

GLOSSOP VISION BOARD

Report by: Dai Larner, Strategic Director of Planning & Regeneration
Contact Officer: Sarah Porru, Economic Development Officer

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Glossop Vision Resident Survey 2008

The survey was distributed to 5000 Glossop residents during July 2008. Recipients were chosen randomly from the electoral register. (un-restricted version). The survey was also available online at www.highpeak.gov.uk.

The results of this have now been analysed and compared against the results from previous surveys and a commentary on the outcome together with results tables are attached (Appendix 1).

The survey results will be circulated to relevant Council Officers for information and consideration of the results and subsequent action.

It is recommended that the Board receive the survey reports and be invited to bring any comments and proposals for action to the next meeting.

1. Introduction

1.1 This is the fourth annual Glossop Vision Survey. The survey was distributed by post, with freepost return envelopes, to 5000 Glossop residents chosen at random from the electoral register. The survey was also available online. Residents could return completed surveys to Municipal Buildings reception or use the freepost address provided.

1.2 The aim of the survey was to:

- Assess levels of awareness of Glossop Vision and the town centre improvement scheme.
- Measure levels of customer satisfaction with relevant areas of service
- Enable comparisons with other survey outcomes
- Enable consideration of further action
- Identify resident's priorities and the extent to which issues impact on their quality of life
- Provide information on resident views and priorities at a town wide and ward level

1.3 The full 2008 survey results are shown at Appendix 1. This report addresses the overall results and makes a comparison of the results against those from previous years. Care should be taken when comparing results against those of the 2007 survey. Due to changes to distribution

methods, the 2007 survey resulted in a response rate of just 4.6%. The response rates for all surveys are shown below.

Year	Number of returns	% response rate
2008	1083	21.6
2007	231	46.2
2006	1204	24.1
2005	1114	22.3

2. Profile of Respondents

2.1 The percentage of responses from men and women were 41.2% and 51.8% respectively. (7% did not respond to this question).

In terms of age range:

- 14.9% were under 35.
- 16.7% were aged 35-44
- 16.4% were aged 45-54
- 23.7% were aged 55-64
- 23.1% were aged 65 or over

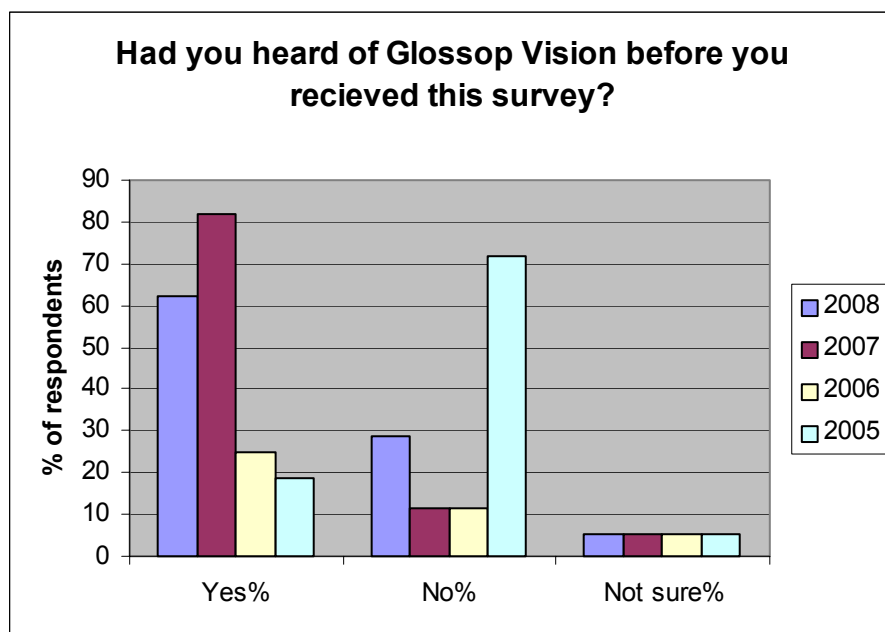
2.2 Responses were received from residents across the wards in Glossopdale, with responses from Glossop being the highest at 34.7% followed by Hadfield at 20.1% and Simmondley at 12.2%. This reflects the findings of previous surveys.

