



AMBER VALLEY
BOROUGH COUNCIL



Derbyshire Constabulary

Form Number



Amber Valley Consultation Panel Survey February 2009

Please return completed questionnaires by Friday 6th March

INSTRUCTIONS

Each survey form is scanned electronically so it is important to complete your form in the following way:-

Write clearly using BLOCK CAPITALS like this **J O E B L O G G S**

Use black or blue pen not pencil. Use a cross and please keep the mark in the box

like this

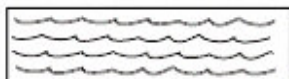


not like this

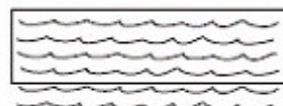


Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,

like this



not like this



If you make a mistake, just cross it out and mark the right box like this

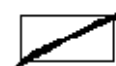


If the question or page is not applicable, please leave it BLANK unless a 'non-applicable'

option is provided like this



not like these



Please mark one box only for each question unless otherwise stated.



We will treat all information that you give in the strictest confidence. Your identity will never be revealed, or passed to another agency outside the partnership.

**Amber Valley's Consultation Panel is a joint initiative between
Amber Valley Borough Council, Derbyshire County Council and
Derbyshire Constabulary**

COMMUNITY SAFETY

Q1. How well informed do you feel about what is being done to tackle anti-social behaviour in your local area? (Please **X one** box only)

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
1.7%	21.5%	54.7%	20.4%	1.7%

Q2. How do you find out about what is being done to tackle anti-social behaviour in your local area? Please X the MAIN source you use from the list below. (Please **X one** box only)

- 53.7%** Local media (newspapers, television, radio)
- 11.5%** Information provided by the Council (newspaper/magazine, leaflets, posters)
- 1.2%** Council website/internet
- .5%** From local Councillor
- .9%** Direct contact with the Council
- 14.9%** Word of mouth (e.g. family or friends)
- 3.9%** Other
- 5.1%** None of the above
- 8.4%** Don't know

Parks and Open Spaces

Parks and open spaces include: formal parks, recreational grounds, play areas, greenways, local nature reserves, sports pitches, cemeteries and country parks.

Introduction

We want to know what you think of our parks and open spaces.

The information you provide will be used to decide future priorities for parks and open spaces within Amber Valley.

Q3. Do you visit any parks or open spaces within Amber Valley? *(Please **X one** box only)*

76.8% Yes

No **23.2%**

If 'Yes' please go to Q5

If 'No' please go to Q4

Q4. Please give the reason/s why you do not visit parks or open spaces in Amber Valley:

*(Please **X** all boxes that apply)*

2.7% Too difficult to get to

Cleanliness/litter problems **4.8%**

1.1% Poor access

Dog fouling **5.9%**

4.7% Poor facilities

Safety concerns **4.1%**

5.6% I'm not interested

Other (Please X and specify below) **11%**

3% No appropriate facilities

Please go to Q13

Q5. Which park or open space do you visit the most?

Q6. Why do you choose to use this park or open space? *(Please **X** all boxes that apply)*

59.3% It is the closest to where I live

16.2% It has a good range of facilities

7% I meet friends there

3.3% It is where I play sports

25.7% Other (Please X and specify below)

Q7. How often do you visit parks and open spaces in Amber Valley?*(Please X one box only)*

- 14%** Most days
- 36%** About once or twice a week
- 28.9%** About once a month
- 15.3%** Around 2 to 4 times per year
- 2.5%** About once per year
- 3.3%** Less than once per year

Q8. How do you get to the park or open space? *(Please X one box only)*

- 57.7%** On foot
- 38.1%** Car
- 1%** Bicycle
- 1.6%** Bus
- 1.6%** Other (Please X and specify)

Q9. What do you normally do when you visit the park or open space?*(Please X all boxes that apply)*

- | | | | |
|--------------|------------------------|------------------------------------|--------------|
| 21.4% | Visit the play area | Picnic | 9% |
| 7.6% | Play sports | Walk | 46.2% |
| 5.6% | Watch sports | Attend events | 9.5% |
| 15% | Exercise | Ride a Bike | 6.6% |
| 36.7% | Enjoy the surroundings | Ride a horse | .8% |
| 22.6% | Walk the dog | Appreciate nature | 26.5% |
| 8.1% | Take a shortcut | Other (Please X and specify below) | 4.8% |

Q10. How would you rate the appearance of the park or open space you visit the most?*(Please X one box only)*

- | | | | | |
|--------------|--------------|-----------------------|-------------|------------|
| Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor |
| 26.3% | 52.7% | 13.1% | 7.1% | .8% |

Q11. How would you rate the standard of maintenance at the park and open space you visit the most? (Please **X** one box only)

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
24.3%	48.9%	16%	9.6%	1.2%

Q12. How safe / unsafe do you feel in the park or open space:
(Please X one box on each row only)

a) During the day?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very Unsafe	Don't go
34.4%	53.4%	8.2%	3.7%	.4%	

b) During the night?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very Unsafe	Don't go
2.4%	11.6%	12%	13.4%	9.3%	51.2%

