

## Derby Pointer October 2007 survey – tabulated results

This set of tables sets out the overall findings from each quantitative question asked of the Panel. Open questions have been coded and included in the tables set out below.

The overall response rate at time of analysis was 55% or 644 completed surveys.

Please note that some questions only applied to subsets of the total response, hence lower total responses. In some cases not all respondents gave a valid response to particular questions, and again this causes small variations in totals.

Q1a. Top 'most important' priority		
	Frequency	Percent
Q1a. Crime and anti-social behaviour	585	93
Q1a. Public transport	447	71
Q1a. Helping vulnerable and older people to maintain their independence	434	69
Q1a. Street cleaning	403	64
Q1a. Recycling	386	61
Q1a. Waste collections	383	61
Q1a. Listening to local residents	368	59
Q1a. Supporting local economic growth such as increasing local jobs	336	54
Q1a. Open spaces and parks	330	53
Q1a. Affordable decent housing	306	49
Q1a. Providing support to vulnerable groups of children and young people	268	43
Q1a. Educational achievement at all levels	263	42
Q1a. Public culture and entertainment facilities including libraries and museums	253	40
Q1a. Sports and leisure facilities	239	38
Q1a. Facilities for young children and their parents and young people	226	36
Q1a. Improvement of city centre public spaces	218	35
Q1a. Reducing the Council's Carbon Footprint	183	29
Q1a. Heritage sites, for example, the Silk Mill	179	29
Q1a. Adult learning and training	148	24
Q1a. Reducing the differences between Derby's neighbourhoods	133	21
Q1a. Accessible and modern Council services	126	20

Base = 644

<b>Q1a. Crime and anti-social behaviour</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
<b>1</b>	341	53
<b>2</b>	80	12
<b>3</b>	40	6
<b>4</b>	19	3
<b>5</b>	17	3
<b>6</b>	13	2
<b>7</b>	14	2
<b>8</b>	13	2
<b>9</b>	6	1
<b>10</b>	14	2
<b>Base</b>	644	

<b>Q1a. Affordable decent housing</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
<b>1</b>	36	6
<b>2</b>	51	8
<b>3</b>	32	5
<b>4</b>	22	3
<b>5</b>	20	3
<b>6</b>	36	6
<b>7</b>	20	3
<b>8</b>	30	5
<b>9</b>	25	4
<b>10</b>	17	3
<b>Base</b>	644	

<b>Q1a. Reducing the differences between Derby's neighbourhoods</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
<b>1</b>	6	1
<b>2</b>	16	2
<b>3</b>	16	2
<b>4</b>	6	1
<b>5</b>	3	0
<b>6</b>	14	2
<b>7</b>	17	3
<b>8</b>	11	2
<b>9</b>	14	2
<b>10</b>	23	4
<b>Base</b>	644	

<b>Q1a. Public transport</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	31	5
2	73	11
3	57	9
4	54	8
5	33	5
6	34	5
7	48	7
8	40	6
9	28	4
10	29	5
<b>Base</b>	644	

<b>Q1a. Street cleaning</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	12	2
2	38	6
3	43	7
4	54	8
5	41	6
6	43	7
7	36	6
8	48	7
9	38	6
10	27	4
<b>Base</b>	644	

<b>Q1a. Public culture and entertainment facilities including libraries and museums</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	9	1
2	10	2
3	13	2
4	22	3
5	30	5
6	29	5
7	32	5
8	37	6
9	40	6
10	22	3
<b>Base</b>	644	

<b>Q1a. Reducing the Council's carbon footprint</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	2	0
2	8	1
3	20	3
4	20	3
5	25	4
6	26	4
7	28	4
8	28	4
9	32	5
10	43	7
<b>Base</b>	644	

<b>Q1a. Sports and leisure facilities</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	2	0
2	8	1
3	20	3
4	20	3
5	25	4
6	26	4
7	28	4
8	28	4
9	32	5
10	43	7
<b>Base</b>	644	

<b>Q1a. Supporting local economic growth such as increasing local jobs</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	19	3
2	26	4
3	36	6
4	34	5
5	34	5
6	35	5
7	33	5
8	29	5
9	40	6
10	32	5
<b>Base</b>	644	

<b>Q1a. Helping vulnerable and older people to maintain their independence</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	33	5
2	69	11
3	65	10
4	54	8
5	41	6
6	33	5
7	36	6
8	33	5
9	22	3
10	23	4
<b>Base</b>	644	

<b>Q1a. Educational attainment at all levels</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	25	4
2	30	5
3	30	5
4	29	5
5	24	4
6	22	3
7	24	4
8	27	4
9	22	3
10	21	3
<b>Base</b>	644	

<b>Q1a. Cultural and heritage sites, for example, the Silk Mill</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	5	1
2	11	2
3	9	1
4	11	2
5	17	3
6	16	2
7	13	2
8	22	3
9	29	5
10	35	5
<b>Base</b>	644	

