

# VIEWPOINT NORTH EAST DERBYSHIRE CITIZENS PANEL

## Research Summary February 2008

### **1. Background**

As a means of obtaining residents' views and responding to residents' concerns, North East Derbyshire District Council (NEDDC) established a Citizens Panel. The Panel was set up in partnership with Derbyshire County Council, North Eastern Derbyshire Primary Care Trust and Derbyshire Constabulary and consists of a representative sample of 1000 residents.

Questionnaires are mailed to the Panel every quarter covering a variety of subjects. This report presents the findings from the postal survey sent to the Panel in February 2008.

### **2. Objectives and Method**

On 25<sup>th</sup> February 2008, questionnaires were mailed out to all North East Derbyshire Citizens' Panel members. Panel members were asked to complete their questionnaire and return it in the reply-paid envelope by Monday 17<sup>th</sup> March.

In total 698 members of the Panel responded to the survey – that is a response rate of 70%.

In this wave of research, North East Derbyshire wanted to gather information on community safety crime, quality of life, parks and open spaces, scrutiny, museums and heritage and Fairtrade. There were also questions from Derbyshire County Council on drug and alcohol abuse.

Within this report all figures are rounded and so may not add up to 100%.

Three appendices are attached to the report, these provide:

- Analysis of open comments (Appendix A)
- Data tables for February 2008 results (Appendix B)
- Data tables giving trend data (Appendix C)

### **3. Survey Findings**

Community Safety Partnerships have been established across Derbyshire based on District Council areas. These partnerships place questions on the Citizens' panels across Derbyshire each year the answers from which, along with data from partner agencies, will be used to monitor how residents in Derbyshire feel about crime and disorder and drug and alcohol abuse.

## Crime and Disorder

Most of the following questions have been asked in CP surveys in previous years and tables detailing the trends in the findings over time can be found in Appendix C.

The Panel was asked how safe they felt in the following situations.

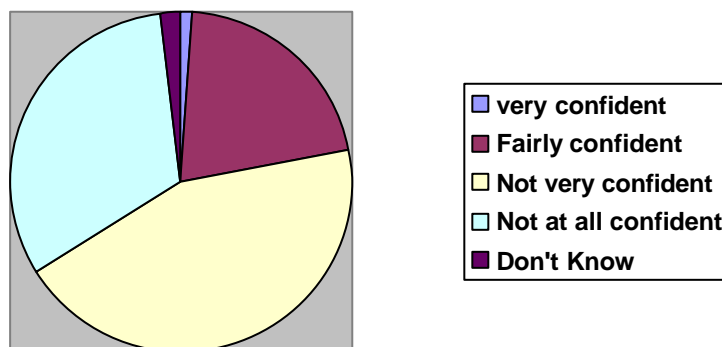
### Q How safe do you feel in the following situations?

	Very Safe %	Fairly safe %	Neither %	Fairly Unsafe %	Very Unsafe %	No opinion %
When outside in your neighbourhood during the day	57	38	3	2	-	-
When outside in your neighbourhood at night time	14	49	18	13	4	2
When you are alone in your own home at night time	42	46	7	3	1	-
When travelling alone on public transport	12	35	16	8	4	25

As in previous years, most people felt safe in most situations. However, a small minority felt unsafe when outside in their neighbourhood at night (13%) or when traveling alone on public transport (8%).

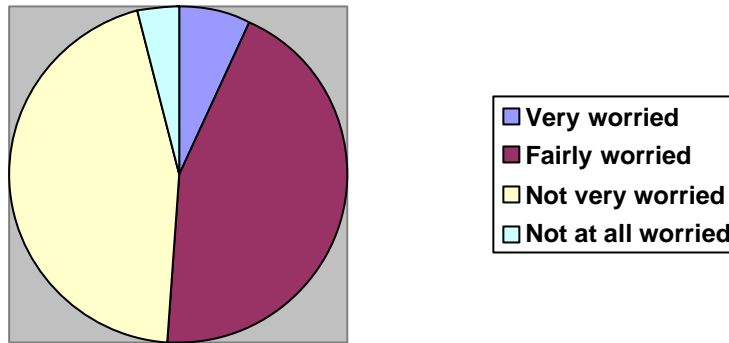
Some new questions in this section were added in 2007.

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



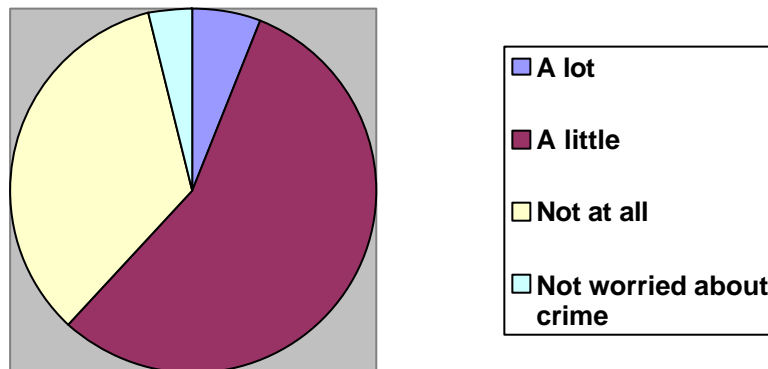
Most respondents were not very (44%) or not at all confident (32%) in the Criminal Justice System. These findings are very similar to the 2007 results.

**Q How worried are you about crime in your local area?**



The response was fairly evenly split between being fairly worried (44%) or not very worried (45%) about crime in the local area.

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

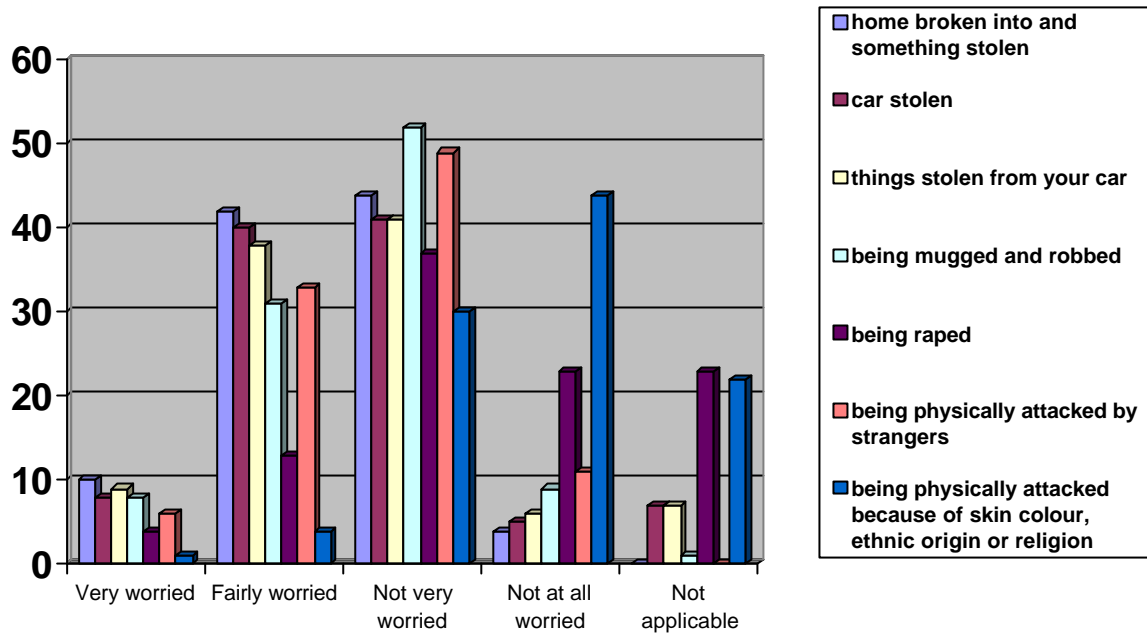


While only 6% felt their worries about crime in the area affected their quality of life a lot, over half (56%) felt it affected their quality of life a little .

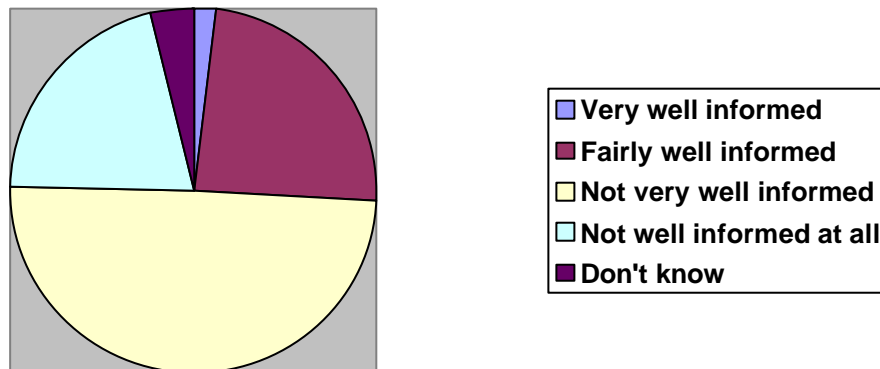
The results for these two questions were very similar to the responses given in 2007.

All respondents were asked how worried they were about the following:

**Q. How worried are you about.....?**



**Q. How well informed do you feel about what is being done to tackle anti-social behaviour in your local area?**



Half the Panel (50%) felt they were not very well informed about what is being done to tackle anti-social behaviour in their area. Additionally, a further fifth (21%) felt they were not informed at all.

This year, although a consistent proportion of the sample still felt not very well informed there was a slight shift upward in those who felt fairly well informed (19% in 2007 to 24% in 2008) and a shift downward for those who claimed to not be well informed at all (30% in 2007 falling to 21% in 2008). If there has been increased effort in getting this information to our residents during the year this would appear to be having some effect.

**Q Thinking about your local area, how much of a problem do you think are .....**

	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	26	35	31	5	2
People not treating other people with respect and consideration	21	32	38	8	1
Abandoned or burnt out cars	1	8	43	42	6
Vandalism or graffiti and other property damage	6	26	51	14	2
Groups of teenagers hanging around	15	29	42	11	3
People using or dealing drugs	9	23	28	12	29
Noisy neighbours or loud parties	3	7	43	44	2
Rubbish or litter lying around	15	30	43	12	-
People being drunk or rowdy in public places	6	14	50	25	6
People being verbally abused	4	15	46	27	9

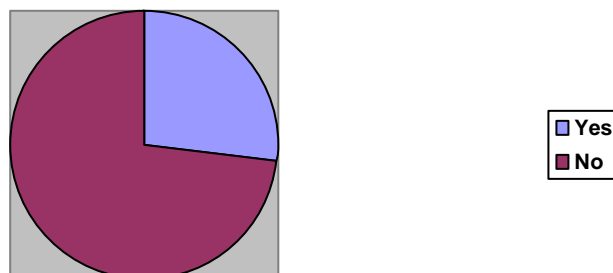
The issues most likely to be thought of as problems in the area are: parents not taking responsibility for the behaviour of their children (61%), people not treating each other with respect (53%), groups of teenagers hanging around (44%) and rubbish or litter lying around (45%).

This data is very stable over time and is also remarkably similar to the results from the most recent BVPI General Survey results, despite the difference in sampling.

