



Erewash Citizens Panel December 2007 Questionnaire Survey

Final Report

Healthier Communities

Erewash Borough Council Budgets

Erewash Borough Council Neighbourhood Services

Citizens Panel Member Satisfaction

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January 2008

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- A Covering letter
- B Questionnaire
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1 INTRODUCTION AND METHODOLOGY

In December 2007, Erewash Borough Council conducted a postal survey with Erewash Citizens' Panel to investigate views on Healthier Communities, EBC Budgets, EBC Neighbourhood Services including the Warden Service and Citizens Panel Member satisfaction.

Methodology

Postal Mailout

In December 2007, survey questionnaires, covering letters and reply paid envelopes were mailed out to 1,000 Erewash Citizens' Panel members. Panel members were asked to complete the questionnaire and return it in the reply paid envelope provided by 10 December 2007.

Response Rate

Four hundred and twenty four questionnaires were returned from the mail-out, giving a response rate of 42%.

DEMOGRAPHICS FOR DECEMBER 2007 CITIZENS PANEL

Gender	Percent
Female	46
Male	54
Total	100

Ethnic group	Numbers	Percent
British	163	38.44
Indian	1	0.24
Irish	2	0.47
Missing	2	0.47
Mixed Caribbean	1	0.24
Other	4	0.94
Other White	5	1.18
White	246	58.02
Total	424	100.00

Ward	Numbers	Percent
Abbotsford	23	5.42
Breaston	15	3.54
Cotmanhay	14	3.30
Derby Rd East	19	4.48
Derby Rd West	23	5.42
Draycott	17	4.01
Hallam Fields	16	3.77
Ilkeston Central	14	3.30
Ilkeston North	13	3.07
Kirk Hallam	23	5.42
Little Eaton & Breadsall	18	4.25
Little Hallam	17	4.01
LE Central	23	5.42
Nottm Road	24	5.66
Ockbrook & Borrowash	32	7.55
Old Park	8	1.89
Sandiacre North	14	3.30
Sandiacre South	25	5.90
Sawley	34	8.02
Stanley	11	2.59
West Hallam & Dale Abbey	19	4.48
Wilsthorpe	22	5.19
TOTAL	424	100.00

Age Group	Numbers	Percent
16 to 17 years	2	0.47
18 to 24 years	10	2.36
25 to 34 years	63	14.86
35 to 44 years	78	18.40
45 to 54 years	65	15.33
55 to 59 years	58	13.68
60 to 64 years	46	10.85
65 to 74 years	61	14.39
75 years and over	39	9.20
Not given	2	0.47
Total	424	100.00

2 SUMMARY OF FINDINGS

2.1 Healthier Communities

Improving the availability of information to enable people to take more responsibility for their own health is an issue that has emerged from national and local consultation. The majority of respondents were satisfied with the information they could get and the availability of the information.

2.2 Erewash Borough Council Budgets

Each year Erewash Borough Council sets its council tax rate and then has to decide on the best way of spending the ratepayers' money to provide the range of services to the community as a whole. All respondents received a leaflet giving background information on services provided, the cost of these services and where the income comes from to pay for them including government grants, charging for services and council tax. They were then asked to comment on various aspects. The majority of respondents agreed that the council tax payable to Erewash Borough Council provided value for money but did not agree that it had improved over the last 12 months.

Another area where the council raises money is in charging for some of its services eg leisure centres, pest control, car parks. Respondents were asked what the council should do to raise more money. The majority of respondents said that, rather than increase the council tax by more than inflation; the council should increase fees and charges and/or reduce provision of some services and/or stop delivering some services.

Respondents were asked to comment on the amount spent on services. The top 5 where they considered the council spent too much were borough council administration; sports and leisure facilities; cost of collecting council tax and business rates; benefits; planning and development.

The top 5 where respondents thought the council spent too little money were Community Safety; public conveniences; street cleansing; recycling; neighbourhood wardens.

Respondents were then asked to list from the services which were their top 5 priorities and their least favourite 5 priorities. In no particular order, the top 5 were waste collection and street cleansing; Community Safety; recycling; parks; sport and leisure. The least favourite were Christmas lights; planning; administration; benefits; CCTV.

The council currently provides different levels of subsidy for different services so that the difference between the cost of the service and the income from charging

service users and general grants received from Central Government is met by raising money from every household in the borough through their council tax. The majority of respondents thought that that the council should either provide no subsidy or provide a subsidy to specific sectors of the community (eg people on benefits or the elderly). The majority thought that if a subsidy was applied, then the maximum should be between 5% and 20%.

The council tries to find new ways of working that provide quicker, better quality services and/or cost less to run. The majority of respondents said that the council should work more closely with other councils and other public sector organisations to jointly deliver improved/cheaper services to the public.

The majority of respondents were happy with the way the council provides budgetary information to the public. Other methods favoured included a newspaper article to provide a brief summary at little or no cost.

2.3 Erewash Borough Council Neighbourhood Services

Erewash Borough Council Neighbourhood Services is responsible for waste and recycling collection, street cleaning, removal of fly tipping and graffiti, maintenance of the parks and open spaces and running the neighbourhood warden service. The majority of respondents were satisfied with black and brown bin and green bag collection and the recycling facilities. In order to improve levels of satisfaction, respondents would like the choice of wheeled bins or green bags for recycling and greater feedback on recycling and composting levels. Respondents were dissatisfied with the levels of litter, detritus and dog fouling especially in the town centres and recreational areas. When asked which extra activities should be introduced to reduce litter, the most popular responses were to work with local food outlets and greater levels of enforcement.

The council currently aim to remove 90% of all cases of graffiti within 5 working days of being notified, the majority of respondents agreed that this was satisfactory, but also felt that the amount of graffiti remained the same as 2 years ago.

Half of respondents agreed that moving the Long Eaton market back to the High Street/Old Market would improve on its vibrancy.

Respondents cited prosecuting those who commit environment crime and making the public feel safer when walking the streets as the most important tasks carried out by neighbourhood wardens. It was generally felt that neighbourhood wardens should operate 7am-7pm Monday to Friday, but there was no clear indication as to operating times on Saturday, and there should be no service on Sundays.

2.5 Citizens Panel Member Satisfaction

At present the Citizens Panel questionnaire is sent out 4 times a year and has a maximum of 12 sides. Over a third of respondents said they would be willing to complete a survey of up to 16 sides and 6 times per year. The majority of respondents found the questionnaire easy to complete. The newsletter giving feedback was deemed to give the right amount of detail.

3 HEALTHIER COMMUNITIES

Improving the availability of information to enable people to take more responsibility for their own health is an issue that has emerged from national and local consultation. Derbyshire County Council and Derbyshire PCT sought views on the information that is currently available to help make healthy choices. This information covers topics such as flu prevention, having a healthy diet or giving up smoking.

