

Report to Customer Excellence Group – 26th October 2009

Customer Satisfaction with Involvement in the Preparation of Conservation Area Appraisals and Management Plans 2008-09

Survey Methodology

A satisfaction questionnaire was sent either by post or email to all identified stakeholders at the beginning of the preparation process for the six conservation area appraisals and management plans prepared during the period April 2008 to April 2009.

The questionnaire was designed to gain feedback on two key areas:

A) The Preparation Process

- why people didn't get involved in the preparation process with the aim of removing barriers to public involvement;
- how people found out about the preparation process with the aim of determining the most effective methods of maximising public involvement;
- how early people got involved in the preparation process with the aim of informing meeting preparation;
- how people felt about the format and content of the public meetings with the aim of informing meeting preparation;
- how people felt about the venues for the public meetings with the aim of informing venue choices in the future.

B) Their Place Satisfaction

- whether people involved in the preparation process felt that they can influence decisions affecting their local area with the aim of understanding the impact of the conservation area appraisal and management plan project on Community Empowerment;
- whether people involved in the preparation process felt more satisfied or dissatisfied with their local area with the aim of understanding the impact of the conservation area appraisal and management plan project on Quality of Place.

The questionnaire used ratings of strongly agree / agree / neither / disagree / strongly disagree and more satisfied / slightly more satisfied / neither / slightly less satisfied / less satisfied and asked respondents to rate their opinions on a series of questions.

A separate exercise was carried out alongside this survey to monitor equalities information of participants using the Corporate Equalities Questionnaire. The feedback from this exercise will be reported separately to the Equalities Service Development Group.

Sample Size

Questionnaires were sent out to all 183 identified stakeholders within the six conservation areas, so covering both people who had and had not chosen to get involved in the conservation area appraisal and management plan preparation process.

As questionnaires were sent out following completion of each document, a period of three months after the adoption of the Markland & Hollinhill Grips – July 2009 – was allowed for questionnaires to be returned.

For the six Conservation Area Appraisals and Management Plans completed, 39 were returned in total, representing a response rate of 21.31%.

Conservation Area	Ref.	Sent	Returned	%
Carnfield Hall	5550.2	28	6	21.43%
Belph	5550.13	29	10	34.48%
Apsley Grange	5550.26	17	3	17.65%
Whaley	5550.12	35	4	11.43%
Pleasley Park and Vale	5550.19	28	2	7.14%
Markland & Hollinhill Grips	5550.25	46	14	30.43%
		183	39	21.31%

Results

The amount of feedback received varies per conservation area and so the data has been grouped together to provide general information on the process.

A) The Preparation Process

1) Why people didn't get involved in the preparation process.

Of the 39 people who responded, 6 had chosen not to get involved because:

- Time of meeting - 2
- Location - 0
- Too busy - 2
- Not interested - 0
- Didn't know about it - 2

2) How people found out about the preparation process.

Of the 36 people who had found out about the preparation process, they had found out by:

- Receiving a letter - 75%

- Reading the press notice - 6%
- Saw poster - 3%
- Word of mouth - 6%
- At the library - 6%
- Email - 3%
- Information provided at the end of the process - 3%

3) How early people got involved in the preparation process.

Of the 33 people who had chosen to get involved, they had got involved:

- At the initial stakeholder meeting stage - 64%
- At the formal public meeting stage - 33%
- By submitting representations during the formal participation exercise - 3%

4) How people felt about the format and content of the initial stakeholder meetings.

Of the 21 people who had been involved at the initial stakeholder meeting stage, when asked whether:

Overall the meeting was interesting, respondents -

- Stated strongly agree / agree - 95%
- Stated neither agree / disagree - 0%
- Stated disagree / strongly disagree - 0%
- Stated no answer - 5%

I had enough opportunity to express my point of view, respondents -

- Stated strongly agree / agree - 85%
- Stated neither agree / disagree - 5%
- Stated disagree / strongly disagree - 0%
- Stated no answer - 10%

The meeting covered topic material I expected to discuss, respondents -

- Stated strongly agree / agree - 81%
- Stated neither agree / disagree - 5%
- Stated disagree / strongly disagree - 9%
- Stated no answer - 5%

5) How people felt about the format and content of the formal public meetings.

