

## RESULTS FROM CITIZENS' PANEL IV - VIEWPOINT SURVEY 3

Distributed FEB-MARCH 2008

Total responses 482 - Overall response rate 64%

### CRIME & COMMUNITY SAFETY

Q1) Overall how well do you think people from different backgrounds get on in your local area?

Base 482

Very well	133	27.6%
Fairly well	315	65.4%
Not very well	30	6.2%
Not at all well	0	0.0%
No response	4	0.8%

**Q2) Overall do you feel you belong to your neighbourhood?**

**Base 482**

<b>Yes</b>	<b>396</b>	<b>82.2%</b>
<b>No</b>	<b>34</b>	<b>7.1%</b>
<b>Not sure</b>	<b>47</b>	<b>9.8%</b>
<b>No response</b>	<b>5</b>	<b>1.0%</b>

**Q3) How much of a difference has the presence of Police Community Support Officers had in making the Borough a safer place to live?**

**Base 482**

<b>Large difference</b>	<b>78</b>	<b>16.2%</b>
<b>Minor difference</b>	<b>183</b>	<b>38.0%</b>
<b>No difference</b>	<b>100</b>	<b>20.7%</b>
<b>Not sure</b>	<b>118</b>	<b>24.5%</b>
<b>No response</b>	<b>3</b>	<b>0.6%</b>

**Q4) How worried are you about the following types of crime happening to you?**

**Base 482**

	<b>Very worried</b>	<b>Fairly worried</b>	<b>Not very worried</b>	<b>Not all worried</b>	<b>No response</b>
<b>Having your home broken into</b>	<b>63</b>	<b>221</b>	<b>181</b>	<b>14</b>	<b>3</b>
	<b>13.1%</b>	<b>45.9%</b>	<b>37.6%</b>	<b>2.9%</b>	<b>0.6%</b>
<b>Having your car stolen</b>	<b>40</b>	<b>162</b>	<b>223</b>	<b>33</b>	<b>24</b>
	<b>8.3%</b>	<b>33.6%</b>	<b>46.3%</b>	<b>6.8%</b>	<b>5.0%</b>
<b>Having things stolen from your car</b>	<b>46</b>	<b>195</b>	<b>189</b>	<b>26</b>	<b>26</b>
	<b>9.5%</b>	<b>40.5%</b>	<b>39.2%</b>	<b>5.4%</b>	<b>5.4%</b>
<b>Being physically attacked</b>	<b>60</b>	<b>141</b>	<b>232</b>	<b>43</b>	<b>6</b>
	<b>12.4%</b>	<b>29.3%</b>	<b>48.1%</b>	<b>8.9%</b>	<b>1.2%</b>
<b>Being subject to physical attack because of your skin colour, ethnic origin, or religion</b>	<b>11</b>	<b>26</b>	<b>151</b>	<b>274</b>	<b>20</b>
	<b>2.3%</b>	<b>2.3%</b>	<b>5.4%</b>	<b>31.3%</b>	<b>4.1%</b>

**Q5) How safe do you feel living in your local area?**

**Base 482**

<b>Very safe</b>	<b>83</b>	<b>17.2%</b>
<b>Safe</b>	<b>368</b>	<b>76.3%</b>
<b>Unsafe</b>	<b>30</b>	<b>6.2%</b>
<b>Very unsafe</b>	<b>1</b>	<b>0.2%</b>
<b>No response</b>	<b>0</b>	<b>0.0%</b>

**Q6) How safe do you feel walking alone in your local area after dark?**

**Base 482**

<b>Very safe</b>	<b>29</b>	<b>6.0%</b>
<b>Safe</b>	<b>235</b>	<b>48.8%</b>
<b>Unsafe</b>	<b>177</b>	<b>36.7%</b>
<b>Very unsafe</b>	<b>37</b>	<b>7.7%</b>
<b>No response</b>	<b>4</b>	<b>0.8%</b>

**Q7) How safe do you feel walking alone in your local area during the day?**

**Base 482**

<b>Very safe</b>	<b>212</b>	<b>44.0%</b>
<b>Safe</b>	<b>256</b>	<b>53.1%</b>
<b>Unsafe</b>	<b>11</b>	<b>2.3%</b>
<b>Very unsafe</b>	<b>1</b>	<b>0.2%</b>
<b>No response</b>	<b>2</b>	<b>0.4%</b>

