

Section A - The Assembly Rooms and Guildhall Theatre

The Assembly Rooms

		Count	Col %
A1. How many times have you visited the Assembly Rooms in the 12 months?	No visits in last 12 months	278	47.1
	Once	135	22.9
	Twice	107	18.1
	3 - 4 times	54	9.2
	More than 5 times	16	2.7
Total		590	100.0

		Count	Col %
A2. How do you rate the shows you have seen at the Assembly Rooms?	Very good	114	37.3
	Good	151	49.3
	Adequate	24	7.8
	Poor	4	1.3
	Varies	13	4.2
Total		306	100.0

		Count	Col %
A3. How satisfied are you with the service standards at the Assembly Rooms?	Very satisfied	108	35.0
	Fairly satisfied	132	42.7
	Neither satisfied nor dissatisfied	51	16.5
	Fairly dissatisfied	11	3.6
	Very dissatisfied	4	1.3
	Don't know	3	1.0
Total		309	100.0

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		Cases	Col Response %
A4. What stops you visiting the Assembly Rooms?	Nothing wanted to see	74	23.6
	Lack of information as to what's on	30	9.6
	Tickets too expensive	29	9.3
	Lack of time/too busy	28	8.9
	Medical condition/disability/physical impairment	21	6.7
	Other commitments	18	5.8
	Don't feel safe out at nights	16	5.1
	Lack of finances	14	4.5
	No interest	13	4.1
	No one to go with/don't like going on own	13	4.1
	Lack of public transport	10	3.1
	No reason	10	3.1
	Lack of parking facilities	3	.9
	Too old	3	.9
	Don't use	3	.9
	Language problems	3	.9
	Event was cancelled	2	.6
	Event was sold out	2	.6
	Afraid of crowds	2	.6
	More variety of entertainers	2	.6
	Outdated/needs refurbishing	1	.3
	Having children	1	.3
	Not enough quality artists	1	.5
	No smoking ban	1	.3
	Unsure of wheelchair access	1	.3
	Service of refreshments poor	1	.3
	Acoustics not very good	1	.3
	Death of family member	1	.3
	Prefer to use other venues	1	.3
	Not thought of using it	1	.3
	No ethnic plays	1	.3
	Don't know	1	.3
Total		185	125.9

The Guildhall Theatre

		Count	Col %
A5. How many times have you visited The Guildhall Theatre in the last 12 months?	No visits in last 12 months	455	77.8
	Once	99	16.9
	Twice	24	4.1
	3 - 4 times	7	1.2
Total		585	100.0

		Count	Col %
A6. How do you rate the shows you have seen at The Guildhall Theatre?	Very good	45	34.6
	Good	68	52.3
	Adequate	15	11.5
	Poor	2	1.5
Total		130	100.0

Nov 2003 survey results

		Count	Col %
A7. How satisfied are you with the service standards at The Guildhall Theatre?	Very satisfied	45	34.6
	Fairly satisfied	66	50.8
	Neither satisfied nor dissatisfied	12	9.2
	Fairly dissatisfied	3	2.3
	Very dissatisfied	2	1.5
	Don't know	2	1.5
Total		130	100.0

		Cases	Col Response %
A8. What stops you visiting the Guildhall Theatre?	Nothing wanted to see	95	20.0
	No interest	76	16.4
	Lack of information as to what's on	71	15.3
	Too busy/lack of time	44	9.5
	Medical condition/disability/physical impairment	25	5.4
	Tickets too expensive	21	4.5
	No reason	18	3.9
	Never been to Guildhall/don't know where it is	17	3.7
	Other commitments	17	3.7
	Lack of finances	15	3.2
	No one to go with/don't like going on own	13	2.8
	Lack of public transport	10	2.1
	Don't feel safe going out at night	8	1.7
	Prefer to use other venues	4	.9
	Lack of parking facilities	3	.6
	Too old	3	.6
	Not thought of using	3	.6
	Use only for art shows	3	.6
	Language problems	3	.6
	Gets rather warm inside	3	.6
	Access for wheelchairs	2	.4
	Visited Derby Playhouse instead	2	.4
	Afraid of crowds	2	.4
	Venue too cramped	1	.2
	Death of family member	1	.2
	No babysitter	1	.3
Total		291	116.2

If you have visited the Assembly Rooms or Guildhall Theatre in the last 12 months...

		Count	Col %
A9. When do you prefer to book your tickets for events at the Assembly Rooms or Guildhall Theatre?	As soon as I get the "What's On" brochure	48	19.0
	Up to one month before the event	94	37.2
	In the week of the event	32	12.6
	On the day of the event	4	1.6
	On the door	9	3.6
	Can't say/it varies	66	26.1
Total		253	100.0

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		Count	Col %
A10. How do you prefer to book your tickets for events at the Assembly Rooms or Guildhall Theatre?	At the box office	136	54.4
	By post	4	1.6
	By telephone	60	24.0
	By Internet	15	6.0
	By another method	5	2.0
	Can't say/it varies	30	12.0
Total		250	100.0

		Count	Col %
What other?	By post	3	60.0
	Through secretary	1	20.0
	On the door	1	20.0
Total		5	100.0

		Cases	Col Response %
A11. How do you hear about events on at the Assembly Rooms or Guildhall Theatre?	'What's On' brochure	135	45.4
	Posters and leaflets	102	34.3
	Direct mail sent to your home	85	28.6
	Newspapers	163	54.9
	Radio	57	19.1
	Internet	11	3.7
	Word of mouth	106	35.7
	Other	5	1.7
	Don't hear about events	2	.7
Total		297	263.3

		Count	Col %
What other?	From colleagues / work	3	60.0
	D.A.B.	1	20.0
	At a beer festival	1	20.0
Total		5	100.0

		Count	Col %
Where did you see/receive posters and leaflets?	Outside venue	37	36.2
	Tourist information office	14	13.7
	Box office	12	11.9
	Library	12	11.9
	City centre	11	10.9
	By post	5	4.9
	Various	2	1.9
	In local shop	2	1.9
	At work	2	1.9
	CAB	2	1.9
	Schools	2	1.9
	Don't know/can't remember	1	1.0
Total		102	100.0

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		Cases	Col Response %
A12. Are there any other ways or places the Council should use to inform people?	Leisure centres	8	12.5
	Schools	8	12.5
	Advertise	8	12.5
	Local Post office/shops	8	12.5
	Can't think of any	7	10.9
	Fly sheets through letter boxes	7	10.9
	T.V./ Radio	4	6.3
	On side of buses	4	6.3
	Notice boards of local companies	4	6.3
	Magazines	3	4.7
	Box office, Eagle centre	2	2.9
	Advanced notice to previous customers	2	2.9
	Library	2	2.9
	Churches	2	2.9
	University/College	1	1.6
	Advertising adequate	1	1.6
	Special posters about individual concerts	1	1.6
	At beer festival	1	1.6
	Public houses	1	1.6
	Supermarkets	1	1.6
Total		75	116.6

		Count	Col %
A13. Do you think the Assembly Rooms and Guildhall Theatre entertainment programme offers something for everyone?	Yes	352	60.3
	No	75	12.8
	Don't know	157	26.9
Total		584	100.0