Q1a. Listening to local residents		
Ranking	Frequency	Percent
1	28	4
2	38	6
3	32	5
4	46	7
5	44	7
6	32	5
7	33	5
8	30	5
9	31	5
10	38	6
Base	644	

Q1a. Recycling		
Ranking	Frequency	Percent
1	15	2
2	41	6
3	37	6
4	53	8
5	45	7
6	40	6
7	38	6
8	27	4
9	43	7
10	29	5
Base	644	

Q1a. Waste collections		
Ranking	Frequency	Percent
1	12	2
2	23	4
3	49	8
4	45	7
5	57	9
6	54	8
7	37	6
8	30	5
9	32	5
10	27	4
Base	644	

<b>Q1a. Accessible and modern Council services</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	2	0
2	5	1
3	5	1
4	10	2
5	6	1
6	12	2
7	15	2
8	14	2
9	29	5
10	18	3
<b>Base</b>	644	

<b>Q1a. Facilities for young children and their parents and young people</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	7	1
2	14	2
3	18	3
4	26	4
5	26	4
6	23	4
7	27	4
8	28	4
9	19	3
10	31	5
<b>Base</b>	644	

<b>Q1a. Open spaces and parks</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	6	1
2	18	3
3	27	4
4	32	5
5	34	5
6	29	5
7	45	7
8	40	6
9	37	6
10	46	7
<b>Base</b>	644	

<b>Q1a. Adult learning and training</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	2	0
2	2	0
3	3	0
4	12	2
5	16	2
6	13	2
7	22	3
8	27	4
9	20	3
10	26	4
<b>Base</b>	644	

<b>Q1a. Improvement of city centre public spaces</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	1	0
2	3	0
3	19	3
4	12	2
5	24	4
6	22	3
7	30	5
8	28	4
9	27	4
10	35	5
<b>Base</b>	644	

<b>Q1a. Providing support to vulnerable groups of children and young people</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	5	1
2	20	3
3	23	4
4	28	4
5	28	4
6	27	4
7	17	3
8	29	5
9	34	5
10	34	5
<b>Base</b>	644	



<b>Q1b. Top 'least important' priority</b>		
	Frequency	Valid Percent
Q1b. Reducing the differences between Derby's neighbourhoods	365	60
Q1b. Accessible and modern Council services	248	41
Q1b. Reducing the Council's Carbon Footprint	247	41
Q1b. Improvement of city centre public spaces	214	35
Q1b. Adult learning and training	209	34
Q1b. Heritage sites, for example, the Silk Mill	204	33
Q1b. Sports and leisure facilities	202	33
Q1b. Affordable decent housing	180	30
Q1b. Educational achievement at all levels	149	24
Q1b. Facilities for young children and their parents and young people	135	22
Q1b. Public culture and entertainment facilities including libraries and museums	132	22
Q1b. Providing support to vulnerable groups of children and young people	125	21
Q1b. Supporting local economic growth such as increasing local jobs	103	17
Q1b. Open spaces and parks	85	14
Q1b. Public transport	83	14
Q1b. Listening to local residents	79	13
Q1b. Waste collections	70	11
Q1b. Street cleaning	66	11
Q1b. Recycling	65	11
Q1b. Helping vulnerable and older people to maintain their independence	52	9
Q1b. Crime and anti-social behaviour	29	5

Base = 644

<b>Q1b. Crime and anti-social behaviour</b>		
Ranking	Frequency	Percent
1	19	3
2	3	0
3	4	1
4	6	1
5	7	1
<b>Total</b>	644	

<b>Q1b. Affordable decent housing</b>		
Ranking	Frequency	Percent
1	44	7
2	37	6
3	29	5
4	32	5
5	43	7
<b>Total</b>	644	

<b>Q1b. Reducing the differences between Derby's neighbourhoods</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	126	20
2	62	10
3	53	8
4	44	7
5	45	7
<b>Total</b>	644	

<b>Q1b. Public transport</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	15	2
2	25	4
3	13	2
4	19	3
5	12	2
<b>Total</b>	644	

<b>Q1b. Street cleaning</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	12	2
2	16	2
3	9	1
4	14	2
5	19	3
<b>Total</b>	644	

<b>Q1b. Public culture and entertainment facilities including libraries and museums</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	24	4
2	25	4
3	36	6
4	24	4
5	22	3
<b>Total</b>	644	

<b>Q1b. Reducing the Council's carbon footprint</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	63	10
2	67	10
3	30	5
4	38	6
5	35	5
<b>Total</b>	644	

Q1b. Sports and leisure facilities		
Ranking	Frequency	Percent
1	48	7
2	32	5
3	38	6
4	34	5
5	38	6
Total	644	