**Q8) How much of a problem are the following in your local area?**

**Base 482**

	<b>Very big problem</b>	<b>Fairly big problem</b>	<b>A minor problem</b>	<b>Not a problem at all</b>	<b>No response</b>
<b>Gangs of youths hanging around street corners, shops etc.</b>	<b>76 15.8%</b>	<b>175 36.3%</b>	<b>187 38.8%</b>	<b>39 8.1%</b>	<b>5 1.0%</b>
<b>Litter or rubbish in the streets</b>	<b>61 12.7%</b>	<b>135 28.0%</b>	<b>226 46.9%</b>	<b>56 11.6%</b>	<b>4 0.8%</b>
<b>Street fights</b>	<b>7 1.5%</b>	<b>31 6.4%</b>	<b>194 40.2%</b>	<b>236 49.0%</b>	<b>14 2.9%</b>
<b>Vandalism, graffiti and other deliberate damage to property</b>	<b>45 9.3%</b>	<b>144 29.9%</b>	<b>244 50.6%</b>	<b>45 9.3%</b>	<b>4 0.8%</b>
<b>People being attacked because of their race or religion</b>	<b>0 0.0%</b>	<b>15 3.1%</b>	<b>157 32.6%</b>	<b>296 61.4%</b>	<b>14 2.9%</b>
<b>People using or dealing drugs</b>	<b>22 4.6%</b>	<b>70 14.5%</b>	<b>210 43.6%</b>	<b>160 33.2%</b>	<b>20 4.1%</b>
<b>People being drunk or rowdy in public places</b>	<b>38 7.9%</b>	<b>103 21.4%</b>	<b>238 49.4%</b>	<b>93 19.3%</b>	<b>10 2.1%</b>
<b>Abandoned cars</b>	<b>4 0.8%</b>	<b>22 4.6%</b>	<b>187 38.8%</b>	<b>259 53.7%</b>	<b>10 2.1%</b>
<b>People being insulted, pestered or intimidated in the streets</b>	<b>15 3.1%</b>	<b>39 8.1%</b>	<b>177 36.7%</b>	<b>239 49.6%</b>	<b>12 2.5%</b>
<b>People being attacked because of their sexual orientation</b>	<b>3 0.6%</b>	<b>4 0.8%</b>	<b>114 23.7%</b>	<b>342 71.0%</b>	<b>19 3.9%</b>

<b>Loud music/parties</b>	<b>8</b> 1.7%	<b>41</b> 8.5%	<b>220</b> 45.6%	<b>207</b> 42.9%	<b>6</b> 1.2%
<b>Neighbourhood conflicts and/or disputes</b>	<b>3</b> 0.6%	<b>29</b> 6.0%	<b>172</b> 35.7%	<b>263</b> 54.6%	<b>15</b> 3.1%
<b>Speeding traffic</b>	<b>95</b> 19.7%	<b>177</b> 36.7%	<b>149</b> 30.9%	<b>55</b> 11.4%	<b>6</b> 1.2%
<b>Cars parked inconveniently, dangerously or illegally</b>	<b>109</b> 22.6%	<b>125</b> 25.9%	<b>178</b> 36.9%	<b>60</b> 12.4%	<b>10</b> 2.1%
<b>Bonfires</b>	<b>8</b> 1.7%	<b>21</b> 4.4%	<b>148</b> 30.7%	<b>298</b> 61.8%	<b>7</b> 1.5%
<b>Fireworks set off that are not part of an organised display</b>	<b>80</b> 16.6%	<b>112</b> 23.2%	<b>170</b> 35.3%	<b>110</b> 22.8%	<b>10</b> 2.1%
<b>People using or carrying airguns or replica guns</b>	<b>8</b> 1.7%	<b>6</b> 1.2%	<b>82</b> 17.0%	<b>369</b> 76.6%	<b>17</b> 3.5%
<b>Rough sleeping</b>	<b>0</b> 0.0%	<b>4</b> 0.8%	<b>74</b> 15.4%	<b>389</b> 80.7%	<b>15</b> 3.1%
<b>Fly posting</b>	<b>7</b> 1.5%	<b>22</b> 4.6%	<b>162</b> 33.6%	<b>274</b> 56.8%	<b>17</b> 3.5%
<b>The consumption of alcohol in public places within the Borough</b>	<b>36</b> 7.5%	<b>89</b> 18.5%	<b>227</b> 47.1%	<b>121</b> 25.1%	<b>9</b> 1.9%
<b>Young people using open spaces for ball games</b>	<b>13</b> 2.7%	<b>39</b> 8.1%	<b>167</b> 34.6%	<b>255</b> 52.9%	<b>8</b> 1.7%
<b>People using foul and abusive language</b>	<b>46</b> 9.5%	<b>106</b> 22.0%	<b>199</b> 41.3%	<b>125</b> 25.9%	<b>6</b> 1.2%