		Cases	Col Response %
A14. If no or don't know, what sort of events or shows would you like to see?	Classical concert	52	22.4
	Jazz	40	17.2
	Ballet	45	19.4
	Opera	25	10.8
	Rock/pop	96	41.4
	Childrens shows	49	21.1
	Folk	33	14.2
	Comedy	123	53.0
	Dance	33	14.2
	Plays	86	37.1
	Musicals	84	36.2
	Other	33	14.2
Total		232	301.2

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		Count	Col %
Please explain this other	Vintage cinema shows	6	17.6
	Recognised artists	4	11.8
	Ethnic/multi cultural events	3	8.8
	Toy fair	3	8.8
	Meetings to meet councillors	3	8.8
	Americana/country music	2	5.9
	Indian cultural	2	5.9
	Military bands	2	5.9
	Alternative comedy	2	5.9
	Snooker tournaments	1	2.9
	Brass band concerts	1	2.9
	Ice shows	1	2.9
	Choirs	1	2.9
	Irish music	1	2.9
	Soul music	1	2.9
	Exhibitions	1	2.9
Total		33	100.0

		Count	Col %
A15. Would you like to receive information about future events?	Yes	370	65.5
	No	195	34.5
Total		565	100.0

Nov 2003 survey results

Section B - Street Lighting

B1. How important do you think it is to have good lighting in the areas listed?

		Count	Col %
The city centre	Very important	508	87.9
	Quite important	64	11.1
	Not very important	4	.7
	Not at all important	2	.3
Total		578	100.0

		Count	Col %
Main shopping streets	Very important	476	82.9
	Quite important	91	15.9
	Not very important	5	.9
	Not at all important	2	.3
Total		576	100.0

		Count	Col %
District shopping centres	Very important	446	78.8
	Quite important	116	20.5
	Not very important	2	.4
	Not at all important	2	.4
Total		566	100.0

		Count	Col %
Main roads	Very important	448	78.0
	Quite important	116	20.2
	Not very important	8	1.4
	Not at all important	2	.3
Total		574	100.0

		Count	Col %
Estate roads	Very important	353	61.8
	Quite important	205	35.9
	Not very important	13	2.3
Total		417	100.0

		Count	Col %
Public footpaths	Very important	474	81.3
	Quite important	99	17.1
	Not very important	9	1.6
Total		423	100.0

		Count	Col %
Public cycle paths	Very important	356	62.3
	Quite important	173	30.3
	Not very important	35	6.1
	Not at all important	7	1.2
Total		571	100.0

		Count	Col %
Residential areas	Very important	402	70.2
	Quite important	160	27.9
	Not very important	11	1.9
Total		573	100.0

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		Count	Col %
Car parks	Very important	426	73.8
	Quite important	132	22.9
	Not very important	17	2.9
	Not at all important	2	.3
Total		577	100.0

		Count	Col %
Parks	Very important	280	49.5
	Quite important	183	32.3
	Not very important	87	15.4
	Not at all important	16	2.8
Total		565	100.0

		Count	Col %
Feature lighting of public buildings such as the Derby Cathedral	Very important	137	24.6
	Quite important	234	41.9
	Not very important	155	27.8
	Not at all important	32	5.7
Total		558	100.0

		Count	Col %
Other places	Very important	42	72.4
	Quite important	6	10.3
	Not very important	6	10.3
	Not at all important	4	6.9
Total		58	100.0

		Other places			Total
		Not very important	Very important	Quite important	
What other places?	Alleyways	2	8	0	10
	Near bus stops	2	5	0	7
	Underpasses	1	3	0	4
	Schools/colleges	0	4	3	7
	Pedestrian crossings	0	6	0	6
	Parks	0	1	0	1
	Country roads	0	1	1	2
	A38 - Burton	0	2	0	2
	Bus/Railway station	0	3	0	3
	Any dark area	0	1	0	1
	Public conveniences	0	2	0	2
	Place of entertainment	0	1	0	1
	Hospital	0	4	0	4
	Where elderly/more vulnerable people live	0	2	0	2
	Public amenities	0	1	1	2
	Stenson Road	0	0	1	1
	Side streets	0	1	0	1
	River gardens	1	0	0	1
	All streets, road, closes etc	0	1	0	1
Total		6	42	6	58

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B2. In your opinion, how effective are the street lights in these areas?

		Count	Col %
The city centre	Very effective	264	45.2
	Quite effective	287	49.1
	Not very effective	7	1.2
	Not at all effective	1	.2
	Don't know	25	4.3
Total		584	100.0

		Count	Col %
Main shopping streets	Very effective	247	42.9
	Quite effective	294	51.0
	Not very effective	11	1.9
	Don't know	24	4.2
Total		576	100.0

		Count	Col %
District shopping centres	Very effective	132	23.3
	Quite effective	303	53.5
	Not very effective	83	14.7
	Not at all effective	4	.7
	Don't know	44	7.8
Total		566	100.0

		Count	Col %
Main roads	Very effective	164	28.4
	Quite effective	341	59.1
	Not very effective	53	9.2
	Not at all effective	5	.9
	Don't know	14	2.4
Total		577	100.0

		Count	Col %
Estate roads	Very effective	69	12.1
	Quite effective	284	49.8
	Not very effective	172	30.2
	Not at all effective	17	3.0
	Don't know	28	4.9
Total		570	100.0

		Count	Col %
Public footpaths	Very effective	48	8.2
	Quite effective	145	24.9
	Not very effective	285	48.9
	Not at all effective	61	10.5
	Don't know	44	7.5
Total		583	100.0

		Count	Col %
Public cycle paths	Very effective	35	6.2
	Quite effective	128	22.5
	Not very effective	238	41.8
	Not at all effective	46	8.1
	Don't know	122	21.4
Total		569	100.0

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		Count	Col %
Residential areas	Very effective	58	10.0
	Quite effective	300	51.7
	Not very effective	189	32.6
	Not at all effective	19	3.3
	Don't know	14	2.4
Total		580	100.0

		Count	Col %
Car parks	Very effective	66	11.6
	Quite effective	229	40.1
	Not very effective	185	32.4
	Not at all effective	21	3.7
	Don't know	70	12.3
Total		571	100.0

		Count	Col %
Parks	Very effective	27	4.7
	Quite effective	135	23.7
	Not very effective	226	39.6
	Not at all effective	55	9.6
	Don't know	127	22.3
Total		570	100.0

		Count	Col %
Feature lighting of public buildings such as the Derby Cathedral	Very effective	115	20.8
	Quite effective	314	56.9
	Not very effective	47	8.5
	Not at all effective	8	1.4
	Don't know	68	12.3
Total		552	100.0

		Count	Col %
B3. How satisfied are you with how we maintain and repair street lighting in Derby?	Very satisfied	98	16.8
	Fairly satisfied	286	49.1
	Neither satisfied nor dissatisfied	153	26.3
	Fairly dissatisfied	35	6.0
	Very dissatisfied	10	1.7
Total		582	100.0

		Cases	Col Response %
B4. If very or fairly dissatisfied, please explain	Takes a long time to repair faults	30	71.4
	Not enough lighting	4	9.5
	Light need to be brighter	2	4.8
	Fault report line	2	4.8
	Lights concealed by trees/bushes	2	4.8
	Better maintenance required	2	4.8
Total		42	100.1

B5. Do you think the Council should provide 'white light' in these areas?

