
Erewash Citizen's Panel

**Civil Registration Review, Waste and Recycling, Erewash Museum,
Sky Vault and Erewash CVS Volunteer Bureau.**

Final Report

Prepared for
Erewash Borough Council by

**The Policy and Research Team
Derbyshire County Council**

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Summary

Background and Introduction

In November 2004, Erewash Borough Council in partnership with Derbyshire County Council conducted a postal survey with Erewash Citizens' Panel in order to investigate views on a variety of issues. The citizens' panel members were asked to comment on The Review of Civil Registration, Waste and Recycling, Erewash Museum, Sky Vault and Erewash CVS Volunteer Bureau. This report presents the findings from the survey.

Methodology

Postal Mailout

On 19 November 2004, survey questionnaires, covering letters and reply paid envelopes were mailed out to 961 Erewash Citizens' Panel members. Panel members were asked to complete the questionnaire and return it in the reply-paid envelope provided by 6 December 2004. A further week was given for late replies.

Response Rate

Seven hundred and eighteen questionnaires were returned from the mail-out, giving a response rate of 74.7%.

Summary of Findings

Of the 718 people who responded 52.2% were female and 47.8% were male. More people in the 35 to 44 age band responded than any other age band.

Civil Registration Review

More than three in four respondents said that they would prefer to register a birth face to face (75.7%) and nearly three in four respondents said that they would prefer to register a death face to face (73.7%).

Given complete freedom of choice six in ten people would prefer to marry in a church (61.3%) and 62.9% would want the marriage ceremony to be conducted by a religious celebrant.

Only 28.9% of respondents said that they would use a register office for a Sunday marriage if the service was introduced at a higher price.

If the law was to change and it was possible to marry either at a register office or a private venue at different times most people actually stated that they had no preference to the extended times offered. The majority of people also said that none of the proposed change in opening times of register offices would be of benefit to them.

When respondents were asked if they were aware that Derbyshire County Council offered a naming ceremony, a commitment ceremony or renewal of marriage vows, most said "no" they were not aware.

When respondents were asked if they would support the introduction of two new services, a civil funeral ceremony and the introduction of commemorative anniversary certificates most said "yes" they would support this service.

Summary

Recycling

Nearly 90% of people said that they or someone in their household separated domestic waste for recycling or composting.

Nearly 85% of respondents said that they were on the paper and card collection scheme and nearly 82% of respondents said that they use the scheme fortnightly.

Just over 90% of respondents said that they were on the brown bin scheme and nearly 84% said that they use this service fortnightly.

Men are more likely to take items for recycling to the recycling site weekly than women; however women are more likely to visit the recycling site either fortnightly or monthly. More men also said that there should be more recycling sites across Erewash.

More people said that a fortnightly kerbside collection of all materials would encourage them to recycle more. Many people wanted an extension of the current schemes such as brown bin collection year round etc. and black bin collection weekly.

When asked if there was a fortnightly collection of recyclable items would you use it? 87.6% of respondents said "yes" they would use it.

Just over 67% of respondents thought that Erewash Borough Council communicates information regarding the refuse and recycling services either very or quite well compared to 29.9% who thought that they didn't communicate information very well or not at all well.

Most people thought that information stickers and leaflets through the letter box was the best way of keeping residents informed of refuse and recycling services that Erewash Borough Council offer.

Erewash Museum

Only 39.6% of respondents have visited Erewash Museum and the majority of these will only visit the museum once a year or less often.

Over half of respondents knew that the museum service offers space for permanent and temporary exhibitions and educational visits but less than half knew that it offered other services such as loan boxes containing themed objects, research support for people wanting local history information etc.

When asked 318 respondents said that marketing is a barrier to people using the museum, other barriers to people using the service were lack of time and parking at the museum.

475 people said that a café in the museum would be a good idea.

When asked about charging for activities most people thought that there should be some sort of charge, although the scale of charging varied.

When asked if people visited any other museum, just over half said "yes" they did visit other museums. Respondents were then asked to write in which museums they visited. There was a very mixed response to this question with many saying

Summary

that they visited lots of museums all over the country and others specifying themed museums such as aircraft or motor museums.

Most respondents visit other museums every six months or less often.

When asked why people visited other museums most people said it was a trip out with friends and family and nearly one in four said it was because there were more interesting exhibitions and events.

Respondents were asked to comment on what they thought when thinking about Erewash Museum. Over one in four thought it was a friendly interesting place and was enjoyable although one in five thought it was quiet and 13% thought that there wasn't enough to do. Many people said that they couldn't answer this question as they had never visited the museum.

Sky Vault

Nearly three in four of respondents thought that Sky Vault would be a way of raising the profile of the area.

75% of respondents were concerned that the Sky Vault project could have an effect on adjacent greenbelt and conservation/wildlife sites.

Only 21.9% of respondents would strongly support the bid for Sky Vault and 14.6% of respondents would definitely not support the bid for Sky Vault.

Erewash CVS Bureau

Just over half of the respondents knew that Erewash has a volunteer bureau.

Only 14.7% of respondents carry out any volunteering.

Nearly 40% of respondents said that they would be interested in volunteering if there were opportunities locally to volunteer either regularly or occasionally.

The most significant barrier that stops people from volunteering is lack of time.

Most people would only consider volunteering occasionally or as a one off.

Nearly 60% of respondents said that having to complete a training course before volunteering would more likely encourage them to volunteer and 67.4% said it wouldn't discourage them if training was ongoing.

Nearly 40% said that they would prefer if training was accredited and a further 40% said that it would make no difference.

Only 4.8% of respondents have ever used Erewash Volunteer Bureau.

1 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	100.00	100.00	100.00

1.1.2 In November 2004, Erewash Borough Council in partnership with Derbyshire County Council conducted a postal survey with the Erewash Citizens' Panel in order to investigate views on a variety of issues. The main purpose of the survey was to gather information on:

- The Review of Civil Registration in England and Wales;
- Recycling in the borough of Erewash;
- Erewash Museum;

1 Introduction

- Sky Vault;
- Erewash CVS Volunteer Bureau.

1.2 Structure of the report

1.2.1 The remainder of the report is as follows:

- Chapter Two outlines the survey methodology and profile of respondents;
- Chapter Three presents the detailed findings on The Review of Civil Registration.
- Chapter Four presents the detailed findings on Erewash Borough Council Waste and Recycling.
- Chapter Five presents the detailed findings on the Erewash Museum.
- Chapter Six presents the detailed findings on Sky Vault.
- Chapter Seven presents the detailed findings on the Erewash CVS Volunteer Bureau.

2 Methodology

2.1 Introduction

- 2.1.1 This chapter represents the methodology used for the November 2004 survey.

2.2 Questionnaire and Covering Letter

- 2.2.1 Derbyshire County Council designed the survey in consultation with Erewash Borough Council. The County Council was also responsible for formatting the questionnaire using Cardiff TELEform form rec.

- 2.2.2 Each Citizens' Panel member received a survey pack, which contained a covering letter, Sky Vault information sheet, 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 and Derbyshire County Council were consulting on these issues. The letter to panel members explained that the return address for completed questionnaires was Derbyshire County Council who were commissioned by Erewash Borough Council to undertake the survey administration and analysis. A copy of the covering letter can be found in Appendix A.

Sky Vault Information Sheet

- 2.2.4 Along with the survey, the panel members received an information sheet on the Sky Vault project. This gave the panel members an insight to the project including design and possible locations of where it may be located. A copy of this information sheet can be found in Appendix B.

Questionnaire

- 2.2.5 The questionnaire was divided into sections to cover the main aims and was 13 pages long. The questions included within sections A, B, C, D and E were supplied by the County Council and those in sections F, G, H, and I were supplied by Erewash Borough Council. 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 On 19 November 2004, survey questionnaires, covering letters and reply paid envelopes were mailed out to 961 Erewash Citizens' Panel members. Panel members were asked to complete the questionnaire and return it in the reply-paid envelope provided by 6 December 2004. A further week was given for late replies.

2.4 Response Rate

- 2.4.1 Seven hundred and eighteen questionnaires were returned from the mail-out, giving a response rate of 74.7%.

2 Methodology

2.4.2 Table 2.1 shows the response of panel members by ward

Table 2.1: Results by Ward

		Frequency	Percent	Cumulative Percent
Valid	Abbotsford	37	5.2	5.2
	Breaston	33	4.6	9.7
	Cotmanhay	28	3.9	13.6
	Derby Road East	29	4.0	17.7
	Derby Road West	42	5.8	23.5
	Draycott and Stanton by Dale	30	4.2	27.7
	Hallam Fields	32	4.5	32.2
	Ilkeston Central	28	3.9	36.1
	Ilkeston North	21	2.9	39.0
	Kirk Hallam	34	4.7	43.7
	Little Eaton and Breadsall	26	3.6	47.4
	Little Hallam	20	2.8	50.1
	Long Eaton Central	42	5.8	56.0
	Nottingham Road	41	5.7	61.7
	Ockbrook and Borrowash	50	7.0	68.7
	Old Park	19	2.6	71.3
	Sandiacre North	33	4.6	75.9
	Sandiacre South	27	3.8	79.7
	Sawley	49	6.8	86.5
	Stanley	12	1.7	88.2
West Hallam and Dale Abbey	34	4.7	92.9	
Wilsthorpe	51	7.1	100.0	
Total	718	100.0		

2.4.3 Table 2.2 shows the response of panel members by gender

Table 2.2: Gender

		Frequency	Percent	Cumulative Percent
Valid	Female	375	52.2	52.2
	Male	343	47.8	100.0
	Total	718	100.0	

2 Methodology

2.4.4 Table 2.3 shows the response of panel members by age

Table 2.3 Age

	Frequency	Percent	Cumulative Percent
Valid			
16 to 17 years	5	.7	.7
18 to 24 years	23	3.2	3.9
25 to 34 years	105	14.6	18.5
35 to 44 years	156	21.7	40.3
45 to 54 years	133	18.5	58.8
55 to 59 years	87	12.1	70.9
60 to 64 years	72	10.0	80.9
65 to 74 years	110	15.3	96.2
75 years and over	27	3.8	100.0
Total	718	100.0	

3 The Review of Civil Registration

3.1 Introduction

3.1.1 This section of the report presents the findings from research into The Review of Civil Registration.

3.1.2 The Government is planning a review of the system for registration of births, deaths and marriages in England and Wales. Today's system of civil registration has changed little since it was first introduced in the 1830's. People still have to give information about births, deaths and marriages in person in the area where the event occurred. This information is then recorded by the registrar in pen and ink to enter the information into a paper register. A certificate is then issued which is used to help prove entitlement to a variety of services, and for example in support of applications for benefits, passports and driving licenses. The system was designed in this way to suit the needs and expectations of society at that time. However, society has changed and there have been advances in technology. Consequently, many of these needs and expectations no longer apply. The Government plans to modernise civil registration to respond to the changing needs of society, provide a customer focused service and take advantage of the opportunities provided by technology.

3.1.3 This section of the questionnaire covers topics on:

- The registration of births
- The registration of deaths
- The registration of marriages
- Other services
- Opening hours

3.1.4 These services are available for anyone who needs to use the registration service i.e. to register a birth or death or who elects to have a civil marriage ceremony.

3 The Review of Civil Registration

3.2 Section A: Births

3.2.1 Q1. How would you prefer to register a birth?

Respondents were asked to tick one box only. The majority of residents (75.7%) said that they would prefer to register a birth face to face. The call centre option was not popular at all with only 4.7% of respondents giving this as their preferred option. The Internet option was most popular with the 18-24 year olds (17.4%).

Table 3.1 below highlights the results.

Table 3.1 How would you prefer to register a birth?