Respondents were asked how satisfied/dissatisfied they were that the information available to them or which they could get, helped to keep them healthy. A net response of +61% (taking those who were extremely/very satisfied from those who were extremely/very dissatisfied) were satisfied with the information they could get. The following were suggestions on how the information could be improved:

- More explanation on what a portion is
- Better food labeling
- Less conflicting advice
- More education in schools
- More information on what leisure and sport is available locally

Respondents were then asked how satisfied/dissatisfied they were with the availability of the current information. A net response of +52% (taking those who were satisfied away from those who were dissatisfied) were satisfied with the availability. The following were suggestions on how this information could be made more easily available:

- A health bus to tour the area
- More information in libraries and supermarkets
- Advice in local press
- Booklet sent to all households

4 EREWASH BOROUGH COUNCIL BUDGETS

Respondents were asked to read a leaflet on Erewash Borough Council Budgets before answering the questions. The leaflet is reproduced as appendix C. The questions sought to find out how the council should raise money and where it should prioritise spending.

4.1 Value for Money

If the council increases the amount of council tax by more than inflation this normally means that they can provide extra money to improve services, but this also depends on how much is received from Central Government.

In 2007/08 Erewash Borough Council increased council tax by 2.5% in line with inflation. That is 2.5p in every £1 of tax raised. For a band D property this increased council tax from £151.91 to £155.71 (£2.99 per week), an increase of £3.74 per year or 7.2p per week. This is slightly higher than the average for all districts in England and Wales which is £155.08.

In recent years the Government has limited the amount of the council tax increase to 5% in any one year, that is 5p for every £1 of tax raised.

When respondents were asked whether £2.99 per week was value for money, 54% agreed, 43% disagreed and 4% did not reply. Respondents were then asked if they thought value for money had improved over the last 12 months. Only 18% thought it had with 76% disagreeing.

4.2 Balancing the Budget

Every year the council has to balance the amount it spends with the amount of income it gets from Central Government, the council tax payer and customers who pay a fee for using its services. It cannot borrow money to run its day to day services.

Respondents were asked what the council should do to raise more money. 59% of respondents said that the council should raise more income by increasing the prices currently charged for some of the services ie leisure facilities and pest control. 15% thought the council should increase council tax by more than inflation, 13% thought the council should reduce some of the services provided, but only 3% thought some services should not be provided.

Respondents were then asked how much the council should increase its council tax. 83% of respondents either strongly agreed or agreed that the increase should only be in line with inflation.

4.3 Value for money and prioritisation of services for investment

Respondents were asked to comment on the amount spent on services (see appendix 3 table 2). The top 5 where respondents thought the council spent too much money were:

- Borough council administration 65%
- Sports & leisure facilities 46%
- Cost of collecting council tax and business rates 45%
- Benefits 39%
- Planning and development 31%

The 5 areas where respondents thought the council spent too little money were:

- Community Safety 42%
- Public conveniences 36%
- Street cleansing 36%
- Recycling 31%
- Neighbourhood wardens 28%

Respondents were then asked for their top 5 priorities and least 5 favourite:

Top 5	Least favourite 5
Sport & leisure	Administration
Waste collection and street cleansing	Benefits
Community Safety	Christmas lights
Recycling	CCTV
Parks	Planning

Interestingly respondents said that the council spends too much money on sport and leisure yet put this as one of the top 5 priorities.

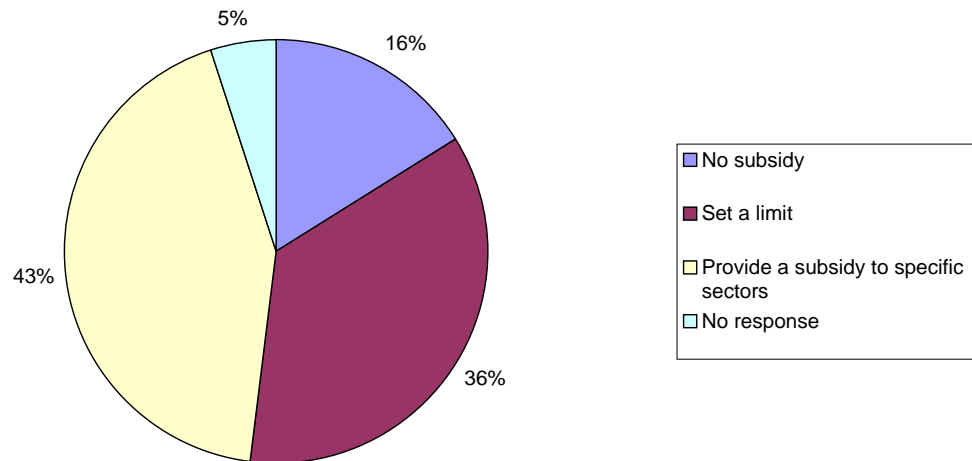
4.4 Charging for services

The council provides different levels of subsidy for different services so that the difference between the cost of the service and the income from charging service users is met by raising money from every household in the borough through their council tax. These are called discretionary services (see appendix C, table 1 and section 5).

Respondents were asked how they thought the council should set its charges for discretionary services.

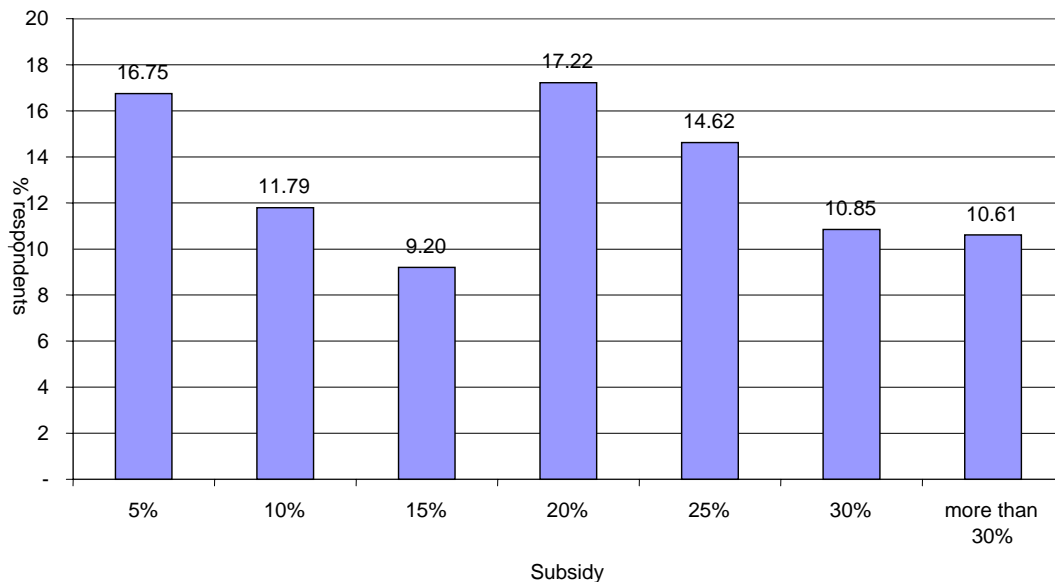
43% said that the council should provide a subsidy to specific sectors and 36% said it should set a limit on the amount of subsidy.