Q1b. Supporting local economic growth such as increasing local jobs		
Ranking	Frequency	Percent
1	7	1
2	19	3
3	25	4
4	22	3
5	23	4
Total	644	

Q1b. Helping vulnerable and older people to maintain their independence		
Ranking	Frequency	Percent
1	3	0
2	10	2
3	18	3
4	10	2
5	13	2
Total	644	

Q1b. Educational attainment at all levels		
Ranking	Frequency	Percent
1	19	3
2	24	4
3	33	5
4	46	7
5	32	5
Total	644	

Q1b. Cultural and heritage sites, for example, the Silk Mill		
Ranking	Frequency	Percent
1	43	7
2	34	5
3	41	6
4	34	5
5	34	5
Total	644	

<b>Q1b. Listening to local residents</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	11	2
2	12	2
3	14	2
4	17	3
5	21	3
<b>Total</b>	644	

<b>Q1b. Recycling</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	11	2
2	16	2
3	14	2
4	8	1
5	12	2
<b>Total</b>	644	

<b>Q1b. Waste collections</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	13	2
2	8	1
3	21	3
4	16	2
5	22	3
<b>Total</b>	644	

<b>Q1b. Accessible and modern Council services</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	45	7
2	55	9
3	54	8
4	44	7
5	38	6
<b>Total</b>	644	

<b>Q1b. Facilities for young children and their parents and young people</b>		
<b>Ranking</b>	<b>Frequency</b>	<b>Percent</b>
1	15	2
2	30	5
3	23	4
4	29	5
5	27	4
<b>Total</b>	644	

<b>Q1b. Open spaces and parks</b>		
Ranking	Frequency	Percent
1	11	2
2	17	3
3	24	4
4	25	4
5	22	3
Total	644	

<b>Q1b. Adult learning and training</b>		
Ranking	Frequency	Percent
1	35	5
2	33	5
3	38	6
4	51	8
5	39	6
Total	644	

<b>Q1b. Improving city centre public spaces</b>		
Ranking	Frequency	Percent
1	41	6
2	36	6
3	40	6
4	30	5
5	52	8
Total	644	

<b>Q1b. Providing support to vulnerable groups of children and young people</b>		
Ranking	Frequency	Percent
1	16	2
2	56	9
3	15	2
4	34	5
5	30	5
Total	644	

<b>Q2. Are there any priority areas missing from the list in Q1a?</b>			
		Frequency	Valid Percent
	Yes	154	26
	No	448	74
	Total	602	100

	If you ticked 'yes' to Q2, please tell us which priority areas you think should have been included	Frequency	%
1	Highway maintenance	24	30
2	Pavement maintenance	18	22
3	Well thought out town planning	9	11
4	Improved traffic systems	7	8
5	Encourage multi-ethnic integration	6	7
6	Improved parking provision	5	6
7	Cycle lane provision	4	5
8	Maintenance of hedgerows, verges	4	5
9	Improved street lighting	3	4
10	Improved health services	3	4
	<b>Total</b>	<b>83</b>	<b>100</b>

#### Priority 1 – making us proud of our neighbourhoods

##### Q4aa. I understand the wording of this priority

		Frequency	Valid Percent
	Strongly disagree	17	3
	Tend to disagree	18	3
	Neither agree nor disagree	36	6
	Tend to agree	280	44
	Strongly agree	281	44
	Total	632	100

##### Q4ab. The key outcomes help me to understand what this priority means

		Frequency	Valid Percent
	Strongly disagree	17	3
	Tend to disagree	14	2
	Neither agree nor disagree	79	13
	Tend to agree	303	48
	Strongly agree	211	34
	Total	624	100

##### Q4ac. Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes

		Frequency	Valid Percent
	Strongly disagree	19	3
	Tend to disagree	17	3
	Neither agree nor disagree	64	10
	Tend to agree	311	49
	Strongly agree	218	35
	Total	629	100

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**Q4b.** If you ticked 'tend to disagree' or 'strongly disagree' to Q4a, please tell us why here

There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

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## **Priority 2 – creating a 21<sup>st</sup> century city centre**

### **Q5aa. I understand the wording of this priority**

		Frequency	Valid Percent
	Strongly disagree	17	3
	Tend to disagree	18	3
	Neither agree nor disagree	52	8
	Tend to agree	309	49
	Strongly agree	231	37
	Total	627	100

### **Q5ab. The key outcomes help me to understand what this priority means**

		Frequency	Valid Percent
	Strongly disagree	18	3
	Tend to disagree	17	3
	Neither agree nor disagree	71	11
	Tend to agree	304	49
	Strongly agree	214	34
	Total	624	100

### **5ac. Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes**

		Frequency	Valid Percent
	Strongly disagree	21	3
	Tend to disagree	23	4
	Neither agree nor disagree	67	11
	Tend to agree	312	50
	Strongly agree	206	33
	Total	629	100

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**Q5b.** If you ticked 'tend to disagree' or 'strongly disagree' to Q5a, please tell us why here

