

**Derby City Council**

**Pointer Panel**

**January / February 2003 Survey**

**EXECUTIVE SUMMARY**

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***April 2003***

**Contents**

<b>1.0</b>	<b>INTRODUCTION</b>	<b>3</b>
<b>2.0</b>	<b>METHODOLOGY</b>	<b>3</b>
<b>3.0</b>	<b>SAMPLE</b>	<b>4</b>
<b>4.0</b>	<b>RESULTS</b>	<b>5</b>
<b>1.</b>	<b>Quality of Life Indicators</b>	<b>5</b>
A1	Noise	5
A2	Neighbourhood	6
A3	Services	7
A4	Community issues	8
<b>2</b>	<b>Derby's Air Quality Action Plan</b>	<b>10</b>
B1	Policy effectiveness	10
B2	Consultation	11
B3	Transport	11
<b>3</b>	<b>Development Control Services (DCS) and Building Consultancy (BC)</b>	<b>13</b>
C1	Purpose of Development Control Services	13
C2	Use of Development Control Services	13
C3	Publicity about Potential developments	13
C4	Guidance Materials	14
C5	Satisfaction with Service	14
C6	Used of/contact with the Council's Building Consultancy Service	16
C7	Use / contact with the Council's Building Consultancy Services	16
C8	Building Consultancy Services guidance materials	16
C9	Attitudes towards Derby buildings being safe and well constructed	17
C10	Preference for the supply of this service between Public and Private sector	17
<b>4</b>	<b>Derby's Tourist Information Centre</b>	<b>19</b>
D1	Use of the TIC	19
D2	Rating of the TIC	20
D3	TIC Publicity	21
<b>5</b>	<b>Derby's Museums</b>	<b>23</b>
E1	Use of Museums	23
E2	Use of museums when on holiday	25
E3	Rating of Derby's Museums	25
E4	Topic interest	26
E5	Leisure time involvement/TV programmes topic interest	26
E6	Derby museums Publicity	26

## **1.0 Introduction**

- 1.1 This report includes key results obtained from the panel consultation undertaken in January / February 2003.
- 1.2 Results discussed in this report can be found in more detail in the accompanying overall report document.

## **2.0 Methodology**

- 2.1 On 8 January 2003 a number of Service Managers met with a representative from SMSR and agreed a set of questions relating to each of their specific areas of interest. Through discussions between the Council and SMSR, a final questionnaire was eventually agreed upon which was to be used for this survey.
- 2.2 The questionnaire and a covering letter were sent out to all members of the Pointer Panel on 31 January 2003.
- 2.3 Members were asked to complete and return the questionnaire within 2 weeks. Any members who had not returned their questionnaire by that date were sent a reminder letter extending the deadline by another 2 weeks.
- 2.4 In total, 487 responses were received giving a return rate of 42%.
- 2.5 In addition, a 'Reflector Group' was held on 19 March 2003 to assist officers in their understanding of panel members' comments made in the consultation.
- 2.6 This report is a summary of both the consultation and the reflector group findings.

### 3.0 Sample

3.1 The Pointer Panel consists of 1177 members who were recruited onto the Panel prior to SMSR being commissioned for this work. Following the surveys undertaken by SMSR in July and October 2002, the panel now has 1168 members due to 9 respondents requesting to be taken off the Panel after the last two surveys.

3.2 The demographic make up of the Panel is based on that of the 5 areas of Derby as a whole and as such allows for a representative analysis of survey results.

3.3 The 5 areas of Derby are made up of Derby's 17 wards as follows:-

Area	Wards within that area
<b>1</b>	<b>Chaddesden</b>
Spondon Derwent Oakwood	
<b>2</b>	<b>Alvaston</b>
Boulton Chellaston Sinfen	
<b>3</b>	<b>Arboretum</b>
Normanton Abbey	
<b>4</b>	<b>Littleover</b>
Mickleover Blagreaves	
<b>5</b>	<b>Alleestree</b>
Darley Mackworth	

3.4 Following analysis of the results of the postal survey we recruited a reflector group of 8 panel members to discuss the survey results in more detail at the Council House on 19 March 2003.

## 4.0 Results

### 1. Quality of Life Indicators

- 4.1 The reflector group members were asked to rate out of 10 the importance of quality of life. Results were:

- 8, 9, 9, 8, 7, 9, 9, 9

- 4.2 From this one concludes that this issue is important. Panelists were asked to give examples of areas where the Council could make a definite impact on their QoL. Examples included:

- 1 Ensuring Council Services are available at convenient times - e.g. you can't go a library on a Sunday.
- 2 Ensuring the City is 'Litter Free'

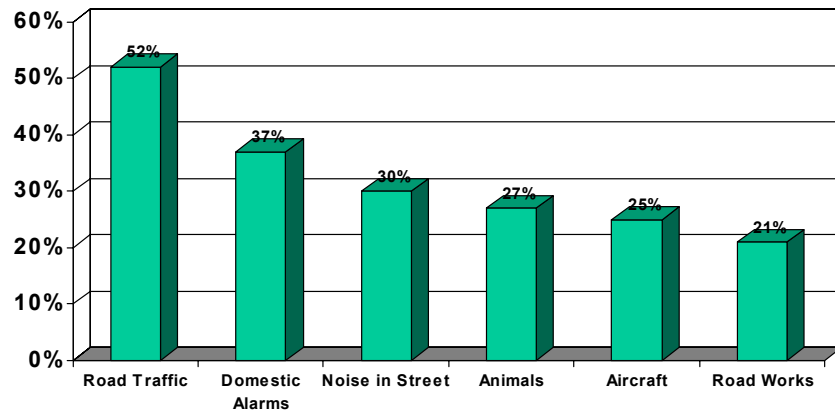
- 4.3 Several members of the group questioned the role of the Council in this area, some feeling that there are areas where the Authority does have a direct role and others where it has a mediating role e.g. transport.