How do you think the council should set its charges for discretionary services?



Respondents were then asked what the maximum subsidy should be:

If there were to be a maximum subsidy applied, what should it be?



There is no clear indication of what subsidy respondents thought should be applied. The two most preferred were 5% and 20% which may depend on how much the respondents use the service and whether they were prepared to pay more for these services.

Like any modern organization, the council tries to find new ways of working that provide quicker, better quality services and/or cost less to run. This involves researching and developing new ways of working. Sometimes this also involves spending money now (eg on improving buildings, new equipment, new processes) to reduce the cost of providing services in the future.

Respondents were asked to agree/disagree with a series of statements. With a positive outcome of +86% the most favoured response was:

The council should work more closely with other councils and other public sector organisations to jointly deliver improved/cheaper services to the public.

4.5 Providing information to the public

The council currently provides information on the council's budget plans and financial performance through the following methods:

- Annual council tax leaflet that arrives with the council tax bill
- The Best Value Performance Plan available from libraries, town centre offices and on the council's website
- The annual financial statements via the website or town centre offices
- The council's newsletter "Viewpoint"

Respondents were asked if they thought this gave them enough opportunity to receive this type of information. 85% said **yes**. Those who replied '**no**' were then asked to suggest other methods and the most popular was local newspaper articles providing a brief summary but at little or no cost.

5 EREWASH BOROUGH COUNCIL NEIGHBOURHOOD SERVICES

5.1 Waste collection,

Erewash Borough Council Neighbourhood Services is responsible for waste and recycling collection, street cleaning, removal of fly tipping and graffiti, maintenance of the parks and open spaces and running the neighbourhood warden service.

The first question in this section asked respondents how satisfied/dissatisfied they were with the services.

Black bin collection has a positive satisfaction rating of +53%
Brown bin collection has a positive satisfaction rating of +64%
Green bag collection service has a positive satisfaction rating of +50%
Recycling sites have a positive satisfaction rating of +41%

(Takes those who were very/fairly satisfied from those who were very/fairly dissatisfied)

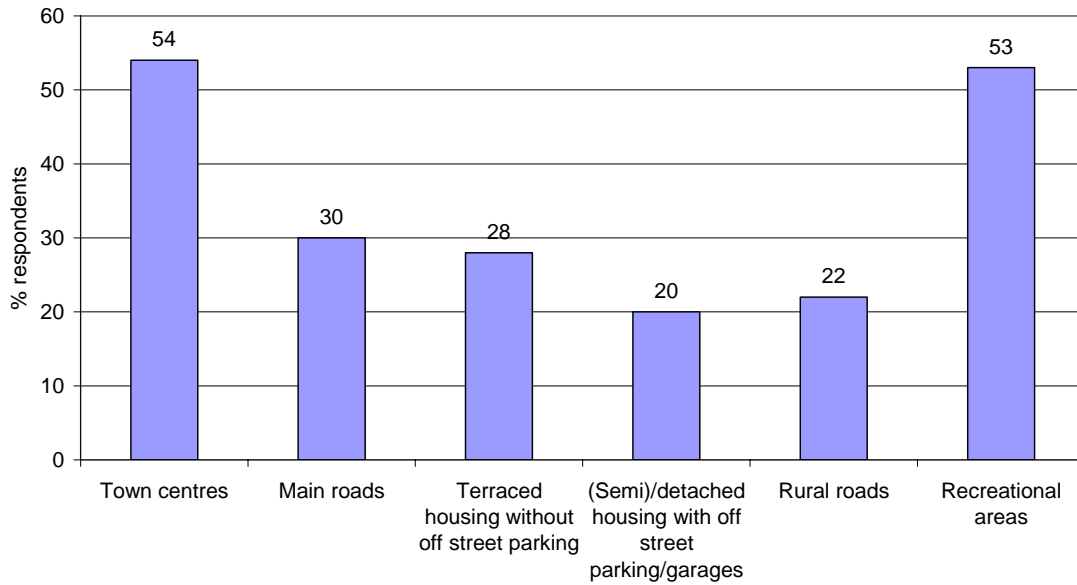
Respondents were then asked if there was anything that would improve their levels of satisfaction. 63% said *the ability to choose wheeled bins or green bags for recycling*, 35% said *receiving greater feedback regarding recycling and composting levels*.

Respondents were then asked if they would use recycling litter bins if they were available in the town centres. 63% said they would.

5.2 Street cleansing

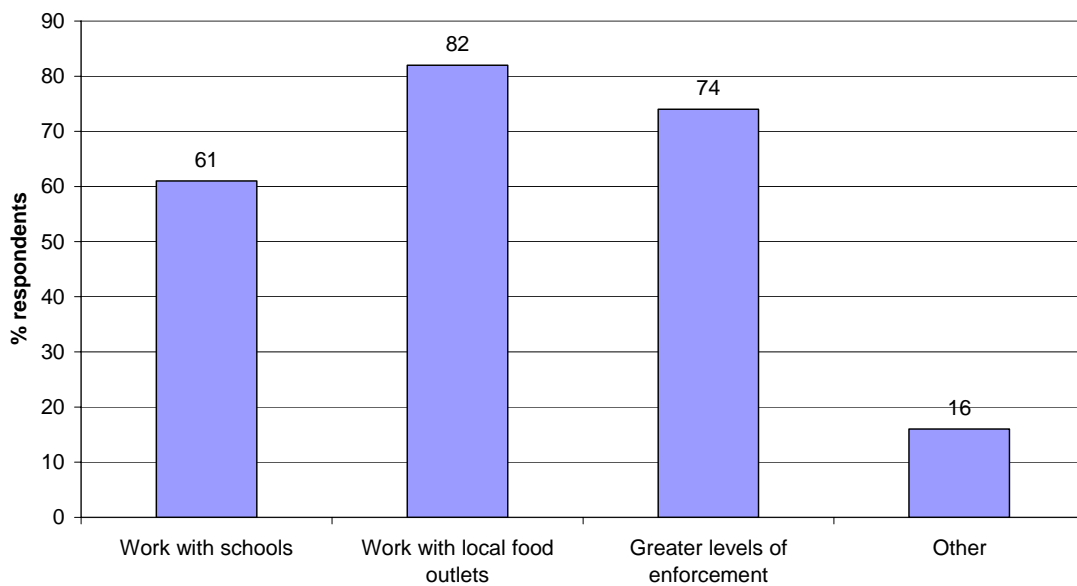
Respondents were then asked about satisfaction levels regarding litter and detritus (accumulation of leaves, mud etc on roads and pavements). The levels of response for levels of litter came at – 18% and – 1% for detritus. Respondents are dissatisfied with the cleanliness of the streets. When asked which areas where of a particular concern, town centres and recreational areas came out top at 54% and 53% consecutively.

Are there particular areas that you think require greater levels of street cleansing?



