

Derby City Council

Pointer Panel

January 2003 Survey

REPORT

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1.0 Introduction

- 1.1 This report includes overall results obtained from the survey undertaken in January / February 2003.
- 1.2 Key results contained in this report can be found in the accompanying Executive Summary document.
- 1.3 Results relating to each of the individual 5 areas of Derby can also be found in separate documentation.
- 1.4 The appendices found at the end of the report contains a profile of the respondents, a complete set of overall result tables for this survey and a copy of the questionnaire used for this postal survey.

2.0 Methodology

- 2.1 In early 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 service areas. Through various negotiations 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%.

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
1	<i>Chaddesden</i> Spondon Derwent Oakwood
2	<i>Alvaston</i> Boulton Chellaston Sinfin
3	<i>Arboretum</i> Normanton Abbey
4	<i>Littleover</i> Mickleover Blagreaves
5	<i>Alleestree</i> Darley Mackworth

4.0 Results

Section A. Quality of Life Indicators

A1. How would you rate the types of noise listed in your local area?

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 following table shows all of the types of noise listed in the questionnaire in order of how a serious a problem they are seen.

Type of noise (ranked)	Serious problem %	Problem, but not serious %	Not a problem %
1. Road traffic	11	41	48
2. Domestic alarms	4	33	63
3. Noise in the street	6	25	69
4. Animals, (eg. Dogs)	6	21	73
5. Aircraft	4	21	75
6. Road works	4	17	79
7. Neighbours	6	13	81
8. Pubs, club and entertainment	2	14	84
9. Construction/demolition	3	9	88
10. DIY	1	10	89
11. Car repairs – domestic	2	9	89
12. Industrial/commercial premises	2	7	91
13. Trains	1	3	96

A2 How satisfied are you with your neighbourhood as a place to live?

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.

A3 On the whole, do you think that, over the past two years, your neighbourhood has got better or worse?

Nearly two thirds of respondents (64%) indicated that their neighbourhood had not changed much over the past two years, 6% indicated it had got better and 2% indicated that they had not lived there less than two years.

However, 28% of respondents felt that their neighbourhood had got worse over the last two years.

A4 *From your home, how easy or difficult is it for you to get to the services listed, using your usual form of transport?*

The following table shows those services that were seen as either fairly or very easy to get to in order.

<i>Service</i>	<i>Fairly / very easy to get to (%)</i>
Local shop	94
Chemist / pharmacy	90
Shopping centre / supermarket	87
Post office	87
Public transport facility eg. Bus stop, train station	87
GP	84
Shop selling fruit and vegetables	84
Public green space, eg. Park	84
Bank / cash point	74
Library	68
Council / neighbourhood office	57
Local hospital	53
Cultural / recreational facility, eg. Theatre, cinema	43
Sports / leisure centres	43

Those services that were seen as fairly or very difficult to get to included:

<i>Service</i>	<i>Fairly / very difficult to get to (%)</i>
Local hospital	24
Cultural / recreational facility, eg. Theatre, cinema	24
Sports / leisure centre	21
Library	11
Bank / cash point	11

A5 *Are these services listed, within a **15-minute** walk from your home?*

The following table shows the services and percentage of respondents who indicated that they were within a 15 minute walk from their homes.

<i>Service</i>	<i>Within 15 min walk (%)</i>
Local shop	97
Public transport facility eg. Bus stop, train station	93
Post Office	86
Chemist / pharmacy	83
Public green space, eg. Park	79
Shop selling fresh fruit and vegetables	78
Bank / cash point	64
Shopping centre / supermarket	61
GP	61
Library	49
Council / neighbourhood office	43
Sports / leisure centre	18
Cultural / recreational facility, eg. Theatre, cinema	13
Local hospital	13

As can be seen from the above table, the services indicated by respondents as not being within a 15 minute walk include:

<i>Service</i>	<i>Not within 15 min walk (%)</i>
Local hospital	87
Cultural/recreational facility, eg. Theatre, cinema	87
Sports / leisure centre	82
Council / neighbourhood office	57
Library	51

A6a *Do you agree or disagree that you can influence decisions affecting your local area?*

Overall, over a third of respondents (36%) definitely or tended to agree that they can influence decisions affecting their area. From the remaining respondents, 31% neither agreed nor disagreed, just under a quarter (24%) disagreed and 9% strongly disagreed.

A6b *Please tell us how much you agree or disagree with this statement?*

'By working together, people in my neighbourhood can influence decisions that affect the neighbourhood'

Overall, just over half of respondents (52%) definitely or tended to agree with this statement. Others neither agreed nor disagreed (22%), 18% disagreed and 7% strongly disagreed. A very small percentage (1%) did not have an opinion.

A7 *Do you agree or disagree that the local area is a place where people from different backgrounds and communities can live together harmoniously?*

Overall, 59% of respondents either definitely or tended to agree with this question. A quarter of respondents (25%) neither agreed nor disagreed, 12% tended to disagree and 5% definitely disagreed.

A8 *In the last 12 months have **you done** any of these things listed unpaid for someone who is not a relative or **received** any of these things listed unpaid from someone who is not a relative? This may be a friend, neighbour or someone else.*

The following table shows, in order, the number of respondents who indicated that they had **done** various things for someone. A total of 121 respondents did not specify an answer to this question.

	<i>Undertaken in last 12 months (%)</i>
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
Transporting or escorting someone	34
Doing shopping, collecting pension or paying bills for someone	28
Writing letters or filling in forms for someone	25
Babysitting or caring for children	22
Cooking, cleaning, laundry, gardening or other routine household jobs	18
Decorating or doing any kind of home repairs or car repairs for someone	13
Representing someone, for example, talking to a council official	10
Sitting with or providing personal care for someone	9

Six percent (6%) of respondents (22 people) who suggesting other things that they had done. These included alternative therapies, taking parcels, dog walking and running a church group.

The following table shows, in order, the number of respondents who indicated that they had **received** various things for someone. A total of 348 respondents did not specify an answer to this question.

	<i>Received in last 12 months (%)</i>
Looking after a property or pet for someone who is away	50
Giving advice to someone	39
Transporting or escorting someone	30
Cooking, cleaning, laundry, gardening or other routine household jobs	24
Keeping in touch with someone who has difficulty getting out and about	22
Decorating or doing any kind of home or car repairs	22
Babysitting or caring for children	20
Doing shopping, collecting pension or paying bills	20
Writing letters or filling forms	15
Sitting with or providing personal care	8
Representing someone, for example, talking to a Council official	7

A very small number of people indicated other things that they had received which were Social Services (2 people) and Asian over 60s (1 person).

Section B. Derby's Air Quality Action Plan

B1 Please rank from **1 to 4** the actions listed to show how effective you think they will be in improving air quality within the Air Quality Management Area.

Overall, 88% of respondents answered this question, 9% misunderstood the question and 3% did not answer it.

From those who did answer, the table below shows which actions were seen as the most effective overall.

<i>Rank (starting most effective)</i>	<i>Action</i>	<i>Responses (%)</i>
1 st	Reduce congestion through improved traffic management	32
2 nd	Reduce vehicle emissions	30
3 rd	Introducing planning conditions	24
4 th	Encourage cycling, walking or use of public transport	29

B2 One of our proposals is to introduce a scheme where vehicles will be randomly pulled over to the side of the road to have exhaust emissions tested. Owners/drivers of those that are polluting excessively will be given a fixed penalty, unless the problem is corrected within two weeks. Do you think this is a good idea?

Over three quarters of respondents (77%) agreed that this proposal was a good idea, 16% did not and 7% did not know.

B3 The Council intends to consult the general public on the action plan, after detailed consultation with representatives from the local voluntary, business and community sectors in Derby.

We will send leaflets out to all those living in the Air Quality Management Area and will display copies of the reports at all libraries and local housing offices. We will advertise details of the Action Plan in the local press. We also hope to put on exhibitions and give presentations at various local events.

What do you think about the way in which the Council intends to consult the public on the action plan?

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. Four percent (4%) of respondents stated that they did not know.

B4 Please tell us what else you think we could do to improve our consultation with the public about the Air Quality Action Plan.

Overall, just over two thirds of respondents (68%) gave no suggestions to this question.

Of those that did, the following table shows the main suggestions given:

<i>Suggestion</i>	<i>(%)</i>
Advertise on local radio	6
Consult the public through focus groups / area panels	5
Be seen to do something to reduce air pollution	4
Inform the public through newsletters	3
Advertise in local papers	3

B5 How do you **usually** travel from one area of Derby to another?

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 cycled. A very small percentage (1%) stated this was not applicable to them and 1% stated they travel by public transport and also by walking and cycling.

B6 If you answered 'by car' for question B5, what actions would be most likely to encourage you to switch to public transport, walking or cycling?

Overall, 79% of respondents answered this question, 3% misunderstood the question and 18% did not answer it.

From those who did answer this question, the table below shows which actions were seen as the most effective overall.

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

As well as the actions listed in the questionnaire, 27 respondents indicated other actions that would encourage them to switch from using their cars. The main suggestions given were:

<i>Suggestion</i>	<i>(%)</i>	<i>No. of respondents</i>
Reliable public transport	41	11
Cheaper park and ride	11	3
Availability of buses in the area	11	3
Better facilities for park 'n' ride	7	2

B7 Do you or your partner regularly drive any of your children to or from school?

Overall, only 9% of respondents stated that they regularly drive their children to or from school. The remaining answers received were 44% who said that they did not and 47% stated that this question was not applicable to them.

B8 Please tell us what would encourage your family to change to a more sustainable form of transport for travelling to and from school, for example walking, cycling or public transport?

The respondents who indicated yes to the last question (9% - 42 respondents) were then asked what would encourage them to change to a more sustainable form of transport. Out of these 42 people, 8 of them (19%) had no suggestions / gave no response. The main answers given by the remaining 34 people were:

<i>Suggestion</i>	<i>(%)</i>	<i>No. of respondents</i>
Closer schools	19	8
Ensure personal safety	12	5
A school bus	10	4
Cheaper public transport	10	4

B9 What do you think would be the best way of reducing air quality problems along the inner and outer ring roads?

Overall, nearly a third of respondents (31%) made no suggestions to this question. The following table shows the main answers given by the remaining respondents:

<i>Suggestion</i>	<i>(%)</i>
Keep traffic moving / reduce congestion	15
Efficient public transport	8
Encourage use of vehicles with low emissions	8
Reduce traffic	6
More HGV restrictions on inner ring roads	5

Section C. Development Control Services and Building Consultancy

C1 What do you think is the main purpose of Development Control Services?

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:

<i>Suggestion</i>	<i>(%)</i>
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 What do you think is the main purpose of Building Consultancy Services?

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 answers were given:

<i>Suggestion</i>	<i>(%)</i>
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

Development Control Services (DCS)

C3 Have you ever used or contacted the Council's Development Control Services?

Overall, 17% of respondents stated that they had used or contacted the DCS, 79% indicated that they had not and 5% were not sure.

C4 When did you last use or contact the Council's Development Control Services?

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.

C5 *Have you ever been **told** about potential developments by Development Control Services?*

Overall, 19% of respondents said that they had been told about potential developments, 72% indicated they had not and 9% weren't sure.

C6 *How would you rate the Development Control Services' procedure for telling neighbours about relevant developments?*

Thirty nine percent (39%) of respondents felt that the procedure used by DCS 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.

C7 *Please tell us how this procedure could be improved?*

Overall, 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:

<i>Suggestion</i>	<i>(%)</i>	<i>No.</i>
Ensure proposals are given to residents	19	17
Written specifications and dates for work proposed	8	7
Ensure proposals are given to a wider area of residents	7	7
Need procedure for public objections / agreement	2	2

C8 *Have you ever seen any guidance material published by the Council's Development Control Services? For example, guidelines on how best to design a house extension?*

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.

C9 *If yes, what have you seen and / or where was it?*

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

<i>What seen / where</i>	<i>(%)</i>	<i>No.</i>
Council office	26	5
Planning guidelines for extensions	21	4
Booklet	5	2
Sent to home address	5	1

C10 How would you rate the guidance material you have seen?

