

Derby Pointer October 2006 survey - frequencies and coded verbatim tables

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

The overall response rate at time of analysis was 60% or 716 out of 1200 postal and e-surveys.

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

Source		
	Frequency	Percent
postal	583	81
web	133	19
Total	716	100

Council priorities – page 1 -

Q1a Please tell us which 10 priorities from the list below are most important to you. Rank the priorities you select from 1 to 10, where 1 is your 'most important' priority, 2 is your second 'most important' priority and so on.

This was a multiple choice question

Q1a. Crime and anti-social behaviour		
	Frequency	Percent
1	376	64
2	78	13
3	23	4
4	27	5
5	19	3
6	16	3
7	14	2
8	8	1
9	13	2
10	14	2
Total	588	100

Q1a. Affordable decent housing		
	Frequency	Percent
1	35	13
2	52	19
3	39	14
4	23	8
5	19	7
6	25	9
7	19	7
8	22	8
9	22	8
10	24	9
Total	280	100

Q1a. Reducing the differences between Derby's neighbourhood's		
	Frequency	Percent
1	7	5
2	6	5
3	19	13
4	8	6
5	15	10
6	10	7
7	18	12
8	14	10
9	21	14
10	28	19
Total	146	100

Q1a. Public transport		
	Frequency	Percent
1	20	5
2	77	19
3	56	14
4	57	14
5	43	10
6	38	9
7	32	8
8	40	10
9	29	7
10	24	6
Total	416	100

Q1a. Street cleaning		
	Frequency	Percent
1	7	2
2	51	13
3	47	12
4	42	10
5	50	12
6	57	14
7	47	12
8	42	10
9	34	8
10	27	7
Total	404	100

Q1a. Public facilities including libraries and museums		
	Frequency	Percent
1	3	1
2	8	3
3	25	8
4	27	9
5	34	12
6	34	12
7	37	13
8	45	15
9	38	13
10	45	15
Total	296	100

Q1a. Sports and leisure facilities		
	Frequency	Percent
1	1	0
2	13	5
3	19	7
4	32	12
5	40	15
6	24	9
7	43	16
8	29	11
9	23	9
10	40	15
Total	264	100

Q1a. Local job opportunities		
	Frequency	Percent
1	15	5
2	32	11
3	39	13
4	35	12
5	10	3
6	42	14
7	23	8
8	25	9
9	32	11
10	42	14
Total	295	100

Q1a. Supporting local economic growth		
	Frequency	Percent
1	13	5
2	26	10
3	23	9
4	23	9
5	30	12
6	26	10
7	24	9
8	30	12
9	31	12
10	28	11
Total	254	100

Q1a. Helping older people to maintain their independence		
	Frequency	Percent
1	24	6
2	58	14
3	60	15
4	55	13
5	53	13
6	34	8
7	40	10
8	28	7
9	28	7
10	29	7
Total	409	100

Q1a. Educational attainment at all levels		
	Frequency	Percent
1	23	9
2	38	14
3	19	7
4	32	12
5	26	10
6	23	9
7	32	12
8	22	8
9	35	13
10	17	6
Total	267	100

Q1a. Cultural and heritage sites, for example, the Silk Mill		
	Frequency	Percent
1	2	1
2	3	2
3	11	7
4	9	6
5	15	9
6	18	11
7	20	12
8	23	14
9	36	22
10	28	17
Total	165	100

Q1a. Listening to local residents		
	Frequency	Percent
1	29	8
2	41	12
3	29	8
4	40	11
5	39	11
6	36	10
7	47	13
8	33	9
9	19	5
10	38	11
Total	351	100

Q1a. Recycling		
	Frequency	Percent
1	12	3
2	37	10
3	52	13
4	49	13
5	54	14
6	49	13
7	34	9
8	37	10
9	35	9
10	29	8
Total	388	100

Q1a. Waste collections		
	Frequency	Percent
1	7	2
2	25	7
3	59	15
4	51	13
5	46	12
6	43	11
7	37	10
8	36	9
9	47	12
10	31	8
Total	382	100

