

# Best Value General User Survey 2006/7



Research Study Conducted for  
Erewash Borough Council





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# Introduction

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## Background

This report presents the results for the BVPI General Survey conducted by Ipsos MORI on behalf of Erewash Borough Council.

Best Value Performance Indicators (BVPIs) are part of the performance management framework for local authorities, which the Government started to introduce in 1997. As part of the duty of Best Value introduced in the Local Government Act 1999, authorities are required to seek continuous improvement in their services. Best Value Performance Indicators are designed to monitor service improvement with regard to the efficiency, effectiveness and economy of service delivery.

The Government specifies that local authorities (and other best value authorities) collect and report on a number of Best Value Performance Indicators (BVPIs) that explicitly reflect users' perceptions of a range of services provided. These perception-based performance indicators are collected triennially, with 2006/7 marking the third time all local authorities have had to collect these measures of performance. This document contains the findings of a "General User Survey" carried out for Erewash Borough Council to collect a range of BVPIs.

The Government has prescribed in detail what it believes to be the minimum requirements for the conduct of the survey. The minimum requirements are specified in the publication *Best Value Performance Indicators for 2006/7: Guidance for undertaking the Best Value Surveys*<sup>1</sup>. The minimum requirements are in place to ensure comparability of data across authorities, while allowing authorities some flexibility on the contents of the questionnaire.

## Structure of this report

Included in the report is a set of topline findings which provides quick reference to the entire headline BVPIs, together with trend data where available. Results for additional questions included by the Council have also been included. Computer tables are provided under separate cover. These provide a detailed analysis of the findings by a range of socio-demographic variables.

In addition, the report provides technical details relating to the conduct of the survey, a consideration of response rates and respondent profile, plus a guide to reading tables and interpreting the data.

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<sup>1</sup> The full guidance can be downloaded from [www.survey.bvpi.gov.uk](http://www.survey.bvpi.gov.uk).

## Contextual data

In this report, we make reference to consortium averages and <delete if authority is not part of a consortium> Ipsos MORI district averages. The consortium average is based on data for all authorities in the consortium who provided us with weighted data which had been returned to them from the Audit Commission. The Ipsos MORI average figures are based on all lower tier authorities studied by the company in 2006/7 who again supplied us with weighted data. Obviously, this latter group of approximately 60 authorities does not constitute the entire 'population' of district councils. Nevertheless, we hope you find the comparisons useful.

It is also worth mentioning that the average scores generated by Ipsos MORI for the quality of life measure (satisfaction with local area) and the extent to which different forms of anti-social behaviour are seen as a problem are weighted to account for the differences in population sizes across both our consortium samples, as well as the wider Ipsos MORI family of district councils. Following the Audit Commission's approach, all other average scores for BVPIs featuring in this report do not take account of differences in population size between authorities.

## Acknowledgements

Ipsos MORI would like to thank Christine Thornhill at Erewash Borough Council for her help in conducting this survey, as well as the 1,479 members of the public who took part.

## Publication of the findings

As Erewash Borough Council has engaged Ipsos MORI to undertake an objective research project, it is important to protect the interests of both organisations by ensuring that it is accurately reflected in any press release or publication of findings. As part of our standard terms and conditions of contract, the publication of the findings of this research is therefore subject to advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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Checked & Approved:

*Ben Marshall*

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*Daniel Cameron*

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# Technical Note

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## Methodology

A postal self-completion methodology is prescribed for 2006/07 for all the BVPI surveys, with the exception of libraries.

## Sampling

The sampling frame prescribed by the Audit Commission and Communities and Local Government (CLG) is the small-user Postcode Address File (PAF). As the Government wishes to be able to compare results across local authorities, it specified that data on all of the indicators must be collected using the principle of random selection.

A random sample of 6,000 addresses from the PAF covering the Council's area was downloaded from the Audit Commission's website [www.survey.bvpi.gov.uk](http://www.survey.bvpi.gov.uk). As Erewash Borough Council wished to mail out to less than 6,000 addresses, 4,000 addresses were randomly selected from the PAF file, using a random start point and then a '1 in n' approach to selection.

## The questionnaire

To meet the requirements of the Data Protection Act, CLG specified that a covering letter stating the purpose for which the data is being collected must be sent with each questionnaire. The front page of each questionnaire was branded with the logos of both Erewash Borough Council and Ipsos MORI and contained a covering letter from Ian Sankey, the Acting Chief Executive of Erewash Borough Council.

The questionnaire itself was designed using the General User Survey questionnaire template provided by the Audit Commission for the collection of the BVPIs. The standardised nature of the questions was maintained in line with the requirements. The wording used in the covering letter(s) was derived from CLG and Audit Commission guidance. It was not possible to personally address letters to a named resident of the household as the PAF was the sampling frame used. Letters were therefore addressed to "Dear local resident". As the target population specified is all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over completed it.

The Audit Commission and CLG prescribed that the General Survey questionnaire template be used in full to collect the data. The questions set in the questionnaire are those which the Government requires each authority to ask in order to measure performance indicators. Altering the wording of questions or omitting questions is prohibited since it reduces the ability to make comparisons with other authorities using the same questionnaire.

Adding questions to collect more detailed information on services and issues which are relevant to the local area was permitted, but authorities were urged

to do this with caution, due to the length of the questionnaire and the possible detrimental effect doing so might have on response rates. If authorities did wish to ask supplementary questions, they were asked to use the Audit Commission's bank of approved questions.

## Questionnaire reminders

The guidance specifies that authorities should *"take all reasonable steps possible to maximise their response rates and should in no circumstances stop making efforts to boost them"*. For a postal survey, the guidance states that authorities should aim to maximise the response rate by sending out at least two reminder questionnaires. The covering letter has to be sent with reminders reflecting the fact that it is a reminder, while still meeting data protection requirements. All correspondence (including envelopes) had to include the authority logo.

## Fieldwork

The CLG guidance specifies that fieldwork must start between 1 September and 30 November 2006. It recommends that the schedule allows four weeks for the initial fieldwork period, with a three week fieldwork period for each of the reminder fieldwork periods. The entire fieldwork period for this project is nine weeks: between 2 October and 1 December 2006. This breaks down into the following key stages:

- **First mailout:** questionnaires posted to all 4,000 addresses in the sample on 2 October 2006, with an instruction asking for all questionnaires to be returned by 6 October 2006;
- **First reminder questionnaire:** posted to individuals in the sample who, at the 'cut off' point for the first mailout, had not returned the questionnaire (3,216);
- **Second reminder questionnaire:** posted to individuals in the sample who, at the 'cut off' point for the first reminder mailing had not returned the questionnaire (3,190).

The final 'cut-off' date for all data to be submitted to the Audit Commission was 28 February 2007.

## Booking in

Returned questionnaires were booked in on a daily basis. The number of valid and void returns (e.g. those not completed because they were sent to derelict, demolished or vacant addresses) were recorded in our Survey Management System. This allowed for the daily calculation and monitoring of response rates, as well as the exclusion of 'deadwood' in the (reminder) sample.

## Response rates and sample profile

The **overall unadjusted response rate**<sup>2</sup> achieved from the main sample is **37%** - 1,479 returned questionnaires from an original sample of 4,000 addresses.

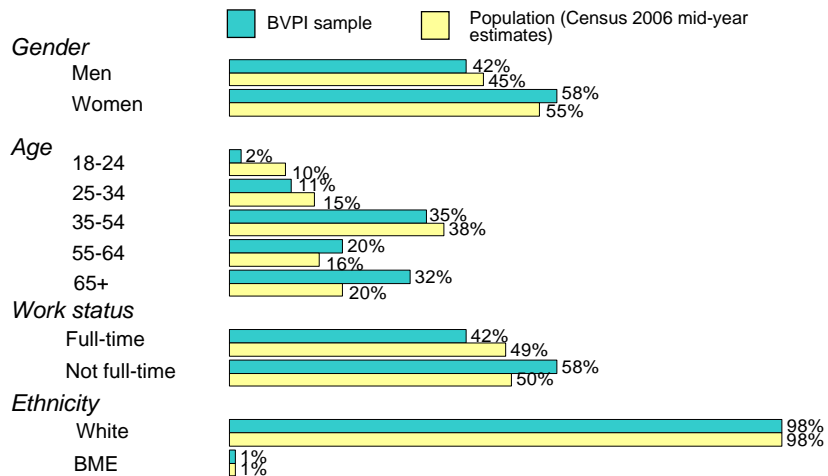
The **overall adjusted response rate**, removing incomplete responses and all non-effective addresses, achieved from the main sample is also **37%** - 1,448 valid questionnaires from an effective sample of 3,947 addresses (53 non-effective addresses).

The following charts show:

- The sample profile broken down by key socio-economic variables; and
- how the response rate for Erewash Borough Council compares to others in the Derbyshire Consortium.

## Methodology: Sample Profile

### Sample Profile for Erewash: Key demographics



Base: All valid responses

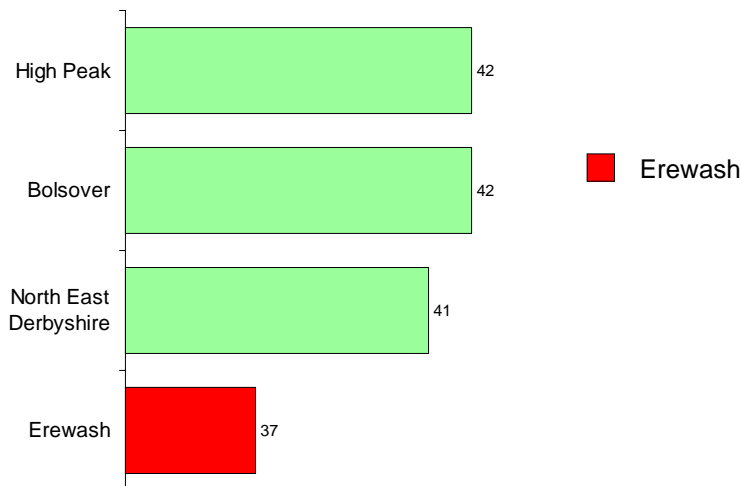
Source: Ipsos MORI

A greater proportion of the sample are women, older people (over 55) and those not in full-time work than would be expected from the population of Erewash overall.

<sup>2</sup> This does not allow for invalid addresses, vacant properties etc, which will be an element of any sample drawn from the Postal Address File, as well as incomplete responses.

## Methodology: Response Rate

Response Rate across the Derbyshire Consortium



Source: Ipsos MORI

## Weighting

CLG guidance outlines weighting as a way of tackling the issue of over- and under-representation in the sample. As noted above, certain groups in the survey are under-represented, and to achieve a representative sample, weights need to be applied to the data to correct for this. The results for the sample profile discussed in this report are based on unweighted data only. However, findings from BVPI questions reported in this volume and the computer tabulations are based on weighted data, following the approach specified by CLG.

Weighting was applied by CLG's data processing supplier, Cobalt Sky, to a specification designed by The Office for National Statistics. The appropriate weight for each individual respondent contained in the dataset was applied after submission of the raw unweighted data to the Audit Commission.

The principles of the weighting scheme used are set out on the survey website ([www.survey.bvpi.gov.uk](http://www.survey.bvpi.gov.uk)). A two-stage cell weighted approach was used. In the first instance, data is weighted by sex, age and ethnicity to the known profile of the area as recorded in the 2005 Census mid-year population estimates, and then by a further weight to adjust for household size.

## Data processing

All questionnaires returned by respondents were booked in and scanned by Ipsos MORI. Once captured electronically, data processing was undertaken by Ipsos MORI.

## Quality control

The quality of data is assured through checks embedded in the scanning process. The software used is set up to only accept valid responses. With all tick box information, the confidence or tolerance of the scanning software is set at a tested level and anything outside this confidence level is filtered through to a human verification process. In the verification process any questionable responses are highlighted and subsequently confirmed or corrected. All responses which contain text were also sent for verification.

## Calculating results

In accordance with guidance, the base for questions is “valid responses” or all those providing an answer. Those stating don’t know or who do not complete the question are excluded from the calculations. The base size may, therefore, vary from question to question, and from the total sample size, depending on the extent of non response.

Where percentages do not sum to 100, this may be due to computer rounding or multiple answers. Throughout the volume an asterisk (\*) denotes any value of less than half a percent but greater than zero.

## Confidence intervals

On the basis of all respondents who answer each question (as specified by CLG), and assuming that the confidence interval is unaffected by the survey response rate, the overall margin of error for this survey ranges from  $\pm 2\%$  to  $\pm 5\%$ . The specific margin of error for each BVPI is set out in the table below.

BVPI	Service	Indicator	Confidence Interval
BVPI3	Corporate Health	The percentage of citizens satisfied with the overall service provided by their authority.	+3%
BVPI4	Corporate Health	The percentage of those making complaints satisfied with the handling of those complaints.	+5%
BVPI89	Litter	Percentage of people satisfied with cleanliness standards.	+3%
BVPI90	Waste	Percentage of survey respondents expressing satisfaction with: a) Household Waste Collection, b) Recycling Facilities	+2% +3%
BVPI119	Culture	The percentage of residents users satisfied with the local authorities cultural and recreational activities overall and with: a) Sports/leisure facilities, b) Libraries, c) Museums/galleries, d) Theatres/Concert Halls, and e) Parks and open spaces.	+3% +2% +3% +2% +2%
<i>Source: Ipsos MORI</i>			

# Summary

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## Key findings

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Many of findings of the 2006/7 BVPI General Survey conducted by Ipsos MORI for Erewash Borough Council are encouraging, but the survey also highlights a number of key challenges. Overall satisfaction with Erewash Borough Council remains similar to that found in 2003/4. At the same time, however, this is relatively low compared with that recorded by Ipsos MORI elsewhere.

The survey also highlights other key challenges that the Council will need to address in order to consolidate, or improve on, its current ratings - especially with regard to the important waste collection service.

### Perceptions of the Council's performance

Levels of satisfaction with the way Erewash Borough Council is running the area remain at a similar level to those recorded three years ago. Just under half of residents, 46%, are very or fairly satisfied with the Council's performance: satisfaction was 47% in 2003/4 (though this does represent a longer term fall from 67% in 2000/1). This is two and a half times the proportion who are dissatisfied – just 18% of residents rate the Council's performance negatively. The survey also found that most Erewash residents are neutral about whether Council performance is better or worse than it was three years ago. Of those stating a view, a majority are negative (24% think performance is worse compared to 14% who feel it is better).

On balance, residents are positive about detailed aspects of Erewash Borough Council's image. Around seven in ten believe that the Council treats all types of people fairly (73%), while a majority think that it is working to make the area cleaner and greener (62%), to make the area a better place to live (60%) and that it is trustworthy (55%). Residents are more divided on aspects of Council image, such as whether it is working to make the area safer (51% feel this applies), acts on the concerns of local residents (51%) or promotes their interests (50%). Fewer than half feel the Authority is efficient and well run (52%) or that it provides good value for money (38%).

In terms of how well residents feel they are being kept informed, 39% are positive, compared with 61% who are not. This represents an eight point swing (from positive to negative) from 2003/4 and underlines the ongoing challenges the Authority, like many other public bodies, faces in this regard.

These are important findings because, as Ipsos MORI consistently finds in its research across England, there is a positive correlation between how well residents feel their authority is keeping them informed and their overall satisfaction. In Erewash, while two thirds (68%) of those who feel well informed are satisfied with the Council, the same is true of just a third (34%) of those who do not feel well informed. These patterns underline the importance of sustaining, and building on, efforts to keep residents informed.

This is particularly the case when it comes to building a narrative about the Council's performance. When asked in greater detail about how informed they feel, residents say they know most about procedures such as paying bills to the Council (90%) and registering to vote (89%), and least about what the Authority is doing in terms of improving the area. By contrast, just 26% say they feel informed about whether the Council is delivering on its promises and 15% say the same about what it is doing to tackle anti-social behaviour.

## Perceptions of the quality of life in Erewash

Residents are positive about life in Erewash – 65% are very or fairly satisfied with their local area as a place to live. While positive in absolute terms, these findings do not compare favourably with other consortium members or Ipsos MORI's district clients more generally. As in 2003/4 activities for teenagers, the level of crime, and the level of traffic congestion are identified as most in need of improvement locally, though there has been a fall in the proportion of residents who feel the level of crime is a key priority. At the same time, the biggest perceived problems in terms of crime and antisocial behaviour are parents not taking responsibility for their children, teenagers hanging round streets, and people not treating others with respect and consideration.

Our research in other areas of England shows that these 'liveability' and 'respect' issues can impact on residents' perceptions of their local area as well as of their own local authority. Of course, tackling crime and antisocial behaviour is not something Erewash Borough Council is responsible for on its own, but residents will want to know how these issues are being addressed in their local area. Effective communications, such as via the Council's newsletters, will be crucial in keeping them up-to-date and also in managing their expectations.

## Ratings of Council services

Satisfaction ratings with a number of Council services have decreased compared to past BVPI surveys in 2003/4 and 2000/1. Perhaps most notably, ratings of waste collection services have fallen from 72% to 67% in the last three years.

Most residents are positive about the different aspects of waste collection and recycling, and while there have been small falls in satisfaction across some of these service areas, satisfaction levels with recycling services in particular are holding up well. Around two thirds are satisfied overall with waste collection, doorstep recycling and local recycling facilities. As such, Erewash Borough Council is below the average for other district authorities Ipsos MORI has surveyed in 2006/7 for these services.

Satisfaction with cultural and recreational facilities is more mixed among Erewash Borough Council residents. In absolute terms, residents are most satisfied with parks and open spaces (76%) and libraries (73%). Relative to other district councils, sports and leisure facilities and museums and galleries are also well thought of, while theatres and concert halls not as highly rated.

Previous work by Ipsos MORI has shown that users of services are generally more satisfied than non-users and this is also true in Erewash. Given that many cultural and recreational services are not widely available in the area, and that Erewash Borough Council is not responsible for providing them in some cases, it is perhaps unsurprising that satisfaction with these services is inconsistent.

## Handling complaints

One in five residents claim to have contacted the Council with a complaint in the last twelve months. Satisfaction levels with the way these are handled have increased by four points since 2003/4, though complainants are still much more likely to be dissatisfied than satisfied. More say they were very dissatisfied (38%) than any other response.

## Looking ahead

This survey highlights a number of positives to build on. At the same time, there are a number of challenges ahead for Erewash Borough Council. Residents are, on the whole, positive about living in their area – but less than elsewhere – and about the delivery of key environmental, cultural and recreational services. They are, however, more divided about the Council's performance overall and particularly critical in terms of value for money.

The evidence provided by this survey suggests that it will be important to keep considering ways to improve key services and to enhance the Council's communications, especially about those issues that concerns residents. There is an ongoing need for all local authorities to keep working to raise awareness of the services they do, and do not, deliver, as well as the work they do with regard to "place shaping". This will be important in managing expectations as well as demonstrating that local authorities are working together with other agencies.

Looking ahead, it will be important to take the time to reflect on the findings from the wide and deep dataset provided by this survey, making sure that they are communicated to, and understood by, Council staff, stakeholders and residents themselves. Finally, while the BVPI survey is a valuable resource there may be merit in further targeted, diagnostic research to inform the Council's future work.

# Context

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## Trend data for the core BVPIs

The table shows **trend data for the core BVPI performance indicators contained in the General User Survey**. Some of this data needs to be treated with caution. The published data in 2000/2001 remained unweighted because there was no prescribed weighting scheme set by DETR (as CLG was then called) with each authority left to use different weighting schemes. Data collected in 2003/2004 was weighted centrally to achieve a representative sample in each authority, and the 2006/2007 data has been weighted in the same way. Furthermore, other methodological changes effected in 2003/2004 may have an impact on our understanding of trends, for example the requirement to use PAF rather than electoral roll means that comparison with 2000/2001 data is difficult. The main points to note are as follows:

- Satisfaction with the authority as a whole remains similar to that found in 2003/4;
- Three in ten of those who have contacted the Council with a complaint are satisfied with how it was handled, in line with the result from 2003/4;
- While a majority of residents (two thirds) are satisfied with waste collection this has fallen since 2003/4 (down five points to 67%), while the proportion who are satisfied with cleanliness is similar to that found three years ago;
- Satisfaction with local waste recycling facilities has increased slightly (67% compared to 65% in 2003/4);
- Satisfaction with cultural and recreational services is more mixed. This will be explored further in chapter 4.