2.3 37.6% of respondents were in full time employment and 12.3% worked part-time; 28.8% were self employed and 8.9 % were retired.

3. Responses to Questions

3.1 Questions 1 & 2 - Awareness of Liveability and, if so, how
 Respondents were asked if they had heard of Glossop Vision before they received the survey. The results were:

Year	Yes%	No%	Not sure%
2008	62	28.7	5.5
2007	81.8	11.3	5.2
2006	24.7	11.5	5.3
2005	18.9	71.9	5.4



Those who had heard of Glossop Liveability were asked indicate how. A range of options were given. Respondents could indicate all that applied.

- 92% had read about it in a newspaper
- 91% had read about it in Connect
- 68% had completed an earlier survey
- 25% had heard about it on the radio

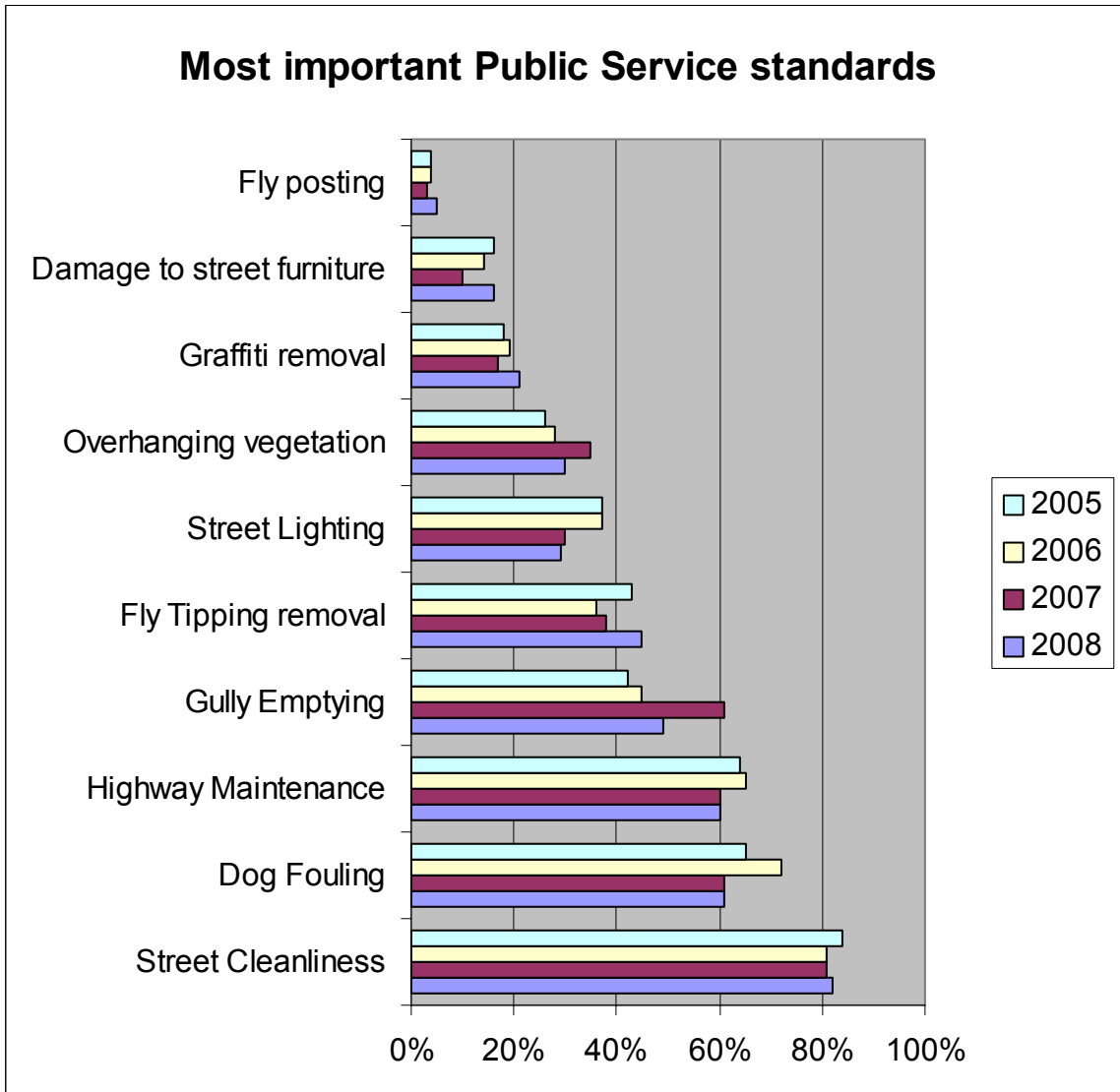
Other responses showed an awareness of Glossop Vision through the Council website, newsletter distribution via schools and publicity in the town centre (i.e. displays and leaflets).