<b>Parents not taking responsibility for behaviour of their children</b>	<b>115</b> <b>23.9%</b>	<b>134</b> <b>27.8%</b>	<b>148</b> <b>30.7%</b>	<b>79</b> <b>16.4%</b>	<b>6</b> <b>1.2%</b>
<b>The consumption of alcohol in public spaces within the Borough</b>	<b>50</b> <b>10.4%</b>	<b>108</b> <b>22.4%</b>	<b>200</b> <b>41.5%</b>	<b>104</b> <b>21.6%</b>	<b>20</b> <b>4.1%</b>

**Q9) Compared to 12 months ago, would you say that there is more or less crime in your local area?**

**Base 482**

<b>A lot more crime</b>	<b>20</b>	<b>4.1%</b>
<b>A little more crime</b>	<b>77</b>	<b>16.0%</b>
<b>About the same amount of crime</b>	<b>229</b>	<b>47.5%</b>
<b>A little less crime</b>	<b>38</b>	<b>7.9%</b>
<b>A lot less crime</b>	<b>10</b>	<b>2.1%</b>
<b>I didn't live in this area 12 months ago</b>	<b>7</b>	<b>1.5%</b>
<b>Not sure</b>	<b>100</b>	<b>20.7%</b>
<b>No response</b>	<b>1</b>	<b>0.2%</b>

**Q10) Please list any particular reasons for your answer to question 9 ?**  
**Panellists who thought crime had either increased or stayed the same**

	<b>Frequency of response</b>
<b>Vandalism esp. to cars and private property</b>	<b>51</b>
<b>General behaviour of young people, esp. loitering general anti-social behaviour</b>	<b>28</b>
<b>Burglary/attempted burglary</b>	<b>25</b>
<b>Underage drinking</b>	<b>15</b>
<b>Other</b>	<b>15</b>
<b>Appears the same amount of crime is reported</b>	<b>12</b>
<b>Local murder</b>	<b>12</b>
<b>Need more police presence</b>	<b>10</b>
<b>Robbery</b>	<b>8</b>
<b>Assaults</b>	<b>7</b>
<b>General level of anti-social behaviour</b>	<b>6</b>
<b>More media coverage of crime</b>	<b>6</b>
<b>Rowdy drunken behaviour</b>	<b>6</b>
<b>Word of mouth</b>	<b>5</b>
<b>Level of some major crimes e.g. murder, robbery</b>	<b>5</b>
<b>Amount of crime reported</b>	<b>5</b>
<b>Population increase leads to more crime</b>	<b>5</b>
<b>The same problems still exist</b>	<b>4</b>
<b>Noise levels</b>	<b>4</b>
<b>PCSOs useless/ineffective</b>	<b>4</b>
<b>Police called out more</b>	<b>4</b>
<b>Lack of facilities for young people</b>	<b>3</b>
<b>Litter</b>	<b>3</b>
<b>Cars speeding</b>	<b>3</b>

**Panellists who thought there was less crime**

	<b>Frequency of response</b>
<b>No obvious signs or experience of crime</b>	<b>39</b>
<b>Presence of PCSO s</b>	<b>12</b>
<b>Live in a low crime area</b>	<b>9</b>
<b>Information from Neighbourhood Watch Scheme</b>	<b>8</b>
<b>Have seen less signs of crime</b>	<b>7</b>
<b>Active Neighbourhood Watch-Scheme/ Vigilant neighbours</b>	<b>6</b>
<b>Avoid areas that I might encounter crime</b>	<b>3</b>

**Q11) Please list any particular problems in your area?**

**Frequency of response**

<b>Speed traffic</b>	<b>41</b>
<b>Parking issues, esp. dangerous, inconsiderate parking</b>	<b>42</b>
<b>Young people gathering, loitering</b>	<b>34</b>
<b>General anti social behaviour esp. by young people</b>	<b>29</b>
<b>Rubbish/litter</b>	<b>28</b>
<b>Other</b>	<b>26</b>
<b>Vandalism esp. to cars</b>	<b>21</b>
<b>Traffic congestion</b>	<b>15</b>
<b>Underage drinking</b>	<b>14</b>
<b>Drunken revellers</b>	<b>11</b>
<b>Noise level esp. @ night</b>	<b>10</b>
<b>Lack of police/more police presence required</b>	<b>9</b>
<b>Noisy motorbikes/mopeds</b>	<b>8</b>
<b>Lack of facilities for young people</b>	<b>8</b>
<b>Condition/maintenance of roads &amp; footpaths</b>	<b>7</b>
<b>Graffiti</b>	<b>7</b>
<b>Boy racers</b>	<b>7</b>
<b>Cyclists on pavements</b>	<b>7</b>
<b>Over development issues</b>	<b>6</b>
<b>Dog fouling</b>	<b>6</b>
<b>Burglary</b>	<b>5</b>
<b>Cutting of trees &amp; hedges</b>	<b>5</b>
<b>Drivers jumping lights</b>	<b>4</b>
<b>Fly tipping</b>	<b>4</b>
<b>Pollution</b>	<b>4</b>