2006/7 BVPI General User Survey for Erewash Borough Council

BVPI	Title	2000/1 (%)	2003/4 (%)	2006/7 (%)
BV3	Overall satisfaction	67	47	46
BV4	Satisfaction with complaint handling	38	25	29
BV89	Satisfaction with cleanliness	50	56	57
BV90A	Waste collection	78	72	67
BV90B	Waste recycling (local facilities)	69	65	67
BV119A	Sports/leisure facilities	69	61	60
BV119B	Libraries	49		73
BV119C	Museums/galleries		38	37
BV119D	Theatres/concert halls		32	22
BV119E	Parks and open spaces	76	78	76
<i>Source: Ipsos MORI</i>				

## Comparisons with other consortium authorities

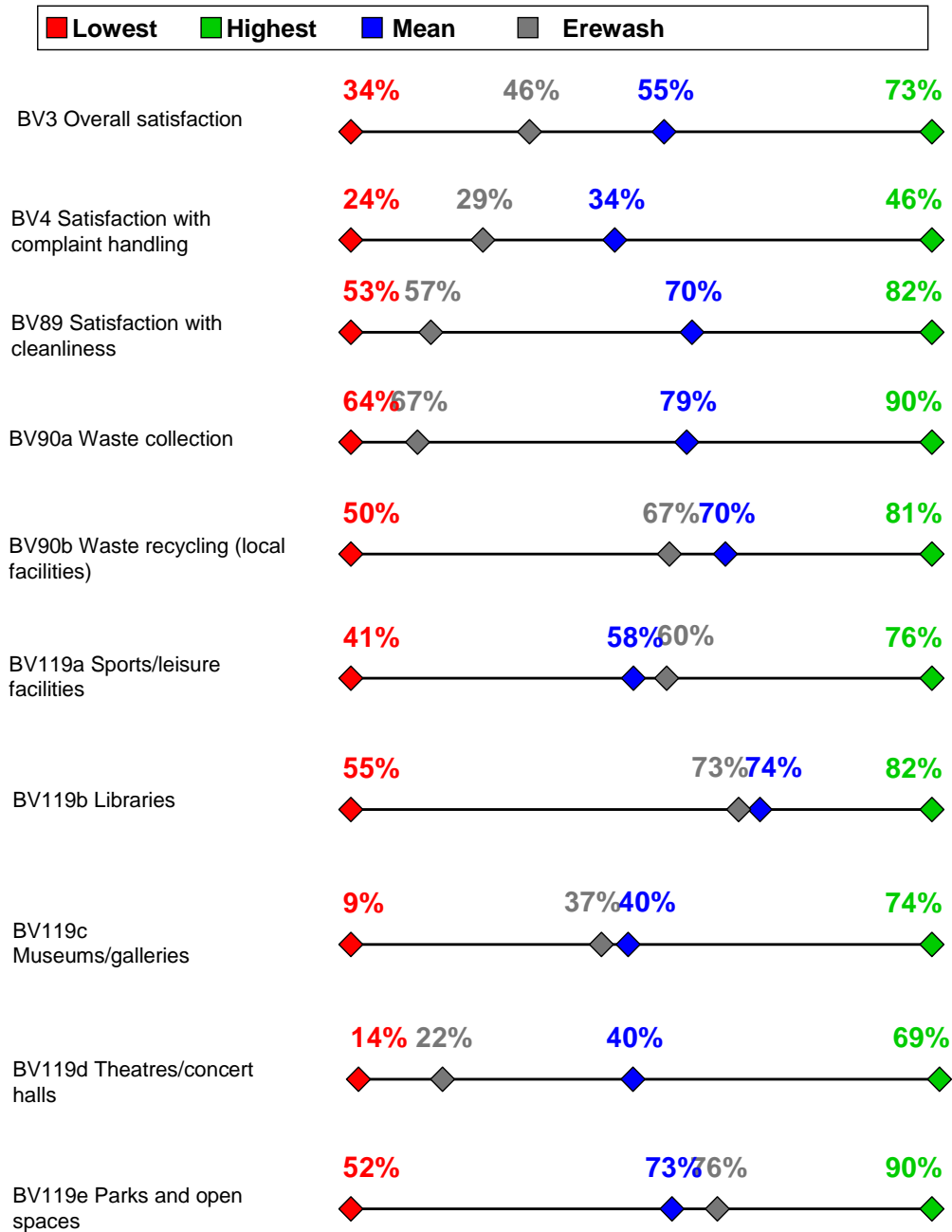
The following table provides an overview of how Erewash Borough Council results rank, both against other district councils in the consortium and against all the district councils studied by Ipsos MORI (58 in total).

BVPI	Title	Consortium Ranking 2006/7	District Ranking 2006/7
BV3	Overall Satisfaction	4	51
BV4	Satisfaction with complaint handling	4	49
BV89	Satisfaction with cleanliness	4	53
BV90A	Waste collection	4	55
BV90B	Waste recycling (local facilities)	1	41
BV119A	Sports/leisure facilities	2	24
BV119B	Libraries	2	32
BV119C	Museums/galleries	1	29
BV119D	Theatres/concert halls	3	52
BV119E	Parks and open spaces	2	20

Source: Ipsos MORI

The chart below shows the extreme (highest and lowest) scores for district councils for whom Ipsos MORI conducted survey research, as well as the median score for each BVPI. Erewash Borough Council's score is also shown in each case.

### BVPIs: A Comparison with Extreme and Mean Scores for Ipsos MORI District Authorities



Source: Ipsos MORI

# National context

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## Current themes in Local Government

In this section, we outline some of the recent themes that Ipsos MORI has observed in its work on the BVPI surveys and for local government more generally. The 2006 BVPI General User Surveys present us with a powerful source of data on residents' views on a wide array of issues. The uniform methodology does have its critics and all the surveys suffer from the self-selection present in postal research of this kind, but now that the weighting scheme used in 2006/7 is the same as that used in 2003/4, we have for the first time an excellent opportunity to examine how perceptions of local authorities have changed across time<sup>3</sup> where comparable approaches have been used each time. The size of the dataset means that there is extensive scope to conduct comparative analysis by authority type, as well as by geography, and other area-based characteristics. Please let us know if you would like any further details on any of these themes, or would like copies of any of the reports mentioned.

## Ratings of individual services: A picture of improvement

Results we have seen so far for districts, as well as the full BVPI results for upper and single tier authorities point to advances in service satisfaction, and more rises than falls; a finding made all the more impressive because some local government services, such as libraries and refuse collection, are already among the best regarded in the country. Showing the effects of investment in the *Cleaner, Greener, Safer* agenda, there has been a noticeable improvement for cleanliness standards. Satisfaction in district authority areas studied by Ipsos MORI stands at 70%, up from an aggregate score of 63% for BV89 in 2003. This movement mirrors that which we have seen for the single and upper tier authorities, where official CLG data shows an increase of 9 percentage points. Similarly, while satisfaction with parks and open spaces has increased by 2 percentage points for single and upper tier councils across the last two rounds of the General User Survey, we see a smaller 1 percentage point rise when we examine the results for our own family of lower tier councils and the full aggregated BVPI results for district authorities for 2003. Results also show a public more confident in library, sports and leisure facilities in 2006/7, with reported satisfaction with these services up.

## Overall reputation: taking the plaudits?

So does higher service satisfaction filter through into an improved corporate reputation? Sadly not. But looking at the BVPI data in the aggregate, there is some good news. Between 2000 and 2003 there was a decline of 10 percentage points in the national data, from 65% to 55%. This time, however, we are seeing a dramatic slowing. A comparison between district authority data held by Ipsos MORI and the full published figures for 2003 shows a much smaller change of 1 percentage point from 56% for BV3 to 55%. Similarly, we have seen a fall for top and single tier authorities, with overall satisfaction down 2 percentage points to 51%. This decline also masks the effects of a change of methodology (and subsequently large falls) for a

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<sup>3</sup> In 2000/1 data was not weighted centrally by DCLG or its contractors, but by local authorities themselves.

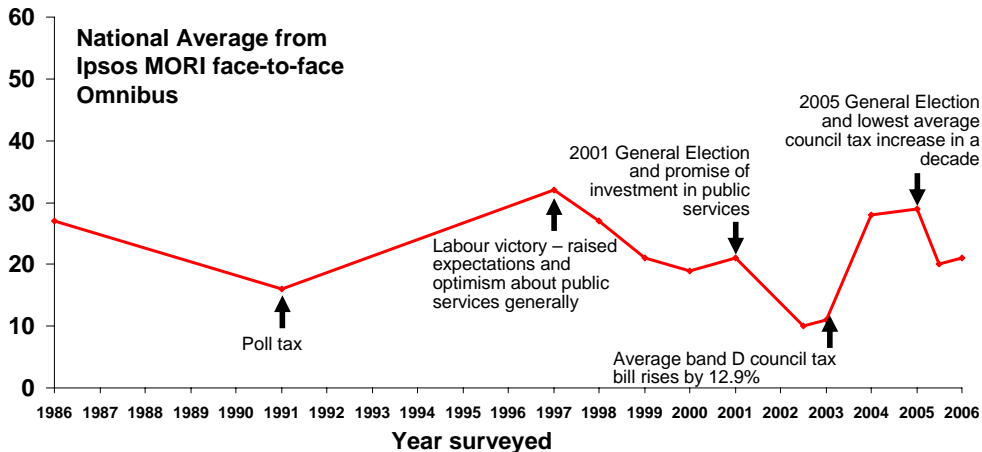
handful of top tier authorities who did face-to-face surveys last time, as well as an encouraging improvement of 2 percentage points among London Boroughs.

This trend broadly follows the pattern seen in our face-to-face Omnibus tracking research over recent years at the national level. When looking at the chart below it should be remembered that the scores shown are net satisfaction scores (derived by subtracting negative from positive opinion), and are therefore prone to larger fluctuations than we see when we just look at satisfaction (as we do with the Best Value Performance Indicators). Also, we do not ask about named authorities, but rather ‘*your local council*’ which tends to produce less positive findings.

### Satisfaction with Local Government – Trend Data

**Q How satisfied or dissatisfied are you with the way your “local council” runs things?**

Net satisfaction  $\pm$ %



N.B. Scores using c.2,000 GB Adults

Source: Ipsos MORI

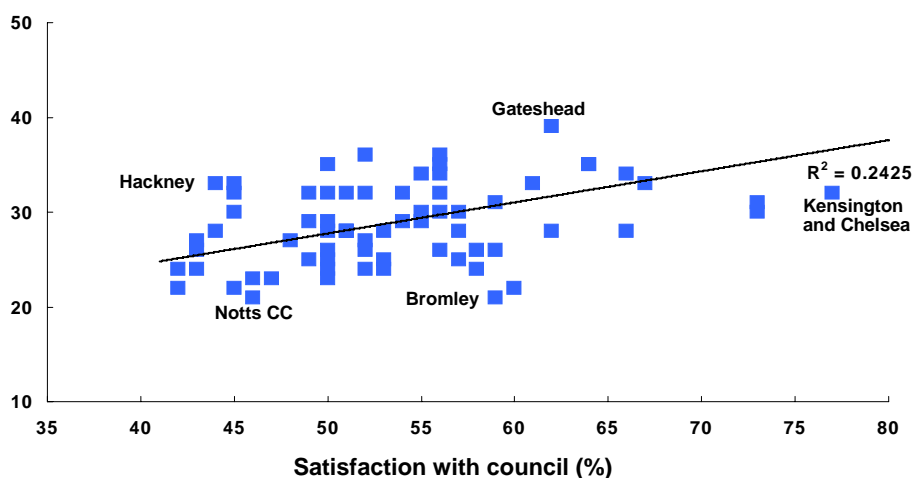
Data collected outside of the BVPI survey programme does imply a drop between 2001 and 2003, but latterly we have seen more volatility. However, despite a round of council tax rises much closer to the rate of inflation than we have seen for a number of years, our recent quarterly tracking work on the reputation of councils for the Local Government Association shows that it is extremely difficult to turn around perceptions in this area, particularly in the face of hostile media coverage, and the fact that council tax rates remain markedly higher than in the 1990s. This is reinforced through the BVPI returns we have seen so far, which show that in all but a few authorities that value for money is the image attribute on which views are most negative.

## User engagement and participation

Greater user engagement and participation in decision making is one of the key policy strands in the Local Government White Paper. Some local authorities are already doing great work in this direction, and one of the early messages emerging from Communities and Local Government about the single and upper tier results is that there is - potentially for the first time - a link between satisfaction with opportunities to get involved in local decisions and overall satisfaction with authorities.

## Opportunities for Participation and Satisfaction with Council

Satisfied with opportunities for participation (%)



Base: BVPI 2006 (70 District, County and Unitary Authorities)

Source: Ipsos MORI

The link is, however, weaker than that for better communications. Irrespective of the impact on the ground of participation initiatives so far, the general thrust from government is for more. Authorities need to draw on emerging best practice to understand how and when the different consultation and research tools should be applied in different contexts. Our recent report '*Ingredients for Community Engagement: The Civic Pioneer Experience*', as well as other work on community engagement can be found at [www.ipsos-mori.com/participation](http://www.ipsos-mori.com/participation).

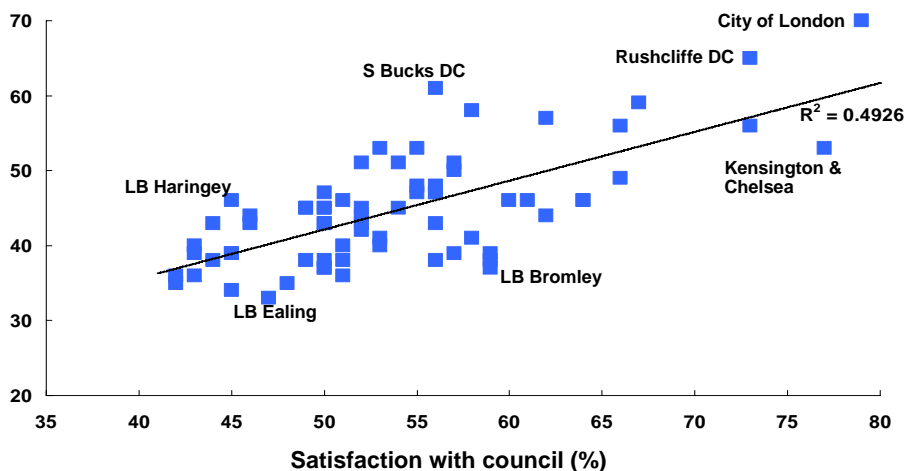
### What value communications?

Using the data for top tier authorities released so far, fewer consider that they are being kept well informed about the activities of local government in 2006/7. The proportion of General Survey respondents saying that they are kept informed has fallen from 51% to 42% between 2003/4 and 2006/7<sup>4</sup>. This is disappointing in some ways and may explain in part the lack of improvement in overall satisfaction. However, aggregated data for Ipsos MORI district authorities shows that 49% of residents say they feel informed. While this figure may change when the complete dataset is released by CLG, it will be interesting to see whether this gap narrows.

<sup>4</sup> Here we may also want to consider the effect of moving this question to a different position in the questionnaire in 2006/7.

## Feeling Informed and Satisfaction with Council

Feel informed by Council about services and benefits it provides (%)



Base: BVPI 2006 (70 District, County and Unitary Authorities)

Source: Ipsos MORI

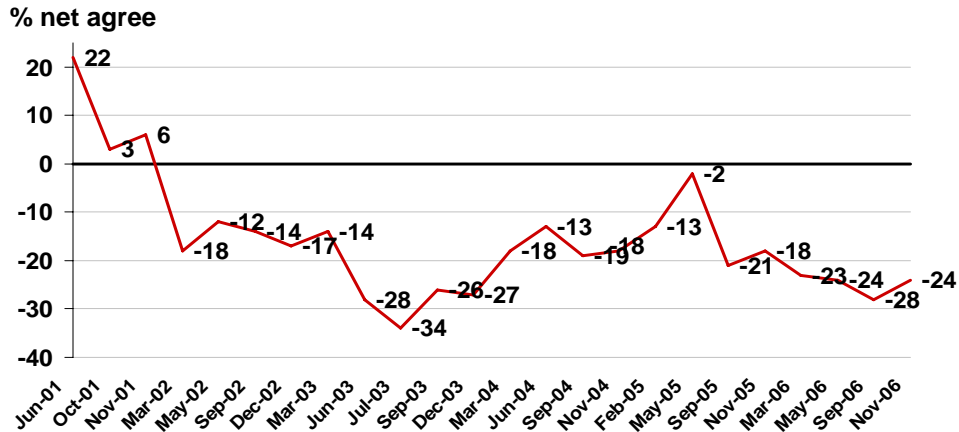
Importantly though, the correlation between overall satisfaction with local government is still stronger for communications than it is for involvement. Analysis carried out so far indicates that those authorities who consistently communicate their message are better regarded by residents than those where levels of information are perceived to be lower. Given that good communications are an initial and valuable step towards securing higher levels of participation, it can be argued that authorities with good scores are well placed to motivate and engage with the public. For more information on communications and the LGA's' reputation campaign, please visit [www.campaigns.lga.gov.uk/reputation/home](http://www.campaigns.lga.gov.uk/reputation/home).

### The impact of general attitudes to Government and public services

Evidence from the Ipsos MORI Delivery Index ([www.ipsos-mori.com/polls](http://www.ipsos-mori.com/polls)) shows increasing pessimism about improvements in key services at the national level. Looking at public services generally, the net agree (agreement minus disagreement) figure for the statement "In the long term, this government's policies will improve the state of Britain's public services" stands at -24 percentage points, after a post-election high of -2 percentage points in May 2005.

## Evidence from the Ipsos MORI Delivery Index: The Public are Increasingly Sceptical about Public Services

Q Do you agree or disagree... "In the long term, this government's policies will improve the state of Britain's Public Services"



Base: c.1,000 British Adults

Source: Ipsos MORI

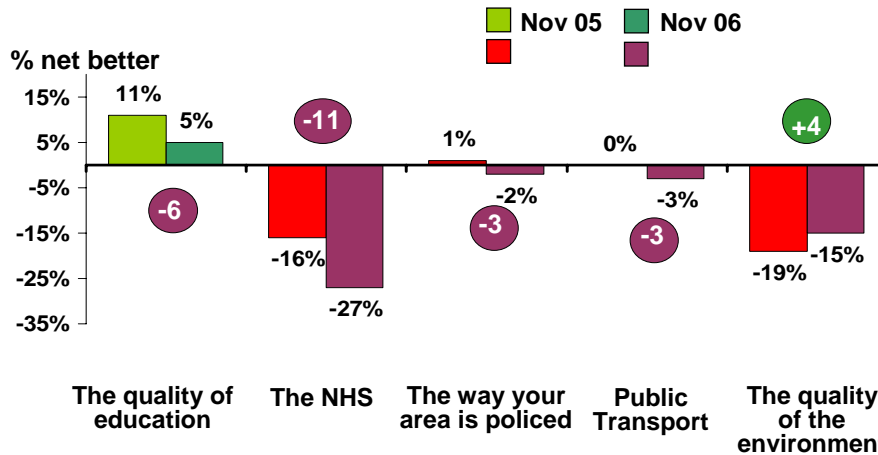
This fall can be attributed in part to rising expectations of public services generally - the proportion saying that their experience falls short of their expectations rose from 40% to 51% from 1998 to 2004<sup>5</sup> - but also to some extent by their views of the Government which have also fallen since 2003. Our broader analysis shows a faint (10%-13%), although by no means dismissible, correlation between this and the public's views of local authorities.

The public do differentiate between key service areas, however, with education generally seen as more of a success than other priority areas. But the broad trend is one of declining optimism, and the longer term trend for the quality of the environment is also in decline (despite a slight improvement in the last 12 months).

<sup>5</sup> People's Panel Research for the Cabinet Office (1998), and MORI Omnibus (2004).

## Evidence from the Ipsos MORI Delivery Index: Expectations of the Electorate over the Year

Q Thinking about... over the next few years, do you expect it to get better/worse?



Base: 980 British adults, 17-18 November 2006  
Source: Ipsos MORI Social Research Institute Delivery Index

Source: Ipsos MORI

We often see a huge difference between how the public view the national situation (the state of Britain's schools, changes to the NHS, and how crime, anti-social behaviour and immigration are handled), and the local situation. There is a general uplift in positive opinion as people move from a national to a more local view. The service satisfaction scores contained in these BVPI surveys raise the question as to whether the same thing is happening in local government, with better local services not leading to rising satisfaction with the councils providing the services.

### Using data to understand local needs

The Local Government White Paper makes clear the urgent need for authorities to develop a stronger relationship with the communities they serve. It is therefore worth considering how councils can use their BVPI data to make a difference locally. Area-based analysis can establish whether there are any marked differences in how residents in different areas view the authority and individual services. Comparison should also be sought between residents' views of their community, in terms of priorities to improve quality of life, as well as the community cohesion and opportunities to involve.

There are some ever-presents, such as health services, which are consistently selected as one of the three most important aspects contributing to a good quality of life, irrespective of area, but other factors, such as activities for teenagers, are clearly only felt to be a quality of life priority in a smaller number of areas. Those authorities operating in more rural areas in which transport is more likely to be seen as a priority, might also wish to see the Commission for Rural Communities 'State of the Countryside 2006' report ([www.ruralcommunities.gov.uk/publications](http://www.ruralcommunities.gov.uk/publications)), which looks at economic, social and environmental change.

Following on from this point, evidence in this report should be read in conjunction with other insight about the authority gathered through existing mechanisms, such as Neighbourhood Forums, as well as with other research results from qualitative projects and quantitative surveys. It does provide useful intelligence to be used in considering how service provision and decision making can be devolved to local areas most effectively. The further growth in LAAs also means that there is a greater need this time around to share data with partner agencies.