**Alcohol and Drug Abuse**

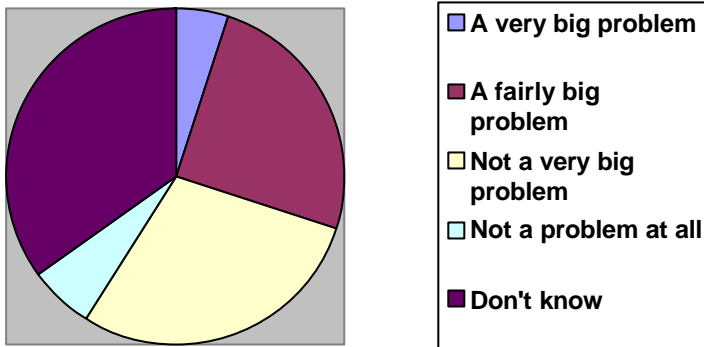
Respondents were then asked about drug and alcohol use in their area.

**Q Are you aware of any drug dealing in your local area?**



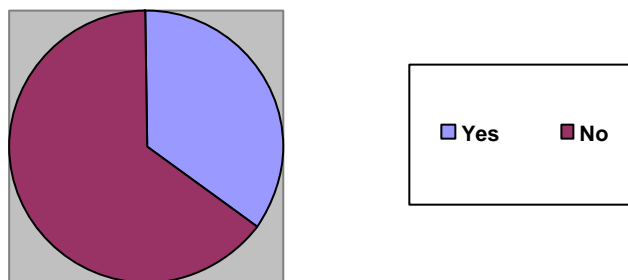
Nearly three-quarters of respondents (73%) were not aware of drug dealing in their local area, just over a quarter (27%) were aware of it.

**Q How much of a problem is drug dealing in your local area?**



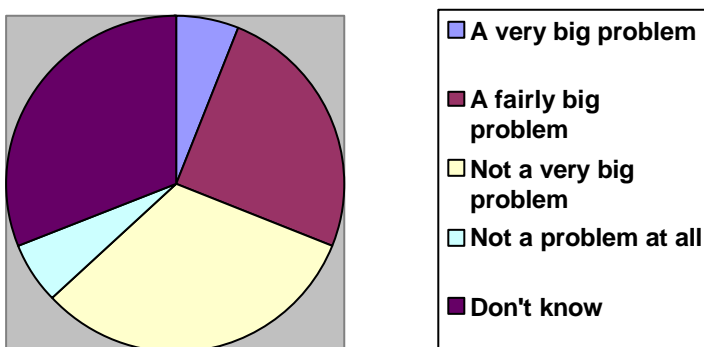
A third of respondents (35%) didn't know how much of a problem drug dealing is in their local area, a reduction of 12 percentage points from 2007. Others felt it was not a very big problem (29%); however there was a rise in the number thinking it is a fairly big problem from 16% in 2007 to 25% in 2008.

**Q. Are you aware of any drug taking in your local area?**



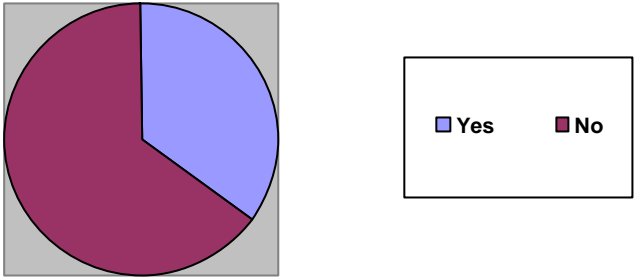
Slightly more people are aware of drug taking in their area (35%) than are aware of drug dealing. Most (65%) however are unaware of any drug taking.

**Q How much of a problem is drug taking in your local area?**



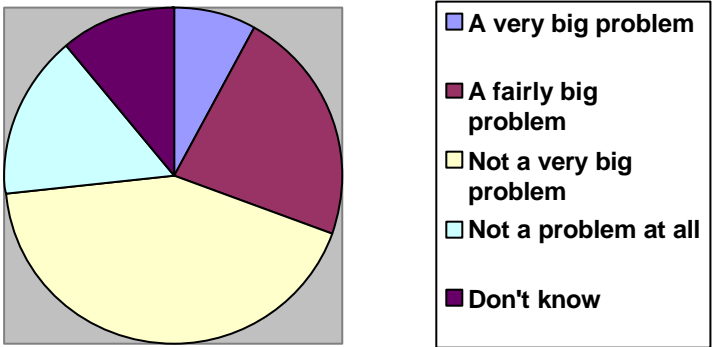
There was an increase in the proportion believing drug taking is a fairly big problem in their area (from 15% in 2007 to 25% in 2008) and a subsequent reduction in the number answering 'don't know'.

**Q. Are you aware of people drinking excessive amounts of alcohol in public in your local area?**



The same proportion of Panel members seem to be aware of excessive drinking in their area (35%) compared with drug taking (35%).

**Q How much of a problem does people drinking excessive amounts of alcohol cause in your local area?**



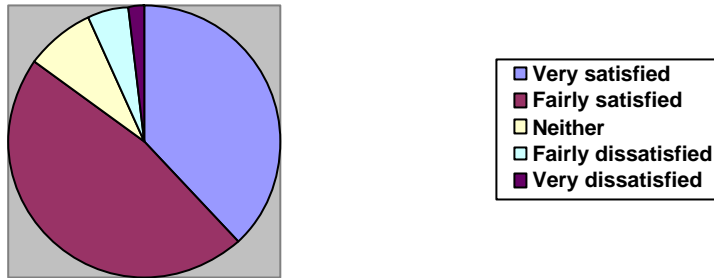
43% of respondents thought excessive drinking was not a big problem in their area. Only 31% felt it was a problem.

**Quality of Life**

The quality of life questions help ‘paint a picture’ of the quality of life in a local area. The answers help the Council and its partners plan how we can improve the facilities and services we offer. They are used by the Local Strategic Partnerships.

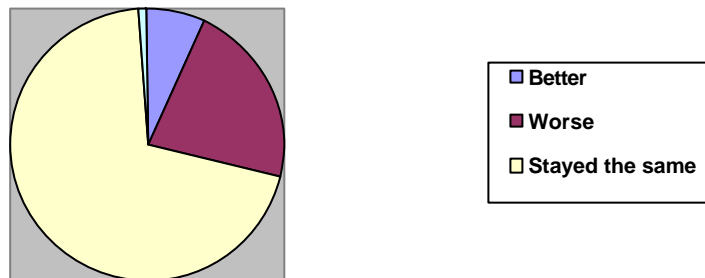
The questions are asked each year to map any changes over time. Trend data is available in Appendix C.

**Q How satisfied or dissatisfied are you with your neighbourhood as a place to live?**



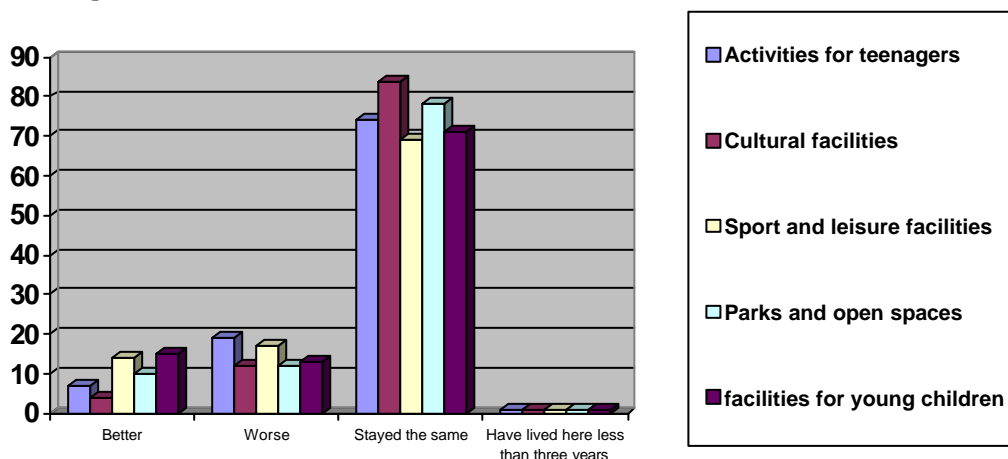
The vast majority (85%) were satisfied with their neighbourhood as a place to live. In the most recent BVPI survey, 81% were satisfied when asked this question.

**Q On the whole, do you think that over the past TWO years your neighbourhood has got better or worse as a place to live?**



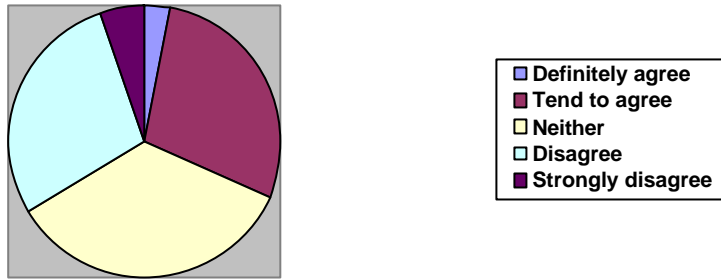
Two-thirds of respondents (70%) felt their area had stayed the same in the last two years.

**Q Do you think that over the past THREE years the following have got better or worse in your neighbourhood?**



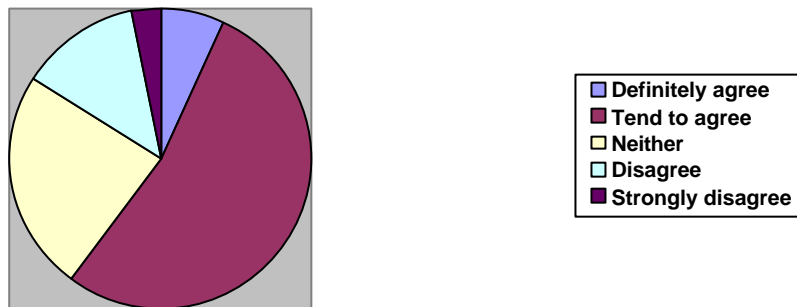
Most facilities were felt to have stayed the same over the last three years.

**Q To what extent do you agree or disagree that you can influence decisions affecting your local area?**



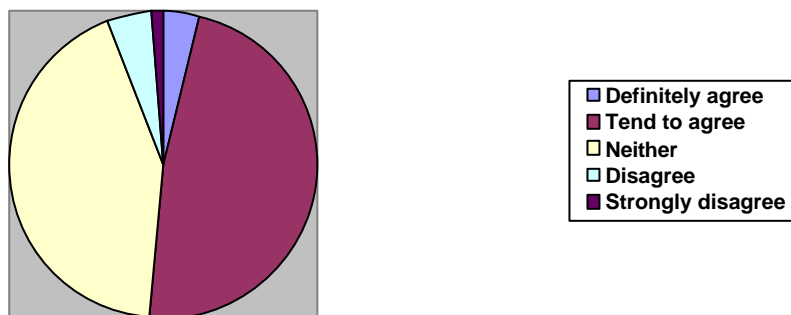
Nearly a third (30%) agreed that they could influence decisions affecting their local area; a similar proportion to the one found from the most recent BVPI survey (34%).

**Q 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”.**



These figures have changed relatively little over time.

**Q To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**



Almost half (48%) tend to agree that our local area is a place where people from different backgrounds get on well together. Again the data varies very little over time.

**Q 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?**

	<b>Relative</b>	<b>Not a Relative</b>
Keeping in touch with someone who has difficulty getting out	40	36
Doing shopping, collecting a pension or paying bills	31	18
Cooking, cleaning, laundry, gardening or other household jobs	32	12
Decorating or home or car repairs	21	7
Babysitting or caring for children	31	10
Sitting with or providing personal care	11	4
Looking after a property or pet for someone who is away	26	34
Giving advice	38	44
Writing letters or filling in forms	27	16
Representing someone	12	8
Transporting or escorting someone	41	29

The types of things respondents had done for a relative were keeping in touch, giving advice, transporting, caring for children, household chores or shopping/paying bills. If the recipient was not a relative the most common favours done were giving advice, keeping in touch, looking after a property or pet or giving lifts.