Of the 32 people who had been involved at the formal public meeting stage, when asked whether:

Overall the meeting was interesting, respondents -

- Stated strongly agree / agree - 81%
- Stated neither agree / disagree - 0%
- Stated disagree / strongly disagree - 6%

- Stated no answer - 13%

I had enough opportunity to express my point of view, respondents -

- Stated strongly agree / agree - 75%
- Stated neither agree / disagree - 3%
- Stated disagree / strongly disagree - 3%
- Stated no answer - 19%

The meeting covered topic material I expected to discuss, respondents -

- Stated strongly agree / agree - 69%
- Stated neither agree / disagree - 6%
- Stated disagree / strongly disagree - 3%
- Stated no answer - 22%

6) How people felt about venues selected for the public meetings.

Of the 29 people who had commented on the venues selected for the public meetings, when asked whether:

Was the venue chosen easy to get to, respondents -

- Stated yes - 100%
- Stated no - 0%
- Stated not sure - 0%

Was the venue chosen suitable, respondents -

- Stated yes - 97%
- Stated no - 0%
- Stated not sure - 3%

Should the Council use the venue again, respondents -

- Stated yes - 97%
- Stated no - 0%
- Stated not sure - 3%

B) Their Place Satisfaction

7) Whether people involved in the preparation process felt that they can influence decisions affecting their local area.

Of the 39 people who responded, when asked whether:

From your involvement in the preparation of the Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area, respondents -

- Stated strongly agree / agree - 62.5%
- Stated neither agree / disagree - 7%
- Stated disagree / strongly disagree - 17%

- Stated no answer - 13.5%

Of the 39 people who responded, when asked whether:

Has the focus on the historic environment changed how you feel about your local area, respondents -

- Stated strongly agree / agree - 58%
- Stated neither agree / disagree - 30%
- Stated disagree / strongly disagree - 3%
- Stated no answer - 9%

Of the 39 people who responded, when asked whether:

Overall, how satisfied or dissatisfied are you with your local area as a place to live, respondents -

- Stated strongly agree / agree - 80%
- Stated neither agree / disagree - 9.5%
- Stated disagree / strongly disagree - 6%
- Stated no answer - 4.5%

Other Comments or Feedback on the Appraisal and Management Plan preparation process

“Very pleased with level of consultation and the excellent work by BDC conservation team”
(resident of Whaley)

Analysis

Regarding the Preparation Process, it is considered that this data gives a strong indication that the process was generally working well and that the efforts to design the process to maximise public involvement in the process had worked.

In particular, it would appear that:

- no major barriers to public involvement exist but that the time of meeting, people being too busy or not knowing about the process do prevent greater public involvement;
- writing to people directly was the most effective method of maximising public involvement, although there was evidence that the press notice, posters and word of mouth also helped reach other interested parties;
- the majority of people were getting involved at the initial stakeholder stage of the process and that the numbers of people getting involved increased as the process progressed;
- the overwhelming majority of the people who had been involved at the initial stakeholder meeting stage found the meeting to be interesting, that they had enough opportunity to express their point of view, and that the meeting covered topic material they had expected it to discuss – although a small percentage of people were less clear about the purpose of the meeting;

- the overwhelming majority of the people who had been involved at the formal public meeting stage found the meeting to be interesting, that they had enough opportunity to express their point of view, and that the meeting covered topic material they had expected it to discuss – although a reduced percentage of people found this stage of the process to be as satisfactory as the initial stakeholder meeting stage;
- the overwhelming majority of the people who had been involved at both or either of the meetings found the venues chosen to be easy to get to, suitable for the purpose and that the Council should use the venue again.

Regarding the Place Satisfaction, it is considered that this data gives a strong indication that the process of involving the public in the preparation of Conservation Area Appraisals and Management Plans results in the participants having:

- an increased sense of being able to influence decisions in their area;
- greater satisfaction with their local area as a place to live.

Action Plan

Taking on board the results, the following actions will be undertaken:

- 1) Amend Appraisal and Management Plan preparation process to introduce:
 - i) the inclusion of an agenda with the written invite for the initial stakeholder meeting stage.
 - Reason – to give potential attendees clear information about the purpose of the meeting and what topic material to expect.
- 2) Continue to monitor the Customer Satisfaction with Involvement in the Preparation of Conservation Area Appraisals and Management Plans;
 - Reason – to gain greater data and understanding of customer satisfaction.
- 3) Continue to use the same questionnaire approach:
 - Reason – to gain comparative and complementary data of customer satisfaction for forthcoming years.
- 4) Prepare summary leaflet to feedback findings to respondents:
 - Reason – to explain why data collected and how findings have been used.
- 5) Report findings to Customer Excellence Group:
 - Reason – to share findings with the Council as a whole.