### **Where now for inspection and strategic regulation?**

The White Paper and pronouncements by the Audit Commission about a more forward looking, risk-based Comprehensive Area Assessment signal a streamlining of strategic regulation. We will see a much reduced, but possibly tougher, national performance regime (these may be the last BVPI surveys) and a more localised and ad hoc approach to collecting data on community opinion. Generally, this is something we approve of, but we do also point to the value of an approach which permits the collection of at least some core indicators using a common methodology to support performance comparison and analysis of trends.

Local government will continually be pushed to adopt a more area- and user-focussed role, as well as a more strategic role, potentially responsible for changing resident behaviour in areas such as health, recycling, transport usage (through mechanisms such road charging schemes and parking regulations), as well as taking a stronger lead on tackling crime through Crime and Disorder Reduction Partnerships, and creating more cohesive communities.

To aid a better understanding of some of the more strategic issues local public services will be addressing in the coming years, and to challenge received wisdom, Ipsos MORI has set up an horizon scanning database for the DTI. To access the hundreds of themed papers it contains, please go to [www.ipsos-mori.com/horizons/](http://www.ipsos-mori.com/horizons/). Please also visit [www.ipsos-mori.com](http://www.ipsos-mori.com), where you will soon be able to access our 'Frontiers of Transport' and 'Frontiers of ASB' reports.

### **Next steps**

We hope that this report helps to provide context for your local BVPI survey.

Over the next few months, Ipsos MORI will be conducting further analysis of BVPI general survey data for all councils to highlight key trends and patterns in the data, and to help authorities' assess where they stand relative to others serving similar populations. As Comprehensive Area Assessments approach, we feel that it is essential for local authorities to be in the best position to adopt the role of place shaper, rather than be an institution which is simply shaped by place. We will therefore be producing our own comprehensive analysis of council performance and the impact of local factors in the very near future.

MORI Local Government Research Unit ([www.ipsos-mori.com/localgovt](http://www.ipsos-mori.com/localgovt)).

# Main Findings 1: Corporate Image

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*This section looks at how residents view Erewash Borough Council. Over the coming pages, we will look at*

- *Overall perceptions of the Council;*
- *More detailed aspects of image (e.g. value for money); and*
- *Views of whether the Council is doing better or worse.*

*The Best Value Performance Indicator covered in this section of the report is BV3.*



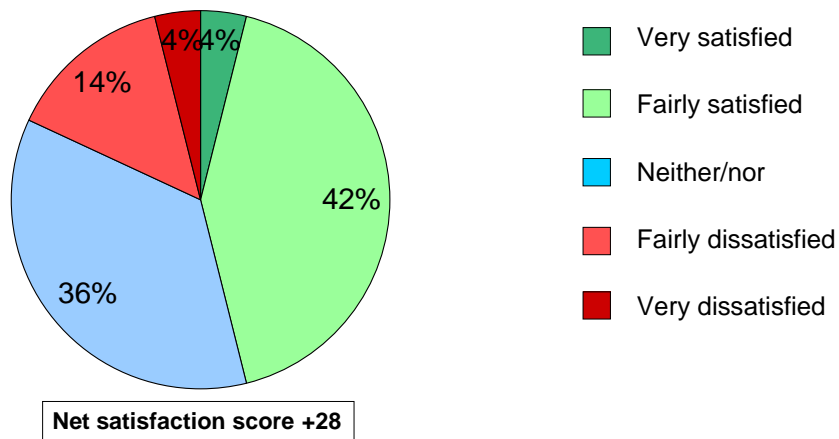
## Satisfaction with overall service provided by the Authority (BV3)

Just under half of Erewash residents are satisfied with the Council overall; 46% are satisfied compared to 18% who are dissatisfied. Satisfied residents outnumber those dissatisfied by a margin of two and a half to one.

Older residents are more likely to be satisfied (56% satisfaction among those aged over 65), as are those who do not work full time (50%) and those who are satisfied with the area as a place to live (59%).

### Satisfaction with Erewash (BV3)

Q Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things?



Base: All valid responses (1348)

Source: Ipsos MORI

Overall satisfaction is also correlated to other attitudinal measures. For example, residents who feel the Council provides value for money are more likely to be satisfied (74% are satisfied); as are those who feel informed about the Council (68%).

This is consistent with previous work by Ipsos MORI which has shown that the more informed residents feel, and the better the value for money they think they are receiving, the more likely they are to hold positive attitudes towards their Council overall.

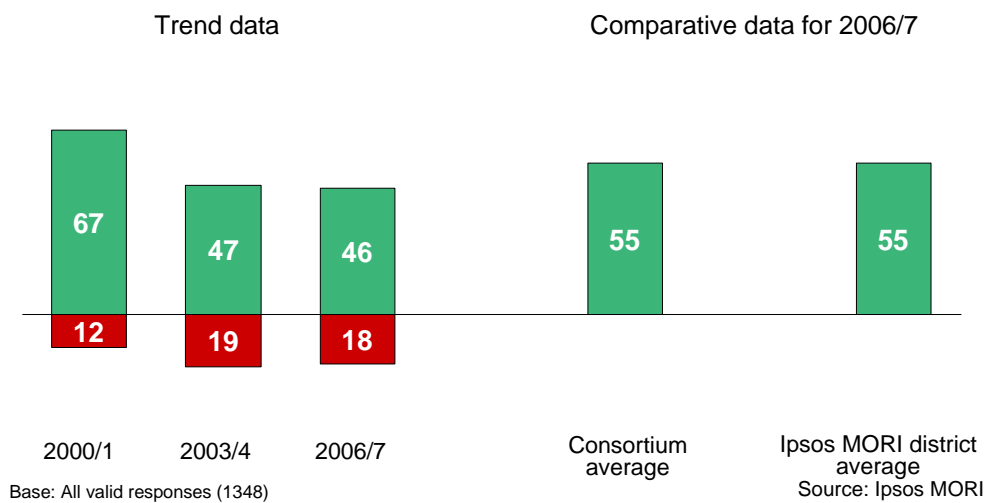
## Context

While satisfaction with the Council remains unchanged since 2003/4, it has fallen considerably since 2000/1 (down 21 points from 67% six years ago). The proportion of residents who are dissatisfied has also increased by six points in the last six years (up from 12% in 2000/1 to 18% in 2006/7). Satisfaction in Erewash is lower than other councils in the Derbyshire consortium and compared to other district councils Ipsos MORI has surveyed in 2006/7.

### Satisfaction with Council (BV3): Contextual Data

Q How satisfied or dissatisfied are you with the way the authority runs things?

■ % Satisfied ■ % Dissatisfied

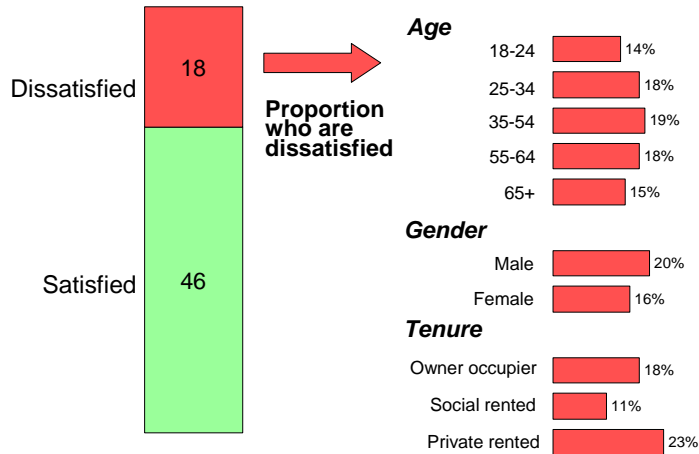


## Who is dissatisfied?

There are no significant differences in the level of dissatisfaction between the different groups of residents illustrated in the chart below. Those who have lived in the area for more than six years are more likely to be dissatisfied: 20% are dissatisfied compared to 9% among those who have lived in the area for five years or under. Although private renters appear to be more dissatisfied, this finding is not significant due to the small number of residents in this group.

## Dissatisfaction with Council: Subgroup Analysis

Q Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things?



Base: All valid responses (1348)

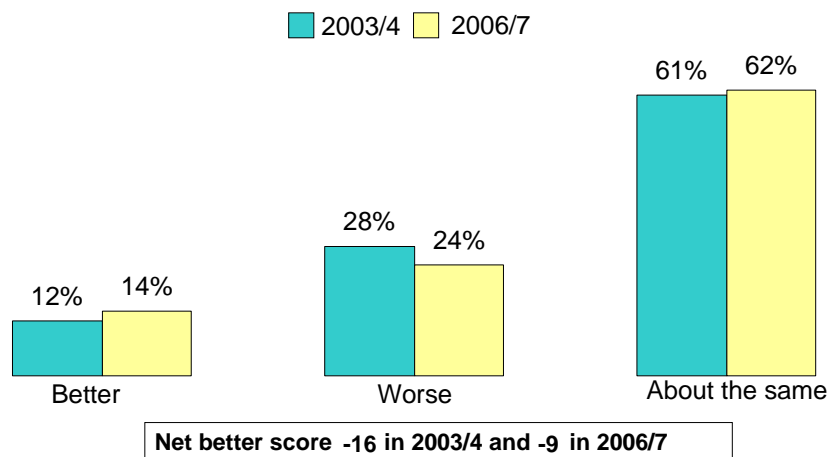
Source: Ipsos MORI

## Direction of travel

Although satisfaction remains unchanged, more residents now feel that the Council is running things better than did in 2003/4 (up two points to 14% in 2006/7). The net score (calculated by subtracting the number who think things are worse from those who feel they are better) has improved from -16 to -9 in the same period. A majority of residents (six in ten) say that things are about the same as they were three years ago.

## Perceived Direction of Travel

Q Thinking about the way the Council runs things, do you think this has got better or worse over the past three years, or has it stayed the same?

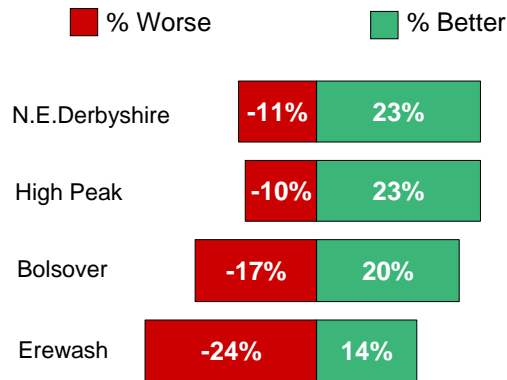


Base: All valid responses (1163)

Source: Ipsos MORI

Across the consortium, Erewash Borough Council fares less well than other councils in terms of the perceived direction of travel.

### Direction of Travel: A Comparison with other District Councils



**Biggest % better among Ipsos MORI District Councils = 31%**

Base: All valid responses in each authority

Source: Ipsos MORI

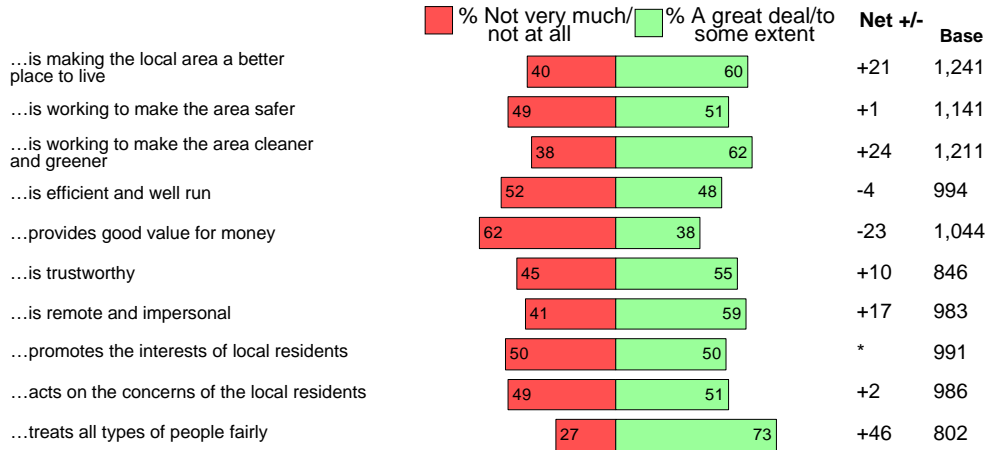
### More detailed aspects of Council image

Respondents were presented with a series of statements and asked the extent to which they think each applies to Erewash Borough Council. Residents are most positive about the Council treating all types of people fairly (73% say this applies), working to make the area cleaner and greener (62%), and making the local area a better place to live (60%).

Residents are more divided about whether the Council acts on residents' concerns (51% say this applies), is working to make the area safer (51%) or promotes the interests of local residents (50%). A majority also agree that the Council is remote and impersonal (59%).

## More Detailed Aspects of Council Image

Q Here are some things that other people have said about their Council. To what extent do you think that these statements apply to Erewash?



Base: All valid responses

Source: Ipsos MORI

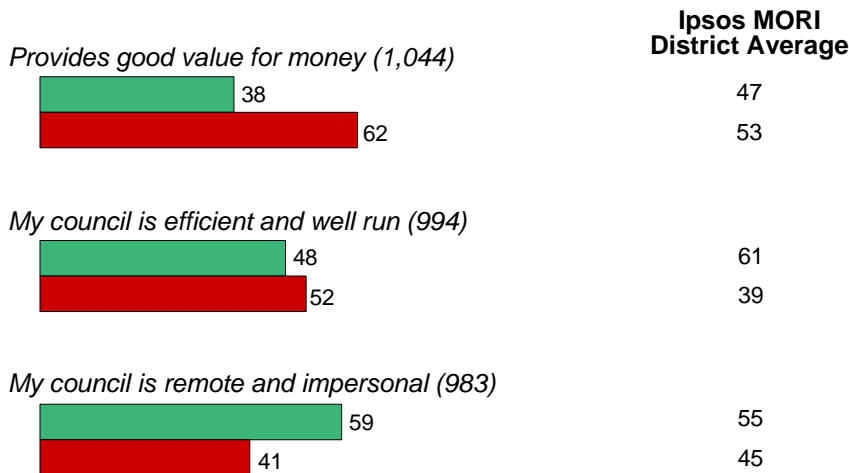
## More detailed aspects of Council image: comparative data

The chart below illustrates Erewash residents' image of their Council in comparison to other district councils that commissioned Ipsos MORI to conduct a BVPI survey in 2006/07.

### Aspects of Council Image: Comparative Data

Q To what extent do you think that these statements apply to your local council?

■ % A great deal/some extent ■ % Not very much/not at all



Base: All valid responses

Source: Ipsos MORI

Erewash residents are slightly more likely than average to agree that the Council is remote and impersonal (59% compared to an average of 55%). They are also less likely to agree that the council provides good value for money (38% compared to 47% overall) and that the council is efficient and well run (48% compared to 61%).

## Main Findings 2: Communications and Contact

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*This chapter presents residents' views on how the authority communicates and deals with contact. More specifically, we examine:*

- *Overall level of information;*
- *Level of knowledge on more detailed aspects of the Authority's work);*
- *Views of whether the Council is doing better or worse; and*
- *How residents feel about their experience when they contact the Council (including with a complaint).*

*The Best Value Performance Indicator covered in this section of the report is BV4.*

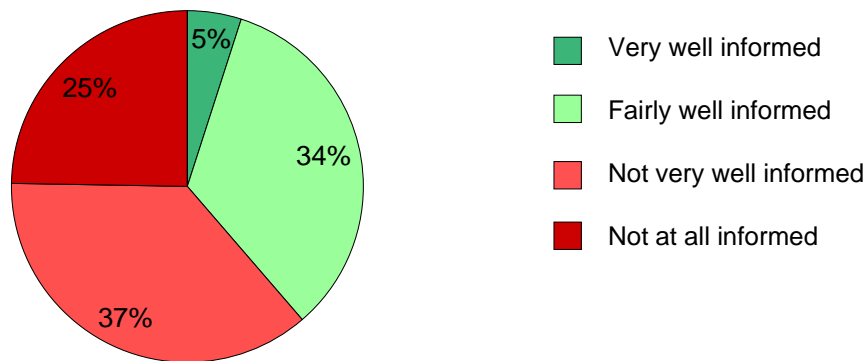


## Overall level of information

Residents are divided on whether they feel informed about Erewash Borough Council's services and benefits. A majority say they think residents are not kept informed: 61% compared to 39% who feel they are. It is also worth noting that one in four residents (25%) feel that they are not informed at all. Those over 65 or who are not in full time work are more likely to feel informed than residents as a whole (58% and 46% respectively compared to 39% overall), as are social renters (52%).

### Keeping Residents Informed

Q Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?



Net informed score -23

Base: All valid responses (1253)

Source: Ipsos MORI

## Context

Fewer residents feel informed than did in 2003/4 (a drop of eight points from 47% to 39%), reflecting a broader national decline on this measure. Erewash is below the consortium average (46%) and the average for all Ipsos MORI district authorities (49%).

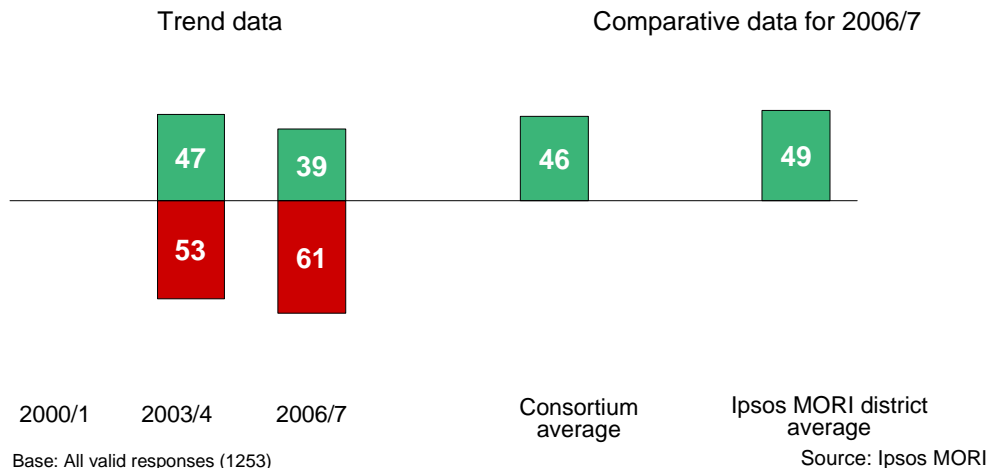
This decline may be explained by the changes to the questionnaire this year, with respondents now covering a range of questions about the information provided by the Council before rating Council information provision overall (the next section provides further details); in the 2003/4 survey, respondents were only asked to provide an overall rating.

The survey findings underline the importance of reversing this decline – those who feel informed are more likely to be satisfied with the Council overall (68% satisfaction among those who feel informed) – but also the challenges involved.

## Keeping Residents Informed: Contextual Data

Q Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?

■ % Very/fairly well informed  
 ■ % Not very well/not at all informed

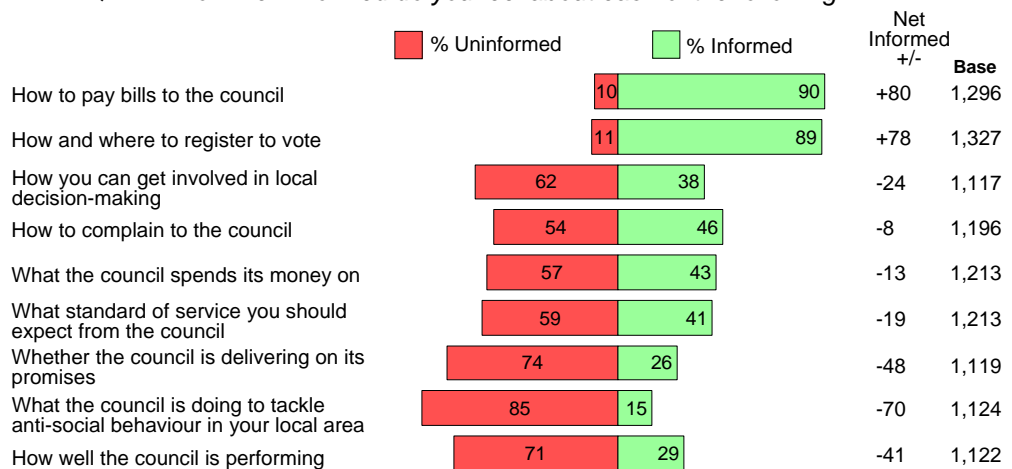


## Levels of information about different aspects of the Council's work

A large majority of residents feel informed about paying bills to the Council (90%) and registering to vote (89%). Residents feel less informed about delivery; particularly about how well the Council is performing (29%), whether it is delivering on its promises (26%) and what it is doing to tackle anti-social behaviour (15%).

## Levels of Information about Different Aspects of the Council's Work

Q How well informed do you feel about each of the following?



Overall, the extent to which residents feel informed on each of these measures tends to increase as they get older. For example, residents over 65 are almost twice as likely to feel informed about whether the Council is delivering on its promises as those aged 25-34 (40% and 23% respectively).