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		Count	Col %
The city centre	Yes	494	86.2
	No	48	8.4
	Don't know	31	5.4
Total		573	100.0

		Count	Col %
Main shopping streets	Yes	451	79.8
	No	77	13.6
	Don't know	37	6.5
Total		565	100.0

		Count	Col %
District shopping centres	Yes	386	68.6
	No	123	21.8
	Don't know	54	9.6
Total		563	100.0

		Count	Col %
Main roads	Yes	203	36.1
	No	314	55.9
	Don't know	45	8.0
Total		562	100.0

		Count	Col %
Estate roads	Yes	235	41.7
	No	273	48.4
	Don't know	56	9.9
Total		564	100.0

		Count	Col %
Public footpaths	Yes	347	61.6
	No	171	30.4
	Don't know	45	8.0
Total		563	100.0

		Count	Col %
Public cycle paths	Yes	204	36.7
	No	278	50.0
	Don't know	74	13.3
Total		556	100.0

		Count	Col %
Residential areas	Yes	292	52.5
	No	210	37.8
	Don't know	54	9.7
Total		556	100.0

		Count	Col %
Car parks	Yes	437	77.8
	No	96	17.1
	Don't know	29	5.2
Total		562	100.0

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		Count	Col %
Parks	Yes	232	41.6
	No	266	47.7
	Don't know	60	10.8
Total		558	100.0

		Count	Col %
B6. How much more additional Council Tax would you be prepared to pay each year to help cover costs?	No increase in Council Tax	199	34.6
	Increase of up to £2.50	165	28.7
	Increase between £2.50 and £5.00	81	14.1
	Increase between £5 and £7.50	29	5.0
	Increase over £7.50	16	2.8
	I don't know	85	14.8
Total		575	100.0

B7. Which of these initiatives so you think the Council should consider to keep street lighting costs down?

		Count	Col %
Use more energy efficient lighting units	Yes	557	95.7
	No	7	1.2
	Don't know	18	3.1
Total		582	100.0

		Count	Col %
Encourage advertising on lighting columns	Yes	330	60.1
	No	156	28.4
	Don't know	63	11.5
Total		549	100.0

		Count	Col %
Reduce the number of lit columns between 2am and dawn	Yes	269	48.5
	No	212	38.2
	Don't know	74	13.3
Total		555	100.0

		Count	Col %
Reduce amenity and public building lighting	Yes	279	51.1
	No	190	34.8
	Don't know	77	14.1
Total		546	100.0

		Count	Col %
Other	Yes	27	31.8
	No	3	3.5
	Don't know	55	64.7
Total		85	100.0

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		Count	Col %
Please explain other	Control lights with light sensors	8	30.8
	Increase use of road reflective devices	4	15.4
	Direct light downwards	4	15.4
	Reduce lighting after 2am	2	7.7
	Correlation between authorities	2	7.7
	Control feature lighting to early evenings	1	3.8
	Switch off advertising signs 2am to dawn	1	3.8
	Divert money from recycling schemens	1	3.8
	Better management efficiency	1	3.8
	In secluded areas control by motion sensors	1	3.8
	Control councillors expenses	1	3.8
Total		26	100.0

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		Cases	Col Response %
B8. Please tell us how the Council could improve street lighting	Quicker repairs	26	11.7
	Brighter lighting	21	9.4
	Install more/better lighting	19	8.5
	Irrelevant comment	17	7.6
	Control lights using movement sensors	12	5.4
	Nothing/street lighting adequate	11	4.9
	Reflectors to reflect light downwards	10	4.5
	Should be no dark areas	10	4.5
	Reduce light pollution	7	3.1
	Go back to white lighting	7	3.1
	Ensure trees/bushes trimmed back	7	3.1
	Patrols to check lights working on regular basis	6	2.7
	Listening to public	5	2.2
	More energy efficient lighting	4	1.8
	By methods mentioned in question B7	4	1.8
	Local groups to adopt sections of lighting	4	1.8
	Late night businesses to pay more	3	1.3
	Light footpaths/cycle tracks	3	1.3
	Don't know/unsure	2	.9
	Solar power	2	.9
	Could do better	2	.9
	Switch off unnecessary lights	2	.9
	More lights at pedestrian crossings	2	.9
	24 hour helpline	2	.9
	Reduce amount of paper work	2	.9
	Leave light on longer	2	.9
	Light the "Jitties"	2	.9
	More lights on corners	2	.9
	Fit anti-vandal grids	1	.4
	Is supplier most competitive	2	.9
	Make lights higher and clearer	2	.9
	Control using light sensors	2	.9
	Use high pressure sodium lighting	1	.4
	Shift funding from unnecessary schemes	1	.4
	Ensure well known crime spots well lit	1	.4
	Keep updated with modern technology	1	.4
	Tower lighting	1	.4
	Don't light up road under construction	1	.4
	Less sodium lighting	1	.4
	Investigate what other cities doing	1	.4
	Do not sub-contract/use only skilled workers	1	.4
Total		223	94.4

Nov 2003 survey results

Section C - Sport and Leisure

C1. On average, how often do you play sports at these Council sports centres?

		Count	Col %
Queen's Leisure Centre	Weekly	27	4.7
	Monthly	19	3.3
	Every 2-3 months	25	4.4
	Less often	64	11.2
	Never	438	76.4
Total		573	100.0

		Count	Col %
Moorways Sports Complex	Weekly	25	4.4
	Monthly	17	3.0
	Every 2-3 months	22	3.9
	Less often	51	9.0
	Never	453	79.8
Total		568	100.0

		Count	Col %
Springwood Leisure Centre	Weekly	8	1.4
	Monthly	6	1.1
	Every 2-3 months	4	.7
	Less often	11	2.0
	Never	531	94.8
Total		560	100.0

		Count	Col %
Shaftesbury Sports Centre	Weekly	9	1.6
	Monthly	2	.4
	Every 2-3 months	2	.4
	Less often	12	2.2
	Never	532	95.5
Total		557	100.0

		Count	Col %
Lancaster Sports Centre	Weekly	6	1.1
	Monthly	3	.5
	Every 2-3 months	5	.9
	Less often	19	3.4
	Never	525	94.1
Total		558	100.0

		Count	Col %
Derby College Sports Centre	Weekly	5	.9
	Monthly	2	.4
	Every 2-3 months	2	.4
	Less often	2	.4
	Never	548	98.0
Total		559	100.0

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		Count	Col %
Markeaton Park Sports Facilities	Weekly	2	.4
	Monthly	11	2.0
	Every 2-3 months	15	2.7
	Less often	38	6.7
	Never	497	88.3
Total		563	100.0