There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

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## **Priority 3 – leading Derby towards a better environment**

### **Q6aa. I understand the wording of this priority**

		Frequency	Valid Percent
	Strongly disagree	19	3
	Tend to disagree	12	2
	Neither agree nor disagree	66	11
	Tend to agree	281	45
	Strongly agree	247	40
	Total	625	100

**Q6ab. The key outcomes help me to understand what this priority means**

		Frequency	Valid Percent
	Strongly disagree	21	3
	Tend to disagree	18	3
	Neither agree nor disagree	77	12
	Tend to agree	294	47
	Strongly agree	213	34
	Total	623	100

**Q6ac. Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes**

		Frequency	Valid Percent
	Strongly disagree	27	4
	Tend to disagree	19	3
	Neither agree nor disagree	82	13
	Tend to agree	291	47
	Strongly agree	206	33
	Total	625	100

**Q6b.** If you ticked 'tend to disagree' or 'strongly disagree' to Q6a, please tell us why here

There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

**Priority 4 – supporting everyone in learning and achieving****Q7aa. I understand the wording of this priority**

		Frequency	Valid Percent
	Strongly disagree	12	2
	Tend to disagree	12	2
	Neither agree nor disagree	81	13
	Tend to agree	271	44
	Strongly agree	239	39
	Total	615	100

**Q7ab. The key outcomes help me to understand what this priority means**

		Frequency	Valid Percent
	Strongly disagree	17	3
	Tend to disagree	20	3
	Neither agree nor disagree	85	14
	Tend to agree	282	46
	Strongly agree	207	34
	Total	611	100

**Q7ac. Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes**

		Frequency	Valid Percent
	Strongly disagree	18	3
	Tend to disagree	30	5
	Neither agree nor disagree	87	14
	Tend to agree	276	45
	Strongly agree	201	33
	Total	612	100



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**Q7b.** If you ticked 'tend to disagree' or 'strongly disagree' to Q7a, please tell us why here

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There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

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**Priority 5 – helping us all to be healthy active and independent**

**Q8aa. I understand the wording of this priority**

		Frequency	Valid Percent
	Strongly disagree	13	2
	Tend to disagree	12	2
	Neither agree nor disagree	44	7
	Tend to agree	244	40
	Strongly agree	301	49
	Total	614	100

**Q8ab. The key outcomes help me to understand what this priority means**

		Frequency	Valid Percent
	Strongly disagree	16	3
	Tend to disagree	20	3
	Neither agree nor disagree	52	9
	Tend to agree	266	44
	Strongly agree	257	42
	Total	611	100

**Q8ac. Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes**

		Frequency	Valid Percent
	Strongly disagree	24	4
	Tend to disagree	28	5
	Neither agree nor disagree	61	10
	Tend to agree	260	42
	Strongly agree	240	39
	Total	613	100

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**Q8b.** If you ticked 'tend to disagree' or 'strongly disagree' to Q8a, please tell us why here

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There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

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**Priority 6 – giving you excellent services and value for money**

**Q9aa. I understand the wording of this priority**

		Frequency	Valid Percent
	Strongly disagree	18	3
	Tend to disagree	12	2
	Neither agree nor disagree	74	12
	Tend to agree	255	42
	Strongly agree	255	42
	Total	614	100

**Q9ab. The key outcomes help me to understand what this priority means**

		Frequency	Valid Percent
	Strongly disagree	22	4
	Tend to disagree	25	4
	Neither agree nor disagree	96	16
	Tend to agree	251	41
	Strongly agree	216	35
	Total	610	100

**Q9ac. Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes**

		Frequency	Valid Percent
	Strongly disagree	30	5
	Tend to disagree	41	7
	Neither agree nor disagree	104	17
	Tend to agree	227	37
	Strongly agree	210	34
	Total	612	100