Our Panel members tended not to have received as much as they had given in the way of this type of favour. However, a third (34%) had let someone else look after their property or pet while they were away and some (14%) had accepted a lift (eg to hospital, on an outing or a school run) or received advice (15%).

### **Parks and Open Spaces**

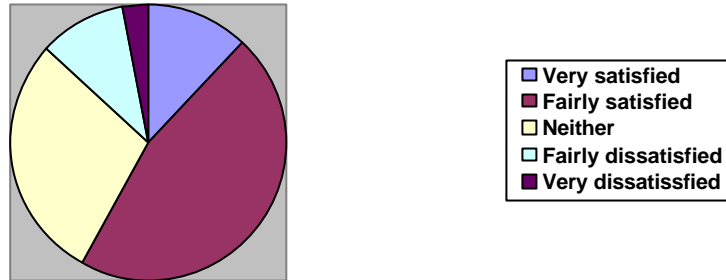
We asked several questions on Panel members' satisfaction with some NEDDC services. In particular we were interested in their view of the parks and open spaces in the district.

The first two questions used replicated ones that had been asked in the BVPI General User survey in September 2006.

**Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by North East Derbyshire District Council.**

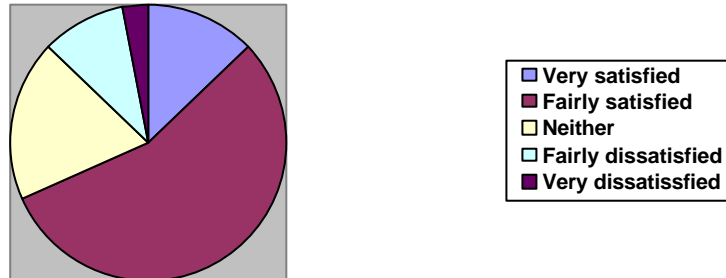
**Sports and Leisure**

Almost half (46%) the respondents stated they were fairly satisfied with the sport and leisure service.

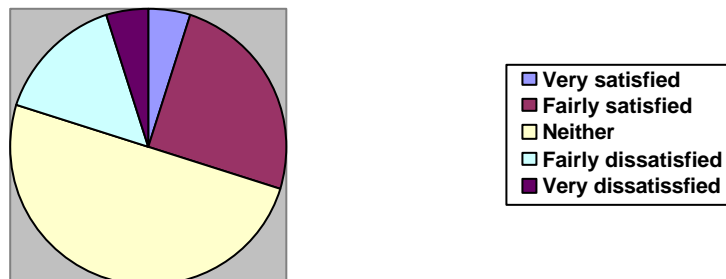


**Parks and open spaces**

Over half (56%) claimed to be fairly satisfied with parks and open spaces in the district. In comparison with the 2006 BVPI data, a smaller proportion were very satisfied (13% CP 2008, 22% BVPI 2006).



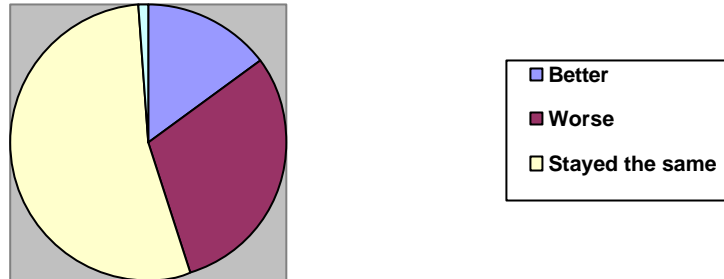
**Children and youth play provision**



Half (50%) were neither satisfied nor dissatisfied with play provision for children and young people. A quarter (25%) were fairly satisfied and 15% were fairly dissatisfied.

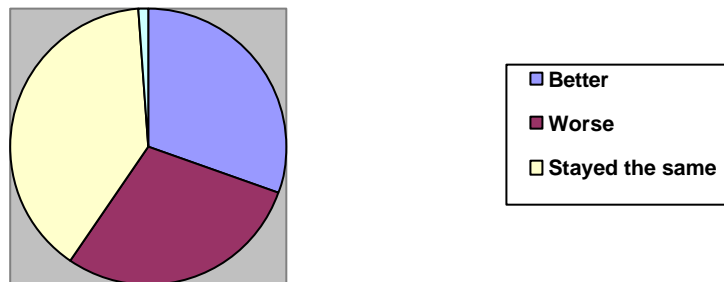
**Q For each of the following services provided by North East Derbyshire District Council, do you think the service has got better or worse over the last three years, or has it stayed the same?**

**Keeping public land clear of litter and refuse**



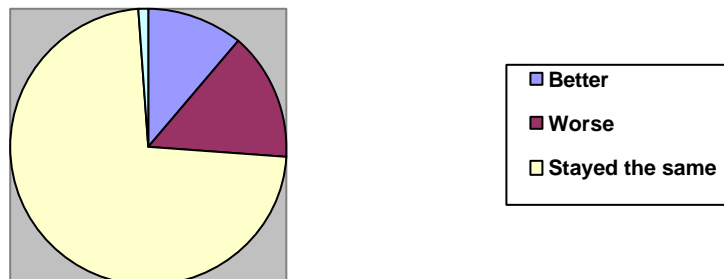
The level of service provided in keeping the area clear of litter and waste was felt to have stayed the same by over half the sample (54%). A higher proportion in the BVPI survey claimed that the service was better (CP 2008 15%, BVPI 2006 26%)

**Collection of household waste**



Almost a third (31%) claimed the collection of waste was a better service when compared with three years ago. However a similar proportion (29%) felt the service was worse.

**Children and youth play provision**



Nearly three-quarters (73%) felt that the provision of play for children and young people had stayed the same over the three year period.

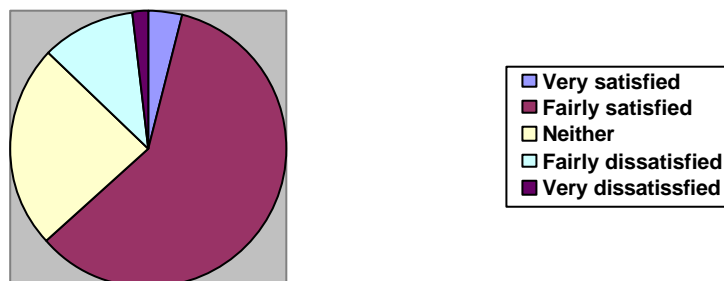
We asked those people who said in the previous questions they were dissatisfied with parks and open spaces or that they had got worse in the last three years, to tell us why they thought that. Many of the responses mentioned litter and dog fouling or poor maintenance of areas as problems. Other problems mentioned were teenagers hanging around and poor provision of equipment or facilities. The full list of responses is in Appendix A.

We also asked which particular parks or open spaces they had in mind. As respondents are likely to mention parks that are near to where they live we would expect those parks in the larger settlements to get most mentions. This was indeed the case with Dronfield, Clay Cross, Killamarsh and Eckington receiving most mentions. The full list is in Appendix B.

### Local Authority Performance

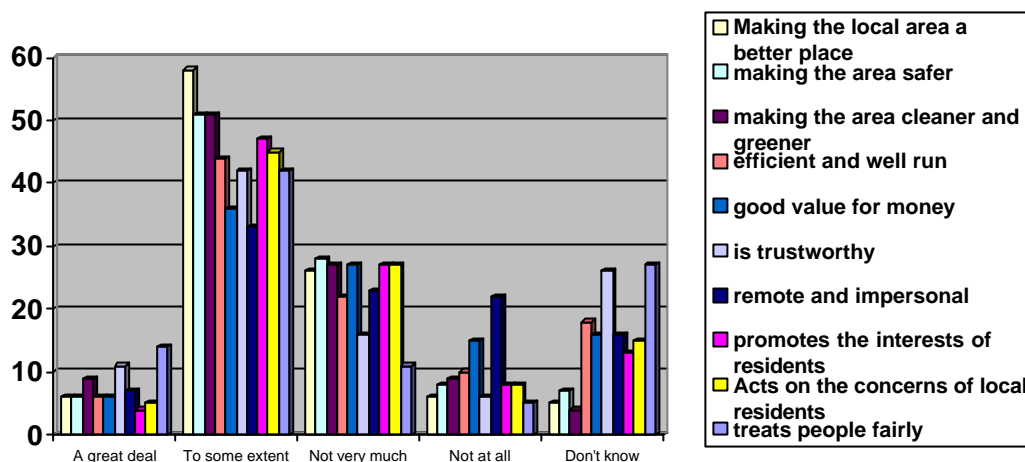
We repeated two BVPI survey questions relating to the performance of the authority. We were particularly interested in Panel Members' views of whether we provide good value for money. We also wanted to know whether they felt they would like more information on how the Council raises and spends money.

#### Q Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?



Most respondents (60%) were fairly satisfied with the way the authority runs things in the area. This was slightly higher than the score received in the recent BVPI survey (53%).

**Q Here are some things that other people have said about their Council. To what extent do you think that these statements apply to North East Derbyshire District Council?**



Respondents tended to choose the 'to some extent' option for all of the statements. They were split on whether the Council provides good value for money with 36% thinking 'to some extent' and 27% answering 'not very much'. A further 15% answered 'not at all'.

Panel members were also split on whether they would like more information on how the council raises and spends money in order to decide whether it provides good value for money – 46% want 'more information' and 45% feel the amount of information they have is 'about right'.

Those who wanted more information would prefer to receive it via an article in the Council's magazine, the NEWS (44%), or through the local free newspaper (29%).

**Scrutiny**

In order to provide information to influence the work programme for scrutiny committees, we asked which topics, from a list, are important to residents. The most popular topics were:

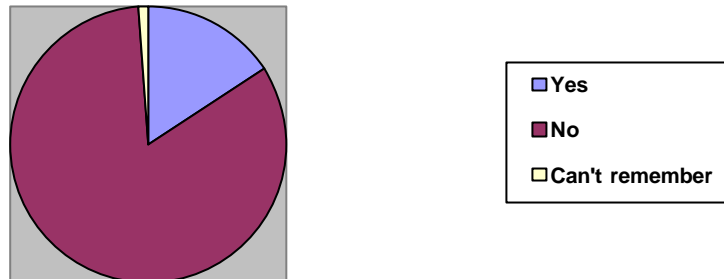
- Creating jobs and developing skills to boost the local economy (57%)
- Young people and alcohol misuse (41%)
- How well the Council works with local communities to improve services (40%)

The least popular topic was 'damage and theft of vehicles' (11%).

## Museums and Heritage

To help with the development of a joint Chesterfield and North East Derbyshire Museums and Heritage Strategy, Panel members were asked about their views on preserving local heritage and the role of museums.

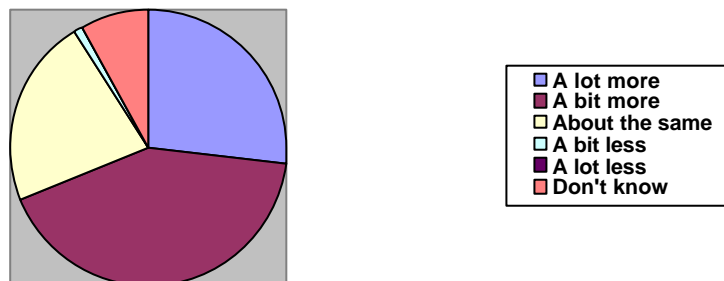
### Q Have you visited the museum in Chesterfield in the last 12 months?