		Count	Col %
C2. In your view, how good are the opportunities for you to take part in sports in the city?	Excellent	46	9.1
	Good	255	50.4
	Fair	161	31.8
	Poor	34	6.7
	Very bad	10	2.0
Total		506	100.0

		Cases	Col Response %
C3. If poor or very bad, please explain	No local facilities	5	12.5
	Too expensive	7	17.5
	Lack of disabled facilities	5	12.5
	Too old	5	12.5
	Don't know what's on offer	5	12.5
	Better/longer opening hours	2	5.0
	Don't play sport/don't use	4	10.0
	More adult courses at night	2	5.0
	Walking best form of exercise	1	2.5
	Most facilities not suitable for elderly	2	5.0
	Unhelpful staff	1	2.5
	Lack of time/too busy	1	2.5
Total		40	120.7

		Count	Col %
C4. Do you use a fitness centre in Derby?	Yes	109	18.6
	No	476	81.4
Total		585	100.0

		Cases	Col Response %
C5. If yes, which do you use?	David Lloyd Leisure	11	10.1
	Vrigin Active	11	10.1
	Fitness First	12	11.0
	JJB	20	18.3
	Dragons	9	8.2
	Horizons	10	9.2
	Gym at Council sports facility	16	14.7
	Other	26	23.8
Total		115	105.4

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		Count	Col %
What other?	Roll Royce gym	6	31.6
	Mickleover Court Hotel	3	15.8
	Reviva	2	10.5
	Rosemary Conley aerobics	2	10.5
	Derby dance centre	2	10.5
	Marriott Breadsall priory	1	5.3
	Full Force	1	5.3
	Cardiac rehabilitation facilities	1	5.3
	One 2 one	1	5.3
Total		19	100.0

Nov 2003 survey results

Swimming Pools

		Count	Col %
C6. Have you been to a local swimming pool in the last three months?	Yes	109	18.6
	No	476	81.4
Total		585	100.0

		Count	Col %
C7a. If yes, which pool do you normally swim at?	Queens Leisure Centre	90	49.7
	Moorways Pool	41	22.6
	Health club pool	33	18.2
	Pool at school/university	8	4.4
	Other Council pool	5	2.8
	Hotel pool	2	1.1
	Private pool	2	1.1
Total		181	100.0

		Count	Col %
Which other council/health club pool?	Horizons	7	17.9
	JJB	5	12.8
	Virgin	6	15.4
	David Lloyd	6	15.4
	Ilkeston	4	10.3
	Breadsall priory	5	12.8
	Dragons	2	5.1
	Mickleover Court Hotel	2	5.1
	Bramcote & Long Eaton	2	5.1
Total		39	100.0

Nov 2003 survey results

	If yes, which pool do you normally swim at?														Total	
	Queens Leisure Centre		Moonways Pool		Other Council pool		Health club pool		Hotel pool		Private pool		Pool at school/ university		Cases	Col Response %
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
C7b. Why do you swim at this pool?	Cleanest	26	30.5	6	12.5	3	50.0	13	37.5	0	.0	0	0	.0	47	26.2
	Quietest	10	11.9	4	9.4	1	25.0	23	66.7	1	50.0	0	1	25.0	42	23.0
	Opening times	32	37.3	11	25.0	0	.0	16	45.8	0	.0	0	0	.0	59	32.5
	Convenient parking	24	28.8	26	56.3	4	75.0	6	16.7	0	.0	0	1	25.0	62	34.1
	Free parking	7	8.5	29	62.5	3	50.0	10	29.2	1	50.0	1	1	25.0	53	29.4
	Price charged	19	22.0	13	28.1	1	25.0	3	8.3	0	.0	1	1	25.0	39	21.4
	Qualified staff	6	6.8	1	3.1	1	25.0	0	.0	0	.0	1	1	100.0	10	5.6
	Lane swimming	17	20.3	4	9.4	0	.0	9	25.0	0	.0	0	1	25.0	32	17.5
	Non-lane swimming	7	8.5	3	6.3	1	25.0	1	4.2	0	.0	0	0	.0	13	7.1
	Friendly staff	19	22.0	7	15.6	3	50.0	6	16.7	0	.0	0	1	25.0	36	19.8
	Friends swim here	17	20.3	10	21.9	1	25.0	1	4.2	0	.0	0	1	25.0	32	17.5
	Pool temperature	14	16.9	7	15.6	1	25.0	7	20.8	0	.0	0	1	25.0	32	17.5
	On public transport use	16	18.6	4	9.4	0	.0	1	4.2	0	.0	0	0	.0	22	11.9
	Disabled facilities	4	5.1	1	3.1	0	.0	1	4.2	0	.0	0	0	.0	7	4.0
	Creche facility	1	1.7	1	3.1	0	.0	1	4.2	0	.0	0	0	.0	4	2.4
	Slides/flumes in pool	1	1.7	1	3.1	3	50.0	1	4.2	0	.0	0	0	.0	7	4.0
	Feel safe	14	16.9	6	12.5	1	25.0	13	37.5	1	50.0	0	0	.0	36	19.8
	Other reason	33	39.0	19	40.6	1	25.0	17	50.0	3	100.0	1	3	50.0	78	42.9
Total		85	316.9	46	337.5	6	475.0	34	379.2	3	250.0	1	6	250.0	181	336.5

Nov 2003 survey results

		If yes, which pool do you normally swim at?																Total							
		Queens Leisure Centre		Moorways Pool		Other Council pool		Health club pool		Hotel pool		Private pool		Pool at school/university		Count	Col %								
														Count	Col %					Count	Col %	Count	Col %	Count	Col %
Please explain	Local	27	78.3	15	69.2	0	.0	3	16.7	1	50.0	1	100.0	2	100.0	41	61.1								
	Paid for it within fitness package	0	.0	0	.0	0	.0	7	33.3	0	.0	0	.0	0	.0	4	7.4								
	Has swimming pool	1	4.3	3	15.4	0	.0	0	.0	0	.0	0	.0	0	.0	4	5.6								
	Better facilities	0	.0	0	.0	1	100.0	1	8.3	0	.0	0	.0	0	.0	2	3.7								
	Has a gym	0	.0	0	.0	0	.0	3	16.7	0	.0	0	.0	0	.0	2	3.7								
	Activity at time that suits me	0	.0	1	7.7	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.9								
	Pay members to use facilities	0	.0	0	.0	0	.0	1	8.3	0	.0	0	.0	0	.0	1	1.9								
	To watch grandchildren swimming	1	4.3	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.9								
	Trader turtle	1	4.3	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.9								
	Excellent childrens pool	0	.0	0	.0	0	.0	1	8.3	0	.0	0	.0	0	.0	1	1.9								
	Job connection	0	.0	0	.0	0	.0	0	.0	1	50.0	0	.0	0	.0	1	1.9								
	Ladies only evenings	0	.0	1	7.7	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.9								
	To escort client	1	4.3	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.9								
	There's fewer children	0	.0	0	.0	0	.0	1	8.3	0	.0	0	.0	0	.0	1	1.9								
	It's ambience	1	4.3	0	.0	0	.0	0	.0	0	.0	0	.0	0	.0	1	1.9								
Total		34	100.0	20	100.0	1	100.0	18	100.0	2	100.0	1	100.0	2	100.0	78	100.0								

Nov 2003 survey results

C7c. How important are these swimming pool features to you?

