill  
Consultation and Engagement Officer