



Erewash Citizens Panel February 2008 Questionnaire Survey

Final Report

*Community Safety Partnership
Drug & Alcohol Action Team
Quality of Life
Communications
Pride in Erewash*

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Erewash Borough Council

April 2008

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1 INTRODUCTION AND METHODOLOGY

In February 2008, Erewash Borough Council conducted a postal survey with Erewash Citizens' Panel to investigate views on the Community Safety Partnership, Drug & Alcohol Action Team, Quality of Life, Communications and Pride in Erewash.

Methodology

Postal Mailout

In February 2008, 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 7 March 2008.

Response Rate

Six hundred and five questionnaires were returned from the mail-out, giving a response rate of 61%.

DEMOGRAPHICS FOR FEBRUARY 2008 CITIZENS PANEL

Gender	Percent
Female	51
Male	49
Total	100

Ethnic group	Numbers	Percent
British	246	40.7
Indian	2	0.3
Irish	3	0.5
Mixed Caribbean	1	0.2
Other	2	0.3
Other White	5	0.8
White	343	56.7
Total	605	100.0

	Numbers	Percent
Abbotsford	30	5.0
Breaston	25	4.1
Cotmanhay	20	3.3
Derby Rd East	30	5.0
Derby Road West	38	6.3
Draycott	23	3.8
Hallam Fields	21	3.5
Ilkeston central	22	3.6
Ilkeston north	17	2.8
Kirk Hallam	38	6.3
Little Eaton & Breadsall	22	3.6
Little Hallam	23	3.8
Long Eaton Central	34	5.6
Nottingham Road	37	6.1
Ockbrook & Borrowash	37	6.1
Old Park	17	2.8
Sandiacre north	21	3.5
Sandiacre south	27	4.5
Sawley	41	6.8
Stanley	15	2.5
West Hallam & Dale Abbey	35	5.8
Wilsthorpe	32	5.3
Total	605	100.0

	Frequency	Percent
16 to 17 years	6	1.0
18 to 24 years	17	2.8
25 to 34 years	97	16.0
35 to 44 years	127	21.0
45 to 54 years	103	17.0
55 to 59 years	68	11.2
60 to 64 years	48	7.9
65 to 74 years	85	14.0
75 years and over	54	8.9
Total	605	100.0

2 SUMMARY OF FINDINGS

2.1 Community Safety

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

Findings in 2008 are similar to those in February 2007. Respondents feel safe in their neighbourhood including travel on public transport. Respondents are not confident in the Criminal Justice System and are generally worried about crime in their local area, the biggest concern being having their home and car broken into. Respondents are also worried about being mugged and robbed. Parents not taking responsibility for their children and groups of teenagers hanging around are areas of concern.

2.2 Drug & Alcohol Action Team

The survey tries to ascertain whether problems and occurrence of drugs and alcohol has reduced. Only a small percentage of respondents knew how to contact someone regarding drugs and alcohol help but the majority thought they knew how to find out. The majority of respondents are not aware of any drug dealing in their area but they are aware of excessive drinking in public areas but do not see this as a perceived problem. The majority of respondents don't know how easy it is to obtain drugs in their area.

2.3 Quality of Life

The quality of life questions help 'paint a picture' of the quality of life in a local area, where your neighbourhood is defined as the roads, street or blocks around your home. The majority of respondents were satisfied with their neighbourhood as a place to live. Some thought that cultural activities had improved whilst activities for teenagers and sport and leisure facilities seem to have worsened. The majority of respondents don't think that they can influence decision making in their local area yet believe that by working together decisions which affect the neighbourhood can be influenced. The area is a place where people from different backgrounds can get on together.

Respondents were asked if they had done anything free in the last 12 months. Most of the respondents have given free advice to someone in the last year and have also transported or escorted someone, somewhere. Looking after a

property or pet whilst someone was away was also cited. These tasks were also received unpaid by the respondents. Respondents also had responsibilities in various organisations such as charities, guilds and sports clubs.

The final part of this section dealt with satisfaction with the council. The majority of respondents were satisfied with the way the council runs things. Over half would like to be involved in the decisions made by the council. Only a quarter of the respondents had made a complaint in the last year but satisfaction rates were low.

2.4 Communications

Erewash Borough Council consulted the Citizens Panel on how it can improve its communications and customer services. An overwhelming majority of respondents thought that it was important for the council to have its own newsletter, they said it should be in A4 magazine paper format with electronic versions too. This should be delivered through free newspaper route.

Respondents found it easy to contact the council through all forms. The website only proving to be a little non user friendly. Improvements included providing freephone/post, answering the phone quicker or it going to voicemail quicker. Respondents also cited the opening of the offices on Saturday morning.

2.5 Pride in Erewash

Pride in Erewash was launched by Erewash Borough Council in June 2006. The campaign acts as a catalyst for a variety of community and partnership based projects or initiatives which directly support the council's priorities. The campaign is the driving force behind such projects as community clean ups, Erewash in Bloom, adopt a park, school recycling, recycling champions and Pride Line. Pride in Erewash aims to bring communities and people of all ages together and encourages them to take pride in their surrounding environment.

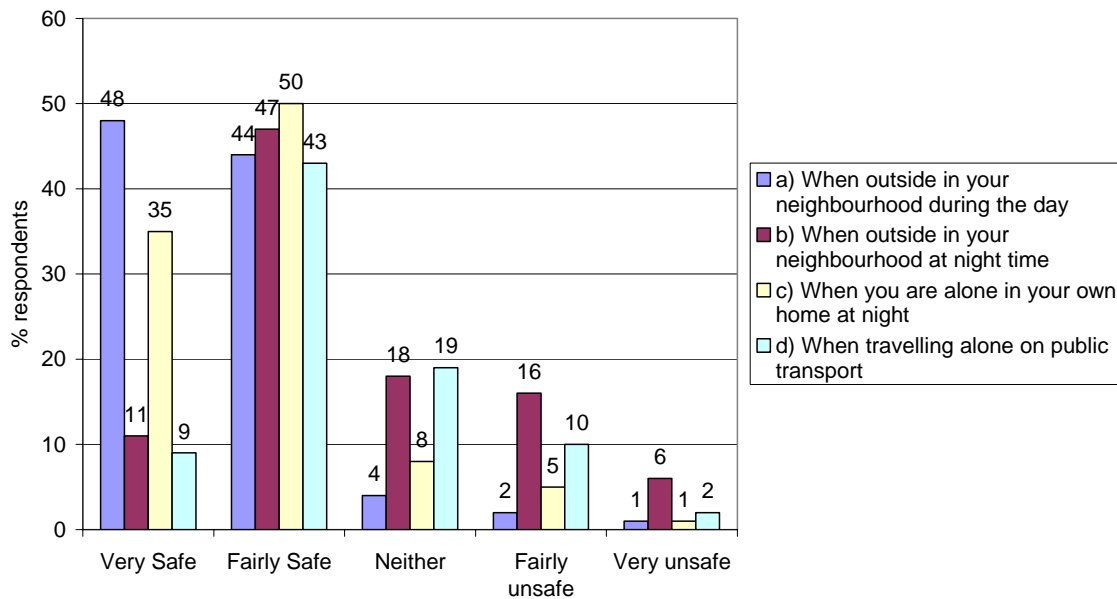
Over half of respondents had heard about the Pride in Erewash campaign and believe it is important to take pride in the area but only a small number would consider taking part in a litter pick. Only a small minority have used Pride Line, the 24 hour confidential hotline for environmental crime, and again only a small minority felt informed about what was being done to tackle this issue. Respondents also preferred to receive information via the newsletter and local press as well as the website.

3 Community Safety Partnerships

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

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

How safe do you feel in the following situations?



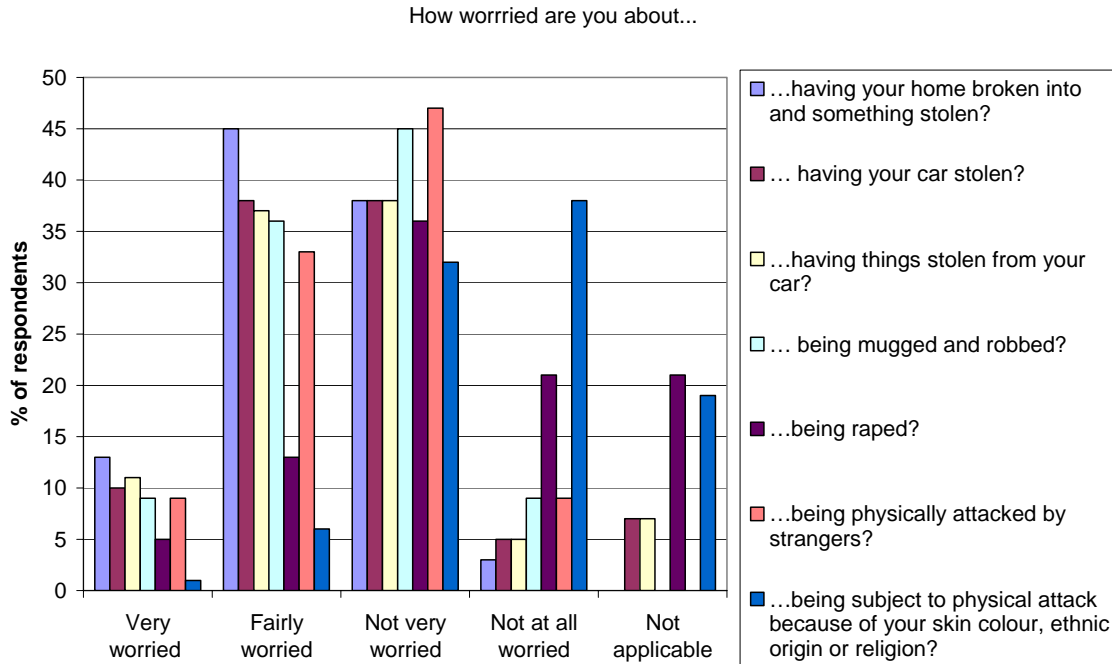
The majority of respondents feel safe when outside their neighbourhood during the day but this is reduced for night time with 16% feeling fairly unsafe at night. The majority of people feel safe when in their own home at night. Over half of the respondents feel safe when travelling alone on public transport.