The vast majority (84%) of Panel members admitted that they had not visited Chesterfield museum in the last 12 months.

They did claim, however, to be interested in local history (67% a lot, 34% a little). They also clearly felt it important to preserve local heritage (definitely 82%) and thought the Council should do a 'bit more' to look after this heritage.

### Q Should the Council do....to look after the District's heritage?



Very few (1%) felt the Council should do less.

Respondents were more likely to think that museums make a difference to the quality of life of others rather than themselves.

### Q Do you think museums make a difference to the quality of .....?

	Yes %	No %
Your life	49	51
The lives of family and friends	52	48
Of people in general	73	28

Of the services museums can offer, educational services for schools was thought to be the most important (78%). This was followed by regularly changing special

exhibitions (67%), exhibitions and events in the local community (66%) and help and support for local heritage groups (53%).

When asked how they would prefer to find out more about their local heritage, around half mentioned the local library (51%), publications (50%) and a programme of special exhibitions and events in the community (47%).

### **Fairtrade**

North East Derbyshire is applying to become a Fairtrade Area. In doing so it must commit to the principles of Fairtrade. Before applying the authority felt it was important to understand attitudes towards Fairtrade amongst its residents.

The vast majority had heard of Fairtrade goods (95%) and most claimed to buy them at least now and then ('whenever I can' 25%, 'now and then' 60%).

If Fairtrade goods were available at similar prices to non-Fairtrade goods, then almost all Panel members claimed they would buy them ('yes definitely' 54%, 'yes probably' 29%).

There was strong agreement that North East Derbyshire should try to become a Fairtrade area ('yes definitely' 46%, 'yes probably' 41%).

**Appendix A**  
**Citizens' Panel – February 2008 – Open Comments**

**Quality of Life**

**Q 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 REALATIVE.**

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

Power of attorney  
Power of attorney  
Banking  
Financial help + purchased equipment for them  
Financial support  
Financial support  
Helped with financial problems  
Financial support  
Help with money, emotional support etc  
Bereavement support  
Support after bereavement  
Emergency contact  
Decorating  
Lent decorating equipment  
Gardening  
Household duties + cooking  
Company  
Provide company  
Companionship  
Hospital visit + taken recycling  
Transport  
Transport  
Personal care  
Massage + foot care  
Massage  
Support / care without being asked so they don't feel like a burden  
Providing some apparel  
Provided shelter  
Lent my car to them  
Collecting children from school.  
Trying to find support for alcoholic brother who lives in Mablethorpe  
Taken on holiday  
Taken on holiday  
Visiting, taking out, check health with GP, shopping  
Arranged work experience  
Admin tasks / contact with service providers  
Arranged respite care

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

Take bins back up drives for people who work  
Taking out and bringing in bins  
Help with bins and blue box  
Bringing bin back to property  
Dustbins, watering plants etc  
Baking / dog walking  
Walking dog for elderly friend  
Phoned police  
Called 999  
Called 999  
Called paramedics  
Emergency contact  
Helped them move home  
Transport  
Transport  
Transport  
Visiting, talking on trips  
Visits to hospital and general company  
Visiting  
Visiting neighbour in hospital and nursing home  
Befriending  
Company  
Provide company  
Pastoral care team at local church  
Support after bereavement  
Foot care  
Hospital visit, lunch club  
Given advice  
Looking for lost things, teaching, massage  
Neighbourhood Watch co-ordinator  
Residents group  
Giving home grown vegetables for neighbours  
Lent DIY tools  
Gardening  
Home maintenance  
Provided shelter  
Care for elderly friend + weekly coffee mornings for elderly  
Keyholder for property  
Emotional support, arranged home improvement

**Q In the last 12 months have YOU RECEIVED any of these things unpaid from someone who is NOT A RELATIVE?  
Anything else?**

Home maintenance  
Taking to airport / shopping  
Puts our bins out and recycling  
Replaced bin  
Support following bereavement  
Gardening  
Daughter cares for us  
Transport

**Q 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?  
Other?**

Amateur dramatic society  
Access for disabled group  
Trustee of voluntary social care organisation  
Clerical work for charity  
Support group member  
Charity coffee mornings;  
CAB  
Age Concern volunteer  
St John's ambulance  
St John's ambulance  
Nursery school helper  
Playschool committee member  
Free music lessons for kids  
Brownies  
Pet's blood bank  
Training guide dogs for the blind  
Animal welfare groups  
Volunteer National Trust - Hardwick Hall  
Citizens' Panel  
Citizens' Panel  
Community association  
Community arts  
History group  
Local history group  
History group  
History group  
Theatre friends  
Retired staff association  
Housewatch chair.  
Village society  
Village community group

Lea Valley Dronfield conservation group  
Over 40's exercise group  
Tai Chi  
Health groups  
Twinning society (cdt)  
Magistrate's court  
Friends of group  
Council tree warden  
Clay Cross photographic society  
Arts charity, village association  
Music groups  
Ex-service organisations  
Horticultural + gardening societies

### **Council services**

**Q Thinking now just of the parks and open spaces provided by North East Derbyshire District Council, if you have said in the questions above you are dissatisfied or they have got worse in the last 3 years, please tell us why you say this?**

Litter blows out of the blue recycling boxes into the street  
They also blow around the road once they have been emptied  
I understand they are allowing building houses on the tennis courts at Dronfield Woodhouse  
Play areas are badly maintained and old fashioned  
It is difficult to imagine or remember if they have changed in 30 years  
Dog fouling is very bad in my area  
No provision for teenagers in the evenings and weekends  
Gangs of teenagers hanging around, drinking, swearing, breaking things etc.  
Lack of toilet facilities  
Footpaths covered in grass etc and having to walk through mud  
Paths in state of disrepair  
Litter bins vandalised  
More litter + graffiti  
Green spaces are not maintained with very few new planting schemes eg new trees  
Litter is a problem in parks and common areas with few dog waste bins  
Sports fields are not maintained after use  
Litter is really bad, now you are closing the toilets, which can you use, you have to be a member of the clubs to use their facilities  
Boring and unimaginative.  
Poorly maintained. Should have seating and be better maintained eg hedges overgrown, litter etc  
Facilities wrecked by drunks and teenagers  
No parks or tennis courts  
Full of litter and used by teenagers to drink and take drugs  
Groups of young people drinking and taking drugs  
Unauthorised access by motorbikes etc and fly tipping  
No facilities in the area

Litter, poorly maintained and never updated  
Area around me litter is an increasing problem, also dog fouling is a problem but as a dog walker, I find that facilities for disposing of dog waste inadequate  
No equipment on it  
All open space is being used for housing development!  
Council selling green areas used by children for property development. Soon be nowhere left for them to play  
Increase in litter, dog fouling and anti-social behaviour  
Emptying of dog waste bins does not take place  
Will get worse if you close the toilets. Walkers will not use the parks then as there won't be a toilet to use  
Rubbish left by footballers not cleared up and left to be blown away!  
Youth shelters encourage anti-social behaviour and underage drinking  
Need transport to get to parks, very few left in village  
Parks do not have baby changing facilities  
Should be more for very young children  
The roads are used for flytipping. Parks and footpaths are never cleared of litter  
Parks are closed and not replaced, poor maintenance of existing parks and very little for children and young people to do!  
There are a lot more empty beer cans and bottles on the green space next to my house and the community garden  
I had to ask for the trees to be trimmed that were hanging in my garden. They used to be trimmed every year but not any more.  
One of them is more litter about, dog mess is a problem, both in open spaces and under hedgerows  
The old community centre in Wingerworth is now an eyesore and is used as a drug den! It was used before as a youth centre and by the local preschool!  
Black bins should be collected weekly especially in summer, it leads to an increase in rats if not!  
Groups of teenagers hanging around, using foul language  
Dog fouling and litter  
Part of the grass area in Sharley Park has become a building site  
No public walk ways, have to travel to Five Pits Trail or further into Peak District  
Need somewhere for children to go that is safe both in wet and dry weather  
Fortnightly collection of household waste is unacceptable  
Lay bys never cleared, litter on the whole is really bad  
Road and garden bins often left with stuff in or missed altogether  
Newspaper collection people only leave one bag which is full and heavy to lift.  
Clean boxes are replaced with dirty ones  
Damage to swings not repaired  
Litter everywhere not cleaned  
Litter around the school is appalling. Bins have been removed and not replaced  
Dog waste bins need emptying more frequently and need a visible dog warden to fine those who do not pick up their dog mess  
Provision is getting worse, no youth clubs, parks are poorly maintained and unkempt.  
Parks are littered with graffiti, litter and drug paraphernalia  
No provision for sports in the area.  
Children's play equipment vandalised  
No facilities for youth activities  
Dog / horse mess + busy traffic around the area

Dog mess and young people hanging around. Should have CCTV installed  
Used for private housing development instead of open spaces  
Closed youth club - not replaced with new provision  
Vandalism + poor state of repair  
Dog fouling has got a lot worse  
Need more open space and parks, especially for young people to enjoy  
Use parks run by CBC  
Toilets in clay cross always have lots of litter  
Should arrange a litter picking day with school children as they enjoy being outside in nice weather  
Litter, dog mess, used by motorbikes and neglected by council  
Removed skateboard park at Danesmore  
Kennings Park, Holmegate (next to library)  
Reducing parks and open spaces through selling off as business land  
Dog mess is a very big problem with people not picking it up  
Nothing for teenagers only for younger children. Covered in dog mess and litter  
Public parks locally have a noticeable increase in irresponsible dog owners and fail to control their dogs when not on a lead and also a failure to remove dog mess  
Part of provision especially the recreation ground.  
Children should be given priority, not dogs. Dogs should have walking areas away from playing fields, and children's parks etc.  
Public footpaths are very poor and difficult to walk on  
More play equipment for toddlers needed  
Very few parks and adventure areas for children and young people  
Litter / broken glass, property development on open spaces  
Youth nuisance at night  
Need refurbishment and better maintenance  
Litter in public places is a problem.  
Fines should be made and the person responsible made to clean the area for the day as punishment  
Collection of household waste should be weekly  
Fly tipping on dual carriageway  
Parks have got a little better  
Poorly maintained and very few facilities  
Used as dog walking areas and full of litter  
Dog mess not cleaned up  
Fortnightly black bin collection unacceptable  
Areas full of litter, not being swept. Overgrown bushes and trees footpaths not cleaned.  
Don't have many parks in Killamarsh. Have all been built on and not replaced!  
Litter everywhere, graffiti everywhere, poor maintenance of facilities  
Children play provision, the parks and places to play are not very good, they are broken and vandalised and drug addicts go on them at night  
Roadsides much worse for litter, it was better with weekly collection  
No one can ensure safety of those using facilities. Gangs tend to meet in open areas  
Also drug users use areas such as open space and this puts people at risk  
Needs better lighting. Benches for elderly / disabled  
Our local park has become inaccessible because of a fence and a locked gate to protect building work for a cricket house which will not benefit my child or most of the children I know. My daughter is locked out of our only local park!!