		Gender		Total	
		Female	Male		
CR01 How would you prefer to register a birth?	Face to face	Count	298	244	542
		% within Gender	79.9%	71.1%	75.7%
	Via the Internet	Count	31	38	69
		% within Gender	8.3%	11.1%	9.6%
	By telephone through a national call centre	Count	14	20	34
		% within Gender	3.8%	5.8%	4.7%
	By post	Count	28	38	66
		% within Gender	7.5%	11.1%	9.2%
	Other	Count	2	3	5
		% within Gender	.5%	.9%	.7%
Total	Count	373	343	716	
	% within Gender	100.0%	100.0%	100.0%	

3.2.2 Q2. What are the main reasons for your choice of how you would prefer to register a birth?

Respondents could tick as many options that applied and could choose from:

- Convenience
- Personal service/contact
- Information/advice
- Internet convenience
- Dislike of call centres
- Other (please specify)

The majority of residents (68.2%) said that personal service or contact was the main reason for their choice. Only 8.2% of respondents said that Internet convenience would be their choice although this was obviously higher in the 18-24 year olds. Security and accuracy were also mentioned as other reasons.

3.2.3 Q3. Where would you prefer to register a birth if it was face to face?

3 The Review of Civil Registration

Respondents were asked to tick one box only. Over half of respondents (55%) said that they would prefer to register a birth at a register office if it was done face to face. This was split 53% female to 57.2% male. 24.8% of respondents said that they would prefer to register a birth at a GP surgery or clinic, this was split 29.8% female to 19.2% male.

3.2.4 Q4. When registering a birth face to face, what kind of system would you like?

Respondents were asked to tick one box only. The majority (57.8%) said that they would prefer a 'drop in' system rather than an appointment or any other system for registration.

Table 3.2 below highlights the results

Table 3.2 When registering a birth face to face what kind of system would you like?

		Gender		Total	
		Female	Male		
CR04 When registering a birth face to face what kind of system would you like?	Appointment	Count	160	116	276
		% within Gender	43.5%	34.1%	39.0%
	Drop in	Count	194	215	409
		% within Gender	52.7%	63.2%	57.8%
	Don't know	Count	14	9	23
		% within Gender	3.8%	2.6%	3.2%
Total	Count	368	340	708	
	% within Gender	100.0%	100.0%	100.0%	

3.2.5 Q5. If birth certificates were abolished would you buy a commemorative certificate?

Respondents were asked to tick one box only. The majority of respondents (68.2%) said 'yes' they would buy a commemorative certificate. However quite a high percentage of respondents (16.5%) said that they 'didn't know' if they would buy a commemorative certificate.

3.3 Section B: Deaths

3.3.1 Q6. How would you prefer to register a death?

Respondents were asked to tick one box only. The majority of residents said that they would prefer to register a death face to face. A slightly higher proportion of females (76.8%) than males (70.3%) would prefer to register a death face to face and a slightly higher proportion of males (15.0%) than females (10.8%) preferred to register a death by post. Probably not surprisingly a higher proportion of respondents aged 16-34 said that they would prefer to use the Internet or post to register a death.

3.3.2 Q7. What are the main reasons for your choice of how you would prefer to register a death?

Respondents could tick as many options that applied and could choose from:

3 The Review of Civil Registration

- Convenience;
- Personal service/contact;
- Information/advice;
- Internet convenience;
- Dislike of call centres;
- Other;

The majority of residents (67.0%) said that personal service/contact was their main reason for their choice. 33.3% said that to be able to get information and advice was the reason for their choice and 31.3% said that they had a dislike of call centres and that influenced their choice. Security and accuracy were also mentioned as other reasons.

3.3.3 Q8. Where would you prefer to register a death if it was face to face?

Just over 60% of respondents said that they would prefer to register a death at a register office if it was face to face. This was split 58.1% female to 62.3% male. Nearly 23% of respondents said that they would prefer to register a death at a GP surgery or clinic; this was split 26.8% female to 18.7% male. When analysed by age, more 18-34 year olds than any other age group said that they would prefer to register a death at either a hospital or at a GP surgery or clinic. The other place suggested to register a death was at the funeral directors.

3.3.4 Q9. When registering a death face to face, what kind of system would you like?

Respondents were asked to tick one box only. The majority (53.9%) said that they would prefer a 'drop in' system rather than an appointment or any other system for registration. This varied by gender slightly with more females than males preferring an appointment system and more males than females preferring a drop in system.

Table 3.3 below highlights the results

Table 3.3 When registering a death face to face what kind of system would you like?

			Gender		Total
			Female	Male	
CR09 When registering a death face to face what kind of system would you like?	Appointment	Count	177	128	305
		% within Gender	48.1%	37.8%	43.1%
	Drop in	Count	179	202	381
		% within Gender	48.6%	59.6%	53.9%
	Don't know	Count	12	9	21
		% within Gender	3.3%	2.7%	3.0%
Total	Count	368	339	707	
	% within Gender	100.0%	100.0%	100.0%	

3 The Review of Civil Registration

3.4 Section C: Marriages

3.4.2 Q10. Given complete freedom of choice, which type of venue would you choose to marry in?

Respondents were asked to tick one box only. Over 60% of respondents said that they would choose to marry in a church. There was no difference in gender split. However more males (15.2%) than females (5.9%) said that they would choose to marry in a register office and more females (12.4%) than males (5.0%) said that they would choose to marry in a stately home. Other than these two options there was no significant split in gender. When the results were analysed as a percentage within age group there were some differences. The highest percentage within age group who said that they would choose to marry in a register office were those in the 65-74 age group, however respondents in this age group chose very few other civil ceremony options. What would seem to highlight a change in preference is that only 44.8% of people in the 25-34 year old age group would choose to be married in church and only 4.8% would choose a register office. But 21.0% said that they would chose to marry in stately home and 10.5% said that they would like to marry in the open air. Hotels (7.6%) and private garden / home (6.7%) were also higher than in any other age group.

Table 3.4 below highlights the results

Table 3.4 Given complete freedom of choice which type of venue would you chose to marry in?

			Gender		Total
			Female	Male	
CR10 Given complete freedom of choice which type of venue would you chose to marry in?	Church	Count	226	210	436
		% within Gender	61.1%	61.6%	61.3%
	Register office	Count	22	52	74
		% within Gender	5.9%	15.2%	10.4%
	Stately home	Count	46	17	63
		% within Gender	12.4%	5.0%	8.9%
	Hotel	Count	17	16	33
		% within Gender	4.6%	4.7%	4.6%
	Restaurant	Count	4	1	5
		% within Gender	1.1%	.3%	.7%
	Private home / garden	Count	22	14	36
		% within Gender	5.9%	4.1%	5.1%
	Marquee	Count	7	5	12
		% within Gender	1.9%	1.5%	1.7%
	Open air	Count	19	17	36
		% within Gender	5.1%	5.0%	5.1%
	Other	Count	7	9	16
		% within Gender	1.9%	2.6%	2.3%
Total	Count	370	341	711	
	% within Gender	100.0%	100.0%	100.0%	

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3.4.3 Q11. Who would you prefer to conduct your marriage?

Respondents were asked to tick one box only. The majority (62.9%) of respondents said that they would prefer a religious celebrant to conduct their marriage. Only in the female, 25-34 year old age group did more respondents say that they would prefer a civil celebrant to conduct their marriage.

3.4.4 Q12. Would you use a register office for a Sunday marriage even if the service was introduced at a higher price?

Respondents were asked to tick one box only. Only 28.9% of respondents said 'yes' to this question, 52.0% said 'no' and 19.2% said that they 'didn't know'.

3.4.5 Q13. Currently the law only allows marriages between 8am and 6pm, this law will be changing. Given this new freedom, please indicate a time slot that you might ideally choose to marry for both a register office and any other venue.

Respondents were asked to tick one box for each venue. Over all respondents had no preference to the offered times, however sometime between 10am and 5pm Monday to Saturday was more popular than any other time during the week or on a Sunday.

3.5 Section D: Other services

3.5.1 Q14. Are you aware that Derbyshire County Council offers the following civil ceremonies?

- Naming ceremonies;
- Commitment ceremonies;
- Renewal of marriage vows.

The majority of respondents did not know that the County council offered these services.

The results are highlighted in tables 3.5, 3.6 and 3.7 below and over the page.

Table 3.5 Naming ceremony

		Gender		Total	
		Female	Male		
CR14a Naming ceremony	No	Count	336	305	641
		% within Gender	91.1%	90.2%	90.7%
	Yes	Count	33	33	66
		% within Gender	8.9%	9.8%	9.3%
Total	Count	369	338	707	
	% within Gender	100.0%	100.0%	100.0%	

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Table 3.6 Commitment ceremony

				Gender		Total
				Female	Male	
CR14b Commitment ceremony	No	Count		341	315	656
		% within Gender		92.9%	93.5%	93.2%
	Yes	Count		26	22	48
		% within Gender		7.1%	6.5%	6.8%
Total		Count		367	337	704
		% within Gender		100.0%	100.0%	100.0%

Table 3.7 Renewal of marriage vows

				Gender		Total
				Female	Male	
CR14c Renewal of marriage vows	No	Count		280	266	546
		% within Gender		75.5%	78.5%	76.9%
	Yes	Count		91	73	164
		% within Gender		24.5%	21.5%	23.1%
Total		Count		371	339	710
		% within Gender		100.0%	100.0%	100.0%

3.5.2 Q15 Would you support the introduction of the following new services?

- Civil funeral ceremonies;
- Commemorative / anniversary certificates.

The majority of people said that they would support the introduction of these services. More people in the younger age bands said they would support the introduction of these services than those in the older age bands.

The results are highlighted in Tables 3.8 and 3.9 below and over the page.

Table 3.8 Civil funeral ceremony

				Gender		Total
				Female	Male	
CR15a Civil funeral ceremony	No	Count		105	123	228
		% within Gender		29.3%	36.6%	32.9%
	Yes	Count		253	213	466
		% within Gender		70.7%	63.4%	67.1%
Total		Count		358	336	694
		% within Gender		100.0%	100.0%	100.0%

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Table 3.9 Commemorative / anniversary certificates

			Gender		Total
			Female	Male	
CR15b Commemorative / anniversary certificates	No	Count	132	168	300
		% within Gender	37.5%	50.8%	43.9%
	Yes	Count	220	163	383
		% within Gender	62.5%	49.2%	56.1%
Total		Count	352	331	683
		% within Gender	100.0%	100.0%	100.0%

3.6 Section E: Opening Hours

3.6.1 Q16. Full time register offices currently open between the hours of 9am and 4:30pm Monday to Friday to register a birth or death or to arrange a marriage. Offices open on Saturday morning for marriage ceremonies only. Please indicate which of the following changes to our opening times would be of benefit to you?

Respondents could choose from:

- Monday to Friday 9am-5pm
- Monday to Friday 9am-7pm
- Monday to Friday 8am-8pm
- Monday to Friday 9am-5pm with late night opening once a week until 7pm
- Saturday 9am-4pm
- Sunday 9am-4pm

Respondents could tick all preferred times for births, deaths and marriages. The most popular change in time was Saturday 9am - 4pm with 44.6% of respondents preferring this time for registering births, 45.4% preferring this time for registering deaths and 52.8% of respondents preferring this time for marriages. Around one in three respondents also said that an extended time until 7pm one day a week would also be of benefit. This was much more popular with the 25-34 year olds (44.8%). Sundays were also more popular with the 44 and under age group than any other group.

4 Erewash Borough Council Waste and Recycling

4.1 Introduction

- 4.1.1 This section of the report presents the findings from research into Erewash Borough Council's proposal to bring in a fortnightly kerbside collection of recyclable items.
- 4.1.2 In February 2005 Erewash Borough Council will be introducing a new fortnightly kerbside recycling scheme collecting glass, plastic bottles and tins/cans to 90% of Borough residents. The questions asked were designed to gather some information for benchmarking in order to monitor residents views and opinions on the existing and proposed new service to be able to compare to information gathered in a year's time.
- 4.1.3 This section of the questionnaire covers topics on the collection of waste and recyclable items in the borough of Erewash.