These findings are very similar to those reported in February 2007.

Respondents are not confident that the Criminal Justice System is effective in bringing offenders to justice (42% not very confident and 37% not at all confident).

Respondents are worried about crime in the local area with 57% feeling either very worried or fairly worried. This concern only impacts a little on the respondents' quality of life (56%).

Respondents were then asked about concerns regarding crime in their area.



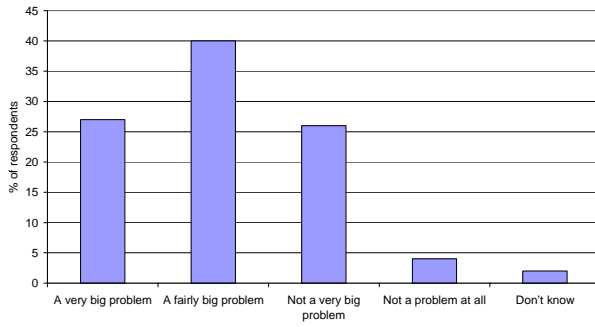
Fifty-eight per cent of respondents were either very or fairly worried about having their home broken into and something stolen. Forty eight percent were very/fairly worried about having their car stolen and the same percentage was worried about having things stolen from their car.

Forty-five percent of respondents are very/fairly worried about being mugged and robbed. Eighteen percent are very/fairly worried about being raped and 42% are very/fairly worried about being physically attacked by strangers. The majority of respondents are not worried about being subject to physical attack because of their skin colour, ethnic origin or religion. This low response could be due to the low numbers of respondents in these categories.

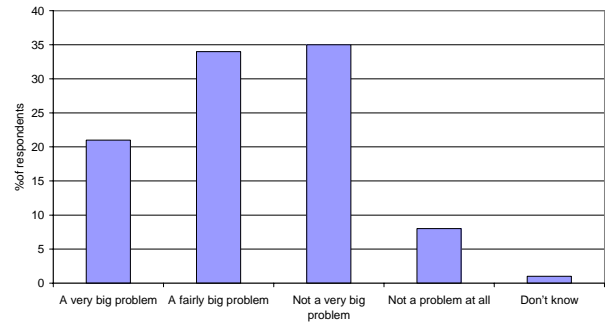
The majority of respondents feel not very well informed about what is being done to tackle anti-social behaviour in the local area.

Respondents were then asked about problems in their local area.

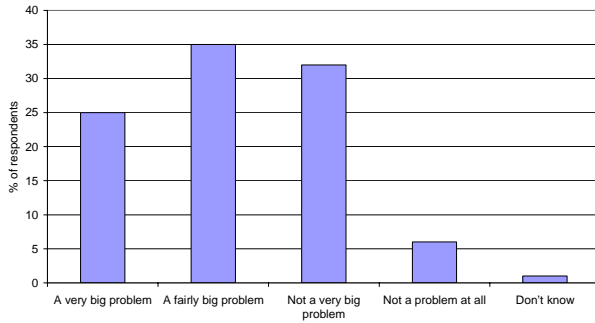
Parents not taking responsibility for the behaviour of their children?



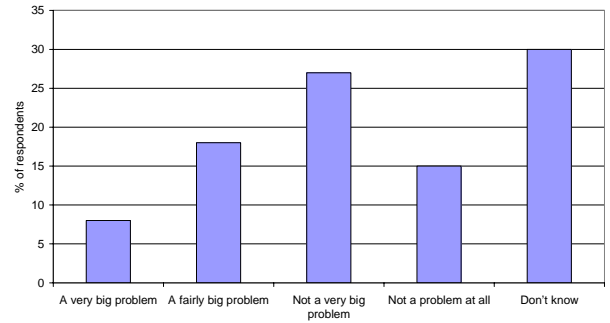
Groups of teenagers hanging around?



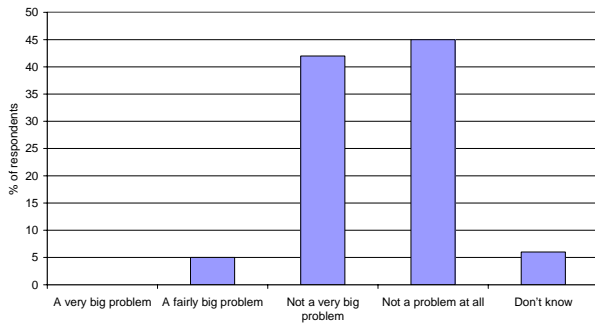
People not treating other people with respect and consideration?



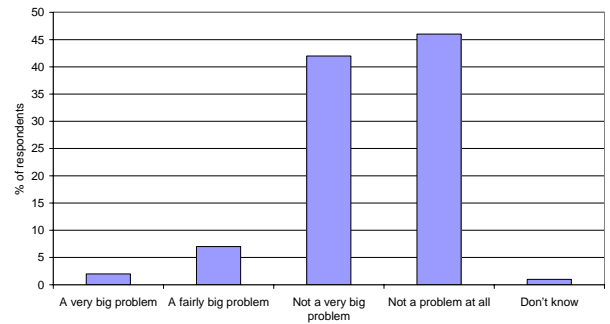
People using or dealing drugs



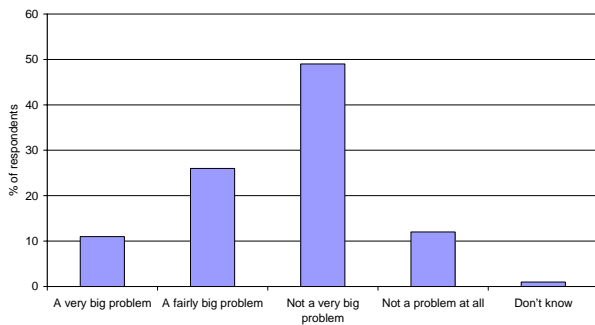
Abandoned and burnt out cars?



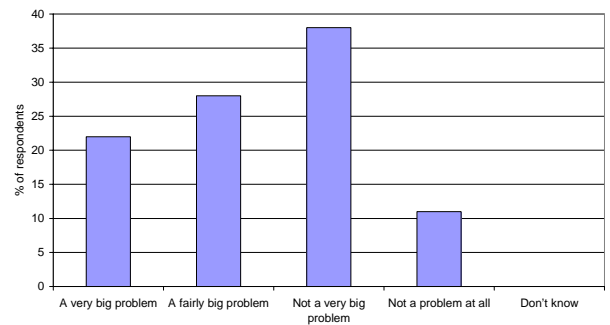
Noisy neighbours or loud parties?

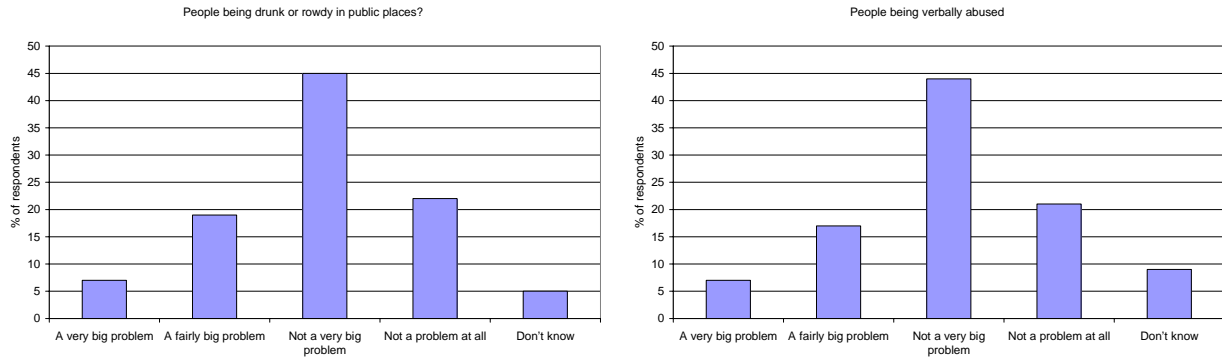


Vandalism or graffiti and other property damage?



Rubbish or litter lying around?





As can be seen from the charts, the areas of concern are parents not taking responsibility for the behaviour of their children, groups of teenagers hanging around, rubbish and litter lying around and people not treating other people with respect and consideration.