## Information sources

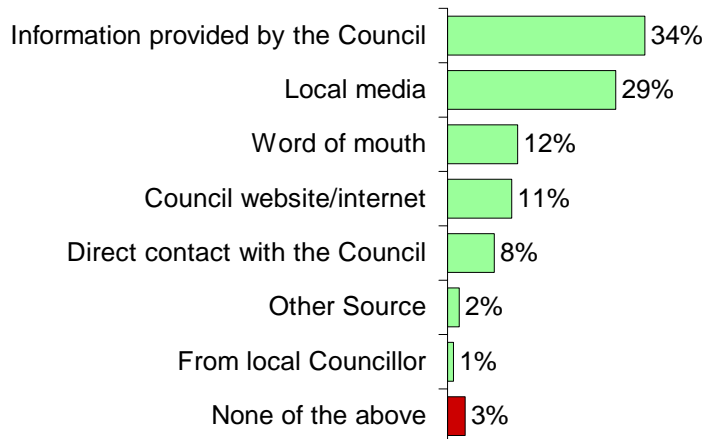
The most common way for residents to find out about Erewash is through information provided directly by the Council (34%). Other common sources are the local media (29%) and word of mouth (12%).

Information from the Council website is not as widely used overall (11%). However, a significant proportion of younger residents do use the website, with 21% of 25-34 year olds accessing information in this way. Those who work full time are also more likely to use the Council website (15%).

There are notable differences in the sources of information used by those who feel the Council keeps residents informed and those who do not. Residents who are positive about Council communications are more likely to cite printed information from the Council as their key source (52%), whilst those who are negative are more likely to cite the local media as their key channel (34%) than residents more generally.

## Finding out About Erewash

Q How do you find out about your Council?



Base: All valid responses (1179)

Source: Ipsos MORI

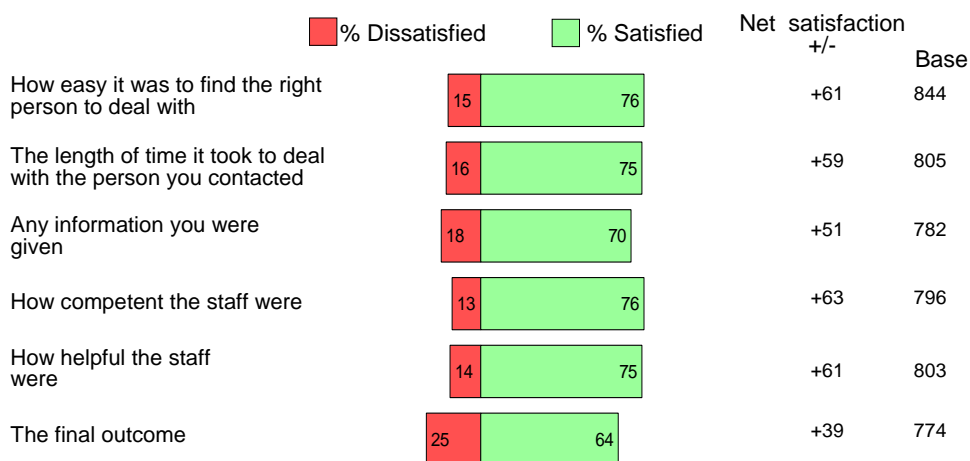
## Contact and complaints handling

Within the past twelve months, a fifth (20%) of residents claim to have contacted the Council with a complaint, while a majority also report that they have contacted the Council for other reasons.

The chart below illustrates the experiences recalled by residents who have contacted the Council for reasons other than to make a complaint. Across all these measures a large majority (at least seven in ten) are satisfied with the level of service they received. Residents are relatively more negative about the final outcome (25% are dissatisfied) than they are in terms of the other aspects of the service they received.

### Contacting the Council

Q *Still thinking about your most recent contact with your Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received.*



Base: All valid responses

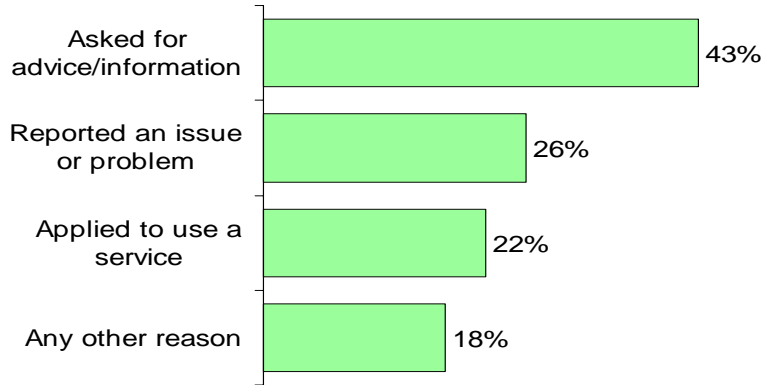
Source: Ipsos MORI

## Reasons for getting in touch

Residents get in touch with the Council for a variety of reasons, including asking for advice or information (43%), to report a problem (26%) or to apply for a service (22%). The most common ways to contact the Council are by telephone (69%) or in person (29%).

### Reason for Most Recent Contact

Q Which of these describes the reason why you made your most recent contact with the council?



Base: All valid responses (782)

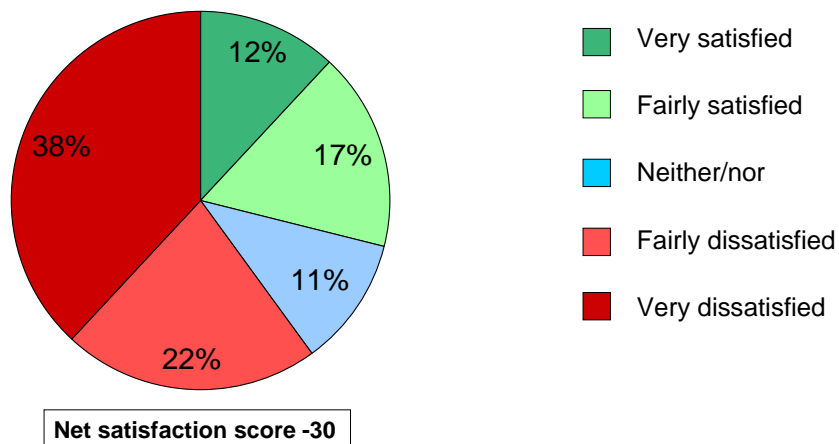
Source: Ipsos MORI

### Overall satisfaction with complaints handling (BV4)

Around three in ten (29%) of those who have made a complaint to the Council are satisfied with how it was handled. However, over half (59%) are dissatisfied, and over a third say they are very dissatisfied (38%). Encouragingly, this represents an increase in satisfaction with complaints handling (25% in 2003/4 and 29% in 2006/7). This apparent improvement should be treated with caution however, as there is a wider margin of error on this measure because a smaller number of residents answered this question.

### Satisfaction with Complaint Handling (BV4)

Q How satisfied or dissatisfied are you with the way in which your complaint was/were handled?



Base: All valid responses (255)

Source: Ipsos MORI

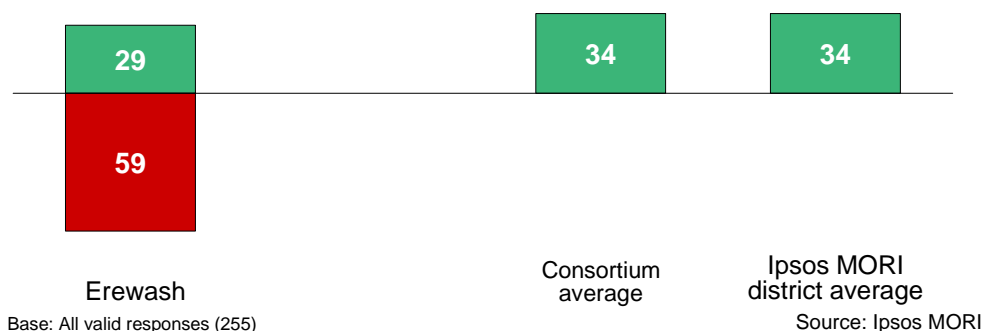
## Overall satisfaction with complaints handling: comparative data

A majority of complainants in Erewash are dissatisfied with the way their complaint was handled, and this finding is slightly below the average score for Ipsos MORI district councils and the Derbyshire consortium.

### Satisfaction with Complaint Handling (BV4): Comparative Data

Q How satisfied or dissatisfied are you with the way in which your complaint was/were handled?

■ % Satisfied ■ % Dissatisfied



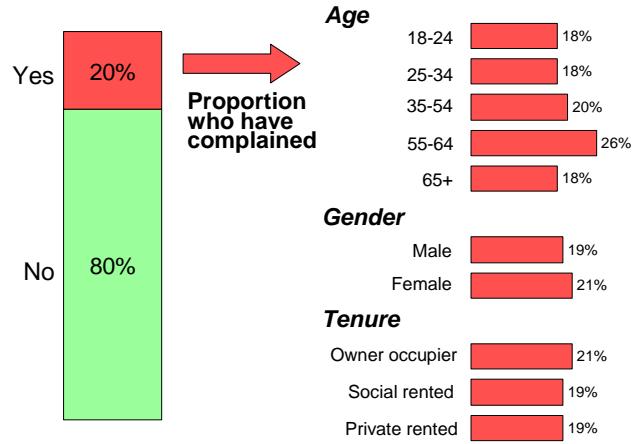
## Profile of those complaining to the Council

The following chart gives a breakdown the 20% of residents who have made a complaint, demonstrating that there is little difference across gender or age, although those aged between 55 and 64 are more likely to complain than others (26%).

As would be expected, residents who are otherwise critical are more likely to have complained, including those who are dissatisfied with the Council (32% of this group have complained), residents who feel performance is now worse (35%).

## Profile of Residents who have complained

Q Have you contacted the Council with a complaint in the last 12 months?



Base: All valid responses (1338)

Source: Ipsos MORI



## Main Findings 3: Life in Erewash

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*This section reports on residents' views about their quality of life, focusing in particular on:*

- *Priorities for improving the local area;*
- *Anti-social behaviour; and*
- *Community cohesion.*

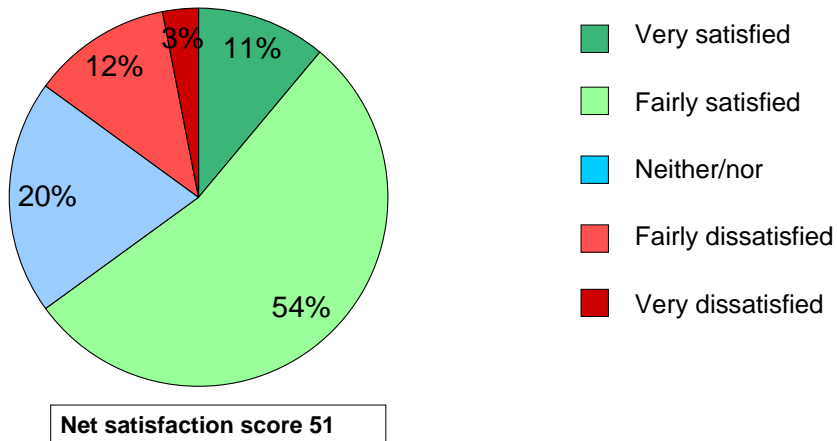


## Overall satisfaction with area

Most residents are satisfied with their area as a place to live (65%), and only a small minority (15%) are dissatisfied. Those aged between 25 and 34 and older residents (aged over 65) are more likely to be satisfied (74% and 70% respectively).

### Satisfaction with the Local Area

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base: All valid responses (1373)

Source: Ipsos MORI

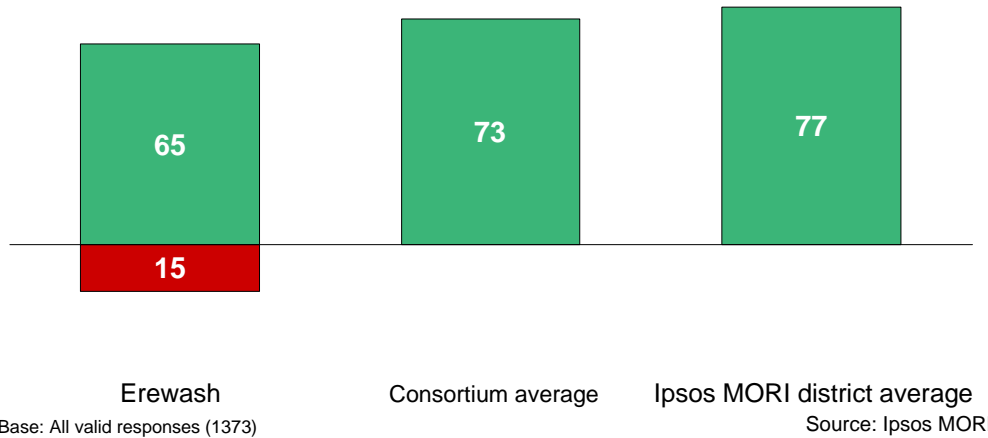
## Context

Although satisfaction with Erewash as an area is high in absolute terms, it is significantly lower than both the consortium average (73%) and the Ipsos MORI district council average (77%).

### Satisfaction with Area: Contextual Data

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?

■ % Satisfied ■ % Dissatisfied



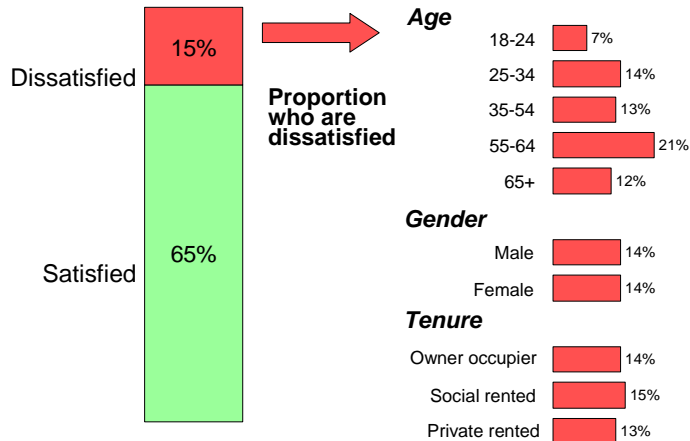
### Who is dissatisfied?

As the chart below illustrates, there are few notable differences in dissatisfaction with the area across different demographic groups. However, those aged 55 to 64 are slightly more dissatisfied than people in other age groups (21% compared to 15% overall).

There is a relationship between satisfaction with the local area as a place to live and ratings of the Council. Residents who are dissatisfied with their area are also less positive about the Council – 19% are satisfied with the Council compared to 46% overall.

## Dissatisfaction with Area: Subgroup Analysis

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base: All valid responses (1373)

Source: Ipsos MORI

## The perceived role of the Council

Residents are able to see a link between their local area and the Council. Six in ten residents feel that Erewash Borough Council is making their local area a better place to live, and that it is also working to make the area cleaner and greener.

Three quarters of those who feel that Council performance has got worse feel that the Council is not doing much to make the area cleaner and greener (75%). There is similar negativity about the Council's efforts among residents dissatisfied with the Council and those dissatisfied with their area (70% and 67% feel the Council is not doing much in each case). These residents are even more negative about whether the Council is working to make the area a better place to live.

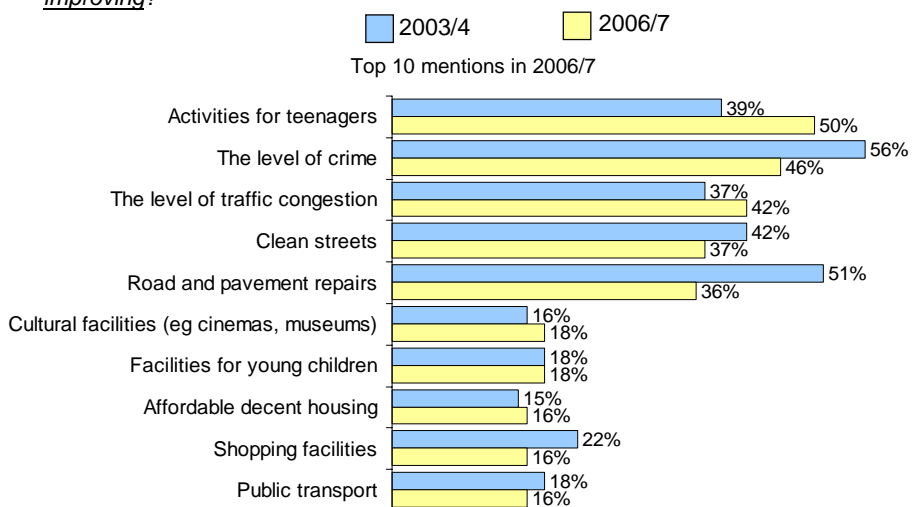
## What needs to be improved?

Residents' key priorities for Erewash remain broadly similar to 2003/4, though there have been some significant shifts in the relative importance of these issues. The top mention is now activities for teenagers (50% compared to 39% in 2003/4), and those age 25-64 are more likely to be concerned about this (55%). Residents are negative about the level of improvement in this case: just 4% think that activities for teenagers are better than they were three years ago, while 29% feel they are worse.

Erewash residents are now less concerned about road and pavement repairs, with less than half citing this as a priority (down 15 points to 36% in 2006/7). There have also been falls in the relative importance of levels of crime, street cleanliness and shopping facilities.

## Priorities for Improvement

Q Thinking about this local area, which of the things below, if any, do you think most need improving?



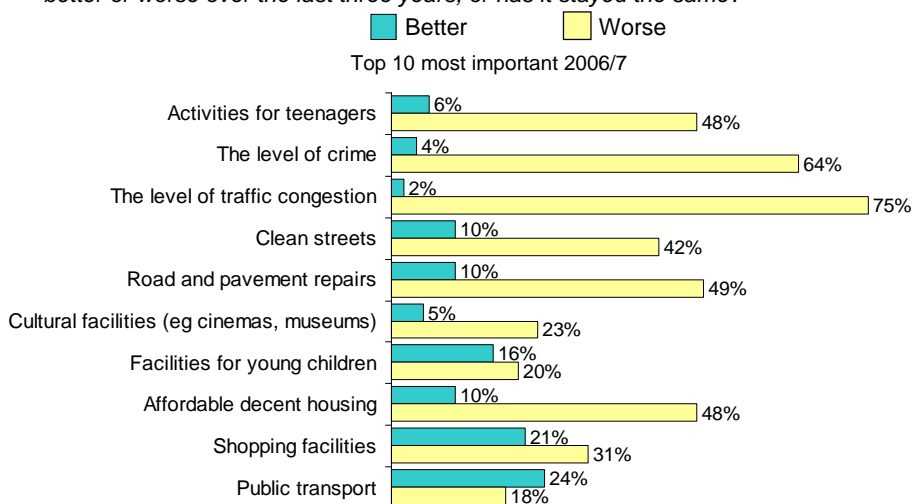
Base: All valid responses (940)

Source: Ipsos MORI

On the whole, residents are negative about whether the most important services are now better than they were three years ago. A majority feel that both the level of traffic congestion (75%) and the level of crime (64%) are now worse than they were.

## Perceptions of Improvement

Q Thinking about your local area, for each of the things below, do you think each has got better or worse over the last three years, or has it stayed the same?



Base: All valid responses (940)

Source: Ipsos MORI

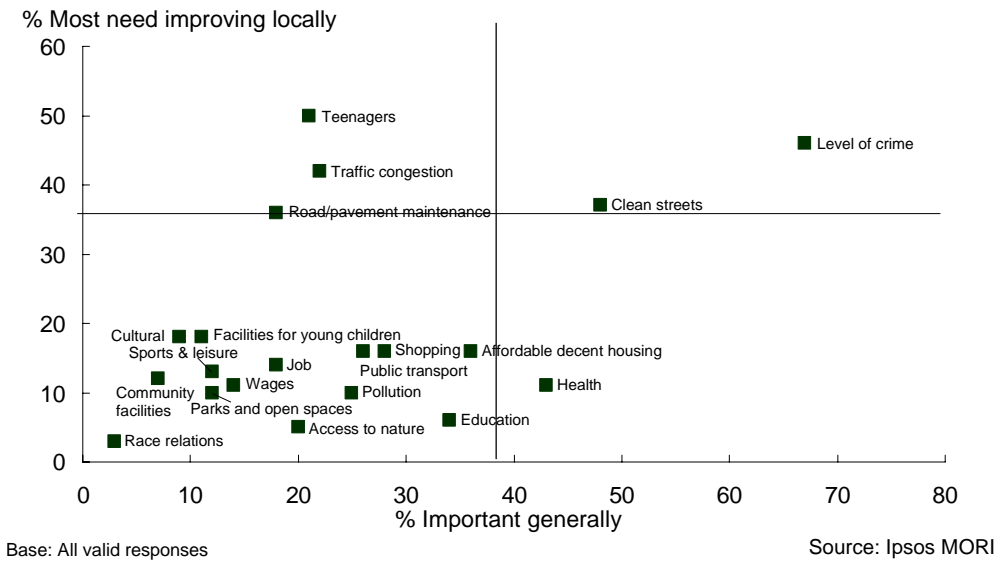
## Developing priorities for quality of life

The following scatter chart looks to establish real priorities for local areas. It does so by plotting the extent to which people think aspects of life in their area need to be improved (on the vertical axis), against the extent to which they think the same things are important generally. The further to the top and right of the chart an aspect is, the more it is seen to be in need of improvement and is considered important generally.