Q1a. Accessible Council services		
	Frequency	Percent
1	1	1
2	3	2
3	8	5
4	5	3
5	13	9
6	14	9
7	20	13
8	30	20
9	28	19
10	28	19
Total	150	100

Q1a. Facilities for young children and their parents		
	Frequency	Percent
1	6	3
2	13	7
3	14	8
4	15	9
5	14	8
6	22	12
7	27	15
8	24	14
9	23	13
10	19	11
Total	177	100

Q1a. Open spaces and parks		
	Frequency	Percent
1	17	4
2	21	5
3	36	9
4	32	8
5	53	13
6	49	12
7	42	10
8	59	15
9	52	13
10	41	10
Total	402	100

Q1a. Adult learning and training		
	Frequency	Percent
1	3	2
2	4	3
3	11	7
4	14	9
5	15	10
6	17	11
7	19	12
8	26	17
9	22	14
10	27	17
Total	158	100

Q1a. City centre improvements including road networks and car parking facilities		
	Frequency	Percent
1	15	5
2	32	11
3	27	9
4	40	13
5	29	10
6	29	10
7	26	9
8	30	10
9	36	12
10	42	14
Total	306	100

Q1b Please tell us which 5 priorities from the list below are least important to you. Rank the priorities you select from 1 to 5, where 1 is your 'least important' priority, 2 is your second 'least important' priority and so on.

This was a multiple choice question

Q1b. Crime and anti-social behaviour		
	Frequency	Percent
1	5	23
2	3	14
3	2	9
4	2	9
5	10	46
Total	22	100

Q1b. Affordable decent housing		
	Frequency	Percent
1	34	18
2	40	21
3	38	20
4	34	18
5	44	23
Total	190	100

Q1b. Reducing the differences between Derby's neighbourhood's		
	Frequency	Percent
1	162	43
2	67	18
3	58	15
4	52	14
5	42	11
Total	381	100

Q1b. Public transport		
	Frequency	Percent
1	14	13
2	19	18
3	26	24
4	23	21
5	26	24
Total	108	100

Q1b. Street cleaning		
	Frequency	Percent
1	7	10
2	15	21
3	12	17
4	13	19
5	23	33
Total	70	100

Q1b. Public facilities including libraries and museums		
	Frequency	Percent
1	19	13
2	26	18
3	26	18
4	36	25
5	37	26
Total	144	100

Q1b. Sports and leisure facilities		
	Frequency	Percent
1	42	22
2	35	18
3	42	22
4	37	19
5	36	19
Total	192	100

Q1b. Local job opportunities		
	Frequency	Percent
1	15	10
2	31	21
3	46	31
4	31	21
5	24	16
Total	147	100

Q1b. Supporting local economic growth		
	Frequency	Percent
1	16	11
2	37	24
3	30	20
4	35	23
5	34	22
Total	152	100

Q1b. Helping older people to maintain their independence		
	Frequency	Percent
1	4	6
2	13	20
3	14	21
4	16	24
5	19	29
Total	66	100

Q1b. Educational attainment at all levels		
	Frequency	Percent
1	16	10
2	40	25
3	36	22
4	31	19
5	40	25
Total	163	100

Q1b. Cultural and heritage sites, for example, the Silk Mill		
	Frequency	Percent
1	51	27
2	43	23
3	37	20
4	37	20
5	22	12
Total	190	100

Q1b. Listening to local residents		
	Frequency	Percent
1	15	17
2	13	14
3	30	33
4	20	22
5	13	14
Total	91	100

Q1b. Recycling		
	Frequency	Percent
1	10	14
2	10	14
3	13	19
4	17	24
5	20	29
Total	70	100

Q1b. Waste collections		
	Frequency	Percent
1	8	10
2	12	16
3	16	21
4	20	26
5	21	27
Total	77	100

Q1b. Accessible Council services		
	Frequency	Percent
1	29	12
2	52	21
3	52	21
4	53	22
5	57	24
Total	243	100

Q1b. Facilities for young children and their parents		
	Frequency	Percent
1	48	21
2	52	23
3	47	20
4	46	20
5	37	16
Total	230	100

Q1b. Open spaces and parks		
	Frequency	Percent
1	9	11
2	12	15
3	20	25
4	17	22
5	21	27
Total	79	100

Q1b. Adult learning and training		
	Frequency	Percent
1	36	14
2	58	23
3	48	19
4	62	24
5	54	21
Total	258	100

Q1b. City centre improvements including road networks and car parking facilities		
	Frequency	Percent
1	73	37
2	38	19
3	26	13
4	31	16
5	32	16
Total	200	100

Q2 Are there any priority areas missing from the list in Q1a?