3.2 Question 3 - Top Four Public Service Standards

Respondents were asked to indicate which four of the ten Public Service Standards they thought were most important. The results for all years are shown below:

	2008	2007	2006	2005
Street Cleanliness	82%	81%	81%	84%
Dog Fouling	61%	61%	72%	65%
Highway Maintenance	60%	60%	65%	64%
Gully Emptying	49%	61%	45%	42%
Fly Tipping removal	45%	38%	36%	43%
Street Lighting	29%	30%	37%	37%
Overhanging vegetation	30%	35%	28%	26%
Graffiti removal	21%	17%	19%	18%
Damage to street furniture	16%	10%	14%	16%

Fly posting	5%	3%	4%	4%
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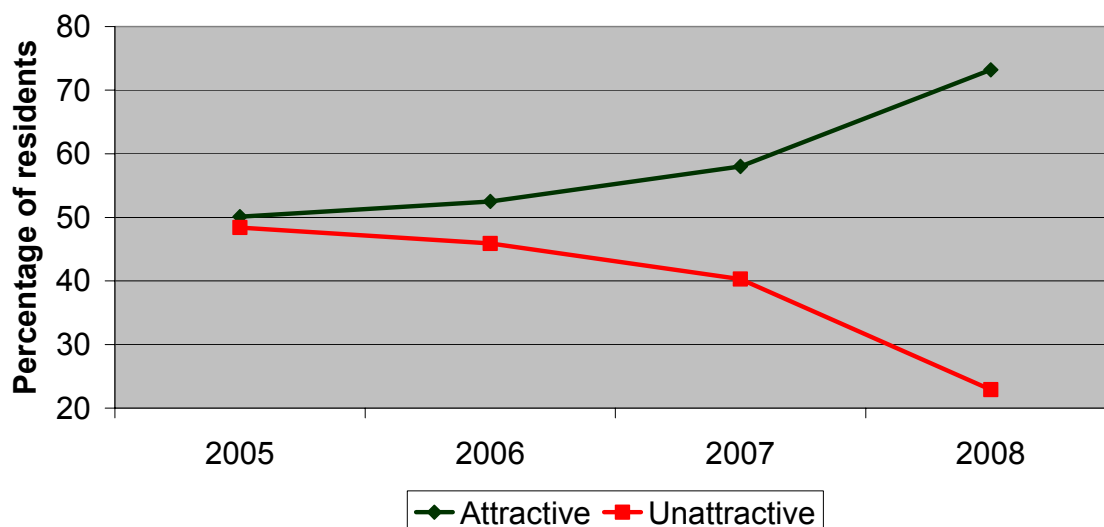
Street cleanliness, dog fouling, gully emptying and highway maintenance continue to be considered as the top four issues of importance as in previous years.

3.3 Question 4 - Town Centre Attractiveness

A question was asked as to whether respondents found Glossop town centre attractive. 73.2% said they found it attractive. Of the 22.9% who found it unattractive, 1.7% said it was very unattractive.

The results for all years are shown below:

Glossopdale resident's views of the attractiveness of the town



Year	Very attractive%	Attractive%	Not very attractive%	Very unattractive%
2008	6.1	67.1	21.2	1.7
2007	1.3	56.7	36.8	3.5
2006	2.8	49.7	41.2	4.7
2005	1.7	48.4	44.3	4.1

3.4 Question 5 - Satisfaction with the town centre improvement scheme

Respondents were asked to indicate satisfaction with the Glossop Vision town centre improvement scheme. 76.7% were satisfied, with 16% of these being 'very satisfied'. 8.6% were dissatisfied, with 1.9% being very dissatisfied.