#### A1 Noise

- 4.4 Over half of the respondents (52%) indicated that road traffic was a problem / serious problem in terms of noise in their local areas. Domestic alarms were seen by 37% of respondents as a problem / serious problem followed by noise in the street (31%). The main types of noise rated as a serious problem / problem were:

<i>Road traffic</i>	52%
<i>Domestic alarms</i>	37%
<i>Noise in street</i>	30%
<i>Animals (eg dogs)</i>	27%
<i>Aircraft</i>	25%
<i>Road works</i>	21%

Main types of noise seen as problem / serious problem



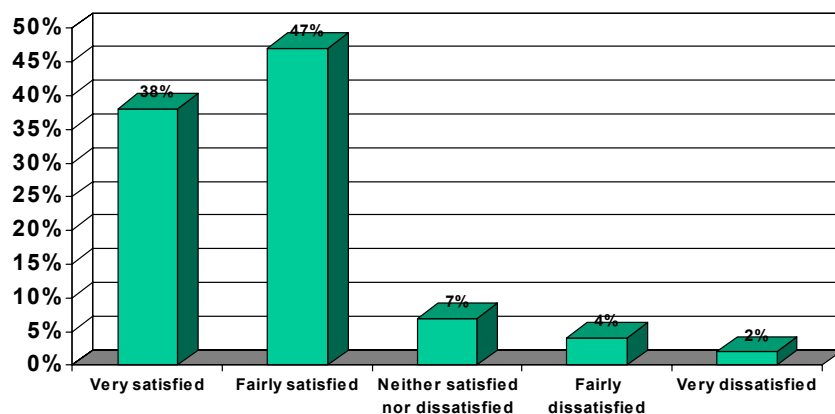
4.5 The reflector group concluded that whilst noise is a real problem, for many citizens it is something they live with. That being said, when something changes, e.g. the flight paths into East Midlands Airport, residents are very aware of the new noise. Traffic is, however, the main source of noise for most.

4.6 There is a need to provide information to residents on the Authority's responsibilities and strategies towards noise control.

## A2 Neighbourhood

4.7 Overall, 85% of respondents indicated that they were either very satisfied or fairly satisfied with their neighbourhood as a place to live. Other respondents were neither satisfied nor dissatisfied (7%), 5% were fairly dissatisfied and 3% were very dissatisfied.

Satisfaction with neighbourhood as a place to live



4.8 In terms of change in the neighbourhood over the past two years, 28% said it had got worse. Three main reasons identified in the reflector group for this deterioration were:

- Noise
- Behaviour
- Public Transport

4.9 Noise has been covered above. Behaviour was primarily related to the behaviour of youths in people's neighbourhood whilst public transport related to either over or under provision and a sense of being unable to influence decisions on it. Citizens looked to the Authority to represent them on this issue.

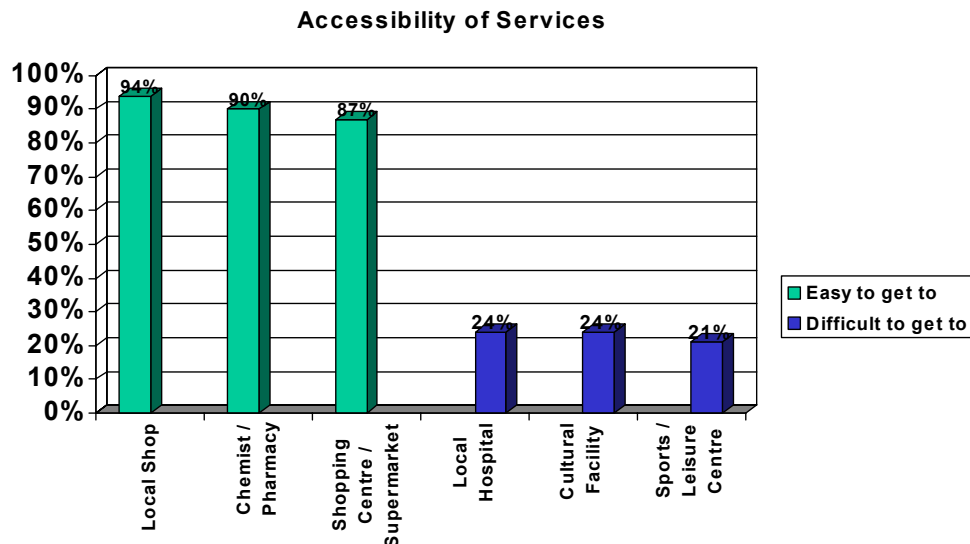
### A3 Services

4.10 Top 3 services seen as easy to get to were:

	%
Local shop	94
Chemist / pharmacy	90
Shopping centre / supermarket	87

4.11 Top 3 services seen as difficult to get to were:

	(%)
Local hospital	24
Cultural facility, e.g. Theatre, cinema	24
Sports / leisure centre	21



4.12 It was suggested in the reflector group that this is because the private sector is more effective in delivery services e.g. the provision of leisure facilities.