		Count	Col %
Cafeteria	Very important	19	10.7
	Important	42	23.6
	Not concerned either way	75	42.1
	Not very important	24	13.5
	Unimportant	18	10.1
Total		178	100.0

		Count	Col %
Vending machines	Very important	3	1.7
	Important	28	15.8
	Not concerned either way	84	47.5
	Not very important	27	15.3
	Unimportant	35	19.8
Total		177	100.0

		Count	Col %
Clean toilets	Very important	124	68.9
	Important	52	28.9
	Not concerned either way	3	1.7
	No view	1	.6
Total		180	100.0

		Count	Col %
Hair dryer	Very important	36	20.2
	Important	54	30.3
	Not concerned either way	48	27.0
	Not very important	17	9.6
	Unimportant	20	11.2
	No view	3	1.7
Total		178	100.0

		Count	Col %
Parking facilities	Very important	93	52.5
	Important	50	28.2
	Not concerned either way	21	11.9
	Not very important	4	2.3
	Unimportant	7	4.0
	No view	2	1.1
Total		177	100.0

		Count	Col %
Well lit car parks	Very important	78	44.1
	Important	56	31.6
	Not concerned either way	25	14.1
	Not very important	8	4.5
	Unimportant	6	3.4
	No view	4	2.3
Total		177	100.0

Nov 2003 survey results

		Count	Col %
Clear safety signs	Very important	65	37.1
	Important	78	44.6
	Not concerned either way	19	10.9
	Not very important	8	4.6
	Unimportant	4	2.3
	No view	1	.6
Total		175	100.0

		Count	Col %
Qualified supervision	Very important	105	58.7
	Important	49	27.4
	Not concerned either way	15	8.4
	Not very important	5	2.8
	Unimportant	5	2.8
Total		179	100.0

		Count	Col %
Swimming lesson programme available	Very important	48	27.0
	Important	42	23.6
	Not concerned either way	50	28.1
	Not very important	7	3.9
	Unimportant	25	14.0
	No view	6	3.4
Total		178	100.0

		Count	Col %
Swimming accessory sales	Very important	2	1.1
	Important	33	18.9
	Not concerned either way	74	42.3
	Not very important	30	17.1
	Unimportant	32	18.3
	No view	4	2.3
Total		175	100.0

		Count	Col %
Lane swimming for adults	Very important	32	18.1
	Important	59	33.3
	Not concerned either way	51	28.8
	Not very important	18	10.2
	Unimportant	14	7.9
	No view	3	1.7
Total		177	100.0

		Count	Col %
Exercise to music classes	Very important	8	4.6
	Important	31	17.7
	Not concerned either way	64	36.6
	Not very important	26	14.9
	Unimportant	36	20.6
	No view	10	5.7
Total		175	100.0

Nov 2003 survey results

		Count	Col %
Adult only sessions	Very important	28	15.8
	Important	61	34.5
	Not concerned either way	54	30.5
	Not very important	13	7.3
	Unimportant	17	9.6
	No view	4	2.3
Total		177	100.0

		Count	Col %
Gender only sessions, for example women only	Very important	14	8.0
	Important	28	16.0
	Not concerned either way	68	38.9
	Not very important	18	10.3
	Unimportant	41	23.4
	No view	6	3.4
Total		175	100.0

		Count	Col %
Disabled facilities	Very important	54	30.7
	Important	55	31.3
	Not concerned either way	37	21.0
	Not very important	13	7.4
	Unimportant	14	8.0
	No view	3	1.7
Total		176	100.0

		Count	Col %
Well maintained changing facilities	Very important	123	69.1
	Important	52	29.2
	Not concerned either way	2	1.1
	Not very important	1	.6
Total		178	100.0

		Count	Col %
Family changing areas	Very important	62	35.0
	Important	54	30.5
	Not concerned either way	31	17.5
	Not very important	2	1.1
	Unimportant	25	14.1
	No view	3	1.7
Total		177	100.0

		Count	Col %
Separate changing cubicles	Very important	67	38.1
	Important	56	31.8
	Not concerned either way	39	22.2
	Not very important	2	1.1
	Unimportant	12	6.8
Total		176	100.0

Nov 2003 survey results

		Cases	Col Response %
C8. Why have you not visited a swimming pool in the last 3 months?	Do not enjoy swimming	116	24.4
	Cannot swim	89	18.7
	No transport	38	8.0
	Too far to travel	27	5.7
	No-one to swim with	59	12.4
	Opening times	23	4.8
	Laned swimming is not at a convenient time	14	2.9
	Illness/disability prevents me swimming	89	18.7
	Not enough time	116	24.4
	Price	35	7.3
	Lack of additional facilities, for example, hairdryers, spa, steam room, gym	12	2.5
	No catering facilities open or available	0	.0
	No childcare	8	1.7
	Unclean changing rooms and toilets	25	5.2
	Outdated facility	13	2.7
	Lockers not secure	11	2.3
	Facility security	2	.4
	Car parking is not convenient	32	6.7
	Attitude of staff	4	.8
	Cultural reasons	8	1.7
	Other	61	12.8
Total		476	164.1

		Count	Col %
Please explain	Allergic to chemicals in pools	11	20.4
	Too old	8	14.8
	Medical problems/recently undergone surgery	4	7.4
	Private gym has a pool	6	11.1
	Use Ilkeston/Long Eaton facilities	4	7.4
	Prefer walking instead	5	9.2
	Too many clubs/specific sessions	3	5.5
	Effects condition of hair	2	3.7
	Facilities reduced by school usage	2	3.7
	No reason	1	1.8
	Can't see without glasses	1	1.8
	Session times too limited	1	1.8
	Too many children	1	1.8
	Laziness	1	1.8
	Shared showers	1	1.8
	Lack of finances	1	1.8
	Language problems	1	1.8
	Water too cold	1	1.8
Total		54	100.0

Nov 2003 survey results

		Cases	Col Response %
C9. What could we do to encourage you to use the council's swimming pools or to use them more often?	More laned swimming	56	11.8
	Less laned swimming	28	5.9
	Adults only swimming	126	26.5
	Children only swimming	22	4.6
	Womens only swimming	68	14.3
	Early morning laned swimming	37	7.8
	Improved cleanliness	126	26.5
	Cleaner changing room and toilets	123	25.8
	Private changing cubicles	102	21.4
	Family changing area	36	7.6
	Cafeteria selling healthy snacks	53	11.1
	Activity sessions, for example, inflatables, snorkelling, diving boards open	45	9.5
	Swim improvement sessions	47	9.9
	Leisure features such as flumes and slides	70	14.7
	Pool easier to get in and out of	47	9.9
	Improved security	64	13.4
	Improved facilities for disabled people	49	10.3
	Social activities	28	5.9
	Cheaper prices	126	26.5
	Other	106	22.3
Total		476	285.7