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4.2 Section F: Erewash Borough Council Waste and Recycling

4.2.1 Q17. Do any members of your household separate or collect any of your domestic waste for recycling or composting?

Respondents could tick one box only. Nearly nine in ten (89.4%) said that someone in their household separated waste for recycling or composting. There was little or no difference when this was analysed by gender or age.

4.2.2 Q18. Are you on the paper and card collection scheme?

Respondents could tick one box only. 84.3% of respondents are on the paper and card collection scheme, a table showing the results of this question by ward is shown below.

Table 4.1 Are you on the paper and card collection scheme?

		EBC18 Are you on the paper and card collection scheme?			Total	
		Yes	No	Don't know		
Ward	Abbotsford	Count	26	6	1	33
		% within Ward	78.8%	18.2%	3.0%	100.0%
	Breaston	Count	29	3	0	32
		% within Ward	90.6%	9.4%	.0%	100.0%
	Cotmanhay	Count	19	4	2	25
		% within Ward	76.0%	16.0%	8.0%	100.0%
	Derby Road East	Count	20	7	0	27
		% within Ward	74.1%	25.9%	.0%	100.0%
	Derby Road West	Count	31	5	2	38
		% within Ward	81.6%	13.2%	5.3%	100.0%
	Draycott and Stanton by Dale	Count	29	1	0	30
		% within Ward	96.7%	3.3%	.0%	100.0%
	Hallam Fields	Count	27	5	0	32
		% within Ward	84.4%	15.6%	.0%	100.0%
	Ilkeston Central	Count	7	14	1	22
		% within Ward	31.8%	63.6%	4.5%	100.0%
	Ilkeston North	Count	4	10	0	14
		% within Ward	28.6%	71.4%	.0%	100.0%
	Kirk Hallam	Count	31	3	0	34
		% within Ward	91.2%	8.8%	.0%	100.0%
	Little Eaton and Breadsall	Count	17	7	1	25
		% within Ward	68.0%	28.0%	4.0%	100.0%
	Little Hallam	Count	15	3	0	18
		% within Ward	83.3%	16.7%	.0%	100.0%
	Long Eaton Central	Count	32	4	3	39
		% within Ward	82.1%	10.3%	7.7%	100.0%
	Nottingham Road	Count	31	6	0	37
		% within Ward	83.8%	16.2%	.0%	100.0%
	Ockbrook and Borrowash	Count	48	0	0	48
		% within Ward	100.0%	.0%	.0%	100.0%
	Old Park	Count	16	0	0	16
		% within Ward	100.0%	.0%	.0%	100.0%

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Sandiacre North	Count	31	0	1	32
	% within Ward	96.9%	.0%	3.1%	100.0%
Sandiacre South	Count	25	1	0	26
	% within Ward	96.2%	3.8%	.0%	100.0%
Sawley	Count	40	7	1	48
	% within Ward	83.3%	14.6%	2.1%	100.0%
Stanley	Count	11	0	1	12
	% within Ward	91.7%	.0%	8.3%	100.0%
West Hallam and Dale Abbey	Count	32	0	1	33
	% within Ward	97.0%	.0%	3.0%	100.0%
Wilsthorpe	Count	43	4	1	48
	% within Ward	89.6%	8.3%	2.1%	100.0%
Total	Count	564	90	15	669
	% within Ward	84.3%	13.5%	2.2%	100.0%

4.2.3 Q19. Approximately how often do you use the paper and card collection scheme?

Respondents were asked to tick one box only. 82.1% of respondents said that they use the scheme fortnightly.

4.2.4 Q20. Are you on the brown bin collection scheme?

Respondents were asked to tick one box only. 90.4% of respondents are on the brown bin collection scheme, a table showing the results of this question by ward is shown below.

Table 4.2 Are you on the brown bin collection scheme?

Ward		EBC20 Are you on the brown bin collection scheme?			Total
		Yes	No	Don't know	
Abbotsford	Count	31	2	0	33
	% within Ward	93.9%	6.1%	.0%	100.0%
Breaston	Count	31	1	0	32
	% within Ward	96.9%	3.1%	.0%	100.0%
Cotmanhay	Count	14	11	1	26
	% within Ward	53.8%	42.3%	3.8%	100.0%
Derby Road East	Count	20	7	0	27
	% within Ward	74.1%	25.9%	.0%	100.0%
Derby Road West	Count	37	0	1	38
	% within Ward	97.4%	.0%	2.6%	100.0%
Draycott and Stanton by Dale	Count	29	1	0	30
	% within Ward	96.7%	3.3%	.0%	100.0%
Hallam Fields	Count	32	0	0	32
	% within Ward	100.0%	.0%	.0%	100.0%
Ilkeston Central	Count	8	13	0	21
	% within Ward	38.1%	61.9%	.0%	100.0%
Ilkeston North	Count	4	10	0	14
	% within Ward	28.6%	71.4%	.0%	100.0%
Kirk Hallam	Count	32	2	0	34

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	% within Ward	94.1%	5.9%	.0%	100.0%
Little Eaton and Breadsall	Count	23	2	0	25
	% within Ward	92.0%	8.0%	.0%	100.0%
Little Hallam	Count	16	2	0	18
	% within Ward	88.9%	11.1%	.0%	100.0%
Long Eaton Central	Count	38	1	0	39
	% within Ward	97.4%	2.6%	.0%	100.0%
Nottingham Road	Count	30	7	0	37
	% within Ward	81.1%	18.9%	.0%	100.0%
Ockbrook and Borrowwash	Count	48	0	0	48
	% within Ward	100.0%	.0%	.0%	100.0%
Old Park	Count	15	1	0	16
	% within Ward	93.8%	6.3%	.0%	100.0%
Sandiacre North	Count	32	0	0	32
	% within Ward	100.0%	.0%	.0%	100.0%
Sandiacre South	Count	26	0	0	26
	% within Ward	100.0%	.0%	.0%	100.0%
Sawley	Count	46	2	0	48
	% within Ward	95.8%	4.2%	.0%	100.0%
Stanley	Count	12	0	0	12
	% within Ward	100.0%	.0%	.0%	100.0%
West Hallam and Dale Abbey	Count	33	0	0	33
	% within Ward	100.0%	.0%	.0%	100.0%
Wilsthorpe	Count	48	0	0	48
	% within Ward	100.0%	.0%	.0%	100.0%
Total	Count	605	62	2	669
	% within Ward	90.4%	9.3%	.3%	100.0%

4.2.5 Q21. Approximately how often do you use the brown bin collection scheme?

Respondents were asked to tick one box only. 83.7% of respondents use the scheme fortnightly, 9.6% use it monthly and 6.7% never use it.

4.2.6 Q22. Recycling sites are areas of land which house recycling containers. Examples of these sites are West Park in Long Eaton, Manner Avenue civic site and Tesco's at Ilkeston. Please indicate how often you take items for recycling to a recycling site.

Respondents were asked to tick one box only. More men (21.2%) than women (13.1%) are likely to take items to a recycling site weekly. Women are more likely to visit recycling sites either fortnightly or less frequently.

The results are highlighted in Table 4.3 overleaf.

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Table 4.3 Please indicate how often you take items for recycling to a recycling site

		Gender		Total	
		Female	Male		
EBC22 Please indicate how often you take items for recycling to a recycling site	Weekly	Count	46	70	116
		% within Gender	13.1%	21.2%	17.1%
	Fortnightly	Count	63	48	111
		% within Gender	18.0%	14.5%	16.3%
	Monthly	Count	94	76	170
		% within Gender	26.9%	23.0%	25.0%
	Less Frequently	Count	84	81	165
		% within Gender	24.0%	24.5%	24.3%
	Never	Count	63	55	118
		% within Gender	18.0%	16.7%	17.4%
Total	Count	350	330	680	
	% within Gender	100.0%	100.0%	100.0%	

4.2.7 Q23. The following are initiatives that Erewash Borough Council could use to increase the amount of recycling in Erewash. To what extent would these encourage you to recycle? Please rank suggestions 1-4, including any other ideas you have, where 1 is the initiative most likely to encourage you to recycle and 4 the least likely.

- Fortnightly kerbside collection of all materials (glass, paper, card and plastic bottles)
- Increase the number of recycling sites across Erewash
- Increased publicity of recycling schemes throughout Erewash
- Other (please specify)

Most respondents ranked the fortnightly collection of recyclable materials as the number one initiative that would most encourage them to recycle, next was to increase the number of recycling sites across Erewash and thirdly was to increase the publicity of recycling schemes through Erewash. Other suggestions include:

- Provide containers for cans, plastic bottles and batteries at recycling sites
- Provide containers and bags to be able to separate recyclable items at home.
- Collect more frequently
- Cleaner recycling sites
- Fine people who don't recycle or give council tax discount to those who recycle more.

The comments box where people could write in other suggestions was also used as an area for people to gripe about the current collection of waste and recyclable items. Comments made included the following:

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- Brown bin scheme should operate all year round.
- Brown bin scheme should allow vegetable peelings, paper and card to be put in the bin.
- The black bins should be emptied weekly especially in the summer
- More information on recycling and where you can do it
- Collections are often not on time

4.2.8 Q24. If there was a fortnightly separate collection of recyclable materials such as glass, plastic and tins/cans, would you be prepared to use it?

Respondents were asked to tick one box only. The majority (87.6%) of respondents said 'yes' they would use the new collection service. There was no difference in analysis by gender or age.

4.2.9 Q25. Please indicate how well you think Erewash Borough Council communicates information regarding the refuse and recycling services?

Respondents were asked to tick one box only. Only 12.0% of respondents thought that the Borough Council communicates information very well although 55.1% thought that they communicate information 'quite well'. There was a higher proportion of 75 year olds and over who thought that the Borough Council didn't communicate information on waste and recycling 'not very well' or 'not at all well'.

The results are highlighted in Table 4.4 below.

Table 4.4 How well do you think Erewash Borough Council communicates information regarding the refuse and recycling services?

			Gender		Total
			Female	Male	
EBC25 How well do you think Erewash Borough Council communicates information regarding the refuse and recycling services?	Very well	Count	42	43	85
		% within Gender	11.4%	12.7%	12.0%
	Quite well	Count	213	178	391
		% within Gender	57.6%	52.5%	55.1%
	Not very well	Count	84	79	163
		% within Gender	22.7%	23.3%	23.0%
	Not at all well	Count	19	30	49
		% within Gender	5.1%	8.8%	6.9%
	I don't know	Count	12	9	21
		% within Gender	3.2%	2.7%	3.0%
Total	Count	370	339	709	
	% within Gender	100.0%	100.0%	100.0%	

4.2.10 Q26. Which would be the best way to keep you informed about the refuse and recycling services that Erewash borough Council offer.

Respondents were asked to tick a box for how effective they thought the following options would be:

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- Council magazine 'Viewpoint'
- Local newspaper adverts
- Information signs at recycling sites
- Information stickers on wheelie bins
- Leaflets through the letterbox
- Erewash Borough Council Internet site www.erewash.gov.uk
- Adverts on local radio

89.7% of respondents thought that information stickers on wheelie bins would be an effective way to keep residents informed about refuse and recycling. 89.6% thought that leaflets through the letter box would be an effective way and 61.8% thought that local newspaper adverts would be an effective way of keeping residents informed. Only 19.8% of residents thought that the Borough website would be an effective way of keeping residents informed.