Q2 Are there any priority areas missing from the list in Q1a?		
	Frequency	Percent
Yes	163	25
No	487	75
Total	650	100

Q3 If you ticked 'yes' to Q2, please tell us what areas you think should have been included.

	Q3	Frequency
1	Crime / Anti-social behaviour	26
2	Maintenance of roads / pavements / streets lights	22
3	Transport infrastructure / parking	22
4	Health / disabled / elderly facilities	20
5	Environment - litter, green issues	18
6	Facilities for teenagers and young people	16
7	Better relationship with council	12
8	Building repair / building related	10
9	Race relations	7
10	Public toilets	5
11	Cultural / arts facilities	4
12	Community centers	2

Q4a Please tell us how much you agree or disagree with the statements listed about priority 1.

Q4a) I understand the wording of this priority		
	Frequency	Percent
Strongly disagree	24	4
Tend to disagree	21	3
Neither agree nor disagree	35	5
Tend to agree	289	42
Strongly agree	326	47
Total	695	100

Q4b) The key outcomes help me to understand what this priority means		
	Frequency	Percent
Strongly disagree	23	3
Tend to disagree	25	4
Neither agree nor disagree	72	11
Tend to agree	346	50
Strongly agree	220	32
Total	686	100

Q4c) Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes		
	Frequency	Percent
Strongly disagree	32	5
Tend to disagree	41	6
Neither agree nor disagree	59	8
Tend to agree	337	48
Strongly agree	231	33
Total	700	100

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

	Q4b	Frequency
1	Too vague	16
2	Don't understand specific term	8

Q5a Please tell us how much agree or disagree with the statements listed about Priority 2.

Q5a) I understand the wording of this priority		
	Frequency	Percent
Strongly disagree	21	3
Tend to disagree	21	3
Neither agree nor disagree	67	10
Tend to agree	302	44
Strongly agree	284	41
Total	695	100

Q5b) The key outcomes help me to understand what this priority means		
	Frequency	Percent
Strongly disagree	22	3
Tend to disagree	24	4
Neither agree nor disagree	91	13
Tend to agree	328	48
Strongly agree	225	33
Total	690	100

Q5c) Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes		
	Frequency	Percent
Strongly disagree	28	4
Tend to disagree	30	4
Neither agree nor disagree	81	12
Tend to agree	316	45
Strongly agree	241	35
Total	696	100

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

	Q5b	Frequency
1	Too vague	9
2	Don't understand particular terms	8

Q6a Please tell us how much agree or disagree with the statements listed about Priority 3.

Q6a) I understand the wording of this priority		
	Frequency	Percent
Strongly disagree	24	3
Tend to disagree	27	4
Neither agree nor disagree	62	9
Tend to agree	300	43
Strongly agree	283	41
Total	696	100

Q6b) The key outcomes help me to understand what this priority means		
	Frequency	Percent
Strongly disagree	21	3
Tend to disagree	32	5
Neither agree nor disagree	82	12
Tend to agree	320	46
Strongly agree	237	34
Total	692	100

Q6c) Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes		
	Frequency	Percent
Strongly disagree	22	3
Tend to disagree	42	6
Neither agree nor disagree	87	13
Tend to agree	323	47
Strongly agree	221	32
Total	695	100

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

	Q6b	Frequency
1	Too vague	14
2	Don't understand 'joined up services'	14
3	Don't understand other specific term	7

Q7a Please tell us how much agree or disagree with the statements listed about Priority 4.