Lack of facilities + litter lying around  
We don't have any children / youth provision.  
Never see groups of children using the park, either supervised or alone.  
Too much litter and dog mess  
We have only 1 park and it needs total renovation, new play equipment, resurfacing  
more creative thought required  
Pitch and put closed a few years ago  
Litter is a problem as thrown all over place on Friday nights  
More litter and fly tipping than previously  
We live in a very large village and there is one small area for young children. We  
used to have three play parks  
More vandalism, play equipment in parks is misused by older children.  
Safety is an issue with damaged tarmac  
Fortnightly black bin collection unacceptable as reduction in service but not in rates  
Litter on roadsides is appalling  
Less planned activities are provided  
Children's play areas are not maintained or supervised  
Monitoring of these spaces is needed. They attract groups of teenager  
Drinkers who hang around, cause damage and create graffiti which is costly to put  
right and doesn't get done. E.g. a 135 year old wall at Kensington Park which was  
covered with pain  
Dog mess is still a real problem after initial improvement; the recent months have  
seen a sharp decline in the cleanliness of parks  
They have built / are building on Sharley Park  
Number of parks and open spaces has been reduced  
Very few parks and open spaces left.  
Litter, children hanging around in groups. No repairs to broken fences, tennis courts  
in poor state  
Recycling contractors do not clean up when they have dropped anything!  
Neddc is due to stop funding for Cliffe Park and leave funding up to the local parish  
council!  
Very old and poorly maintained facilities. Covered in graffiti and used as a meeting  
place for teenagers day and night  
More rubbish around, too little maintenance  
Damage to children's play areas, all sites are not monitored  
General grassed areas not maintained. Litter and dog mess everywhere  
Maintenance poor and staff don't really care about what they are doing  
The play equipment needs to be better and there needs to be  
Things for older children and teenagers  
Waste: only fortnightly for green / black bin + no collection for plastics  
Litter. Fewer litterbins which are always full  
Play areas: nothing for teenagers, more for younger children, need more school  
holidays and weekends  
The play equipment and activity equipment provided in my local park is very poor and  
limited  
More equipment is needed to encourage positive use of parks by families  
Litter in streets and in gardens.  
Don't feel safe due to gangs of youths intimidating people  
All Neddc and DCC care about is money! Building on all open space and parks  
available!

Children are being told off for shouting on the play area!  
Poor state of equipment  
Too much dog mess and litter  
Very waterlogged  
Work done in parks of poor standard, grass cut and left in heaps to rot  
Trees pruned and cuttings left lying around  
General maintenance of grassed areas and plants has declined and litter collection / removal is poor, maintenance of seating and removal of graffiti is poor  
Not enough done to support young people to take part in sports  
Very little equipment and most is completely wrecked  
Any play areas or park areas are abused by teenagers making most unsafe for young children and pets  
Live by 5 pits trail and they work hard to keep it looking good  
Vandalism is a problem, play areas are unkempt and maintenance of equipment is poor  
Litter and flytipping is rife. Tougher penalties should be introduced  
No play areas left, all been built on for housing / flats  
Nowhere left for kids to play  
Parks and spare land tend to become cycle tracks, horse race courses  
Congregating places for gangs to drink and dog walking toilets. The council turn a blind eye and do not want to know  
Children's play areas are covered in litter, drug use and antisocial behaviour .  
They are very dirty, full of litter, broken glass, drinks cans, dog mess, various bits of household objects eg TV's  
Parks have been built on so no space left. Roads and public services cannot cope with additional housing which has been built on open space  
Youths in parks verbally abusing those who try to use them properly  
Covered in litter and broken glass they are not safe for children to use  
There is an increase of litter everywhere, this is not a problem with the council but with residents. Having said that, the worst area in Killamarsh is around the sports centre and council offices  
There should be more places for teenagers, eg internet cafe  
Lots of fly tipping, litter in hedgerows  
Little maintenance / checks by council. Money is spent on  
Purchase / installation rather than proper maintenance and gardening.  
The problem is that kids don't appreciate what is provided and abuse the facilities.  
Poorly maintained. Streets and open spaces covered in litter. No local theatres or cinemas etc  
There are no parks or open spaces provided by Neddcc in my area  
Marsh lane has no parks, only one very poor quality play area  
Not aware of a park in Eckington either.  
Good access to countryside but otherwise poor  
There is not enough activities for children of all ages, plus clubs in the area as children are having to go further afield  
More uncollected litter  
Lack of suitable provision for young people to participate in sporting activities, indoor and out other than travelling to leisure centres which can be expensive  
Black bins should be collected weekly  
Blue badge holders should not be charged for parking and concessionary fares on buses should not have been changed

Queens Park is the only exception but locally parks are poor  
Park to be closed when children are on holiday  
Graffiti  
Litter  
Dog fouling in public open spaces  
Fewer facilities and increased dog fouling  
Park areas have been stripped of play equipment  
Pre school and youth club closed so there is nowhere for young people and children to go!  
Closure of youth centre in Wingfield and youth facilities  
Building a school on open park land when other unused industrial sites were available  
Very few litter bins and litter collections don't take place  
Hedges and verges are full of litter  
litter is a big problem from food outlets etc  
School playing fields sold for development  
Parks untidy  
Library closed for 6 weeks  
No theatres in North East  
Sports hall shut for refurbishment  
More effort needed to provide sports / leisure facilities than civic centre  
Unkempt and poorly maintained. Not somewhere safe for children to play.  
No swings or play equipment for young people. Motorbikes ride through and make it unsafe for small children  
Lots of rubbish and broken glass fly tipping is a problem  
Dog mess thrown into bushes / trees

**Q In which area(s) are the particular parks or open spaces that you are dissatisfied with?**

**Other.**

More play equipment needed  
Throughout the district - a clear lack of activity and usage  
Coal Aston  
Eckington and Unstone  
Apperknowle  
Holmegate  
North Wingfield + Clay Cross  
Arkwright  
Morton, Shirland, Wessington, Brackenfield, Pilsley, and Stretton and Eckington.  
Ridgeway  
No parks in Shirland  
Eckington + Dronfield  
Holmewood  
Holmewood and Heath  
Morton  
Holmegate  
Danesmore + Clay Cross

Danesmoor, Stretton, Tupton, Pilsley and Clay Cross  
Danesmoor school site  
Dronfield Woodhouse  
Dronfield Woodhouse and Pilsley  
Dronfield  
Dronfield  
Renishaw  
Renishaw  
Marsh Lane  
Marsh Lane  
Stoneboroom  
Stonebroom  
Clay Cross + Tupton  
Calow  
Calow

### **Museums and Heritage**

**Q Which FOUR services do you think it is most important for the museum to offer?**

**Other.**

Local industry and crafts

Library of local history

History, social + technology

Loos

Greater effort making everyone aware of the history of the area. Without yesterdays, there wouldn't be a today!

Encourage local talent and exhibit arts

Longer opening hours and better advertising

History of area

**Q How would you prefer to find out about your local heritage?**

**Other.**

The public are overloaded by bulk communication we never read. Why should the council be responsible for publicising our local heritage!

Should liaise re planning committees eg Bywater development

Free papers

Help local schools using local historians, short talks, DVD's / video's etc

**Appendix B**  
**Citizens' Panel – February 2008 – Full Tables**

**Crime and Disorder**

**Q How safe do you feel in the following situations?**

	Very safe %	Fairly safe %	Neither %	Fairly unsafe %	Very unsafe %	Don't know %
When outside in your neighbourhood during the day	57	38	3	2	-	-
When outside in your neighbourhood at night time	14	49	18	13	4	2
When you are alone in your own home at night time	42	46	7	3	1	-
When travelling alone on public transport	12	35	16	8	4	25

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

Very confident %	Fairly confident %	Not very confident %	Not at all confident %	Don't know %
1	21	44	32	2

**Q How worried are you about crime in your local area?**

Very worried %	Fairly worried %	Not very worried %	Not at all worried %
7	44	45	4

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

A lot %	A little %	Not at all %	Not worried about crime %
6	56	34	4

**Q How worried are you about .....?**

	Very worried %	Fairly worried %	Not very worried %	Not at all worried %	N/A %
Having your home broken into and something stolen	10	42	44	4	-
Having your car stolen	8	40	41	5	7
Having things stolen from your car	9	38	41	6	7
Being mugged and robbed	8	31	52	9	1
Being raped	4	13	37	23	23
Being physically attacked by strangers	6	33	49	11	-
Being subject to a physical attack because of your skin colour, ethnic origin or religion	1	4	30	44	22

**Q How well informed do you feel about what is being done to tackle anti-social behaviour in your local area?**

Very well informed %	Fairly well informed %	Not very well informed %	Not well informed at all %	Don't know %
2	24	50	21	4

**Q Thinking about your local area, how much of a problem do you think are .....?**

	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	26	35	31	5	2
People not treating other people with respect and consideration	21	32	38	8	1
Abandoned or burnt out cars	1	8	43	42	6
Vandalism or graffiti and other property damage	7	26	51	14	2
Groups of teenagers hanging around	15	29	42	11	3
People using or dealing drugs	9	23	28	12	29
Noisy neighbours or loud parties	3	7	43	44	2
Rubbish or litter lying around	15	30	43	12	-
People being drunk or rowdy in public places	6	14	50	25	6
People being verbally abused	4	15	46	27	9

**Q How often do you think these incidents happen in the streets around your home?**

	Very often %	Quite often %	Not very often %	Hardly ever %	Don't know %
Burglary in the home	1	19	56	17	7
Robberies in the street	-	4	43	42	11
Cars stolen	1	16	49	24	10
Cars broken into	3	27	44	17	10
Bicycles stolen	1	17	38	17	28
Abandoned or burnt out cars	1	5	30	51	14
Other arson	-	3	26	49	22
Vandalism or graffiti and other property damage	6	24	38	26	6
Groups of teenagers hanging around	15	31	32	18	4
Bullying	4	14	19	14	48
People being attacked /harassed because of their skin colour, ethnic origin or religion	1	3	20	37	39
People being attacked/harassed because of their age	1	5	26	37	31
People being attacked/harassed because of their gender	1	2	24	36	37
People being attacked/harassed because they are disabled	1	3	19	42	36
People being attacked/harassed because of their sexuality	1	3	20	37	39
Domestic abuse	1	9	21	17	52
Verbal abuse	3	16	25	28	28
People using or dealing drugs	7	22	20	15	38
Prostitution	-	1	10	34	55
Noisy neighbours or loud parties	3	6	27	55	10
People sleeping rough on the streets	-	1	10	56	33
Rubbish or litter lying around	18	29	32	18	3
People being drunk or rowdy in public places	5	14	35	34	12

## Drugs and Alcohol

**Q 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?**

	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 people's treatment services	7	46	32	15
Adult treatment services	7	51	31	11
Parent/carer support groups	8	48	31	13
Alcohol treatment services	9	54	27	10
National drugs helpline facilities (FRANK)	9	49	29	14

**Q Are you aware of any drug dealing in your local area?**

Yes %	No %
27	73

**Q How much of a problem is drug dealing in your local area?**

A very big problem %	A Fairly big problem %	Not a very big problem %	Not a problem at all %	Don't know %
5	25	29	6	35

**Q Are you aware of any drug taking in your local area?**

Yes %	No %
35	65

**Q How much of a problem is drug taking in your local area?**

A very big problem %	A Fairly big problem %	Not a very big problem %	Not a problem at all %	Don't know %
6	25	32	6	31

**Q Are you aware of people drinking excessive amounts of alcohol in public in your local area?**

Yes %	No %
35	65

**Q How much of a problem does people drinking excessive amounts of alcohol cause in your local area?**

A very big problem %	A Fairly big problem %	Not a very big problem %	Not a problem at all %	Don't know %
8	23	43	16	11