From the 19 respondents 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.

C11 Overall, how satisfied are you with the Council's control of building development in your area?

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.

C12 What are the reasons for your response to question C11?

Fairly / very satisfied

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

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

Respondents who were fairly / very 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).

Building Consultancy (BC)

C13 Have you ever used or contacted the Council's Building Consultancy?

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.

C14 When did you last use or contact the Council's Building Consultancy Services?

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.

C15 Have you ever seen any guidance material published by the Council's Building Consultancy Services? For example, our guidance notes on the charges we make or how to tell us about inspections.

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.

C16 *How would you rate the information you have seen?*

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

C17 *To what extent do you agree or disagree that buildings in Derby are safe and well constructed?*

Overall, 38% of people either agreed or strongly agreed that buildings in Derby are safe and well constructed. Fifty six percent (56%) neither agreed or disagreed and 6% disagreed or strongly disagreed.

C18 *People can get advice about building regulations from the Council or from a private company. If you needed advice about building regulations, who would you prefer to ask for advice?*

A large percentage of respondents (80%) stated that they would prefer to obtain advice from Derby City Council whereas 19% did not know and only 4% would prefer a private company.

Complaints

C19 *Have you ever contacted the Development Control or Building Consultancy Services with a complaint about any aspect of their service?*

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.

C20 *If yes, please tell us what you complained about.*

Of the 12 respondent who said they had complained, the main reason for this was that they were not informed on local developments with 42% (5 respondents) stating this. Other main reasons included that the services in question failed to respond to correspondence they had sent (2 respondents) and plans had not been adhered to (2 respondents).

C21 *How satisfied were you with how your complaint was handled?*

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.

C22 Have you ever contacted Development Control to complain about any unauthorised development?

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.

C23 How satisfied were you with how your complaint was handled?

Out of those respondents, 8 were either very or fairly satisfied, 2 were neither satisfied nor dissatisfied and 9 were fairly or very dissatisfied.

Disabled People

C24 Are you or any of your family or friends a disabled person?

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.

C25 Overall, how do you rate Derby on the points listed in terms of access for disabled people?

The following table shows those points which were rated as having poor access for disabled people.

<i>Points</i>	<i>Poor access (%)</i>
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

Section D. *Derby's Tourist Information Centres*

D1 *When did you last visit Derby's Tourist Information Centre (TIC)?*

The following table shows the responses received to this question.

<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

D2 *If 'never', why is this?*

The 32% who stated that they had never visited Derby's TIC, the main reasons given were:

<i>Reason for never visiting</i>	<i>(%)</i>
No need	56
No response given	14
Use other sources of information	6
Don't know where it is	6
Disabled / infirm	5
Don't go out much	5

D3 *What was the main purpose of your most **recent** visit to the Tourist Information Centre?*

The table below shows the main reasons given by those who had visited Derby's TIC why that had done so.

<i>Reason for most recent visit</i>	<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

Also, 25 respondents gave other reasons for visiting the TIC. The main ones being to get public transport information (8 respondents), to present / deliver information (5 respondents) and to purchase a Wayfarer ticket (3 respondents).

D4a What would you say is the *best* thing about Derby's Tourist Information Centre?

The following table shows the main responses to this question from those who had visited the Centre. However, 23% of respondents gave no response to this question.

<i>Best thing about Derby's TIC</i>	(%)
Conveniently located	29
Welcoming / pleasant staff	16
Plenty of information	16
Helpful staff	9
Well laid out	2

D4b What is the *worst* thing about Derby's Tourist Information Centre?

Nearly half (47%) of those respondents who had visited Derby's TIC gave no response to this question. Of the remaining 53%, the following tables shows the main responses given.

<i>Worst thing about Derby's TIC</i>	(%)
Inconveniently located / hidden away	15
Not big enough	15
Dull / needs modernising	4
Limited information	4

D5 How would you rate the service provided by Derby's Tourist Information Centre in terms of the aspects listed?***The attitude / helpfulness of the staff***

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.

The range of services offered

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.

The opening times

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.

D6a How would you rate the **overall** service you received in the Derby Tourist Information Centre?

Three quarters of respondents (75%) stated they 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.

D6b If you answered 'poor' or 'very poor', why is that?

The 4 respondents who rated the service they received as poor or very poor gave such reasons as bad attitude of staff (2 respondents), dull / needs modernising (1 respondent) and limited information (1 respondent).

D7a Have you ever seen any leaflets or displays promoting our Tourist Information Centre?

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.

D7b If yes, what have you seen and where was this?

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

9% of these people gave no response to this question.

D8 Do you have any suggestions about how we could improve the service at Derby's Tourist Information Centre?

Overall, two thirds of respondents (66%) gave no suggestions to this question. The table below shows the main suggestions given by those who did answer:

Suggestions	(%)
Broader advertising	11
Need bigger premises	5
Being more central / local	4
Nothing	3
Offer a wider variety of services / information	3

D9 What would encourage you to use Derby's Tourist Information Centre more often?

Overall, 59% of respondents gave no suggestions to this question. Of those that did, the following table shows the main answers given:

<i>Suggestions</i>	<i>(%)</i>
Broader advertising	8
Being more central / local	8
Nothing	7
Offer a wider variety of services / information	4
Need bigger premises	1

Section E. Derby's Museums

E1 When did you last visit one of Derby's museums?

The following table shows the responses received to this question.

<i>Last visited Derby's Museums</i>	<i>(%)</i>
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

E2 If 'never', what stops you visiting museums in Derby?

Those who have never visited museums in Derby were asked the reasons why. The following tables shows the answers given:

<i>Reasons</i>	<i>(%)</i>
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

Also, 10% of respondents gave other reasons including age / infirmity (3 respondents), children not old enough (1 respondent) and was uninspired on last visit (1 respondent).

E3 Which museum in Derby do you visit most?

Of those that do visit museums in Derby, the following table shows which museums they visit.

<i>Museums visited</i>	<i>(%)</i>
Central Museum and Art Gallery	59
Industrial Museum	17
Pickford's House Museum	10

Other responses received were a number of museums (6%), 1% were not sure and 7% gave no response.

E4 Please tell us what you like about the museum you ticked in question E3.

Overall, 23% of respondents gave no response to this question. The tables below show the main responses that were received relating to each of the three museums.

Like most - Central Museum and Art Gallery (%)

Good displays / exhibits	24
Interesting / informative	15
Good variety of displays	11
Conveniently located	10
Ideal for entertaining children / grandchildren	6
Well laid out	5
Local history	5

Like most – Industrial Museum (%)

Interesting / informative	37
Good displays / exhibits	19
Local history	13
Conveniently located	6
Well laid out	6

Like most – Pickford's House Museum (%)

Interesting / informative	36
Good displays / exhibits	24
Ideal for entertaining children / grandchildren	21
Good variety of displays	12
Friendly	9
Local history	7

E5 What would encourage you to visit museums in Derby more often?

Overall, 36% of respondents gave no response to this question, however, the table below shows the main responses given from those who did answer.

Response (%)

More advertising	14
More variety of exhibits	10
More time	8
Nothing	7
Awareness of exhibit changes	4
Interesting exhibits	4

E6 Do you ever visit museums when you go on holiday?

Overall, 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.

E7 If yes, please tell us what sort of museums do you visit? For example, local town museums, art galleries, special theme museums such as toys, transport, farming, science and technology or historic houses.

A large variety of museums were given by those respondents who do visit museums whilst 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

E8 How interested are you in the topics listed?

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

E9 Do you spend any of your leisure time actively involved in any of the topics listed or watching TV programmes about them?

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

E10 Have you seen any leaflets for museums in Derby?

Overall, 32% of respondents stated that they had seen leaflets with 61% stating they have not and 7% did not know.

E11 If yes, for which of these Derby museums have you seen leaflets? Please tick all that apply and write in any others.

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

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

E12 What do you think are the most effective ways of distributing leaflets about Derby's museums to Derby residents?

Overall, the most effective way of distributing these leaflets was in the post / through the letterbox (77%) followed by 57% of respondents stating through schools.

The following table shows all responses given to this question.

<i>Effective ways</i>	<i>(%)</i>
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

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%).

Appendices

Appendix A – Respondents' Profile

Appendix B – Overall Results

Appendix C – Postal Questionnaire

Appendix A – Respondents' Profile

Profile of respondents to January Survey 2003 n=487

Age group	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
18-24	12.2	15.3	8.1	38	-7.2
25-34	21.5	24.5	17.8	83	-6.7
35-44	18.7	16.1	19.3	90	3.2
45-54	15.2	14.9	19.8	92	4.9
55-64	12.1	10.5	13.5	63	3.0
65+	20.3	18.7	21.5	99	2.8
Total	100	100	100.0	465	
Unknown				22	

Ethnicity of residents	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
White	90.3	82.0	93.7	444	11.7
Black	2.1	3.5	0.8	4	-2.7
Indian	3.8	3.5	2.3	11	-1.2
Pakistani	2.5	7.3	1.9	9	-5.4
Bangladeshi	0.1	0.1	0	0	-0.1
Chinese	0.3	0.1	0.3	1	0.2
Other	0.8	3.5	1.0	5	-2.5
Total	99.9	100.1	100.0	474	
Unknown				13	

Tenure of households	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
Owner occupier	70.7	72.1	78.1	378	6.0
Private rent	6.4	6.4	3.3	16	-3.1
Housing Association	6.6	5.3	4.7	23	-0.6
Rent from Council	15.9	15.6	13.2	64	-2.4
Other	0.4	0.6	0.7	3	0.1
Total	99.9	100	100.0	484	
Unknown				3	

Long Term Sick	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
Yes	30.5	29.0	27.0	128	-2.0
No	69.5	71.0	73.0	346	2.0
Total	100	100	100	474	
Unknown				13	

Disabled in Household	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
Yes	N/A	20.0	28.7	137	8.7
No	N/A	79.8	71.3	341	-8.5
Total		99.8	100.0	478	
Unknown				9	

Household car ownership	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
None	36.80	35.5	23.7	89	-11.8
One	45.0	45.7	56.1	211	10.4
Two	18.21	18.9	20.2	76	1.3
Total	100.01	100.1	99.9	376	
Unknown				111	

Postcodes	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
DE1 – Town Centre	6.38	6.7	3.7	18	-3.0
DE21 – Chaddesden, Oakwood, Spondon	22.68	27.6	26.7	130	-0.9
DE22 – Mackworth, Allestree, Kingsway, Darley Abbey	18.84	25.4	27.1	132	1.7
DE23 - Rosehill, Peartree, Sunnyhill, Littleover, Normanton	21.52	18.6	15.0	73	-3.6
DE24 – Wilmorton, Alvaston, Allenton, Sinfín, Stenson Fields, Shelton Lock, Sinfín Moor, Osmaston	21.03	15.1	16.8	82	1.7
DE3 - Mickleover	6.29	4.8	7.2	35	2.4
DE73 - Chellaston	3.26	1.8	3.5	17	1.7
Total Unknown	100	100	100	487	

Gender	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
Male	49.8	50.3	49.0	237	-1.3
Female	50.2	49.7	51.0	247	1.3
Total Unknown	100	100	100	484 3	

Economic status of adults (16+)	Derby %	Panel % (1170)	Respondent %	Respondent n	Difference from panel %
Employee	49.6	50.7	53.3	255	2.6
Self - employed	4.8	3.9	2.5	12	-1.4
Unemployed	6.1	6.2	5.4	26	-0.8
Permanently sick	3.5	8.0	7.5	36	-0.5
Retired	19.5	23.6	26.2	125	2.6
Other	16.4	7.6	5.1	24	-2.5
Total	99.9	100	100	478	
Unknown				9	

Appendix B – Overall Results

Quality of Life Indicators

How would you rate the types of noise listed in your local area?