Respondents were finally asked how often incidents happened in the streets around their home. The most common five incidents were:

1. Groups of teenagers hanging around
2. Rubbish or litter lying around
3. Vandalism or graffiti and other property damage
4. People being drunk or rowdy in public places
5. Cars broken into

The five least common were:

1. Noisy neighbours or loud parties
2. Abandoned or burnt out cars
3. Robberies in the street
4. Other arson
5. Burglary in the home

4 DRUG & ALCOHOL ACTION TEAM

The Drug and Alcohol Action Team ask questions each year to ascertain whether the problems and occurrence of drug and alcohol abuse has reduced over the years.

Respondents were asked how easy they would find it to contact or refer someone else for advice, to any drug and alcohol treatment support services. Only a small percent (6-8%) knew how to contact someone, the majority could find a contact if necessary, around 30% had no idea how to contact and a small minority (10-19%) did not know of any such organisations' existence.

The majority of respondents (79%) are not aware of any drug dealing in their area. Of the 19% who are aware only 12% perceive it to be a very/fairly big problem. Seventy two percent of the respondents are not aware of drug taking in their area, and of the 26% who are aware, 14% only perceive it to be very/fairly big problem. The number of respondents who are not aware is slightly higher than in previous years but this could be due to there not being a *don't know* category.

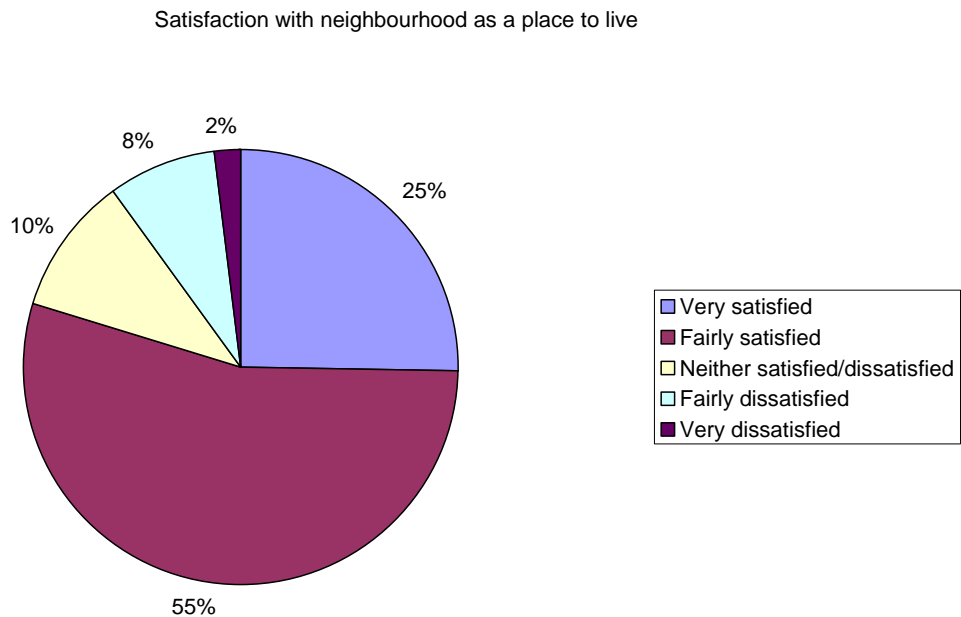
When respondents were asked about people drinking excessive amounts of alcohol in public in their area, 45% were aware, but again this was not perceived as a very/fairly big problem (28%).

Respondents were then asked how easy it was to obtain various drugs in the area where they live. As in previous years the majority of respondents didn't know. Of those who did Amphetamines, Cannabis, Ecstasy and Tranquillisers were the easiest to obtain.

5 QUALITY OF LIFE

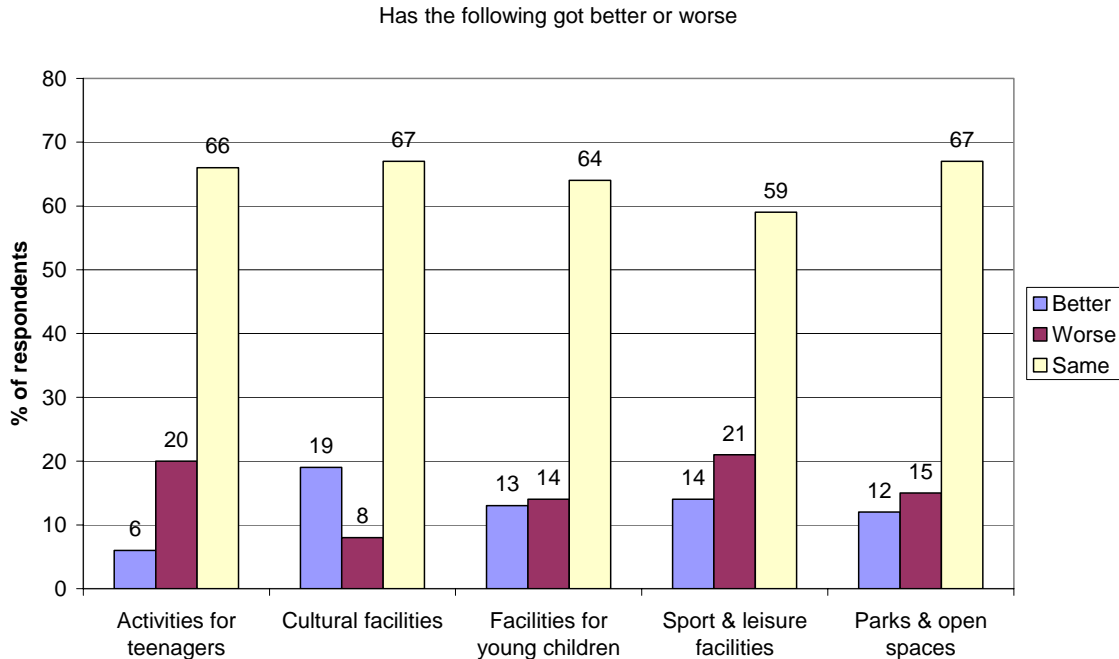
The quality of life questions help 'paint a picture' of the quality of life in a local area, where the neighbourhood is defined as the roads, street or blocks around the home. The answers help us plan how we can improve the facilities and services we currently offer, and will be used countrywide by the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

Respondents were asked how satisfied/dissatisfied they were with their neighbourhood as a place to live. The majority of respondents were satisfied with their neighbourhood. There has been a slight drop in the number who were very satisfied from 2007 from 29% to 25% and a rise from 6% to 8% who were fairly dissatisfied all other figures remained similar.



Five percent of respondents thought that their neighbourhood had got better as a place to live as opposed to 24% who thought it had got worse. Again these figures are similar to 2007.

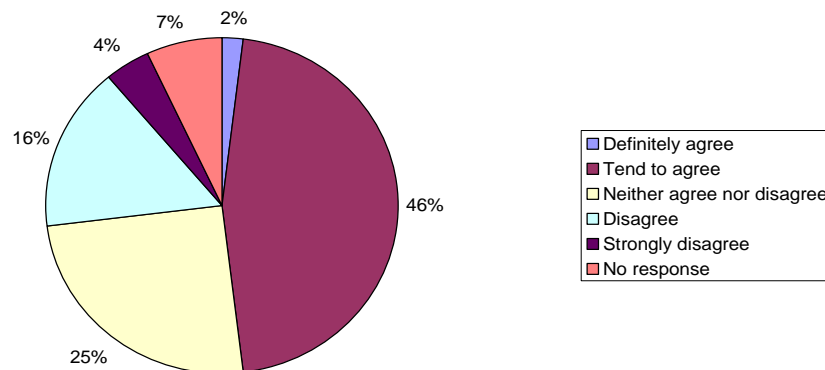
Respondents were asked to highlight what had got better or worse in their neighbourhood.



As the graph shows the majority of respondents think that facilities have stayed the same. Cultural activities seem to have improved, this could be the opening of the cinema in Long Eaton. Whilst Activities for teenagers and Sport and Leisure facilities appear to have worsened. This links with the Community Safety questions which point to teenagers hanging around being a problem. There is also the threat of one of the leisure centres closing which could have an effect on the result for sport and leisure facilities.

Respondents were then asked about the extent they feel they can influence decisions affecting their local area.

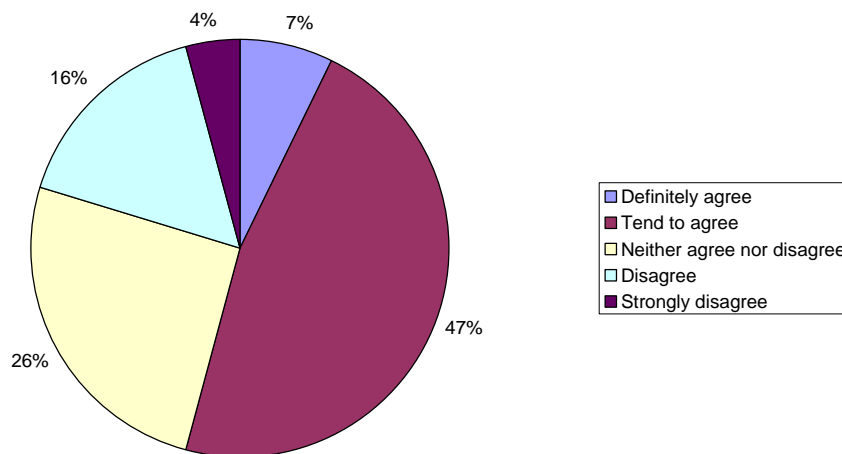
To what extent to you agree/disagree that you can influence decisions affecting your local area?