4.2.11 Q27. How satisfied are you with the following current services?

Respondents were asked to tick one box to say how satisfied they were with the following services:

- Black bin collection service
- Brown bin collection service
- Kerbside collection services of paper and card
- Recycling sites

79.5% of respondents were either 'fairly' or 'very' satisfied with the black bin collection service, 75.9% were 'fairly' or 'very' satisfied with the brown bin collection service and 64.4% were either 'fairly' or 'very' satisfied with the kerbside collection service; less people were satisfied with the recycling sites, only 58.9% were either 'fairly' or 'very' satisfied with this service.

The results are highlighted in the tables overleaf:

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Table 4.5 Black bin collection service

		Gender		Total	
		Female	Male		
EBC27a Black bin collection service	Very Satisfied	Count	177	172	349
		% within Gender	47.6%	50.6%	49.0%
	Fairly Satisfied	Count	115	102	217
		% within Gender	30.9%	30.0%	30.5%
	Neither	Count	20	15	35
		% within Gender	5.4%	4.4%	4.9%
	Fairly Dissatisfied	Count	27	29	56
		% within Gender	7.3%	8.5%	7.9%
	Very Dissatisfied	Count	33	20	53
		% within Gender	8.9%	5.9%	7.4%
No Opinion	Count	0	2	2	
	% within Gender	.0%	.6%	.3%	
Total	Count	372	340	712	
	% within Gender	100.0%	100.0%	100.0%	

Table 4.6 Brown bin collection service

		Gender		Total	
		Female	Male		
EBC27b Brown bin collection service	Very Satisfied	Count	165	144	309
		% within Gender	45.8%	43.0%	44.5%
	Fairly Satisfied	Count	114	104	218
		% within Gender	31.7%	31.0%	31.4%
	Neither	Count	24	33	57
		% within Gender	6.7%	9.9%	8.2%
	Fairly Dissatisfied	Count	11	8	19
		% within Gender	3.1%	2.4%	2.7%
	Very Dissatisfied	Count	16	11	27
		% within Gender	4.4%	3.3%	3.9%
No Opinion	Count	30	35	65	
	% within Gender	8.3%	10.4%	9.4%	
Total	Count	360	335	695	
	% within Gender	100.0%	100.0%	100.0%	

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Table 4.7 Kerbside collection services of paper and card

		Gender		Total	
		Female	Male		
EBC27c Kerbside collection services of paper and card	Very Satisfied	Count	137	131	268
		% within Gender	38.5%	40.2%	39.3%
	Fairly Satisfied	Count	91	80	171
		% within Gender	25.6%	24.5%	25.1%
	Neither	Count	30	36	66
		% within Gender	8.4%	11.0%	9.7%
	Fairly Dissatisfied	Count	17	10	27
		% within Gender	4.8%	3.1%	4.0%
	Very Dissatisfied	Count	28	13	41
		% within Gender	7.9%	4.0%	6.0%
	No Opinion	Count	53	56	109
		% within Gender	14.9%	17.2%	16.0%
	Total	Count	356	326	682
		% within Gender	100.0%	100.0%	100.0%

Table 4.8 Recycling sites

		Gender		Total	
		Female	Male		
EBC27d Recycling sites	Very Satisfied	Count	53	40	93
		% within Gender	14.8%	11.9%	13.4%
	Fairly Satisfied	Count	163	153	316
		% within Gender	45.5%	45.4%	45.5%
	Neither	Count	62	84	146
		% within Gender	17.3%	24.9%	21.0%
	Fairly Dissatisfied	Count	27	23	50
		% within Gender	7.5%	6.8%	7.2%
	Very Dissatisfied	Count	12	13	25
		% within Gender	3.4%	3.9%	3.6%
	No Opinion	Count	41	24	65
		% within Gender	11.5%	7.1%	9.4%
	Total	Count	358	337	695
		% within Gender	100.0%	100.0%	100.0%

5 Erewash Borough Council Museum

5.1 Introduction

- 5.1.1 This section of the report presents the findings from research into the Erewash Borough Council Museum.
- 5.1.2 Erewash Museum is the Borough council's local and social history museum and is located at High Street Ilkeston. There are always various displays and exhibitions on industrial and social history and staff at the museum are available for advice and information. The museum is open from February to December (Tuesday, Thursday, Friday and Saturday, 10am-4pm, also bank holidays (not Christmas or New Year), admission is free.
- 5.1.3 This section of the questionnaire covers various topics concerning the museum.

5 Erewash Borough Council Museum

5.2 Section G: Erewash Borough Council Museum

5.2.1 Q28. Have you ever visited Erewash Museum?

The majority of respondents (60.4%) had not visited the museum. The results by ward are highlighted in Table 5.1 below.

Table 5.1: Have you visited Erewash Museum by ward

		EBC28 Have you visited Erewash Museum		Total	
		No	Yes		
Ward	Abbotsford	Count	13	23	36
		%	3.0%	8.2%	5.1%
	Breaston	Count	28	5	33
		%	6.5%	1.8%	4.6%
	Cotmanhay	Count	9	19	28
		%	2.1%	6.7%	3.9%
	Derby Road East	Count	23	6	29
		%	5.3%	2.1%	4.1%
	Derby Road West	Count	30	11	41
		%	7.0%	3.9%	5.8%
	Draycott and Stanton by Dale	Count	21	9	30
		%	4.9%	3.2%	4.2%
	Hallam Fields	Count	12	20	32
		%	2.8%	7.1%	4.5%
	Ilkeston Central	Count	7	21	28
		%	1.6%	7.4%	3.9%
	Ilkeston North	Count	3	17	20
		%	.7%	6.0%	2.8%
	Kirk Hallam	Count	9	25	34
		%	2.1%	8.9%	4.8%
	Little Eaton and Breadsall	Count	20	5	25
		%	4.7%	1.8%	3.5%
	Little Hallam	Count	4	16	20
		%	.9%	5.7%	2.8%
	Long Eaton Central	Count	39	3	42
		%	9.1%	1.1%	5.9%
	Nottingham Road	Count	28	13	41
		%	6.5%	4.6%	5.8%
	Ockbrook and Borrowash	Count	39	11	50
		%	9.1%	3.9%	7.0%
	Old Park	Count	5	14	19
		%	1.2%	5.0%	2.7%
	Sandiacre North	Count	20	13	33
		%	4.7%	4.6%	4.6%
	Sandiacre South	Count	22	5	27
		%	5.1%	1.8%	3.8%
	Sawley	Count	41	7	48

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	Stanley	%	9.5%	2.5%	6.7%
		Count	6	6	12
	West Hallam and Dale Abbey	%	1.4%	2.1%	1.7%
		Count	10	24	34
	Wilsthorpe	%	2.3%	8.5%	4.8%
		Count	41	9	50
Total		%	9.5%	3.2%	7.0%
		Count	430	282	712
		%	100.0%	100.0%	100.0%

5.2.2 Q29. How often do you visit the Erewash Museum?

Respondents were asked to tick one box only. The majority of respondents to this question said that they visited the museum less than once a year.

5.2.3 Q30. Are you aware that Erewash Borough Council's Museum Service offers the following services?

Respondents were asked to answer 'yes' or 'no' to each of the following services:

- Permanent and temporary exhibitions
- Educational visits for schools
- Loan boxes containing objects on themes e.g. wartime, Romans, Victorian domestic life
- Research support for people wanting local history information
- Work experience/placements
- Exhibition space for local artists, crafts people, history groups
- Free events and activities throughout the year, e.g. art workshops, mini archaeological digs, jazz and brass band concerts.
- Talks to groups

It would seem that people were more aware of services such as exhibitions and educational visits than any of the other services. The results of this question are highlighted in the following tables.

Table 5.2 Permanent and temporary exhibitions

			Gender		Total
			Female	Male	
EBC30a Permanent and temporary exhibitions	No	Count	150	143	293
		% within Gender	40.5%	42.1%	41.3%
	Yes	Count	220	197	417
		% within Gender	59.5%	57.9%	58.7%
Total	Count	370	340	710	
	% within Gender	100.0%	100.0%	100.0%	

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Table 5.3 Educational visits for schools

		Gender		Total	
		Female	Male		
EBC30b Educational visits for schools	No	Count	161	162	323
		% within Gender	43.5%	47.6%	45.5%
	Yes	Count	209	178	387
		% within Gender	56.5%	52.4%	54.5%
Total		Count	370	340	710
		% within Gender	100.0%	100.0%	100.0%

Table 5.4 Loan boxes containing objects on themes

		Gender		Total	
		Female	Male		
EBC30c Loan boxes containg objects on themes	No	Count	293	287	580
		% within Gender	79.8%	84.7%	82.2%
	Yes	Count	74	52	126
		% within Gender	20.2%	15.3%	17.8%
Total		Count	367	339	706
		% within Gender	100.0%	100.0%	100.0%

Table 5.5 Research support for people wanting local history information

		Gender		Total	
		Female	Male		
EBC30d Research support for people wanting local history information	No	Count	239	237	476
		% within Gender	64.8%	69.7%	67.1%
	Yes	Count	130	103	233
		% within Gender	35.2%	30.3%	32.9%
Total		Count	369	340	709
		% within Gender	100.0%	100.0%	100.0%

Table 5.6 Work experience / placements

		Gender		Total	
		Female	Male		
EBC30e Work experience / placements	No	Count	334	304	638
		% within Gender	90.5%	89.9%	90.2%
	Yes	Count	35	34	69
		% within Gender	9.5%	10.1%	9.8%
Total		Count	369	338	707
		% within Gender	100.0%	100.0%	100.0%

5 Erewash Borough Council Museum

Table 5.7 Exhibition space for local artists, history groups etc.

			Gender		Total	
			Female	Male		
EBC30f Exhibition space for local artists, history groups etc. Total	No	Count	178	171	349	
		% within Gender	48.4%	50.4%	49.4%	
	Yes	Count	190	168	358	
		% within Gender	51.6%	49.6%	50.6%	
	Total		Count	368	339	707
			% within Gender	100.0%	100.0%	100.0%

Table 5.8 Free events and activities eg. concerts, workshops etc.

			Gender		Total	
			Female	Male		
EBC30g Free events and activities eg. concerts, workshops etc. Total	No	Count	217	220	437	
		% within Gender	58.8%	64.9%	61.7%	
	Yes	Count	152	119	271	
		% within Gender	41.2%	35.1%	38.3%	
	Total		Count	369	339	708
			% within Gender	100.0%	100.0%	100.0%

Table 5.9 Talks to groups

			Gender		Total
			Female	Male	
EBC30h Talks to groups	No	Count	236	236	472
		% within Gender	64.0%	69.4%	66.6%
	Yes	Count	133	104	237
		% within Gender	36.0%	30.6%	33.4%
Total		Count	369	340	709
		% within Gender	100.0%	100.0%	100.0%

5.2.4 Q31 Erewash Borough Council is aware that certain issues may be seen as barriers to people wanting to use the museum. Please indicate how much of a barrier each of the following issues are to you?

Respondents were asked to say how much of a problem each of the following issues would be:

- Parking
- Opening hours
- Costs of travel to visit the museum
- Awareness (marketing of the museum)
- Not enough to do in the museum for a whole day
- Lack of time

5 Erewash Borough Council Museum

- Difficult to get to
- Exhibition programme not to my liking
- Personal health issues prevent me from visiting the museum
- Not interested
- No refreshments available

Awareness and marketing of the museum was identified as the biggest barrier to people using the museum with 47.4% of respondents saying that this was a problem. 31.9% of people said that lack of time is a problem and 30.6% of people said that parking was a problem. There was an option for people to suggest other barriers that may prevent them from wanting to use the museum:

- Most highlighted the fact that they didn't even know that there was a museum as they had never heard of it.
- Others stated that the disabled access wasn't very good.
- If the museum was in Long Eaton then they might use it
- Lack of good public transport from where they live

5.2.5 Q32. The Borough Council is looking to improve the museum service. How good do you think the following ideas are?

Respondents were asked how good an idea they thought the following are:

- More musical events
- More loan boxes and objects to borrow
- More temporary museum exhibitions closer to where you live
- A café in the museum

68.7% of respondents thought that a café in the museum would be a good idea. 63.5% of people thought that more musical events would be a good idea. 54% of respondents thought that more temporary museum exhibitions would be a good idea and 45.3% thought that more loan boxes would be a good idea.