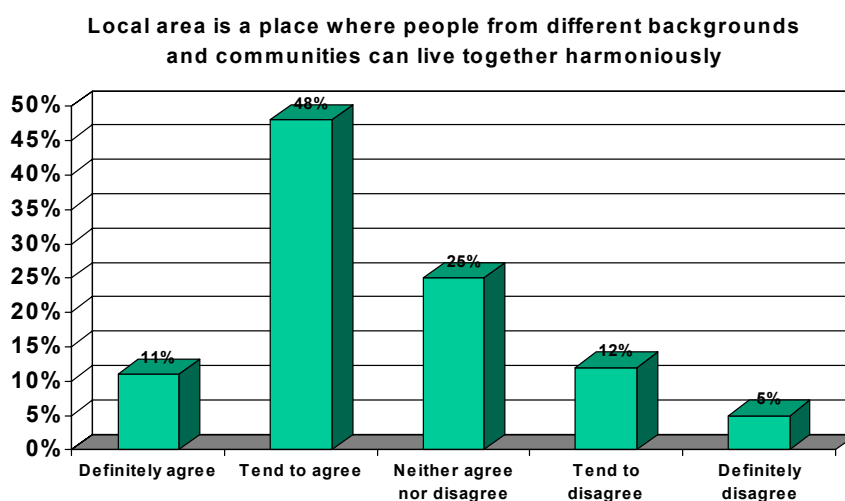
4.13 Over 80% of respondents indicated that the following services are available within a 15 minute walk from their homes:

	(%)
Local shop	97
Public transport, e.g. Bus stop	93
Post Office	86
Chemist / pharmacy	83

#### A4 Community issues

4.14 Overall, over a third of respondents (36%) definitely or tended to agree that they can influence decisions affecting their area.

4.15 Overall, 59% of respondents either definitely or tended to agree that their local area is a place where people from different backgrounds and communities can live together harmoniously. A quarter of respondents (25%) neither agreed nor disagreed, 12% tended to disagree and 5% definitely disagreed.



4.16 The top 3 unpaid activities undertaken by panellists were:

	(%)
• Giving advice to someone	66
• Looking after property or pet for someone who is away	51
• Keeping in touch with someone who has difficulty getting out and about	44



4.17 The top 3 unpaid activities received by panellists were:

	(%)
• Having a property or pet looked after whilst away	50
• Being given advice	39
• Being transported or escorted	30

## 2 Derby's Air Quality Action Plan

### B1 Policy effectiveness

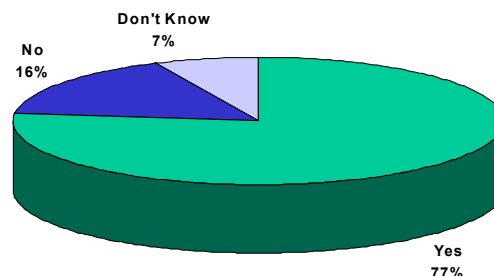
- 4.18 Panellists had ranked actions in order of effectiveness in improving the air quality as follows:

1 <sup>st</sup>	<i>reduce congestion through improved traffic management</i>	32%
2 <sup>nd</sup>	<i>reduce vehicle emissions</i>	30%
3 <sup>rd</sup>	<i>introducing planning conditions</i>	24%
4 <sup>th</sup>	<i>encourage cycling, walking or use of public transport</i>	29%

- 4.19 Reflector group respondents were asked if Air Quality was a problem. Their views were mixed. The majority of people felt that it was a problem whilst others felt it had got better, primarily as a result of the demise of heavy industry and the reduction in household coal fires. Traffic was seen as the main cause of any increase. There was agreement that there are some localised spots where it is still bad.

- 4.20 Over three quarters of respondents (77%) agreed that this proposal was a good idea, 16% did not and 7% did not know. All members of the reflector group agreed with the proposal.

Agreement with the Air Quality Action Plan proposal



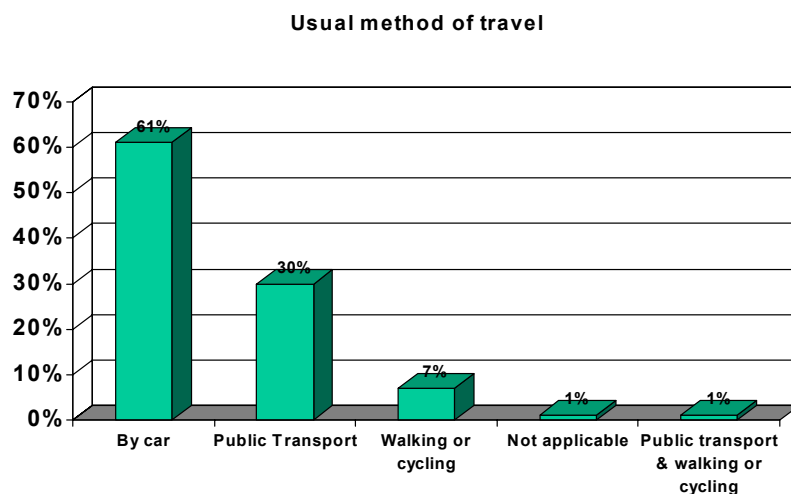
- 4.21 One specific vehicle issue raised in the reflector group related to bus emissions and the perceived inability of the Authority at influencing decisions in this area.
- 4.22 The reflector group concluded that air quality is an important element in quality of life. They felt that some Authority decisions are seen as acting against the strategy especially those that provide greater access to vehicles in the city centre. Overall, citizens welcome the Authority's initiative in this area.