Thirty eight percent of respondents neither agree nor disagree that they can influence decision affecting their local area, 38% disagree and 22% agree. This question was asked in the BVPI Household Survey 2006/07¹ and the results then were slightly more positive. In the BVPI Household Survey 2006/07 46% neither agreed nor disagreed and of those stating a view 25% agreed they could influence decisions against 30% who disagreed.

Respondents were asked to agree/disagree with the following statement:

“By working together, people in my neighbourhood can influence decisions that affect the neighbourhood.”



The majority of respondents tend to agree with this statement, which contradicts the previous question.

When asked if the local area was a place where people from different backgrounds get on well together, the majority of respondents tend to agree.

Respondents were asked about things they have done unpaid for either a relative or someone who is not a relative, in the last 12 months. The highest responses for relative was *giving advice to someone* (42%) and *transporting or escorting someone and keeping in touch with someone who has difficulty in getting out and about* (both 41%). For a non relative, the highest response was *giving advice to someone* (50%) and *looking after a property or pet for someone who is away* (32%). *Sitting or providing personal care* was the lowest response for both

¹ BVPI General User Survey 2006/07, Research Study conducted for Erewash Borough Council by Ipsos MORI

relative and non relative. Other activities highlighted were *organizing outings* and *chairing meetings*.

Respondents were asked if they had received any favours unpaid in the last 12 months from someone who was not a relative. The highest response with 31% was *someone looking after their property or pet when they were away*, the next response was *someone giving advice* (19%). Other responses in addition to those asked were, *taking in parcels* and using a *neighbour's drive whilst work was done on theirs*.

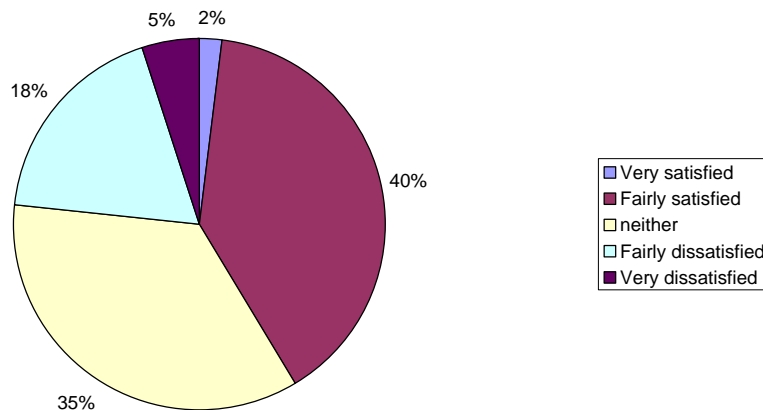
In the last 3 years, respondents had responsibilities in various organisations, the top 3 being:

- Charity work (18%)
- Women's institute, Townswomen's or Townsman's Guild (14%)
- Sports Clubs (11%)

Other responsibilities in addition to those asked were *Allotment Association*, *Rambling Association* and *Magistrate*.

The final questions in this section asked about satisfaction and involvement with the council.

How satisfied/dissatisfied are you with the way Erewash BC runs things?

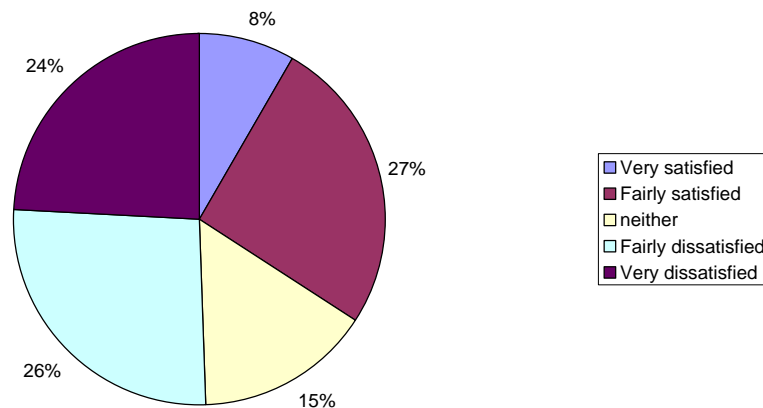


the majority of respondents are satisfied with the way the council runs things (41%) with only 23% dissatisfied. This is a slight drop from the BVPI Household Survey 2006/07 when 46% of respondents were satisfied and 18% were dissatisfied.

Sixty percent of residents would like to be more involved in the decisions the council make which affect the local area. This is a drastic increase from the BVPI Household survey where only 27% wanted to be involved. This could be due to the different people surveyed. The Citizens Panel elect to take part in surveys and therefore feel more involved, whereas the BVPI Household Survey is taken randomly from the residents of the borough.

Twenty seven percent of respondents have made a complaint in the last year of these 35% were satisfied with the way this was handled with 50% being dissatisfied.

If you have made a complaint how satisfied were you with the way it was handled?



Satisfaction ratings in comparison with the BVPI Household Survey 2006/07 have slightly increased from 29% and the number who were still dissatisfied was also less by 9%.

6 COMMUNICATIONS

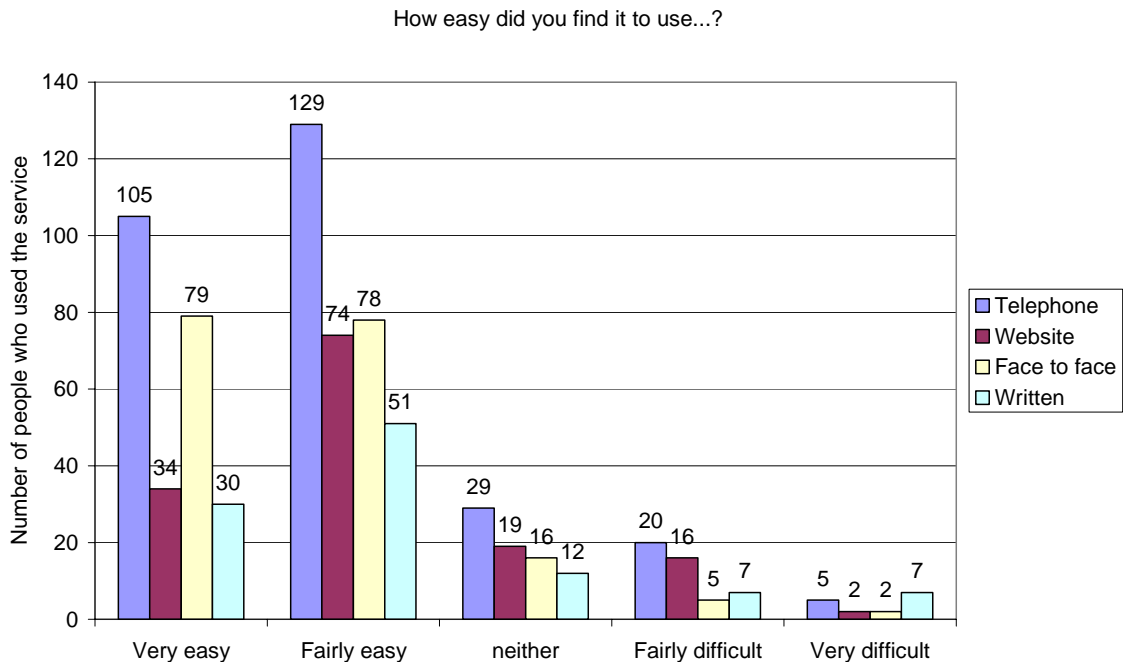
Erewash Borough Council consulted the Citizens Panel on how it can improve its communications and customer services. The council produces a newsletter called Viewpoint three times a year which is sent out to households and is also available from local amenities.

Respondents were asked if it was important for the council to have its own newsletter. Eighty two percent of respondents agreed. Forty six percent preferred it in paper format and 35% in both paper and electronic and most people prefer the newsletter to be in A4 magazine style (44%). The preferred method of delivery is through free papers (47%). The most popular features which respondents would like to see are:

- Events information (84%)
- Contact information for local services (80%)
- Recent council decisions (79%)
- Information on recycling (73%)
- Community stories (68%)

The rest of the questions in this section looked at residents contacting the council.

Respondents were asked about how easy they found it to contact the council.