In the case of Erewash Borough Council, most of the issues are found in the bottom half of the chart, including health, which is considered very important generally. This suggests that Erewash residents are reasonably content with much about their area.

However, the level of crime and clean streets remain key priorities, as they are considered both important generally and in need of improving locally. Although not thought to be as important generally, activities for teenagers, the level of traffic congestion and road and pavement maintenance are felt to be in need of improving locally.

### Developing Priorities for Quality of Life

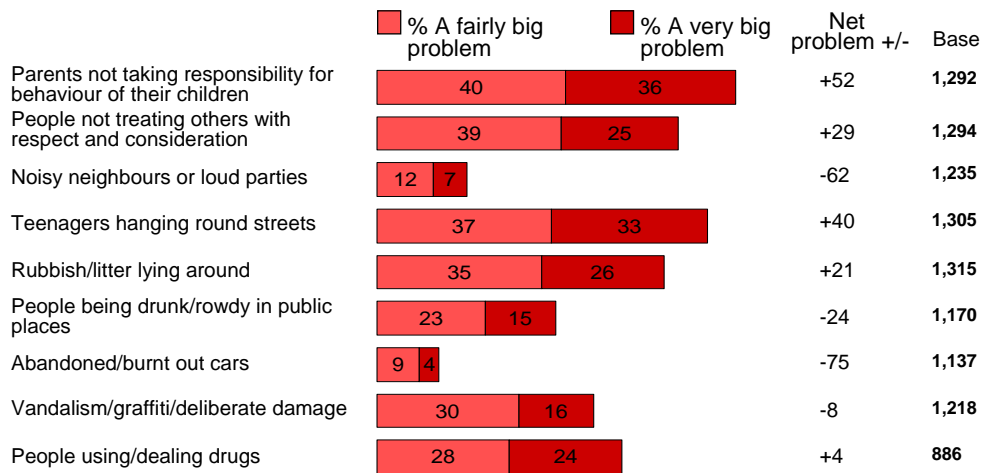


## Focus on anti-social behaviour

Most residents identify problems focused on young people and respect. More than seven in ten think parents not taking responsibility for their children's behaviour (76%) and teenagers hanging round streets (70%) are big problems in their area. A majority (64%) also say that people not treating others with respect is a problem.

### Anti-social Behaviour

Q Thinking about this local area, how much of a problem do you think are...



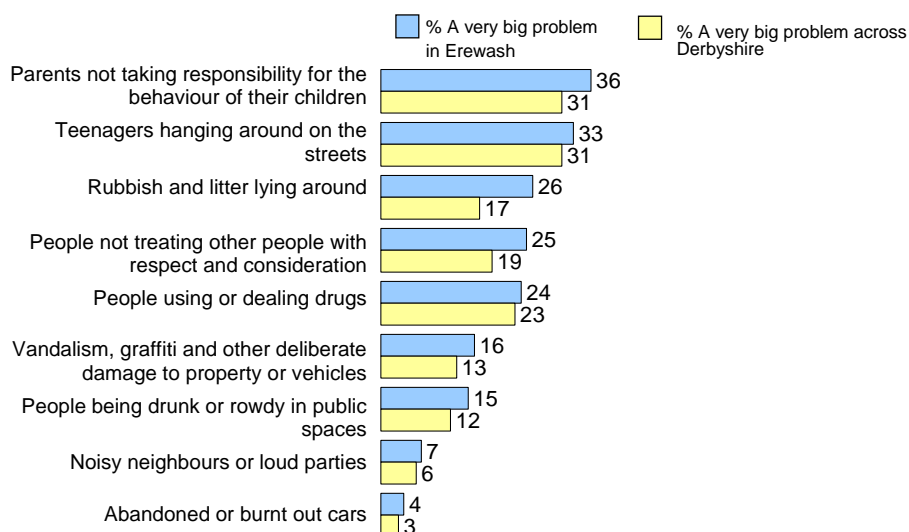
Base: All valid responses

Source: Ipsos MORI

## A comparison with the Derbyshire consortium

The chart below shows how ratings in Erewash compare to the average across districts within Derbyshire Consortium for a number of anti-social behaviours. It shows the proportions rating each issue as a very big problem. In general, most of these behaviours are seen as slightly bigger problems in Erewash compared with other districts in Derbyshire.

## A Comparison between Anti-social Behaviour in Erewash and across Derbyshire



Base: All valid responses

Source: Ipsos MORI

The following table shows how perceptions of anti-social behaviour in Erewash have changed over the last three years. In general, there has been a positive shift: the percentage of people who consider each a big problem has gone down in most cases.

Anti-social behaviour	Consider a big problem in area		
	2003/4 (%)	2006/7 (%)	% point change
Parents not taking responsibility for behaviour of their children	-	76	-
People not treating others with respect and consideration	-	64	-
Noisy neighbours or loud parties	20	19	-1
Teenagers hanging round streets	62	70	8
Rubbish/litter lying around	54	60	6
People being drunk/rowdy in public places	52	38	-14
Abandoned/burnt out cars	36	12	-24
Vandalism/graffiti/deliberate damage	67	46	-21
People using/dealing drugs	63	52	-11

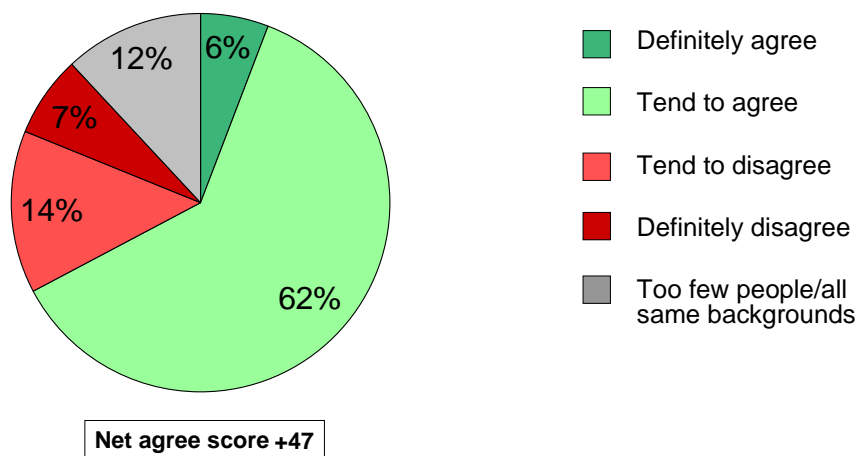
Source: Ipsos MORI

## Social cohesion

Just over two thirds (68%) of residents agree that people from different backgrounds get on well together in their area, although one in five (21%) are negative about levels of local cohesion. This overall balance of opinion is slightly below national findings: in the Home Office Citizenship survey, just over three quarters of respondents felt that people from different backgrounds get on well together in their area.

### Social Cohesion

Q To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?



Base: All valid responses (1008)

Source: Ipsos MORI

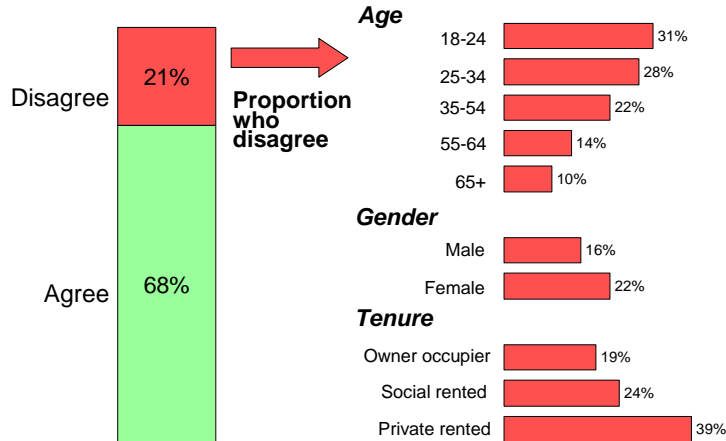
## Who disagrees?

The likelihood of disagreeing generally decreases with age; young people are more likely to feel that Erewash is not a place where people from different backgrounds get on well together.

Ratings of social cohesion are also related to more general views of the area and of the Council, with more pessimistic views of social cohesion among those who are dissatisfied with the local area (40% disagree) and dissatisfied with the Council (35% disagree).

## Social Cohesion: Subgroup Analysis

Q To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?



Base: All valid responses (1008)

Source: Ipsos MORI

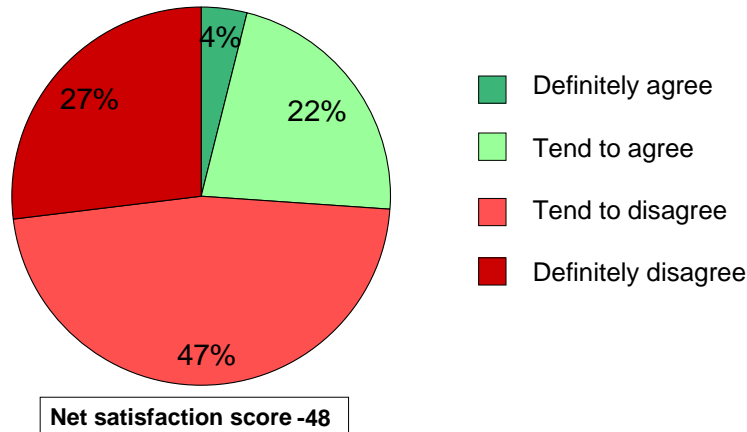
## Getting involved

Nearly three times as many residents feel that they cannot influence decisions that directly impact their local area than those who do (74% versus 26%). There are no significant differences across different demographic groups.

Previous findings at a national level in the Home Office Citizenship survey (where 66% disagreed versus 38% who agreed) indicates that the balance of opinion across the country tends to be similarly negative on this measure of local empowerment (any comparisons between the surveys are indicative only as different research methods were used).

## Influencing Local Decisions

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



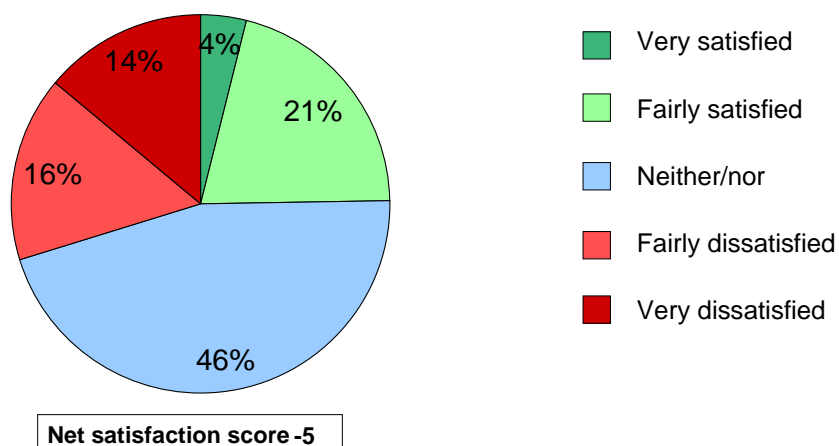
Base: All valid responses (1033)

Source: Ipsos MORI

Almost half of Erewash residents (46%) are neither satisfied nor dissatisfied when it comes to opportunities for participation in local decision-making, suggesting that they may not have considered the issue or are unaware of available opportunities. Of those stating a view, there is a negative trend with 25% satisfied, compared to 30% dissatisfied.

## Participation in Local Decision-making

Q Overall, how satisfied or dissatisfied are you with opportunities for participation in local decision-making provided by your Council?



Base: All valid responses (944)

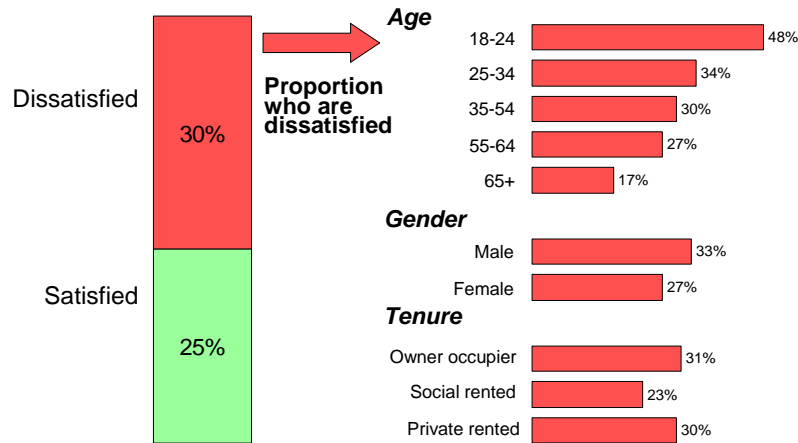
Source: Ipsos MORI

## Who is dissatisfied?

Younger residents are more dissatisfied with opportunities to participate in local decision-making. For example, 48% of 18-24 year olds are dissatisfied compared to just 17% of those over 65.

### Dissatisfaction with Opportunities for Participation: Subgroup Analysis

Q Overall, how satisfied or dissatisfied are you with opportunities for participation in local decision-making provided by your Council?



Base: All valid responses (944)

Source: Ipsos MORI

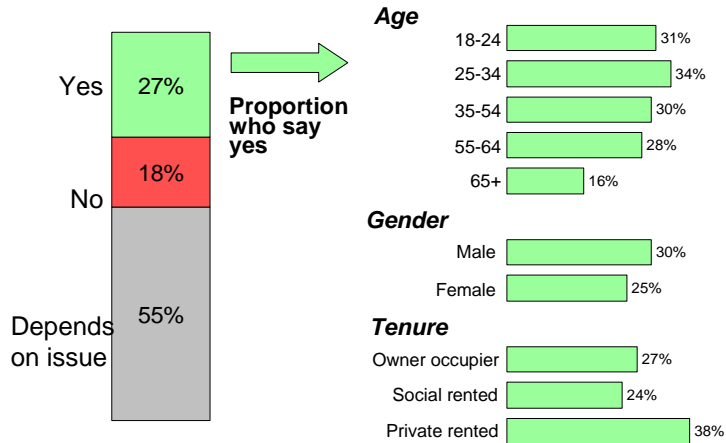
## But who really wants to be more involved?

With the exception of the youngest residents, interest in involvement tends to decline with age, for example 34% of 25-34 year olds would like to be more involved, while this figure is only 16% for those over 65. Full time workers are also more likely to want to be involved (32%). Men appear to be more interested in getting involved, but this difference is not significant.

Overall, the majority of Erewash residents say that their wanting to be involved would depend on the issue (55%).

## Which Residents want to be Involved?

Q Generally speaking, would you like to be more involved in the decisions Erewash makes that affect your local area?



Base: All valid responses (1285)

Source: Ipsos MORI

## Main Findings 4: Services

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*This section looks at a range of local authority services under three headings. These are:*

- *Environmental Services;*
- *Cultural and Recreational Services; and*
- *Other Services.*

*Best Value Performance Indicators covered in this section of the report are BVs 89, 90, and 119.*



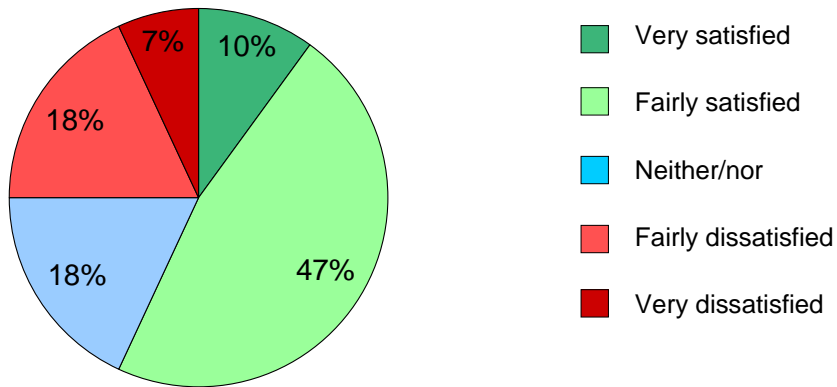
## ENVIRONMENTAL SERVICES

### Waste and litter services (BV89)

Over half of residents (57%) are satisfied that local land is being kept clear of litter and refuse, with a quarter of residents dissatisfied (25%). Older residents are again the most satisfied (62% satisfaction among those over 65).

#### Keeping the Local Area clear of Litter and Refuse (BV89)

Q How satisfied or dissatisfied are you that Erewash has kept this land clear of litter and refuse?



Net satisfaction score +31

Base: All valid responses (1308)

Source: Ipsos MORI

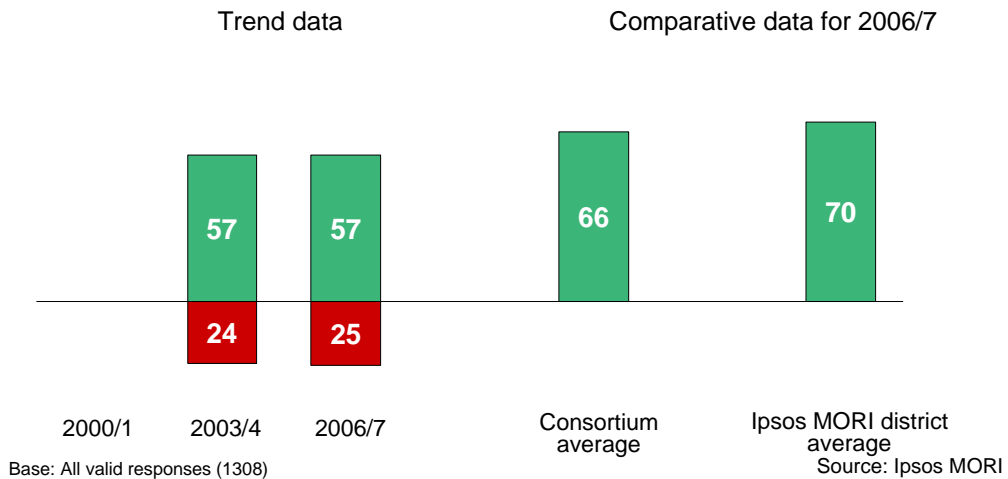
## Context

Satisfaction levels have remained the same as in 2003/4 (57%). Erewash performs below both the consortium average and below the Ipsos MORI district average on keeping the area clear of litter and refuse.

### Litter and Refuse (BV89): Contextual Data

Q How satisfied or dissatisfied are you that Erewash has kept this land clear of litter and refuse?

■ % Satisfied ■ % Dissatisfied

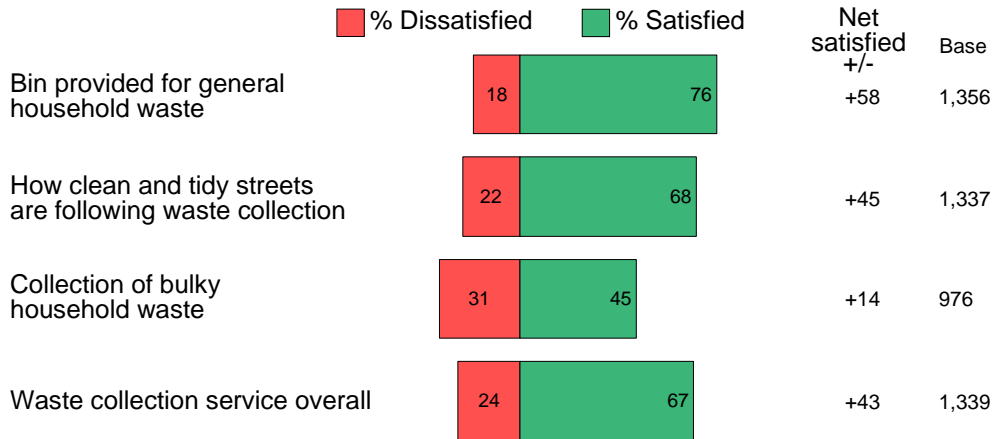


## Household waste collection (BV90a)

Two thirds (67%) of Erewash residents are satisfied with household waste collection overall. They are most satisfied with the bin provided (76%) and least satisfied with the collection of bulky household waste (45%).