**Q12) How satisfied are you with the way The Police and Eastleigh Borough Council deal with anti-social behaviour?**

**Base 482**

	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Neither sat nor dissat</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>Not sure</b>	<b>No response</b>
<b>The Police</b>	<b>14</b>	<b>120</b>	<b>197</b>	<b>68</b>	<b>27</b>	<b>56</b>	<b>0</b>
	<b>2.9%</b>	<b>24.9%</b>	<b>40.9%</b>	<b>14.1%</b>	<b>5.6%</b>	<b>11.6%</b>	<b>0.0%</b>
<b>Eastleigh Borough Council</b>	<b>10</b>	<b>94</b>	<b>203</b>	<b>53</b>	<b>18</b>	<b>82</b>	<b>22</b>
	<b>2.1%</b>	<b>19.5%</b>	<b>42.1%</b>	<b>11.0%</b>	<b>3.7%</b>	<b>17.0%</b>	<b>4.6%</b>

**Q13) How well informed do you feel about what Eastleigh Borough Council is doing to tackle anti-social behaviour?**

**Base 482**

<b>Well informed</b>	<b>12</b>	<b>2.5%</b>
<b>Fairly well informed</b>	<b>102</b>	<b>21.2%</b>
<b>Not very informed</b>	<b>202</b>	<b>41.9%</b>
<b>Poorly informed</b>	<b>135</b>	<b>28.0%</b>
<b>Not sure</b>	<b>27</b>	<b>5.6%</b>
<b>No response</b>	<b>4</b>	<b>0.8%</b>

**Q14) Do you feel the following premises are contributing to alcohol related anti-social behaviour?**

**Base 482**

	<b>Yes</b>	<b>No</b>	<b>Not sure</b>	<b>No response</b>
<b>Shops</b>	<b>282</b> <b>58.5%</b>	<b>108</b> <b>22.4%</b>	<b>82</b> <b>17.0%</b>	<b>10</b> <b>2.1%</b>
<b>Clubs</b>	<b>156</b> <b>32.4%</b>	<b>147</b> <b>30.5%</b>	<b>137</b> <b>28.4%</b>	<b>42</b> <b>8.7%</b>
<b>Public Houses</b>	<b>230</b> <b>47.7%</b>	<b>115</b> <b>23.9%</b>	<b>111</b> <b>23.0%</b>	<b>26</b> <b>5.4%</b>
<b>Off licences</b>	<b>220</b> <b>45.6%</b>	<b>107</b> <b>22.2%</b>	<b>132</b> <b>27.4%</b>	<b>23</b> <b>4.8%</b>

**Q18) Have you previously heard of the Eastleigh Community Safety Partnership?**

**Base 482**

<b>Yes</b>	<b>96</b>	<b>19.9%</b>
<b>No</b>	<b>380</b>	<b>78.8%</b>
<b>No response</b>	<b>6</b>	<b>1.2%</b>

**Q19) The current priorities of the Eastleigh Community Safety Partnership are listed below.  
How much of a priority do you think they are?**

**Base 482**

	<b>High priority</b>	<b>Priority</b>	<b>Low priority</b>	<b>Not a priority</b>	<b>No response</b>
<b>To reduce crime in the Borough of Eastleigh</b>	<b>290 60.2%</b>	<b>162 33.6%</b>	<b>15 3.1%</b>	<b>0 0.0%</b>	<b>15 3.1%</b>
<b>To significantly reduce the impact of identified prolific and priority offenders on Borough crime</b>	<b>260 53.9%</b>	<b>164 34.0%</b>	<b>32 6.6%</b>	<b>1 0.2%</b>	<b>25 5.2%</b>
<b>To reduce anti-social behaviour</b>	<b>271 56.2%</b>	<b>177 36.7%</b>	<b>20 4.1%</b>	<b>0 0.0%</b>	<b>14 2.9%</b>
<b>To prevent and reduce youth crime</b>	<b>273 56.6%</b>	<b>161 33.4%</b>	<b>25 5.2%</b>	<b>0 0.0%</b>	<b>23 4.8%</b>
<b>To reduce drugs and alcohol misuse</b>	<b>283 58.7%</b>	<b>145 30.1%</b>	<b>32 6.6%</b>	<b>3 0.6%</b>	<b>19 3.9%</b>
<b>To reduce violent crime</b>	<b>310 64.3%</b>	<b>118 24.5%</b>	<b>31 6.4%</b>	<b>2 0.4%</b>	<b>21 4.4%</b>
<b>To reduce all forms of hate crime and to look after vulnerable people</b>	<b>224 46.5%</b>	<b>179 37.1%</b>	<b>54 11.2%</b>	<b>7 1.5%</b>	<b>18 3.7%</b>
<b>To reduce the fear of crime and to raise public reassurance in the work of the Partnership</b>	<b>195 40.5%</b>	<b>213 44.2%</b>	<b>50 10.4%</b>	<b>7 1.5%</b>	<b>17 3.5%</b>