**Q9b.** If you ticked 'tend to disagree' or 'strongly disagree' to Q9a, please tell us why here

There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

**Q10. Had you heard of the Council's priorities and key outcomes before reading the information given here?**

		Frequency	Valid Percent
	Yes	185	31
	No	421	69
	Total	606	100

**Q11. If you ticked 'yes' Q10, please tell us how you found out about them?**

**Q11. Derby Evening Telegraph**

		Frequency	Valid Percent
	No	108	51
	Yes	106	50
	Total	214	100

**Q11. Radio Derby**

		Frequency	Valid Percent
	No	162	76
	Yes	52	24
	Total	214	100

**Q11. Ram FM**

		Frequency	Valid Percent
	No	205	96
	Yes	9	4
	Total	214	100

**Q11. Council Tax information booklet**

		Frequency	Valid Percent
	No	136	64
	Yes	78	36
	Total	214	100

**Q11. Council website - [www.derby.gov.uk](http://www.derby.gov.uk)**

		Frequency	Valid Percent
	No	172	80
	Yes	42	20
	Total	214	100

**Q11. By telephoning the Council**

		Frequency	Valid Percent
	No	212	99
	Yes	2	1
	Total	214	100

**Q11. Talking to your local councillor**

		Frequency	Valid Percent
	No	205	96
	Yes	9	4
	Total	214	100

**Q11. Attending Area Panel meeting**

		Frequency	Valid Percent
	No	201	94
	Yes	13	6
	Total	214	100

**Q11. Council newsletter - Your Derby**

		Frequency	Valid Percent
	No	136	64
	Yes	78	36
	Total	214	100

**Q11. Leaflet or poster at a local library**

		Frequency	Valid Percent
	No	197	92
	Yes	17	8
	Total	214	100

**Q11. Leaflet or poster at the Council House**

		Frequency	Valid Percent
	No	205	96
	Yes	9	4
	Total	214	100

**Q11. Leaflet or poster at local area housing office**

		Frequency	Valid Percent
	No	208	97
	Yes	6	3
	Total	214	100

**Q11. Word of mouth from family and friends**

		Frequency	Valid Percent
	No	180	84
	Yes	35	16
	Total	214	100

**Q11. Other source**

		Frequency	Valid Percent
	No	195	91
	Yes	19	9
	Total	214	100

**Q11. Can't remember**

		Frequency	Valid Percent
	No	198	91
	Yes	19	9
	Total	214	100

**Q11. Other**

There were few responses to this question. Please see verbatim list in Appendix E for listed comments.

**Q12. Please tell us how often you carry out voluntary work in an organisation?**

		Frequency	Valid Percent
	More than once a week	56	9
	At least once a week	66	11
	About once a month	42	7
	Within the last 6 months	32	5
	Within the last year	52	8
	Never	369	60
	Total	617	100

**Q13a. How satisfied or dissatisfied are you with the standard of Derby's street cleaning service in the last year?**

		Frequency	Valid Percent
	Very satisfied	62	10
	Fairly satisfied	329	52
	Neither satisfied nor dissatisfied	109	17
	Fairly dissatisfied	102	16
	Very dissatisfied	35	5
	Total	637	100

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	Q13b If you ticked 'fairly or very dissatisfied' to Q13a, please tell us why	Frequency	%
1	Too much litter	61	43
2	Dirty streets / pavements	20	14
3	Some locations seem neglected	18	12
4	Too much fly tipping / dumping	15	10
5	Graffiti	13	9
6	Unsatisfactory / untidy work by sanitation workers	13	9
	<b>Total</b>	<b>140 comments</b>	<b>100</b>

**Q14a. Overall, how satisfied or dissatisfied are you with the Council's waste collection service?**

		Frequency	Valid Percent
	Very satisfied	220	34
	Fairly satisfied	236	37
	Neither satisfied nor dissatisfied	50	8
	Fairly dissatisfied	87	14
	Very dissatisfied	47	7
	<b>Total</b>	<b>640</b>	<b>100</b>

	Q14b If you ticked 'fairly or very dissatisfied' to Q14a, please tell us why	Frequency	%
1	Collections should be weekly	41	47
2	Health risks - maggots, vermin etc	27	31
3	Should be greater recycling provision	9	10
4	Untidy / unsatisfactory collection process	9	10
5	Too complicated - working out which material goes in which bag	2	2
	<b>Total</b>	<b>88 comments</b>	<b>100</b>

**Q15a. Overall, how satisfied or dissatisfied are you with the Council's recycling collection service?**

		Frequency	Valid Percent
	Very satisfied	211	33
	Fairly satisfied	269	42
	Neither satisfied nor dissatisfied	65	10
	Fairly dissatisfied	63	10
	Very dissatisfied	28	4
	<b>Total</b>	<b>636</b>	<b>100</b>

	Q15b If you ticked 'fairly or very dissatisfied' to Q15a, please tell us why	Frequency	%
1	Collection should be weekly	19	23
2	Untidy / unsatisfactory collection process	17	21
3	No recycling collection in this area	15	17
4	Would like to be able to recycle more materials in general	19	23
5	Too complicated to work out which material goes in which bag	7	8
6	Other	4	5
	<b>Total</b>	<b>81</b>	<b>100</b>

**Q16. Did you know the Council has a Home Energy Advice Service, offering people impartial advice and information about home energy efficiency?**

		Frequency	Valid Percent
	Yes	322	51
	No	310	49
	Total	632	100

**Q17. Would you consider making home energy improvements, such as loft insulation or fitting a new heating system, in the future?**

		Frequency	Valid Percent
	Yes, without a grant	131	21
	Yes, but only with some help towards the cost	302	49
	No	180	29
	Total	613	100

**Q18a. How easy or difficult do you find keeping your home warm?**

		Frequency	Valid Percent
	Very easy	157	25
	Fairly easy	299	47
	Neither easy nor difficult	123	19
	Fairly difficult	45	7
	Very difficult	14	2
	Total	638	100