We would welcome the comments from the group on this report.

Chris McKinney & Kim Wyatt
 Heritage Conservation Manager
 23rd October 2009

RESPONSE RATE INFORMATION

Conservation Area	Ref.	Sent	Returned	%
Carnfield Hall	5550.2	28	6	21.43%
Belph	5550.13	29	10	34.48%
Apsley Grange	5550.26	17	3	17.65%
Whaley	5550.12	35	4	11.43%
Pleasley Park and Vale	5550.19	28	2	7.14%
Markland & Hollinhill Grips	5550.25	46	14	30.43%
		183	39	21.31%

PREPARATION PROCESS FEEDBACK

Question	Yes	No				TOTAL
1a Did you take part in the preparation of a Conservation Area Appraisal and Management Plan?	33	6				39
1b If not, why did you not take part?	Time of meeting 2	Location 0	Too busy 2	Not interested 0	Other - Didn't know 2	6
Percentages	33%	0%	33%	0%	33%	

Question	Received letter	Press notice	Saw poster	Word of mouth	Other - Library	Other - Email	Other - End of process	TOTAL
2 How did you hear about the preparation of the Conservation Area Appraisal and Management Plan?	27	2	1	2	2	1	1	36
Percentages	75%	6%	3%	6%	6%	3%	3%	

Question	Initial stakeholder meeting	Public meeting	Submitted representation during participation exercise	TOTAL
3 At what stage did you become involved in the preparation of the Conservation Area Appraisal and Management Plan?	21	11	1	33
Percentages	64%	33%	3%	

Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
4 Thinking about the initial stakeholder meeting, to what extent do you agree / disagree with the following statements?							
a Overall the meeting was interesting	8	12	0	0	0	1	21
Percentages	38%	57%	0%	0%	0%	5%	
	95.2%			0.0%			
b I had enough opportunity to express my point of view	10	8	1	0	0	2	21
Percentages	48%	38%	5%	0%	0%	10%	
	85.7%			0.0%			
c The meeting covered topic material I expected to discuss	8	9	1	2	0	1	21
Percentages	38%	43%	5%	10%	0%	5%	
	81.0%			9.5%			

Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
5 Thinking about the public meeting, to what extent do you agree / disagree with the following statements?							
a Overall the meeting was interesting	14	12	0	2	0	4	32
Percentages	44%	38%	0%	6%	0%	13%	
	81.3%			6.3%			
b I had enough opportunity to express my point of view	15	9	1	1	0	6	32
Percentages	47%	28%	3%	3%	0%	19%	
	75.0%			3.1%			
c The meeting covered topic material I expected to discuss	13	9	2	1	0	7	32
Percentages	41%	28%	6%	3%	0%	22%	
	68.8%			3.1%			

Question	Yes	No	Not sure	TOTAL
6 Thinking about the venue for these meetings				
a Was it easy to get to?	Carnfield Hall properties / South Normanton Community Centre 4	0	0	4
	Hodthorpe Primary School 10	0	0	10
	Henton Memorial Community Hall, Whaley Common 5	0	0	5
	Creswell Social Centre 9	0	0	9
	Sherwood Lodge, Bolsover / Church of St Chads 1	0	0	1
	29	0	0	29
	100%	0%	0%	
	Yes	No	Not sure	TOTAL
b Was it suitable?	Carnfield Hall properties / South Normanton Community Centre 4	0	0	4
	Hodthorpe Primary School 9	0	1	10
	Henton Memorial Community Hall, Whaley Common 5	0	0	5
	Creswell Social Centre 9	0	0	9
	Sherwood Lodge, Bolsover / Church of St Chads 1	0	0	1
	28	0	1	29
	97%	0%	3%	
	Yes	No	Not sure	TOTAL
c Should we use it again?	Carnfield Hall properties / South Normanton Community Centre 4	0	0	4
	Hodthorpe Primary School 9	0	1	10
	Henton Memorial Community Hall, Whaley Common 5	0	0	5
	Creswell Social Centre 9	0	0	9
	Sherwood Lodge, Bolsover / Church of St Chads 1	0	0	1
	28	0	1	29
	97%	0%	3%	