**B2 Consultation**

- 4.23 Overall, 61% of respondents indicated that this is very good or good, 30% feel it is adequate, and a small percentage (5%) indicated it is either poor or very poor.
- 4.24 Overall, just over two thirds of respondents (68%) gave no suggestions to this question. Of those that did, the top two suggestions given were:
- Advertise on local radio
  - Consult the public through focus groups / area panels

**B3 Transport**

- 4.25 Overall, 61% of respondents stated that they usually travel by car, 30% indicated public transport (such as bus or train) and 7% walked or use cycling.



- 4.26 In terms of actions which were seen as the most likely to encourage one to switch from car, the table below shows the suggestions:

<b>Rank (starting most effective)</b>	<b>Action</b>	<b>Responses (%)</b>
1 <sup>st</sup>	More direct / faster services on public transport	35
2 <sup>nd</sup>	Lower ticket prices / discounts	27
3 <sup>rd</sup>	Improved comfort / safety on public transport	19

4.27 Other suggestions included:

- Reliable public transport
- Cheaper / Better park and ride

4.28 Overall, only 9% of respondents stated that they regularly drive their children to or from school.

4.29 The main suggestions to encourage one to switch from car for school transport were:

- Closer schools
- Ensure personal safety
- A school bus
- Cheaper public transport

4.30 The main suggestions given by the respondents of the best way of reducing air quality problems along the inner and outer ring roads were:

- Keep traffic moving / reduce congestion
- Provide efficient public transport
- Encourage use of low emissions vehicles
- Reduce traffic
- Make more HGV restrictions on inner ring roads

### 3 **Development Control Services (DCS) and Building Consultancy (BC)**

#### a) **Development Control Services (DCS)**

##### *C1 Purpose of Development Control Services*

- 4.31 Overall, half of respondents (50%) either gave no response to this question (30%) or stated that they did not know (20%). A further 4% stated that they had no knowledge / understanding of Development Control Services. Of the remaining 46%, the following main answers were given:

	(%)
Regulates and controls building development	24
Planning permission	10
Protect greenbelt	4
All aspects of urban environment	3
Ensure aesthetics are adhered to	3

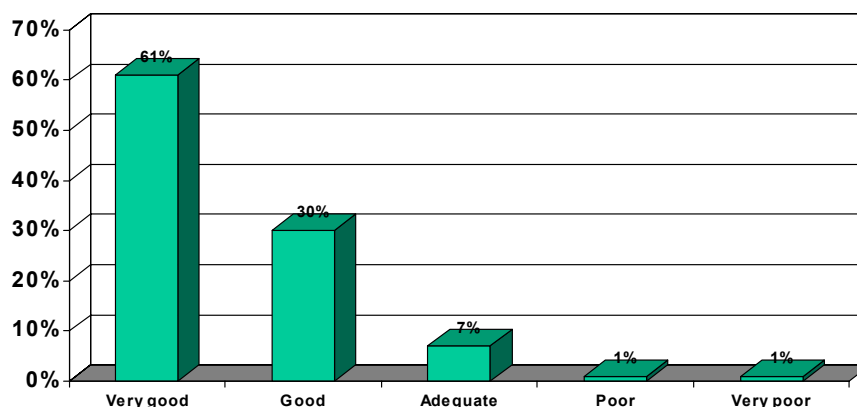
##### *C2 Use of Development Control Services*

- 4.32 Overall, 17% of respondents stated that they had used or contacted the DCS, 79% had not and 5% were not sure.
- 4.33 Thirty percent (30%) of respondents indicated that they had used this service within the last 12 months, 42% stated they had done so between 1 and 5 years ago, and 28% of respondents used the service more than 5 years ago.

##### *C3 Publicity about potential developments*

- 4.34 Overall, 19% of respondents said that they had been told about potential developments, 72% indicated they had not and 9% weren't sure.
- 4.35 Thirty nine percent (39%) of respondents felt that the procedure used by DCS for informing neighbours about relevant developments was either good or very good. Forty four percent (44%) stated it was adequate whilst 17% indicated that they felt it was either poor or very poor.

**Procedure for informing neighbours about potential developments**



- 4.36 60% of respondents did not give a response to this question and 5% stated that they did know how it could be improved. From the remaining 35% of respondents, the main answers given to this question were as follows:

- Ensure proposals are given to residents
- Provide written specifications and dates for work proposed
- Ensure proposals are given to a wider area of residents
- Create a procedure for public objections / agreement

- 4.37 This issue of awareness of planned developments created much discussion in the reflector group, there being a general consensus that there needs to be improved publicity.

#### *C4 Guidance Materials*

- 4.38 Only a small number of respondents (4%) stated that they had ever seen any published guidance material from the DCS. The majority of respondents (91%) indicated that they had not seen any and 5% were not sure.

- 4.39 Out of the 19 (4%) respondents who stated they had seen guidance materials, the main answers given to this question were:

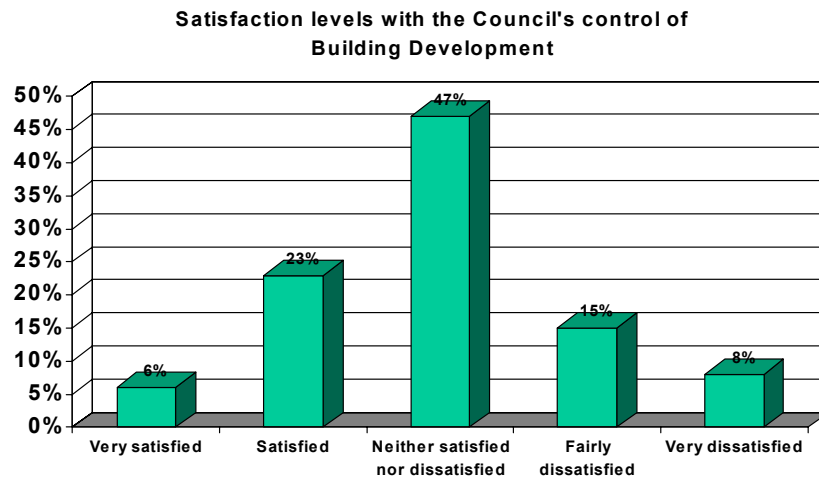
- Council office
- Planning guidelines for extensions
- Booklet
- Sent to home address

- 4.40 From those who had seen guidance material, 2 (11%) said it was very good, 14 (74%) said it was good and the remaining 3 (16%) felt it was adequate.