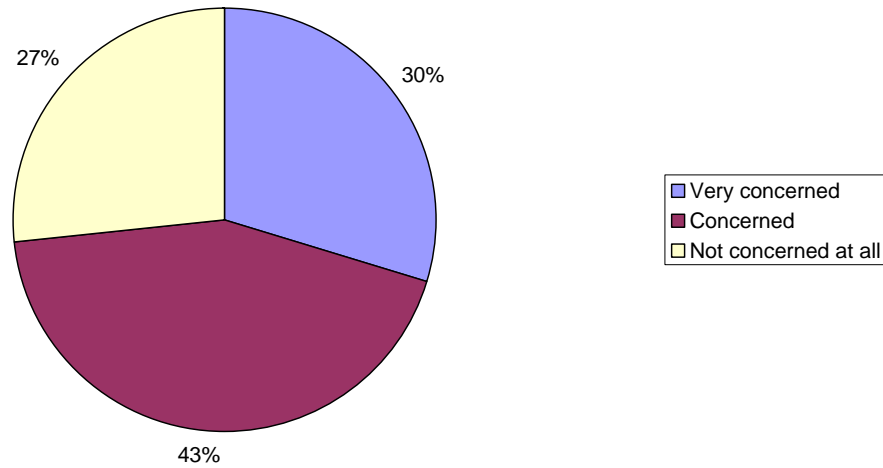
When asked which extra activities should be introduced to reduce litter in the community. The top answers were *greater work with local food outlets to reduce litter from their businesses and greater levels of enforcement.*

Which extra activities should be introduced to reduce litter in the community?



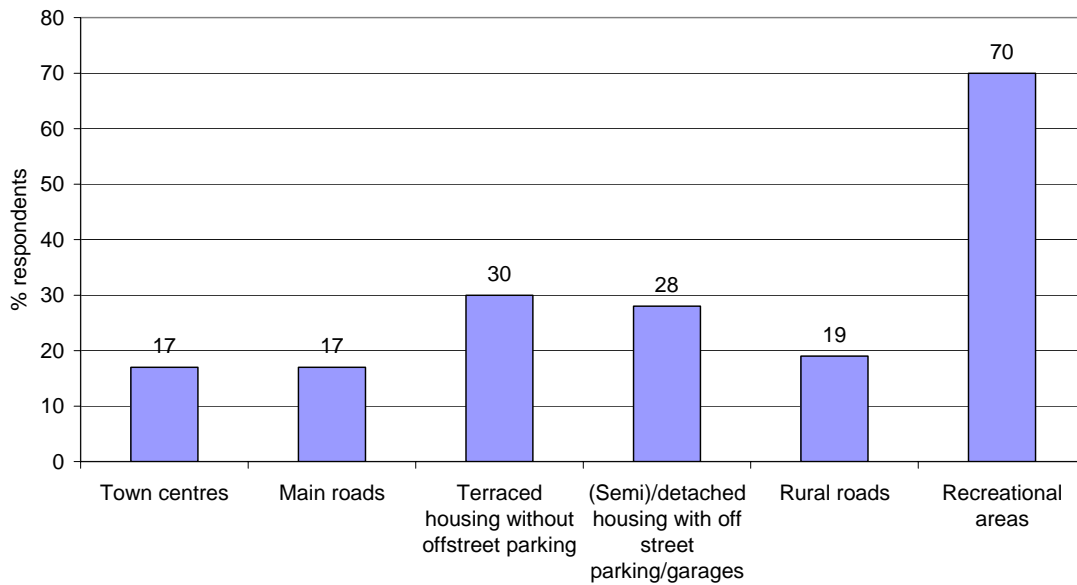
When asked how concerned respondents were with regard to dog fouling in their area. The majority were either concerned or very concerned.

How concerned are you about dog fouling in your area?



Again the area where most concern is expressed is recreational areas.

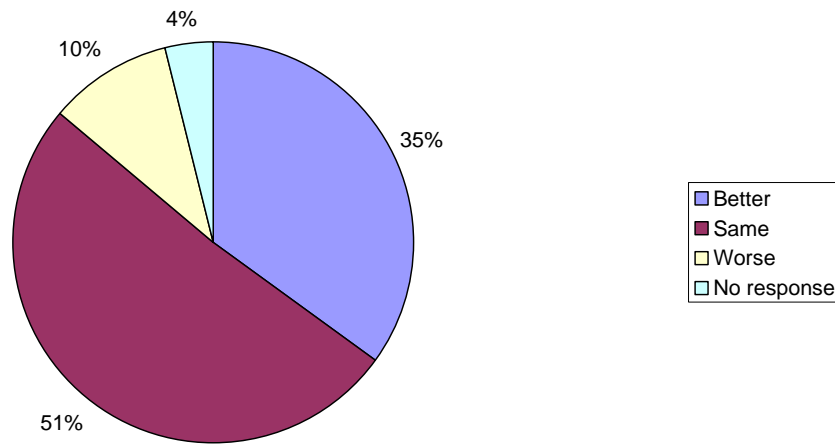
Are there particular areas that you think dog fouling is a particular problem?



5.4 Graffiti

The council currently aims to remove 90% of all cases of graffiti within 5 working days of being notified, 71% of respondents were either very or fairly satisfied with this target. 51% said that the amount of graffiti was the same as 2 years ago.

How do you consider the amount of graffiti in public places in your area has changed compared to 2 years ago?



5.5 Neighbourhood Wardens

Respondents were given a list of tasks carried out by Neighbourhood wardens and asked which were the most important. The most important with 79% was to *prosecute those who commit environmental crime (ie fly tipping)*, second with 69% was *make the public feel safer when walking the streets*. The 'other' box gave respondents the opportunity to say that they had not seen a warden in their area and some considered them a waste of money.

Currently, Neighbourhood wardens operate from 7am to 7pm Monday to Friday and when the markets operate on Saturdays. Respondents were asked to comment on when they should operate. 37% thought Neighbourhood wardens should operate from 7am – 7pm Monday to Fridays; Saturdays were split between 7am-7pm, 6am-12pm and 24 hours with 21% preferring each option. Generally it was preferred that they do not operate on a Sunday (28%).

At present Neighbourhood wardens carry out any issues to do with dogs. Respondents were asked if they thought the council should employ a dedicated dog warden. There was no conclusion to this as 51% said yes and 48% said no.

5.6 Long Eaton Market

Finally, respondents were asked whether moving the Long Eaton market back to the High Street/Old Market would improve on its vibrancy. 50% said it would with 31% saying it wouldn't.

6 CITIZENS PANEL MEMBER SATISFACTION

The proportion of people returning recent Citizens' Panel surveys has dropped slightly. The following questions sought to find out how much consultation members are prepared to take part in and how response rates can be increased.

40% of respondents agreed that they would complete a questionnaire with up to 16 sides and 60% would agree to do this up to 6 times per year. The majority of respondents (76%) find the questionnaires very or fairly easy to complete.

A newsletter is sent out twice a year to provide the members with feedback on the results of the surveys, the majority of respondents (83%) feel that these contain the right amount of detail.

A telephone survey will be carried out to non-respondents to ascertain why they no longer take part in the surveys.