		Count	Col %
Road traffic	serious problem	54	11.4
	problem, but not serious	195	41.1
	not a problem	226	47.6
Total		475	100.0

		Count	Col %
Aircraft	serious problem	18	3.8
	problem, but not serious	101	21.3
	not a problem	355	74.9
Total		474	100.0

		Count	Col %
Trains	serious problem	5	1.1
	problem, but not serious	14	3.0
	not a problem	451	96.0
Total		470	100.0

		Count	Col %
Industrial/commercial premises	serious problem	8	1.7
	problem, but not serious	34	7.2
	not a problem	427	91.0
Total		469	100.0

		Count	Col %
Road works	serious problem	17	3.6
	problem, but not serious	81	17.3
	not a problem	369	79.0
Total		467	100.0

		Count	Col %
Construction/demolition	serious problem	13	2.8
	problem, but not serious	42	9.0
	not a problem	413	88.2
Total		468	100.0

		Count	Col %
Pubs, club and entertainment	serious problem	10	2.1
	problem, but not serious	65	13.8
	not a problem	396	84.1
Total		471	100.0

		Count	Col %
Neighbours	serious problem	26	5.5
	problem, but not serious	64	13.5
	not a problem	383	81.0
Total		473	100.0

		Count	Col %
Animals, for example dogs	serious problem	30	6.4
	problem, but not serious	101	21.4
	not a problem	340	72.2
Total		471	100.0

		Count	Col %
Domestic alarms	serious problem	20	4.2
	problem, but not serious	157	33.3
	not a problem	295	62.5
Total		472	100.0

		Count	Col %
Car repairs - domestic	serious problem	8	1.7
	problem, but not serious	40	8.5
	not a problem	425	89.9
Total		473	100.0

		Count	Col %
DIY	serious problem	6	1.3
	problem, but not serious	45	9.6
	not a problem	417	89.1
Total		468	100.0

		Count	Col %
Noise in the street	serious problem	26	5.5
	problem, but not serious	119	25.2
	not a problem	328	69.3
Total		473	100.0

		Count	Col %
How satisfied are you with your neighbourhood as a place to live?	very satisfied	186	38.4
	fairly satisfied	228	47.1
	neither satisfied nor dissatisfied	36	7.4
	fairly dissatisfied	22	4.5
	very dissatisfied	12	2.5
Total		484	100.0

		Count	Col %
On the whole, do you think that over the past two years your neighbourhood has got better or worse?	better	29	6.0
	worse	137	28.3
	has not changed much	310	64.0
	have lived here less than two years	8	1.7
Total		484	100.0

From your home, how easy or difficult is it for you to get to the services listed, using your usual form of transport?

		Count	Col %
Local shop	very easy	355	73.7
	fairly easy	96	19.9
	neither easy nor difficult	11	2.3
	fairly difficult	12	2.5
	very difficult	3	.6
	does not apply	5	1.0
Total		482	100.0

		Count	Col %
Shopping centre/supermarket	very easy	224	46.6
	fairly easy	191	39.7
	neither easy nor difficult	27	5.6
	fairly difficult	23	4.8
	very difficult	12	2.5
	does not apply	4	.8
Total		481	100.0

		Count	Col %
Post office	very easy	295	61.2
	fairly easy	126	26.1
	neither easy nor difficult	32	6.6
	fairly difficult	18	3.7
	very difficult	6	1.2
	does not apply	5	1.0
Total		482	100.0

		Count	Col %
GP	very easy	237	49.5
	fairly easy	163	34.0
	neither easy nor difficult	39	8.1
	fairly difficult	29	6.1
	very difficult	8	1.7
	does not apply	3	.6
Total		479	100.0

		Count	Col %
Chemist/pharmacy	very easy	312	64.9
	fairly easy	121	25.2
	neither easy nor difficult	30	6.2
	fairly difficult	11	2.3
	very difficult	3	.6
	does not apply	4	.8
Total		481	100.0

		Count	Col %
Shop selling fresh fruit and vegetables	very easy	257	53.5
	fairly easy	146	30.4
	neither easy nor difficult	32	6.7
	fairly difficult	31	6.5
	very difficult	10	2.1
	does not apply	4	.8
Total		480	100.0

		Count	Col %
Local hospital	very easy	83	17.3
	fairly easy	174	36.2
	neither easy nor difficult	110	22.9
	fairly difficult	77	16.0
	very difficult	36	7.5
	does not apply	1	.2
Total		481	100.0

		Count	Col %
Publicly accessible green space, for example park	very easy	248	51.7
	fairly easy	151	31.5
	neither easy nor difficult	43	9.0
	fairly difficult	20	4.2
	very difficult	13	2.7
	does not apply	5	1.0
Total		480	100.0

		Count	Col %
Public transport facility, for example bus stop, train station	very easy	277	57.3
	fairly easy	147	30.4
	neither easy nor difficult	30	6.2
	fairly difficult	14	2.9
	very difficult	8	1.7
	does not apply	7	1.4
Total		483	100.0

		Count	Col %
Library	very easy	157	32.6
	fairly easy	166	34.5
	neither easy nor difficult	83	17.3
	fairly difficult	44	9.1
	very difficult	14	2.9
	does not apply	17	3.5
Total		481	100.0

		Count	Col %
Sports/leisure centre	very easy	66	13.8
	fairly easy	137	28.5
	neither easy nor difficult	124	25.8
	fairly difficult	76	15.8
	very difficult	26	5.4
	does not apply	51	10.6
Total		480	100.0

		Count	Col %
Cultural/recreational facility, for example theatre, cinema	very easy	57	11.9
	fairly easy	169	35.1
	neither easy nor difficult	108	22.5
	fairly difficult	78	16.2
	very difficult	40	8.3
	does not apply	29	6.0
Total		481	100.0

		Count	Col %
Bank/cash point	very easy	188	39.0
	fairly easy	167	34.6
	neither easy nor difficult	60	12.4
	fairly difficult	39	8.1
	very difficult	16	3.3
	does not apply	12	2.5
Total		482	100.0

		Count	Col %
Council/neighbourhood office	very easy	123	25.6
	fairly easy	148	30.8
	neither easy nor difficult	107	22.2
	fairly difficult	51	10.6
	very difficult	16	3.3
	does not apply	36	7.5
Total		481	100.0

Are these services listed within a 15-minute walk from your home?

		Count	Col %
Local shop	yes	466	96.7
	no	16	3.3
Total		482	100.0

		Count	Col %
Shopping centre/supermarket	yes	296	61.4
	no	186	38.6
Total		482	100.0

		Count	Col %
Post office	yes	416	86.3
	no	66	13.7
Total		482	100.0

		Count	Col %
GP	yes	294	60.9
	no	189	39.1
Total		483	100.0

		Count	Col %
Chemist/pharmacy	yes	402	83.4
	no	80	16.6
Total		482	100.0

		Count	Col %
Shop selling fresh fruit and vegetables	yes	374	77.6
	no	108	22.4
Total		482	100.0

		Count	Col %
Local hospital	yes	61	12.7
	no	421	87.3
Total		482	100.0

		Count	Col %
Publicly accessible green space, for example park	yes	381	79.4
	no	99	20.6
Total		480	100.0

		Count	Col %
Public transport facility, for example bus stop, train station	yes	449	93.2
	no	33	6.8
Total		482	100.0

		Count	Col %
Library	yes	235	49.2
	no	243	50.8
Total		478	100.0

		Count	Col %
Sports/leisure centre	yes	85	17.9
	no	389	82.1
Total		474	100.0

		Count	Col %
Cultural/recreational facility, for example theatre, cinema	yes	63	13.2
	no	416	86.8
Total		479	100.0

		Count	Col %
Bank/cash point	yes	308	64.0
	no	173	36.0
Total		481	100.0

		Count	Col %
Council/neighbourhood office	yes	205	43.1
	no	271	56.9
Total		476	100.0

		Count	Col %
Do you agree or disagree that you can influence decisions affecting your local area?	definitely agree	26	5.4
	tend to agree	147	30.6
	neither agree nor disagree	149	31.0
	disagree	116	24.2
	strongly disagree	42	8.8
Total		480	100.0

		Count	Col %
Do you agree or disagree that by working together, people in my neighbourhood can influence decisions that affect the neighbourhood?	definitely agree	38	7.9
	tend to agree	211	44.0
	neither agree nor disagree	107	22.3
	disagree	84	17.5
	strongly disagree	32	6.7
	don't have an opinion	8	1.7
Total		480	100.0

		Count	Col %
Do you agree or disagree that the local area is a place where people from different backgrounds/communities can live together harmoniously?	definitely agree	52	10.8
	tend to agree	231	48.0
	neither agree nor disagree	119	24.7
	tend to disagree	56	11.6
	definitely disagree	23	4.8
Total		481	100.0

		Cases	Col Response %
Which of these have you done for a non-relative in the last 12 months?	Keeping in touch with someone who has difficulty getting out and about	160	43.7
	Doing shopping, collecting pension or paying bills for someone	104	28.4
	Cooking, cleaning, laundry, gardening or other routine household jobs	67	18.3
	Decorating or doing any kind of home or car repairs for someone	46	12.6
	Babysitting or caring for children	79	21.6
	Sitting with or providing personal care, for example washing or dressing someone who is sick or frail	32	8.7
	Looking after a property or pet for someone who is away	186	50.8
	Giving advice to someone	242	66.1
	Writing letters or filling in forms for someone	92	25.1
	Representing someone, for example, talking to a council official	37	10.1
	Transporting or escorting someone, for example, to a hospital or an outing or a school run	125	34.2
	Anything else	22	6.0
Total		366	325.7

none specified/no response = 121 cases

		Count	Col %
What else have you done?	alternative therapies - aromatherapy, reflexology etc.	2	9.1
	take in parcels	2	9.1
	dog walking	2	9.1
	volunteer (unspecified)	2	9.1
	volunteer tutor	2	9.1
	run a church group	1	4.5
	hospital visiting	1	4.5
	delivering library books	1	4.5
	Derby Care Link	1	4.5
	Meals on Wheels	1	4.5
	Age Concern volunteer	1	4.5
	young families support volunteer	1	4.5
	witnessing documents	1	4.5
	scout leader	1	4.5
	typing	1	4.5
	Volunteers League of Friends (DRI)	1	4.5
	arranging funerals	1	4.5
Total		22	100.0

		Cases	Col Response %
Which of these have you received from a non-relative in the last 12 months?	Keeping in touch with someone who has difficulty getting out and about	30	21.6
	Doing shopping, collecting pension or paying bills for someone	28	20.1
	Cooking, cleaning, laundry, gardening or other routine household jobs	33	23.7
	Decorating or doing any kind of home or car repairs for someone	30	21.6
	Babysitting or caring for children	28	20.1
	Sitting with or providing personal care, for example washing or dressing someone who is sick or frail	11	7.9
	Looking after a property or pet for someone who is away	70	50.4
	Giving advice to someone	54	38.8
	Writing letters or filling in forms for someone	21	15.1
	Representing someone, for example, talking to a Council official	10	7.2
	Transporting or escorting someone, for example, to a hospital or an outing or a school run	41	29.5
	Anything else	3	2.2
Total		139	258.3

none specified/no response = 348 cases

		Count	Col %
What else have you received?	Social Services	2	66.7
	Asian Over 60's	1	33.3
Total		3	100.0

Derby's Air Quality Action Plan

Please rank the actions listed to show how effective you think they will be in improving air quality within the Air Quality Management Area.