5.2.6 Q33. In order to make some services cost effective, charges could be introduced. How much do you think should be charged for each of the following services?

Respondents were asked to specify a charge for each of the following services.

- Staff guided visits for schools that are tailored to the national curriculum.

5 Erewash Borough Council Museum

- Loan boxes available for any group including care homes and schools.
- Events and activities throughout the year e.g. art workshops, mini archaeological digs, jazz and brass band concerts.

The majority of respondents (45.8%) said that they wouldn't charge for visits from schools. Just over half of respondents said that a charge of £5.00 should be made for loan boxes and around 43% said that a charge of £1.00 should be made for events and activities.

5.2.7 Q34. Do you visit any other museums?

Respondents were asked to tick one box only and if they answered yes they were asked to specify which museum they visited. Only 51.4% of respondents visit any other museums. There were many different museums mentioned when respondents were asked to specify which they had visited. Many visit local museums in either Nottingham or Derby and others said that they had visited museums whilst on holiday. Those specified included:

- Aircraft museums
- Motor museums
- Derby Industrial Museum
- Nottingham Castle
- Wollaton Hall and Park
- Galleries of Justice
- Science Museum (London)
- Natural History Museum
- Crich Tramway Museum
- National trust properties
- York Museum

5.2.8 Q35. How often do you visit other museums?

Respondents were asked to tick one box only. The response to this question varied considerably. Just over a quarter (26.2%) of respondents visit museums once every six months, just under a quarter (23.8%) visit less than once a year, 18.5% visit once a year, 7.8% visit monthly or weekly and the rest never visit museums.

5.2.9 Q36. If you have visited any other museum for what reason(s) did you make this choice?

Respondents were asked to tick all that applied from the following choices:

5 Erewash Borough Council Museum

- Better quality / range of facilities
- More convenient opening hours
- Easier to get to
- More interesting exhibitions and events
- Educational trip
- With friends and family
- Unaware of exhibitions at Erewash Museum
- Other (please specify)

42.1% said that they visited other museums because they go with friends and family. 25.9% said that they were unaware of exhibitions in Erewash Museum and 24.9% said that there are more interesting exhibitions and events in other museums. Of those that specified 'other' most said that the reason they visited other museums was because they did it whilst on holiday.

5.2.10 Q37. When you think about Erewash Museum which of the following best describes your view?

Respondents were asked to tick all that apply from the following:

- Exciting
- Dull
- Hands on
- Don't touch
- Lots to do
- Not enough to do
- Fun
- Boring
- Friendly
- Unfriendly
- Interesting
- Quiet
- Enjoyable
- Old

5 Erewash Borough Council Museum

- Other (please specify)

Whilst a lot of people thought that the Erewash Museum was Interesting (36.1%), Friendly (28.0%) and Enjoyable (25.8%) many also thought it was Quiet (20.1%), there was not enough to do (13.4%) and it was old (12.3%). Many also specified that as they had never visited the museum that they could not say what they thought of it.

6 Sky Vault

6.1 Introduction

- 6.1.1 This section of the report presents the findings from research into the Sky Vault concept idea.
- 6.1.2 Sky Vault was the winning entry in the Great East Midlands Landmark Competition. The remit for competitors was to design a landmark structure for the East Midlands which will form a focal point for the region and celebrate the coming together of the region's five counties. The final appearance of Sky Vault is not yet known as the winning concept idea will be tailored for the final site which will be chosen in spring 2005. Erewash is one of five potential locations across the region to be considered for Sky Vault.
- 6.1.3 This section of the questionnaire covers respondent's views on the Sky Vault project.

6 Sky Vault

6.2 Section H: Sky Vault

6.2.1 Q38. The following are some benefits which Sky Vault could bring. Please tell us how important each of these is to you.

Respondents were asked to say how important each of the following would be to them:

Sky Vault.....

- ...will provide something for local people to be proud of
- ...will promote Erewash regionally, nationally and internationally
- ...is a way of raising the profile of the area
- ...is a way of promoting regional identity
- ...is a way of raising the economic profile of the area linking with and promoting the regeneration of the Stanton site
- ...will provide an exciting new visitor attraction
- ...will be a link with the natural and built history of the area
- ...will be built at a sustainable location, making use of different travel modes

The majority of respondents thought it was important to them that Sky Vault would...

raise the profile of the area (74.4%)

promote Erewash regionally nationally and internationally (71.9%)

promote regional identity (69.9%)

6.2.2 Q39. Erewash Borough Council is aware that certain issues may or may not arise as a result of Sky Vault being located here. Please indicate how you perceive these potential issues.

Respondents were asked to say how concerned they would be about the following:

- Increased traffic as a result of Sky Vault
- The physical presence could impact on nearby properties
- Impact on nearby property values
- It may create a major change to the area which some local people may not want
- It may have an effect on adjacent green belt and conservation / wildlife sites

6 Sky Vault

The majority of respondents (75.1%) were concerned that Sky Vault may have an effect on adjacent greenbelt and conservation / wildlife sites. 56.4% were concerned about the increased traffic and 55.9% of respondents were concerned that Sky Vault might create a major change to the area that some people may not want.

6.2.3 Q40. To develop the bid for Sky Vault, Erewash Borough Council would like to know how much support there is for the project. Please indicate how strongly you would support the bid for Sky Vault in Erewash.

Respondents were asked to tick one box only. Just over a quarter of respondents said that they would probably not or definitely not support the project and just over 60% said that they would support the project, slightly more males than females said that they would support the project.

The results are detailed in Table 6.1 below

Table 6.1 How strongly would you support the bid for Sky Vault in Erewash

		Gender		Total	
		Female	Male		
EBC40 How strongly would you support the bid for Sky Vault in Erewash	Strongly Support	Count	65	85	150
		% within Gender	18.4%	25.7%	21.9%
	Probably Support	Count	134	130	264
		% within Gender	38.0%	39.3%	38.6%
	Neither	Count	62	34	96
		% within Gender	17.6%	10.3%	14.0%
	Probably Not Support	Count	41	33	74
		% within Gender	11.6%	10.0%	10.8%
	Definitely Not Support	Count	51	49	100
		% within Gender	14.4%	14.8%	14.6%
Total	Count	353	331	684	
	% within Gender	100.0%	100.0%	100.0%	

More people in the 16-24 year age group and in the 60-64 age group said that they would **strongly** support the project.

When the data was analysed by ward 82.3% of respondents in the Ilkeston North Ward said that they would support the project. 76% of respondents from Wilsthorpe and 73.1% from Cotmanhay also said that they would support it. Those who are least likely to support the project were from the Sandiacre South ward (44.0%) and the Derby Road East ward (40.7%).

6.2.4 Respondents were given the opportunity to give details of groups or their own personal details if they would like to be involved further with Sky Vault. 24 names and addresses were recorded.

6.2.5 Questions 38 and 39 also had an option to record other issues. This space along with the space for recording names and addresses was used by respondents to express their feelings about Sky Vault. Some of the negative responses included:

- Waste of money

6 Sky Vault

- Sky Vault will be a white elephant
- Who will pay for the upkeep of the structure
- Money could be better spent elsewhere

Some of the positive responses included:

- Will create jobs
- Good idea but needs to be marketed properly
- Will give Erewash a higher profile

7 CVS Volunteer Bureau

7.1 Introduction

- 7.1.1 This section of the report presents the findings from research into volunteering in Erewash.
- 7.1.2 2005 is the National Year of Volunteering and Erewash Council for Voluntary Service (CVS) which hosts the Volunteer Bureau will use the results from the questionnaire to develop their publicity campaign during National Volunteer week June 1 to June 7 2005.
- 7.1.3 This section of the questionnaire covers respondent's views on volunteering in Erewash.

7 CVS Volunteer Bureau

7.2 Section I: CVS Volunteer Bureau

7.2.1 Q41. Did you know that Erewash has a Volunteer Bureau?

Respondents were asked to tick one box only. Just over half the respondents knew that there was a Volunteer Bureau in Erewash. Slightly more females (56.5%) than males (45.9%) knew about the Bureau.

7.2.2 Q42. In addition to being a member of the Citizens' Panel do you currently carry out volunteering in any other capacity? If respondents said yes to this question they were asked to identify something that could have been done to improve their volunteering experience (Q43).

Respondents were asked to tick one box only. Only 14.7% of respondents said that they volunteer in some way. Of those who said that they do volunteer, training or rather lack of training was the biggest issue that people said would have improved their volunteering experience.

7.2.3 Q44. If there were opportunities for regular or occasional volunteering locally would you be interested in finding out more?

Respondents were asked to tick one box only. 39.7% of respondents said that they would be interested in finding out more.

7.2.4 Q45 Does any of the following prevent you from volunteering?

Respondents were asked to tick all that apply from the following:

- I am a carer
- Lack of time
- Confidence
- I don't think I have any useful skills
- Lack of information on volunteering
- Lack of good public transport
- Never had the opportunity
- Travel cost
- Too busy
- Don't want to / not interested
- Other (please specify)

The majority of people stated 'lack of time' (60.3%) as being the reason they don't volunteer. 47.6% said that they were 'too busy' and 24.2% said that there was 'not enough information on volunteering'. Other reasons for not volunteering were: ill health, too old and family commitments. Many people used the other please specify box to state how they currently volunteer.

7 CVS Volunteer Bureau

7.2.5 Q46. Which of the above is the most significant barrier preventing you from volunteering?

Respondents were asked to pick one of the above only as the most significant barrier preventing them from volunteering. 33.4% said that 'lack of time' prevented them from volunteering and 11.1% said that they were 'too busy'. These were followed by 'lack of information on volunteering', 'don't want to or not interested', 'ill health and disability' and they already cared for elderly or young family.

7.2.6 Q47. Would a contribution to carer costs encourage you to volunteer?

Respondents were asked to tick one box only. Only 13.1% of respondents said yes to this question.

7.2.7 Q48. If you are not currently volunteering but would consider it in the future, what is your preference?

Respondents were asked to tick on box only. More women would consider volunteering at fixed times or regularly but at flexible times than men but more men would volunteer as a one off or occasionally. More people in general would rather volunteer occasionally rather than at fixed or regular times.

The results are highlighted in table 7.1 below

Table 7.1 If you are not currently volunteering but would consider it in the future, what is your preference?

		Gender		Total	
		Female	Male		
EBC48 If you are not currently volunteering but would consider it in the future, what is your preference?	At Fixed times	Count	32	13	45
		% within Gender	11.8%	5.3%	8.7%
	Regularly but at flexible times	Count	81	68	149
		% within Gender	29.9%	27.8%	28.9%
	Occasionally or as a one off	Count	158	164	322
		% within Gender	58.3%	66.9%	62.4%
Total	Count	271	245	516	
	% within Gender	100.0%	100.0%	100.0%	

7.2.8 Q49. If you were expected to complete a training course before you could start your volunteering, would you find this...

- ...more likely to encourage you to volunteer
- ...would put you off volunteering

Respondents were asked to tick one box only. Respondents were very much split on this with 58.8% saying training would more likely encourage them to volunteer and 41.2% saying it would put them off volunteering. Slightly more women (62.0%) would prefer training than men (55.3%).

7.2.9 Q50. Would you prefer that such training was accredited (i.e. you would receive a nationally recognised qualification for completing it)?

7 CVS Volunteer Bureau

Respondents were asked to tick one box only. Again slightly more females said yes to this question.

Full results are highlighted in table 7.2 below.