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Your Ref:
Our Ref:
Date: November 2007

Dear Citizen Panel Member

Erewash Citizens Panel – November 2007

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

The November survey covers Healthier Communities plus Erewash Borough Council is seeking your views on Council Tax budgets, Neighbourhood Services and Citizen Panel Member Satisfaction.

This month's survey also includes our Newsletter with results from previous surveys. All the full reports are in the libraries and on our website.

Week commencing 19 November, we will be launching our new consultation website. You can look at this now on www.askderbyshire.gov.uk/erewash. Over the next few weeks, we will be putting results of past consultations on the site as well as new consultations which you may like to take part in. You can register your details on the website along with the topics you are interested in. You will then receive email alerts when new surveys appear. Why not register now?

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

Yours faithfully

C.A Thornhill

Christine Thornhill
Consultation and Engagement Office



EREWASH CITIZENS' PANEL NOVEMBER 2007

Please return completed questionnaires by Monday 10th December

INSTRUCTIONS

Each survey form is scanned electronically so it is important to complete your form in the following way:-

Write clearly using BLOCK CAPITALS like this J O E B L O G G S

Use black or blue pen not pencil. Use a cross and please keep the mark in the box

like this X not like this ✓

Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,

like this ~~~~~
~~~~~  
~~~~~ not like this ~~~~~  
~~~~~  
~~~~~  
~~~~~

If you make a mistake, just cross it out and mark the right box like this ■ X

If the question or page is not applicable, please leave it BLANK unless a 'non-applicable'

option is provided like this  not like these — N/A /

Please mark one box only for each question unless otherwise stated.

We will treat all information that you give in the strictest confidence. Your identity will never be revealed, or passed to another agency outside the partnership.

**Erewash Citizens' Panel is a joint initiative between  
Erewash Borough Council, Derbyshire County Council &  
Derbyshire Constabulary**

## HEALTHIER COMMUNITIES

Improving the availability of information to enable people to take more responsibility for their own health is an issue that has emerged from national and local consultation. Derbyshire County Council and Derbyshire PCT would like to get your views on what you think of the information that is currently available to help you make healthy choices. This information might cover topics such as flu prevention, having a healthy diet or giving up smoking.

**Q1. Do you feel satisfied / dissatisfied that the information you have, or could get, helps you to keep yourself healthy?** (Please X one box only)

- |                                                                |                                                     |
|----------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Extremely satisfied 7                 | <input type="checkbox"/> Dissatisfied 6             |
| <input type="checkbox"/> Very satisfied 20                     | <input type="checkbox"/> Very dissatisfied 1        |
| <input type="checkbox"/> Satisfied 41                          | <input type="checkbox"/> Extremely dissatisfied 0.2 |
| <input type="checkbox"/> Neither satisfied nor dissatisfied 23 |                                                     |

**Q2. How do you think the information about how to keep yourself healthy could be improved?** (please state in the box below)

More explanation on what a portion is  
 Better food labelling  
 Less conflicting advice  
 Reduce cost of leisure activities - free taster sessions  
 More education in schools  
 More information on what leisure and sport is available locally

**Q3. Do you feel satisfied / dissatisfied that the information you have, or could get, to keep yourself healthy is easily available?** (Please X one box only)

- |                                                                |                                                   |
|----------------------------------------------------------------|---------------------------------------------------|
| <input type="checkbox"/> Extremely satisfied 6                 | <input type="checkbox"/> Dissatisfied 8           |
| <input type="checkbox"/> Very satisfied 18                     | <input type="checkbox"/> Very dissatisfied 2      |
| <input type="checkbox"/> Satisfied 39                          | <input type="checkbox"/> Extremely dissatisfied 1 |
| <input type="checkbox"/> Neither satisfied nor dissatisfied 23 |                                                   |

**Q4. How could the information to help you to keep yourself healthy, be made more easily available?** (please state in the box below)

Have a health bus to tour around  
 Put information in libraries and supermarkets  
 Advice in local press  
 Booklet sent to all households

## EREWASH BOROUGH COUNCIL BUDGETS

Please answer the following questions after reading the enclosed leaflet on budgets.

### Value for Money

If we increase the amount of Council Tax by more than inflation this normally means that we can provide extra money to improve services but this depends on how much we get from Central Government.

In 2007/08 Erewash Borough Council increased Council Tax by 2.5% in line with inflation. That is 2.5p in every £1 of tax raised. For a Band D Property this increased Council Tax from £151.91 to £155.71 (£2.99 per week), an increase of £3.74 per year or 7.2p per week. This is slightly higher than the average for all districts in England and Wales which is £155.08.

In recent years the Government has limited the amount of the Council tax increase to 5% in any one year. That is 5p for every £1 of tax raised.

**Q5. At an average band D Council tax of £2.99 per week, do you think overall that Erewash Borough Council provides value for money for the Council Tax you pay?**

(Please **X one** box only)