Nov 2003 survey results

		Count	Col %
Please explain	Nothing/can't swim	31	29.0
	Free/secure parking	10	9.3
	Warmer water	9	8.4
	More general access/less clubs	6	5.6
	Better/longer opening hours	4	3.7
	Water slides and wave machines	3	2.8
	Water aerobics classes	3	2.8
	Disability prevents swimming	3	2.8
	More showers	2	1.9
	Steam room and spa facilities	2	1.9
	Better transport facilities	2	1.9
	Package offer	2	1.9
	Other commitments	2	1.9
	More adult courses at night/weekend	2	1.9
	Prefer JJB private pool	2	1.9
	Better advertising	2	1.9
	Outdoor swimming in summer	2	1.9
	To have swimming pool in own back garden	2	1.9
	Better air conditioning in changing rooms	2	1.9
	Family nights	2	1.9
	Over 50s sessions	2	1.9
	Less chemicals in pool	1	.9
	Increased access to childrens pool	1	.9
	Make swimming less boring	1	.9
	To be able to swim on spur of moment	1	.9
	More parent and toddler times	1	.9
	Diving board	1	.9
	That swimmers shower before entering water	1	.9
	To have instructors at pool side at all times	1	.9
	Cultural problems prevent swimming	1	.9
	Creche facilities	1	.9
	Better water quality	1	.9
	Better changing areas	1	.9
	Don't know	1	.9
Total		108	100.0

Nov 2003 survey results

		Count	Col %
C10. What one thing could we do to encourage you to go swimming in the next few weeks?	Nothing	56	23.7
	Cheaper entrance charges	20	8.5
	Irrelevant comment	20	8.5
	Cleaner facilities	14	5.9
	Warmer water	13	5.5
	More discount offers	13	5.5
	More/better local facilities	11	4.7
	Better/longer opening hours	10	4.2
	Better publicity	8	3.4
	Adult only sessions	7	3.0
	Water slides and wave machines	6	2.5
	More adult courses at night/weekends	6	2.5
	Better parking facilities	4	1.7
	Woman only swimming	4	1.7
	Creche facilities	4	1.7
	Better public transport facilities	4	1.7
	More general access/less clubs	4	1.7
	Free tickets/lessons	3	1.3
	Sell bottled motivation	3	1.3
	Sessions for disabled/special needs only	2	.8
	Fear of water	2	.8
	Free entry	2	.8
	Family passes	2	.8
	Swim at private pool	2	.8
	Ways of warming up quicker after swimming	1	.4
	Parent and child time	1	.4
	Background music while swimming	1	.4
	Provide chemical-free pools	1	.4
	Warmer changing rooms	1	.4
	Teach me to swim	1	.4
	Easier access into pool	1	.4
	Family festive frolic	1	.4
	Make swimming less boring	1	.4
	To be able to swim when I like	1	.4
	Better/more positive courses/lessons	1	.4
	Free gifts	1	.4
Total		236	100.0

Nov 2003 survey results

Crime and Crime Prevention

D1. How important are the crime prevention methods listed to protect your home from burglary?

		Count	Col %
Have approved door and window locks fitted	Very important	474	82.1
	Quite important	98	17.0
	Not very important	4	.7
	Not at all important	1	.2
Total		577	100.0

		Count	Col %
Leave a light on when you go out	Very important	333	57.4
	Quite important	187	32.2
	Not very important	52	9.0
	Not at all important	8	1.4
Total		580	100.0

		Count	Col %
Leave a TV/radio on when you go out	Very important	98	17.3
	Quite important	141	24.8
	Not very important	262	46.1
	Not at all important	67	11.8
Total		568	100.0

		Count	Col %
Leave a light on when you go to bed	Very important	51	9.0
	Quite important	73	12.9
	Not very important	311	55.1
	Not at all important	129	22.9
Total		564	100.0

		Count	Col %
Have good neighbours	Very important	388	66.6
	Quite important	167	28.6
	Not very important	20	3.4
	Not at all important	8	1.4
Total		563	100.0

		Count	Col %
Have outside security lights fitted	Very important	286	49.5
	Quite important	210	36.3
	Not very important	74	12.8
	Not at all important	8	1.4
Total		580	100.0

		Count	Col %
Install a burglar alarm	Very important	334	58.0
	Quite important	162	28.1
	Not very important	71	12.3
	Not at all important	9	1.6
Total		576	100.0

Nov 2003 survey results

		Count	Col %
Have double glazing	Very important	334	58.5
	Quite important	171	29.9
	Not very important	54	9.5
	Not at all important	12	2.1
Total		571	100.0

		Count	Col %
Live in a Neighbourhood Watch area	Very important	223	38.9
	Quite important	238	41.5
	Not very important	104	18.2
	Not at all important	8	1.4
Total		573	100.0

		Count	Col %
Have good street lighting	Very important	452	77.4
	Quite important	124	21.2
	Not very important	8	1.4
Total		584	100.0

		Count	Col %
Have house contents insurance	Very important	469	81.7
	Quite important	70	12.2
	Not very important	16	2.8
	Not at all important	19	3.3
Total		574	100.0

		Count	Col %
Other	Very important	58	72.5
	Quite important	12	15.0
	Not very important	2	2.5
	Not at all important	8	10.0
Total		80	100.0

		Other				Total
		Not at all important	Very important	Quite important	Not very important	
Please explain	More visible policing	3	25	2	0	32
	Having a dog	3	7	3	2	15
	Non-enclosed entrance	0	1	0	0	1
	Use any security you have	1	8	1	0	15
	Insurance deterrent	0	1	0	0	1
	Security gates	1	2	1	0	4
	More accountable police force	0	2	0	0	2
	Don't leave valuables on show	0	1	2	0	3
	High fencing and prickly bushes	0	1	0	0	1
	Stronger sentences	0	1	2	0	3
	Know who crime prevention officer is	0	1	0	0	1
	Be alert	0	1	0	0	2
	Prevent access to back gardens	0	3	1	0	4
	Control sale of drugs/alcohol to young people	0	2	0	0	2
	Have local police station	0	0	0	0	1
	Use common sense	0	2	0	0	2
	Clear view of property	0	0	0	0	1
Total		8	58	12	2	80

Nov 2003 survey results

		Count	Col %
D2a. What would you expect a police officer to do, if you returned home to find your house broken into and the person responsible was not there?	Attend within a time specified by the operator	381	65.2
	Attend immediately	182	31.2
	Don't know/can't say	21	3.6
Total		584	100.0

Nov 2003 survey results

D2b. How important is it to you that the police.....