47% of respondents had used the telephone

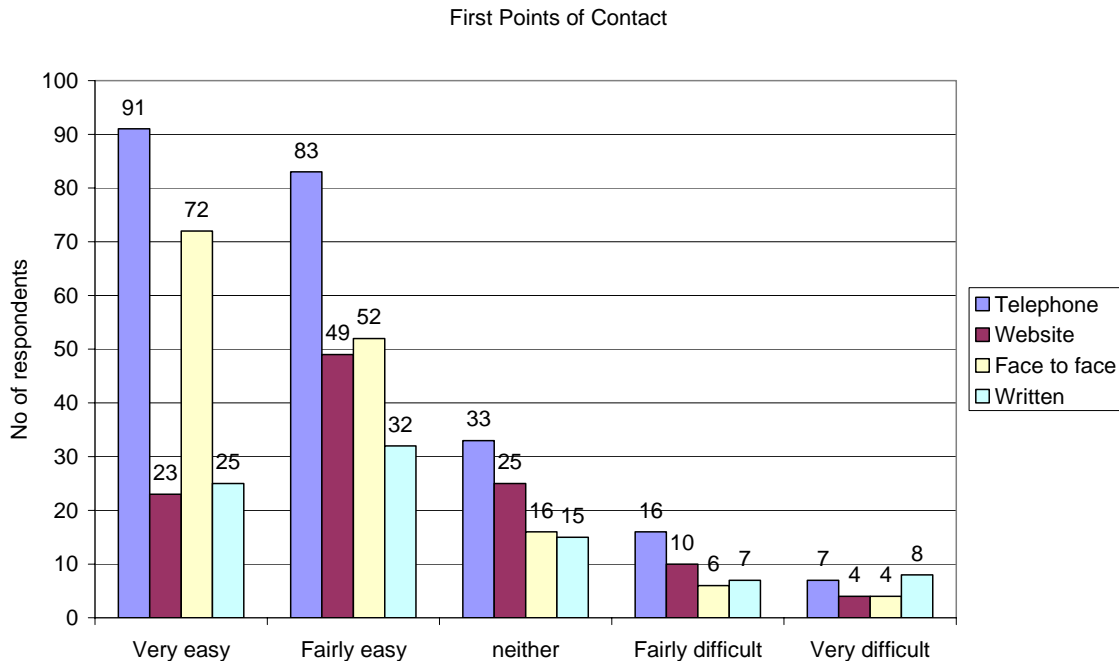
24% of respondents had used the website

30% of respondents had been into the council (face-to-face)
 17% of respondents had written in

As can be seen from the graph the majority of those who had contacted the council had found it very/fairly easy.

The website seems to prove to be the most difficult to access and the additional comments confirm this.

Respondents were then asked if they had used any of the **first points of contact** with the council, how satisfied/dissatisfied they were with the service provided.



38% of respondents had used the telephone
 18% of respondents had used the website
 26% of respondents had been into the council (face-to-face)
 14% of respondents had written in

Again the majority of respondents were very/fairly satisfied with the service provided.

Finally respondents were asked what improvements could be made. As far as the telephone was involved, respondents wanted the phone answered quicker and if the answer phone is used for this to 'kick in' more quickly. Respondents wanted extension numbers more easily available and perhaps the use of a freephone for some services.

Respondents wanted the website to be made more user friendly and when used for emails for these to be answered.

The reception desks could be open on Saturday mornings and for there to be more staff at busier times. Finally, written communications needed to be in plain English and with the possibility of a freepost address.

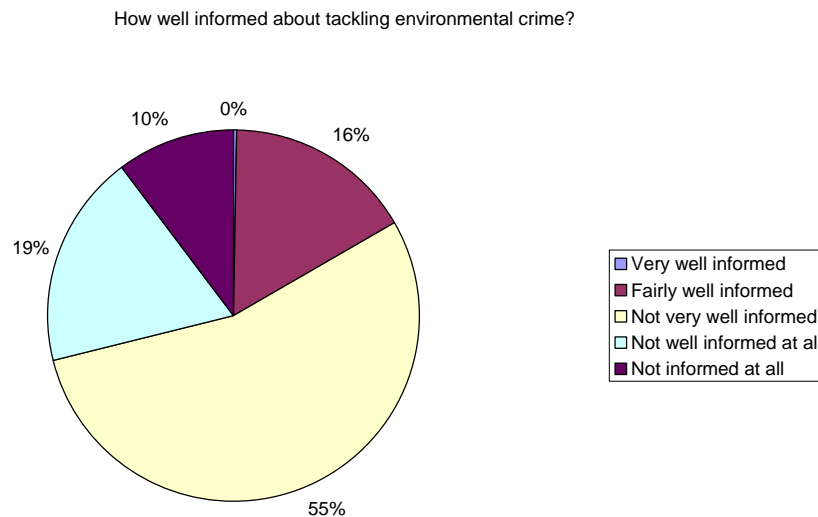
7 PRIDE IN EREWASH

Pride in Erewash was launched by Erewash Borough Council in June 2006. The campaign acts as a catalyst for a variety of community and partnership based projects or initiatives which directly support the council's priorities. The campaign is the driving force behind such projects as community clean ups, Erewash in Bloom, adopt a park, school recycling, recycling champions and Pride Line. Pride in Erewash aims to bring communities and people of all ages together and encourages them to take pride in their surrounding environment.

Sixty two percent of respondents had heard about the Pride in Erewash campaign and 97% believed that it is important to encourage residents, community groups and partners, to take pride in their surrounding environment. However, only 27% would consider taking part in an organized community litter pick in their area.

Only 3% of respondents had used Pride Line, the 24 hour confidential hotline for reporting environmental crime. The most common use being to report fly tipping and littering. Respondents felt that there is a need to advertise the Pride Line more.

Respondents also did not feel well informed about what was being done to tackle environmental crime.



Finally, respondents were asked how they would like to receive information on the Pride in Erewash campaign. Seventy two percent said the Newsletter, 46% local newspapers and 35% via the website. Other methods not listed included email alert, posters and via the rates demand.



LORRAINE POYSER
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Community Consultation

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Switchboard: 0845 9072244
Fax: 0115 9071121
Minicom: 0115 931 6056
Web: www.erewash.gov.uk

Please ask for: Chris Thornhill
Direct Telephone: Ext 3577
E-Mail: christine.thornhill@erewash.gov.uk
Your Ref:
Our Ref:
Date: February 2008

Dear Citizen Panel Member

Erewash Citizens Panel – February 2008

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

The February survey covers community safety, drugs and alcohol, quality of life, communications and *Pride in Erewash*. You will see that some of the questions have been asked before; we do this to build up a picture of how things have changed over the past years. You will also find a leaflet on the reverse of this letter telling you what our Community Safety team have been doing as a result of your previous comments.

We are looking to establish a 'Readers' Panel'. The council produces many leaflets, policies and strategy documents and all these have to be consulted on. One way of doing this is to establish a panel of interested people who would be sent these documents to read and make comments on. If you are interested in being on our 'Readers' Panel' can you please indicate this on the survey form (it is the last question). Also remember to sign up for alerts on other consultation on www.askderbyshire.gov.uk.

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

Yours sincerely

C A Thornhill

Christine Thornhill
Consultation and Engagement Officer
Encs

TACKLING ANTI-SOCIAL BEHAVIOUR

In May 2006, Derbyshire County Council asked small groups of Citizens' Panel Members to tell us what they felt about anti-social behaviour and what agencies can do differently to improve things.

We have been working on the recommendations and are pleased to update you on some of the action that has been taking place.

Erewash Community Safety Partnership has also added information on other local schemes and initiatives that have been implemented and planned.

You told us...

...you want clearer information about what is anti-social behaviour and how you can report it

We have...

... produced a handy-sized leaflet about what anti-social behaviour is and contact details for reporting different types of anti-social behaviour. Copies were distributed to schools, libraries, council reception areas, police enquiry offices, parish councils, post offices, community safety partnerships across Derbyshire.

We have...

... developed new pages on our website www.saferderbyshire.gov.uk, explaining what anti-social behaviour is. There is a search facility to help people find out how to report different types of anti-social behaviour.

Erewash have...

... added information on anti-social behaviour on the Erewash Borough Council website, including details on how to report it.

Erewash are...

... having a 5 week special series of reports in the local papers 2008 on different aspects of anti-social behaviour including what is, and what isn't anti-social behaviour and the perspectives from different members of the community.

You told us...

...classes in parenting skills should be offered and publicised

We have...

...trained 70 additional staff to deliver parenting courses. Approximately 100 parents completed the new parenting courses in 2007. A further eight courses are currently taking place.

Erewash have...

... commissioned a 'What is your child up to' project with Bennerley School with the aim to encourage parents to take responsibility of their children.

You told us...

...we need to develop a culture of respect as part of the Citizenship curriculum in schools

We have...

...funded a drama project for students aged 11-12. A play, called 'Do Something!' encourages students to respect themselves, others and the wider community where they live. It explores what anti-social behaviour is and the effects and consequences of it on others, their families and themselves. Over 3,000 students saw the play in November 2007.

Erewash have...

... held Chinese New Year celebrations events in 2007 to encourage people to become involved in other cultures.

Erewash have...

... held the 'Emerge' festival to tackle hate crime and encourage understanding of cultural diversity.

You told us...

...there should be more activities for young people

We have...

... worked with young people to develop over 150 projects for young people. Young people have been involved in deciding which projects are approved for funding and a total of £1.46m has been spent across Derbyshire on equipment, activities and events over the last two years.

Erewash have...

... developed an *Activities for Young People guide* for Erewash with contact details and addresses of clubs, projects and groups to enable young people to find a hobby!

Erewash have...

... taken delivery of their brand new skate park facility. This mobile facility comes with skate boards, BMX bikes and full safety equipment to enable young people across the borough to experience something new.