**Q21) Which ethnic group do you belong to?**

**Base 482**

<b>White British</b>	<b>458</b>	<b>95.0%</b>
<b>White Irish</b>	<b>5</b>	<b>1.0%</b>
<b>Traveller of Irish Heritage</b>	<b>0</b>	<b>0.0%</b>
<b>Gypsy/Romany</b>	<b>0</b>	<b>0.0%</b>
<b>Any other White background</b>	<b>3</b>	<b>0.6%</b>
<b>White and Black Caribbean</b>	<b>1</b>	<b>0.2%</b>
<b>White and Black African</b>	<b>1</b>	<b>0.2%</b>
<b>White &amp; Asian</b>	<b>4</b>	<b>0.8%</b>
<b>Any other mixed background</b>	<b>0</b>	<b>0.0%</b>
<b>Indian</b>	<b>0</b>	<b>0.0%</b>
<b>Pakistani</b>	<b>0</b>	<b>0.0%</b>
<b>Bangladeshi</b>	<b>0</b>	<b>0.0%</b>
<b>Black Caribbean</b>	<b>0</b>	<b>0.0%</b>
<b>Black African</b>	<b>0</b>	<b>0.0%</b>
<b>Any other Black background</b>	<b>0</b>	<b>0.0%</b>
<b>Chinese</b>	<b>3</b>	<b>0.6%</b>
<b>Any other ethnic background</b>	<b>1</b>	<b>0.2%</b>
<b>Don't know</b>	<b>1</b>	<b>0.2%</b>
<b>No response</b>	<b>5</b>	<b>1.0%</b>

**Q22) What is your sexual orientation?**

**Base 482**

<b>Heterosexual</b>	<b>428</b>	<b>88.8%</b>
<b>Gay/Lesbian/Bisexual</b>	<b>6</b>	<b>1.2%</b>
<b>Prefer not to say</b>	<b>26</b>	<b>5.4%</b>
<b>No response</b>	<b>22</b>	<b>4.6%</b>

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### CARBON COMPENSATION FUND

Q23) Have you previously heard of carbon offsetting or carbon compensation?

Base 482

Yes	288	59.8%
No	193	40.0%
No response	1	0.2%

**Q24) Which of the following statements most closely matches your own knowledge of carbon compensation at this stage?**

**Base 288**

<b>I've heard of carbon off setting or carbon compensation but I don't know what it means</b>	<b>33</b>	<b>11.5%</b>
<b>It's something to do with climate change but I'm not sure why or how</b>	<b>8</b>	<b>2.8%</b>
<b>It's to do with balancing greenhouse gases in some way</b>	<b>23</b>	<b>8.0%</b>
<b>You have to measure your energy consumption from fossil fuels and work out how much carbon particles are given off into the air from burning them</b>	<b>4</b>	<b>1.4%</b>
<b>You have to measure your energy consumption from fossil fuels and work out how much carbon particles are given off then reduce that as much as possible</b>	<b>15</b>	<b>5.2%</b>
<b>You have to measure your energy consumption from fossil fuels and work out how much carbon particles are given off then reduce that as much as possible by using energy more efficiently and then invest in projects that will save the same or more carbon dioxide than has been given off</b>	<b>108</b>	<b>37.5%</b>
<b>You have to measure your energy consumption from fossil fuels, work out how much carbon dioxide is given off and then invest in projects that will save the same or more carbon dioxide than has been given off</b>	<b>94</b>	<b>32.6%</b>
<b>No response</b>	<b>3</b>	<b>1.0%</b>

**Q25 Have you or anyone in your household ever invested in a carbon offsetting or carbon compensation fund?**

**Base 288**

<b>Yes</b>	<b>11</b>	<b>2.3%</b>
<b>No</b>	<b>275</b>	<b>57.1%</b>
<b>No response</b>	<b>2</b>	<b>0.4%</b>

**Q26) In which of the following carbon offsetting or carbon compensation funds have you or your household invested?**

**Base 11**

**Actual numbers**

<b>CO2Balance.com</b>	<b>0</b>
<b>Carbonfootprint.com</b>	<b>3</b>
<b>The Carbon Neutral Cor</b>	<b>1</b>
<b>Climate Care</b>	<b>3</b>
<b>Other</b>	<b>7</b>