PLACE SATISFACTION FEEDBACK				
	St Ag / Ag	Neither	Dag / St Dag	No answer
From your involvement in the preparation of the Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	62.38%	6.83%	17.30%	13.49%
	Mr Sat / Sat	Neither	Sl Less Sat / Less Sat	No answer
Has the focus on the historic environment of the Conservation Area changed how you feel about your local area?	58.13%	29.76%	2.78%	9.33%
	V Sat / Sat	Neither	Dissat / V Dissat	No answer
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	80.24%	9.60%	5.71%	4.44%

CARNFIELD HALL							
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
7 From your involvement in the preparation of the Carnfield Hall Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	0	3	1	0	1	1	6
Percentages	0%	50%	17%	0%	17%	17%	
	50.0%		16.7%				
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
8 Thinking more generally, do you feel that you can influence decisions affecting your local area?	1	3	1	0	1	0	6
Percentages	17%	50%	17%	0%	17%	0%	
	66.7%		16.7%				
Question	More satisfied	Slightly more satisfied	No change	Slightly less satisfied	Less satisfied	No answer	TOTAL
9 Has the focus on the historic environment of Carnfield Hall changed how you feel about your local area?	3	0	1	0	1	1	6
Percentages	50%	0%	17%	0%	17%	17%	
	50.0%		16.7%				
Question	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No answer	TOTAL
10 Overall, how satisfied or dissatisfied are you with your local area as a place to live?	2	3	0	0	0	1	6
Percentages	33%	50%	0%	0%	0%	17%	
	83.3%		0.0%				

BELPH							
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
7 From your involvement in the preparation of the Belp Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	1	5	1	2	1	0	10
Percentages	10%	50%	10%	20%	10%	0%	
	60.0%		30.0%				
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
8 Thinking more generally, do you feel that you can influence decisions affecting your local area?	1	6	0	2	1	0	10
Percentages	10%	60%	0%	20%	10%	0%	
	70.0%		30.0%				
Question	More satisfied	Slightly more satisfied	No change	Slightly less satisfied	Less satisfied	No answer	TOTAL
9 Has the focus on the historic environment of Belp changed how you feel about your local area?	4	1	5	0	0	0	10
Percentages	40%	10%	50%	0%	0%	0%	
	50.0%		0.0%				
Question	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No answer	TOTAL
10 Overall, how satisfied or dissatisfied are you with your local area as a place to live?	2	4	1	2	0	1	10
Percentages	20%	40%	10%	20%	0%	10%	
	60.0%		20.0%				

APSLEY GRANGE							
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
7 From your involvement in the preparation of the Apsley Grange Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	0	3	0	0	0	0	3
Percentages	0%	100%	0%	0%	0%	0%	
	100.0%		0.0%				
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL
8 Thinking more generally, do you feel that you can influence decisions affecting your local area?	0	2	1	0	0	0	3
Percentages	0%	67%	33%	0%	0%	0%	
	66.7%		0.0%				
Question	More satisfied	Slightly more satisfied	No change	Slightly less satisfied	Less satisfied	No answer	TOTAL
9 Has the focus on the historic environment of Apsley Grange changed how you feel about your local area?	2	0	1	0	0	0	3
Percentages	67%	0%	33%	0%	0%	0%	
	66.7%		0.0%				
Question	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No answer	TOTAL
10 Overall, how satisfied or dissatisfied are you with your local area as a place to live?	0	2	1	0	0	0	3
Percentages	0%	67%	33%	0%	0%	0%	
	66.7%		0.0%				

WHALEY								
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL	
7	From your involvement in the preparation of the Whaley Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	1	1	0	0	0	2	4
Percentages		25%	25%	0%	0%	0%	50%	
		50.0%		0.0%				
Question	More satisfied	Slightly more satisfied	No change	Slightly less satisfied	Less satisfied	No answer	TOTAL	
8	Has the focus on the historic environment of Whaley changed how you feel about your local area?	2	1	0	0	1	4	
Percentages		50%	25%	0%	0%	25%		
		75.0%		0.0%				
Question	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No answer	TOTAL	
9	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	3	1	0	0	0	4	
Percentages		75%	25%	0%	0%	0%		
		100.0%		0.0%				