Yes 54                       No 43                      4% no reply

**Q6. Do you think that value for money has improved in the last 12 months?**

(Please **X one** box only)

Yes 18                       No 76                      6% no reply

### Balancing the Budget

Every year the Council has to balance the amount it spends with the amount of income it gets from Central Government, the Council Tax payer and customers who pay a fee for use of its services. It cannot borrow money to run its day to day services.

**Q7. If there is not enough money to deliver all services, the Council can do one or more of the following:** (Please **X all** boxes you agree with) **Results are cumulative**

- 15  Raise more income by increasing the Council Tax by more than inflation to all local taxpayers
- 59  Raise more income by increasing the prices we currently charge for some of our services (eg use of leisure facilities, pest control services)
- 13  Reduce costs by reducing the level of some services provided
- 3  Reduce costs by not providing some services

**Q8. In 2008/09 do you think that the Council should:** (Please **X one** box on each line only)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Have an increase only in line with inflation	<input type="checkbox"/> 53	<input type="checkbox"/> 30	<input type="checkbox"/> 7	<input type="checkbox"/> 4	<input type="checkbox"/> 1
An increase of 3% (3p in every £1)	<input type="checkbox"/> 3	<input type="checkbox"/> 13	<input type="checkbox"/> 16	<input type="checkbox"/> 20	<input type="checkbox"/> 20
An increase of 4% (4p in every £1)	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 11	<input type="checkbox"/> 28	<input type="checkbox"/> 29
An increase of 5% (£5p in every £1)	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 8	<input type="checkbox"/> 21	<input type="checkbox"/> 40

### Value for Money and Prioritisation of Services for investment

**Q9a. Please see table 2 on the leaflet. Please indicate what you think about the proportion spent on these services:** (Please **X one** box on each line only)

	Too much	About right	Too little
Sports & leisure facilities	<input type="checkbox"/> 46	<input type="checkbox"/> 38	<input type="checkbox"/> 10
Parks and Open Spaces	<input type="checkbox"/> 14	<input type="checkbox"/> 67	<input type="checkbox"/> 14
Waste Collections	<input type="checkbox"/> 5	<input type="checkbox"/> 69	<input type="checkbox"/> 21
Borough Council Administration	<input type="checkbox"/> 65	<input type="checkbox"/> 29	<input type="checkbox"/> 1
Concessionary Fares	<input type="checkbox"/> 20	<input type="checkbox"/> 69	<input type="checkbox"/> 5
Street Cleansing	<input type="checkbox"/> 5	<input type="checkbox"/> 54	<input type="checkbox"/> 36
Cost of collectiing Council Tax and business rates	<input type="checkbox"/> 45	<input type="checkbox"/> 45	<input type="checkbox"/> 2
Recycling	<input type="checkbox"/> 5	<input type="checkbox"/> 59	<input type="checkbox"/> 31
Planning and Development	<input type="checkbox"/> 31	<input type="checkbox"/> 58	<input type="checkbox"/> 4
Benefits	<input type="checkbox"/> 39	<input type="checkbox"/> 48	<input type="checkbox"/> 4
Environmental Health	<input type="checkbox"/> 8	<input type="checkbox"/> 73	<input type="checkbox"/> 13
Housing Services (Inc Homelessness)	<input type="checkbox"/> 22	<input type="checkbox"/> 59	<input type="checkbox"/> 12
Community Development	<input type="checkbox"/> 15	<input type="checkbox"/> 63	<input type="checkbox"/> 14
Culture and Heritage	<input type="checkbox"/> 16	<input type="checkbox"/> 60	<input type="checkbox"/> 17
Public Conveniences	<input type="checkbox"/> 8	<input type="checkbox"/> 51	<input type="checkbox"/> 36
Economic Development	<input type="checkbox"/> 10	<input type="checkbox"/> 68	<input type="checkbox"/> 13
Neighbourhood Wardens	<input type="checkbox"/> 13	<input type="checkbox"/> 53	<input type="checkbox"/> 28
CCTV	<input type="checkbox"/> 13	<input type="checkbox"/> 55	<input type="checkbox"/> 26
Community Safety	<input type="checkbox"/> 5	<input type="checkbox"/> 46	<input type="checkbox"/> 42
Pest Control	<input type="checkbox"/> 7	<input type="checkbox"/> 74	<input type="checkbox"/> 13
Markets	<input type="checkbox"/> 9	<input type="checkbox"/> 67	<input type="checkbox"/> 20
Christmas Lights	<input type="checkbox"/> 13	<input type="checkbox"/> 72	<input type="checkbox"/> 10

**Q9b From these services, please list your top 5 priorities and your least 5 favourite priorities:****Top 5**

Sport & Leisure  
Waste collection and street  
cleansing  
Community Safety

**Least favourite 5**

Administration  
Benefits  
Christmas lights

**Charging for Services**

The Council provides different levels of subsidy for different services so that the difference between the cost of the service and the income from charging service users is met by raising money from every household in the Borough through their Council Tax. These are called discretionary services - see table 1 and section 5 of the enclosed leaflet.

If the Council keeps council tax increases low, then it may have to charge more for these services, reduce services or stop providing some services altogether.

**Q10. How do you think that the Council should set its charges for discretionary (chargeable) services** *(Please **X one** box only)*

- 16  provide no subsidy so that the service users pay full cost
- 36  set a limit on the amount of subsidy available for each service to reduce prices to all service users with the difference paid for by council tax payers.
- 43  provide a subsidy to specific sectors of the community through discounts (eg those on benefits, the elderly etc)

**Q11. If there were to be a maximum subsidy applied, what should it be?** *(Please **X one** box only)*

- 17  5% - 95p paid by service user, 5p by the Council
- 12  10% - 90p paid by service user, 10p by the Council
- 9  15% - 85p paid by service user, 15p by the Council
- 17  20% - 80p paid by service user, 20p by the Council
- 15  25% - 75p paid by service user, 25p by the Council
- 11  30% - 70p paid by service user, 30p by the Council
- 11  more than 30% subsidy