	Q18b If you ticked 'difficult' to Q18a, please tell us why	Frequency	%
1	Cost of heating bills	18	31
2	I live in an old property	17	29
3	Poorly fitted windows / doors: draughty	8	14
4	Single glazed windows	4	7
5	Cannot afford required insulation	3	5
6	Problems with boiler	3	5
7	No central heating	2	3
8	Other	3	5
	<b>Total</b>	<b>58</b>	<b>100</b>

**Q19. Have you heard of the 'Cycle Derby' campaign, which uses this logo to promote cycling in the city?**

		Frequency	Valid Percent
	Yes	375	59
	No	263	41
	Total	638	100

**Q20. If yes, please tell us how you found out about Cycle Derby:****Q20 Newspaper**

		Frequency	Valid Percent
	No	226	60
	Yes	148	40
	Total	374	100

**Q20 Magazine**

		Frequency	Valid Percent
	No	363	97
	Yes	11	3
	Total	374	100

**Q20 Radio**

		Frequency	Valid Percent
	No	302	81
	Yes	72	19
	Total	374	100

**Q20 Roadside Advertising**

		Frequency	Valid Percent
	No	207	55
	Yes	167	45
	Total	374	100

**Q20 Poster or Leaflet**

		Frequency	Valid Percent
	No	272	73
	Yes	102	27
	Total	374	100

**Q20 Other**

		Frequency	Valid Percent
	No	298	80
	Yes	76	20
	Total	374	100

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**Q20. Other**

Please see verbatim list in Appendix E for listed comments.

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**Q21 In your opinion, what actions should we prioritise to encourage young people under 16 and their families to cycle more safely, more often?**

<b>Q21. Choice of top priority</b>		
	Frequency	Percent
On-road cycle training for young people	187	29
More and better cycle routes	135	21
Safer routes to school	128	20
School Travel Plans - reducing the number of car journeys to school	73	11
School and community cycle clubs	42	7
School assemblies and classroom activities	23	4
Parent cycle training	18	3
Family cycle rides	18	3
Cycle maintenance training	16	2
Cycle maps	13	2
Public events	11	2
A website	10	2
Printed information leaflets	7	1

Base = 644

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<b>Q21. On-road cycle training for young people</b>		
Ranking	Frequency	Percent
1	187	29
2	89	14
3	69	11
4	85	13
5	54	8
Total	644	

<b>Q21. School and community cycle clubs</b>		
Ranking	Frequency	Percent
1	42	7
2	59	9
3	57	9
4	72	11
5	69	11
Total	644	

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Q21. Family cycle rides		
Ranking	Frequency	Percent
1	18	3
2	20	3
3	43	7
4	30	5
5	52	8
Total	644	

Q21. School assemblies and classroom activities		
Ranking	Frequency	Percent
1	23	4
2	31	5
3	46	7
4	52	8
5	43	7
Total	644	

Q21. Public events		
Ranking	Frequency	Percent
1	11	2
2	8	1
3	16	2
4	16	2
5	38	6
Total	644	

Q21. Printed information leaflets		
Ranking	Frequency	Percent
1	7	1
2	13	2
3	19	3
4	16	2
5	19	3
Total	644	

Q21. A website		
Ranking	Frequency	Percent
1	10	2
2	2	0
3	12	2
4	13	2
5	25	4
Total	644	

Q21. Cycle maps		
Ranking	Frequency	Percent
1	13	2
2	36	6
3	46	7
4	62	10
5	46	7
Total	644	

Q21. Safer routes to school		
Ranking	Frequency	Percent
1	128	20
2	150	23
3	81	13
4	49	8
5	37	6
Total	644	

Q21. School travel plans		
Ranking	Frequency	Percent
1	73	11
2	55	9
3	60	9
4	60	9
5	42	7
Total	644	

Q21. More and better cycle routes		
Ranking	Frequency	Percent
1	135	21
2	99	15
3	83	13
4	66	10
5	47	7
Total	644	

Q21. Cycle maintenance training		
Ranking	Frequency	Percent
1	16	2
2	17	3
3	33	5
4	30	5
5	58	9
Total	644	

Q21. Parent cycle training		
Ranking	Frequency	Percent
1	18	3
2	13	2
3	25	4
4	36	6
5	47	7
Total	644	

**Q22. In the past 10 months have you heard of these Cycle Derby initiatives:**

Q22. Bike to School Week Challenge			
		Frequency	Valid Percent
	No	376	61
	Yes	237	39
	Total	613	100