**Q27 For what activities/products have you offset/compensated for your carbon dioxide emissions?**

**Base 11**

**Actual numbers**

<b>Heating and/or hot water in the home</b>	<b>4</b>
<b>Electricity use in the home</b>	<b>2</b>
<b>Travel by bus, train or coach</b>	<b>0</b>
<b>Travel by car or any other motor vehicle (including as part of a vehicles insurance)</b>	<b>2</b>
<b>Travel by ferry or ship</b>	<b>1</b>
<b>Travel by air</b>	<b>8</b>
<b>Water used in the home</b>	<b>1</b>
<b>Food consumed in the home</b>	<b>2</b>
<b>“Hidden” energy in any goods purchased</b>	<b>2</b>
<b>Other activities or products</b>	<b>0</b>

**Q28) Do you think the carbon compensation/offsetting service/s you have used will lead to the real and sustained carbon dioxide savings that the service claim?**

**Base 11**

**Actual numbers**

<b>I am confident that the carbon dioxide savings are as claimed</b>	<b>2</b>
<b>I'm fairly sure that the carbon dioxide savings are as claimed</b>	<b>0</b>
<b>I don't know if the carbon savings are as claimed but I hope they are</b>	<b>5</b>
<b>It bothers me that I am uncertain about the claims made for carbon dioxide savings and I would like more reassurance</b>	<b>1</b>
<b>Although I am unsure as to the claims made, I still like to carbon off set/compensate when I can</b>	<b>3</b>

**Q29) What is the maximum amount you have paid per tonne of carbon dioxide from whatever carbon compensation/offsetting service you used?**

**Base 11**

**Actual numbers**

<b>I/We can't remember what it cost</b>	<b>9</b>
<b>£1 to £4 per tonne</b>	<b>0</b>
<b>£5 to £9 per tonne</b>	<b>0</b>
<b>£10 to £14 per tonne</b>	<b>0</b>
<b>£15 to £19 per tonne</b>	<b>1</b>
<b>£20 to £24 per tonne</b>	<b>0</b>
<b>£25 to £29 per tonne</b>	<b>1</b>
<b>£30 to £34 per tonne</b>	<b>0</b>
<b>£35 to £39 per tonne</b>	<b>0</b>
<b>£40 to £44 per tonne</b>	<b>0</b>
<b>£45 to £49 per tonne</b>	<b>0</b>
<b>£50 or more per tonne</b>	<b>0</b>

**Q30) What would be the maximum amount per tonne of carbon dioxide you would pay?**  
Please bear in mind that the “average” person’s total carbon dioxide emissions per year in the UK is very roughly 10 tonnes, of which 3.4 tonnes is air travel, 1.6 tonnes is electricity, 2.7 gas, 1.9 is car and 0.4 is bus and train\*.

\* Source Warwick University <http://www.carboncalculator.co.uk/averages.php>

Base 11

Actual numbers

£1 to £4 per tonne	2
£5 to £9 per tonne	2
£10 to £14 per tonne	3
£15 to £19 per tonne	1
£20 to £24 per tonne	1
£25 to £29 per tonne	0
£30 to £34 per tonne	1
£35 to £39 per tonne	1
£40 to £44 per tonne	0
£45 to £49 per tonne	0
£50 or more per tonne	0

**Q31) In what sort of projects did the carbon offsetting/compensation service you used invest?**

**Base 11**

**Actual numbers**

<b>I don't know or am unsure what projects are being used by that service or services</b>	<b>3</b>
<b>Tree planting/ reforestation projects abroad</b>	<b>6</b>
<b>Tree planting/reforestation projects in the UK</b>	<b>4</b>
<b>Energy crop projects abroad</b>	<b>0</b>
<b>Energy crop projects in the UK</b>	<b>1</b>
<b>Renewable energy projects abroad</b>	<b>2</b>
<b>Renewable energy projects in the UK</b>	<b>4</b>
<b>Energy efficiency projects abroad leading to the installation of equipment or products</b>	<b>1</b>
<b>Energy efficiency projects in the UK leading to the installation of equipment or products</b>	<b>1</b>
<b>Energy efficiency projects abroad leading to changes in behaviour</b>	<b>0</b>
<b>Energy efficiency projects in the UK leading to changes in behaviour</b>	<b>2</b>
<b>Other</b>	<b>0</b>

**Q32) You are answering this question because you (or anyone in your household) has never invested in a carbon offsetting or carbon compensation fund before. What is the main reason you have not invested in this way?**