You told us...

...there should be more support for victims of anti-social behaviour

We have...

...funded Victim Support Derbyshire to provide a new support service for victims and witnesses of anti-social behaviour. It will be launched early in 2008.



Derbyshire Constabulary



EREWASH CITIZENS' PANEL

February 2008

Please return completed questionnaires by Friday 7 March 2008

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

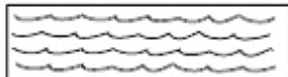


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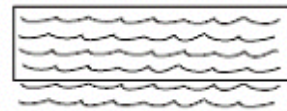


Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,

like this



not like this



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



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

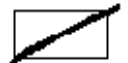
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not like these



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

COMMUNITY SAFETY PARTNERSHIPS

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

The results from the following questions will be used with data from partner agencies to monitor how residents in Derbyshire feel about crime and disorder.

Throughout this questionnaire a neighbourhood is defined as the roads, streets or blocks around your home.

COMMUNITY SAFETY

Q1. How safe do you feel in the following situations?

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

	Very Safe	Fairly Safe	Neither Safe nor Unsafe	Fairly Unsafe	Very Unsafe	No opinion/ Don't Know
a) When outside in your neighbourhood during the day	<input type="checkbox"/> 48	<input type="checkbox"/> 44	<input type="checkbox"/> 4	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
b) When outside in your neighbourhood at night time	<input type="checkbox"/> 11	<input type="checkbox"/> 47	<input type="checkbox"/> 18	<input type="checkbox"/> 16	<input type="checkbox"/> 6	<input type="checkbox"/> 0
c) When you are alone in your own home at night time	<input type="checkbox"/> 35	<input type="checkbox"/> 50	<input type="checkbox"/> 8	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 0
d) When travelling alone on public transport	<input type="checkbox"/> 9	<input type="checkbox"/> 43	<input type="checkbox"/> 19	<input type="checkbox"/> 10	<input type="checkbox"/> 2	<input type="checkbox"/> 15

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

(Please **X one** box only)

Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 16	<input type="checkbox"/> 42	<input type="checkbox"/> 37	<input type="checkbox"/> 3

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

(Please **X one** box only)

Very worried	Fairly worried	Not very worried	Not at all worried
<input type="checkbox"/> 9	<input type="checkbox"/> 48	<input type="checkbox"/> 40	<input type="checkbox"/> 1

(If 'Not at all worried' please go to Q5)

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

(Please **X one** box only)

A lot	A little	Not at all	Not worried about crime
<input type="checkbox"/> 7	<input type="checkbox"/> 56	<input type="checkbox"/> 27	<input type="checkbox"/> 4

Q5. How worried are you about ...*(Please **X one** box on **each** row)*

	Very worried	Fairly worried	Not very worried	Not at all worried	Not applicable
...having your home broken into and something stolen?	<input type="checkbox"/> 13	<input type="checkbox"/> 45	<input type="checkbox"/> 38	<input type="checkbox"/> 3	<input type="checkbox"/> -
...having your car stolen?	<input type="checkbox"/> 10	<input type="checkbox"/> 38	<input type="checkbox"/> 38	<input type="checkbox"/> 5	<input type="checkbox"/> 7
...having things stolen from your car?	<input type="checkbox"/> 11	<input type="checkbox"/> 37	<input type="checkbox"/> 38	<input type="checkbox"/> 5	<input type="checkbox"/> 7
...being mugged and robbed?	<input type="checkbox"/> 9	<input type="checkbox"/> 36	<input type="checkbox"/> 45	<input type="checkbox"/> 9	<input type="checkbox"/> -
...being raped?	<input type="checkbox"/> 5	<input type="checkbox"/> 13	<input type="checkbox"/> 36	<input type="checkbox"/> 21	<input type="checkbox"/> 21
...being physically attacked by strangers?	<input type="checkbox"/> 9	<input type="checkbox"/> 33	<input type="checkbox"/> 47	<input type="checkbox"/> 9	<input type="checkbox"/> 0
...being subject to a physical attack because of your skin colour, ethnic origin or religion?	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 32	<input type="checkbox"/> 38	<input type="checkbox"/> 19

Q6. How well informed do you feel about what is being done to tackle anti-social behaviour in your local area?*(Please **X one** box only)*

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 20	<input type="checkbox"/> 49	<input type="checkbox"/> 24	<input type="checkbox"/> 3

Q7. Thinking about your local area, how much of a problem do you think are...*(Please **X one** box on **each** row)*

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...parents not taking responsibility for the behaviour of their children	<input type="checkbox"/> 27	<input type="checkbox"/> 40	<input type="checkbox"/> 26	<input type="checkbox"/> 4	<input type="checkbox"/> 2
...people not treating other people with respect and consideration	<input type="checkbox"/> 25	<input type="checkbox"/> 35	<input type="checkbox"/> 32	<input type="checkbox"/> 6	<input type="checkbox"/> 1
...abandoned or burnt out cars	<input type="checkbox"/> 0	<input type="checkbox"/> 5	<input type="checkbox"/> 42	<input type="checkbox"/> 45	<input type="checkbox"/> 6
...vandalism or graffiti and other property damage	<input type="checkbox"/> 11	<input type="checkbox"/> 26	<input type="checkbox"/> 49	<input type="checkbox"/> 12	<input type="checkbox"/> 1
...groups of teenagers hanging around	<input type="checkbox"/> 21	<input type="checkbox"/> 34	<input type="checkbox"/> 35	<input type="checkbox"/> 8	<input type="checkbox"/> 1
...people using or dealing drugs	<input type="checkbox"/> 8	<input type="checkbox"/> 18	<input type="checkbox"/> 27	<input type="checkbox"/> 15	<input type="checkbox"/> 30
...noisy neighbours or loud parties	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 42	<input type="checkbox"/> 46	<input type="checkbox"/> 1
...rubbish or litter lying around	<input type="checkbox"/> 22	<input type="checkbox"/> 28	<input type="checkbox"/> 38	<input type="checkbox"/> 11	<input type="checkbox"/> -
...people being drunk or rowdy in public places	<input type="checkbox"/> 7	<input type="checkbox"/> 19	<input type="checkbox"/> 45	<input type="checkbox"/> 22	<input type="checkbox"/> 5
...people being verbally abused	<input type="checkbox"/> 7	<input type="checkbox"/> 17	<input type="checkbox"/> 44	<input type="checkbox"/> 21	<input type="checkbox"/> 9

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

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

	Very often	Quite often	Not very often	Hardly ever	I don't know
Burglary in the home	<input type="checkbox"/> 3	<input type="checkbox"/> 20	<input type="checkbox"/> 55	<input type="checkbox"/> 13	<input type="checkbox"/> 8
Robberies in the street	<input type="checkbox"/> 0	<input type="checkbox"/> 9	<input type="checkbox"/> 44	<input type="checkbox"/> 32	<input type="checkbox"/> 13
Cars stolen	<input type="checkbox"/> 3	<input type="checkbox"/> 15	<input type="checkbox"/> 51	<input type="checkbox"/> 19	<input type="checkbox"/> 12
Cars broken into	<input type="checkbox"/> 5	<input type="checkbox"/> 26	<input type="checkbox"/> 43	<input type="checkbox"/> 12	<input type="checkbox"/> 13
Bicycles stolen	<input type="checkbox"/> 5	<input type="checkbox"/> 22	<input type="checkbox"/> 35	<input type="checkbox"/> 14	<input type="checkbox"/> 24
Abandoned or burnt out cars	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 27	<input type="checkbox"/> 55	<input type="checkbox"/> 13
Other arson	<input type="checkbox"/> 0	<input type="checkbox"/> 2	<input type="checkbox"/> 23	<input type="checkbox"/> 49	<input type="checkbox"/> 23
Vandalism or graffiti and other property damage	<input type="checkbox"/> 11	<input type="checkbox"/> 31	<input type="checkbox"/> 34	<input type="checkbox"/> 19	<input type="checkbox"/> 3
Groups of teenagers hanging around	<input type="checkbox"/> 26	<input type="checkbox"/> 36	<input type="checkbox"/> 22	<input type="checkbox"/> 12	<input type="checkbox"/> 2
Bullying	<input type="checkbox"/> 6	<input type="checkbox"/> 16	<input type="checkbox"/> 21	<input type="checkbox"/> 12	<input type="checkbox"/> 42
People being attacked/harassed because of their skin colour, ethnic origin or religion	<input type="checkbox"/> 1	<input type="checkbox"/> 4	<input type="checkbox"/> 21	<input type="checkbox"/> 30	<input type="checkbox"/> 41
People being attacked/harassed because of their age	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 25	<input type="checkbox"/> 30	<input type="checkbox"/> 34
People being attacked/harassed because of their gender	<input type="checkbox"/> 0.5	<input type="checkbox"/> 4	<input type="checkbox"/> 23	<input type="checkbox"/> 31	<input type="checkbox"/> 40
People being attacked/harassed because they are disabled	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 24	<input type="checkbox"/> 32	<input type="checkbox"/> 38
People being attacked/harassed because of their sexuality	<input type="checkbox"/> 0.7	<input type="checkbox"/> 3	<input type="checkbox"/> 22	<input type="checkbox"/> 29	<input type="checkbox"/> 43
Domestic abuse	<input type="checkbox"/> 2	<input type="checkbox"/> 14	<input type="checkbox"/> 18	<input type="checkbox"/> 14	<input type="checkbox"/> 50
Verbal abuse	<input type="checkbox"/> 6	<input type="checkbox"/> 21	<input type="checkbox"/> 25	<input type="checkbox"/> 25	<input type="checkbox"/> 21
People using or dealing drugs	<input type="checkbox"/> 7	<input type="checkbox"/> 18	<input type="checkbox"/> 17	<input type="checkbox"/> 17	<input type="checkbox"/> 39
Prostitution	<input type="checkbox"/> 0.3	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 33	<input type="checkbox"/> 50
Noisy neighbours or loud parties	<input type="checkbox"/> 2	<input type="checkbox"/> 7	<input type="checkbox"/> 31	<input type="checkbox"/> 51	<input type="checkbox"/> 7
People sleeping rough on the streets	<input type="checkbox"/> 0.2	<input type="checkbox"/> 3	<input type="checkbox"/> 11	<input type="checkbox"/> 52	<input type="checkbox"/> 32
Rubbish or litter lying around	<input type="checkbox"/> 27	<input type="checkbox"/> 31	<input type="checkbox"/> 26	<input type="checkbox"/> 13	<input type="checkbox"/> 2
People being drunk or rowdy in public places	<input type="checkbox"/> 9	<input type="checkbox"/> 21	<input type="checkbox"/> 32	<input type="checkbox"/> 28	<input type="checkbox"/> 9