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

	Very easy %	Fairly easy %	Fairly difficult %	Very difficult %	Impossible %	Don't know %
Amphetamines	4	10	1	1	-	84
Cannabis	7	11	1	1	-	81
Cocaine	3	8	3	1	-	85
Crack	2	6	3	1	-	87
Ecstasy	4	10	2	1	-	84
Heroin	2	7	3	1	-	86
LSD	2	6	3	2	-	88
Magic mushrooms	2	5	3	2	1	88
Methadone or Physeptone	1	6	2	1	-	89
Semeron	-	2	2	2	-	95
Tranquillisers	3	8	2	2	-	86
Amyl nitrate	3	4	2	1	-	90
Anabolic steroids	2	5	2	2	-	89
GHB	1	2	2	2	-	94
Methamphetamine	1	2	2	2	-	93

**Quality of Life**

**Q How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
38	47	8	5	2

**Q On the whole, do you think that over the past TWO years your neighbourhood has got better or worse as a place to live?**

Better %	Worse %	Stayed the same %	Have lived here less than 2 years %
7	22	70	1

**Q Do you think that over the past THREE years the following have got better or worse in your neighbourhood?**

	Better %	Worse %	Stayed the Same %	Lived here less than 3 years %
Activities for teenagers	7	19	74	1
Cultural facilities	4	12	84	1
Facilities for young children	15	13	71	1
Sport and leisure facilities	14	17	69	1
Parks and open spaces	10	12	78	1

**Q To what extent do you agree or disagree that you can influence decisions affecting your local area?**

Definitely agree %	Tend to agree %	Neither %	Disagree %	Strongly disagree %
3	27	39	27	5

**Q 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”.**

Definitely agree %	Tend to agree %	Neither %	Disagree %	Strongly disagree %
7	53	24	13	3

**Q To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

Definitely agree %	Tend to agree %	Neither %	Disagree %	Strongly disagree %
4	48	43	5	1

**Q 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?**

	Relative	Not a Relative
Keeping in touch with someone who has difficulty getting out	40	36
Doing shopping, collecting a pension or paying bills	31	18
Cooking, cleaning, laundry, gardening or other household jobs	32	12
Decorating or home or car repairs	21	7
Babysitting or caring for children	31	10
Sitting with or providing personal care	11	4
Looking after a property or pet for someone who is away	26	34
Giving advice	38	44
Writing letters or filling in forms	27	16
Representing someone	12	8
Transporting or escorting someone	41	29

**Q In the last 12 months have YOU RECEIVED any of the things on the list below unpaid from someone who is NOT A RELATIVE?**

	Not a Relative
Someone has kept in touch with you if you have difficulty getting out and about	9
Someone has done your shopping, collecting your pension or paid a bill for you	7
Someone has done cooking, cleaning, laundry, gardening or other household jobs	10
Someone has done decorating or home or car repairs	6
Someone has babysat or cared for your children	5
Someone has sat with you or provided personal care	2
Someone has looked after a property or pet for you when you were away	34
Someone has given you advice	15
Someone has written letters or filled in forms for you	2
Someone has represented you	1
Someone has transported or escorted you	14

**Q 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)**

	%
Parent/teacher organisations	5
School associations	5
Religious organisations	12
Residents' or tenants' associations	5
Neighbourhood Watch	7
Groups for the elderly	4
Youth groups	4
Environmental groups	3
Political parties	2
Trade Unions	3
Social clubs	4
Sports clubs	10
Women's Institute, Townswomen's or Townsman's Guild	8
Charity work	15
None of these	38
Don't know	1
Other	7

### **Council Services**

**Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by North East Derbyshire District Council.**

	Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
Sports and Leisure	12	46	29	10	3
Libraries	33	46	19	2	1
Theatres and concert halls	9	36	41	10	4
Parks and open spaces	13	56	19	10	3
Children and youth play provision	5	25	50	15	5

**Q For each of the following services provided by North East Derbyshire District Council, do you think the service has got better or worse over the last three years, or has it stayed the same?**

	Better %	Worse %	Stayed the Same %	Lived here less than 3 years %
Keeping public land clear of litter and refuse	15	30	54	1
Collection of household waste	31	29	40	1
Libraries	20	3	77	1
Theatres and concert halls	6	3	90	1
Children and youth play provision	11	15	73	1

**Q In which area is the particular park or open space that you are dissatisfied with?**

	%
Dronfield	22
Clay Cross	13
Killamarsh	11
Eckington	10
Wingerworth	7
North Wingfield	6
Shirland and Higham	4
Tupton	4
Grassmoor, Hasland and Winsick	4
Calow	3
Holmewood and Heath	3
Morton	2
Pilsley	2
Holymoorside and Walton	2
Ashover	1
Holmesfield	1
Sutton-cum-Duckmanton	1
Unstone	1

## Local Authority Performance

**Q Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?**

Very satisfied %	Fairly satisfied %	Neither %	Fairly dissatisfied %	Very dissatisfied %
4	60	24	11	2

**Q Here are some things that other people have said about their Council. To what extent do you think that these statements apply to North East Derbyshire District Council?**

### **My Council....**

	A great deal %	To some extent %	Not very much %	Not at all %	Don't know %
Is making the local area a better place to live	6	58	26	6	5
Is working to make the area safer	6	51	28	8	7
Is working to make the area cleaner and greener	9	51	27	9	4
Is efficient and well run	6	44	22	10	18
Provides good value for money	6	36	27	15	16
Is trustworthy	11	42	16	6	26
Is remote and impersonal	7	33	23	22	16
Promotes the interests of local residents	4	47	27	8	13
Acts on the concerns of local residents	5	45	27	8	15
Treats all types of people fairly	14	42	11	5	27

\* In Appendix C where comparison is made with the BVPI data from 2006, these figures have been re-worked to remove the 'Don't know' responses. Therefore those stating 'don't know' are excluded from the calculations and the percentages are re-calculated using the new total.

**Q Thinking about information on how the Council raises and spends its money which would help you decide whether it is providing good value for money, would you like more, or less, information on this topic?**

More information %	Less information %	About right %	Don't know %
46	3	45	6

**Q If you would like more information, please tell us in what format you would prefer it to be delivered?**

	%
An article in the Council's magazine	44
Local free newspaper	29
Leaflet	13
Council's website	7
Local paid-for newspaper	5
Exhibition	2

**Q Of the topics listed below, which are the THREE most important to you?**

	%
Creating jobs and developing skills to boost the local economy	57
Young people and alcohol misuse	41
How well the Council works with local communities to improve services	40
The future provision of leisure and cultural services	29
Climate change	27
Supporting unpaid carers	26
Access to dentists	26
Access to rural or community transport and discretionary fares	24
Achieving the 'Decent Homes' standard	15
Damage and theft of vehicles	11

### **Museums and Heritage**

**Q Have you visited the museum in Chesterfield in the last 12 months?**

Yes %	No %	Can't remember %
16	84	1

**Q Are you interested in local history?**

Yes, a lot %	A little %	No, not at all %
67	34	2

**Q Do you think museums make a difference to the quality of .....?**

	Yes %	No %
Your life	49	51
The lives of family and friends	52	48
Of people in general	73	28

**Q Which four services do you think it is most important for the museum to offer?**

	%
Educational services for schools	78
Regularly changing special exhibitions	67
Exhibitions and events in the local community	66
Help and support for local heritage groups	53
Information and advice	52
Special family events	36
A website	23
Other	1

**Q How would you prefer to find out more about your local heritage?**

	%
Local library	51
Publications	50
A programme of special exhibitions and events in the community	47
Town or village 'trails'	43
Outdoor information panels	38
Permanent displays in a public building	35
A website	34
Local history group	19
DVD or video presentations	10
Not interested	2
Other	-
Don't know	2

**Q Do you think it is important to preserve heritage sites, artefacts and people's memories?**

Definitely %	Probably %	Often %	Sometimes %	Not at all %	Don't know %
82	11	1	5	-	-

**Q Should the Council do more or less to look after the District's heritage?**

A lot more %	A bit more %	About the same %	A bit less %	A lot less %	Don't know %
27	42	22	1	-	8

### **Fairtrade**

**Q Before today, had you heard of Fairtrade goods?**

Yes %	No %	Don't know %
95	5	1

**Q Do you buy Fairtrade goods?**

Yes, whenever I can %	Yes, now and then %	No, but members of my family do %	No %
25	60	2	13

**Q If Fairtrade goods were available at similar prices to non-Fairtrade goods, would you buy them?**

Yes, definitely %	Yes, probably %	Probably not %	Definitely not %
54	29	15	2

**Q Would you be willing to pay a little more for something if you knew that the person making or growing it was guaranteed a fair price?**

Yes, definitely %	Yes, probably %	Probably not %	Definitely not %
54	29	15	2

**Q Do you think that North East Derbyshire should try to become a Fairtrade area?**

Yes, definitely %	Yes, probably %	Probably not %	Definitely not %
46	41	10	4

**Citizens' Panel  
February 2008 – Trend Data**

**CONCERNS ABOUT SAFETY**

**Q How safe do you feel in the following situations?**

**a) When outside in your neighbourhood during the day**

	Very Safe %	Fairly safe %	Neither %	Fairly Unsafe %	Very Unsafe %	No opinion %
2003	53	41	N/A	5	1	-
2004	N/A	N/A	N/A	N/A	N/A	N/A
2005	53	41	5	1	-	-
2006	59	37	3	1	-	-
2007	56	39	3	1	1	-
2008	57	38	3	2	-	-

**b) When outside in your neighbourhood at night time**

	Very Safe %	Fairly safe %	Neither %	Fairly Unsafe %	Very Unsafe %	No opinion %
2003	16	52	N/A	25	6	1
2004	N/A	N/A	N/A	N/A	N/A	N/A
2005	14	55	14	13	3	1
2006	12	55	16	11	5	1
2007	14	52	17	12	5	1
2008	14	49	18	13	4	2

**c) When you are alone in your own home at night**

	Very Safe %	Fairly safe %	Neither %	Fairly Unsafe %	Very Unsafe %	No opinion %
2003	N/A	N/A	N/A	N/A	N/A	N/A
2004	33	53	5	7	1	2
2005	37	49	7	5	1	1
2006	41	47	7	4	2	1
2007	40	50	5	3	2	-
2008	42	46	7	3	1	-

**d) When travelling alone on public transport**

	Very Safe %	Fairly safe %	Neither %	Fairly Unsafe %	Very Unsafe %	No opinion %
2003	N/A	N/A	N/A	N/A	N/A	N/A
2004	7	35	11	16	4	27
2005	11	37	16	9	3	25
2006	9	36	13	11	2	29
2007	10	37	17	10	3	24
2008	12	35	16	8	4	25

## **CRIME IN YOUR AREA**

The following five questions were added in 2007

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

	Very Confident %	Fairly Confident %	Not very confident %	Not at all Confident %	Don't Know %
2007	1	19	47	31	2
2008	1	21	44	32	2

**Q How worried are you about crime in your local area?**

	Very Worried %	Fairly Worried %	Not Very Worried %	Not at all Worried %
2007	9	46	41	5
2008	7	44	45	4

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

	A lot %	A little %	Not at all %	Not worried about crime %
2007	9	59	28	5
2008	6	56	34	4

**Q How worried are you about.....**

	Very Worried		Fairly Worried		Not Very Worried		Not at all Worried		Not applicable	
	2007 %	2008 %	2007 %	2008 %	2007 %	2008 %	2007 %	2008 %	2007 %	2008 %
<b>having your home broken into and something stolen</b>	16	10	44	42	37	44	4	4	-	-
<b>Having your car stolen</b>	11	8	42	40	35	41	5	5	7	7
<b>Having things stolen from your car</b>	11	9	41	38	37	41	5	6	7	7
<b>Being mugged and robbed</b>	11	8	30	31	51	52	7	9	-	1
<b>Being raped</b>	7	4	13	13	38	37	21	23	21	23
<b>Being physically attacked by strangers</b>	10	6	28	33	53	49	9	11	-	-
<b>Being subject to a physical attack because of your skin colour, ethnic origin or religion</b>	2	1	6	4	34	30	45	44	14	22