3.5 Question 6 - Changes Over Last 12 Months in Standards of Cleanliness

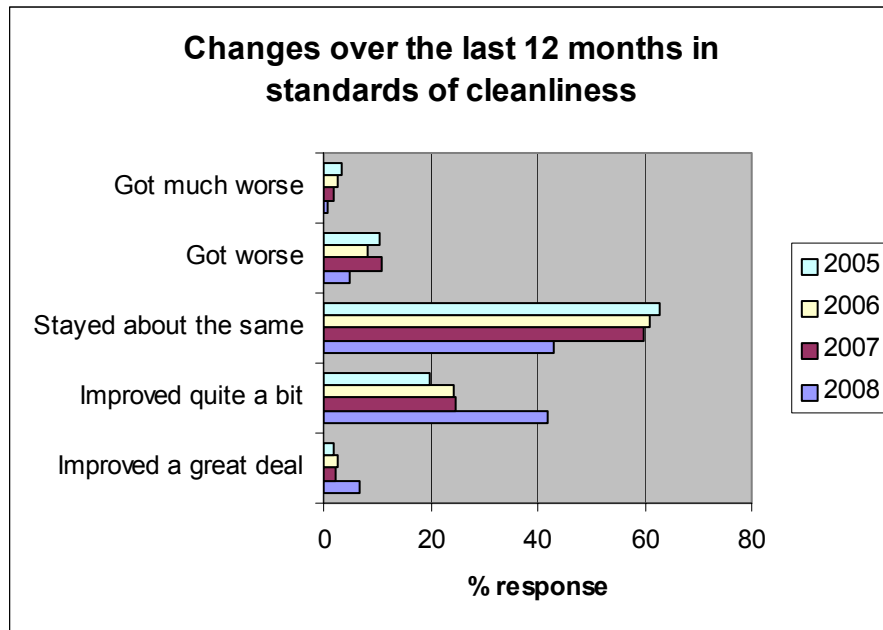
Respondents were asked to indicate whether they felt standards of cleanliness in public areas over the last 12 months had improved, got worse or stayed the same.

Responses were as follows:

- 42% of respondents felt it had improved with 6.8% of respondents replying it had improved a great deal.
- 43% replied that it had stayed the same
- 5.6% felt it had 'got worse'

The results for all years are shown below:

Year	Improved a great deal	Improved quite a bit	Stayed about the same	Got worse	Got much worse
2008	6.8	42.0	43.0	4.9	0.7
2007	2.2	24.7	59.7	10.8	1.7
2006	2.5	24.3	60.8	8.1	2.7
2005	2.0	19.9	62.7	10.3	3.3



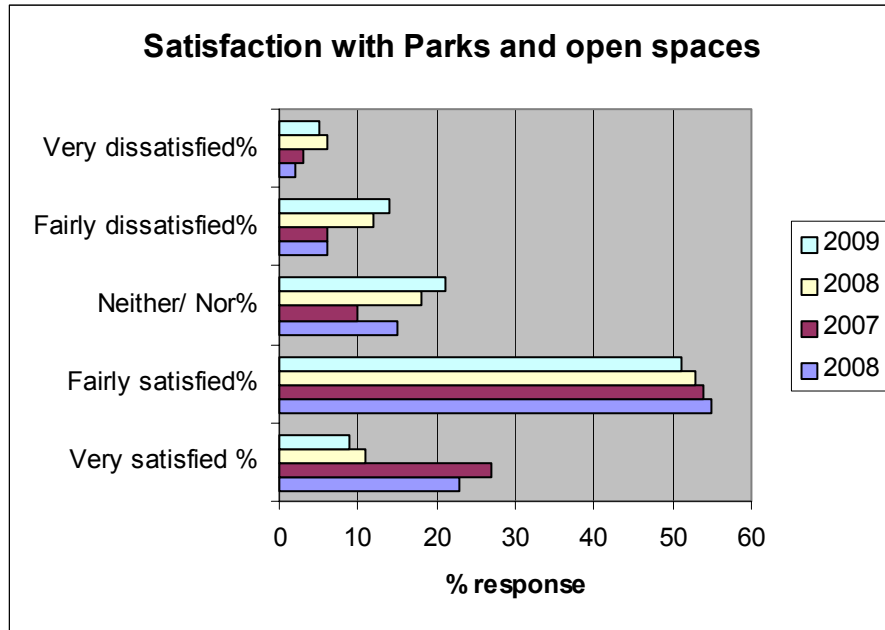
3.5 Question 7 - Satisfaction with the Way High Peak Delivers Services

Respondents were asked to indicate their level of satisfaction with the way High Peak Borough Council delivers named services. The results show an increase in satisfaction with parks, open spaces and play areas, street cleaning and keeping public areas free of litter however the results for waste collection show a decline in levels of satisfaction.