Q7a) I understand the wording of this priority		
	Frequency	Percent
Strongly disagree	24	4
Tend to disagree	32	5
Neither agree nor disagree	76	11
Tend to agree	282	41
Strongly agree	271	40
Total	685	100

Q7b) The key outcomes help me to understand what this priority means		
	Frequency	Percent
Strongly disagree	22	3
Tend to disagree	36	5
Neither agree nor disagree	87	13
Tend to agree	309	45
Strongly agree	227	33
Total	681	100

Q7c) Overall, I understand the improvements that the Council is trying to make, through this priority and outcomes		
	Frequency	Percent
Strongly disagree	27	4
Tend to disagree	46	7
Neither agree nor disagree	84	12
Tend to agree	294	43
Strongly agree	228	34
Total	679	100

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

	Q7b	Frequency
1	Badly worded	12
2	Too vague	9
3	Do not understand specific terms	8

Q8 Had you heard of the Council's priorities and key outcomes before reading the information given here?

Q8. Had you heard of the Council's priorities and key outcomes before reading the information given here?		
	Frequency	Percent
Yes	157	23
No	534	77
Total	691	100

Q9 If you ticked 'yes' to Q8, please tell us how you found out about them.

This was a multiple choice question

Q9. Derby Evening Telegraph		
	Frequency	Percent
No	91	56
Yes	71	44
Total	162	100

Q9. Radio Derby		
	Frequency	Percent
No	119	74
Yes	43	27
Total	162	100

Q9. Ram FM		
	Frequency	Percent
No	155	96
Yes	7	4
Total	162	100

Q9. Council Tax information booklet		
	Frequency	Percent
No	110	68
Yes	52	32
Total	162	100

Q9. Council website - www.derby.gov.uk		
	Frequency	Percent
No	132	82
Yes	30	19
Total	162	100

Q9. By telephoning the Council		
	Frequency	Percent
No	158	98
Yes	4	3
Total	162	100

Q9. Talking to your local councilor		
	Frequency	Percent
No	154	95
Yes	8	5
Total	162	100

Q9. Attending Area Panel meeting		
	Frequency	Percent
No	152	94
Yes	10	6
Total	162	100

Q9. Council newsletter - Living Derby		
	Frequency	Percent
No	94	58
Yes	68	42
Total	162	100

Q9. Leaflet or poster at a local library		
	Frequency	Percent
No	142	88
Yes	20	12
Total	162	100

Q9. Leaflet or poster at the Council House		
	Frequency	Percent
No	151	93
Yes	11	7
Total	162	100

Q9. Leaflet or poster at local area housing office		
	Frequency	Percent
No	157	97
Yes	5	3
Total	162	100

Q9. Word of mouth from family and friends		
	Frequency	Percent
No	143	88
Yes	19	12
Total	162	100

Q9. Other source		
	Frequency	Percent
No	142	88
Yes	20	12
Total	162	100

Q9. Can't remember		
	Frequency	Percent
No	588	98
Yes	11	7
Total	599	100

Q9 Other Responses.

	Q9	Frequency
1	Through Derby Panel	6
2	Talking to a council employee	6
3	Local Media	4
4	Word of mouth	3
5	Through working for Derby Homes	1

Q10 Do you think residents views were taken into account when the Council decided on its Priorities and key outcomes for 2006 - 09?

Q10. Do you think residents views were taken into account when the Council decided on its Priorities and key outcomes for 2006-09?		
	Frequency	Percent
Yes	197	28
No	166	24
Don't know	341	48
Total	704	100

Q11 Have you taken part in any consultation about the Council's Priorities and key outcomes in the last 12 months?

Q11. Have you taken part in any consultation about the Council's Priorities and key outcomes in the last 12 months?		
	Frequency	Percent
Yes	99	14
No	483	69
Don't know	119	17
Total	701	100

Q12 Please tell us how important you think it is for the Council to ask for your views on the Priorities and key outcomes.

Q12. Please tell us how important you think it is for the Council to ask for your views on the Priorities and key outcomes.		
	Frequency	Percent
Not at all important	3	0
Not that important	12	2
Neither important nor unimportant	30	4
Quite important	260	37
Very important	400	57
Total	705	100

Q13 To what extent do you agree or disagree that "Your local area, within 15/20 minutes walking distance, is a place where people from different backgrounds get on well together".