### Waste Collection (BV90a): Detail

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:



Base: All valid responses

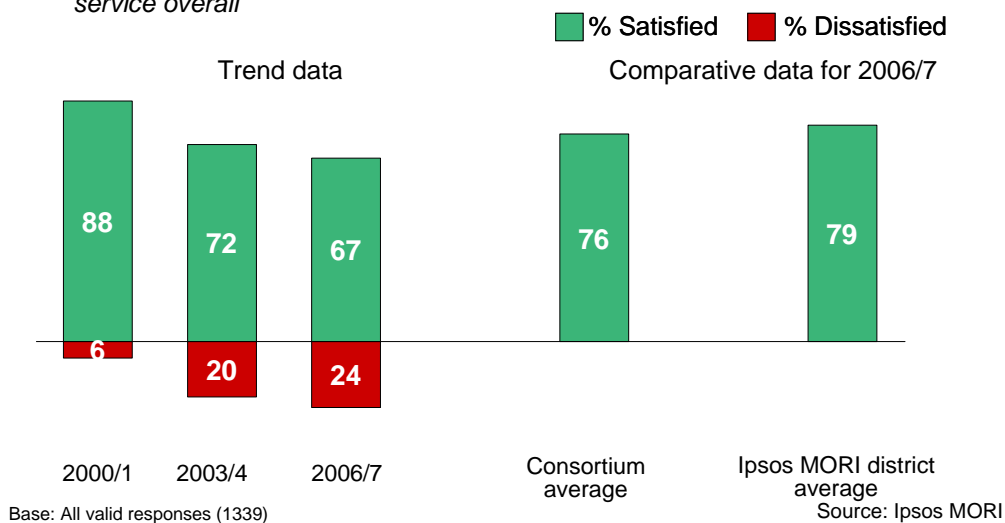
Source: Ipsos MORI

## Context

Residents are significantly less satisfied with waste collection in Erewash than they are across the consortium and other Ipsos MORI district councils. Satisfaction has fallen since 2003/4 (down five points) and considerably since 2000/1 (88% compared to 67% in 2006/7). Just a quarter (24%) of residents think the service is now better than it was three years ago.

## Waste Collection (BV90a): Contextual Data

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: Waste collection service overall



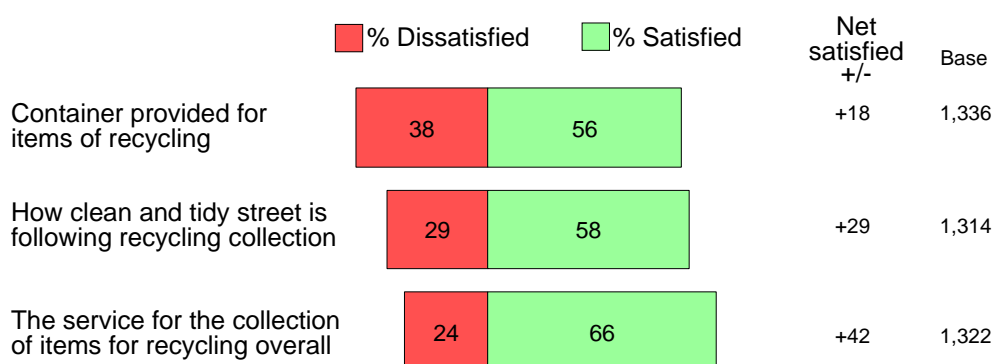
## Doorstep recycling

Two thirds (66%) of residents are also satisfied with doorstep recycling. More are dissatisfied with the container provided for recycling (38%) than are with the service overall (24%).

Younger people are less likely to be satisfied with the service overall (54% among those aged 25-34), as are those who work full time (57%).

### Doorstep Recycling

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:



Base: All valid responses

Source: Ipsos MORI

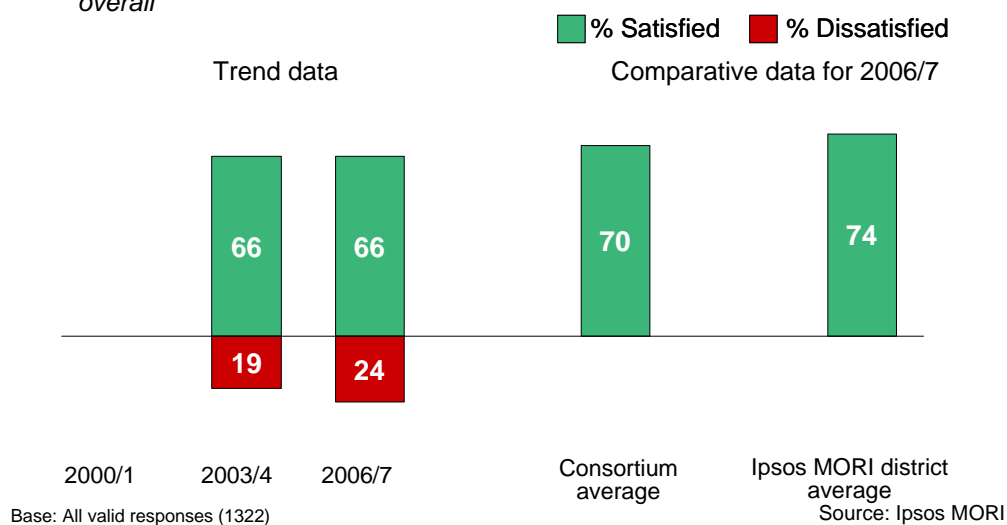
## Context

Satisfaction with doorstep recycling remains similar to 2003/4, though dissatisfaction has increased by five points to 24%. Erewash is slightly below the Ipsos MORI district average and also slightly below the consortium average on satisfaction with doorstep recycling. More positively, a significant minority of residents (44%) also think the service is better than it was three years ago, while just 13% feel it is worse.

Experience of researching these issues in recent years suggests any trends in ratings of recycling services must be interpreted within the context of notable increases in expectations (see local recycling facilities below).

## Doorstep Recycling Service: Contextual Data

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: Recycling service overall



## Local recycling facilities (BV90b)

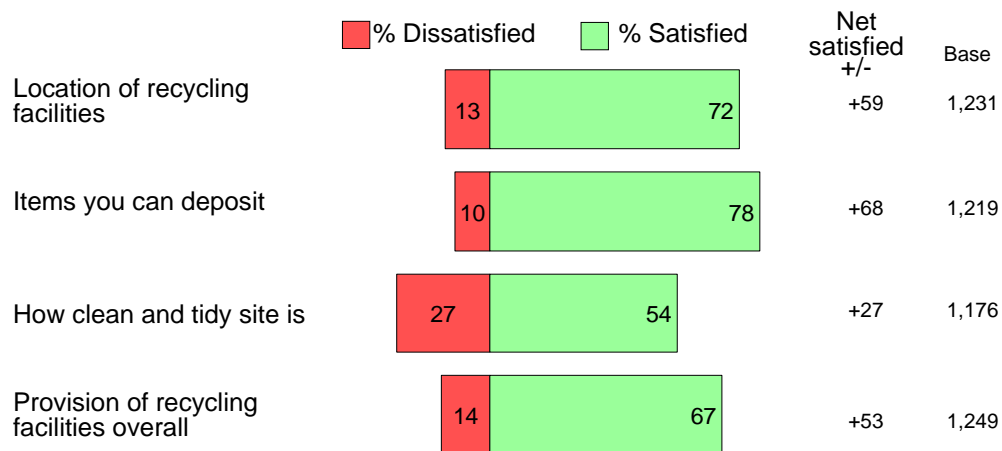
Again, a majority of residents (67%) are satisfied with local recycling facilities overall, and just 15% are dissatisfied. Satisfaction with the location of facilities and the items residents can deposit is higher (72% and 78% respectively), while residents are less satisfied with how clean and tidy the sites are (54%).

In terms of recycling facilities overall, the most satisfied residents are those over 65 (80%) and residents not in full time work (73%).

56

### Local Recycling Facilities (BV90b)

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:



Base: All valid responses

Source: Ipsos MORI

## Context

Following a decrease in satisfaction with local recycling facilities between 2000/1 and 2003/4 (down nine points), there has been an increase of three points since 2003/4. Satisfaction in Erewash is higher than across the consortium, but slightly lower than the Ipsos MORI district average.

## Local Recycling Facilities (BV90b): Contextual Data

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: Recycling service overall



## CULTURAL AND RECREATIONAL SERVICES

Residents' satisfaction with local culture and recreation varies considerably across different services. Most residents are satisfied with libraries (73%), parks and open spaces (76%) and sports and leisure facilities (60%). Residents are less positive about museums and galleries (37%) and theatres and concert halls (22%).

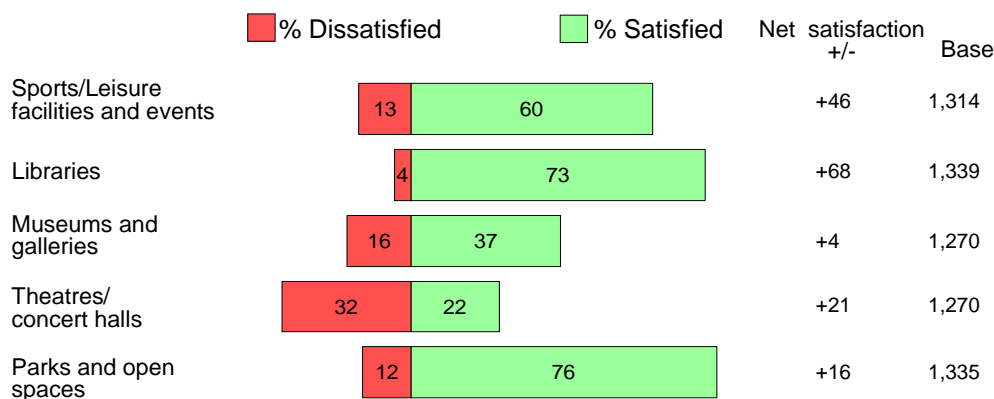
In general:

- satisfaction with most cultural and recreational facilities rises with age;
- residents not in full time work are generally more satisfied than those who are;

However, these trends are not as strong in Erewash as they are in other councils in the consortium.

## Cultural and Recreational Activities and Venues (BV119)

Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash:



Base: All valid responses

Source: Ipsos MORI

### Context

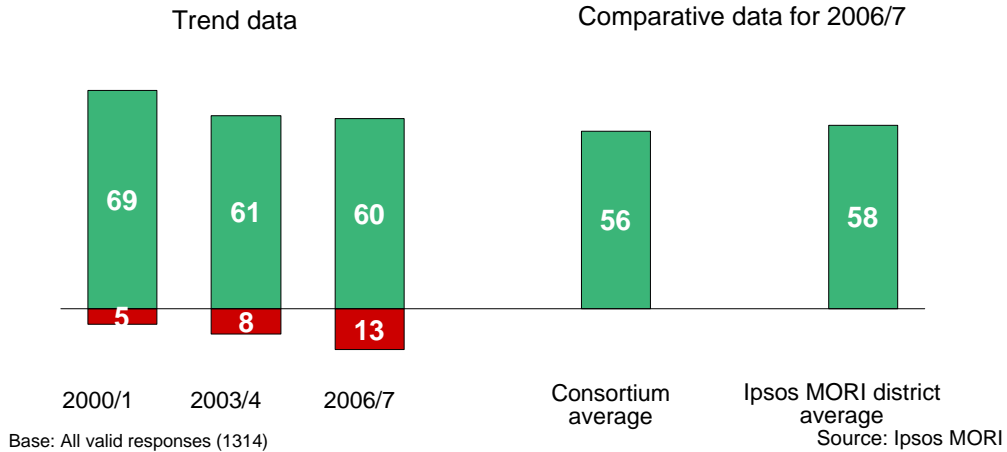
A similar proportion of residents are now satisfied with sports and leisure facilities as were in 2003/4. There has, however, been an increase in dissatisfaction (up five points). Erewash residents are slightly more satisfied with sports and leisure facilities compared to both the consortium and the Ipsos MORI district average.

The 62% of residents who have used local sports and leisure facilities in the last year are significantly more likely to be satisfied than residents overall (67% compared to 60%). Higher satisfaction among users of services is a consistent pattern observed by Ipsos MORI across public services more generally.

### Sports and Leisure Facilities (BV119a): Contextual Data

Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash: Sports/leisure facilities.

■ % Satisfied ■ % Dissatisfied

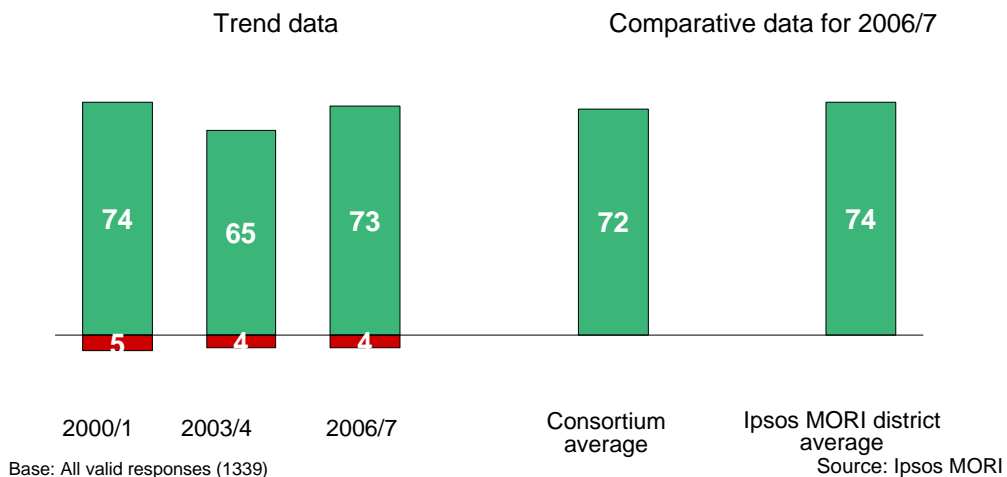


Just over seven in ten residents (73%) are satisfied with libraries in Erewash. This represents an increase since 2003/4 and is in line with the consortium and other Ipsos MORI district councils. Users are again more positive, with almost nine in ten (87%) satisfied with the service they receive. Just over half (55%) of residents say they have used libraries in the last year.

### Libraries (BV119b): Contextual Data

Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash: Libraries.

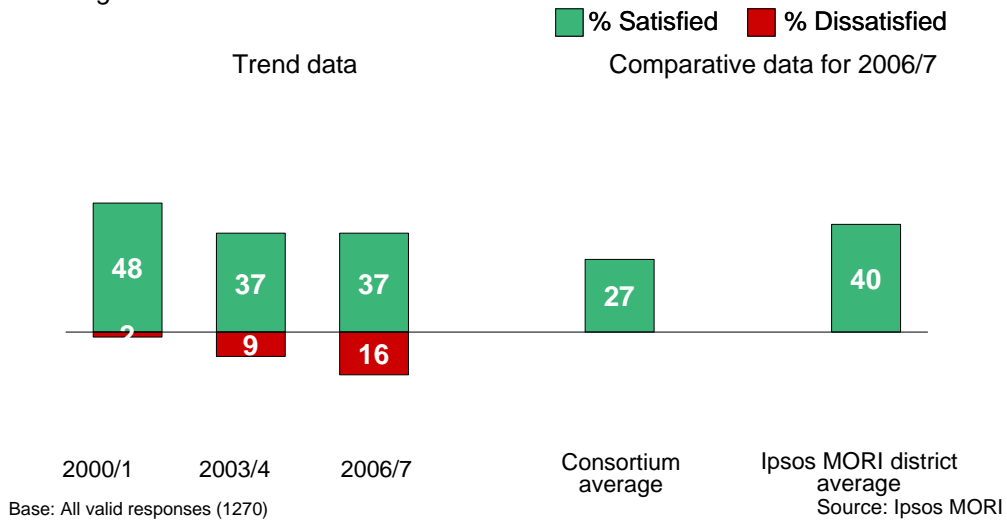
■ % Satisfied ■ % Dissatisfied



Just under half of residents are neutral about museums and galleries (47% say they are neither satisfied nor dissatisfied); perhaps unsurprising given that only 30% of residents have visited either in the last year. Satisfaction with museums and galleries has remained the same as in 2003/4 and is higher than the consortium average and slightly below the Ipsos MORI district council average.

### Museums and Galleries (BV119c): Contextual Data

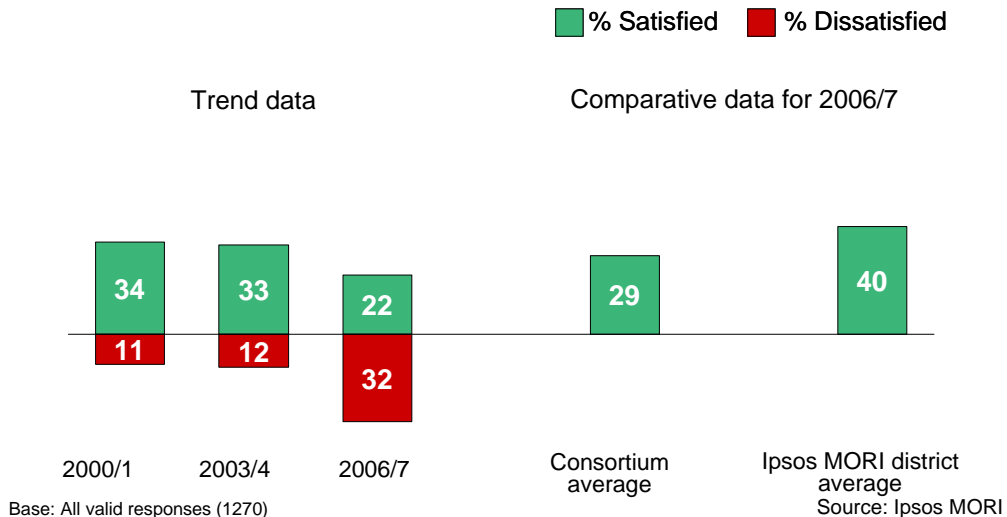
Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash: Museums and galleries



Satisfaction with theatres and concert halls has fallen by 11 points since 2003/4, and is lower than the consortium and Ipsos MORI district averages. In this case, 30% of residents have used these services in the last year.

### Theatres/Concert Halls (BV119d): Contextual Data

Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash: Theatres/concert halls.

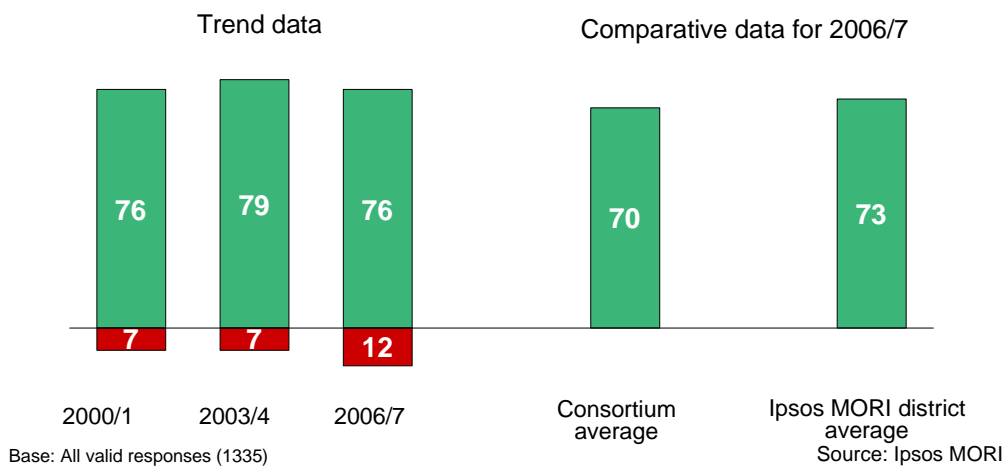


Almost all residents (90%) claim to have used parks and open spaces in the last year. Although there has been a small drop in satisfaction with these facilities, most residents are still satisfied (79% in 2003/4 compared to 76% in 2006/7). Residents in Erewash are more likely to be satisfied than those in the Derbyshire consortium and across other district councils Ipsos MORI has surveyed.

### Parks and Open Spaces (BV119e): Contextual Data

Q Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash: Parks and open spaces.

■ % Satisfied ■ % Dissatisfied



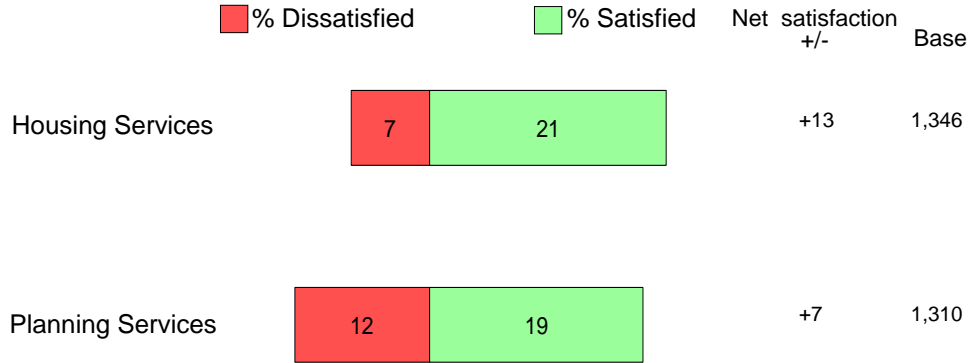
### OTHER SERVICES

The General User Survey also covers housing and planning services, though most residents are neutral about these services (72% and 69% neither satisfied nor dissatisfied respectively). Presumably this is because only 13% have used each service in the past year.