**Q Thinking about your local area, how much of a problem do you think are.....**

	A very big problem			A fairly big problem			Not a very big problem		Not a problem at all		Don't know	
	2006 %	2007 %	2008 %	2006 %	2007 %	2008 %	2007 %	2008 %	2007 %	2008 %	2007 %	2008 %
Parents not taking responsibility for the behaviour of their children	25*	27	26	30*	35	35	31	31	5	5	2	2
People not treating other people with respect and consideration	16*	21	21	26*	32	32	36	38	10	8	1	1
Abandoned or burnt out cars	1*	2	1	3*	7	8	45	43	42	42	4	6
Vandalism or graffiti and other property damage	9*	10	7	23*	23	26	50	51	15	14	2	2
Groups of teenagers hanging around	25*	17	15	29*	30	29	39	42	12	11	2	3
People using or dealing drugs	18*	13	9	26*	21	23	31	28	12	12	24	29
Noisy neighbours or loud parties	5*	3	3	9*	7	7	44	43	44	44	1	2
Rubbish or litter lying around	10*	17	15	23*	27	30	45	43	11	12	-	-
People being drunk or rowdy in public places	7*	6	6	11*	11	14	51	50	26	25	6	6
People being verbally abused			4			15		46		27		9

*\*Data collected from the recent (Autumn 2006) BVPI General Survey. The data is quite similar to the Citizens' panel findings considering the difference in sampling between the two surveys.*

## **CRIME IN YOUR AREA**

**Q How often do you think these incidents happen in the streets around your house?"**

	Very often		Quite often		Not very often		Hardly ever		Don't know	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
	%	%	%	%	%	%	%	%	%	%
<b>Burglary</b>	2	2	26	21	51	52	14	15	7	9
<b>Robberies in the street</b>	-	1	6	4	40	39	42	41	12	15
<b>Cars stolen</b>	8	4	27	25	41	44	15	16	9	12
<b>Cars broken into</b>	10	10	35	34	35	35	10	11	10	10
<b>Bicycles stolen</b>	5	4	22	23	32	37	13	13	28	23
<b>Abandoned cars</b>	3	3	11	12	29	33	45	41	12	12
<b>Arson</b>	-	1	2	3	22	23	54	47	21	27
<b>Vandalism</b>	10	13	24	28	30	31	29	21	7	8
<b>Teenagers hanging around</b>	24	30	32	33	23	19	18	13	4	5
<b>Bullying</b>	5	8	12	18	22	19	23	10	38	45
<b>Being attacked because of skin</b>	1	-	3	3	18	20	46	35	34	42
<b>Being attacked because of age</b>	1	1	3	5	21	24	44	31	32	40
<b>Being attacked because of gender</b>	-	1	1	3	17	20	45	32	36	44
<b>Being attacked because of disability</b>	1	1	1	2	16	18	48	36	34	42
<b>Being attacked because of sexuality</b>	-	1	2	3	15	19	44	33	39	45
<b>Domestic abuse</b>	2	3	6	10	19	17	20	14	54	56
<b>Verbal abuse</b>	4	8	12	21	25	24	29	18	32	29
<b>People using or dealing drugs</b>	13	9	24	21	17	16	17	12	29	43
<b>Prostitution</b>	-	-	2	1	10	8	36	31	53	60
<b>Noisy neighbours or loud parties</b>	5	7	8	12	31	33	47	37	10	12
<b>People sleeping rough</b>	-	-	-	1	8	7	64	56	27	36
<b>Rubbish or litter lying around</b>	20	24	34	32	26	25	19	16	2	3
<b>People being drunk or rowdy in public places</b>	7	8	17	20	33	32	34	27	10	12

Data for 2006, 2007 and 2008 shown overleaf.

## CRIME IN YOUR AREA

Q How often do you think these incidents happen in the streets around your house?"

	Very often		Quite often		Not very often		Hardly ever		Don't know	
	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007
	%	%	%	%	%	%	%	%	%	%
Burglary	2	2	21	20	53	57	16	15	9	6
Robberies in the street	-	-	4	5	42	45	40	41	14	9
Cars stolen	4	2	24	18	48	52	14	19	12	9
Cars broken into	8	4	33	30	40	44	9	13	10	9
Bicycles stolen	4	3	21	17	38	39	13	15	24	27
Abandoned cars	3	1	13	4	30	32	43	51	12	12
Arson	1	-	3	3	25	27	47	49	24	21
Vandalism	12	7	31	23	31	40	20	24	6	6
Teenagers hanging around	27	18	33	30	22	30	14	19	4	3
Bullying	8	7	15	12	19	22	11	14	48	46
Being attacked because of skin	1	1	3	2	19	20	33	40	44	36
Being attacked because of age	1	1	4	6	22	24	32	38	41	31
Being attacked because of gender	1	1	3	2	21	24	31	38	44	36
Being attacked because of disability	1	1	2	2	20	22	35	42	42	34
Being attacked because of sexuality	1	1	3	3	19	21	32	35	45	41
Domestic abuse	2	2	11	10	21	20	16	17	51	52
Verbal abuse	8	5	21	19	24	29	19	26	29	22
People using or dealing drugs	8	8	23	22	15	20	12	16	43	35
Prostitution	-	-	1	1	10	11	34	36	56	52
Noisy neighbours or loud parties	3	2	9	7	32	30	43	53	12	8
People sleeping rough	-	-	1	1	8	9	57	57	34	34
Rubbish or litter lying around	29	18	31	28	24	33	12	20	3	2
People being drunk or rowdy in public places	7	4	18	14	36	36	27	35	13	11

Data for 2008 shown overleaf

**Q How often do you think these incidents happen in the streets around your house?"**

	Very often		Quite often		Not very often		Hardly ever		Don't know	
	2008 %		2008 %		2008 %		2008 %		2008 %	
<b>Burglary</b>	1		19		56		17		7	
<b>Robberies in the street</b>	-		4		43		42		11	
<b>Cars stolen</b>	1		16		49		24		10	
<b>Cars broken into</b>	3		27		44		17		10	
<b>Bicycles stolen</b>	1		17		38		17		28	
<b>Abandoned cars</b>	1		5		30		51		14	
<b>Arson</b>	-		3		26		49		22	
<b>Vandalism</b>	6		24		38		26		6	
<b>Teenagers hanging around</b>	15		31		32		18		4	
<b>Bullying</b>	4		14		19		14		48	
<b>Being attacked because of skin</b>	1		3		20		37		39	
<b>Being attacked because of age</b>	1		5		26		37		31	
<b>Being attacked because of gender</b>	1		2		24		36		37	
<b>Being attacked because of disability</b>	1		3		19		42		36	
<b>Being attacked because of sexuality</b>	1		3		20		37		39	
<b>Domestic abuse</b>	1		9		21		17		52	
<b>Verbal abuse</b>	3		16		25		28		28	
<b>People using or dealing drugs</b>	7		22		20		15		38	
<b>Prostitution</b>	-		1		10		34		55	
<b>Noisy neighbours or loud parties</b>	3		6		27		55		10	
<b>People sleeping rough</b>	-		1		10		56		33	
<b>Rubbish or litter lying around</b>	18		29		32		18		3	
<b>People being drunk or rowdy in public places</b>	5		14		35		34		12	

**Q How well informed do you feel about what is being done to tackle anti-social behaviour in your local area?**

	Very well informed %	Fairly well informed %	Not very well informed %	Not well informed at all %	Don't Know %
2007	1	19	47	30	3
2008	2	24	50	21	4

**DRUGS AND ALCOHOL**

**Q Are you aware of people misusing alcohol and/or illegal drugs in your area?**

	Yes %	No %	Don't Know %
2003	N/A	N/A	N/A
2004	50	32	18
2005	47	36	17
2006	48	34	18
2007	Questions changed in 2007 this one is no longer included.		

Some new questions were added in 2007

**Q Are you aware of any drug dealing in your local area?**

	Yes %	No %	Don't Know* %
2007	27	55	18
2008	27	73	-

\* the "Don't know" response was not offered in 2008.

**Q How much of a problem is drug dealing in your local area?**

	A very big problem %	A fairly big problem %	Not a very big problem %	Not a problem at all %	Don't Know %
2007	4	16	23	11	47
2008	5	25	29	6	35

**Q Are you aware of any drug taking in your local area?**

	Yes %	No %	Don't Know %
2007	33	45	22
2008	35	65	-

\* the "Don't know" response was not offered in 2008.

**Q How much of a problem is drug taking in your local area?**

	A very big problem %	A fairly big problem %	Not a very big problem %	Not a problem at all %	Don't Know %
2007	5	15	25	10	44
2008	6	25	32	6	31

**Q Are you aware of people drinking excessive amounts of alcohol in public in your local area?**

	Yes %	No %	Don't Know %
2007	28	57	16
2008	35	65	-

\* the "Don't know" response was not offered in 2008.

**Q How much of a problem does people drinking excessive amounts of alcohol cause in your local area?**

	A very big problem %	A fairly big problem %	Not a very big problem %	Not a problem at all %	Don't Know %
2007	3	13	40	23	21
2008	8	23	43	16	11

**Q 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?**

	I know how to contact			I could find a contact			I have no idea how to contact			I don't know of their existence		
	2006 %	2007 %	2008 %	2006 %	2007 %	2008 %	2006 %	2007 %	2008 %	2006 %	2007 %	2008 %
<b>Young peoples' treatment services</b>	5	6	7	42	46	46	37	32	32	17	16	15
<b>Adult treatment services</b>	5	5	7	46	50	51	34	32	31	15	13	11
<b>Parent/carer support groups</b>	5	6	8	46	48	48	37	34	31	12	11	13
<b>Alcohol treatment services</b>	7	7	9	51	54	54	33	30	27	9	9	10
<b>National drugs helpline facilitates (FRANK)</b>	6	7	9	44	52	49	35	30	29	16	11	14

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

	Very easy		Fairly easy		Fairly difficult		Very difficult		impossible		Don't know	
	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005	2004	2005
	%	%	%	%	%	%	%	%	%	%	%	%
<b>Amphetamines</b>	6	6	13	13	-	1	1	1	-	-	79	79
<b>Cannabis</b>	9	11	15	14	1	1	1	1	-	-	73	73
<b>Cocaine</b>	5	5	9	10	2	3	1	1	1	1	82	81
<b>Crack</b>	3	4	7	8	3	2	1	1	1	1	86	84
<b>Ecstasy</b>	6	7	12	12	1	1	1	1	-	-	80	79
<b>Heroin</b>	4	4	9	9	1	2	2	2	-	1	83	84
<b>LSD</b>	3	2	6	8	2	2	1	1	-	1	87	86
<b>Magic mushrooms</b>	4	3	5	10	2	1	1	1	1	1	87	85
<b>Methadone</b>	3	3	5	7	2	2	1	2	1	1	88	85
<b>Semeron</b>	2	-	2	3	2	1	1	1	1	1	92	95
<b>Tranquillisers</b>	5	4	7	10	2	2	1	1	1	-	85	82
<b>Amyl Nitrate</b>	4	3	4	6	2	1	1	1	1	-	89	88
<b>Steroids</b>	3	3	6	7	2	2	1	1	-	-	88	87
<b>GHB</b>	2	1	3	4	1	1	1	1	1	-	93	92