		Count	Col %
Please rank from 1 to 4 how effective these actions will be to improve air quality	answered the question	428	87.9
	misunderstood the question	44	9.0
	did not answer the question	15	3.1
Total		487	100.0

		Count	Col %
Reduce vehicle emissions by increasing the use of cleaner vehicles	most effective	99	23.1
	2nd most effective	130	30.4
	3rd most effective	118	27.6
	4th most effective	79	18.5
	not indicated	2	.5
Total		428	100.0

		Count	Col %
Reduce congestion through improved traffic management	most effective	137	32.0
	2nd most effective	108	25.2
	3rd most effective	115	26.9
	4th most effective	62	14.5
	not indicated	6	1.4
Total		428	100.0

		Count	Col %
Encourage cycling, walking or use of public transport instead of the car	most effective	135	31.5
	2nd most effective	82	19.2
	3rd most effective	84	19.6
	4th most effective	122	28.5
	not indicated	5	1.2
Total		428	100.0

		Count	Col %
Make sure that extra traffic created by new development does not worsen air pollution, by introducing planning conditions	most effective	60	14.0
	2nd most effective	102	23.8
	3rd most effective	104	24.3
	4th most effective	158	36.9
	not indicated	4	.9
Total		428	100.0

		Count	Col %
Do you think this proposal to randomly pull over/test vehicle exhaust emissions is a good idea?	yes	371	77.0
	no	76	15.8
	don't know	35	7.3
Total		482	100.0

		Count	Col %
What do you think about the way in which the Council intends to consult the public on the action plan?	very good	81	16.8
	good	213	44.2
	adequate	146	30.3
	poor	16	3.3
	very poor	7	1.5
	don't know	19	3.9
Total		482	100.0

		Cases	Col Response %
What else could we do to improve our consultation?	no suggestions	329	67.6
	advertise on local radio	27	5.5
	consult the public through focus groups/ area panels	24	4.9
	be seen to be doing something to reduce air pollution	18	3.7
	don't know	16	3.3
	inform the public through newsletters	15	3.1
	advertise in local papers	14	2.9
	inform the public on a website	13	2.7
	listen to the public	10	2.1
	advertise on local television	9	1.8
	consult the public through surveys	9	1.8
	convince the public that measures are effective/worthwhile	6	1.2
	posters	6	1.2
	consult pupils in school	5	1.0
	consult the public through roadshows	5	1.0
	display air quality statistics in city centre	4	.8
	inform the public in shopping centres	3	.6
	through public debate	3	.6
	convey links with pollution & health	3	.6
	consult the public in leisure centres	2	.4
	consult the public earlier	2	.4
	through all political parties debate	1	.2
	provide householders with test kits	1	.2
	inform the public in local clubs	1	.2
	provide video tapes	1	.2
	inform the public through doctors' surgeries/hospitals	1	.2
Total		487	108.4

		Count	Col %
How do you usually travel from one part of Derby to another?	by car	296	61.0
	public transport, such as bus or train	145	29.9
	walking or cycling	36	7.4
	don't know/not applicable	5	1.0
	public transport & walking or bicycle	3	.6
Total		485	100.0

		Count	Col %
What actions would be most likely to encourage you to switch to public transport, walking or cycling?	question answered	233	78.7
	question misunderstood	10	3.4
	nothing would encourage me	53	17.9
Total		296	100.0

		Count	Col %
Improved or safer walking or cycling routes along roads	most likely	34	14.6
	2nd most likely	13	5.6
	3rd most likely	31	13.3
	ticked response	16	6.9
	not indicated	139	59.7
Total		233	100.0

		Count	Col %
Training, for example personal safety or cycling training	most likely	1	.4
	2nd most likely	2	.9
	3rd most likely	2	.9
	not indicated	228	97.9
Total		233	100.0

		Count	Col %
Improved cycle parking, showers, lockers and other changing facilities	most likely	3	1.3
	2nd most likely	7	3.0
	3rd most likely	8	3.4
	ticked response	2	.9
	not indicated	213	91.4
Total		233	100.0

		Count	Col %
More direct services or faster journey times on public transport	most likely	81	34.8
	2nd most likely	52	22.3
	3rd most likely	30	12.9
	ticked response	30	12.9
	not indicated	40	17.2
Total		233	100.0

		Count	Col %
Improved comfort and safety on public transport	most likely	10	4.3
	2nd most likely	31	13.3
	3rd most likely	45	19.3
	ticked response	12	5.2
	not indicated	135	57.9
Total		233	100.0

		Count	Col %
Lower ticket prices or discounts	most likely	51	21.9
	2nd most likely	62	26.6
	3rd most likely	28	12.0
	ticked response	27	11.6
	not indicated	65	27.9
Total		233	100.0

		Count	Col %
Better travel information	most likely	5	2.1
	2nd most likely	15	6.4
	3rd most likely	25	10.7
	ticked response	10	4.3
	not indicated	178	76.4
Total		233	100.0

		Count	Col %
Other	most likely	9	3.9
	2nd most likely	4	1.7
	3rd most likely	9	3.9
	ticked response	5	2.1
	not indicated	206	88.4
Total		233	100.0

		Cases	Col Response %
What others?	reliable public transport	11	40.7
	cheaper park and ride	3	11.1
	availability of buses in this area	3	11.1
	better waiting facilities for park 'n' ride	2	7.4
	owning a wheelchair	1	3.7
	more time	1	3.7
	pushchair/wheelchair friendly public transport	1	3.7
	flexible working arrangements	1	3.7
	improved street lighting	1	3.7
	more expensive parking	1	3.7
	introduce tram/subway/monorail system	1	3.7
	being physically able	1	3.7
	car tax, insurance subsidies	1	3.7
	change peoples' attitudes	1	3.7
Total		27	107.4

		Count	Col %
Do you or your partner regularly drive any of your children to or from school?	yes	42	8.7
	no	211	43.9
	not applicable	228	47.4
Total		481	100.0

		Cases	Col Response %
What would encourage your family to change to a more sustainable transport for travelling to and from school?	no suggestions/no response	8	19.0
	closer schools	8	19.0
	ensure personal safety	5	11.9
	a school bus	4	9.5
	cheaper public transport	4	9.5
	reliable public transport	3	7.1
	good weather	3	7.1
	closer bus stops	3	7.1
	more time	2	4.8
	synchronised start/finish times with work	2	4.8
	a direct route by public transport	2	4.8
	flexible working arrangements	1	2.4
	safer cycle routes	1	2.4
	if didn't have to carry a lot	1	2.4
	improve security for cycle parking at schools	1	2.4
	don't know	1	2.4
Total		42	116.7

		Cases	Col Response %
What do you think would be the best way of reducing air quality problems along the inner and outer ring roads?	no suggestions/no response	149	30.6
	keep traffic moving/reduce congestion	74	15.2
	efficient public transport	40	8.2
	encourage use of vehicles with low emissions/ reduce	37	7.6
	reduce traffic	29	6.0
	don't know	27	5.5
	more HGV restrictions on inner ring roads	23	4.7
	random emission checks	19	3.9
	encourage car sharing	17	3.5
	effective traffic planning/management	14	2.9
	more park and ride schemes	12	2.5
	resynchronise certain traffic lights	12	2.5
	cheaper public transport	10	2.1
	plant trees	10	2.1
	introduce road toll/congestion charges	10	2.1
	introduce more flyovers/underpasses	10	2.1
	public transport vehicles not to use fossil fuels	9	1.8
	ban vehicles from city centre	9	1.8
	bus/cycle lane priority	9	1.8
	introduce train/subway/monorail system	8	1.6
	private vehicles not to use fossil fuels	8	1.6
	less stopping & starting of vehicles	7	1.4
	restrict traffic near schools	6	1.2
	consider industrial pollution	5	1.0
	introduce more school buses	5	1.0
	accelerate road work completion	5	1.0
	educate the public	5	1.0
	more direct public transport routes	5	1.0
	widen certain roads	4	.8
	discourage vehicles from running engines whilst stationary	4	.8
	stagger rush hours	4	.8
	restrictions on single occupancy vehicles	3	.6
	reduce the amount of junctions	3	.6
	named street	3	.6
	relocate residential development	2	.4
	pedestrian crossings too close to pedestrian lights	2	.4
	more duel carriage ways	2	.4
	encourage freight to use the railways	2	.4
	free park and ride	2	.4
	lower speed limit	2	.4
	less non resident parking	2	.4
	reduce the amount of rail signal crossings	1	.2
	pushchair/wheelchair friendly public transport	1	.2
	road works to be done at night	1	.2
	utilise canals	1	.2
find out where people live and work	1	.2	
less out of town retail parks	1	.2	
cease making one lane one - way systems	1	.2	
free public transport	1	.2	
ensure local road works don't coincide	1	.2	
car tax, insurance subsidies	1	.2	
remove bus lanes	1	.2	
ban bonfires	1	.2	
encourage public to use public transport	1	.2	
schools to have walking bus schemes	1	.2	
Total		487	127.9

Development Control and Building Consultancy

		Cases	Col Response %
What do you think is the main purpose of Development Control Services?	not specified/no response	147	30.2
	regulates & controls building development	117	24.0
	don't know	95	19.5
	planning permission	49	10.1
	respondent has no knowledge/ understanding of DCS	19	3.9
	protect greenbelt	17	3.5
	all aspects of urban environment	16	3.3
	ensure aesthetics are adhered to	12	2.5
	preserve listed buildings	11	2.3
	protect conservation areas	8	1.6
	to inform the public on developments	5	1.0
	regulate traffic flow	4	.8
	planning advice	4	.8
	work with government & council on policies	3	.6
	ensure infrastructure is in place to support new development	3	.6
	ensure quality of construction (materials)	3	.6
	improve quality of life	2	.4
	to obstruct building work	2	.4
	ensure building conforms to standards	2	.4
	query planning office	1	.2
	approve plans for building on conservation areas	1	.2
	waste money	1	.2
	to utilise brownfield sites	1	.2
	to serve the interests of businesses - not residents	1	.2
	destroy listed buildings	1	.2
Total		487	107.8

		Cases	Col Response %
What do you think is the main purpose of Building Consultancy Services?	not specified/no response	156	32.0
	advises on building regulations	124	25.5
	don't know	92	18.9
	health & safety	39	8.0
	ensure building conforms to standards	25	5.1
	respondent has no knowledge/ understanding of DCS	20	4.1
	inspect developments for compliance	14	2.9
	ensure aesthetics are adhered to	11	2.3
	ensure buildings contain renewable energy/ energy efficiency	8	1.6
	ensures quality of construction (materials)	7	1.4
	conservation advice	6	1.2
	all aspects of urban environment	5	1.0
	environment protection	5	1.0
	to inform the public on developments	5	1.0
	preserve listed buildings	4	.8
	increase cost/waste money	4	.8
	to hinder planning proposals	2	.4
	regulate traffic flow	2	.4
	to utilise brownsites	1	.2
	to obstruct building work	1	.2
	'jobs for the boys'	1	.2
Total		487	109.2

Development Control Services

		Count	Col %
Have you ever used or contacted the Council's Development Control Services?	yes	80	16.7
	no	377	78.5
	not sure	23	4.8
Total		480	100.0

		Count	Col %
When did you last use or contact the Council's Development Control Services?	within last 12 months	24	30.4
	1 to 5 years ago	33	41.8
	more than 5 years ago	22	27.8
Total		79	100.0

		Count	Col %
Have you ever been told about potential developments by Development Control Services?	yes	89	18.5
	no	345	71.9
	not sure	46	9.6
Total		480	100.0

		Count	Col %
How would you rate the Development Control Services' procedure for telling neighbours about relevant developments?	very good	9	10.1
	good	26	29.2
	adequate	39	43.8
	poor	12	13.5
	very poor	3	3.4
Total		89	100.0

		Cases	Col Response %
How could this procedure be improved?	not specified/no response	53	59.6
	ensure proposals are given to residents	17	19.1
	written specifications & dates etc for work proposed	7	7.9
	ensure proposals are given to a wider area of residents	6	6.7
	don't know	4	4.5
	need procedures for public objections/agreement	2	2.2
	take objections more seriously	1	1.1
	closer cooperation between contractors & council	1	1.1
	discuss in public forum	1	1.1
Total		89	103.4

		Count	Col %
Have you ever seen any guidance material published by the Council's Development Control Services?	yes	19	4.0
	no	434	90.6
	not sure	26	5.4
Total		479	100.0

		Cases	Col Response %
What have you seen and where?	council office	5	26.3
	planning guidelines for extensions	4	21.1
	planning guidelines in council offices	2	10.5
	booklet	1	5.3
	sent to home address	1	5.3
	committee meetings procedures	1	5.3
	Derby Trader	1	5.3
	planning office	1	5.3
	library	1	5.3
	booklet sent to home	1	5.3
	booklet in council offices	1	5.3
Total		19	100.0