MARKLAND AND HOLLIN HILL GRIPS								
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL	
7	From your involvement in the preparation of the Markland & Hollin Hill Grips Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	3	6	2	0	1	2	14
Percentages		21%	43%	14%	0%	7%	14%	
		64.3%		7.1%				
Question	More satisfied	Slightly more satisfied	No change	Slightly less satisfied	Less satisfied	No answer	TOTAL	
8	Has the focus on the historic environment of Markland & Hollin Hill Grips changed how you feel about your local area?	6	2	4	0	0	2	14
Percentages		43%	14%	29%	0%	0%	14%	
		57.1%		0.0%				
Question	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No answer	TOTAL	
9	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	3	7	2	1	1	0	14
Percentages		21%	50%	14%	7%	7%	0%	
		71.4%		14.3%				

PLEASLEY PARK AND VALE								
Question	Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer	TOTAL	
7	From your involvement in the preparation of the Pleasley Park and Vale Conservation Area Appraisal and Management Plan, do you feel that you can influence decisions affecting your local area?	0	1	0	1	0	0	2
Percentages		0%	50%	0%	50%	0%	0%	
		50.0%		50.0%				
Question	More satisfied	Slightly more satisfied	No change	Slightly less satisfied	Less satisfied	No answer	TOTAL	
8	Has the focus on the historic environment of Pleasley Park and Vale changed how you feel about your local area?	0	1	1	0	0	2	
Percentages		0%	50%	50%	0%	0%	0%	
		50.0%		0.0%				
Question	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No answer	TOTAL	
9	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	0	2	0	0	0	2	
Percentages		0%	100%	0%	0%	0%	0%	
		100.0%		0.0%				

CARNFIELD HALL							
Question							
1a	Did you take part in the preparation of the Carnfield Hall Conservation Area Appraisal and Management Plan?	Yes 5	No 1				TOTAL 6
Percentages							
1b	If not, why did you not take part?	Time of meeting 0	Location 0	Too busy 1	Not interested 0	Other 0	1
Percentages							
		0%	0%	100%	0%	0%	
Question							
2	How did you hear about the preparation of the Carnfield Hall Conservation Area Appraisal and Management Plan?	Received letter 5	Press notice 1	Saw poster 0	Word of mouth 0	Other - Library 1	TOTAL 7
Percentages							
		71%	14%	0%	0%	14%	
Question							
3	At what stage did you become involved in the preparation of the Carnfield Hall Conservation Area Appraisal and Management Plan?	Initial stakeholder meeting 3	Public meeting 2	Submitted representation during participation exercise 0			TOTAL 5
Percentages							
		60%	40%	0%			
Question							
4	Thinking about the initial stakeholder meeting, to what extent do you agree / disagree with the following statements?						
a	Overall the meeting was interesting	Strongly agree 0	Agree 2	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 1
Percentages							
		0%	66.7%	0%	0%	0%	33%
b	I had enough opportunity to express my point of view	0	1	0	0	0	2
Percentages							
		0%	33.3%	0%	0%	0%	67%
c	The meeting covered topic material I expected to discuss	0	2	0	0	0	1
Percentages							
		0%	66.7%	0%	0%	0%	33%
Question							
5	Thinking about the public meeting, to what extent do you agree / disagree with the following statements?						
a	Overall the meeting was interesting	Strongly agree 2	Agree 2	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 1
Percentages							
		40%	40%	0%	0%	0%	20%
b	I had enough opportunity to express my point of view	2	1	0	0	0	2
Percentages							
		40%	20%	0%	0%	0%	40%
c	The meeting covered topic material I expected to discuss	1	2	0	0	0	2
Percentages							
		20%	40%	0%	0%	0%	40%
Question							
6	Thinking about the venue for these meetings						
a	Was it easy to get to?	Yes 4	No 0	Not sure 0			TOTAL 4
Percentages							
		100%	0%	0%			
b	Was it suitable?	4	0	0			4
Percentages							
		100%	0%	0%			
c	Should we use it again?	4	0	0			4
Percentages							
		100%	0%	0%			