- 4.41 A member of the reflector group noted that the pamphlets they had received from DCS could have been plainer and felt that they were very technical and that they should be put in more layman terms

#### *C5 Satisfaction with Service*

- 4.42 Overall, 30% of respondents were either fairly or very satisfied with the Council's control of building development. Nearly half (47%) were neither satisfied nor dissatisfied whereas nearly a quarter of respondents (23%) were either fairly dissatisfied or very dissatisfied.



#### *Fairly / very satisfied*

- 4.43 The main reasons given for being fairly or very satisfied were that most developments were aesthetically pleasing (29 respondents), they “do a good job” (8 respondents) and was informed of local development (5 respondents).

#### *Neither satisfied nor dissatisfied*

- 4.44 Main reasons given for this response were respondent has no knowledge or understanding of DCS (64 respondents), lack of / unaware of development in respondent's area (44 respondents) and most developments are aesthetically pleasing (6 respondents).

#### *Fairly / very dissatisfied*

- 4.45 Respondents who were fairly dissatisfied gave a number of reasons, the main ones being dislike new (housing) developments (17 respondents), developments too close to / on greenbelt (10 respondents) and public consultation is negligible (7 respondents).
- 4.46 Specific examples of concern raised in the reflector group were:
- One person said that there had been some disasters e.g. they felt that there was no demand for a multi-storey car park by the bus station, this and furthermore the car park is an absolute eyesore.

- Another person said that there were some pretty poor buildings.
- Another said that they had opposed the building on green belt, particularly on football grounds.
- One person noted there were a new set of traffic lights at Normington that they felt didn't work.
- Another person commented on an Indian restaurant that had apparently set on fire and collapsed.
- Derelict buildings in the Centre and those near the train station where all the windows had fallen out were noted and they thought that these buildings are currently unsafe and that the Council should do something about it.

#### **b) Building Consultancy (BC)**

##### *C6 Used of/contact with the Council's Building Consultancy Service*

- 4.47 Overall, just over half of respondents (51%) either gave no response to this question (32%) or stated that they did not know (19%). A further 4% stated that they had no knowledge / understanding of Development Control Services. Of the remaining 45%, the following main suggestions were given:

	(%)
Advises on building regulations	26
Health & safety	8
Ensure building conforms to standards	5
Inspect developments for compliance	3
Ensure aesthetics are adhered to	2

- 4.48 There was confusion with the names of the two services in the reflector group primarily revolving around the fact that Development Control relates to Planning and the use of 'Consultancy' by Building Regulations.
- 4.49 Only 8% of respondents had ever used or contacted the Council's BC. A high number of respondents (89%) had never used or contacted BC and 3% were not sure.

##### *C7 Use / contact with the Council's Building Consultancy Services*

- 4.50 Of the 39 people who had answered yes to the previous question, 39% of these stated they had used or contacted BC within the last 12 months. Nearly a quarter (23%) indicated between 1 and 5 years ago and it was more than five years ago for 39% of these respondents.

##### *C8 Building Consultancy Services guidance materials*

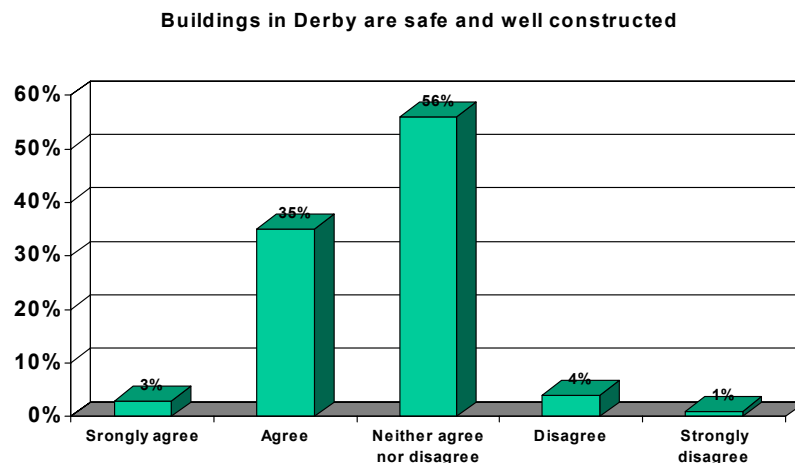
- 4.51 Only a small percentage of respondents (5%) had seen any guidance material from BC. A high percentage (90%) indicated they had never seen any and 5% were not sure if they had or not.



- 4.52 From the 22 respondents who had seen information, 18% said it was very good, 54% said it was good and just over a quarter (27%) stated it was adequate.

**C9 Attitudes towards Derby buildings being safe and well constructed**

- 4.53 Overall, 38% of people either agreed or strongly agreed that buildings in Derby are safe and well constructed. Fifty six percent (56%) neither agreed nor disagreed and only 6% disagreed or strongly disagreed.