		Count	Col %
Keep you updated if the officer failed to attend	Very important	482	83.4
	Quite important	88	15.2
	Not very important	7	1.2
	Not at all important	1	.2
Total		578	100.0

		Count	Col %
Send someone to take fingerprints	Very important	352	61.4
	Quite important	190	33.2
	Not very important	30	5.2
	Not at all important	1	.2
Total		573	100.0

		Count	Col %
Send a police officer from Criminal Investigation Division, CID, to see you	Very important	223	39.4
	Quite important	228	40.3
	Not very important	98	17.3
	Not at all important	17	3.0
Total		566	100.0

		Count	Col %
Keep you updated on the progress of the investigation	Very important	365	63.7
	Quite important	183	31.9
	Not very important	23	4.0
	Not at all important	2	.3
Total		573	100.0

		Count	Col %
Keep you informed at the conclusion of the investigation	Very important	436	75.6
	Quite important	132	22.9
	Not very important	7	1.2
	Not at all important	2	.3
Total		577	100.0

		Count	Col %
Recover stolen property	Very important	384	66.8
	Quite important	162	28.2
	Not very important	26	4.5
	Not at all important	3	.5
Total		575	100.0

		Count	Col %
Make enquiries to trace witnesses to the burglary	Very important	361	63.3
	Quite important	195	34.2
	Not very important	14	2.5
Total		570	100.0

		Count	Col %
Arrest the offender	Very important	532	92.0
	Quite important	43	7.4
	Not very important	3	.5
Total		578	100.0

Nov 2003 survey results

		Count	Col %
Give you a crime reference number for insurance purposes	Very important	479	83.6
	Quite important	83	14.5
	Not very important	10	1.7
	Not at all important	1	.2
Total		573	100.0

		Count	Col %
Give you advice about how to protect your home	Very important	350	61.2
	Quite important	187	32.7
	Not very important	32	5.6
	Not at all important	3	.5
Total		572	100.0

		Count	Col %
Other	Very important	33	73.3
	Quite important	4	8.9
	Not at all important	8	17.8
Total		45	100.0

		Other			Total
		Not at all important	Very important	Quite important	
What other?	No bail to repeat offenders	0	3	0	3
	Make offenders known	2	3	2	7
	Better co-ordination between police and public	3	6	0	9
	Inform residents of crimes in area	0	4	0	4
	Attend immediately	0	3	0	3
	Show interest	0	2	0	2
	Put in touch with victim support	0	1	0	1
	More crime detecting less speed cameras	2	0	0	2
	Have a department to collect routine information only	0	1	1	2
	More visible policing	0	2	0	2
	Stronger sentences	1	2	0	3
	Reassurance	0	1	0	1
	Get C.P.S to take action	0	2	0	2
	Treat as an individual	0	1	0	1
	Officers to be more sympathetic	0	2	1	3
Total		8	33	4	45

		Count	Col %
D3. Have you, or a member of your household, been burgled at home in the last 12 months?	Yes	35	6.0
	No	550	94.0
Total		585	100.0

D4. If you see two men who you do not know outside a neighbour's house and later in the day you hear that a house has been burgled, how likely is it that you would.....

Nov 2003 survey results

		Count	Col %
Already have rung the Police when you first saw the two men	Very likely	134	23.6
	Fairly likely	136	23.9
	Neither likely nor unlikely	145	25.5
	Fairly unlikely	102	18.0
	Very unlikely	51	9.0
Total		568	100.0

		Count	Col %
Go and tell your neighbour what you had seen	Very likely	412	71.7
	Fairly likely	130	22.6
	Neither likely nor unlikely	19	3.3
	Fairly unlikely	6	1.0
	Very unlikely	8	1.4
Total		575	100.0

		Count	Col %
Ring the police with the information when you hear the house has been burgled	Very likely	399	69.2
	Fairly likely	112	19.4
	Neither likely nor unlikely	42	7.3
	Fairly unlikely	15	2.6
	Very unlikely	9	1.6
Total		577	100.0

		Count	Col %
Tell the police what you had seen if they called at your house to ask	Very likely	532	91.4
	Fairly likely	44	7.6
	Neither likely nor unlikely	3	.5
	Fairly unlikely	1	.2
	Very unlikely	2	.3
Total		582	100.0

		Count	Col %
Make a statement of evidence	Very likely	442	76.9
	Fairly likely	104	18.1
	Neither likely nor unlikely	18	3.1
	Fairly unlikely	4	.7
	Very unlikely	7	1.2
Total		575	100.0

		Count	Col %
Be willing to attend an identification parade	Very likely	382	66.0
	Fairly likely	133	23.0
	Neither likely nor unlikely	40	6.9
	Fairly unlikely	11	1.9
	Very unlikely	13	2.2
Total		579	100.0

		Count	Col %
Be willing to attend court and give evidence	Very likely	338	58.5
	Fairly likely	146	25.3
	Neither likely nor unlikely	53	9.2
	Fairly unlikely	20	3.5
	Very unlikely	21	3.6
Total		578	100.0

Nov 2003 survey results

		Count	Col %
D5. Have you had any involvement with the police as a witness to a crime in the last 2 years?	Yes	56	9.8
	No	515	90.2
Total		571	100.0

Nov 2003 survey results

Section E - Area Panels

		Count	Col %
E1. Have you heard about the Council's area panel meetings?	Yes	378	64.4
	No	208	35.4
Total		586	100.0

		Count	Col %
E2. If yes, did you receive a leaflet about area panels through your door with your electoral registration form?	Yes	298	80.1
	No	74	19.9
Total		372	100.0

		Count	Col %
E3. Have you kept the leaflet	Yes	105	35.2
	No	193	64.8
Total		298	100.0

		Count	Col %
E4. What did you think of the leaflet?	Very good	27	9.2
	Good	154	52.7
	Neither good nor poor	107	36.6
	Poor	4	1.5
Total		292	100.0

		Cases	Col Response %
E5. From where else have you heard about the area panel meetings?	From a newspaper article	126	48.8
	From a poster or leaflet seen in a community venue	65	25.2
	From the Council website	15	5.8
	My local Councillor told me about them	19	7.4
	Through a friend	51	19.8
	Other	32	12.4
	None of the above	21	8.1
Total		258	128.9

		Count	Col %
What other?	Already part of panel	5	16.7
	Leaflet through door	5	16.7
	At work	3	10.0
	Political news letter	3	10.0
	Employer	2	6.7
	Attended meeting	2	6.7
	Church activities	2	6.7
	Council offices	1	3.3
	By telephone/asked to attend	1	3.3
	Local committee meeting	1	3.3
	Community panel meeting	1	3.3
	Member of leaseholders association	1	3.3
	Derwent news letter	1	3.3
	Local library	1	3.3
Total		30	100.0

Nov 2003 survey results

		Count	Col %
E6. Have you ever attended an area panel meeting?	Yes	53	13.9
	No	329	86.1
Total		382	100.0

		Cases	Col Response %
E7. Why did you attend?	I was interested to find out more about area panels	26	49.0
	To ask a question in the public question time session	13	24.5
	To find out what was going on in my area	29	54.7
	To hear the response to a local issues raised at a previous meeting	24	45.2
	To meet my local councillors	11	20.8
	To present a petition	3	5.7
	Other	2	3.8
Total		53	203.7

		Count	Col %
What other?	To listen and maybe learn	1	50.0
	Professional reasons	1	50.0
Total		2	100.0

		Count	Col %
E8. Would you consider attending an area panel meeting in the future?	Yes	273	47.2
	No	305	52.8
Total		578	100.0