Residents who have experienced these services are again more positive about them than residents as a whole, with 42% of housing services users satisfied (21% overall) and 40% of planning services users satisfied (19% overall).

## Other Services

Q Please indicate how satisfied or dissatisfied you are overall with the following services provided by Erewash:



Base: All valid responses

Source: Ipsos MORI

## Context

Erewash residents are slightly less satisfied with both housing and planning services than in 2003/4 (housing down seven points and planning down nine), and are slightly less satisfied than the consortium and the Ipsos MORI district averages.

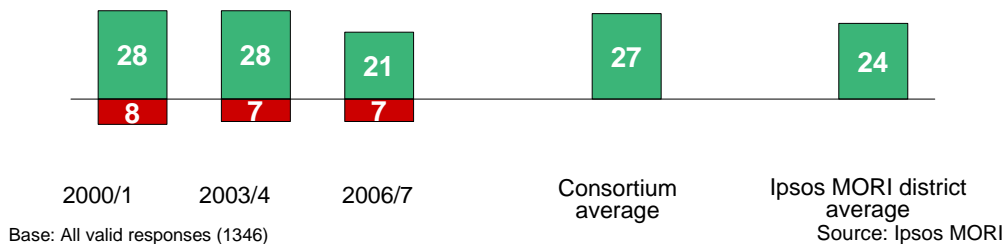
## Housing Services: Contextual Data

Q Please indicate how satisfied or dissatisfied you are overall with the following services provided by Erewash: Housing services

% Satisfied % Dissatisfied

Trend data

Comparative data for 2006/7



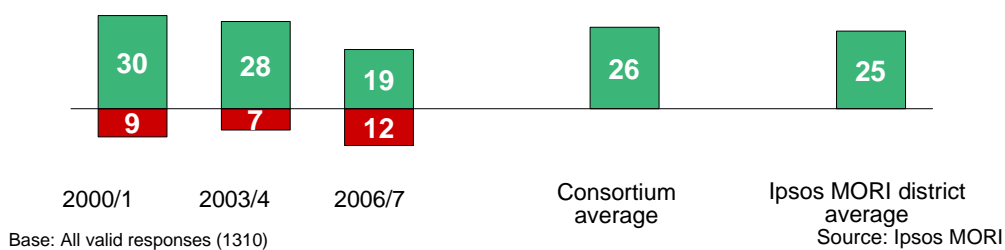
## Planning Services: Contextual Data

Q Please indicate how satisfied or dissatisfied you are overall with the following services provided by Erewash: Planning services

■ % Satisfied ■ % Dissatisfied

Trend data

Comparative data for 2006/7



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# Appendices

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# Statistical Reliability

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The residents who took part in our survey are only a sample of the total "population" of residents, so we cannot be certain that the figures obtained are exactly those we would have if everybody had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results are based and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 responses	6	9	10
200 responses	4	6	7
300 responses	3	5	6
500 responses	3	4	4
800 responses	2	3	4
1,000 responses	2	3	3
1,500 responses	2	2	3

For example, with a sample size of 1,000 where 30% give a particular answer, the chances are, 19 in 20, the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of  $\pm 3$  percentage points from the survey result (i.e. between 28% and 32%).

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the table below:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	8	13	14
100 and 400	7	10	11
200 and 200	6	9	10
200 and 400	5	8	9
300 and 300	5	7	8
400 and 400	4	6	7
500 and 500	4	6	6
500 and 1,000	3	5	6

# Topline Questionnaire

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## BVPI General Survey Topline Results January 2007

A total of 4000 questionnaires were mailed out to randomly selected addresses between September and November 2006

1448 valid responses were received representing an adjusted response rate of 37

In line with survey guidelines, two full reminder questionnaires were sent to residents who had not responded within the initial fieldwork period.


Data are weighted to household composition, age, gender and ethnicity by Cobalt-Sky on behalf of The Department of Communities and Local Government.

Responses to BVPI statutory questions are based on all respondents expressing a view (i.e. don't know, no opinion and blanks have been excluded). Consequently, the base for each question is different.

Responses to non-statutory questions are based on all respondents (including don't know and blanks).

An \* indicates a score less than 0.5%, but greater than zero.

Where available, results are shown for the 2000/1 and 2003/4 BVPI surveys.

Erewash Borough Council TOPLINE						
				2006/2007	2003/2004	2000/2001
Q. No.	Base	Question	Response	All %	All %	All %
<b>ABOUT YOUR LOCAL AREA</b>						
Q1	1172	Thinking generally, which of the things below would you say are <b><u>MOST IMPORTANT</u></b> in making somewhere a good place to live?	The level of crime	67	78	
			Clean streets	48	52	
			Health services	43	43	
			Affordable decent housing	36	31	
			Education provision	34	33	
			Shopping facilities	28	28	
			Public transport	26	27	
			Parks and open spaces	25	29	
			The level of traffic congestion	22	25	
			Activities for teenagers	21	21	
			Access to nature	20	16	
			Job prospects	18	16	
			Road and pavement repairs	18	26	
			Wage levels & local cost of living	14	12	
			Sports & leisure facilities	12	8	
			The level of pollution	12	15	
			Facilities for young children	11	13	
			Cultural facilities	9	6	
			Community activities	7	4	
			Race relations	3	2	
			Other	2	1	
Q2	1209	And thinking about this local area, which of the things below, if any, do you think <b><u>MOST NEED IMPROVING?</u></b>	Activities for teenagers	50	39	
			The level of crime	46	56	
			The level of traffic congestion	42	37	
			Clean streets	37	42	
			Road and pavement repairs	36	51	
			Cultural facilities	18	16	
			Facilities for young children	18	18	
			Affordable decent housing	16	15	
			Public transport	16	18	
			Shopping facilities	16	22	
			Job prospects	14	13	
			Sports & leisure facilities	13	9	
			Community activities	12	7	
			Health services	11	16	
			Wage levels & local cost of living	11	14	
			Parks and open spaces	10	11	
			The level of pollution	10	9	
			Education provision	6	8	
			Access to nature	5	3	
			Race relations	3	2	
			Other	6	3	
Q3		Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?				
		....Access to nature	Better	14		
			Same	80		
			Worse	5		
		....Activities for teenagers	Better	6		
			Same	45		
			Worse	48		
		....Affordable decent housing	Better	10		

			Same	43		
			Worse	48		
		....Clean streets	Better	10		
			Same	48		
			Worse	42		
		....Community activities	Better	9		
			Same	69		
			Worse	22		
		.....Cultural facilities (e.g cinemas, museums)	Better	5		
			Same	71		
			Worse	23		
		....Education provision	Better	20		
			Same	68		
			Worse	12		
		....Facilities for young children	Better	16		
			Same	64		
			Worse	20		
		.....Health services	Better	29		
			Same	55		
			Worse	16		
		.....Job prospects	Better	6		
			Same	54		
			Worse	40		
		....Parks and open spaces	Better	9		
			Same	74		
			Worse	17		
		....Public transport	Better	24		
			Same	58		
			Worse	18		
		....Race relations	Better	6		
			Same	77		
			Worse	17		
		.....Road and pavement repairs	Better	10		
			Same	42		
			Worse	49		
		.....Shopping facilities	Better	21		
			Same	47		
			Worse	31		
		.....Sports and leisure facilities	Better	13		
			Same	70		
			Worse	16		
		.....The level of crime	Better	4		
			Same	32		
			Worse	64		
		.....The level of pollution	Better	4		
			Same	48		
			Worse	47		
		.....The level of traffic congestion	Better	2		
			Same	23		
			Worse	75		
		.....Wage levels and local cost of living	Better	2		
			Same	46		
			Worse	52		
Q4	1373	<b>Overall, how satisfied or dissatisfied are you with your local area as a place to live?</b>	Very satisfied	11		
			Fairly satisfied	54		
			Neither satisfied nor dissatisfied	20		
			Fairly dissatisfied	12		
			Very dissatisfied	3		

<b>Anti-social behaviour</b>						
Q5		<b>Thinking about this local area, how much of a problem do you think are...</b>				
	1292	...parents not taking responsibility for the behaviour of their children	A very big problem	36		
			A fairly big problem	40		
			Not a very big problem	20		
			Not a problem at all	4		
	1294	...people not treating other people with respect and consideration	A very big problem	25		
			A fairly big problem	39		
			Not a very big problem	29		
			Not a problem at all	6		
	1235	...noisy neighbours or loud parties	A very big problem	7	6	
			A fairly big problem	12	14	
			Not a very big problem	43	40	
			Not a problem at all	38	40	
	1305	...teenagers hanging around on the streets	A very big problem	33	25	
			A fairly big problem	37	37	
			Not a very big problem	23	27	
			Not a problem at all	7	10	
	1315	...rubbish and litter lying around	A very big problem	26	23	
			A fairly big problem	35	31	
			Not a very big problem	32	35	
			Not a problem at all	7	10	
	1170	...people being drunk or rowdy in public spaces	A very big problem	15	22	
			A fairly big problem	23	30	
			Not a very big problem	42	34	
			Not a problem at all	19	14	
	1137	...abandoned or burnt out cars	A very big problem	4	13	
			A fairly big problem	9	23	
			Not a very big problem	37	40	
			Not a problem at all	51	24	
	1218	...vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	16	31	
			A fairly big problem	30	36	
			Not a very big problem	38	26	
			Not a problem at all	16	8	
	886	...people using or dealing drugs	A very big problem	24	32	
			A fairly big problem	28	31	
			Not a very big problem	27	22	
			Not a problem at all	21	15	
Q6	1008	<b>To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?</b>	Definitely agree	6		
			Tend to agree	62		
			Tend to disagree	14		
			Definitely disagree	7		
			Too few people in local area	6		
			All the same background	6		
<b>YOUR LOCAL AUTHORITY</b>						
<b>Waste and litter services</b>						
Q7	1308	<b>How satisfied or dissatisfied are you that the Council has kept this land clear of litter and refuse?</b>	Very satisfied	10	8	
			Fairly satisfied	47	49	
			Neither satisfied nor dissatisfied	18	20	
			Fairly dissatisfied	18	14	
			Very dissatisfied	7	10	

<b>Household waste collection</b>						
Q8		<b>Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.</b>				
	1356	The bin provided for your general household waste	Very satisfied	36	36	61
			Fairly satisfied	41	42	30
			Neither satisfied nor dissatisfied	5	6	4
			Fairly dissatisfied	9	8	3
			Very dissatisfied	9	8	2
	1337	How "clean and tidy" the street is following the waste collection	Very satisfied	19	21	39
			Fairly satisfied	49	52	41
			Neither satisfied nor dissatisfied	10	10	8
			Fairly dissatisfied	16	10	9
			Very dissatisfied	6	7	4
	976	The collection of bulky household waste	Very satisfied	14	16	44
			Fairly satisfied	32	36	24
			Neither satisfied nor dissatisfied	24	19	23
			Fairly dissatisfied	16	14	4
			Very dissatisfied	15	15	5
	1339	The waste collection service overall	Very satisfied	21	23	45
			Fairly satisfied	47	49	43
			Neither satisfied nor dissatisfied	8	8	6
			Fairly dissatisfied	13	10	3
			Very dissatisfied	11	10	3
<b>Doorstep recycling collection</b>						
Q9		<b>Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.</b>				
	1336	The container provided for items of recycling	Very satisfied	24	17	
			Fairly satisfied	33	31	
			Neither satisfied nor dissatisfied	5	13	
			Fairly dissatisfied	18	12	
			Very dissatisfied	21	27	
	1314	How "clean and tidy" the street is following the collection of items for recycling	Very satisfied	17	21	
			Fairly satisfied	41	54	
			Neither satisfied nor dissatisfied	13	13	
			Fairly dissatisfied	18	7	
			Very dissatisfied	11	5	
	1322	The service for the collection of items for recycling overall	Very satisfied	24	20	
			Fairly satisfied	42	46	
			Neither satisfied nor dissatisfied	10	14	
			Fairly dissatisfied	14	9	
			Very dissatisfied	10	10	

<b>Local recycling facilities</b>						
Q10		<b>Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.</b>				
	1231	The location of the recycling facilities	Very satisfied	23	23	34
			Fairly satisfied	49	51	44
			Neither satisfied nor dissatisfied	15	12	12
			Fairly dissatisfied	8	10	6
			Very dissatisfied	5	5	4
	1219	The items you can deposit for recycling	Very satisfied	26	22	36
			Fairly satisfied	52	54	46
			Neither satisfied nor dissatisfied	12	12	13
			Fairly dissatisfied	7	8	4
			Very dissatisfied	3	3	1
	1176	How "clean and tidy" the site is	Very satisfied	10	10	20
			Fairly satisfied	43	40	40
			Neither satisfied nor dissatisfied	19	15	22
			Fairly dissatisfied	18	20	13
			Very dissatisfied	9	14	5
	1249	The provision of local recycling facilities overall	Very satisfied	16	14	25
			Fairly satisfied	50	50	48
			Neither satisfied nor dissatisfied	19	15	16
			Fairly dissatisfied	9	13	7
			Very dissatisfied	5	7	4
<b>Cultural and recreational activities and venues</b>						
Q11		<b>Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by the Council.</b>				
	1314	Sports/leisure facilities and events	Very satisfied	13	14	26
			Fairly satisfied	46	47	43
			Neither satisfied nor dissatisfied	27	30	26
			Fairly dissatisfied	11	6	4
			Very dissatisfied	3	2	1
	1339	Libraries	Very satisfied	32	25	35
			Fairly satisfied	41	40	39
			Neither satisfied nor dissatisfied	23	32	21
			Fairly dissatisfied	4	3	4
			Very dissatisfied	1	1	1
	1270	Museums and galleries	Very satisfied	9	9	19
			Fairly satisfied	28	28	29
			Neither satisfied nor dissatisfied	47	54	49
			Fairly dissatisfied	12	5	2
			Very dissatisfied	4	4	*
	1270	Theatres/Concert halls	Very satisfied	4	7	12
			Fairly satisfied	18	26	22
			Neither satisfied nor dissatisfied	47	56	55
			Fairly dissatisfied	22	7	5
			Very dissatisfied	10	5	6
	1335	Parks and open spaces	Very satisfied	21	23	27
			Fairly satisfied	56	56	49
			Neither satisfied nor dissatisfied	12	14	17
			Fairly dissatisfied	10	5	5
			Very dissatisfied	2	2	2

Q12		<b>Please indicate how frequently you have used the following cultural and recreational services provided or supported by the Council in the last 12 months.</b>				
	1256	Sports/leisure facilities and events	Almost every day	2	2	3
			At least once a week	20	16	17
			About once a month	12	12	9
			Within the last 6 months	16	14	10
			Within the last year	11	10	8
			Longer ago	18	17	14
			Never used	21	28	38
	1297	Libraries	Almost every day	1	*	1
			At least once a week	10	9	10
			About once a month	20	18	24
			Within the last 6 months	14	12	13
			Within the last year	10	12	10
			Longer ago	25	23	20
			Never used	20	25	22
	1152	Museums and galleries	Almost every day	*	*	1
			At least once a week	*	*	*
			About once a month	4	3	1
			Within the last 6 months	13	9	5
			Within the last year	13	12	17
			Longer ago	29	26	22
			Never used	41	50	55
	1041	Theatres/Concert halls	Almost every day	*	*	42
			At least once a week	1	*	*
			About once a month	4	3	16
			Within the last 6 months	13	11	3
			Within the last year	12	11	12
			Longer ago	24	23	11
			Never used	46	52	16
	1316	Parks and open spaces	Almost every day	17	14	20
			At least once a week	27	24	14
			About once a month	22	20	11
			Within the last 6 months	15	16	18
			Within the last year	9	9	1
			Longer ago	6	7	12
			Never used	4	9	24

Q13		<b>For each of the following services provided by the Council, do you think the service has got better or worse over the last three years, or has it stayed the same?</b>			
	1258	Keeping public land clear of litter and refuse	Better	14	15
			Stayed the same	60	55
			Worse	26	31
	1326	Collection of household waste	Better	24	23
			Stayed the same	48	51
			Worse	28	26
	1221	Local recycling facilities	Better	34	33
			Stayed the same	57	57
			Worse	9	10
	1222	Doorstep collection of items for recycling	Better	44	30
			Stayed the same	43	51
			Worse	13	19
	950	Sport/leisure facilities	Better	15	14
			Stayed the same	70	79
			Worse	15	7
	1006	Libraries	Better	34	12
			Stayed the same	63	84
			Worse	3	3
	679	Museums/galleries	Better	4	6
			Stayed the same	86	90
			Worse	10	4
	595	Theatres/Concert halls	Better	5	5
			Stayed the same	74	90
			Worse	22	5
	1174	Parks and open spaces	Better	15	24
			Stayed the same	74	62
			Worse	12	14
<b>Other services</b>					
Q14		<b>Please indicate <u>how satisfied or dissatisfied</u> you are overall with the following services provided by the Council.</b>			
	1346	Housing services	Very satisfied	5	5
			Fairly satisfied	16	23
			Neither satisfied nor dissatisfied	72	65
			Fairly dissatisfied	4	4
			Very dissatisfied	3	3
	1310	Planning services	Very satisfied	4	4
			Fairly satisfied	15	24
			Neither satisfied nor dissatisfied	69	65
			Fairly dissatisfied	7	4
			Very dissatisfied	5	3
Q15	1448	<b>Please indicate whether you or any other member of your family have used any of the following services provided by the Council in the last 12 months.</b>	Housing services	13	
			Planning services	13	
Q16	1348	<b>Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things?</b>	Very satisfied	4	3
			Fairly satisfied	42	44
			Neither satisfied nor dissatisfied	36	34
			Fairly dissatisfied	14	14
			Very dissatisfied	4	5
					15
					52
					21
					9
					3

INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES						
Q17		<b>How well informed do you feel about each of the following?</b>				
	1296	How to pay bills to the Council	Very well informed	35		
			Fairly well informed	55		
			Not very well informed	8		
			Not well informed at all	2		
	1327	How and where to register to vote	Very well informed	43		
			Fairly well informed	46		
			Not very well informed	8		
			Not well informed at all	3		
	1117	How you can get involved in local decision making	Very well informed	7		
			Fairly well informed	31		
			Not very well informed	42		
			Not well informed at all	20		
	1196	How to complain to the Council	Very well informed	9		
			Fairly well informed	37		
			Not very well informed	36		
			Not well informed at all	18		
	1213	What the Council spends its money on	Very well informed	6		
			Fairly well informed	37		
			Not very well informed	34		
			Not well informed at all	23		
	1213	What standard of service you should expect from the Council	Very well informed	8		
			Fairly well informed	32		
			Not very well informed	41		
			Not well informed at all	18		
	1119	Whether the Council is delivering on its promises	Very well informed	2		
			Fairly well informed	24		
			Not very well informed	48		
			Not well informed at all	26		
	1124	What the Council is doing to tackle anti-social behaviour in your local area	Very well informed	2		
			Fairly well informed	13		
			Not very well informed	45		
			Not well informed at all	40		
	1122	How well the Council is performing	Very well informed	3		
			Fairly well informed	26		
			Not very well informed	43		
			Not well informed at all	28		
	1253	Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	Very well informed	5	6	
			Fairly well informed	34	41	
			Not very well informed	37	34	
			Not well informed at all	25	19	
Q18	1179	<b>How do you find out about the Council? Please tick the MAIN source you use from the list below.</b>	Local media (newspapers, television, radio)	29		
			Information provided by the Council (newspaper/magazine, leaflets, posters)	34		
			Council website/internet	11		
			From local Councillor	1		
			Direct contact with the Council	8		
			Word of mouth (eg family or friends)	12		
			Other source	2		
			None of the above	3		

<b>CONTACTING YOUR COUNCIL</b>						
<b>Making a complaint</b>						
Q19	1338	<b>Have you contacted the authority with a complaint(s) in the last 12 months?</b>	Yes	20	19	23
			No	80	81	77
Q21	255	<b>How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?</b>	Very satisfied	12	10	15
			Fairly satisfied	17	15	23
			Neither satisfied nor dissatisfied	11	12	21
			Fairly dissatisfied	22	24	17
			Very dissatisfied	38	39	23
<b>Contacting your Council for other reasons</b>						
Q22	782	<b>Which of these describes the reasons why you made <u>YOUR MOST RECENT</u> contact with the Council?</b>	Reported an issue or problem	26		
			Asked for advice/information	43		
			Applied to use a service	22		
			Any other reason	18		
Q23	896	<b>How were you in contact with the Council?</b>	In person	29		
			By telephone	69		
			By e-mail	4		
			Via a website/ Internet	2		
			By letter	11		
			Other method	3		