- 4.54 A major issue with regard to Derby's buildings raised in the reflector group was that of old buildings. Some felt that in other towns and cities, they endeavoured to preserve old buildings whereas, in Derby, they preferred to tear them down, in particular, the old Court building which a number of people in the group had commented on as being a particularly nice old building for the City. It had basically been left and has now gone derelict.

**C10 Preference for the supply of this service between Public and Private sector**

- 4.55 80% of respondents stated that they would prefer to obtain advice from Derby City Council, 19% did not know and only 4% would prefer a private company. This view was endorsed by the reflector group.

**c) Complaints**

- 4.56 The majority of respondents (95%) stated that they had never made a complaint about any of these services. Only a small percentage (3%) said they had and 2% were not sure.

- 4.57 Of the 12 respondents who said they had complained, the main reason for this were:
- That they were not informed on local developments 42% (5 respondents) stating this.
  - That the services in question failed to respond to correspondence they had sent (2 respondents).
  - That plans had not been adhered to (2 respondents).
- 4.58 Overall, only 1 of these respondents was fairly satisfied with the way their complaint was handled. A quarter (25%) were fairly dissatisfied and just over two thirds of respondents (67%) were very dissatisfied.
- 4.59 Only 4% of respondents stated that they had contacted DC to complain about unauthorised development compared with 94% who had not and 2% were not sure.
- 4.60 8 were either very or fairly satisfied, 2 were neither satisfied nor dissatisfied and 9 were fairly or very dissatisfied with the outcome.

**d) Disabled People**

- 4.61 Overall, 39% of respondents indicated that either they were or had family or friends who were disabled. The remaining 61% stated that they did not.
- 4.62 The following table shows those locations that were rated as having poor access for disabled people.
- |   |     |
|---|-----|
|   | (%) |
| Public transport (not covered by DCS or BC) | 27  |
| Pubs and clubs                              | 24  |
| Derby city centre / shops                   | 19  |
| Sports facilities                           | 12  |
| Council offices / buildings                 | 10  |
- 4.63 The view of the reflector group was that, overall, it was getting better, but there is still scope for improvement.

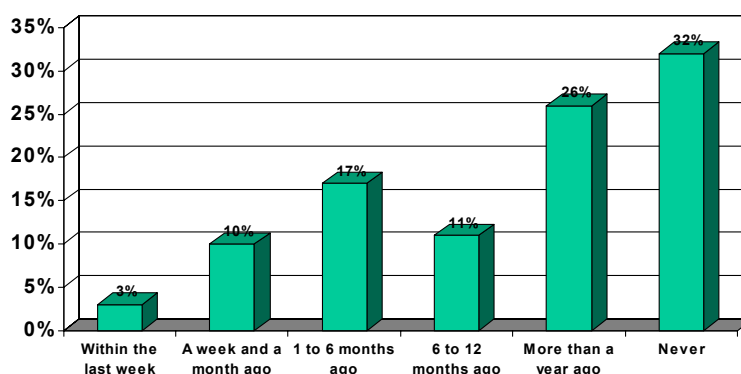
#### 4 Derby's Tourist Information Centre

##### D1 Use of the TIC

4.64 The following table shows the frequency of respondent's last visit to Derby's Tourist Information Centre (TIC).

<i>Last visited Derby's TIC</i>	<i>(%)</i>
Within the last week	3
Between a week and a month ago	10
Between 1 to 6 months ago	17
Between 6 to 12 months ago	12
More than a year ago	26
Never	32

Frequency of last visit to Derby's Tourist Information Centre



4.65 The reflector group confirmed that local residents use the TIC frequently.

4.66 The table below shows the main reasons given why they had visited Derby's TIC.

	<i>(%)</i>
• To get information on attractions/events in Derby	59
• To get information on attractions/events in Derbyshire	40
• To get information about another part of the country	28
• To book a theatre or event ticket	23

4.67 Respondents gave other reasons for visiting the TIC. The main ones being:

- To get public transport information
- To present / deliver information
- To purchase a Wayfarer ticket.

4.68 The reflector group gave the following reasons:

- Information on attractions/events in Derby
- Information on attractions/events in Derbyshire
- Information on attractions/events in another part of the country

4.69 The following table shows the main answers given to ideas as to how to encourage greater use of Derby's Tourist Information Centre:

<i>Suggestions</i>	<i>(%)</i>
Broader advertising	8
Being more central / local	8
Offer a wider variety of services / information	4
Need bigger premises	1

## *D2 Rating of the TIC*

4.70 The best features were stated as being:

	<i>(%)</i>
• Conveniently located	29
• Welcoming / pleasant staff	16
• Plenty of information	16
• Helpful staff	9
• Well laid out	2

4.71 The worst features were stated as being:

- Inconveniently located / hidden away
- Not big enough
- Dull / needs modernising
- Limited information

4.72 In terms of specific aspects of the TIC the ratings were as follows:

### **1 The attitude / helpfulness of the staff**

4.73 Overall, a high percentage of respondents (83%) said the staff were either good or very good. Only a very small percentage (1%) said poor and very poor and 16% stated they were adequate.