		Count	Col %
How would you rate the guidance material you have seen?	very good	2	10.5
	good	14	73.7
	adequate	3	15.8
Total		19	100.0

		Count	Col %
Overall, how satisfied are you with the Council's control of building development in your area?	very satisfied	27	5.9
	fairly satisfied	107	23.5
	neither satisfied nor dissatisfied	216	47.4
	fairly dissatisfied	68	14.9
	very dissatisfied	38	8.3
Total		456	100.0

		Cases	Col Response %
What are the reasons for being very satisfied?	not specified/no response	10	37.0
	lack of/unaware of developments in respondents area	5	18.5
	most developments are aesthetically pleasing/OK	5	18.5
	do a good job	3	11.1
	was informed of local development	1	3.7
	new buildings in Spondon	1	3.7
	buildings in Radford Street	1	3.7
	don't know	1	3.7
Total		27	100.0

		Cases	Col Response %
What are the reasons for being fairly satisfied?	not specified/no response	43	40.2
	most developments are aesthetically pleasing/OK	24	22.4
	lack of/unaware of developments in respondents area	12	11.2
	some developments are eyesores/ unaesthetic	11	10.3
	do a good job	4	3.7
	was informed of local development	4	3.7
	developments too close to/on greenbelt	3	2.8
	dislike new (housing) developments	3	2.8
	traffic congestion increasing	1	.9
	respondent was/is not informed on local development	1	.9
	dangerous proposals are granted permission	1	.9
	process takes too long	1	.9
	standards were/are allowed to slip	1	.9
	Crewton Gardens	1	.9
	Registry Office/carpet warehouse	1	.9
	former Qualcast lawnmower site	1	.9
	not building in town centre	1	.9
	Chester Green developed well	1	.9
	Vicarage Park	1	.9
Total		107	107.5

		Cases	Col Response %
What are the reasons for being neither satisfied nor dissatisfied?	not specified/no response	80	37.0
	respondent has no knowledge/ understanding of DCS	64	29.6
	lack of/unaware of developments in respondents area	44	20.4
	most developments are aesthetically pleasing/OK	6	2.8
	some developments are eyesores/ unaesthetic	4	1.9
	respondent was/is not informed on local development	3	1.4
	don't know	3	1.4
	do a good job	2	.9
	dislike new (housing) developments	2	.9
	standards were/are allowed to slip	2	.9
	officers are reluctant to oppose plans	1	.5
	developments too close to/on greenbelt	1	.5
	too many old/interesting buildings disappearing	1	.5
	was informed of local development	1	.5
	process takes too long	1	.5
	dislike developments on school playing fields	1	.5
	infrastructure not in place to support new developments	1	.5
	DCS have their own agenda	1	.5
	dislike mobile phone masts	1	.5
	Normanton Road area	1	.5
	old Rolls Royce factory	1	.5
	build a library	1	.5
Total		216	102.8

		Cases	Col Response %
What are the reasons for being fairly dissatisfied?	dislike new (housing) developments	17	25.0
	developments too close to/on greenbelt	10	14.7
	public consultation is negligible	7	10.3
	some developments are eyesores/ unaesthetic	5	7.4
	too many trees disappearing	5	7.4
	not specified/no response	4	5.9
	traffic congestion increasing	3	4.4
	too many old/interesting buildings disappearing	3	4.4
	respondent was/is not informed on local development	3	4.4
	infrastructure not in place to support new developments	3	4.4
	lack of/unaware of developments in respondents area	2	2.9
	respondent has no knowledge/ understanding of DCS	2	2.9
	disused facilities not being utilised	2	2.9
	standards were/are allowed to slip	2	2.9
	DCS have their own agenda	2	2.9
	developers have their own agenda	2	2.9
	Keddleston Road area	2	2.9
	officers are reluctant to oppose plans	1	1.5
	second rate materials used	1	1.5
	dangerous proposals are granted permission	1	1.5
	process takes too long	1	1.5
	lack of consistency	1	1.5
	petty reasons for refusing permission	1	1.5
	brownfield sites not being used	1	1.5
	regulations not adhered to	1	1.5
	Ashbourne Road	1	1.5
	buildings in Bold Lane	1	1.5
	Tanglewood development in Mickelover	1	1.5
	Cornhill and West Bank Road	1	1.5
	Oakwood	1	1.5
	The Waterfall - Market Place	1	1.5
	Allestree over-development	1	1.5
	flats at Darley Park	1	1.5
	large estate growing in Chellaston	1	1.5
Total		68	133.8

		Cases	Col Response %
What are the reasons for being very dissatisfied?	dislike new (housing) developments	6	15.8
	not specified/no response	5	13.2
	respondents objections to proposed development was dismissed	5	13.2
	some developments are eyesores/ unaesthetic	4	10.5
	developments too close to/on greenbelt	4	10.5
	traffic congestion increasing	3	7.9
	too many trees disappearing	3	7.9
	too many old/interesting buildings disappearing	2	5.3
	respondent was/is not informed on local development	2	5.3
	standards were/are allowed to slip	2	5.3
	infrastructure not in place to support new developments	2	5.3
	DCS have their own agenda	2	5.3
	lack of/unaware of developments in respondents area	1	2.6
	respondent has no knowledge/understanding of DCS	1	2.6
	some developments are on floodplains	1	2.6
	dangerous proposals are granted permission	1	2.6
	process takes too long	1	2.6
	contractors used domestic power supply	1	2.6
	health & safety was/is ignored	1	2.6
	dislike developments on school playing fields	1	2.6
	public consultation is negligible	1	2.6
	do not reply to correspondence	1	2.6
	regulations not adhered to	1	2.6
	business interests take priority over residents	1	2.6
	Spur Road	1	2.6
	Markeaton Park	1	2.6
	Keddleston Road area	1	2.6
	Chellaston	1	2.6
	Uttoxeter Road	1	2.6
	Bradshaw Way	1	2.6
Total		38	152.6

Building Consultancy Services

		Count	Col %
Have you ever use or contacted the Council's Building Consultancy Services?	yes	39	8.1
	no	426	88.8
	not sure	15	3.1
Total		480	100.0

		Count	Col %
When did you last use or contact the Council's Building Consultancy Services?	within last 12 months	15	38.5
	1 to 5 years ago	9	23.1
	more than 5 years ago	15	38.5
Total		39	100.0

		Count	Col %
Have you ever seen any guidance material published by the Council's Building Consultancy Services?	yes	22	4.6
	no	426	89.9
	not sure	26	5.5
Total		474	100.0

		Count	Col %
How would you rate the information you have seen?	very good	4	18.2
	good	12	54.5
	adequate	6	27.3
Total		22	100.0

		Count	Col %
To what extent do you agree or disagree that buildings in Derby are safe and well constructed?	strongly agree	16	3.4
	agree	167	35.5
	neither agree nor disagree	263	56.0
	disagree	19	4.0
	strongly disagree	5	1.1
Total		470	100.0

		Count	Col %
Who would you prefer to ask for advice about building regulations?	Derby Council	375	79.6
	private company	19	4.0
	don't know	77	16.3
Total		471	100.0

Complaints

		Count	Col %
Have you ever contacted the Development Control or Building Consultancy Services with a complaint about any aspect of their service?	yes	12	2.5
	no	454	95.0
	not sure	12	2.5
Total		478	100.0

		Cases	Col Response %
What have you complained about?	was not informed on local developments	5	41.7
	failed to respond to correspondence	2	16.7
	plans not adhered to	2	16.7
	dangerous/bad proposals are granted permission	1	8.3
	flooded coal shed	1	8.3
	objections ignored	1	8.3
	cockpit car park	1	8.3
	postbox erection	1	8.3
	Rowditch tip	1	8.3
	local housing projects	1	8.3
Total		12	133.3

		Count	Col %
How satisfied were you with how the complaint was handled?	fairly satisfied	1	8.3
	fairly dissatisfied	3	25.0
	very dissatisfied	8	66.7
Total		12	100.0

		Count	Col %
Have you ever contacted the Development Control to complain about any unauthorised development?	yes	19	4.0
	no	444	94.5
	not sure	7	1.5
Total		470	100.0

		Count	Col %
How satisfied were you with how the complaint was handled?	very satisfied	4	21.1
	fairly satisfied	4	21.1
	neither satisfied nor dissatisfied	2	10.5
	fairly dissatisfied	4	21.1
	very dissatisfied	5	26.3
Total		19	100.0

Disabled People

		Count	Col %
Are you or any of your family or freinds a disabled person?	yes	188	38.8
	no	296	61.2
Total		484	100.0

Overall, how do you rate Derby on the points listed in terms of access for disabled people?

		Count	Col %
Public transport	good	33	17.7
	adequate	78	41.9
	poor	51	27.4
	not applicable/don't know	24	12.9
Total		186	100.0

		Count	Col %
Derby city centre/shops	good	35	18.7
	adequate	105	56.1
	poor	36	19.3
	not applicable/don't know	11	5.9
Total		187	100.0

		Count	Col %
Council offices/buildings	good	47	25.4
	adequate	84	45.4
	poor	19	10.3
	not applicable/don't know	35	18.9
Total		185	100.0

		Count	Col %
Sports facilities	good	20	11.0
	adequate	61	33.7
	poor	22	12.2
	not applicable/don't know	78	43.1
Total		181	100.0

		Count	Col %
Pubs and clubs	good	8	4.3
	adequate	70	37.8
	poor	44	23.8
	not applicable/don't know	63	34.1
Total		185	100.0

Derby's Tourist Information Centres

		Count	Col %
When did you last visit Derby's Tourist Information Centre?	within the last week	15	3.1
	between a week and a month ago	50	10.3
	between 1 to 6 months ago	85	17.5
	between 6 to 12 months ago	56	11.5
	more than a year ago	126	25.9
	never	155	31.8
Total		487	100.0

		Cases	Col Response %
Why never?	no need	87	56.1
	no response	22	14.2
	use other sources of information	9	5.8
	don't know where it is	9	5.8
	disabled/infirm	8	5.2
	don't go out much	6	3.9
	no interest	5	3.2
	no time/too busy	3	1.9
	respondent is not a tourist	3	1.9
	inconvenient location	2	1.3
	Derby is not tourist friendly	2	1.3
	don't know	2	1.3
	unhelpful	1	.6
Total		155	102.6

		Cases	Col Response %
What was the main purpose for your most recent visit?	To get information on attractions/events in Derby	193	58.5
	To get information on attractions/events in Derbyshire	131	39.7
	To get information about another part of the country	92	27.9
	To book a National Express ticket	9	2.7
	To book a theatre or event ticket	76	23.0
	To buy a book or a souvenir	37	11.2
	Other	25	7.6
Total		330	170.6

		Count	Col %
What other?	to get public transport information	8	32.0
	to present/deliver information	5	20.0
	Wayfarer ticket	3	12.0
	information about other places	2	8.0
	study information	2	8.0
	maps/trail guides	1	4.0
	parking problem	1	4.0
	accommodation information	1	4.0
	by mistake	1	4.0
	gift shop	1	4.0
Total		25	100.0

		Count	Col %
What would you say is the best thing about Derby's TIC?	conveniently located	95	28.6
	no response	77	23.2
	welcoming/pleasant staff	54	16.3
	plenty of information	53	16.0
	helpful staff	30	9.0
	well laid out	8	2.4
	offer a wide variety of services	4	1.2
	don't know	4	1.2
	good size	3	.9
	automatic doors	2	.6
	like it/it's good	1	.3
	all of it	1	.3
Total		332	100.0

		Count	Col %
What would you say is the worst thing about Derby's TIC?	no response	156	47.0
	inconveniently located/hidden away	51	15.4
	not big enough	49	14.8
	dull/needs modernising	15	4.5
	limited information	15	4.5
	nothing	8	2.4
	lack of advertising	6	1.8
	don't know	6	1.8
	not open earlier enough	4	1.2
	bad attitude of staff	4	1.2
	mixed up leaflets	3	.9
	not well signposted	3	.9
	opening hours in general	3	.9
	limited retail range	3	.9
	not enough staff	2	.6
	closes too early	1	.3
	not enough seating	1	.3
	difficult to connect via telephone	1	.3
	poor disabled parking facilities	1	.3
Total		332	100.0

How would you rate the service provided by Derby's Tourist Information Centre in terms of the aspects listed?