Like any modern organisation, the Council tries to find new ways of working that provide quicker, better quality services to you and/or cost less to run. This involves researching and developing new ways of working. Sometimes this also involves spending money now (eg on improving buildings, new equipment, new processes) to reduce the cost of providing services in the future.

**Q12. Please state whether you agree or disagree with the following statements?**

(Please **X one** box on each row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The Council should invest in developing new ways of working to reduce costs of providing services in the future	<input type="checkbox"/> 36	<input type="checkbox"/> 48	<input type="checkbox"/> 9	<input type="checkbox"/> 2	<input type="checkbox"/> 0
The Council should work more closely with other Councils and other public sector organisations to jointly deliver improved/cheaper services to the public	<input type="checkbox"/> 42	<input type="checkbox"/> 46	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/> 1
The Council should work more closely with voluntary, charitable organisations to jointly deliver improved/cheaper services	<input type="checkbox"/> 35	<input type="checkbox"/> 40	<input type="checkbox"/> 15	<input type="checkbox"/> 4	<input type="checkbox"/> 1
The Council should work more closely with private companies to jointly deliver improved/cheaper services to the public	<input type="checkbox"/> 32	<input type="checkbox"/> 43	<input type="checkbox"/> 12	<input type="checkbox"/> 7	<input type="checkbox"/> 2

The Council currently provides information on the Council's budget plans and financial performance through the following methods:

- Annual Council Tax leaflet that arrives with the Council Tax bill
- The Best Value Performance Plan available from libraries, Town Centre Offices and on the Council's website
- The annual financial statements via the website or at its Town Centre Offices
- The Council's newsletter 'Viewpoint'

**Q13. Do you consider that this gives you enough opportunity to receive financial information?** (Please **X one** box only)

Yes 85                       No 11

**Q14. If no, what other methods would you like to have available?**

(Please **X all** boxes that apply) **Results are cumulative**

- 2  Advertisement in local press to inform you that the financial statements have been published (cost approx £550)
- 11  Local newspaper article providing brief summary
- 5  More information in ViewPoint
- 3  Other - please state



**Q19. Are there are particular areas that you think require greater levels of street cleansing?** *(Please X all boxes that apply)*

- 54  town centres
- 30  main roads
- 28  terraced housing without off street parking
- 20  detached/semi detached housing with off street parking/garages
- 22  rural roads
- 53  recreational areas

**Q20. Which extra activities should we introduce to reduce litter in the community?** *(Please X all boxes that apply)*

- 61  greater work with schools
- 82  greater work with local food outlets to reduce litter from their businesses
- 74  greater levels of enforcement
- 16  other - please state

## NEIGHBOURHOOD WARDENS

**Q21. Neighbourhood wardens carry out all the following tasks. Which do you think is the most important?** *(Please X all boxes that apply)*

- 69  make the public feel safer when walking the streets
- 79  prosecute those who commit environmental crime (ie fly tipping)
- 35  liase with the communities of Erewash and communicate the issues to the Council
- 18  manage the car parks and issue car parking fixed penalty notices
- 57  have a designated warden to be responsible for a specific ward/area
- 14  management of the markets
- 8  Other

**Q22. Currently Neighbourhood Wardens operate from 7am to 7pm Monday to Friday and when the markets operate on Saturdays. Which of the following times do you think they should operate?** *(Please X one box per row)*

	Not operating	7am-7pm	7am-10pm	6am-12pm	24 hours
Monday to Friday	<input type="checkbox"/> 3	<input type="checkbox"/> 37	<input type="checkbox"/> 19	<input type="checkbox"/> 13	<input type="checkbox"/> 14
Saturday	<input type="checkbox"/> 4	<input type="checkbox"/> 21	<input type="checkbox"/> 16	<input type="checkbox"/> 21	<input type="checkbox"/> 21
Sunday	<input type="checkbox"/> 28	<input type="checkbox"/> 18	<input type="checkbox"/> 12	<input type="checkbox"/> 8	<input type="checkbox"/> 13

**Q23. How concerned are you about dog fouling in your area?** *(Please X one box only)*

Very concerned 29     Concerned 43     Not concerned at all 26

**Q24. Are there are particular areas that you think dog fouling is a particular problem?** *(Please X all boxes that apply)*

17  town centres

17  main roads

30  terraced housing without off street parking

28  detached/semi detached housing with off street parking/garages

19  rural roads

70  recreational areas

**Q25. The Council currently aim to remove 90% of all cases of graffiti within 5 working days of being notified, how satisfied/dissatisfied are you with this target?** *(Please X one box per row)*

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 27	<input type="checkbox"/> 44	<input type="checkbox"/> 18	<input type="checkbox"/> 5	<input type="checkbox"/> 3

**Q26. How do you consider the amount of graffiti in public places in your area has changed compared to 2 years ago?** *(Please X one box only)*

Better 35     Same 51     Worse 10    4% no reply

**Q27. At present Neighbourhood Wardens carry out any issues to do with dogs. Do you think the Council should employ a dedicated dog warden responsible for dog welfare?** *(Please X one box only)*

Yes 51     No 48

**Q28. Do you think that moving Long Eaton market back to the High Street/Old Market Place would improve its vibrancy?** *(Please X one box only)*

Yes 50

No 31

No reply 19%

## CITIZENS PANEL MEMBER SATISFACTION

The proportion of people returning recent Citizens' Panel surveys has dropped slightly. We would like to find out how much consultation panel members are willing to take part in and if we can do anything to increase response rates.