The results for all years are shown below:

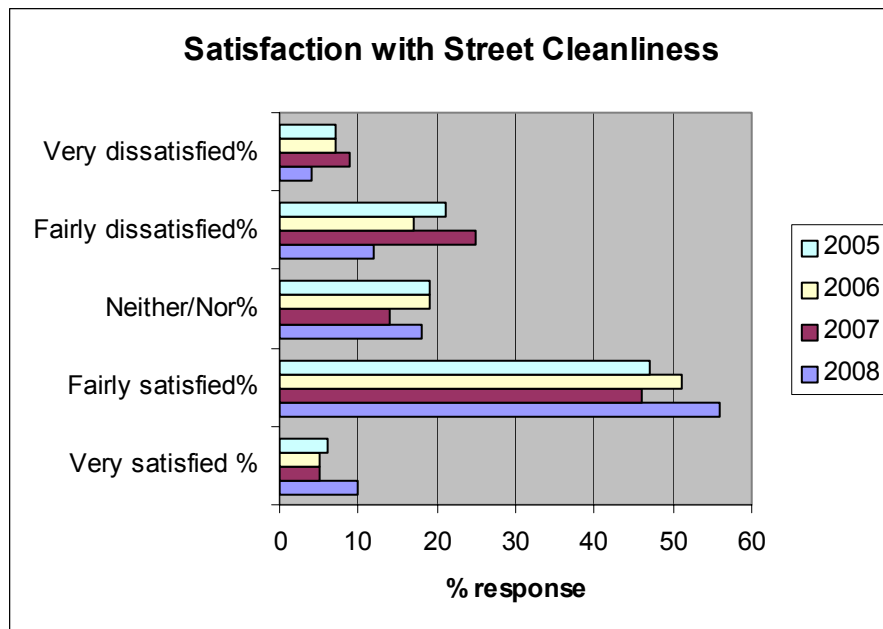
(a) Parks, Open Spaces, and Play Areas

Year	Very satisfied %	Fairly satisfied%	Neither/ Nor%	Fairly dissatisfied%	Very dissatisfied%
2008	23	55	15	6	2
2007	27	54	10	6	3
2006	11	53	18	12	6
2005	9	51	21	14	5



(b) Street Cleaning

Year	Very satisfied %	Fairly satisfied%	Neither/Nor%	Fairly dissatisfied%	Very dissatisfied%
2008	10	56	18	12	4
2007	5	46	14	25	9
2006	5	51	19	17	7
2005	6	47	19	21	7