**Base 471**

<b>I/We don't know anything about carbon compensation or carbon offsetting so have never thought about doing it before.</b>	<b>185</b>	<b>39.3%</b>
<b>I/We know a bit about carbon compensation/offsetting but I/we are not interested in reducing my/our carbon dioxide emissions</b>	<b>4</b>	<b>0.8%</b>
<b>I/We don't believe in the principle of compensating/offsetting carbon dioxide emissions for our unavoidable carbon dioxide emissions</b>	<b>32</b>	<b>6.8%</b>
<b>I/We, in principle, would like to compensate/ offset for my/our carbon dioxide emissions but we don't have confidence that any of the existing schemes will deliver the promised carbon dioxide savings</b>	<b>74</b>	<b>15.7%</b>
<b>I/We, in principle, would like to compensate/ offset for my/our carbon dioxide emissions but we want to invest in a scheme that will benefit local people rather than in projects abroad that cannot easily be checked. Such a scheme does not currently exist.</b>	<b>76</b>	<b>16.1%</b>
<b>I/We have not invested in carbon compensation/offsetting schemes because we cannot afford to do so but we would like to if we could</b>	<b>43</b>	<b>9.1%</b>
<b>I/We have other reasons for not investing in carbon compensation/offsetting schemes.</b>	<b>31</b>	<b>6.6%</b>
<b>No response</b>	<b>26</b>	<b>5.5%</b>

**Q33) If you were to invest in a carbon compensation/offsetting scheme, what would be the maximum amount per tonne of carbon dioxide you would be willing to pay?**  
Base 471

<b>£1 to £4 per tonne</b>	<b>140</b>	<b>29.7%</b>
<b>£5 to £9 per tonne</b>	<b>56</b>	<b>11.9%</b>
<b>£10 to £14 per tonne</b>	<b>56</b>	<b>11.9%</b>
<b>£15 to £19 per tonne</b>	<b>23</b>	<b>4.9%</b>
<b>£20 to £24 per tonne</b>	<b>23</b>	<b>4.9%</b>
<b>£25 to £29 per tonne</b>	<b>11</b>	<b>2.3%</b>
<b>£30 to £34 per tonne</b>	<b>3</b>	<b>0.6%</b>
<b>£35 to £39 per tonne</b>	<b>1</b>	<b>0.2%</b>
<b>£40 to £44 per tonne</b>	<b>1</b>	<b>0.2%</b>
<b>£45 to £49 per tonne</b>	<b>0</b>	<b>0.0%</b>
<b>£50 or more per tonne</b>	<b>0</b>	<b>0.0%</b>
<b>No response</b>	<b>157</b>	<b>33.3%</b>

**Q34) In what sort of projects do you think a carbon offsetting/compensation service should invest?**

**Base 482**

<b>Tree planting/ reforestation projects abroad</b>	<b>160</b>	<b>34.0%</b>
<b>Tree planting/reforestation projects in the UK</b>	<b>336</b>	<b>71.3%</b>
<b>Energy crop projects abroad</b>	<b>58</b>	<b>12.3%</b>
<b>Energy crop projects in the UK</b>	<b>203</b>	<b>43.1%</b>
<b>Renewable energy projects abroad</b>	<b>81</b>	<b>17.2%</b>
<b>Renewable energy projects in the UK</b>	<b>334</b>	<b>70.9%</b>
<b>Energy efficiency projects abroad leading to the installation of equipment or products</b>	<b>73</b>	<b>15.5%</b>
<b>Energy efficiency projects in the UK leading to the installation of equipment or products</b>	<b>285</b>	<b>60.5%</b>
<b>Energy efficiency projects abroad leading to changes in behaviour</b>	<b>108</b>	<b>22.9%</b>
<b>Energy efficiency projects in the UK leading to changes in behaviour</b>	<b>304</b>	<b>64.5%</b>
<b>Other</b>	<b>27</b>	<b>5.7%</b>

**Q35) Which term - carbon offsetting or carbon compensation - would you prefer to be used when describing balancing carbon dioxide emissions by carbon dioxide saving projects?**

**Base 482**

<b>I have no preference which term is used</b>	<b>221</b>	<b>46.9%</b>
<b>I prefer carbon compensation</b>	<b>72</b>	<b>15.3%</b>
<b>I prefer carbon offsetting</b>	<b>139</b>	<b>29.5%</b>
<b>No response</b>	<b>50</b>	<b>10.6%</b>

**Q36) Would you be interested in receiving information about the Council's Carbon Compensation Fund when it is set up? The fund will be used to finance energy efficiency projects (such as providing loft and cavity wall insulation to local homes) These are projects that would not otherwise be financed by other schemes, such as those by Energy suppliers or from government funded bodies.**

**Base 482**

<b>I am not interested in receiving any details of the local Carbon Compensation Fund at the moment</b>	<b>97</b>	<b>20.6%</b>
<b>I would like to receive a basic information sheet on how to reduce my electricity and heating bills.</b>	<b>195</b>	<b>41.4%</b>
<b>I would like more details of the local Carbon Compensation Fund when they become available.</b>	<b>211</b>	<b>44.8%</b>

## RESULTS FROM CITIZENS' PANEL IV - VIEWPOINT SURVEY 3

Distributed FEB-MARCH 2008

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### FLEMING PARK LEISURE CENTRE

Base 482

Q37) Have you used the facilities at Fleming Park Leisure Centre during the last year?