		Count	Col %
The attitude/helpfulness of the staff	very good	157	48.9
	good	110	34.3
	adequate	52	16.2
	poor	1	.3
	very poor	1	.3
Total		321	100.0

		Count	Col %
The range of services offered	very good	78	24.8
	good	145	46.0
	adequate	86	27.3
	poor	5	1.6
	don't know	1	.3
Total		315	100.0

		Count	Col %
The opening times	very good	35	11.4
	good	112	36.5
	adequate	149	48.5
	poor	9	2.9
	don't know	2	.7
Total		307	100.0

		Count	Col %
How would you rate the overall service you received in the Derby Tourist Information Centre?	very good	96	29.5
	good	151	46.5
	adequate	74	22.8
	poor	3	.9
	very poor	1	.3
Total		325	100.0

		Cases	Col Response %
Why do you consider it poor or very poor?	bad attitude of staff	2	50.0
	no response	1	25.0
	dull/needs modernising	1	25.0
	limited information	1	25.0
	limited retail range	1	25.0
Total		4	150.0

		Cases	Col Response %
Why do you consider it poor or very poor?	bad attitude of staff	2	66.7
	dull/needs modernising	1	33.3
	limited information	1	33.3
	limited retail range	1	33.3
Total		3	166.7

		Count	Col %
Have you ever seen any leaflets or displays promoting our Tourist Information Centre?	yes	90	18.9
	no	322	67.5
	not sure	65	13.6
Total		477	100.0

		Cases	Col Response %
What have you seen and where?	library	20	22.2
	leaflets	11	12.2
	not specified/no response	8	8.9
	council offices	8	8.9
	Derby Evening Telegraph	8	8.9
	tourist information	7	7.8
	papers in general	7	7.8
	posters	6	6.7
	delivered to home address	4	4.4
	sign posts	4	4.4
	don't know	4	4.4
	Derby Museum	2	2.2
	hotels	2	2.2
	various	2	2.2
	cinema/theatre foyer	2	2.2
	work	2	2.2
	shops	2	2.2
	market place	2	2.2
	university	1	1.1
	Derby website (unspecified)	1	1.1
	Derbyshire Council website	1	1.1
	tourist information location & opening times	1	1.1
	buses	1	1.1
Total		90	117.8

		Cases	Col Response %
Do you have any suggestions as to how we could improve the service at Derby's TIC?	no suggestions/no response	324	66.5
	broader advertising	51	10.5
	need bigger premises	22	4.5
	being more central/local	19	3.9
	nothing	14	2.9
	offer a wider variety of services/information	13	2.7
	more knowledgeable staff	9	1.8
	modernisation	8	1.6
	website/email access	6	1.2
	better sign posting	6	1.2
	extend opening times	5	1.0
	don't know	5	1.0
	need to know where it is	4	.8
	locate in The Eagle Centre	3	.6
	include events from Nottingham/Sheffield	3	.6
	multi lingual information	2	.4
	if Derby was more interesting	2	.4
	more displays	2	.4
	more seating	2	.4
	better quality goods for sale	2	.4
	provide catering facilities	2	.4
	need information for illiterate/blind people	2	.4
	better external lighting	2	.4
	concessions/special offers	1	.2
	consult named person	1	.2
	provide public transport timetables	1	.2
	the area around it needs cleaning	1	.2
	respondent is not a tourist	1	.2
	more telephone lines	1	.2
	need informatin for deaf people	1	.2
	better layout	1	.2
Total		487	106.0

		Cases	Col Response %
What would encourage you to use Derby's TIC more often?	no suggestions/no response	290	59.5
	broader advertising	39	8.0
	being more central/local	38	7.8
	nothing	32	6.6
	offer a wider variety of services/information	20	4.1
	don't know	18	3.7
	need bigger premises	7	1.4
	modernisation	6	1.2
	more knowledgeable staff	6	1.2
	need to know where it is	6	1.2
	respondent is not a tourist	6	1.2
	concessions/special offers	5	1.0
	locate in The Eagle Centre	3	.6
	free (1/2 hour) parking	3	.6
	better sign posting	2	.4
	the area around it needs cleaning	2	.4
	more telephone lines	2	.4
	a second site	2	.4
	include ticket office	1	.2
	include holiday information	1	.2
	more historical information	1	.2
	consult named person	1	.2
	if Derby was more interesting	1	.2
	extend opening times	1	.2
	open on Sunday	1	.2
	website/email access	1	.2
	more displays	1	.2
	more seating	1	.2
	provide public transport timetables	1	.2
	already a regular user	1	.2
	provide catering facilities	1	.2
	better disabled parking facilities	1	.2
	better external lighting	1	.2
Total		487	103.1

Derby's Museums

		Count	Col %
When did you last visit one of Derby's museums?	within the last week	9	1.9
	between a week and a month ago	16	3.3
	between 1 to 6 months ago	74	15.4
	between 6 to 12 months ago	65	13.5
	more than a year ago	239	49.6
	never	79	16.4
Total		482	100.0

		Cases	Col Response %
What stops you visiting museums in Derby?	You don't know much about the museums in Derby	31	40.3
	No time	20	26.0
	Opening hours	1	1.3
	Availability of car parking	9	11.7
	Cost of car parking	8	10.4
	No interest/nothing you want to see	34	44.2
	Other	8	10.4
Total		77	144.2

		Cases	Col Response %
What other factor?	age/infirmity	3	37.5
	no time	1	12.5
	lack of knowledge/advertising	1	12.5
	children not old enough	1	12.5
	was uninspired on last visit	1	12.5
	lack of public transport	1	12.5
		1	12.5
Total		8	100.0

		Count	Col %
Which museum in Derby do you visit most?	Central Museum and Art Gallery	236	58.6
	Industrial Museum	68	16.9
	Pickford's House Museum	42	10.4
	not specified/no response	28	6.9
	multiple response	26	6.5
	not sure/don't know	3	.7
Total		403	100.0

		Which museum in Derby do you visit most?								Total	
		Central Museum and Art Gallery		Industrial Museum		Pickford's House Museum		multiple response		Cases	Col Response %
		Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
What do you like most about this museum?	not specified/no response	48	20.3	6	8.8	2	4.8	4	15.4	60	16.1
	good displays/exhibits	57	24.2	13	19.1	10	23.8	5	19.2	85	22.8
	informative staff	4	1.7	2	2.9	2	4.8	1	3.8	9	2.4
	is good in general	7	3.0	1	1.5	2	4.8	0	.0	10	2.7
	conveniently located	23	9.7	4	5.9	0	.0	0	.0	27	7.3
	interesting/informative	35	14.8	25	36.8	15	35.7	8	30.8	83	22.3
	ideal for entertaining children/grandchildren	14	5.9	9	13.2	9	21.4	5	19.2	37	9.9
	good parking facilities	0	.0	1	1.5	1	2.4	0	.0	2	.5
	interactive	2	.8	3	4.4	0	.0	1	3.8	6	1.6
	clean	2	.8	0	.0	0	.0	0	.0	2	.5
	friendly	6	2.5	0	.0	4	9.5	1	3.8	11	3.0
	well laid out	12	5.1	4	5.9	0	.0	3	11.5	19	5.1
	it's free	2	.8	2	2.9	2	4.8	0	.0	6	1.6
	history in general	4	1.7	2	2.9	1	2.4	0	.0	7	1.9
	good variety of displays	26	11.0	1	1.5	5	11.9	0	.0	32	8.6
	nothing	8	3.4	0	.0	0	.0	0	.0	8	2.2
	good opening times	0	.0	0	.0	0	.0	1	3.8	1	.3
	local history	11	4.7	9	13.2	3	7.1	2	7.7	25	6.7
	nice gift shop	5	2.1	1	1.5	0	.0	0	.0	6	1.6
	well organised	0	.0	0	.0	1	2.4	0	.0	1	.3
	helps to reminisce	3	1.3	0	.0	0	.0	2	7.7	5	1.3
	changing exhibits	2	.8	1	1.5	1	2.4	0	.0	4	1.1
	was a long time ago	2	.8	1	1.5	0	.0	0	.0	3	.8
	special exhibits	2	.8	1	1.5	2	4.8	0	.0	5	1.3
	visiting exhibits	1	.4	0	.0	0	.0	0	.0	1	.3
	respondents exhibits (work)	1	.4	0	.0	0	.0	0	.0	1	.3
	don't know	3	1.3	1	1.5	0	.0	0	.0	4	1.1
Total		236	118.6	68	127.9	42	142.9	26	126.9	372	123.7

		Cases	Col Response %
What would encourage you to visit museums in Derby more often?	no suggestions/no response	175	35.9
	more advertising	69	14.2
	more variety of exhibits	48	9.9
	more time	38	7.8
	nothing	32	6.6
	awareness of exhibit changes	21	4.3
	interesting exhibits	19	3.9
	more interactive exhibits	12	2.5
	being more entertaining for children	12	2.5
	special exhibits	12	2.5
	don't know	11	2.3
	being physically mobile	9	1.8
	easier to access by public transport	8	1.6
	better opening times	7	1.4
	more local history	7	1.4
	concession/special offers	6	1.2
	more parking facilities	6	1.2
	guided tours	6	1.2
	themed exhibits	5	1.0
	if catering was available	5	1.0
	someone to go with	4	.8
	cheaper parking facilities	4	.8
	being conveniently located	4	.8
	better attitude of staff	4	.8
	less dull/more attractive building	3	.6
	already a regular user	3	.6
	exhibits by well known artists	2	.4
	when child(ren) get older	2	.4
	lectures	2	.4
	better disability access	2	.4
	free parking	2	.4
	cheaper public transport	2	.4
	named person	1	.2
	free entry for residents	1	.2
	if they showed respondents exhibits (work)	1	.2
	better disabled parking facilities	1	.2
	more seating	1	.2
	more use of touring exhibits	1	.2
	expand retail range	1	.2
	if they took credit cards	1	.2
Total		487	112.9

		Count	Col %
Do you ever visit museums when you go on holiday?	yes	310	64.7
	no	141	29.4
	don't go on holiday	28	5.8
Total		479	100.0

		Cases	Col Response %
What sort of museums do you visit?	historic houses	115	37.1
	local town museums	100	32.3
	art galleries	81	26.1
	themed	46	14.8
	transport	34	11.0
	science & technology	34	11.0
	variety	32	10.3
	special exhibits	19	6.1
	local history	18	5.8
	war/military	11	3.5
	toy	11	3.5
	museums abroad	11	3.5
	natural history	10	3.2
	living	9	2.9
	no response/not specified	8	2.6
	farming	7	2.3
	archaeological	7	2.3
	industrial	6	1.9
	castles	5	1.6
	Victoria & Albert Museum, London	5	1.6
	churches	5	1.6
	Yorvic Centre, York	3	1.0
	Railway Museum, York	3	1.0
	British Farming Museum, London	3	1.0
	aviation	3	1.0
	interactive	3	1.0
	maritime	3	1.0
	fashion	2	.6
	outdoor life centres	2	.6
	National Waterways, Gloucester	1	.3
	Museum of Packaging, Gloucester	1	.3
	Cider Museum	1	.3
	Dinosaur Museum	1	.3
	London Museums	1	.3
	Castle Museum, York	1	.3
	The Royal Academy	1	.3
Total		310	194.5

How interested are you in the topics listed?