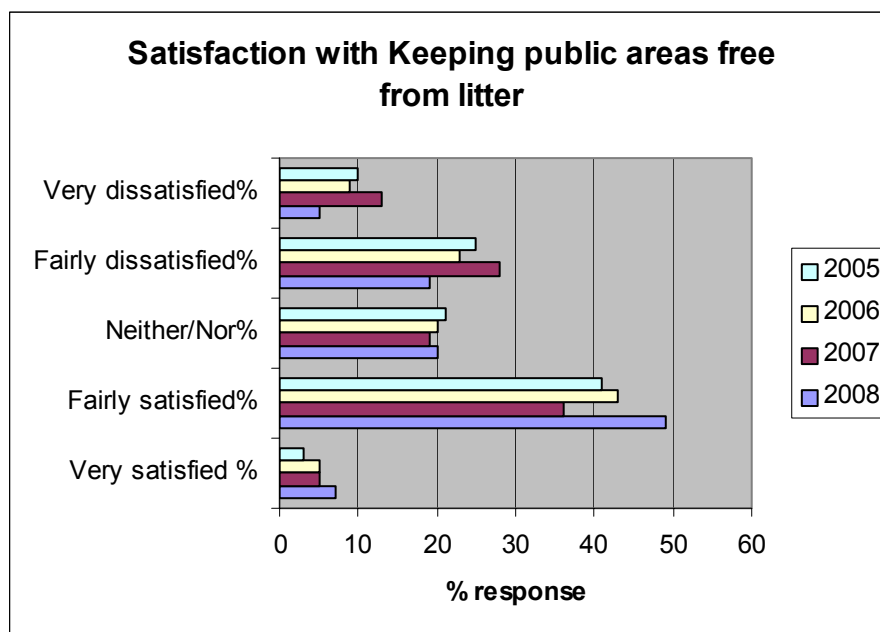
(c) Waste Collection

Year	Very satisfied %	Fairly satisfied%	Neither/Nor%	Fairly dissatisfied%	Very dissatisfied%
2008	26	38	11	15	10
2007	31	36	8	16	9
2006	37	46	7	7	4
2005	41	41	7	8	3



(d) Keeping Public Areas Free of Litter

Year	Very satisfied %	Fairly satisfied%	Neither/Nor%	Fairly dissatisfied%	Very dissatisfied%
2008	7	49	20	19	5
2007	5	36	19	28	13
2006	5	43	20	23	9
2005	3	41	21	25	10



3.6 Question 9 - Frequency of Incidents in Neighbourhood

Respondents were asked to cite how frequently they thought specified incidents happened in their neighbourhood.

Some questions relate directly to Liveability topics i.e. rubbish or litter lying around; dogs fouling the footpaths and parks whilst others ask questions about noisy neighbours and teenagers hanging around. This information will be passed to the Community Safety Team to assist in safety audits of neighbourhoods.

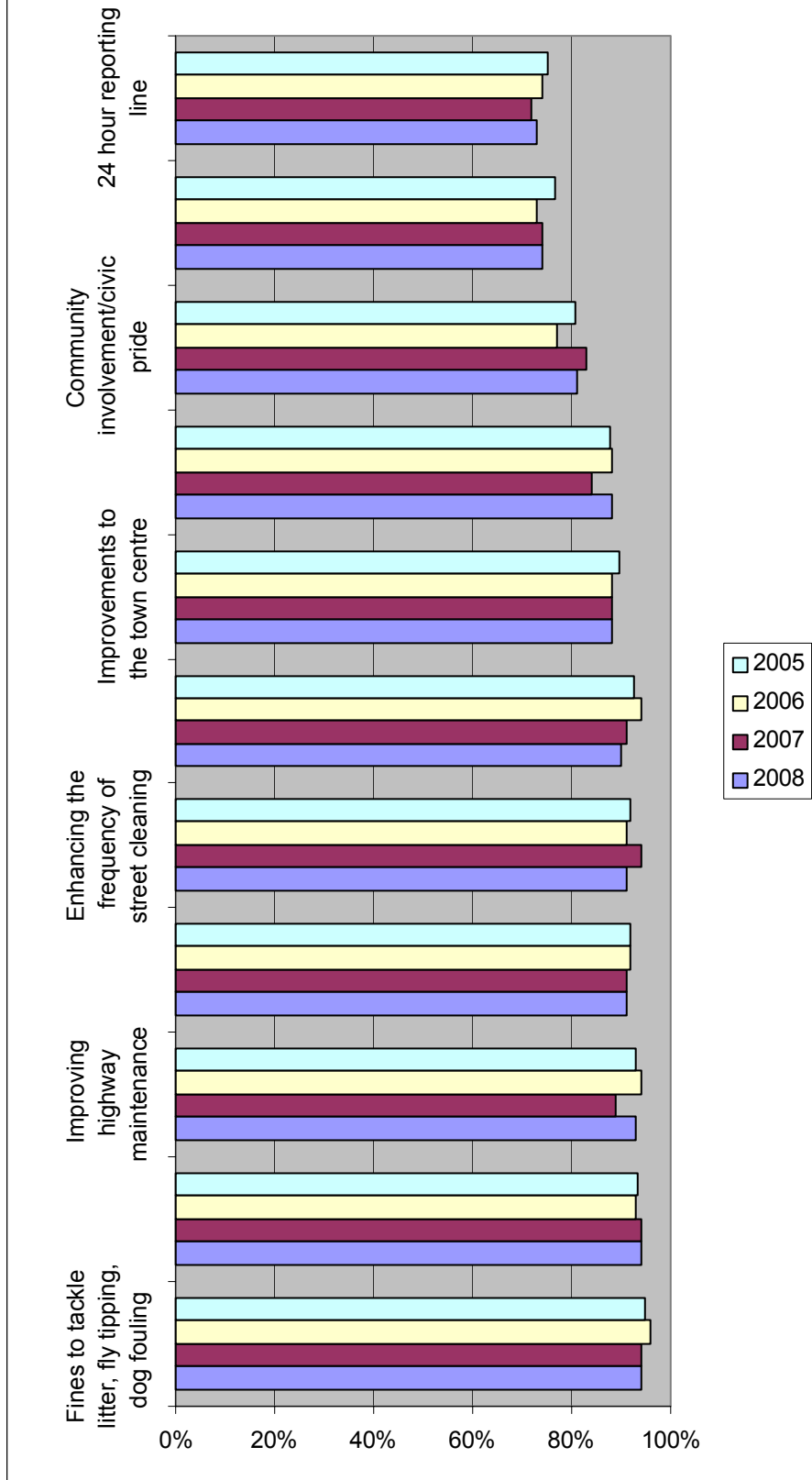
An analysis of the responses to these questions shows that cars parking on pavements, dogs fouling footpaths, incidences of rubbish or litter lying around and dogs fouling parks or play areas occur most often. This is consistent with the finding of earlier surveys.