Q13. To what extent do you agree or disagree that ...		
"Your local area, within 15/20 minutes walking distance, is a place where people from different backgrounds get on well together?"		
	Frequency	Percent
Definitely disagree	21	3
Tend to disagree	86	12
Tend to agree	301	43
Definitely agree	89	13
Too few people in local area	21	3
All same backgrounds	80	11
Don't know	106	15
Total	704	100

Q14 Please tell us how often you carry out voluntary work in an organisation?

Q14. Please tell us how often you carry out voluntary work in an organisation? By organisation we mean a local group or organisations such as Cats Protection League, Meals on Wheels, Brownies/Scouts, or other local group/organisation.		
	Frequency	Percent
More than once a week	56	8
At least once a week	68	10
About once a month	53	8
Within the last 6 months	30	4
Within the last year	65	9
Never	430	61
Total	702	100

Q15a How satisfied or dissatisfied are you with the standard of Derby's street cleaning service in the last year?

Q15a. How satisfied or dissatisfied are you with the standard of Derby's street cleaning service in the last year?		
	Frequency	Percent
Very dissatisfied	50	7
Fairly dissatisfied	116	16
Neither satisfied nor dissatisfied	109	15
Fairly satisfied	358	51
Very satisfied	73	10
Total	706	100

Q15b If you ticked 'fairly or very dissatisfied' to Q15a please tell us why here.

From coding this question there were 2 main themes from the answers that were given. They have been coded into the following:

	Q15b - Identification of intentional blame	Frequency
1	Cleaning does not occur often enough/cleaning never occurs in local area	62
2	Blame lies with problem elements of Derby population - e.g. youth, litter louts, football supporters - or with weekend drinking culture	33
3	Blame lies with council cleaning staff	31
4	Blame lies with council policies e.g. fines poorly administered, non-enforcement of litter laws	26
5	General expression of dissatisfaction without specific fault identified	22
6	Insufficient numbers of bins/poor cleaning equipment	16
7	Expresses satisfaction with level of cleaning services	8

	Q15b - Identification of a problem	Frequency
1	Specific Area Identified (See verbatim)	41
2	Fly tipping or littering	40
3	Deliberate vandalism or graffiti	25
4	Dog fouling	25
5	Certain areas are neglected more than others (See verbatim)	23
6	Chewing gum and fast food wrappers	12
7	Broken glass	8
8	Leaves on ground / overgrown hedges etc	8

Q16a Overall, how satisfied or dissatisfied are you with the Council's waste collections?

Q16a. Overall, how satisfied or dissatisfied are you with the Council's waste collection		
	Frequency	Percent
Very dissatisfied	57	8
Fairly dissatisfied	102	15
Neither satisfied nor dissatisfied	65	9
Fairly satisfied	268	38
Very satisfied	208	30
Total	700	100

Q16b If you ticked 'fairly or very dissatisfied' to Q16a please tell us why here.

	Q16b	Frequency
1	Black bins need to be collected weekly	72
2	Bins being left for too long is unhygienic; attracts bacteria & wildlife	50
3	Not enough / no recycling provision	32
4	Unhappy with collection process itself; rubbish left on floor, bins not left in correct place etc	23
5	Collection times confusing / erratic	5
6	Specific suggestions of improvements that could be made to various schemes	4
7	Should be a service for collection of larger items	3
8	Unhappy with specific council policy regarding waste ; i.e. paying community charge for containers etc	3

Q17a Overall, how satisfied or dissatisfied are you with the Council's recycling collection service?