**Q22. National Bike Week**

		Frequency	Valid Percent
	No	446	73
	Yes	167	27
	Total	613	100

**Q22. The Derby Bike Film Festival**

		Frequency	Valid Percent
	No	595	97
	Yes	18	3
	Total	613	100

**Q22. The Festival of Cycling 2007**

		Frequency	Valid Percent
	No	575	94
	Yes	38	6
	Total	613	100

**Q22. Summer Holiday Activities**

		Frequency	Valid Percent
	No	533	87
	Yes	80	13
	Total	613	100

**Q22. Bikeability Cycle Training Launch**

		Frequency	Valid Percent
	No	591	96
	Yes	22	4
	Total	613	100

**Q22. None**

		Frequency	Valid Percent
	No	324	53
	Yes	289	47
	Total	613	100

**Q23. How often do you visit a park in Derby?**

		Frequency	Valid Percent
	Almost every day	63	10
	At least once a week	164	26
	About once a month	189	30
	Once in 6 months	101	16
	Once a year	30	5
	Less than once a year	36	6
	Never	49	8
	Total	632	100

**Q24. Which two parks do you visit most often? (combined Park1 and Park 2 responses)**

Park	Frequency	Percent
Markeaton	328	32
Darley	214	21
Other	174	17
Allestree	93	9
Alvaston	82	8
Chaddesden	53	5
Normanton	27	3
Arboretum	21	2
Mickleover	19	2
Oakwood	13	1
Osmaston	7	1
Rykneld	6	1
Derwent	2	0
Total	578	100

NB: The table above **includes** responses for 'other' which are responses that did not include sufficient information to be included in the list of specified parks

**Q25. Who would you usually go to these parks with? Overall**

		Frequency	Valid Percent
	On my own	344	30
	With spouse/partner	564	49
	With children	360	31
	With friends	246	21
	With family	302	26
	With a club	32	3
	Total	1848	100

NB: The table above **includes** responses for 'other' which are responses that did not include sufficient information to be included in the list of specified parks

**Q25. Who would you usually go to these parks with? Breakdown by park**

	On my own	With spouse / partner	With children	With friends	With family	With a club
Normanton	11	10	9	3	6	0
	41%	37%	33%	11%	22%	0%
Chaddesden	16	28	21	8	17	2
	30%	53%	40%	15%	32%	4%
Markeaton	93	149	110	79	92	13
	29%	46%	34%	24%	28%	4%
Darley	44	130	60	52	58	7
	21%	61%	28%	24%	27%	3%
Alvaston	27	42	29	17	25	3
	33%	51%	35%	21%	30%	4%
Rykneild	2	2	2	0	0	0
	33%	33%	33%	0%	0%	0%
Allestree	31	48	25	21	21	1
	33%	52%	27%	23%	23%	1%
Derwent	1	2	0	1	0	0
	50%	100%	0%	50%	0%	0%
Mickleover	10	7	7	4	3	0
	53%	37%	37%	21%	16%	0%
Arboretum	12	5	2	4	3	1
	57%	24%	10%	19%	14%	5%
Osmaston	4	2	3	0	2	0
	57%	29%	43%	0%	29%	0%
Oakwood	6	3	2	1	3	0
	46%	23%	15%	8%	23%	0%

NB: The table above **excludes** responses for 'other' which are parks that did not include sufficient information to be included in the list of specified parks. Therefore totals for each option will differ from the *overall* breakdown.

**Q26. How far do you travel to get to the parks you go to most often? Overall**

		Frequency	Percent
	Under 0.5 mile	306	30
	Up to 1 mile	160	16
	1 to 3 miles	330	32
	3 to 5 miles	174	17
	Over 5 miles	57	6
	Total	1,027	100

NB: The table above **includes** responses for 'other' which are responses that did not include sufficient information to be included in the list of specified parks

**Q26. How far do you travel to get to the parks you go to most often? Breakdown by park**

	Q26. How far do you travel to get to...				
	Under 0.5 mile	Up to 1 mile	1 to 3 miles	3 to 5 miles	Over 5 miles
Normanton	16	6	4	1	0
	59%	22%	15%	4%	0%
Chaddesden	30	8	11	2	0
	59%	16%	22%	4%	0%
Markeaton	40	44	134	83	25
	12%	13%	41%	25%	8%
Darley	34	36	75	53	14
	16%	17%	35%	25%	7%
Alvaston	20	18	34	8	2
	24%	22%	41%	10%	2%
Rykneld	6	0	0	0	0
	100%	0%	0%	0%	0%
Allestree	23	17	28	18	6
	25%	18%	30%	20%	7%
Derwent	2	0	0	0	0
	100%	0%	0%	0%	0%
Mickleover	16	2	1	0	0
	84%	11%	5%	0%	0%
Arboretum	9	6	5	1	0
	43%	29%	24%	5%	0%
Osmaston	5	0	2	0	0
	71%	0%	29%	0%	0%
Oakwood	12	1	0	0	0
	92%	8%	0%	0%	0%
Total	213	138	294	166	47

NB: The table above **excludes** responses for 'other' which are parks that did not include sufficient information to be included in the list of specified parks. Therefore totals for each option will differ from the *overall* breakdown.