Q24		<b>Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.</b>			
	844	How easy it was to find the right person to deal with	Very satisfied	31	
			Fairly satisfied	45	
			Neither satisfied nor dissatisfied	9	
			Fairly dissatisfied	10	
			Very dissatisfied	5	
	805	The length of time it took to deal with the person you contacted	Very satisfied	31	
			Fairly satisfied	44	
			Neither satisfied nor dissatisfied	8	
			Fairly dissatisfied	10	
			Very dissatisfied	6	
	782	Any information you were given	Very satisfied	30	
			Fairly satisfied	40	
			Neither satisfied nor dissatisfied	12	
			Fairly dissatisfied	10	
			Very dissatisfied	8	
	796	How competent the staff were	Very satisfied	36	
			Fairly satisfied	40	
			Neither satisfied nor dissatisfied	12	
			Fairly dissatisfied	6	
			Very dissatisfied	6	
	803	How helpful the staff were	Very satisfied	37	
			Fairly satisfied	37	
			Neither satisfied nor dissatisfied	12	
			Fairly dissatisfied	7	
			Very dissatisfied	7	
	774	The final outcome	Very satisfied	34	
			Fairly satisfied	29	
			Neither satisfied nor dissatisfied	11	
			Fairly dissatisfied	11	
			Very dissatisfied	14	
<b>LOCAL DECISION MAKING</b>					
Q25	944	<b>Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?</b>	Very satisfied	4	
			Fairly satisfied	21	
			Neither satisfied nor dissatisfied	46	
			Fairly dissatisfied	16	
			Very dissatisfied	14	
Q26	1033	<b>Do you agree or disagree that you can influence decisions affecting your local area?</b>	Definitely agree	4	
			Tend to agree	22	
			Tend to disagree	47	
			Definitely disagree	27	
Q27	1285	<b>Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area?</b>	Yes	27	
			No	18	
			Depends on the issue	55	

<b>HOW YOUR COUNCIL PERFORMS OVERALL</b>						
Q28		<b>Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council? My Council...</b>				
	1241	...is making the local area a better place to live	A great deal	6		
			To some extent	54		
			Not very much	31		
			Not at all	9		
	1141	...is working to make the area safer	A great deal	5		
			To some extent	45		
			Not very much	36		
			Not at all	13		
	1211	...is working to make the area cleaner and greener	A great deal	12		
			To some extent	50		
			Not very much	28		
			Not at all	10		
	994	...is efficient and well run	A great deal	5		
			To some extent	43		
			Not very much	34		
			Not at all	18		
	1044	...provides good value for money	A great deal	4		
			To some extent	34		
			Not very much	37		
			Not at all	25		
	846	...is trustworthy	A great deal	7		
			To some extent	48		
			Not very much	28		
			Not at all	17		
	983	...is remote and impersonal	A great deal	9		
			To some extent	49		
			Not very much	25		
			Not at all	17		
	991	...promotes the interests of local residents	A great deal	4		
			To some extent	46		
			Not very much	35		
			Not at all	15		
	986	...acts on the concerns of local residents	A great deal	6		
			To some extent	45		
			Not very much	32		
			Not at all	17		
	802	...treats all types of people fairly	A great deal	17		
			To some extent	56		
			Not very much	17		
			Not at all	9		
Q29	1163	<b>Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?</b>	Better	14	12	
			Stayed the same	62	61	
			Worse	24	28	
<b>ABOUT YOURSELF</b>						
Q30	1379	<b>Are you male or female?</b>	Male	45	45	41
			Female	55	55	59
Q31	1369	<b>What was your age on your last birthday?</b>	18-24	10	9	3
			25-34	15	18	12
			35-44	16	17	18
			45-54	22	19	19
			55-64	16	14	17
			65-69	6	7	10
			70-74	5	6	8
			75+	9	10	13

Q32	1371	<b>How long have you/your household been living in your current accommodation?</b>	Under 1 year	9	7	
			1-2 years	10	12	
			3-5 years	16	17	
			6-10 years	14	15	
			11-20 years	21	22	
			21+ years	30	27	
Q33	1370	<b>How long have you/your household been living in this area?</b>	Under 1 year	5	4	
			1-2 years	5	5	
			3-5 years	7	8	
			6-10 years	10	10	
			11-20 years	15	17	
			21+ years	58	57	
Q34	1383	<b>In which of these ways does your household occupy your current accommodation?</b>	Owned outright	38	35	
			Buying on mortgage	46	49	
			Rent from Council	4	6	
			Rent from Housing Association/ Trust	6	5	
			Rented from private landlord	6	5	
			Other	1	1	
Q35	1373	<b>How many <u>ADULTS AGED 18 OR OVER</u> are living here?</b>	One	18	20	
			Two	63	60	
			Three	11	14	
			Four	5	5	
			Five	*	1	
			More than five/Other	2	0	
Q36	1341	<b>Which of these activities best describes what you are doing at present?</b>	Employee in full-time job (30 hours plus per wk)	42	42	35
			Employee in part-time job (under 30 hours per week)	11	12	13
			Self employed full or part-time	7	6	3
			On a government supported training programme (eg Modern Apprenticeship/ Training for Work)	*	*	-
			Full-time education at school, college or university	1	1	1
			Unemployed and available for work	2	1	1
			Permanently sick/disabled	5	5	6
			Wholly retired from work	24	22	29
			Looking after the home	5	8	10
			Doing something else	2	2	2
Q37	1336	<b>Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)</b>	Yes	27	27	28
			No	73	73	72
Q38	421	<b>Does this illness or disability limit your activities in any way?</b>	Yes	79	75	83
			No	21	25	17

Q39	1370	<b>To which of these groups do you consider you belong to?</b>	<b>White</b>	98	98	99
			British	95	95	98
			Irish	*	1	1
			Any other White background	4	2	1
			<b>Black or Black British</b>	*	*	-
			Caribbean	*	*	-
			African	-	-	-
			Any other Black background	*	-	-
			<b>Mixed</b>	*	1	*
			White & Black Caribbean	-	1	*
			White & Black African	-	*	-
			White & Asian	-	*	*
			Any other Mixed background	*	*	-
			<b>Asian or Asian British</b>	1	1	1
			Indian	1	1	*
			Pakistani	*	*	-
			Bangladeshi	-	-	-
			Any other Asian background	-	*	*
			<b>Chinese and Other ethnic groups</b>	*	*	*
			Chinese	*	*	*
Other ethnic group	-	-	-			

# Questionnaire and Covering Letter

SURNAME  
 ADDRESS1  
 ADDRESS2  
 ADDRESS3  
 ADDRESS4  
 ADDRESS5  
 ADDRESS 6 POSTCODE

D

October 2006

Dear local resident,

Ipsos MORI recently sent you a questionnaire asking for your views on the services provided by your local authority. We have now received most of the questionnaires back. However, our aim is to get as many replies as possible so that we can be sure that the views of all residents are fairly represented. I am writing to you to ask for your help in improving the local area and the services which the Council provides.

We'd like to hear your views about life in the local area and about issues such as transport, recycling and leisure facilities.

It doesn't matter if you've only just moved into the area, or if you don't pay council tax, it is important that we hear everybody's views so that we can put our resources where it really matters.

**All of your answers will be treated in the strictest confidence** and will only be used to monitor the local authority's services. Anonymised responses may be passed on to the Department for Communities and Local Government so that national patterns of service satisfaction can be studied.

This survey is being carried out on our behalf by Ipsos MORI. If you have any questions or concerns about it please do not hesitate to contact their helpline on FREEPHONE 0800 731 8365 or email [having.your.say@ipsos-mori.com](mailto:having.your.say@ipsos-mori.com). Alternatively you can contact **Erewash Borough Council** on 0845 907 2244.

I very much hope you will be able to take part in this survey and I feel sure that you will find it interesting. Thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire **as soon as possible** or by **24<sup>th</sup> November 2006**. **No stamp is required.**

If you have already responded, please accept my apologies for sending this reminder to you - you need do nothing more.

Yours sincerely,



Ian Sankey, *Acting Chief Executive*

**This survey is an opportunity for you to have your say about the Council's services. If you require a copy in large print or have any other requirements please contact the Ipsos MORI helpline on FREEPHONE 0800 731 8365 or email [having.your.say@ipsos-mori.com](mailto:having.your.say@ipsos-mori.com)**

1234567890

Barcode placement only. Do not print



# Listening to your Views

SURNAME  
ADDRESS1  
ADDRESS2  
ADDRESS3  
ADDRESS4  
ADDRESS5  
ADDRESS 6 POSTCODE

D

September 2006

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I very much hope you will be able to take part in this survey and I feel sure that you will find it interesting. Thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire **as soon as possible** or by 6<sup>th</sup> **October 2006. No stamp is required.**

Yours sincerely,

Ian Sankey  
Acting Chief Executive

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1234567890

Barcode placement only. Do not print



## HOW TO COMPLETE THE QUESTIONNAIRE

- The questionnaire should be completed by ANY resident aged 18 or over living at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 16 pages and should take no longer than 20 minutes to complete.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied. **You do not need to add a stamp.**
- If you cannot find or did not receive the pre-addressed envelope please send to:  
Your Say on Your Services, c/o Data Capture Scanning, FREEPOST PLUS  
RLST-XGSL-ZJYK, Ipsos MORI, Research Services House, Elmgrove Road,  
Harrow, HA1 2QG.

# ABOUT YOUR LOCAL AREA

**Q1** Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

PLEASE TICK UP TO FIVE BOXES ONLY IN THE LEFT COLUMN BELOW

**Q2** And thinking about this local area, which of the things below, if any, do you think most need improving?

PLEASE TICK UP TO FIVE BOXES ONLY IN THE RIGHT COLUMN BELOW

	Q1. Most important in making somewhere a good place to live	Q2. Most needs improving in this local area
Access to nature .....	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers .....	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing .....	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets .....	<input type="checkbox"/>	<input type="checkbox"/>
Community activities .....	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums) .....	<input type="checkbox"/>	<input type="checkbox"/>
Education provision .....	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children .....	<input type="checkbox"/>	<input type="checkbox"/>
Health services .....	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects .....	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime .....	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution .....	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion .....	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces .....	<input type="checkbox"/>	<input type="checkbox"/>
Public transport .....	<input type="checkbox"/>	<input type="checkbox"/>
Race relations .....	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs .....	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities .....	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities .....	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living .....	<input type="checkbox"/>	<input type="checkbox"/>
Other (PLEASE TICK AND WRITE IN BELOW) .....	<input type="checkbox"/>	<input type="checkbox"/>
Q1 Other <input style="width: 200px; height: 20px;" type="text"/>	Q2 Other <input style="width: 200px; height: 20px;" type="text"/>	
None of these .....	<input type="checkbox"/>	<input type="checkbox"/>
Don't know .....	<input type="checkbox"/>	<input type="checkbox"/>



Q3

Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX PER ROW

	Better	Stayed the same	Worse	Don't know
Access to nature . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums) . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports & leisure facilities . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels & local cost of living . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied



## ANTI-SOCIAL BEHAVIOUR

**Q5** Thinking about this local area, how much of a problem do you think are...

PLEASE TICK ONE BOX PER ROW

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Parents not taking responsibility for the behaviour of their children .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People not treating other people with respect and consideration .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours or loud parties .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers hanging around on the streets .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and litter lying around .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public spaces .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out cars .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6** To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?

PLEASE TICK ONE BOX ONLY

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same background

# WHAT DOES YOUR COUNCIL DO?

This section summarises what some of your local authority service departments do:

## Environmental services

- The collection, recycling and disposal of trade and domestic waste
- Cleaning of streets and public places
- Provision of Public Conveniences.
- Neighbourhood Wardens Service
- Markets
- Manage parks and open spaces – including playing fields, nature reserves, woodland and allotments
- Monitor atmospheric pollution and noise from premises and investigate complaints
- Issue pollution emission licences
- A range of public protection activities, eg safety of premises
- Regulate pest control, pollution control and food safety
- Controlling car parking, including charging for parking
- Hygiene and welfare licensing

## Planning services

- Prepare all statutory plans regarding land use and development
- Give expert advice to developers to help ensure developments take place
- Scrutinise and approve planning applications and building regulations
- Investigate contraventions of planning approvals and building regulations and take appropriate action

## Cultural and recreational services

- Arts development
- Sports & leisure facilities,
- Community centres
- Museums and heritage services
- Tourism and events
- Sport and physical activity development
- Grant aid to local voluntary groups
- Shopmobility

## Housing services

- Homeless and Housing Advice
- Housing applications from homeless people
- Improvements to private sector housing
- Housing standards enforcement
- Grants for disabled adaptations to homes
- Improvement grants for vulnerable households
- Advice on improving home energy efficiency
- To identify and meet the current and future housing needs of local citizens

## Benefits service

- Housing benefit claims
- Council Tax benefit claims

# YOUR LOCAL AUTHORITY

Erewash Borough Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services. Further information is given in 'What does your Council do?' above.

## WASTE AND LITTER SERVICES

Erewash Borough Council has a duty to keep clear of litter and refuse all open public land, which it controls.

**Q7** How satisfied or dissatisfied are you that Erewash Borough Council has kept this land clear of litter and refuse? PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

## HOUSEHOLD WASTE COLLECTION

Erewash Borough Council undertakes a fortnightly collection of general household waste.

**Q8** Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The bin provided for your general household waste .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the waste collection .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The collection of bulky household waste .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waste collection service overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

## DOORSTEP RECYCLING COLLECTION

Erewash Borough Council undertakes a fortnightly collection of waste for recycling.

**Q9** Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The container provided for items of recycling .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the collection of items for recycling .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service for the collection of items for recycling overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

## LOCAL RECYCLING FACILITIES

Erewash Borough Council provides a range of local recycling facilities such as bottle banks, paper recycling, clothes recycling.

**Q10** Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide: PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The location of the recycling facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The items you can deposit for recycling .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the site is .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of local recycling facilities overall .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A

## CULTURAL AND RECREATIONAL ACTIVITIES AND VENUES

Erewash Borough Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

**Q11** Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Erewash Borough Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU USE THESE SERVICES OR NOT.**

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and events .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q12** Please indicate how frequently you have used the following cultural and recreational services provided or supported by Erewash Borough Council in the last 12 months.

PLEASE TICK ONE BOX PER ROW

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/Don't know
Sports/leisure facilities and events .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13** For each of the following services provided by Erewash Borough Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX PER ROW

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household waste .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local recycling facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## OTHER SERVICES

Erewash Borough Council also provides other services.

**Q14** Please indicate how satisfied or dissatisfied you are overall with the following services provided or supported by Erewash Borough Council. **PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.** PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Housing services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15** Please indicate whether you or any other member of your family have used any of the following services provided by Erewash Borough Council in the last 12 months.

PLEASE TICK ALL BOXES THAT APPLY

- Housing services
- Planning services

**Q16** Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

## INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES

**Q17** How well informed do you feel about each of the following?

PLEASE TICK ONE BOX PER ROW

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the Council .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How and where to register to vote .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision making .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain to the Council .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council spends its money on .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from the Council .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the Council is delivering on its promises .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council is doing to tackle anti-social behaviour in your local area .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the Council is performing .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Q18** How do you find out about Erewash Borough Council? Please tick the MAIN source you use from the list below. PLEASE TICK ONE BOX ONLY

- Local media (newspapers, television, radio)
- Information provided by the Council (newspaper/magazine, leaflets, posters)
- Council website/internet
- From local Councillor
- Direct contact with the Council
- Word of mouth (e.g. family or friends)
- Other source (PLEASE TICK BOX AND WRITE IN BELOW)

- None of the above
- Don't know

## CONTACTING YOUR COUNCIL

### MAKING A COMPLAINT

**Q19** Have you contacted the authority with a complaint(s) in the last 12 months? PLEASE TICK ONE BOX ONLY

- Yes ..... GO TO Q20
- No ..... GO TO Q22

**Q20** What did the complaint(s) relate to? PLEASE WRITE IN BELOW. WRITE IN 'DON'T KNOW' IF YOU CANNOT RECALL

**Q21** How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied



## CONTACTING YOUR COUNCIL FOR OTHER REASONS

Questions 22 to 24 are about your MOST RECENT CONTACT with the Council FOR OTHER REASONS THAN TO MAKE A COMPLAINT.

If you have contacted the Council for any reason other than to make a complaint in the last 12 months, please continue to Q22. Otherwise please go to Q25.

**Q22** Which of these describes the reasons why you made YOUR MOST RECENT contact with the Council? PLEASE TICK ALL BOXES THAT APPLY

- Reported an issue or problem
- Asked for advice/information
- Applied to use a service
- Don't know/can't remember
- Any other reason  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Q23** How were you in contact with the Council? PLEASE TICK ALL BOXES THAT APPLY

- In person
- By telephone
- By e-mail
- Via a website/Internet
- By letter
- Other method  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Q24** Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.

PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easy it was to find the right person to deal with . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to deal with the person you contacted . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any information you were given . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How competent the staff were . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff were . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## LOCAL DECISION MAKING

Erewash Borough Council provides opportunities for residents to participate in decision making in your local area such as e.g. consultation exercises, other surveys, citizens panels, youth forums, etc.

**Q25** Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council? PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

**Q26** Do you agree or disagree that you can influence decisions affecting your local area? PLEASE TICK ONE BOX ONLY

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know

**Q27** Generally speaking, would you like to be more involved in the decisions your Council makes that affect your local area? PLEASE TICK ONE BOX ONLY

- Yes
- No
- Depends on the issue
- Don't know

## HOW YOUR COUNCIL PERFORMS OVERALL

**Q28** Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council? PLEASE TICK ONE BOX PER ROW

My Council...	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area safer . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area cleaner and greener . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is efficient and well run . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...provides good value for money . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is trustworthy . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is remote and impersonal . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promotes the interests of local residents . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...acts on the concerns of local residents . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treats all types of people fairly . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29** Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX ONLY

- Better
- Stayed the same
- Worse
- Don't know

## ABOUT YOURSELF

Please complete these questions which will help us to see if there are differences between the views of different residents. ALL THE INFORMATION YOU GIVE WILL BE KEPT COMPLETELY CONFIDENTIAL.

**Q30** Are you male or female?

PLEASE TICK ONE BOX ONLY

- Male
- Female

**Q31** What was your age on your last birthday?

PLEASE WRITE IN BOX BELOW

 Years

**Q32** How long have you/your household been living in your current accommodation?

PLEASE TICK ONE BOX ONLY

- Under 1 year
- 1–2 years
- 3–5 years
- 6–10 years
- 11–20 years
- 21+ years
- Don't know/can't remember

**Q33** How long have you/your household been living in this area?

PLEASE TICK ONE BOX ONLY

- Under 1 year
- 1–2 years
- 3–5 years
- 6–10 years
- 11–20 years
- 21+ years
- Don't know/can't remember



**Q34** In which of these ways does your household occupy your current accommodation?  
PLEASE TICK ONE BOX ONLY

- Owned outright
- Buying on mortgage
- Rent from Council
- Rent from Housing Association/Trust
- Rented from private landlord
- Other (PLEASE TICK BOX AND WRITE IN BELOW)

**Q35** How many ADULTS AGED 18 OR OVER are living here?  
PLEASE TICK ONE BOX ONLY

- One
- Two
- Three
- Four
- Five
- More than five  
(PLEASE TICK BOX AND WRITE IN NUMBER BELOW)

**Q36** Which of these activities best describes what you are doing at present?  
PLEASE TICK ONE BOX ONLY

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self employed full or part-time
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- Doing something else (PLEASE TICK BOX AND WRITE IN BELOW)

**Q37** Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time) PLEASE TICK ONE BOX ONLY

- Yes ..... GO TO Q38
- No ..... GO TO Q39





**Q38** Does this illness or disability limit your activities in any way? PLEASE TICK ONE BOX ONLY

- Yes
- No

**Q39** To which of these groups do you consider you belong? PLEASE TICK ONE BOX ONLY

**White**

- British
- Irish
- Any other White background  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Black or Black British**

- Caribbean
- African
- Any other Black background  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Mixed**

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Chinese and other ethnic groups**

- Chinese
- Other  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background  
(PLEASE TICK BOX AND WRITE IN BELOW)

**Q40** Is there anything else you would like to add?

PLEASE WRITE IN BELOW



# FUTURE CONSULTATION

Q41

Erewash Borough Council and Derbyshire County Council have a joint Citizens' Panel; a group of residents who are occasionally asked to share their views with the Councils on Council services and issues affecting the quality of life in the Borough of Erewash.

If you are interested in joining the Citizens' Panel please tick the 'Yes' box below. By ticking this box you are giving permission for Ipsos MORI to pass on your address details to both Councils, so that they can contact you directly about this. (Your details would only be used to consult you about Council services and would be treated as confidential).

PLEASE TICK ONE BOX ONLY

- Yes, I am interested in becoming a Citizens' Panel member
- No, I do not wish to become a Citizens' Panel Member
- I am already a Citizens' Panel member

Title: (PLEASE TICK)     Mr                     Mrs                     Miss                     Ms

Name:	Signature
<input type="text"/>	<input type="text"/>

Daytime telephone number (please include area code if landline):

<input type="text"/>
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Email address

<input type="text"/>
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Thank you for completing this questionnaire.  
Please return it as requested in the pre-paid envelope provided to:  
Your Say on Your Services,  
c/o Data Capture Scanning,  
FREEPOST PLUS RLST-XGSL-ZJYK,  
Ipsos MORI, Research Services House,  
Elmgrove Road, Harrow, HA1 2QG