DRUG & ALCOHOL ACTION TEAM

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

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

	I know how to contact	I could find a contact	I have no idea how to contact	I don't know of their existence
Young peoples' treatment services	<input type="checkbox"/> 6	<input type="checkbox"/> 43	<input type="checkbox"/> 32	<input type="checkbox"/> 19
Adult treatment services	<input type="checkbox"/> 6	<input type="checkbox"/> 49	<input type="checkbox"/> 30	<input type="checkbox"/> 14
Parent/carer support groups	<input type="checkbox"/> 8	<input type="checkbox"/> 48	<input type="checkbox"/> 31	<input type="checkbox"/> 12
Alcohol treatment services	<input type="checkbox"/> 8	<input type="checkbox"/> 53	<input type="checkbox"/> 28	<input type="checkbox"/> 10
National drugs helpline facilities (FRANK)	<input type="checkbox"/> 8	<input type="checkbox"/> 51	<input type="checkbox"/> 28	<input type="checkbox"/> 99

Q10. Are you aware of any drug dealing in your local area? (Please X **one** box only)

Yes 19 79 No (If 'No' please go to Question 12)

Q11. How much of a problem is drug dealing in your local area? (Please X **one** box only)

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
<input type="checkbox"/> 3	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 4	<input type="checkbox"/> 18

Q12. Are you aware of any drug taking in your local area? (Please X **one** box only)

Yes 26 72 No (If 'No' please go to Question 14)

Q13. How much of a problem is drug taking in your local area? (Please X **one** box only)

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
<input type="checkbox"/> 3	<input type="checkbox"/> 11	<input type="checkbox"/> 16	<input type="checkbox"/> 5	<input type="checkbox"/> 17

Q14. Are you aware of people drinking excessive amounts of alcohol in public in your local area? (Please X **one** box only)

Yes 45 53 No (If 'No' please go to Question 16)

Q15. How much of a problem does people drinking excessive amounts of alcohol in public cause in your local area? (Please X **one** box only)

A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
<input type="checkbox"/> 7	<input type="checkbox"/> 21	<input type="checkbox"/> 24	<input type="checkbox"/> 6	<input type="checkbox"/> 6

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

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

	Very easy	Fairly easy	Fairly difficult	Very difficult	Impossible	Don't know
Amphetamines - speed, whiz, uppers, 'billy'	<input type="checkbox"/> 4	<input type="checkbox"/> 10	<input type="checkbox"/> 2	<input type="checkbox"/> 0.3	<input type="checkbox"/> 0.5	<input type="checkbox"/> 82
Cannabis, marijuana, grass, hash, ganja, blow, draw, skunk, weed	<input type="checkbox"/> 8	<input type="checkbox"/> 13	<input type="checkbox"/> 0.5	<input type="checkbox"/> 0.2	<input type="checkbox"/> 0.5	<input type="checkbox"/> 75
Cocaine - coke, 'charlie', snow	<input type="checkbox"/> 3	<input type="checkbox"/> 8	<input type="checkbox"/> 3	<input type="checkbox"/> 0.5	<input type="checkbox"/> 0.5	<input type="checkbox"/> 82
Crack - rock or stones	<input type="checkbox"/> 2	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 85
Ecstasy - 'E' or pills	<input type="checkbox"/> 5	<input type="checkbox"/> 10	<input type="checkbox"/> 1	<input type="checkbox"/> 0.7	<input type="checkbox"/> 0.5	<input type="checkbox"/> 80
Heroin - smack, 'H', brown, skag	<input type="checkbox"/> 2	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 0.5	<input type="checkbox"/> 85
LSD - acid or tabs	<input type="checkbox"/> 2	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 85
Magic mushrooms	<input type="checkbox"/> 1	<input type="checkbox"/> 7	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 85
Methadone or Physeptone	<input type="checkbox"/> 1	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 87
Semeron	<input type="checkbox"/> 0.7	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 91
Tranquillisers - Temazepam, Temazos, Valium	<input type="checkbox"/> 2	<input type="checkbox"/> 9	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 83
Amyl nitrate - poppers, liquid gold	<input type="checkbox"/> 3	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 0.8	<input type="checkbox"/> 0.5	<input type="checkbox"/> 85
Anabolic steroids	<input type="checkbox"/> 3	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 85
GHB, GBH, or other 'date rape', drug	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 89
Methamphetamine	<input type="checkbox"/> 0.7	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0.5	<input type="checkbox"/> 90

QUALITY OF LIFE

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

Q17. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

 (Please **X one** box only)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 25	<input type="checkbox"/> 54	<input type="checkbox"/> 10	<input type="checkbox"/> 8	<input type="checkbox"/> 2

Q18. On the whole, do you think that over the past TWO years your neighbourhood has got better or worse as a place to live?
(Please **X one** box only)

Better	Worse	Stayed the same	Have lived here less than 2 years
<input type="checkbox"/> 5	<input type="checkbox"/> 23	<input type="checkbox"/> 69	<input type="checkbox"/> 2

Q19. Do you think that over the past THREE years the following have got better or worse in your neighbourhood?
(Please **X one** box on **each** row)

	Better	Worse	Stayed the same	Have lived here less than 3 years
Activities for teenagers	<input type="checkbox"/> 6	<input type="checkbox"/> 20	<input type="checkbox"/> 66	<input type="checkbox"/> 4
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/> 19	<input type="checkbox"/> 8	<input type="checkbox"/> 67	<input type="checkbox"/> 3
Facilities for young children	<input type="checkbox"/> 13	<input type="checkbox"/> 14	<input type="checkbox"/> 64	<input type="checkbox"/> 4
Sport and leisure facilities	<input type="checkbox"/> 14	<input type="checkbox"/> 21	<input type="checkbox"/> 59	<input type="checkbox"/> 3
Parks and open spaces	<input type="checkbox"/> 12	<input type="checkbox"/> 15	<input type="checkbox"/> 67	<input type="checkbox"/> 3

Q20. To what extent do you agree or disagree that you can influence decisions affecting your local area?
(Please **X one** box only)

Definitely agree	Tend to agree	Neither agree nor disagree	Disagree	Strongly Disagree
<input type="checkbox"/> 2	<input type="checkbox"/> 20	<input type="checkbox"/> 38	<input type="checkbox"/> 31	<input type="checkbox"/> 7

Q21. To what extent do you agree or disagree with the following statement:
"By working together, people in my neighbourhood can influence decisions that affect the neighbourhood"
(Please **X one** box only)

Definitely agree	Tend to agree	Neither agree nor disagree	Disagree	Strongly Disagree
<input type="checkbox"/> 7	<input type="checkbox"/> 46	<input type="checkbox"/> 25	<input type="checkbox"/> 16	<input type="checkbox"/> 4

Q22. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?
(Please **X one** box only)

Definitely agree	Tend to agree	Neither agree nor disagree	Disagree	Strongly Disagree
<input type="checkbox"/> 5	<input type="checkbox"/> 44	<input type="checkbox"/> 42	<input type="checkbox"/> 7	<input type="checkbox"/> 1

Q23. In the last 12 months have YOU DONE any of the things on the list below unpaid for someone who is A RELATIVE or who is NOT A RELATIVE?