Table 7.2 Would you prefer that such training was accredited?

				Gender		Total
				Female	Male	
EBC50 Would you prefer that such training was accredited?	Yes	Count		154	121	275
		% within Gender		41.1%	35.3%	38.3%
	No	Count		26	31	57
		% within Gender		6.9%	9.0%	7.9%
	Makes no Difference	Count		146	141	287
		% within Gender		38.9%	41.1%	40.0%
Missing	Count		49	50	99	
	% within Gender		13.1%	14.6%	13.8%	
Total	Count		375	343	718	
	% within Gender		100.0%	100.0%	100.0%	

7.2.10 Q51. Would it discourage you from volunteering if there was ongoing training?

Respondents were asked to tick one box only. 67.4% said 'no' ongoing training would not discourage them from volunteering.

7.2.11 Q52. Have you ever used Erewash Volunteer Bureau?

Respondents were asked to tick one box only. Only 4.8% have used the bureau however nearly twice as many females (6.0%) than males (3.4%) have used the bureau.

7.2.12 Q53. A Volunteer Bureau does all of the following – which of these were you previously aware of?

Respondents were asked to tick all of the following that apply:

- Recruiting, training and support of volunteers
- Matching volunteer opportunities to people
- Finds volunteers for local organisations
- Carries out Criminal Records Bureau disclosures
- Organises social events

The majority of people didn't know that a Volunteer Bureau did any of the above.

The results of this question are highlighted in table 7.3, 7.4, 7.5, 7.6 and 7.7

7 CVS Volunteer Bureau

Table 7.3 Recruiting, training and support of volunteers

				Gender		Total
				Female	Male	
EBC53 Recruiting, training and support of volunteers	No	Count		258	251	509
		% within Gender		68.8%	73.2%	70.9%
	Yes	Count		117	92	209
		% within Gender		31.2%	26.8%	29.1%
Total		Count		375	343	718
		% within Gender		100.0%	100.0%	100.0%

Table 7.4 Matching volunteer opportunities to people

				Gender		Total
				Female	Male	
EBC53 Matching volunteer opportunities to people	No	Count		270	281	551
		% within Gender		72.0%	81.9%	76.7%
	Yes	Count		105	62	167
		% within Gender		28.0%	18.1%	23.3%
Total		Count		375	343	718
		% within Gender		100.0%	100.0%	100.0%

Table 7.5 Finds volunteers for local organisations

				Gender		Total
				Female	Male	
EBC53 Finds volunteers for local organisations	No	Count		240	222	462
		% within Gender		64.0%	64.7%	64.3%
	Yes	Count		135	121	256
		% within Gender		36.0%	35.3%	35.7%
Total		Count		375	343	718
		% within Gender		100.0%	100.0%	100.0%

Table 7.6 Carries out CRB checks

				Gender		Total
				Female	Male	
EBC53 Carries out CRB checks	No	Count		326	307	633
		% within Gender		86.9%	89.5%	88.2%
	Yes	Count		49	36	85
		% within Gender		13.1%	10.5%	11.8%
Total		Count		375	343	718
		% within Gender		100.0%	100.0%	100.0%

7 CVS Volunteer Bureau

Table 7.7 Organises social events

		Gender		Total	
		Female	Male		
EBC53 Organises social events	No	Count	312	287	599
		% within Gender	83.2%	83.7%	83.4%
	Yes	Count	63	56	119
		% within Gender	16.8%	16.3%	16.6%
Total		Count	375	343	718
		% within Gender	100.0%	100.0%	100.0%

8 Other Comments

8.1 Respondents were given space to enter any comments or raise any issues.

There were:

15 comments on waste and recycling

14 on volunteering

4 on sky vault

The rest covered many topics from the sale of fireworks to traffic problems.

9 Appendices

- Appendix A Covering Letter
- Appendix B Sky Vault Information Sheet
- Appendix C Questionnaire



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Community Consultation

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Your Ref:
Our Ref:
Date: As postmark

«November_Form_no»
«Name2» «Name3»
«Address1»
«Address2»
«Address3»
«Address4»
«Postcode»

Erewash Citizens Panel- November 2004 survey

I am pleased to enclose the questionnaire for the latest survey of the Citizens Panel, which includes a leaflet containing background information on 'Sky Vault'.

This month's survey seeks your views on a varied and exciting range of issues. The Government is planning a review of the system of registration for births, deaths and marriages and answers to these questions will help inform Derbyshire County Council's response to Government. Erewash Borough Council has been awarded funding in order to collect more recyclable materials and would like to gather views and opinions on the service now, which can be compared with views of customers after the scheme has been running. The Borough Council also wants to gauge local resident's awareness of the museum and services it provides, and to find out what would encourage more people to use these. There are questions to determine the level of support for a possible new landmark for the area- Sky Vault, and finally, questions on what would encourage more people to undertake voluntary work, which have been included on behalf of Erewash Council for Voluntary Services.

I would be grateful if you could complete and return the questionnaire in the FREEPOST envelope provided by **Monday 6 December**. The return address is to Derbyshire County Council which is undertaking this survey.

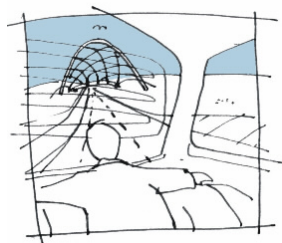
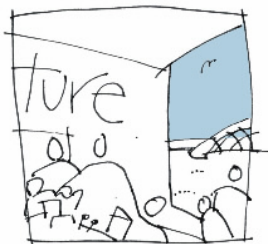
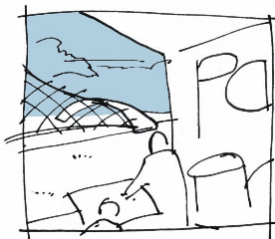
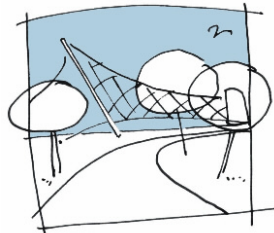
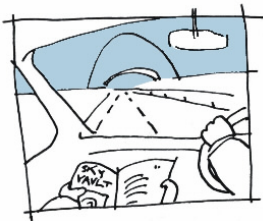
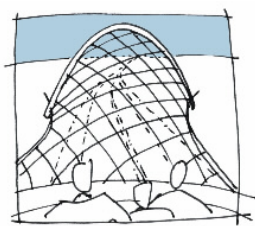
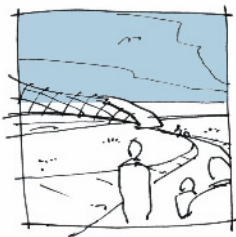
Please contact myself on 0115 931 6072 if you have any queries about this survey, and many thanks for your continued support in responding to the questionnaires.

Yours faithfully

Corinna Beatson
Community Consultation & Information Officer
Encs.

Sky Vault

Sky Vault will be a landmark for the East Midlands, and a site in Erewash is one of the five potential locations across the region. The final appearance of Sky Vault is not yet known- as it will be developed specifically for the final site, which will be chosen in Spring 2005. Community involvement and support is an essential factor and will be considered in choosing the final site. The reason for undertaking this consultation through the Erewash Citizens Panel is to determine a level of support across the Borough.



Background information:

In November 2001 the Great East Midlands Landmark Competition was held to design a landmark structure for the East Midlands, similar to the 'Angel of the North' in the Newcastle area. Sky Vault was the winning entry and has been designed by a local Nottingham design company '2hD'.






Sky Vault will be both a landmark structure and a participatory experience including visitor centre facilities, linking the past and future for the East Midlands.

The design of Sky Vault is very much still at the concept stage. A generic design involves a cable net structure spanning a major highway, access onto and over the structure via a footbridge and visitor attractions such as past and future 'exhibition pavilions'. **The actual final design may be very different as it will be dependent on the actual location and specific site chosen.**

The purpose of the structure is to form a visual focal point for the region and celebrate its six counties (Derbyshire, Nottinghamshire, Leicestershire, Rutland, Lincolnshire and Northamptonshire) in a spirit of 'unity through diversity'. At a wider scale, Sky Vault will form a focus for the sharing and presentation of information about the past, present and future of the region.

The estimated cost is £10 million, to be paid for through private funding.

Locations currently being considered are:

-  M1 in the Erewash area of Derbyshire
-  M1 in the Northampton area, Northamptonshire
-  A1 in the Newark area of Nottinghamshire
-  A1 in the Grantham area of Lincolnshire
-  A42 in the National Forest in Leicestershire

Projected timescales:

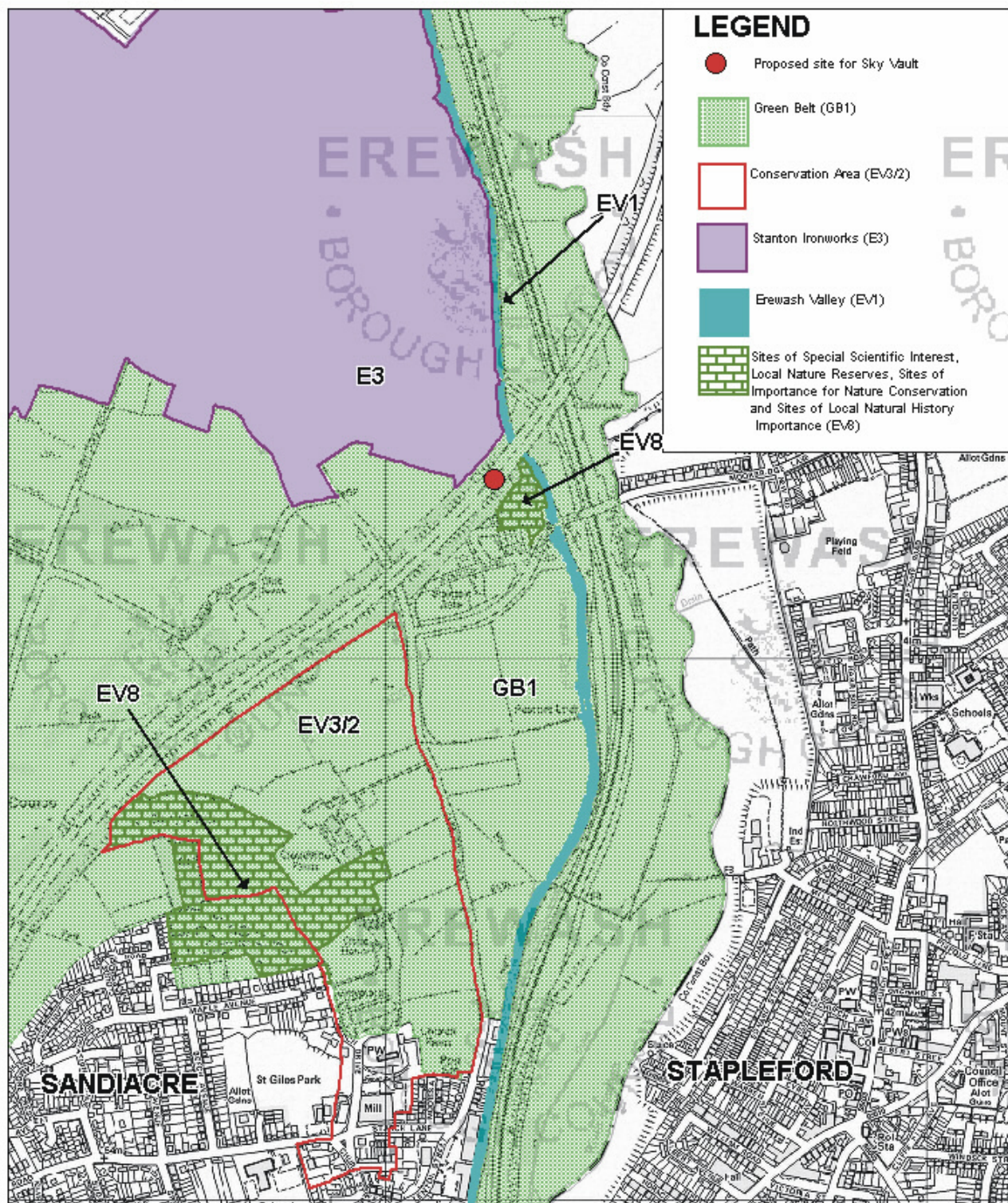
-  Site assessment - Sept 2004-Spring 2005
-  Site chosen - Spring 2005
-  Fundraising campaign commences - Spring 2005
-  Planning application - Winter 2005
-  Construction - Autumn 2007
-  Opening - Spring 2008

We are now at the stage of site assessment. Community consultation is an essential part of this assessment, as the project cannot be implemented unless there is community support.