If you do not feel safe, please specify why below:

Q13. Which of these features are important to you, even if you do not visit parks and open spaces: (Please **X** all boxes that apply)

29.8%	Sports facilities	20.1%	Informal areas
70.5%	Areas of nature conservation	31.8%	Toilets
61.5%	Areas to walk / dog walk	7%	Changing facilities
46.3%	Childrens play facilities	38.2%	Refreshment facilities
30.4%	Formal gardens	54.4%	Seating
48%	Parking	17.5%	Public transport links
40.9%	Hard surfaced footpaths	7%	Other (Please X and specify below)
17.6%	Teenager facilities		

Q14. Which of the following statements best describes your view on parks and open spaces?*(Please X the box against the statement which describes your view)*

a) I would be willing to travel a little further to visit a park or open space with a good range of high quality facilities **72.7%**

or

b) I would only visit the park or open space nearest to where I live, even if it only had a limited range of facilities **27.3%**

Q15. Which of the following statements best describes your view on what the Council should do with parks and open spaces?*(Please X the box against the statement which describes your view)*

a) Improve the facilities and maintenance of existing parks and open spaces **88.1%**

or

b) Create new parks and open spaces but with the quality and range of facilities being lower than in existing parks **11.9%**

Q16. Which of the following statements best describes your view on parks and open space provision?*(Please X the box against the statement which describes your view)*

a) Where possible all residents within Amber Valley should have easy access to a similar amount of parks and open space provision **94.3%**

or

b) The amount of local parks and open space provision is not important **5.7%**

If you do not visit parks and open spaces and would not be willing / you are unable to travel to any in the future, please go to Q24

Q17. How many minutes would you be willing to travel (by each of the listed methods of transport) to a formal park with a broad range of facilities?*(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	6.7%	27.6%	40%	25.6%
Bicycle	11.4%	24.9%	32.9%	30.9%
Bus	5.6%	13.6%	30%	50.8%
Car	3%	8%	20.4%	68.6%

Q18. How many minutes would you be willing to travel (by each of the listed methods of transport) to outdoor sports facilities? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	11.2%	37%	33.9%	17.9%
Bicycle	13.4%	27.3%	34.9%	24.4%
Bus	9.2%	16.3%	28.5%	46.1%
Car	6.6%	11.8%	25.4%	56.2%

Q19. How many minutes would you be willing to travel (by each of the listed methods of transport) to a local nature reserve? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	6.7%	22.4%	37.3%	33.7%
Bicycle	10.6%	18.4%	34.5%	36.5%
Bus	5.7%	7.8%	29.9%	56.5%
Car	2.2%	5.6%	16.8%	75.3%

Q20. How many minutes would you be willing to travel (by each of the listed methods of transport) to a country park? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	5.7%	21.5%	35%	37.8%
Bicycle	10.5%	18.9%	27.7%	42.9%
Bus	4.4%	6.5%	24.9%	64.2%
Car	.7%	3.8%	11.1%	84.3%

Q21. How many minutes would you be willing to travel (by each of the listed methods of transport) to an informal recreation ground? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	19.2%	40.9%	26.1%	13.8%
Bicycle	21.8%	36%	24.7%	17.4%
Bus	19%	25.8%	28.6%	26.6%
Car	15.6%	22.9%	21.4%	40%

Q22. How many minutes would you be willing to travel (by each of the listed methods of transport) to an outdoor children's play area? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	27.1%	39.4%	23.5%	10%
Bicycle	31.6%	31.3%	23.5%	13.5%
Bus	28.4%	17.1%	26.4%	28.1%
Car	20.4%	14.9%	21.8%	42.9%

Q23. How many minutes would you be willing to travel (by each of the listed methods of transport) to an informal sports facility e.g. a ball court? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	25.4%	39.5%	23.9%	11.2%
Bicycle	26.8%	34.5%	24.9%	13.8%
Bus	23.8%	23%	29.4%	23.8%
Car	19.3%	17.1%	26.3%	37.3%

Q24. How many minutes would you be willing to travel (by each of the listed methods of transport) to a small open space with no facilities? *(Please X one box on each row only)*

	Less than 5 minutes	5 - 10 minutes	11 - 20 minutes	Over 20 minutes
On foot	41%	33.1%	17.7%	8.2%
Bicycle	43.2%	32.6%	15.3%	8.9%
Bus	42.5%	26.6%	16.9%	14%
Car	38%	23.8%	16.2%	22%

Q25. Is there anything else you would like to tell us about Amber Valley's parks and open spaces?

46.1% Yes *(Please X and specify below)* No **53.9%**

Town Centre Satisfaction

The annual town centres satisfaction survey is designed to provide a year-on-year assessment of how residents feel about town centre issues. The survey is one of several tools which the Council uses to assess the success of town centre initiatives in Amber Valley.

Q26. Which local shopping centre in Amber Valley do you use the most?

(Please **X one** box only)

18.9% Alfreton **34.9%** Belper **19.4%** Heanor **26.8%** Ripley

Please answer the following questions about the shopping centre in Amber Valley which you use the most.