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

	Very easy		Fairly easy		Fairly difficult		Very difficult		impossible		Don't know	
	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007
	%	%	%	%	%	%	%	%	%	%	%	%
<b>Amphetamines</b>	6	3	15	10	1	1	1	1	1	1	77	84
<b>Cannabis</b>	10	7	15	11	1	1	1	1	1	1	73	79
<b>Cocaine</b>	3	2	10	7	2	2	1	1	1	1	82	86
<b>Crack</b>	3	1	8	6	3	2	1	1	1	1	85	89
<b>Ecstasy</b>	6	3	13	8	1	2	1	1	1	1	79	84
<b>Heroin</b>	3	2	10	5	2	3	2	2	1	1	83	87
<b>LSD</b>	2	1	8	5	2	2	2	2	1	1	86	89
<b>Magic mushrooms</b>	3	2	8	5	2	2	2	2	1	1	85	89
<b>Methadone</b>	2	2	6	5	2	2	1	2	1	1	86	88
<b>Semeron</b>	1	-	3	1	1	2	1	2	1	1	94	94
<b>Tranquillisers</b>	3	2	10	5	1	2	1	2	1	1	84	88
<b>Amyl Nitrate</b>	3	2	6	4	1	2	1	1	1	1	89	91
<b>Steroids</b>	2	2	7	6	2	2	1	1	1	1	88	88
<b>GHB</b>	1	1	3	2	2	2	1	1	1	1	92	93
<b>Methamphetamine</b>	N/A	1	N/A	2	N/A	2	N/A	1	N/A	2	N/A	93

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

	Very easy		Fairly easy		Fairly difficult		Very difficult		impossible		Don't know	
	2008 %		2008 %		2008 %		2008 %		2008 %		2008 %	
<b>Amphetamines</b>	4		10		1		1		-		84	
<b>Cannabis</b>	7		11		1		1		-		81	
<b>Cocaine</b>	3		8		3		1		-		85	
<b>Crack</b>	2		6		3		1		-		87	
<b>Ecstasy</b>	4		10		2		1		-		84	
<b>Heroin</b>	2		7		3		1		-		86	
<b>LSD</b>	2		6		3		2		-		88	
<b>Magic mushrooms</b>	2		5		3		2		1		88	
<b>Methadone</b>	1		6		2		1		-		89	
<b>Semeron</b>	-		2		2		2		-		95	
<b>Tranquillisers</b>	3		8		2		2		-		86	
<b>Amyl Nitrate</b>	3		4		2		1		-		90	
<b>Steroids</b>	2		5		2		2		-		89	
<b>GHB</b>	1		2		2		2		-		94	
<b>Methamphetamine</b>	1		2		2		2		-		93	

## **QUALITY OF LIFE**

**Q How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Very satisfied	41	38	40	37	38	
Fairly satisfied	48	49	48	49	47	
Neither	5	7	6	7	8	
Fairly dissatisfied	5	5	4	5	5	
Very dissatisfied	1	1	1	2	2	

**Q On the whole, do you think that over the past TWO years your neighbourhood has got better or worse as a place to live?**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Better	8	8	7	8	7	
Worse	17	22	23	24	22	
Stayed the same	75	69	67	67	70	
Lived here less than 2 years	-	1	1	1	1	

**Q Do you think that over the past THREE years the following have got better or worse in your neighbourhood?**

### **Activities for teenagers**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Better	10	10	6	9	7	
Worse	16	20	21	21	19	
Stayed the same	73	68	70	67	74	
Lived here less than 3 years	2	2	2	3	1	

### Cultural facilities (eg cinemas, museums)

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Better	6	6	4	10	4	
Worse	13	14	15	13	12	
Stayed the same	79	79	79	74	84	
Lived here less than 3 years	2	2	2	3	1	

### Facilities for young children

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Better	18	16	14	16	15	
Worse	10	12	12	13	13	
Stayed the same	71	69	71	69	71	
Lived here less than 3 years	2	2	2	3	1	

### Sport and leisure facilities

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Better	12	16	12	16	14	
Worse	9	13	13	14	17	
Stayed the same	77	69	72	68	69	
Lived here less than 3 years	2	2	2	3	1	

### Parks and open spaces

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Better	11	14	11	16	10	
Worse	8	13	11	13	12	
Stayed the same	79	71	76	69	78	
Lived here less than 3 years	2	2	2	3	1	

**Q To what extent do you agree or disagree that you can influence decisions affecting your local area?**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Definitely agree	3	3	4	3	3	
Tend to agree	31	28	29	27	27	
Neither	38	33	30	33	39	
Disagree	24	28	29	29	27	
Strongly disagree	5	8	9	8	5	

**Q 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?”**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Definitely agree	8	10	9	10	7	
Tend to agree	48	45	50	50	53	
Neither	23	21	21	21	24	
Disagree	16	15	15	15	13	
Strongly disagree	3	8	4	4	3	

**Q To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Definitely agree	5	16	5	6	4	
Tend to agree	47	32	47	47	48	
Neither	35	25	38	39	43	
Disagree	6	7	8	8	5	
Strongly disagree	1	16	1	1	1	

**Q 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?**

**Keeping in touch with someone who has difficulty getting out and about**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	40	40	37	38	40	
Not a relative	35	33	37	35	36	

### Doing shopping, collecting a pension or paying bills for someone

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	36	33	33	34	31	
Not a relative	15	16	19	17	18	

### Cooking, cleaning, gardening and other routine jobs

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	33	31	34	32	32	
Not a relative	12	11	12	13	12	

### Decorating or doing any kind of home or car repairs

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	21	20	22	22	21	
Not a relative	6	7	9	9	7	

### Babysitting or caring for children

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	31	29	34	29	31	
Not a relative	11	12	13	15	10	

### Sitting with or providing personal care

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	11	13	14	13	11	
Not a relative	4	4	5	4	4	

### Looking after a property or pet for someone who is away

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	25	25	25	26	26	
Not a relative	30	34	36	37	34	

### Giving advice to someone

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	40	42	43	43	38	
Not a relative	43	48	50	52	44	

### Writing letters or filling in forms for someone

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	28	28	31	29	27	
Not a relative	14	17	19	19	16	

### Representing someone (eg talking to a Council official)

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	15	13	16	14	12	
Not a relative	8	8	9	9	8	

### Transporting or escorting someone

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Relative	38	39	40	39	41	
Not a relative	25	27	31	30	29	

**Q In the last 12 months have YOU RECEIVED any of the things on the list below unpaid for someone who is NOT A RELATIVE?**

### Someone has kept in touch with you if you have difficulty getting out and about

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	9	10	10	9	9	

### Someone has done your shopping, collected your pension or paid bills for you

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	8	9	8	8	7	

**Someone has done cooking, cleaning, gardening and other routine jobs**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	6	6	7	7	10	

**Someone has done decorating or doing any kind of home or car repairs**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	4	5	7	7	6	

**Someone has babysat or cared for your children**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	8	10	8	10	5	

**Someone has sat with you or provided you with personal care**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	2	3	3	2	2	

**Someone has looked after a property or pet for you when you were away**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	21	26	32	34	34	

**Someone has given you advice**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	13	15	18	19	15	

**Someone has written letters or filled in forms for you**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	5	5	4	3	2	

**Someone has represented you (eg talked to a Council official)**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	3	3	2	2	1	

**Someone has transported or escorted you**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	12	14	15	14	14	

**Anything else**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Not a relative	-	1	1	1	1	

**Q In the past 3 years, have you had any responsibilities in any of the following organizations, such as being a committee member, raising funds, organizing events or doing administrative or clerical work? (this does not include just attending meetings)**

**Parent/teacher organisations**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	6	7	5	7	5	

**School associations**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	6	6	5	6	5	

**Religious organisations**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	13	12	11	12	12	

**Residents' or tenants' associations**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	3	5	4	5	5	

**Neighbourhood Watch**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	6	5	6	5	7	

**Groups for the elderly**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	5	6	4	5	4	

**Youth groups**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	3	5	4	5	4	

**Environmental groups**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	4	4	4	4	3	

**Political parties**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	2	3	2	2	2	

**Trade unions**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	3	3	3	2	3	

**Social clubs/working men's clubs**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	5	4	4	4	4	

**Sports clubs**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	8	11	7	12	10	

**Women's Institute**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	9	15	7	21	8	

**Charity work**

	2006		2007		2008	
	NEDDC	County	NEDDC	County	NEDDC	County
	%	%	%	%	%	%
Yes	15	18	16	16	15	

## **COUNCIL SERVICES**

**Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by North East Derbyshire District Council.**

	Very satisfied		Fairly satisfied		Neither		Fairly Dissatisfied		Very Dissatisfied	
	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Sept 07 %
<b>Sports and leisure</b>	20	12	48	46	20	29	10	10	3	3
<b>Libraries</b>	32	33	44	46	19	19	5	2	1	1
<b>Theatres and concert halls</b>	7	9	25	36	46	41	16	10	6	4
<b>Parks and open spaces</b>	22	13	49	56	14	19	11	10	5	3
<b>Children and youth play provision</b>	*	5	*	25	*	50	*	15	*	5

*\*Not asked in the BVPI survey*

**Q For each of the following services provided by North East Derbyshire District Council, do you think the service has got better or worse over the last three years, or has it stayed the same?**

	Better		Worse		Stayed the same		Lived here less than 3 years	
	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Feb 08 %	BVPI Sept 06 %	CP Feb 08 %
<b>Keeping public land clear of litter and refuse</b>	26	15	13	30	61	54	*	1
<b>Collection of household waste</b>	29	31	24	29	47	40	*	1
<b>Libraries</b>	16	20	3	3	81	77	*	1
<b>Theatres/concert halls</b>	6	6	7	3	87	90	*	1
<b>Children and youth play provision</b>	*	11	*	15	*	73	*	1

*\* Not asked in the BVPI Survey*

## **LOCAL AUTHORITY PERFORMANCE**

**Q Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08 %</b>
Very satisfied	4	4
Fairly satisfied	53	60
Neither	27	24
Fairly dissatisfied	9	11
Very dissatisfied	2	2

**Q Here are some things that other people have said about their Council. To what extent do you think that these statements apply to North east Derbyshire District Council?**

**My Council is making the local area a better place to live**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	11	6
To some extent	63	61
Not very much	21	27
Not at all	5	6

**My Council is working to make the area safer**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	9	7
To some extent	53	55
Not very much	31	30
Not at all	8	8

**My Council is working to make the area cleaner and greener**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	19	10
To some extent	56	53
Not very much	20	28
Not at all	5	9

**My Council is efficient and well run**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	11	7
To some extent	56	53
Not very much	23	27
Not at all	10	13

**My Council provides good value for money**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	10	7
To some extent	45	43
Not very much	31	32
Not at all	15	18

**My Council is trustworthy**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	14	14
To some extent	55	56
Not very much	21	22
Not at all	11	8

**My Council is remote and impersonal**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	9	8
To some extent	46	39
Not very much	28	28
Not at all	17	26

**My Council promotes the interests of local residents**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	9	5
To some extent	49	54
Not very much	33	32
Not at all	10	9

**My Council acts on the concerns of local residents**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	9	6
To some extent	48	53
Not very much	32	32
Not at all	11	10

**My Council treats all types of people fairly**

	<b>BVPI Sept 06 %</b>	<b>CP Feb 08* %</b>
A great deal	19	20
To some extent	55	58
Not very much	16	15
Not at all	10	7

\* These figures have been re-worked throughout this section to remove the 'Don't know' responses for comparison with the BVPI data. Therefore those stating 'don't know' are excluded from the calculations.