**Q29. At the moment we aim to keep questionnaires to a maximum of 12 sides, but demand to use the Citizens' Panel is expected to increase. What is the maximum length of questionnaire that you would be willing to complete and return?** *(Please X one box only)*

10 sides 10

12 sides 31

14 sides 17

16 sides 40

**Q30. How many questionnaires per year would you be willing to complete and return?**

*(Please X one box only)*

Four 26

Five 13

Six 60

**Q31. How easy or difficult do you find the questionnaires to complete?**

*(Please X one box only)*

Very Easy

Fairly Easy

Neither Easy  
nor Difficult

Fairly Difficult

Very Difficult

30

46

17

4

0

**Q32. We send a newsletter twice a year to provide you with feedback on the results of the surveys, the last newsletter was included with the August questionnaire. Do you think the newsletters contain:** *(Please X one box only)*

Too little detail 11

The right amount of detail 83

Too much detail 4

**Finally, is there anything else you would like us to know?  
Your comments should relate to topics covered by this questionnaire,  
comments on any other issues should be sent to the address below in a  
separate letter.**

**Do you require a response to the above comment/comments?**

Yes

No

**Thank you for completing the questionnaire  
Please return it using the free post envelope provided**

This questionnaire is available in other formats.

If you require a different format, have any queries or comments on this Citizens' Panel survey form then contact:

Christine Thornhill  
Erewash Borough Council  
Town Hall  
Ilkeston  
Derbyshire  
DE7 5RP

Telephone 0845 907 2244 Ext 3577

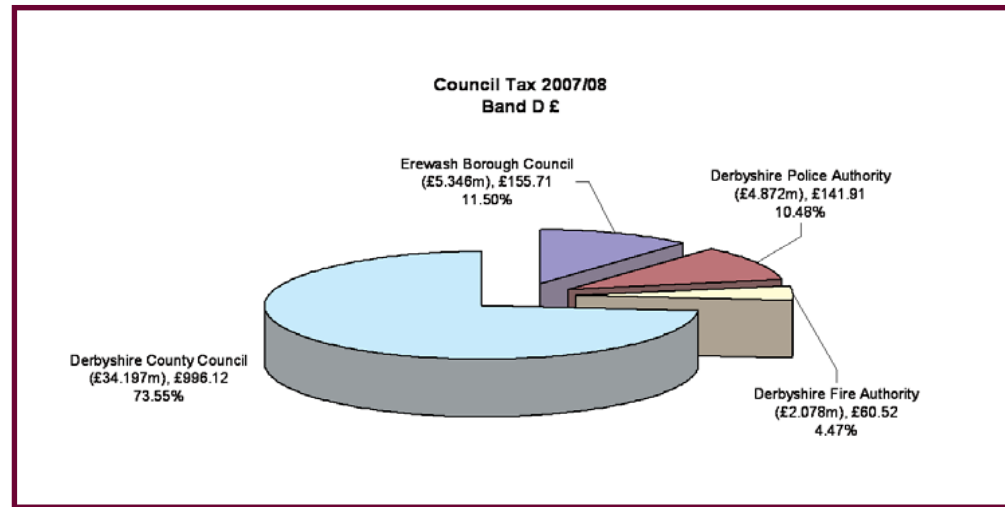
Fax 0115 907 1121

email: [christine.thornhill@erewash.gov.uk](mailto:christine.thornhill@erewash.gov.uk)

#### 4. Where your Council tax goes

In 2007/08, a Band D property paid £1,354.26 in Council Tax. Of this, only £155.71 (11.5%) went to Erewash Borough Council. The remaining £1,198.55 went to other local service providers as follows:

Table 4



#### 5. Charging for Services

The list below shows some of the main services that the Council provides where it can decide whether to provide them and how much to charge for them.

##### Development & Regulatory Services

- Hackney carriage / Private hire licenses
- Land charges
- Pest control

##### Neighbourhood Services

- Bulky waste collection
- Car park charges
- Cemetery burial charges
- Dog control
- Market stalls
- Sponsorship fees (hanging baskets/traffic islands)
- Wheeled bins
- Playing pitches
- Bowling greens
- Shopmobility

##### Culture and Leisure Services

- Sports hall hire (tennis, football, badminton, squash etc)
- Swimming and other aquatic activities
- School holiday activity programmes

Users of these services pay a charge towards the cost of providing the service, but this does not cover the whole cost.

The Council provides different levels of subsidy for different services so that the difference between the cost of the service and the income from charging service users is met by raising money from every household in the Borough through their Council Tax.

This is so that people can use these services regardless of their ability to pay the whole cost.

If the Council keeps Council Tax increases low, then it may have to charge more for these services, reduce services or stop providing some services altogether.

EREWASH



# Citizens Panel Budgets

Please read this leaflet before answering the questions on budgets

## 1. Background Information

Erewash Borough Council delivers a wide range of services to the public some are statutory (i.e. we must deliver by law) and some are discretionary (i.e. we can choose to deliver them). These include:

**Table 1**

Statutory	Discretionary
Street cleansing	Leisure services - leisure centres, museum, playing pitches, arts and sports development, public events
Refuse collection and recycling	Parks
Planning service	Car parks
Environmental health	Town centre management
Homelessness service	Bulky waste collection
Building control	Dog control
Cemeteries and crematoriums	Markets
Administration and collection of council tax	Trade waste
Administration and collection of business rates	Land charges
Administration of housing and council tax benefit	Pest control
Concessionary bus passes for the elderly and disabled	Hackney Carriage/Private Hire licences

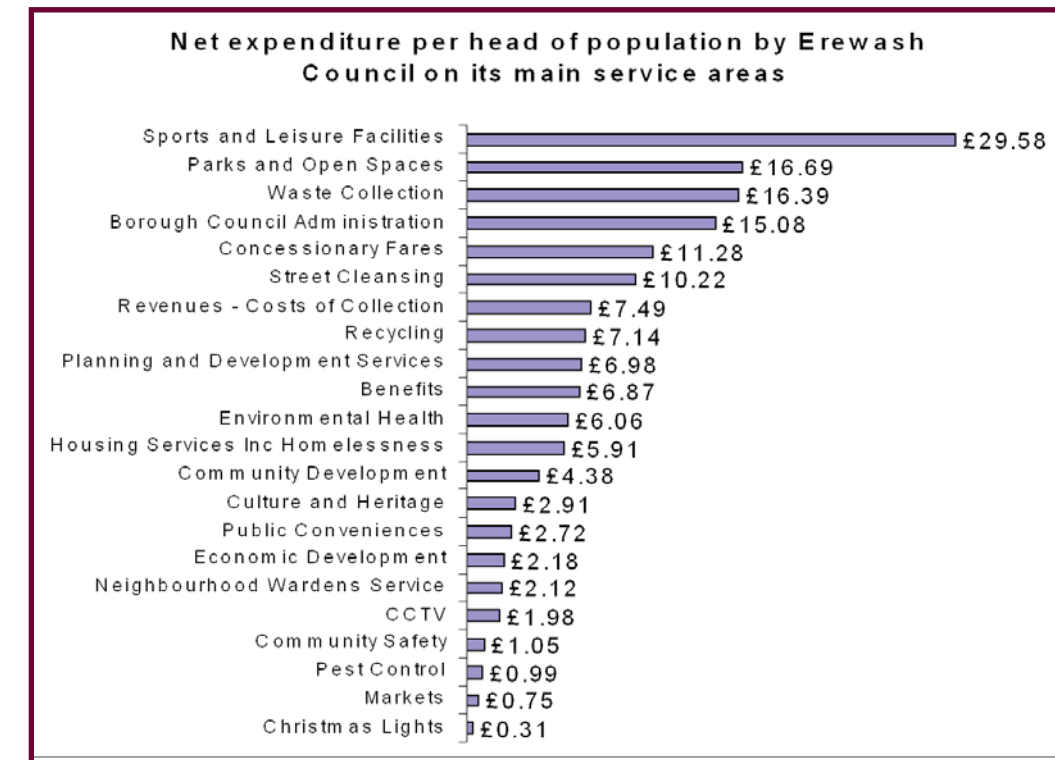
The Council also incurs costs in running the corporate and democratic processes including Council meetings, the corporate management team, support services like financial and legal advice as well as maintaining and developing the Council's computer systems to support service delivery.

Some services must be provided by law (eg building control and council tax administration), but the Council has a choice whether to provide other services (eg leisure centres and markets) - these are called discretionary services.

Each year the Council has to decide the best way of spending your money to provide the range of services to the community as a whole. We need to keep pace with the increased cost of living as well as investing in improvements to services. Often there is not enough money to do everything we need to do.

The Council needs your help in deciding how the money should be spent. The information below explains for the financial year April 2007 to March 2008 where the money comes from, how it is spent and how much of the Council tax you pay actually goes to Erewash Borough Council.

## 2. What the money is spent on (table 2)

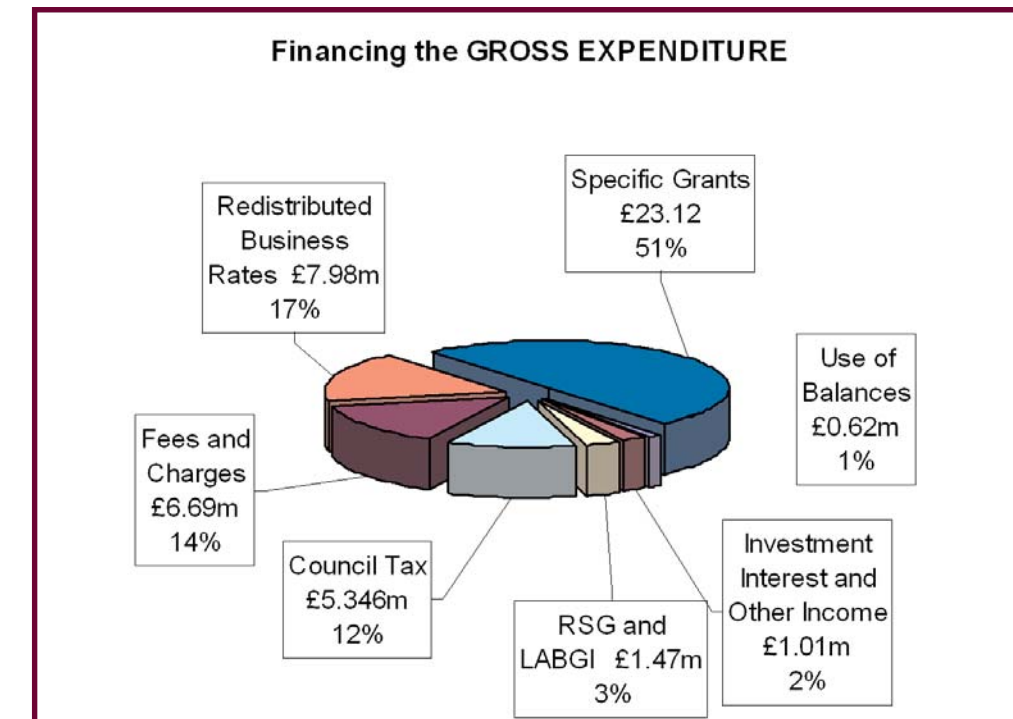


**Source:** National Statistics. population estimates for mid 2005: 109,800.

**Source:** Service classification in accordance with CIPFA Standard Classification of Services.

**NOTE:** Revenues – this is the cost of collecting council tax and business rates.

## 3. Where the money comes from (table 3)



**Note** RSG – Revenue Support Grant from Central Government  
LABGI – Local Authority Business Growth Incentive from Central Government

Only 12% of the Council's total funding comes from Council Tax. That is 12p for every £1 spent on services.