- 74% of respondents reported cars parking on pavements very or quite often. The incidents of cars parking on pavements has remained fairly static during the past three years (76% in 2007 and 75% in 2006) however only 45% of residents reported it occurring quite often or very often in 2005.
- 62% of respondents reported that there were dogs fouling the footpaths very or quite often. The number of people reporting this as occurring very or quite often has fallen over the past four years. 70% reported this occurring very or quite often in 2007, 73% in 2006 and 76% in 2005.
- 58% of respondents reported incidents of rubbish and litter lying around occurring very or quite often. Again there is a decline in the number of people this occurs very or quite often. 69% of respondents reported that this occurred very or quite often in 2007, 68% in 2006 and 72% in 2005.
- 52% of respondents reported dogs fouling parks very or quite often. This has fallen from 55% in 2007, 69% in 2006 and 71% in 2005.

3.7 Question 9 - Importance to Quality of Life of Issues Addressed by Liveability
 Responses have been ranked in order of the % of respondents who indicated they saw them as important, either 'fairly' or 'very important':

	2008	2007	2006	2005
Fines to tackle litter, fly tipping, dog fouling	94%	94%	96%	94.9%
Environmental clean up projects	94%	94%	93%	93.2%
Improving highway maintenance	93%	89%	94%	92.8%
Tidy business/fast food litter projects	91%	91%	92%	91.9%
Enhancing the frequency of street cleaning	91%	94%	91%	92%
Improving parks and open spaces	90%	91%	94%	92.7%
Improvements to the town centre	88%	88%	88%	89.5%
Improvements to the A57 corridor	88%	84%	88%	87.7%
Community involvement/civic pride	81%	83%	77%	80.6%
Better maintenance of street furniture	74%	74%	73%	76.7%
24 hour reporting line	73%	72%	74%	75.2%

Importance of issues



4. Question 11 – Feedback on services

The 2008 survey provided respondents with space to comment on the Glossop Vision programme