		Count	Col %
Wildlife	very interested	185	39.7
	fairly interested	226	48.5
	not interested	55	11.8
Total		466	100.0

		Count	Col %
Pottery and porcelain	very interested	55	12.2
	fairly interested	177	39.2
	not interested	220	48.7
Total		452	100.0

		Count	Col %
Antiques and interiors	very interested	111	24.2
	fairly interested	225	49.1
	not interested	122	26.6
Total		458	100.0

		Count	Col %
Historical art	very interested	86	19.1
	fairly interested	166	36.9
	not interested	198	44.0
Total		450	100.0

		Count	Col %
Contemporary art	very interested	36	8.2
	fairly interested	101	23.1
	not interested	300	68.6
Total		437	100.0

		Count	Col %
Industrial history	very interested	133	28.9
	fairly interested	215	46.7
	not interested	112	24.3
Total		460	100.0

		Count	Col %
Local and social history	very interested	192	41.7
	fairly interested	206	44.8
	not interested	62	13.5
Total		460	100.0

		Count	Col %
Archaeology	very interested	117	26.1
	fairly interested	185	41.3
	not interested	146	32.6
Total		448	100.0

		Count	Col %
Military history	very interested	82	17.9
	fairly interested	161	35.2
	not interested	215	46.9
Total		458	100.0

Do you spend any of your leisure time actively involved in/watching TV programmes about the topics listed?

		Count	Col %
Wildlife	yes	376	80.0
	no	92	19.6
	don't know	2	.4
Total		470	100.0

		Count	Col %
Pottery and porcelain	yes	120	27.9
	no	302	70.2
	don't know	8	1.9
Total		430	100.0

		Count	Col %
Antiques and interiors	yes	299	65.0
	no	154	33.5
	don't know	7	1.5
Total		460	100.0

		Count	Col %
Historical art	yes	161	36.8
	no	265	60.5
	don't know	12	2.7
Total		438	100.0

		Count	Col %
Contemporary art	yes	73	17.3
	no	335	79.4
	don't know	14	3.3
Total		422	100.0

		Count	Col %
Industrial history	yes	269	59.8
	no	172	38.2
	don't know	9	2.0
Total		450	100.0

		Count	Col %
Local and social history	yes	294	66.2
	no	140	31.5
	don't know	10	2.3
Total		444	100.0

		Count	Col %
Archaeology	yes	234	53.5
	no	197	45.1
	don't know	6	1.4
Total		437	100.0

		Count	Col %
Military history	yes	183	40.6
	no	257	57.0
	don't know	11	2.4
Total		451	100.0

		Count	Col %
Have you seen any leaflets for museums in Derby?	yes	151	31.5
	no	293	61.0
	don't know	36	7.5
Total		480	100.0

		Cases	Col Response %
For which of these Derby museums have you seen leaflets?	Central Museum and Art Gallery	104	69.8
	Industrial Museum	98	65.8
	Pickford's House Museum	113	75.8
	other	3	2.0
Total		149	213.4

		Count	Col %
What other?	Chapel of St Mary on the bridge	1	33.3
	Q Arts Centre Gallery	1	33.3
	not sure/don't know	1	33.3
Total		3	100.0

		Cases	Col Response %
What are the most effective ways of distributing leaflets about Derby's museums to Derby residents?	In the post/through the letterbox	366	77.5
	At post offices	177	37.5
	In Council buildings/offices	155	32.8
	In leisure/sports centres	151	32.0
	Through schools	270	57.2
	Other	124	26.3
Total		472	263.3

		Count	Col %
What other?	newspapers	52	41.9
	libraries	16	12.9
	shopping centres/supermarkets	11	8.9
	hotels/pubs	7	5.6
	radio	7	5.6
	tourist information	5	4.0
	doctors' surgeries	5	4.0
	posters	3	2.4
	community centres	3	2.4
	television	2	1.6
	educational institutions	2	1.6
	museums	2	1.6
	work place	2	1.6
	railway/bus station	2	1.6
	This is Derbyshire website	1	.8
	sports associations	1	.8
	heritage centre	1	.8
	local history societies	1	.8
	The Eagle Centre	1	.8
Total		124	100.0

Other Issues

		Count	Col %
Would you be interested in attending a focus group?	yes	47	10.0
	no	243	51.7
	not used in last two years	180	38.3
Total		470	100.0

		Count	Col %
Which focus group would you be interested in attending?	cemeteries	6	16.2
	crematorium	20	54.1
	both	11	29.7
Total		37	100.0

		Count	Col %
Would you be willing to take part in telephone surveys?	yes	89	19.6
	no	323	71.0
	not sure	43	9.5
Total		455	100.0

Appendix C – Postal Questionnaire



January 2003

Section A. Quality of Life Indicators

The Council is producing a Community Strategy to promote the social, economic and environmental well-being of the city. We want to know what local people think of the quality of life in Derby.

A1 How would you rate the types of **noise** listed in your local area? Please tick **one** box for each question.

	Serious problem	Problem, but not serious	Not a problem
a. Road traffic	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b. Aircraft	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c. Trains	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d. Industrial/commercial premises	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e. Road works	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f. Construction/demolition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g. Pubs, clubs and entertainment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h. Neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i. Animals, for example dogs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
j. Domestic alarms	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
k. Car repairs - domestic	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
l. DIY	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
m. Noise in street	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

A2 How satisfied are you with your neighbourhood as a place to live? Please tick **one** box only.

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

A3 On the whole, do you think that, over the past two years, your neighbourhood has got better or worse? Please tick **one** box only.

Better	Worse	Has not changed much	Have lived here less than two years
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

A4 From your home, how easy or difficult is it for you to get to the services listed, using your usual form of transport? Please tick **one** box for each question.

	Very easy	Fairly easy	Neither easy or difficult	Fairly difficult	Very difficult	Does not apply
a. Local shop	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Shopping centre/supermarket	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Post office	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. GP	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
e. Chemist/pharmacy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
f. Shop selling fresh fruit & vegetables	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
g. Local hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
h. Publicly accessible green space, for example, park	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
i. Public transport facility, for example bus stop, train station	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
j. Library	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
k. Sports/leisure centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
l. Cultural/recreational facility, for example, theatre, cinema	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
m. Bank/cash point	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
n. Council/neighbourhood office	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

A5 Are these services listed, within a **15-minute** walk from your home? Please tick **one** box for each question.

	Yes	No
a. Local shop	<input type="checkbox"/> 1	<input type="checkbox"/> 2
b. Shopping centre/supermarket	<input type="checkbox"/> 1	<input type="checkbox"/> 2
c. Post office	<input type="checkbox"/> 1	<input type="checkbox"/> 2
d. GP	<input type="checkbox"/> 1	<input type="checkbox"/> 2
e. Chemist/pharmacy	<input type="checkbox"/> 1	<input type="checkbox"/> 2
f. Shop selling fresh fruit & vegetables	<input type="checkbox"/> 1	<input type="checkbox"/> 2

	Yes	No
g. Local hospital	<input type="text" value="1"/>	<input type="text" value="2"/>
h. Publicly accessible green space, for example, park	<input type="text" value="1"/>	<input type="text" value="2"/>
i. Public transport facility, for example bus stop, train station	<input type="text" value="1"/>	<input type="text" value="2"/>
j. Library	<input type="text" value="1"/>	<input type="text" value="2"/>
k. Sports/leisure centre	<input type="text" value="1"/>	<input type="text" value="2"/>
l. Cultural/recreational facility, for example, theatre, cinema	<input type="text" value="1"/>	<input type="text" value="2"/>
m. Bank/cash point	<input type="text" value="1"/>	<input type="text" value="2"/>
n. Council/neighbourhood office	<input type="text" value="1"/>	<input type="text" value="2"/>

A6a Do you agree or disagree that you can influence decisions affecting your local area?
Please tick **one** box only.

Definitely agree	Tend to agree	Neither agree or disagree	Disagree	Strongly disagree
<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>

A6b Please tell us how much you agree or disagree with this statement? Please tick **one** box only.

'By working together, people in my neighbourhood can influence decisions that affect the neighbourhood'

Definitely agree	Tend to agree	Neither agree or disagree	Disagree	Strongly disagree	Don't have an opinion
<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>	<input type="text" value="6"/>

A7 Do you agree or disagree that the local area is a place where people from different backgrounds and communities can live together harmoniously? Please tick **one** box only.

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Definitely disagree
<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>

A8 In the last 12 months have **you done** any of these things listed unpaid for someone who is not a relative or **received** any of these things listed unpaid from someone who is not a relative? This may be a friend, neighbour or someone else. Please tick all that apply.

	Which have you done for a non- relative?	Which have you received from a non- relative?
a. Keeping in touch with someone who has difficulty getting out and about	<input type="checkbox"/>	<input type="checkbox"/>
b. Doing shopping, collecting pension or paying bills for someone	<input type="checkbox"/>	<input type="checkbox"/>
c. Cooking, cleaning, laundry, gardening or other routine household jobs	<input type="checkbox"/>	<input type="checkbox"/>
d. Decorating or doing any kind of home or car repairs for someone	<input type="checkbox"/>	<input type="checkbox"/>
e. Babysitting or caring for children	<input type="checkbox"/>	<input type="checkbox"/>
f. Sitting with or providing personal care, for example, washing or dressing for someone who is sick or frail	<input type="checkbox"/>	<input type="checkbox"/>
g. Looking after a property or pet for someone who is away	<input type="checkbox"/>	<input type="checkbox"/>
h. Giving advice to someone	<input type="checkbox"/>	<input type="checkbox"/>
i. Writing letters or filling in forms for someone	<input type="checkbox"/>	<input type="checkbox"/>
j. Representing someone, for example, talking to a council official	<input type="checkbox"/>	<input type="checkbox"/>
k. Transporting or escorting someone, for example, to a hospital, on an outing or a school run	<input type="checkbox"/>	<input type="checkbox"/>
l. Anything else, please explain		
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

Section B. Derby's Air Quality Action Plan

In August 2001 the Council declared an Air Quality Management Area along much of the Inner and Outer Ring Roads and part of the A52 and Raynesway that links this. This is where levels of nitrogen dioxide exceed air quality standards. We have produced an action plan to reduce the air quality problem and we'd like your views on its proposals. We will use the results to help us to improve and develop the action plan.

Please read the enclosed leaflet about air quality, before completing these questions.

- B1 Please rank from **1 to 4** the actions listed to show how effective you think they will be in improving air quality within the Air Quality Management Area.

Please write 1 in the box next to the most effective action, 2 next to the second most effective, 3 next to the third most effective and 4 next to the fourth most effective action.

- a. Reduce vehicle emissions by increasing the use of cleaner vehicles
- b. Reduce congestion through improved traffic management
- c. Encourage cycling, walking or use of public transport instead of the car
- d. Make sure that the extra traffic created by new development does not worsen air pollution, by introducing planning conditions

- B2 One of our proposals is to introduce a scheme where vehicles will be randomly pulled over to the side of the road to have exhaust emissions tested. Owners/drivers of those that are polluting excessively will be given a fixed penalty, unless the problem is corrected within two weeks. Do you think this is a good idea?

Yes

No

Don't know

- B3 The Council intends to consult the general public on the action plan, after detailed consultation with representatives from the local voluntary, business and community sectors in Derby.

We will send leaflets out to all those living in the Air Quality Management Area and will display copies of the reports at all libraries and local housing offices. We will advertise details of the Action Plan in the local press. We also hope to put on exhibitions and give presentations at various local events.

What do you think about the way in which the Council intends to consult the public on the action plan?

Very
good

Good

Adequate

Poor

Very
poor

Don't
know

- B4 Please tell us what else you think we could do to improve our consultation with the public about the Air Quality Action Plan.

- B5 How do you **usually** travel from one area of Derby to another? Please tick **one** box only.

By car	Public transport, such as bus or train	Walking or bicycle	Don't know/ not applicable
<div style="border: 1px solid black; width: 30px; height: 20px; display: flex; align-items: center; justify-content: center;">1</div>	<div style="border: 1px solid black; width: 30px; height: 20px; display: flex; align-items: center; justify-content: center;">2</div>	<div style="border: 1px solid black; width: 30px; height: 20px; display: flex; align-items: center; justify-content: center;">3</div>	<div style="border: 1px solid black; width: 30px; height: 20px; display: flex; align-items: center; justify-content: center;">4</div>

Go to B7

- B6 If you answered 'by car' for question B5, what actions would be most likely to encourage you to switch to public transport, walking or cycling?

Please identify the **three** most important actions by putting 1 against the action most likely to encourage you to switch from car use, 2 against the second most likely and 3 against the third most likely.