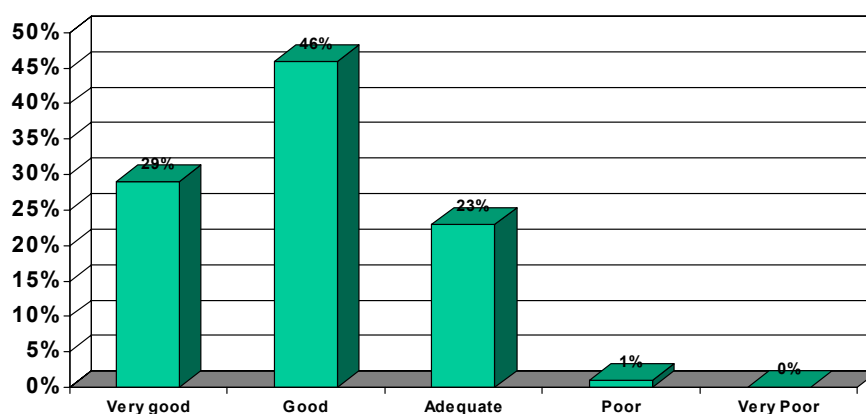
### **2 The range of services offered**

4.74 Overall, 71% of respondents said that the range of services offered was either good or very good. Just over a quarter (27%) stated they were adequate and only small percentage (2%) said they were poor. Only 1% did not know.

### 3 The opening times

- 4.75 Just under half of respondents (48%) were happy with the opening times by stating they were either good or very good. Nearly half (49%) stated they were adequate and only 3% indicated they were poor or very poor.
- 4.76 Overall, three quarters of respondents (75%) stated that the overall service they received was either good or very good and 23% indicated it was adequate. Only a small percentage (2%) stated it was poor or very poor.

Overall service received from Derby's Tourist Information Centre



- 4.77 Of the 4 respondents who rated the service they received as poor or very poor, they gave such reasons as:

- Bad attitude of staff (2 respondents)
- Dull / needs modernising (1 respondent)
- Limited information (1 respondent)

- 4.78 The table below shows the main suggestions to improve the service at Derby's Tourist Information Centre:

	(%)
• Broader advertising	11
• Need bigger premises	5
• Be more central / local	4
• Offer a wider variety of services / information	3

### D3 TIC Publicity

- 4.79 Overall, 19% of respondents indicated that they had seen promotional leaflets or displays for Derby's TIC. Just over two thirds (68%) indicated they had not and 14% were not sure. Of those people who had seen leaflets / displays indicated where they had done so. The following table shows the main responses given:

	(%)
• Library	22
• Leaflets	12
• Council Offices	9
• Derby Evening Telegraph	9
• Tourist Information Centre	8

4.80 Opinions in the reflector group mirrored these views exactly.

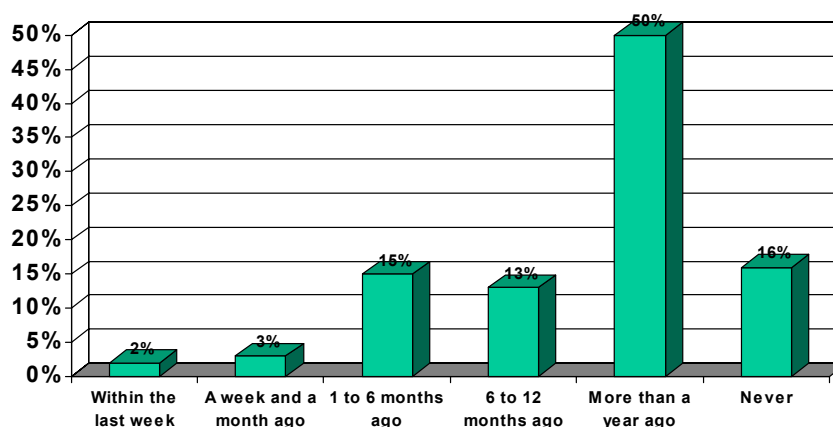
## 5 **Derby's Museums**

### E1 *Use of Museums*

4.81 The following table shows the period of the last visit to Derby's Museums.

	(%)
• Within the last week	2
• Between a week and a month ago	3
• Between 1 to 6 months ago	15
• Between 6 to 12 months ago	13
• More than a year ago	50
• Never	16

**Frequency of last visit to Derby's Museums**

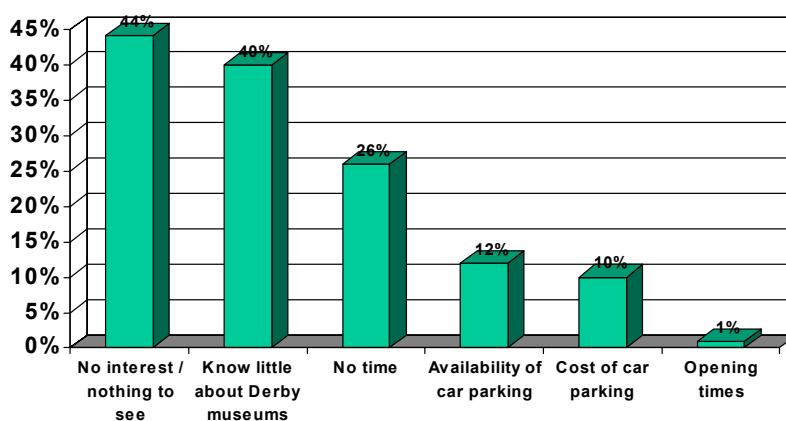


4.82 Similar statistics were obtained from the reflector group showing a relatively high use by local residents.

4.83 For those who said they have never visited museums in Derby, the following table shows the answers given:

	(%)
• No interest / nothing to see	44
• Don't know much about the museums in Derby	40
• No time	26
• Availability of car parking	12
• Cost of car parking	10
• Opening times	1