Shops/Shopping

Q27. (Please **X one** box on each row only)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
How good/poor is your local shopping centre for daily shopping needs?	21.8%	50.2%	13.9%	10.7%	3.5%
How good/poor is your local shopping centres choice of non food items?	5.7%	32.3%	24.2%	28.4%	9.4%
How do you rate the town's shops overall?	8.7%	40.7%	22.6%	19.9%	8.1%
How do you rate the standard of customer service you receive in the town centre?	18.6%	55.3%	19.4%	4.9%	1.7%

Street Scene

Q28. (Please **X one** box on each row only)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
How would you rate the cleanliness of the shopping streets?	9.6%	52.8%	19.7%	14.4%	3.5%
How would you rate the appearance of shop fronts in the retail areas?	5.5%	45.6%	26.1%	14.6%	8.1%

Overall satisfaction

Q29. Overall, how satisfied or dissatisfied are you with the town centres in relation to the shopping experience they offer? E.g. the services on offer, the standard of service you receive, the environment of the town etc.

Very
satisfied

7.9%

Fairly
satisfied

44%

Neither satisfied
nor dissatisfied

25.2%

Fairly
dissatisfied

18.2%

Very
dissatisfied

4.7%

Any other comment:

Improving the Town Centres

Q30. Please specify any suggestions for improving the town centres as a venue for shopping, e.g. environment, shop fronts, customer service, mix of businesses etc.

Consultation Panel

In preparation for the eighth year of the Consultation Panel, we would like to find out what you think about the Panel and our questionnaires.

Q31. Do you think the results from the Consultation Panel questionnaires help to make Council services better? (Please X one box only)

48.2% Yes

12.6% No

39.2% Don't know

Q32. We aim to send you up to three questionnaires every year. Do you think this is: (Please X one box only)

6.9% Not enough

89.6% Just right

3.5% Too many

Q33. How clear or unclear do you think the questions are? (Please X one box only)

Very
clear

36.1%

Fairly
clear

56.5%

Neither clear
nor unclear

5%

Fairly
unclear

2.4%

Very
unclear

Q34. How easy or difficult is it to complete the questionnaires?*(Please X one box only)*Very
easyFairly
easyNeither easy
nor difficultFairly
difficultVery
difficult**47.7%****46.9%****4.1%****1.1%****.2%****Q35. We aim to send out questionnaires which include no more than 12 sides of questions. Do you think this is:***(Please X one box only)***2%**

Not enough

91.2%

Just right

6.8%

Too many

Q36. Do you receive enough information on the results from each questionnaire?Yes **79.9%**No **20.1%****Q37. How interesting or uninteresting is the information you receive (in the Amber Voice) on the results from each questionnaire?***(Please X one box only)*Very
interestingFairly
interestingNeither interesting
nor uninterestingFairly
uninterestingVery
uninteresting**17.1%****64.8%****12.5%****4.8%****.8%****Q38. What topics are you interested in?***(Please X all boxes that apply)***76.8%** About my area and communityEconomy and jobs **44%****70%** Crime and Community Safety (including road safety)Housing **24.3%****38.1%** Services for children, families and younger adultsArts, culture and leisure **53.5%****44.3%** Services for adults**34.9%** Budget setting and service priorities**57.6%** Health**14.8%** All of the above**33.7%** Education services**4.4%** Other (Please X and specify below)**65.4%** Environmental issues**Q39. If you have any suggestions or comments on the questionnaires, the Amber Voice or how you think the Council should engage with the public, please specify below?****Thank you for taking the time to fill out this questionnaire**

COMMENTS OR COMPLAINTS**Comment or Complaint Relating to Amber Valley Borough Council**

If you have a comment or complaint relating to Amber Valley Borough Council services, please use our Customer Comments System either by our website:

www.ambervalley.gov.uk - click on C on our Index, then click on Compliments and Complaints - there you will see the Customer Comments Form.

Or Customer Comments leaflets are available at Town Centre Offices in Alfreton, Belper, Heanor and Ripley.

If you would like us to send you a Customer Comments leaflet please contact: 01773 841653.

Comment or Complaint Relating to Derbyshire County Council

If you have a comment or complaint relating to Derbyshire County Council, please use their Customer Comments system either by their website:

www.derbyshire.gov.uk - click on Contact Us, then choose on-line form

or by contacting Call Derbyshire: Tel: 08456 058 058, Email: contactcentre@derbyshire.gov.uk

Comment or Complaint Relating to Derbyshire Constabulary

If you have a comment or complaint relating to Derbyshire Constabulary, please use their Customer Comments system either by their website:

www.derbyshire.police.uk - click on Contact Us, then Make a Complaint

by going into any police station and asking for your complaint to be recorded,

Or write to the Professional Standards Department, Police Headquarters, Butterley Hall, Ripley, Derbyshire, DE5 3RS

This questionnaire is available in other formats.

If you require a different format or have any queries or comments on this Consultation Panel survey form then contact:

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