- a. Improved or safer walking or cycling routes along roads
- b. Training, for example personal safety or cycling training
- c. Improved cycle parking, showers, lockers and changing facilities
- d. More direct services or faster journey times on public transport routes
- e. Improved comfort and safety on public transport
- f. Lower ticket prices or discounts
- g. Better travel information
- h. Other, please explain

- 9

 Nothing would encourage me to you to switch to public transport, walking or cycling

B7 Do you or your partner regularly drive any of your children to or from school?

Yes

No

Not applicable

Go to B9

B8 Please tell us what would encourage your family to change to a more sustainable form of transport for travelling to and from school, for example walking, cycling or public transport?

B9 What do you think would be the best way of reducing air quality problems along the inner and outer ring roads?

Section C. Development Control and Building Consultancy

C1 What do you think is the main purpose of Development Control Services?

C2 What do you think is the main purpose of Building Consultancy Services?

Development Control Services

Development Control Services deal with applications for planning permission and approve advertising and work to be done on listed buildings and protected trees. We also issue various notifications and give general planning and enforcement advice.

- C3 Have you ever used or contacted the Council's Development Control Services?
Please tick **one** box only.

Yes ☐ 1

No ☐ 2

Not sure ☐ 3

Go to C5

- C4 When did you last use or contact the Council's Development Control Services?
Please tick **one** box only.

Within last
12 months

☐ 1

1 to 5
years ago

☐ 2

More than 5
years ago

☐ 3

Don't know/can't
remember

☐ 4

One of the functions of Development Control Services is to tell neighbours about any change of use to buildings or building developments that may affect them.

- C5 Have you ever been **told** about potential developments by Development Control Services?

Yes ☐ 1

No ☐ 2

Not sure ☐ 3

Go to C8

- C6 How would you rate the Development Control Services' procedure for telling neighbours about relevant developments? Please tick **one** box only.

Very good

☐ 1

Good

☐ 2

Adequate

☐ 3

Poor

☐ 4

Very poor

☐ 5

- C7 Please tell us how this procedure could be improved?

- C8 Have you ever seen any guidance material published by the Council's Development Control Services? For example, guidelines on how best to design a house extension? Please tick **one** box only.

Yes ☐ 1No ☐ 2Not sure ☐ 3**Go to C11**

- C9 If yes, what have you seen and where was it?

--

- C10 How would you rate the guidance material you have seen? Please tick **one** box only.

Very good

☐ 1

Good

☐ 2

Adequate

☐ 3

Poor

☐ 4

Very poor

☐ 5

As mentioned earlier, Development Control Services deal with all planning applications in the city. This involves controlling the appearance of built development.

- C11 Overall, how satisfied are you with the Council's control of building development in your area? Please tick **one** box only.

Very
satisfied☐ 1Fairly
satisfied☐ 2Neither satisfied nor
dissatisfied☐ 3Fairly
dissatisfied☐ 4Very
dissatisfied☐ 5

- C12 What are the reasons for your response to question C11?

--

Building Consultancy

Building Consultancy deals with the Health and safety of people in and around buildings. The service includes giving advice on regulations, inspecting building work, ensuring buildings are safe, ensuring safety at sports grounds and access for disabled people.

- C13 Have you ever used or contacted the Council's Building Consultancy Services?
Please tick **one** box only.

Yes ☐ 1

No ☐ 2

Not sure ☐ 3

Go to C15

- C14 When did you last use or contact the Council's Building Consultancy Services?
Please tick **one** box only.

Within last
12 months

☐ 1

1 to 5
years ago

☐ 2

More than 5
years ago

☐ 3

Don't know/can't
remember

☐ 4

- C15 Have you ever seen any guidance material published by the Council's Building Consultancy Services? For example, our guidance notes on the charges we make or how to tell us about inspections. Please tick **one** box only.

Yes ☐ 1

No ☐ 2

Not sure ☐ 3

Go to C17

- C16 How would you rate the information you have seen? Please tick **one** box only.

Very good

☐ 1

Good

☐ 2

Adequate

☐ 3

Poor

☐ 4

Very poor

☐ 5

- C17 To what extent do you agree or disagree that buildings in Derby are safe and well constructed? Please tick **one** box only.

Strongly
agree

☐ 1

Agree

☐ 2

Neither agree
nor disagree

☐ 3

Disagree

☐ 4

Strongly
disagree

☐ 5

- C18 People can get advice about building regulations from the Council or from a private company. If you needed advice about building regulations, who would you prefer to ask for advice? Please tick **one** box only.

Derby Council ☐ 1Private company ☐ 2Don't know ☐ 3

Complaints

- C19 Have you ever contacted the Development Control or Building Consultancy Services with a complaint about any aspect of their service? Please tick **one** box only.

Yes ☐ 1No ☐ 2Not sure ☐ 3

Go to C22

- C20 If yes, please tell us what you complained about.

- C21 How satisfied were you with how your complaint was handled? Please tick **one** box only.

Very
satisfied☐ 1Fairly
satisfied☐ 2Neither satisfied nor
dissatisfied☐ 3Fairly
dissatisfied☐ 4Very
dissatisfied☐ 5

- C22 Have you ever contacted Development Control to complain about any unauthorised development? Please tick **one** box only.

Yes ☐ 1No ☐ 2Not sure ☐ 3

Go to C24

- C23 How satisfied were you with how your complaint was handled? Please tick **one** box only.

Very
satisfied☐ 1Fairly
satisfied☐ 2Neither satisfied nor
dissatisfied☐ 3Fairly
dissatisfied☐ 4Very
dissatisfied☐ 5

Disabled People

C24 Are you or any of your family or friends a disabled person? Please tick **one** box only.

Yes ☐ 1

No ☐ 2 **Go to section D**

C25 Overall, how do you rate Derby on the points listed in terms of access for disabled people? Please tick **one** box per question.

	Good	Adequate	Poor	Not applicable/ don't know
a Public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b Derby city centre/shops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c Council offices/buildings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d Sports facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e Pubs and clubs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Section D. Derby Tourist Information Centres

The Tourist Information Centre, TIC, in the Market Place offers a variety of services for visitors to the city and local residents.

D1 When did you last visit Derby's Tourist Information Centre? Please tick one box only.

Within the last week	Between a week and a month ago	Between one to six months ago	Between six to 12 months ago	More than a year ago	Never
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Go to D3

D2 If 'never', why is this?

Now go to D7a

D3 What was the main purpose of your most **recent** visit to the Tourist Information Centre? Please tick all that apply and write in any others.

- | | |
|--|----------------------------|
| To get information on attractions/events in Derby | <input type="checkbox"/> a |
| To get information on attractions/events in Derbyshire | <input type="checkbox"/> b |
| To get information about another part of the country | <input type="checkbox"/> c |
| To book a National Express ticket | <input type="checkbox"/> d |
| To book a theatre or event ticket | <input type="checkbox"/> e |
| To buy a book or souvenir | <input type="checkbox"/> f |
| Other – please write in | <input type="checkbox"/> g |
-

D4a What would you say is the **best** thing about Derby's Tourist Information Centre?

D4b What is the **worst** thing about Derby's Tourist Information Centre?

D5 How would you rate the service provided by Derby's Tourist Information Centre in terms of the aspects listed? Please tick **one** for each question.

	Very good	Good	Adequate	Poor	Very poor
a. The attitude/helpfulness of the staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. The range of services offered	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. The opening times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

D6a How would you rate the **overall** service you received in the Derby Tourist Information Centre? Please tick **one** box only.

Very good	Good	Adequate	Poor	Very poor
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Go to D7a

D6b If you answered 'poor' or 'very poor', why is that?

D7a Have you ever seen any leaflets or displays promoting our Tourist Information Centre?

Yes ☐ 1No ☐ 2Not sure ☐ 3**Go to D8**

D7b If yes, what have you seen and where was this?

Derby's Tourist Information Centre, TIC, offers a range of services including providing local, regional and national information, reserving accommodation, booking tickets for local and London theatres, answering rail timetable enquiries and selling National Express coach tickets. The TIC also stocks a wide range of souvenirs, maps and postcards - many produced locally.

D8 Do you have any suggestions about how we could improve the service at Derby's Tourist Information Centre?

D9 What would encourage you to use Derby's Tourist Information Centre more often?

Section E. Derby Museums

Visitor numbers are falling at Derby's three museums – the Central Museum and Art Gallery, Industrial Museum and Pickford's House Museum. To help us encourage more visitors, we want to find out what stops you visiting the Council's three museums. We would also like to know how we can make the exhibitions and special events we put on more appealing.

E1 When did you last visit one of Derby's museums? Please tick **one** box only.

Within The last week	Between a week and a month ago	Between one to six months ago	Between six to 12 months ago	More than a year ago	Never
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Go to E3

E2 If 'never', what stops you visiting museums in Derby? Please tick all that apply and write in any others.

You don't know much about the museums in Derby	<input type="checkbox"/> a
No time	<input type="checkbox"/> b
Opening hours	<input type="checkbox"/> c
Availability of car parking	<input type="checkbox"/> d
Cost of car parking	<input type="checkbox"/> e
No interest / nothing you want to see	<input type="checkbox"/> f
Other – please write in	<input type="checkbox"/> g

Now go to E5

E3 Which museum in Derby do you visit most? Please tick **one** box only.

Central Museum and Art Gallery	<input type="checkbox"/> 1
Industrial Museum	<input type="checkbox"/> 2
Pickford's House Museum	<input type="checkbox"/> 3
Other – please write in	<input type="checkbox"/>

E4 Please tell us what you like about the museum you ticked in question E3.

E5 What would encourage you to visit museums in Derby more often?

E6 Do you ever visit museums when you go on holiday? Please tick **one** box only.

Yes ☐ 1

No ☐ 2

Don't go on holiday ☐ 3

Go to E8

E7 If yes, please tell us what sort of museums do you visit? For example, local town museums, art galleries, special theme museums such as toys, transport, farming, science and technology or historic houses.

E8 How interested are you in the topics listed? Please tick **one** box for each topic.

	Very interested	Fairly interested	Not interested
a Wildlife	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b Pottery and porcelain	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c Antiques and interiors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d Historical art	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e Contemporary art	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f Industrial history	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g Local and social history	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h Archaeology	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i Military history	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

E9 Do you spend any of your leisure time actively involved in any of the topics listed or watching TV programmes about them? Please tick **one** box for each topic.

	Yes	No	Don't know
a Wildlife	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b Pottery and porcelain	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c Antiques and interiors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d Historical art	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e Contemporary art	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f Industrial history	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g Local and social history	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h Archaeology	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i Military history	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

E10 Have you seen any leaflets for museums in Derby? Please tick **one** box only.

Yes ☐ 1

No ☐ 2

Don't know ☐ 3

Go to E12

E11 If yes, for which of these Derby museums have you seen leaflets? Please tick all that apply and write in any others.

Central Museum and Art Gallery

☐ a

Industrial Museum

☐ b

Pickford's House Museum

☐ c

Other – please write in

☐ d

E12 What do you think are the most effective ways of distributing leaflets about Derby's museums to Derby residents? Please tick all that apply and write in any others.

In the post/through letterbox

☐ a

At post offices

☐ b

In Council buildings/offices

☐ c

In leisure/sports centres

☐ d

Through schools

☐ e

Other – please write in

☐ f

And finally...

We want to find out how we can improve the Cemeteries and Crematorium Service. We appreciate this may be a sensitive issue for some panel members.

- E13 If you have used the service in the last **two** years, we would like to know if you would be interested in attending a focus group to tell us how the service could be improved? Please tick **one** box only

Yes ☐ 1

No ☐ 2

Not used in last two years ☐ 3

Go to E15

- E14 If yes, which focus group would you be interested in attending? Please tick **one** box only.

Cemeteries ☐ 1

Crematorium ☐ 2

both ☐ 3

- E15 Would you be willing to take part in telephone surveys? Please tick **one** box only

Yes ☐ 1

No ☐ 2

Not sure ☐ 3

Thank you for your time and help