BELPH								
Question								
1a	Did you take part in the preparation of the Belph Conservation Area Appraisal and Management Plan?	Yes 10	No 0				TOTAL 10	
Percentages								
1b	If not, why did you not take part?	Time of meeting 0	Location 0	Too busy 0	Not interested 0	Other 0	0	
Percentages								
		N/A	N/A	N/A	N/A	N/A		
Question								
2	How did you hear about the preparation of the Belph Conservation Area Appraisal and Management Plan?	Received letter 9	Press notice 0	Saw poster 0	Word of mouth 1	Other - Library 0	TOTAL 10	
Percentages								
		90%	0%	0%	10%	0%		
Question								
3	At what stage did you become involved in the preparation of the Belph Conservation Area Appraisal and Management Plan?	Initial stakeholder meeting 7	Public meeting 3	Submitted representation during participation exercise 0		TOTAL 10		
Percentages								
		70%	30%	0%				
Question								
4	Thinking about the initial stakeholder meeting, to what extent do you agree / disagree with the following statements?							
Strongly agree								
a	Overall the meeting was interesting	2	5	0	0	0	TOTAL 7	
Percentages								
		29%	71%	0%	0%	0%		
Strongly disagree								
		100.0%		0.0%				
b	I had enough opportunity to express my point of view	4	2	1	0	0	7	
Percentages								
		57%	29%	14%	0%	0%		
Strongly disagree								
		85.7%		0.0%				
c	The meeting covered topic material I expected to discuss	3	2	0	2	0	7	
Percentages								
		43%	29%	0%	29%	0%		
Strongly disagree								
		71.4%		28.6%				
Question								
5	Thinking about the public meeting, to what extent do you agree / disagree with the following statements?							
Strongly agree								
a	Overall the meeting was interesting	3	5	0	2	0	TOTAL 10	
Percentages								
		30%	50%	0%	20%	0%		
Strongly disagree								
		80.0%		20.0%				
b	I had enough opportunity to express my point of view	4	4	1	1	0	10	
Percentages								
		40%	40%	10%	10%	0%		
Strongly disagree								
		80.0%		10.0%				
c	The meeting covered topic material I expected to discuss	4	2	2	1	0	10	
Percentages								
		40%	20%	20%	10%	0%		
Strongly disagree								
		60.0%		10.0%				
Question								
6	Thinking about the venue for these meetings							
Yes								
a	Was it easy to get to?	10	0	0				TOTAL 10
Percentages								
		100%	0%	0%				
Not sure								
b	Was it suitable?	9	0	1				10
Percentages								
		90%	0%	10%				
Not sure								
c	Should we use it again?	9	0	1				10
Percentages								
		90%	0%	10%				

APSLEY GRANGE							
Question							
1a	Did you take part in the preparation of the Apsley Grange Conservation Area Appraisal and Management Plan?	Yes 3	No 0				TOTAL 3
Percentages							
1b	If not, why did you not take part?	Time of meeting 0	Location 0	Too busy 0	Not interested 0	Other 0	0
Percentages							
		N/A	N/A	N/A	N/A	N/A	
Question							
2	How did you hear about the preparation of the Apsley Grange Conservation Area Appraisal and Management Plan?	Received letter 2	Press notice 0	Saw poster 0	Word of mouth 1	Other - Library 0	TOTAL 3
Percentages							
		67%	0%	0%	33%	0%	
Question							
3	At what stage did you become involved in the preparation of the Apsley Grange Conservation Area Appraisal and Management Plan?	Initial stakeholder meeting 1	Public meeting 2	Submitted representation during participation exercise 0			TOTAL 3
Percentages							
		33%	67%	0%			
Question							
4	Thinking about the initial stakeholder meeting, to what extent do you agree / disagree with the following statements?						
a	Overall the meeting was interesting	Strongly agree 1	Agree 0	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 0
Percentages							
		100%	0%	0%	0%	0%	0%
		100.0%		0.0%			
b	I had enough opportunity to express my point of view	1	0	0	0	0	1
Percentages							
		100%	0%	0%	0%	0%	0%
		100.0%		0.0%			
c	The meeting covered topic material I expected to discuss	1	0	0	0	0	1
Percentages							
		100%	0%	0%	0%	0%	0%
		100.0%		0.0%			
Question							
5	Thinking about the public meeting, to what extent do you agree / disagree with the following statements?						
a	Overall the meeting was interesting	Strongly agree 2	Agree 0	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 1
Percentages							
		67%	0%	0%	0%	0%	33%
		66.7%		0.0%			
b	I had enough opportunity to express my point of view	2	0	0	0	0	1
Percentages							
		67%	0%	0%	0%	0%	33%
		66.7%		0.0%			
c	The meeting covered topic material I expected to discuss	2	0	0	0	0	1
Percentages							
		67%	0%	0%	0%	0%	33%
		66.7%		0.0%			
Question							
6	Thinking about the venue for these meetings						
a	Was it easy to get to?	Yes 2	No 0	Not sure 0			TOTAL 2
Percentages							
		100%	0%	0%			
b	Was it suitable?	2	0	0			2
Percentages							
		100%	0%	0%			
c	Should we use it again?	2	0	0			2
Percentages							
		100%	0%	0%			