A project team in each of the five locations is preparing a site appraisal which will be judged by an independent panel and the final site will be chosen in Spring 2005

Sky Vault

Sky Vault, extract from Erewash Borough Council Local Plan



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Erewash Borough Council, 100019826, 2004.

The Purpose Of This Map Is: Public Consultation

Scale: 1/10000
Date: 5/11/2004
MP
Customer Services



DERBYSHIRE CIVIL REGISTRATION REVIEW

In England and Wales, the records from civil registration date back over 160 years and have become a key source of information for statisticians and family historians. Today's system of civil registration has changed little since it was first introduced in the 1830's. People still have to give information about births, deaths and marriages in person in the area where the event occurred. The registrar uses pen and ink to enter the information into a paper register. A certificate is then issued which is used to help prove entitlement to a variety of services, and for example in support of applications for benefits, passports and driving licences. The system was designed in this way to suit the needs and expectations of society at that time. However, society has changed immeasurably and there have been advances in technology. Consequently, many of these needs and expectations no longer apply.

Government plans to modernise civil registration to respond to the changing needs of society, provide a customer focused service and take advantage of the opportunities provided by technology. This questionnaire is designed to find out your views on the Government's proposals. Please try to answer all questions even if you think the issues are not currently applicable to you.

SECTION A: BIRTHS

Please answer all of the following questions even if you may not think the questions are applicable.

Q1. How would you prefer to register a birth? (Please **X one** box only)

- | | |
|--|--|
| <input type="checkbox"/> "Face to Face" | <input type="checkbox"/> Other (Please X & specify below) |
| <input type="checkbox"/> Via the Internet | <input type="text"/> |
| <input type="checkbox"/> By telephone through a national call centre | |
| <input type="checkbox"/> By post | |

Q2. What are the main reasons for your choice of how you would prefer to register a birth? (Please **X all** that apply)

- | | |
|---|--|
| <input type="checkbox"/> Convenience | <input type="checkbox"/> Dislike of call centres |
| <input type="checkbox"/> Personal service / contact | <input type="checkbox"/> Other (Please X & specify below) |
| <input type="checkbox"/> Information / advice | <input type="text"/> |
| <input type="checkbox"/> Internet convenience | |

Q3. Where would you prefer to register a birth if it was "Face to Face"?

(Please **X one** box only)

- | | |
|---|--|
| <input type="checkbox"/> Register Office | <input type="checkbox"/> GP surgeries, clinics, mother and toddler groups etc. |
| <input type="checkbox"/> Another council building (e.g. library) | <input type="checkbox"/> Somewhere else |
| <input type="checkbox"/> At a non-council building (e.g. supermarket, post office, community centre etc.) | (Please X & specify below) |
| <input type="checkbox"/> Hospitals | <input type="text"/> |

Q4. When registering a birth "Face to Face", what kind of system would you like?

(Please **X one** box only)

- Appointment
- Drop in
- Don't know

Q5. If birth certificates were abolished would you buy a commemorative certificate?

(Please **X one** box only)

- Yes
- No
- Don't know

SECTION B: DEATHS

Q6. How would you prefer to register a death? (Please **X one box only)**

- "Face to Face" By telephone through a national call centre
- Via the Internet By post
- Other (Please **X** & specify below)

Q7. What are the main reasons for your choice of how you would prefer to register a death? (Please **X all that apply)**

- Convenience Dislike of call centres
- Personal service / contact Other (Please **X** & specify below)
- Information / advice
- Internet convenience

Q8. Where would you prefer to register a death if it was "Face to Face"?

(Please **X one** box only)

- Register Office GP surgeries, clinics, mother and toddler groups etc.
- Another council building (e.g. library) Somewhere else (Please **X** & specify below)
- At a non-council building (e.g. supermarket, post office, community centre etc.)
- Hospitals

Q9. When registering a death "Face to Face", what kind of system would you like?

(Please **X one** box only)

- Appointment
- Drop in
- Don't know

SECTION C: MARRIAGES

Please answer all of the following questions even if you are currently married and / or may not think the questions are applicable.

Q10. Given complete freedom of choice, which type of venue would you chose to marry in?
(Please X one box only)

<input type="checkbox"/> Church	<input type="checkbox"/> Restaurant
<input type="checkbox"/> Register Office	<input type="checkbox"/> Private home / garden
<input type="checkbox"/> Stately home	<input type="checkbox"/> Outside (marquee)
<input type="checkbox"/> Hotel	<input type="checkbox"/> Outside (open air)
<input type="checkbox"/> Other <i>(Please X & specify below)</i>	

Q11. Who would you prefer to conduct your marriage? *(Please X one box only)*

<input type="checkbox"/> Civil Celebrant (Registrar)	<input type="checkbox"/> Other <i>(Please X & specify below)</i>
<input type="checkbox"/> Religious Celebrant	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>

Q12. Would you use a Register Office for a Sunday marriage even if the service was introduced at a higher price? *(Please X one box only)*

Yes No Don't know

Q13. Currently the law only allows marriages between 8 am and 6pm, this law will be changing. Given this new freedom, please indicate a time slot that you might ideally choose to marry for both a register office and any other venue.

Marriages at a register office

<input type="checkbox"/> Mon - Sat 7am - 10am	<input type="checkbox"/> Sun 7am - 10am	(Please X <u>one</u> box only)
<input type="checkbox"/> Mon - Sat 10am - 1pm	<input type="checkbox"/> Sun 10am - 1pm	
<input type="checkbox"/> Mon - Sat 1pm - 3pm	<input type="checkbox"/> Sun 1pm - 3pm	
<input type="checkbox"/> Mon - Sat 3pm - 5pm	<input type="checkbox"/> Sun 3pm - 5pm	
<input type="checkbox"/> Mon - Sat 5pm - 7pm	<input type="checkbox"/> Sun 5pm - 7pm	
<input type="checkbox"/> Mon - Sat 7pm - 9pm	<input type="checkbox"/> Sun 7pm - 9pm	
<input type="checkbox"/> Mon - Sat 9pm - Midnight	<input type="checkbox"/> Sun 9pm - Midnight	
<input type="checkbox"/> No Preference		

Marriages at any other venue eg. hotel, restaurant, outside etc.

<input type="checkbox"/> Mon - Sat 7am - 10am	<input type="checkbox"/> Sun 7am - 10am	(Please X <u>one</u> box only)
<input type="checkbox"/> Mon - Sat 10am - 1pm	<input type="checkbox"/> Sun 10am - 1pm	
<input type="checkbox"/> Mon - Sat 1pm - 3pm	<input type="checkbox"/> Sun 1pm - 3pm	
<input type="checkbox"/> Mon - Sat 3pm - 5pm	<input type="checkbox"/> Sun 3pm - 5pm	
<input type="checkbox"/> Mon - Sat 5pm - 7pm	<input type="checkbox"/> Sun 5pm - 7pm	
<input type="checkbox"/> Mon - Sat 7pm - 9pm	<input type="checkbox"/> Sun 7pm - 9pm	
<input type="checkbox"/> Mon - Sat 9pm - Midnight	<input type="checkbox"/> Sun 9pm - Midnight	
<input type="checkbox"/> No Preference		

SECTION D: OTHER SERVICES

Q14. Are you aware that Derbyshire County Council offers the following civil ceremonies?
 (Please **X Yes** or **No** for each option)

	Yes	No
Naming ceremonies	<input type="checkbox"/>	<input type="checkbox"/>
Commitment ceremonies	<input type="checkbox"/>	<input type="checkbox"/>
Renewal of marriage vows	<input type="checkbox"/>	<input type="checkbox"/>

Q15. Would you support the introduction of the following new services?
 (Please **X Yes** or **No** for each option)

	Yes	No
Civil funeral ceremonies	<input type="checkbox"/>	<input type="checkbox"/>
Commemorative / anniversary certificates	<input type="checkbox"/>	<input type="checkbox"/>

SECTION E: OPENING HOURS

Q16. Full time register offices currently open between the hours of 9:00am and 4:30pm Monday to Friday to register a birth or death or to arrange a marriage. Offices open on a Saturday morning for marriage ceremonies only. Please indicate which of the following changes to our opening times would be of benefit to you.

(Please **X all** your preferred times for births, deaths and marriages)

	Births	Deaths	Marriages
Monday - Friday 9am - 5pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monday - Friday 9am - 7pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monday - Friday 8am - 8pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monday - Friday 9am - 5pm With late night opening once a week until 7pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday 9am until 4pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday 9am until 4pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please X & specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: EREWASH BOROUGH COUNCIL WASTE AND RECYCLING

In February 2005 Erewash Borough Council will be introducing a new fortnightly kerbside recycling scheme collecting glass, plastic bottles and tins / cans to 90% of Borough residents. The following questions are designed to gather some information for benchmarking in order to monitor residents views and opinions on the existing and proposed new service to be able to compare to information gathered in a years time.

Q17. Do any members of your household separate or collect any of your domestic waste for recycling or composting? (Please **X one** box only)

- Yes (please continue to **Q18**)
 No (please go to **Q22**)
 Don't know (please continue to **Q18**)

The '**paper and card**' collection scheme has gradually been introduced across the Erewash Borough Council area over the last few years. On this scheme, residents can place bags of paper and card outside their house for a separate collection every fortnight

Q18. Are you on the paper and card collection scheme? (Please **X one** box only)

- Yes (please continue to **Q19**)
 No (please go to **Q20**)
 Don't know (please go to **Q20**)

Q19. Approximately how often do you use the 'paper and card' collection scheme?

(Please **X one** box only)

- Fortnightly Monthly A few times per year Never

The '**brown bin**' collection scheme for composting garden waste has been operating in some areas of Erewash since 1996. Collections are made fortnightly (alternate weeks to the black bin collections) from March until the end of November.

Q20. Are you on the brown bin collection scheme? (Please **X one** box only)

- Yes (please continue to **Q21**)
 No (please go to **Q23**)
 Don't know (please go to **Q23**)

Q21. Approximately how often do you use the 'brown bin' collection scheme?

(Please **X one** box only)

- Fortnightly Monthly A few times per year Never

Q22. 'Recycling sites' are areas of land which house recycling containers. Examples of these sites are West Park in Long Eaton, Manners Avenue Civic Site and Tesco's at Ilkeston. Please indicate how often you take items for recycling to a 'recycling site'.

(Please **X one** box only)

- Weekly Fortnightly Monthly Less frequently than monthly Never

Q23. The following are initiatives that Erewash Borough Council could use to increase the amount of recycling in Erewash. To what extent would these encourage you to recycle? Please rank the suggestions 1 to 4 , including any other ideas you have, where 1 is the initiative most likely to encourage you to recycle and 4 the least likely.