- 4.1 The majority of comments (220) were in relation to the recent town centre improvement scheme. 135 considered the improvements to be a positive change. The improvements are seen as having made a valuable contribution to the town, making the town centre brighter and more attractive. Many comments asked for the improvements to continue in future years and for the new paving to be extended further along High Street West. The programme was criticised for the length of time taken to implement the works and the disruption caused to the town centre. Others complained the new paving was slippery when wet and were concerned this problem will be exacerbated during winter months.
- 4.2 Issues relating to traffic and parking generated almost 100 comments. Cars parking on footpaths were considered to a problem across all areas, causing obstructions and safety hazards to pedestrians. Enforcement and stronger penalties for offenders were seen as a solution to this problem. Many comments were in relation to traffic congestion with residents concerned about possible increases in congestion in future years brought about by further housing development. 34 comments were received in relation to parking charges in Glossop town centre with requests for free or cheaper parking to encourage shopping and boost business in the town.
- 4.3 Issues relating to waste and recycling generated 77 comments. The majority of these comments were requests for weekly bin collection to be re-instated or for plastic recycling to be included in the household collections. The poor condition of the recycling collection area in Simmondley was mentioned several times. Residents complained the area was untidy and heavily littered. More frequent emptying of bins was requested to prevent this in the future.
- 4.4 The appearance of High street shops and the retail mix in the town centre generated 69 comments. The comments showed a high level of concern with the decline in small shops in the town centre and the number of empty properties. Others complained about the appearance of shop fronts describing them as 'scruffy' and 'in need of a coat of paint'. Properties along Victoria Street were highlighted as being of particular concern. The high number of takeaways and charity shops in the town centre were considered a detriment to the town centre, whilst an increase in independent shops was considered desirable to increase the quality of the retail offer and attract people to Glossop.
- 4.5 The issue of litter generated 44 comments. Litter and chewing gum on the new paving in the town centre was considered to detract from the impact of the recent improvements and many residents requested more enforcement and stronger penalties for those who litter. A large number of comments were in relation to smoking related litter. This was viewed as becoming a major problem since the smoking ban was enforced with areas outside pubs being the worst affected. Again enforcement and stronger penalties were requested for offenders and landlords who fail to clean outside their

premises. The issue of enforcement was also highlighted in relation to dog fouling. Residents commented that irresponsible owners and the number of stray dogs contributed to high levels of dog fouling and requested additional dog fouling bins and enforcement with heavy penalties for offenders.

- 4.6 Over 50 comments were received in relation to HPBC services. 28 of these were positive describing services as good or improving. Criticisms were in relation to planning and development (in terms of recent housing and industrial developments and the impact of these on the neighbourhood) and poor or inadequate leisure and sporting facilities.
- 4.7 Problems with highways and gullies also generated 44 comments. The main areas of concern were the poor condition of the highways and footpaths. Complaints were in relation to patchy surfaces causing a trip hazard, pot holes damaging cars and the infrequent maintenance of roads and footpaths. The issue of gully cleaning also generated a high number of complaints. Many residents were concerned about flooding during heavy rain due to gullies being blocked.
- 4.8 The improvements at Manor Park and the floral displays at Manor Park and Norfolk Square received a number of positive comments. A number of comments requested more floral displays and hanging baskets, and for these to be extended along the length of the High Street not just at the centre. Requests were made for improvements at Harehills in Glossop and to the play areas at Simmondley and Chapel Lane, Hadfield.
- 4.9 Anti social behaviour was a concern for a smaller number of residents. Groups of children and teenagers 'hanging around' were considered to be intimidating with Manor Park and the shops at Simmondley considered to be hot spots for groups to congregate. Other mentioned a lack of facilities for young people and requested more policing and security.
- 4.10 A number of comments were in relation to the Vision Programme focusing heavily on Glossop town centre with the exclusion of surrounding neighbourhoods. Simmondley was cited most frequently as being in need of improvement, followed by Hadfield.

Other comments suggested 'grot spots' for improvement or possible future projects. There was strong support for regeneration of the market hall and arcade. The market was seen as an asset to the town but in need of support and development.

Many comments referred to the poor condition of the A57 claiming its shabby appearance, dominated by industrial sites, gives a poor impression when approaching the town. Derelict buildings such as Woods Mill, the Old Glove Works and the old Samas Roneo site in Gamesley were described as eyesores in need of cleaning up and securing against further damage. Wren Nest Retail Park was reported as having large amounts of litter in the river and that this detracted from the riverside walk through the site.

Other suggestions for future investment included improvements at Harehills, allotments and more cultural events to attract visitors to the town. Christmas

decorations in Glossop were described as poor with residents requesting more illuminations in the High Street.

5. Future action

The results of the survey will be circulated to all relevant service areas for information, consideration of the results and subsequent action. The results will also be made available to view at www.highpeak.gov.uk. Hard copies will be available on request.