WHALEY							
Question							
1a	Did you take part in the preparation of the Whaley Conservation Area Appraisal and Management Plan?	Yes 3	No 1				TOTAL 4
		Time of meeting	Location	Too busy	Not interested	Other - Didn't know	
1b	If not, why did you not take part?	0	0	0	0	1	1
Percentages		0%	0%	0%	0%	100%	
Question							
2	How did you hear about the preparation of the Whaley Conservation Area Appraisal and Management Plan?	Received letter 2	Press notice 0	Saw poster 0	Word of mouth 0	Other - Email 1	TOTAL 3
Percentages		67%	0%	0%	0%	33%	
Question							
3	At what stage did you become involved in the preparation of the Whaley Conservation Area Appraisal and Management Plan?	Initial stakeholder meeting 2	Public meeting 1	Submitted representation during participation exercise 0			TOTAL 3
Percentages		67%	33%	0%			
Question							
4	Thinking about the initial stakeholder meeting, to what extent do you agree / disagree with the following statements?						
a	Overall the meeting was interesting	Strongly agree 2	Agree 0	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 0
Percentages		100%	0%	0%	0%	0%	0%
		100.0%			0.0%		
b	I had enough opportunity to express my point of view	2	0	0	0	0	2
Percentages		100%	0%	0%	0%	0%	0%
		100.0%			0.0%		
c	The meeting covered topic material I expected to discuss	1	1	0	0	0	2
Percentages		50%	50%	0%	0%	0%	0%
		100.0%			0.0%		
Question							
5	Thinking about the public meeting, to what extent do you agree / disagree with the following statements?						
a	Overall the meeting was interesting	Strongly agree 3	Agree 0	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 0
Percentages		100%	0%	0%	0%	0%	0%
		100.0%			0.0%		
b	I had enough opportunity to express my point of view	3	0	0	0	0	3
Percentages		100%	0%	0%	0%	0%	0%
		100.0%			0.0%		
c	The meeting covered topic material I expected to discuss	2	1	0	0	0	3
Percentages		67%	33%	0%	0%	0%	0%
		100.0%			0.0%		
Question							
6	Thinking about the venue for these meetings						
a	Was it easy to get to?	Yes 3	No 0	Not sure 0			TOTAL 3
Percentages		100%	0%	0%			
b	Was it suitable?	3	0	0			3
Percentages		100%	0%	0%			
c	Should we use it again?	3	0	0			3
Percentages		100%	0%	0%			