Please rank your priorities by entering 1 to 4 into each of the boxes provided. RANK

a) Fortnightly kerbside collection of all materials (glass, paper, card and plastic bottles)

b) Increase the number of recycling sites across Erewash

c) Increased publicity of recycling schemes throughout Erewash

d) Other (*Please rank and specify below*)

Q24. If there was a fortnightly separate collection of recyclable materials such as glass, plastic and tins / cans, would you be prepared to use it? (*Please X one box only*)

Yes, I would use the new collection No, I would continue to use recycling sites

No, I will not use the new collection I don't know

Q25. Please indicate how well you think Erewash Borough Council communicates information regarding the refuse and recycling services. (*Please X one box only*)

Very well Quite well Not very well Not at all well Neither / I don't know

Q26. Which would be the best way to keep you informed about the refuse and recycling services that Erewash Borough Council offer. (*Please X one box for each option*)

	Very Effective	Fairly Effective	Neither Effective nor Ineffective	Fairly Ineffective	Very ineffective	No opinion/ Don't Know
a) Council magazine - ' <i>Viewpoint</i> '	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Local newspaper adverts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Information signs at recycling sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Information stickers on wheelie bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Leaflets through your letterbox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Erewash Borough Council Internet site - www.erewash.gov.uk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Adverts on local radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>Please specify below</i>)						

Q27. How satisfied are you with the following current services. (Please **X one box for each service)**

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	No opinion/ Don't Know
a) Black bin collection service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Brown bin collection service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Kerbside collection services of paper and card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Recycling sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: EREWASH BOROUGH COUNCIL MUSEUM

Erewash Museum is the Borough Council's local and social history museum and is located at High Street Ilkeston. There are always various displays and exhibitions on industrial and social history and staff at the museum are available for advice and information. The museum is open from February to December (Tuesday, Thursday, Friday and Saturday, 10:00am to 4:00pm, also Bank Holidays (not Christmas or New Year), admission is free.

Q28. Have you visited Erewash museum? (Please **X one box only)**

- Yes (please continue to **Q29**)
- No (please go to **Q30**)

Q29. How often do you visit Erewash museum? (Please **X one box only)**

- More than once a week
- Weekly
- Monthly
- Once every six months
- Once a year
- Less than once a year

Q30. Are you aware that Erewash Borough Council's museum service offers the following services? (Please **X Yes or **No** for each service)**

	Yes	No
a) Permanent and temporary exhibitions	<input type="checkbox"/>	<input type="checkbox"/>
b) Educational visits for schools	<input type="checkbox"/>	<input type="checkbox"/>
c) Loan boxes containing objects on themes e.g. Wartime, Romans, Victorian Domestic Life	<input type="checkbox"/>	<input type="checkbox"/>
d) Research support for people wanting local history information	<input type="checkbox"/>	<input type="checkbox"/>
e) Work experience / placements.	<input type="checkbox"/>	<input type="checkbox"/>
f) Exhibition space for local artists, crafts people, history groups.	<input type="checkbox"/>	<input type="checkbox"/>
g) Free events and activities throughout the the year e.g. art workshops, mini archaeological digs, jazz and brass band concerts	<input type="checkbox"/>	<input type="checkbox"/>
h) Talks to groups	<input type="checkbox"/>	<input type="checkbox"/>

Q31. Erewash Borough Council is aware that certain issues may be seen as barriers to people wanting to use the museum. Please indicate how much of a barrier each of the following issues are to you. (Please **X one box for each issue)**

	Big Problem	Fairly Big Problem	Neither a Problem nor not	Not Really a Problem	Not a Problem	No opinion/ Don't Know
a) Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Costs of travel to visit the museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Awareness (marketing of the museum)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Not enough to do in the museum for a whole day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Lack of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Difficult to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Exhibition programme not to my liking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Personal health issues prevent me from visiting the museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Not interested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) No refreshments available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please specify below)

Q32. The Borough Council is looking to improve the museum service. How good do you think the following ideas are. (Please **X one box for each idea)**

	Very Good Idea	Fairly Good Idea	Neither a Good Idea nor not	Not Really a Good Idea	Not Good Idea at all	No opinion/ Don't Know
a) More musical events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) More loan boxes and more individual objects available to borrow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) More temporary museum exhibitions closer to where you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) A cafe in the museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q33. In order to make some services cost effective, charges could be introduced. How much do you think should be charged for each of the following services?
(Please X one box for each service)

	£0 per child	£0.50 per child	£1.00 per child	£1.50 per child	£2.00 per child
a) Staff guided visits for schools that are tailored to the national curriculum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	£0 per box	£5.00 per box	£10.00 per box	£15.00 per box	£20.00 per box
b) Loan boxes available for any group including Care Homes and schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	£0 per person	£0.50 per person	£1.00 per person	£1.50 per person	£2.00 per person
c) Events and activities throughout the year e.g. art workshops, mini archaeological digs, jazz and brass band concerts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q34. Do you visit any other museums? *(Please X one box only)*

Yes No

*If "**Yes**" Please specify below*

Q35. How often do you visit other museums? *(Please X one box only)*

<input type="checkbox"/> More than once a week	<input type="checkbox"/> Once a year
<input type="checkbox"/> Weekly	<input type="checkbox"/> Less than once a year
<input type="checkbox"/> Monthly	<input type="checkbox"/> Never
<input type="checkbox"/> Once every six months	

Q36. If you have visited any 'other' museum for what reason(s) did you make this choice?
(Please X all that apply)

a) Better quality / range of facilities <input type="checkbox"/>	f) Educational trip <input type="checkbox"/>
b) More convenient opening hours <input type="checkbox"/>	g) With friends and family <input type="checkbox"/>
c) Easier to get to <input type="checkbox"/>	h) Unaware of exhibitions at Erewash Museum <input type="checkbox"/>
d) More interesting exhibitions and events <input type="checkbox"/>	i) Other <i>(Please specify below)</i> <input type="checkbox"/>

Q37. When you think about Erewash museum which of the following best describe your view? (Please X all that apply)

- | | | |
|--------------------------------------|---|---|
| <input type="checkbox"/> Exciting | <input type="checkbox"/> Not enough to do | <input type="checkbox"/> Interesting |
| <input type="checkbox"/> Dull | <input type="checkbox"/> Fun | <input type="checkbox"/> Quiet |
| <input type="checkbox"/> Hands on | <input type="checkbox"/> Boring | <input type="checkbox"/> Enjoyable |
| <input type="checkbox"/> Don't touch | <input type="checkbox"/> Friendly | <input type="checkbox"/> Old |
| <input type="checkbox"/> Lots to do | <input type="checkbox"/> Unfriendly | <input type="checkbox"/> Other (Please X and specify below) |

SECTION H: SKY VAULT

Sky Vault was the winning entry in the Great East Midlands Landmark Competition. The remit for competitors was to design a landmark structure for the East Midlands which will form a focal point for the region and celebrate the coming together of the region's five counties. The final appearance of Sky Vault is not yet known as the winning concept idea will be tailored for the final site which will be chosen in Spring 2005. Erewash is one of five potential locations across the region to be considered for Sky Vault and we would like to hear your views on various aspects of this exciting project, as Erewash Borough Council looks to develop a bid. **Please read the enclosed leaflet before answering these questions.**

Q38. The following are some benefits which Sky Vault could bring. Please tell us how important each of these is to you. (Please X one box for each issue)

Sky Vault.....	Very Important	Fairly Important	Neither Important nor not	Fairly Unimportant	Very Unimportant	No opinion/ Don't Know
a) "... will provide something for local people to be proud of"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) "... to promote Erewash regionally, nationally and internationally"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) "... is a way of raising the profile of the area"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) "...is a way of promoting regional identity"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) "...is a way of raising the economic profile of the area linking with and promoting the regeneration of the Stanton site"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) "...will provide an exciting new visitor attraction"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) "...will be a link with the natural and built history of the area"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) "...will be built at a sustainable location, making use of different travel modes"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other reasons for supporting Sky Vault in Erewash (Please specify below)

Q39. Erewash Borough Council is aware that certain issues may or may not arise as a result of Sky Vault being located here. Please indicate how you perceive these potential issues? (Please **X one** box for each issue)

	Totally Unconcerned	Fairly unconcerned	Neither concerned nor not	Fairly concerned	Very concerned	No opinion/ Don't Know
a) Increased traffic as a result of Sky Vault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The physical presence could impact on nearby properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Impact on nearby property values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) It may create a major change to the area which some local people may not want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) It may have an effect on adjacent green belt and conservation / wildlife sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please specify below)

Q40. To develop the bid for Sky Vault, Erewash Borough Council would like to know how much support there is for the project. Please indicate how strongly you would support the bid for Sky Vault in Erewash. (Please **X one** box only)

Would Strongly Support	Would Probably Support	Neither Support nor Not Support	Would Probably Not Support	Would Definitely Not Support	No opinion/ Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are interested in being involved with the Sky Vault bid or if you know of or represent a group who would like to be involved, then please give us your details below. Thank you.

SECTION I: CVS Volunteer Bureau

2005 is the National Year of Volunteering and Erewash Council for Voluntary Service (CVS) which hosts the Volunteer Bureau will use the results from the following questions to develop their publicity campaign during National Volunteers' week 1st to 7th of June. If you are interested in finding more about volunteering opportunities locally then telephone 0115 8490400 or visit the website www.do-it.org.uk

Q41. Did you know that Erewash has a Volunteer Bureau?

(Please **X one** box only)

Yes

No

Q42. In addition to being a member of the Citizens' Panel do you currently carry out volunteering in any other capacity? (Please **X one** box only)

Yes (Please continue to **Q43**)

No (Please go to **Q44**)

Q43. If you have done any volunteering please identify one thing that could be done to improve your volunteering experience.

Q44. If there were opportunities for regular or occasional volunteering locally would you be interested in finding out more? (Please **X one** box only)

Yes

No

Q45. Does any of the following prevent you from volunteering? (Please **X all** that apply)

- | | | | |
|--|--------------------------|---|--------------------------|
| a) I am a carer | <input type="checkbox"/> | b) Lack of time | <input type="checkbox"/> |
| c) Confidence | <input type="checkbox"/> | d) I don't think I have any useful skills | <input type="checkbox"/> |
| e) Lack of information on volunteering | <input type="checkbox"/> | f) Lack of good public transport | <input type="checkbox"/> |
| g) Never had the opportunity | <input type="checkbox"/> | h) Travel cost | <input type="checkbox"/> |
| i) Too busy | <input type="checkbox"/> | j) Don't want to / not interested | <input type="checkbox"/> |
| k) Other (Please X and specify below) | <input type="checkbox"/> | | |

Q46. Which of the above is the most significant barrier preventing you from volunteering. Please enter below option a to j from question 45 or other reason.

Q47. Would a contribution to carer costs encourage you to volunteer?

(Please X one box only)

Yes

No

Q48. If you are not currently volunteering but would consider it in the future, what is your preference? *(Please X one box only)*

At fixed times each week / month

Regularly but at flexible times, to fit around other commitments

Occasionally, just when I felt like doing something as a one-off

Q49. If you were expected to complete a training course before you could start your volunteering, would you find this..... *(Please X one box only)*

"...more likely to encourage you to volunteer"

"...would put you off volunteering"

Q50. Would you prefer that such training was accredited (i.e. you would receive a nationally recognised qualification for completing it)? *(Please X one box only)*

Yes

No

Makes no difference

Q51. Would it discourage you from volunteering if there was ongoing training?

(Please X one box only)

Yes

No

Q52. Have you ever used Erewash Volunteer Bureau? *(Please X one box only)*

Yes

No

Q53. A Volunteer Bureau does all of the following- which of these were you previously aware of? *(Please X all boxes that apply)*

Recruiting, training & support of volunteers Carries out Criminal Records Bureau disclosures

Matching volunteer opportunities to people Organises social events

Finds volunteers for local organisations

If you have any other comments or would like to raise any other issues please ensure that you enter them in the box below. Thank you.

Thank you for completing this questionnaire