(Please **X** all that apply)

	You have done for someone who is a relative	You have done for someone who is not a relative
Keeping in touch with someone who has difficulty getting out & about	<input type="checkbox"/> 41	<input type="checkbox"/> 30
Doing shopping, collecting a pension or paying bills for someone	<input type="checkbox"/> 33	<input type="checkbox"/> 13
Cooking, cleaning, laundry, gardening or other routine household jobs	<input type="checkbox"/> 32	<input type="checkbox"/> 11
Decorating or doing any kind of home or car repairs for someone	<input type="checkbox"/> 21	<input type="checkbox"/> 7
Babysitting or caring for children	<input type="checkbox"/> 31	<input type="checkbox"/> 16
Sitting with or providing personal care (e.g. washing or dressing for someone who is sick or frail)	<input type="checkbox"/> 13	<input type="checkbox"/> 4
Looking after a property or pet for someone who is away	<input type="checkbox"/> 25	<input type="checkbox"/> 32
Giving advice to someone	<input type="checkbox"/> 42	<input type="checkbox"/> 50
Writing letters or filling in forms for someone	<input type="checkbox"/> 25	<input type="checkbox"/> 16
Representing someone (e.g. talking to a council official)	<input type="checkbox"/> 12	<input type="checkbox"/> 7
Transporting or escorting someone (e.g. to a hospital on an outing or a school run)	<input type="checkbox"/> 41	<input type="checkbox"/> 26

Anything else you have done for someone who is a **relative**

Looking after medical needs
Volunteer work for relative's business
Organise outings

Anything else you have done for someone who is **not a relative**

Give financial information Fundraising
Chair/Governor of school Sports clubs
Collect medicine/prescriptions

Q24. In the last 12 months have YOU RECEIVED any of these things unpaid from someone who is NOT A RELATIVE? *(Please X all that apply)*

- 8 Someone has kept in touch with you if you have difficulty getting out and about
- 7 Someone has done your shopping, collected your pension or paid a bill for you
- 7 Someone has done cooking, cleaning, laundry, gardening or other routine household jobs
- 7 Someone has done decorating or any kind of home or car repairs for you
- 11 Someone has babysat or cared for your children
- 3 Someone has sat with you or provided you with personal care (e.g. washing or dressing) if you are sick or frail
- 31 Someone has looked after a property or pet for you when you were away
- 19 Someone has given you advice
- 3 Someone has written letters or filled in forms for you
- 2 Someone has represented you (e.g. talked to a council official)
- 12 Someone has transported or escorted you (e.g. to a hospital, on an outing or a school run)
- 0.3 Anything else (Please X and specify below)

Take in parcels Use neighbours drive while work done

Q25. In the past 3 years have you had any responsibilities in any of the following organisations, such as being a committee member, raising funds, organising events or doing administrative or clerical work? (this does not include just attending meetings) *(Please X all that apply)*

- 7 Parent / teacher organisations
- 5 School associations
- 9 Religious organisations such as churches, mosques or temples
- 3 Residents' or tenants' associations
- 4 Neighbourhood watch
- 4 Groups for the elderly
- 5 Youth groups
- 2 Environmental groups
- 2 Political parties
- 3 Trade Unions (including students' union)
- 2 Social clubs / working mens club
- 11 Sports clubs
- 14 Women's Institute Townswomen's or Townsman's Guild
- 18 Charity work (such as working in a shop or collecting donations)
- 38 None of these
- 4 Don't know
- 9 Other (Please X and specify below)

Allotments Bird watching Rambling Association Dance Clubs Magistrate

Q26. Taking everything into account, how satisfied or dissatisfied are you with the way that Erewash Borough Council runs things? (Please **X one** box only)

Very satisfied
 2

Fairly satisfied
 39

Neither satisfied nor dissatisfied
 35

Fairly dissatisfied
 18

Very dissatisfied
 5

Q27. Generally speaking, would you like to be more involved in the decisions Erewash Borough Council make that affect your local area? (Please **X one** box only)

Yes 60

No 36

Q28. If you have made a complaint regarding a service of Erewash Borough Council in the last year, how satisfied/dissatisfied were you with the way the complaint was handled? (Please **X one** box only)

Very satisfied
 2

Fairly satisfied
 7

Neither satisfied nor dissatisfied
 4

Fairly dissatisfied
 7

Very dissatisfied
 7

I haven't made a complaint
 64

COMMUNICATIONS

The following questions will help us to improve our communications and customer services. The council produces a newsletter called Viewpoint three times each year which is sent out to households and is available from local amenities.

Q29. Do you think that it is important for the Erewash borough council to have its own newsletter? (Please **X one** box only)

Yes 82

No 16

Q30. Which of the following formats would you like to see the newsletter, Viewpoint, presented in? (Please **X one** box only)

Paper format 46

Electronic format 11

Both 35

Q31. Which of the following styles would you prefer to read our newsletter in? (Please **X one** only)

A4 Magazine style 44

A3 Newspaper style (current format) 29

Electronic document (Pdf) 10

As part of an email 7

Q32. Which distribution method would you prefer? (Please **X one** box only)

47 Delivery through free papers (reaches only those houses that accept free papers and is delivered by postcode rather than council boundaries, so some miss properties in Erewash and some reach properties in other council areas)

1 Availability in town halls and leisure centres

1 Availability in town halls, leisure centres, post offices, libraries, local newsagents, local churches, community halls and doctors' surgeries

17 Electronic distribution, to those who have subscribed to email newsletters

Q33. What features would you like to see regularly in our newsletter, Viewpoint?*(Please X all boxes that apply)*

- 84 events information
- 80 contact information for local services
- 51 Councillors' contact details
- 73 information on recycling
- 59 community safety advice
- 46 information on youth forum and youth issues
- 79 recent council decisions
- 55 recent achievements and successes
- 68 community stories ie clean up operations, local community events
- other-please state

Q34. If you have contacted the council in the last 12 months by any of the following methods how easy/difficult did you find it to access services?*(Please X one box on each row)*

	Very Easy	Fairly Easy	Neither Easy nor difficult	Fairly difficult	Very difficult	Not used
Telephone (inc Contact Centre)	<input type="checkbox"/> 17	<input type="checkbox"/> 21	<input type="checkbox"/> 5	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 36
Website (inc online service facilities - payments, service requests, complaints, comments and compliments, accessing information)	<input type="checkbox"/> 6	<input type="checkbox"/> 12	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 0	<input type="checkbox"/> 46
Face to face (reception areas, information points, cash desks, meeting attendance or use of interview rooms)	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 46
Written communication (inc letters, fax or email)	<input type="checkbox"/> 5	<input type="checkbox"/> 8	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 52

If you have answered fairly/very difficult to any of the above please give your reason:

If you have answered fairly/very easy to any of the above please give your reason:

Q35. If you have used any of the following 'first points of contact' with the council in the last 12 month, how satisfied/dissatisfied where you with the service provided?

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not used
Telephone (inc Contact Centre)	<input type="text" value="15"/>	<input type="text" value="14"/>	<input type="text" value="5"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="38"/>
Website (inc online service facilities - payments, service requests, complaints, comments and compliments, accessing information)	<input type="text" value="4"/>	<input type="text" value="8"/>	<input type="text" value="4"/>	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="46"/>
Face to face (reception areas, information points, cash desks, meeting attendance or use of interview rooms)	<input type="text" value="12"/>	<input type="text" value="9"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="46"/>
Written communication (inc letters, fax or email)	<input type="text" value="4"/>	<input type="text" value="5"/>	<input type="text" value="3"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="50"/>

If you have answered fairly/very dissatisfied to any of the above please give your reason:

If you have answered fairly/very satisfied to any of the above please give your reason:

Q36. If you could make one improvement for each of the following what would it be?

a) Telephone (inc Contact Centre)

b) Website

c) Face to face

d) Written communication

PRIDE IN EREWASH

Pride in Erewash was launched by Erewash Borough Council in June 2006. The campaign acts as a catalyst for a variety of community and partnership based projects or initiatives which directly support the council's priorities. The campaign is the driving force behind such projects as community clean ups, Erewash in Bloom, adopt a park, school recycling, recycling champions and Pride Line. Pride in Erewash aims to bring communities and people of all ages together and encourages them to take pride in their surrounding environment.

Q37. Have you heard of the Pride in Erewash campaign? (Please **X one** box only)

Yes 62

No 36

Q38. Do you think that it is important for Erewash Borough Council to encourage residents, community groups and partners, to take pride in their surrounding environment? (Please **X one** box only)

Yes 97

No 0

Q39. Pride Line is our 24 hour confidential hotline for the reporting of environmental crime. Have you every used the Pride Line number? (Please **X one** box only)

Yes 3

No (If 'Yes' please go to Question 40)

Q40. If yes what have you used it for? (Please **X all** boxes that apply)

3 fly tipping

2 littering

1 abandoned vehicles

0.5 graffiti

1 dog fouling

1 anti social behaviour

other - please state

Need to advertise Pride Line number
Damage to Council Property

Q41. How well informed do you feel about what is being done to tackle environmental crime in your local area? (Please **X one** box per row)

Very well informed

Fairly well informed

Not very well informed

Not well informed at all

Not informed at all

0.3

16

53

18

10

Q42. Would you consider taking part in an organised community litter pick in your area? (Please **X one** box only) **Please contact richard.windsor@erewash.gov.uk**

Yes 27

No 67

Q43. How would you like to receive information on the Pride in Erewash campaign?

(Please **X** all boxes that apply)

Erewash website 35

Newsletter 72

Town Halls 15

Leisure centres 16

Local newspapers 46

Local radio 20

Other

Q44. Would you be interested in being on our readers' panel (see letter)

(Please **X** one box only)

Yes 218

No

**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