PLEASLEY PARK AND VALE								
Question								
1a	Did you take part in the preparation of the Pleasley Park and Vale Conservation Area Appraisal and Management Plan?	Yes 2	No 0				TOTAL 2	
Percentages								
1b	If not, why did you not take part?	Time of meeting 0	Location 0	Too busy 0	Not interested 0	Other 0	0	
Percentages								
		N/A	N/A	N/A	N/A	N/A		
Question								
2	How did you hear about the preparation of the Pleasley Park and Vale Conservation Area Appraisal and Management Plan?	CAAC 1	Received letter 0	Press notice 0	Saw poster 0	Word of mouth 1	Other 0	TOTAL 2
Percentages								
		50%	0%	0%	0%	50%	0%	
Question								
3	At what stage did you become involved in the preparation of the Pleasley Park and Vale Conservation Area Appraisal and Management Plan?	Advisory Committee 0		Public meeting 1	Submitted representation during participation exercise 1		TOTAL 2	
Percentages								
		0%		50%	50%			
Question								
4	Thinking about the Conservation Area Advisory Committee meeting, to what extent do you agree / disagree with the following statements?							
a	Overall the meeting was interesting	Strongly agree 0	Agree 0	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 0	TOTAL 0
Percentages								
		N/A	N/A	N/A	N/A	N/A	N/A	
b	I had enough opportunity to express my point of view	0	0	0	0	0	0	0
Percentages								
		N/A	N/A	N/A	N/A	N/A	N/A	
c	The meeting covered topic material I expected to discuss	0	0	0	0	0	0	0
Percentages								
		N/A	N/A	N/A	N/A	N/A	N/A	
Question								
5	Thinking about the public meeting, to what extent do you agree / disagree with the following statements?							
a	Overall the meeting was interesting	Strongly agree 0	Agree 1	Neither agree / disagree 0	Disagree 0	Strongly disagree 0	No answer 0	TOTAL 1
Percentages								
		0%	100%	0%	0%	0%	0%	
b	I had enough opportunity to express my point of view	0	1	0	0	0	0	1
Percentages								
		0%	100%	0%	0%	0%	0%	
c	The meeting covered topic material I expected to discuss	0	1	0	0	0	0	1
Percentages								
		0%	100%	0%	0%	0%	0%	
Question								
6	Thinking about the venue for these meetings							
a	Was it easy to get to?	Yes 1	No 0	Not sure 0				TOTAL 1
Percentages								
		100%	0%	0%				
b	Was it suitable?	1	0	0				1
Percentages								
		100%	0%	0%				
c	Should we use it again?	1	0	0				1
Percentages								
		100%	0%	0%				

MARKLAND AND HOLLIN HILL GRIPS							
Question		Yes	No				TOTAL
1a	Did you take part in the preparation of the Markland and Hollin Hill Grips Conservation Area Appraisal and Management Plan?	10	4				14
Percentages		50%	0%	25%	0%	25%	
Question		Received letter	Press notice	Saw poster	Word of mouth	Other - End of process	TOTAL
2	How did you hear about the preparation of the Markland and Hollin Hill Grips Conservation Area Appraisal and Management Plan?	8	1	1	0	1	11
Percentages		73%	9%	9%	0%	9%	
Question		Initial stakeholder meeting	Public meeting	Submitted representation during participation exercise			TOTAL
3	At what stage did you become involved in the preparation of the Markland and Hollin Hill Grips Conservation Area Appraisal and Management Plan?	8	2	0			10
Percentages		80%	20%	0%			
Question							TOTAL
4	Thinking about the initial stakeholder meeting, to what extent do you agree / disagree with the following statements?						
Question		Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer
a	Overall the meeting was interesting	3	5	0	0	0	0
Percentages		38%	63%	0%	0%	0%	0%
		100.0%			0.0%		
b	I had enough opportunity to express my point of view	3	5	0	0	0	0
Percentages		38%	63%	0%	0%	0%	0%
		100.0%			0.0%		
c	The meeting covered topic material I expected to discuss	3	4	1	0	0	0
Percentages		38%	50%	13%	0%	0%	0%
		87.5%			0.0%		
Question							TOTAL
5	Thinking about the public meeting, to what extent do you agree / disagree with the following statements?						
Question		Strongly agree	Agree	Neither agree / disagree	Disagree	Strongly disagree	No answer
a	Overall the meeting was interesting	4	4	0	0	0	2
Percentages		40%	40%	0%	0%	0%	20%
		80.0%			0.0%		
b	I had enough opportunity to express my point of view	4	3	0	0	0	3
Percentages		40%	30%	0%	0%	0%	30%
		70.0%			0.0%		
c	The meeting covered topic material I expected to discuss	4	3	0	0	0	3
Percentages		40%	30%	0%	0%	0%	30%
		70.0%			0.0%		
Question							TOTAL
6	Thinking about the venue for these meetings						
Question		Yes	No	Not sure			TOTAL
a	Was it easy to get to?	9	0	0			9
Percentages		100%	0%	0%			
b	Was it suitable?	9	0	0			9
Percentages		100%	0%	0%			
c	Should we use it again?	9	0	0			9
Percentages		100%	0%	0%			