		Cases	Col Response %
E9. If no, please tell us why	Been once but it did not meet my expectations	12	4.7
	Can't get to the meetings	102	40.0
	Don't know much about them	69	27.0
	Not interested	72	28.2
	The time of the meetings is not convenient	89	34.9
	Other	72	28.2
Total		255	163.0

Nov 2003 survey results

		Count	Col %
What other?	Too busy	16	22.9
	Concerned that views will not be taken seriously	7	10.0
	Too old	6	8.6
	Health problems	6	8.6
	Disabled	6	8.6
	Nothing ever achieved	4	5.7
	Unable to follow debate/cannot understand English	4	5.7
	Children to look after	4	5.7
	Lack of socialising skills	3	4.3
	Politicians usually lie/evade giving answers	3	4.3
	Panel area too broad	3	4.3
	Newcomer to area	1	1.4
	May be working away from home	1	1.4
	Would attend if for local people with local councillors	1	1.4
	We elect council to serve us	1	1.4
	Work shifts	1	1.4
	Not a cost effective means of communication	1	1.4
	Most topics do not apply to me	1	1.4
	Prefer a more personal Q and A approach	1	1.4
Total		70	100.0

		Cases	Col Response %
E10. What could the council do to encourage you to attend in future?	Change the time of the meeting	102	23.0
	Provide help with transport	94	21.2
	Provide more advance publicity about the main items to be discussed	301	67.9
	Make sure that local residents can raise their issues	237	53.5
	Provide refreshments	79	17.8
	Other	71	16.0
Total		443	199.4

Nov 2003 survey results

		Count	Col %
What other?	Better/earlier notification of meeting	21	32.8
	Nothing/not interested	13	20.3
	Listen to all residents view's	8	12.5
	More convenient location	6	9.4
	Language problems	4	6.3
	At a time to suit respondent	2	3.1
	Rotate meeting dates	2	3.1
	Make meetings more local	2	3.1
	Socialising issues	1	1.6
	Use internet/E-mail	1	1.6
	Reduction in coucil tax as an incentive	1	1.6
	Chair people that can control meeting	1	1.6
	Provide translator	1	1.6
	More varied subjects	1	1.6
Total		64	100.0

		Cases	Col Response %
E11. How would you like to receive information about your local area panels?	An annual publicity leaflet delivered to every household	240	40.5
	Receive area panel minutes, agendas and reports sent by post	109	18.4
	Receive an area panel newsletter	361	61.0
	From the Council's website	63	10.6
	Posters displayed in community venues and local notice board	125	21.1
	Other	27	4.6
Total		592	156.2

		Count	Col %
What other?	E-mail	7	26.9
	Local press 2-3 weeks before meeting	5	19.2
	Cheapest method/save resources	3	11.5
	Not interested	2	7.7
	Monthly questionnaires	2	7.7
	Local newspapers	2	7.7
	Already receive minutes	2	7.7
	Neighbourhood Watch co-ordinator	1	3.8
	Via the library	1	3.8
	Through schools	1	3.8
Total		26	100.0

		Count	Col %
E12. Would you like your name and address added to your local area panel mailing list?	Yes	236	40.9
	No	341	59.1
Total		577	100.0

Nov 2003 survey results

		Cases	Col Response %
E13. How do you prefer to give your opinions about local services?	Attend a local ward councillor surgery	83	14.9
	Attend area panel meetings	168	30.1
	Contact your local ward councillor	114	20.4
	Ring the council direct	218	39.1
	Use the Council's website	130	23.3
	Visit a Council office	121	21.7
	Write to the Council	238	42.7
	Other	20	3.6
Total		558	195.8

		Count	Col %
What other?	Through Derby Pointer Panel/questionnaire	8	40.0
	E-mail/text message	3	15.0
	Local press	3	15.0
	By who I vote for	2	10.0
	Make formal request	1	5.0
Total		17	100.0

Nov 2003 survey results

Section F - About You

		Count	Col %
Ward	Abbey	41	6.9
	Allestree	53	9.0
	Alvaston	45	7.6
	Arboretum	45	7.6
	Blagreaves	28	4.8
	Boulton	28	4.8
	Chaddesden	49	8.3
	Challeston	26	4.4
	Darley	37	6.2
	Derwent	38	6.4
	Littleover	15	2.5
	Mackworth	32	5.5
	Mickleover	34	5.7
	Normanton	19	3.2
	Oakwood	19	3.2
	Sinfin	17	2.8
	Spondon	35	6.0
	Unknown	31	5.1
Total		592	100.0

		Count	Col %
F1. Are you?	Male	274	46.3
	Female	318	53.7
Total		592	100.0

		Count	Col %
F2. What is your age group?	18-24	15	2.5
	25-34	75	12.7
	35-44	107	18.1
	45-54	107	18.1
	55-65	134	22.6
	65 and over	154	26.0
Total		592	100.0

		Count	Col %
F3. Which of these activities best describes what you are doing at present?	Employed full-time	204	34.7
	Employed part-time	94	15.9
	Self-employed full or part-time	19	3.3
	On a government supported training programme	1	.2
	In full-time education at school, college or university	3	.5
	Unemployed and available for work	12	2.1
	Permanently sick or disabled	55	9.4
	Wholly retired from work	160	27.2
	Looking after the home	33	5.6
	Carer	4	.7
	Maternity leave	1	.2
	Looking after grandchildren	1	.2
Total		587	100.0

Nov 2003 survey results

		Count	Col %
F4. Is your home...?	Owned outright	216	36.9
	Buying on a mortgage	222	37.8
	Rent from Housing Association/Trust	39	6.6
	Rented from private landlord	14	2.3
	Rent from Council	87	14.8
	Shared ownership	1	.2
	Lease Holder	1	.2
	Sheltered housing	1	.2
	Tithed/tied	1	.2
	Living with family	4	.7
Total		586	100.0

		Count	Col %
F5. To which of these groups do you belong?	Indian	15	2.6
	Pakistani	3	.5
	Caribbean	6	.9
	African	1	.2
	Chinese	1	.2
	White British	553	94.4
	White Irish	1	.2
	Any other White background	6	.9
Total		586	100.0

		Count	Col %
What other?	German	1	16.6
	European	2	33.3
	Dutch African	3	50.0
Total		6	100.0

		Count	Col %
F6. Do you have a long-term illness, health problem or disability that limits your daily activities or the work you can do?	Yes	168	28.6
	No	419	71.4
Total		587	100.0

		Count	Col %
F7. We recognise that disabled people are not ill, so please tell us if you consider yourself to be disabled?	Yes	113	20.1
	No	449	79.9
Total		562	100.0

		Count	Col %
F8. Is anyone else in your household disabled?	Yes	84	14.5
	No	497	85.5
Total		581	100.0

		Count	Col %
F9. How many vehicles does your household have access to?	0	173	29.6
	1	270	46.0
	2	116	19.7
	3 or more	28	4.7
Total		587	100.0

Nov 2003 survey results

		Count	Col %
F10. Would you be willing to attend a reflector group?	Yes	179	30.7
	No	405	69.3
Total		584	100.0

		Count	Col %
F11. Would you be willing to take part in a discussion group?	Yes	175	30.1
	No	406	69.9
Total		581	100.0