Reasons for never visiting Derby's Museums



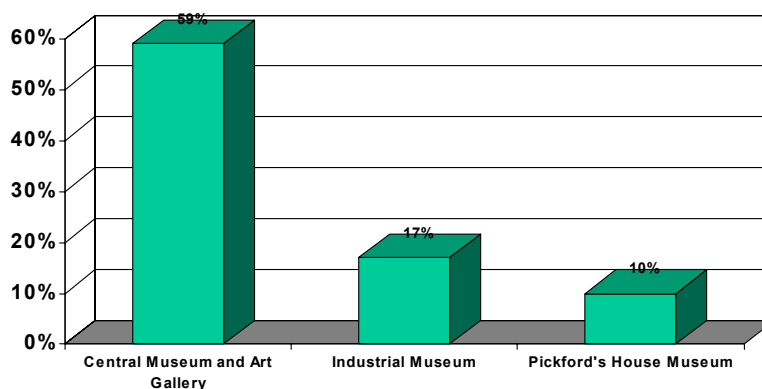
4.84 Other reasons given included:

- Age / infirmity (3 respondents)
- Children not old enough (1 respondent)
- Was uninspired on last visit (1 respondent)

4.85 Of those that do visit museums in Derby, the following table and chart shows which museums they visit:

	(%)
Central Museum and Art Gallery	59
Industrial Museum	17
Pickford's House Museum	10

Derby Museums visited





*E2 Use of museums when on holiday*

- 4.86 Nearly two thirds of respondents (65%) stated that they do visited museums when they go on holiday. Twenty nine percent (29%) indicated that they do not and 6% stated that they do not go on holiday.
- 4.87 A large variety of museums were visited when on holiday. The table below lists the main responses given.

<i>Museums visited whilst on holiday</i>	<i>(%)</i>
Historic houses	37
Local town museums	32
Art galleries	26
Themed	15
Transport	11
Science & technology	11
Special exhibits	6

*E3 Rating of Derby's Museums*

- 4.88 The table below shows the main responses to what was liked most about the Museums:

	<i>(%)</i>
• Good displays / exhibits	21
• Interesting / informative	21
• Ideal for entertaining children / grandchildren	9
• Good variety of displays	8
• Conveniently located	7
• Local history	6

- 4.89 The reflector group reinforce the importance of:

- Being local
- Being informative
- Frequently changing

- 4.90 The table below shows the main responses given to encourage more frequent visits to museums in Derby:

	<i>(%)</i>
More advertising	14
More variety of exhibits	10
Increased awareness of exhibit changes	4
More interesting exhibits	4

*E4 Topic interest*

- 4.91 The following table shows a list of topics and the percentage of respondents who were either very or fairly interested or had no interest in them:

<i>Topic</i>	<i>Very / fairly interested (%)</i>	<i>Not interested (%)</i>
Wildlife	88	12
Local and social history	87	13
Industrial history	76	24
Antiques and interiors	73	27
Archaeology	67	33
Historical art	56	44
Military history	53	47
Pottery and porcelain	51	49
Contemporary art	31	69

*E5 Leisure time involvement/TV programmes topic interest*

- 4.92 The following table shows a list of topics and the percentage of respondents who answered yes or no to this question:

<i>Topic</i>	<i>Yes (%)</i>	<i>No (%)</i>
Wildlife	80	20
Local and social history	66	31
Antiques and interiors	65	33
Industrial history	60	38
Archaeology	53	45
Military history	41	57
Historical art	37	60
Pottery and porcelain	28	70
Contemporary art	17	79

*E6 Derby museums Publicity*

- 4.93 32% of respondents stated that they had seen leaflets with 61% stating they have not and 7% did not know.
- 4.94 The following table shows the number of respondents who had seen leaflets for a specific museum.

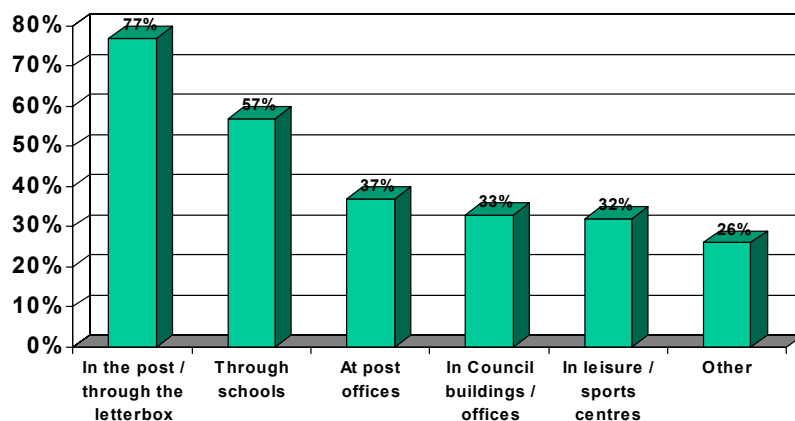
	<i>(%)</i>
Pickford's House Museum	76
Central Museum and Art Gallery	70
Industrial Museum	66

4.95 Also, 2 respondents stated they had seen leaflets for other museums. These were Chapel of St. Mary and Q Arts Centre Gallery.

4.96 Overall, the most effective way of distributing these leaflets are shown in the following table and chart:

	(%)
In the post / through the letterbox	77
Through schools	57
At post offices	37
In Council buildings / offices	33
In leisure / sports centres	32
Other	26

Effective ways of distributing leaflets



4.97 As can be seen, 26% of respondents gave other suggestions, the main ones being newspapers (42%), libraries (13%), shopping centres (9%) and hotels / pubs (6%). The reflector group suggested use of e-mail.