**Q27. Overall, how satisfied or dissatisfied are you with the parks you visit most often?**

		Frequency	Percent
	Very satisfied	327	32
	Fairly satisfied	491	48
	Neither satisfied nor dissatisfied	118	12
	Fairly dissatisfied	57	6
	Very dissatisfied	33	3
	Total	1,026	100.0

NB: The table above **includes** responses for 'other' which are responses that did not include sufficient information to be included in the list of specified parks

**Q27. Overall, how satisfied or dissatisfied are you with Allestree?**

		Frequency	Percent
	Very satisfied	35	38
	Fairly satisfied	45	49
	Neither satisfied nor dissatisfied	8	9
	Fairly dissatisfied	3	3
	Very dissatisfied	1	1
	Total	92	100

**Q27. Overall, how satisfied or dissatisfied are you with Alvaston**

		Frequency	Percent
	Very satisfied	19	23
	Fairly satisfied	30	37
	Neither satisfied nor dissatisfied	10	12
	Fairly dissatisfied	12	15
	Very dissatisfied	11	13
	Total	82	100

**Q27. Overall, how satisfied or dissatisfied are you with Arboretum**

		Frequency	Percent
	Very satisfied	6	30
	Fairly satisfied	9	45
	Fairly dissatisfied	3	15
	Very dissatisfied	2	10
	Total	20	100

**Q27. Overall, how satisfied or dissatisfied are you with Chaddesden**

		Frequency	Percent
	Very satisfied	11	22
	Fairly satisfied	29	57
	Neither satisfied nor dissatisfied	6	12
	Fairly dissatisfied	4	8
	Very dissatisfied	1	2
	Total	51	100

**Q27. Overall, how satisfied or dissatisfied are you with Darley**

		Frequency	Percent
	Very satisfied	102	48
	Fairly satisfied	85	40
	Neither satisfied nor dissatisfied	20	9
	Fairly dissatisfied	5	2
	Very dissatisfied	1	0
	Total	213	100

**Q27. Overall, how satisfied or dissatisfied are you with Derwent**

		Frequency	Percent
	Very satisfied	0	0
	Fairly satisfied	0	0
	Neither satisfied nor dissatisfied	0	0
	Fairly dissatisfied	1	50
	Very dissatisfied	1	50
	Very satisfied	0	0
	Total	2	100

**Q27. Overall, how satisfied or dissatisfied are you with Markeaton**

		Frequency	Percent
	Very satisfied	111	34
	Fairly satisfied	163	50
	Neither satisfied nor dissatisfied	35	11
	Fairly dissatisfied	11	3
	Very dissatisfied	5	2
	Total	325	100

**Q27. Overall, how satisfied or dissatisfied are you with Mickleover**

		Frequency	Percent
	Very satisfied	2	11
	Fairly satisfied	14	74
	Neither satisfied nor dissatisfied	0	0
	Fairly dissatisfied	2	11
	Very dissatisfied	1	5
	Total	19	100

**Q27. Overall, how satisfied or dissatisfied are you with Normanton**

		Frequency	Percent
	Very satisfied	3	11
	Fairly satisfied	15	56
	Neither satisfied nor dissatisfied	8	30
	Fairly dissatisfied	1	4
	Very dissatisfied	0	0
	Total	27	100



**Q27. Overall, how satisfied or dissatisfied are you with Oakwood**

		Frequency	Percent
	Very satisfied	2	15
	Fairly satisfied	5	38
	Neither satisfied nor dissatisfied	3	23
	Fairly dissatisfied	1	8
	Very dissatisfied	2	15
	Total	13	100

**Q27. Overall, how satisfied or dissatisfied are you with Osmaston**

		Frequency	Percent
	Very satisfied	2	29
	Fairly satisfied	4	57
	Neither satisfied nor dissatisfied	0	0
	Fairly dissatisfied	1	14
	Very dissatisfied	0	0
	Total	7	100

**Q27. Overall, how satisfied or dissatisfied are you with Rykneld**

		Frequency	Percent
	Very satisfied	2	33
	Fairly satisfied	4	67
	Neither satisfied nor dissatisfied	0	0
	Fairly dissatisfied	0	0
	Very dissatisfied	0	0
	Total	6	100

**Q29. Have you heard of the 'Derby Does It' campaign?**

		Frequency	Valid Percent
	Yes	299	47
	No	337	53
	Total	636	100

**Q30. Please tell us how much you agree or disagree with this statement: 'I believe that Derby has a more positive image than 12 months ago'**

		Frequency	Valid Percent
	Strongly agree	105	17
	Agree	317	50
	Neither agree nor disagree	128	20
	Disagree	50	8
	Strongly disagree	20	3
	Don't know	10	2
	Total	630	100