Q17a. Overall, how satisfied or dissatisfied are you with the Council's recycling collection service?		
	Frequency	Percent
Very dissatisfied	39	6
Fairly dissatisfied	84	12
Neither satisfied nor dissatisfied	94	14
Fairly satisfied	266	38
Very satisfied	212	31
Total	695	100

Q17b If you ticked 'fairly or very dissatisfied' to Q17a please tell us why here

	Q17b	Frequency
1	No recycling provision here	37
2	Some recycling services available here, would like more	35
3	Unhappy with collection process itself; rubbish left, bins not put back properly	18
4	More frequent collection needed	13
5	More frequent collection of black bins specifically needed	11
6	Confusion about what can & cannot be recycled / clear info on this needed	8
7	Tougher enforcement / greater encouragement of recycling	2
8	Provision for collection of larger items needed	2

Q18a Do you think Derby suffers from graffiti?

Q18a. Do you think Derby suffers from graffiti?		
	Frequency	Percent
Yes	364	52
No	143	20
Don't know	195	28
Total	702	100

Q18b If you answered 'yes' to 18a, please tell us the places where you think graffiti is a problem. Please tell us street names where possible

	Q18b	Frequency
1	Secluded areas including bridges, underpasses	77
2	Public areas including parks, precincts and pathways	62
3	Everywhere/most areas/cannot specify	52
4	City Centre	42
5	Fittings inc lamp posts, junction boxes, bollards, post boxes etc	40
6	Street names or areas specified (See verbatim)	34
7	Shopping areas	31
8	Spondon	12
9	Chaddesden	9
10	Alvaston	6
11	Allestree	3

Q19a Do you think Derby suffers from fly posting?

Q19a. Do you think Derby suffers from fly-posting		
	Frequency	Percent
Yes	255	37
No	200	29
Don't know	239	34
Total	694	100

Q19b If you answered 'yes' to 19a, please tell us the places where you think fly posting is a problem. Please tell us street names where possible.

	Q19b	Frequency
1	Specific road or area named (See verbatim)	105
2	Roadside furniture inc. traffic lights, lamp posts, junction boxes, bus shelters etc	70
3	City centre	46
4	Derelict or empty buildings	39
5	Road junctions and roundabouts	24
6	Everywhere	21
7	Posters advertising student- related, music or political events	15
8	Problem caused by posters remaining up after advertising event	8
9	Ring road	6

Q20a Is fly tipping a problem in your local area - within 15/20 minutes walking distance?

Q20a. Is fly-tipping		
	Frequency	Percent
Yes	240	34
No	311	44
Don't know	149	21
Total	700	100

Q20b If you answered 'yes' to 20a, please tell us the places where you think fly tipping is a problem. Please tell us street names where possible.

	Q20b	Frequency
1	Other specific area or street (See verbatim)	106
2	Parks / Countryside / Green areas	29
3	Acorn Way	22
4	Recycling areas and tips	20
5	Lime Lane	16
6	Canals	14
7	Sinfin	12
8	Chellaston	12
9	Alvaston	11
10	Normanton	9
11	Chaddesden	6

Q21 Had you heard of Derby Cityscape before reading the information given here?

Q21. Had you heard of Derby Cityscape before reading the information given here?		
	Frequency	Percent
Yes	495	70
No	214	30
Total	709	100

Q22 Please tell us how much you agree or disagree with this statement 'Derby Cityscape is helping to make a real difference to the city centre?'

Q22. Please tell us how much you agree or disagree with this statement ...		
'Derby Cityscape is helping to make a real difference to the city centre'		
	Frequency	Percent
Strongly disagree	37	5
Disagree	54	8
Neither agree nor disagree	177	25
Agree	266	38
Strongly agree	93	13
Don't know	80	11
Total	707	100

Q23 Have you heard of the 'Derby Does It' campaign?

Q23. Have you heard of the 'Derby Does It' campaign, which uses this logo to promote the city.		
	Frequency	Percent
Yes	255	36
No	454	64
Total	709	100

Q24 Please tell us how much you agree or disagree with this statement 'I believe that Derby has a more positive image than 12 months ago'.

Q24. Please tell us how much you agree or disagree with this statement		
... 'I believe that Derby has a more positive image than 12 months ago'		
	Frequency	Percent
Strongly disagree	48	7
Disagree	92	13
Neither agree nor disagree	240	34
Agree	247	35
Strongly agree	38	5
Don't know	42	6
Total	707	100