Yes	157	32.6%
No	320	66.4%
No response	5	1.0%

Q38) What are the main facilities you have used during the last year?

Base 157

Swimming	86	54.8%
Gym	23	14.6%
Badminton	18	11.5%
Café/golf club house	18	11.5%
Other	12	7.6%
Children's activities	12	7.6%
Football	11	7.0%
Exercise, fitness class	11	7.0%
Squash	8	5.1%
Children's party	8	5.1%
Main hall	5	3.2%
Bowling	5	3.2%
Elderly class	5	3.2%
Tennis	5	3.2%
Golf	4	2.5%
Paddling pool	4	2.5%
Table tennis	2	1.3%

**Q39) Overall how would you rate the following aspects of Fleming Park Leisure Centre?**

**Base 157**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very poor</b>	<b>No response</b>
<b>Cleanliness</b>	<b>27</b> <b>17.2%</b>	<b>79</b> <b>50.3%</b>	<b>36</b> <b>22.9%</b>	<b>13</b> <b>8.3%</b>	<b>2</b> <b>1.3%</b>	<b>0</b> <b>0.0%</b>
<b>Customer care</b>	<b>22</b> <b>14.0%</b>	<b>77</b> <b>49.0%</b>	<b>51</b> <b>32.5%</b>	<b>4</b> <b>2.5%</b>	<b>2</b> <b>1.3%</b>	<b>1</b> <b>0.6%</b>
<b>Value for money</b>	<b>15</b> <b>9.6%</b>	<b>70</b> <b>44.6%</b>	<b>62</b> <b>39.5%</b>	<b>9</b> <b>5.7%</b>	<b>0</b> <b>0.0%</b>	<b>1</b> <b>0.6%</b>

**Q40) Overall how would you rate the following aspects of Fleming Park Leisure Centre?**

**Base 157**

<b>Excellent</b>	<b>33</b>	<b>21.0%</b>
<b>Good</b>	<b>96</b>	<b>61.1%</b>
<b>Average</b>	<b>25</b>	<b>15.9%</b>
<b>Poor</b>	<b>1</b>	<b>0.6%</b>
<b>Very poor</b>	<b>1</b>	<b>0.6%</b>
<b>No response</b>	<b>1</b>	<b>0.6%</b>

Q41) Are there any particular reasons for your answer?

Base 157

Positive comments

a wide range of sports and excellent parking since playing there over thirty years we have seen a marked improvement in the last 5 years

Always something going on for everyone that wants to take part in various activities. Very good staff - Always helpful

Facilities are much improved since it has been refurbished. Disabled access is much better.

For a council run premises it is doing well also I know the Manager very well and she is more than capable at doing a good job for the community.

I am particularly disabled and all the swimming pool staff have always been extremely helpful to me.

I have used the badminton courts and swimming pool. Excellent!

It all looks good as I see it for range of activities at Fleming park. Golf as well

It is the only real public sports facility in the Eastleigh borough area that I am aware of and so therefore it serves a large area.

Looks alot better since refurbishment, alot cleaner and more welcoming. Facilities not much changed, quite acceptable.

Lots to do

New entrance area and upstairs seating are a great improvement. Overall décor is a little shabby and adds to the air of uncleanliness. Range of activities

Not sure on full range that is on offer as only use pool, but I believe the range to be good.

range of activities is varied at most times of the day/evening

Recent re-fit at gym makes it excellent

the indoor tennis courts are superb but not always cleaned. the 50 facilities are excellent

the swimming pool is excellent and they offer good facilities

There are plenty of activities for all age groups. We haven used the pool for a while and found the changing rooms pretty basic then.

there is alot more on offer out of the area

There is something for everyone

Very good programme of classes

Well equipped gym, Comprehensive programme for indoor cycling and facilities.

when complaint made problem rectified immediately

## Critical comments

Although lots of activities money spent on looks as opposed to actual facilities i.e. tarmac car park and changing car flow to European making it dang  
Café is very expensive, poor range of food, and had no hot water last time I visited it's called a kettle people.

Changing area not good or clean enough

Changing rooms are disgusting I have stopped going with my small kids. Once there was blood smeared all up toilet door. I felt sick. I complained but ju:

Changing rooms for pool could be a lot cleaner and more pleasant smelling !

Despite the recent renovation of swimming pool changing area, it continues to feel damp and dirty, particularly toilets. We now tend to go to Winchester  
Gym equipment was dated and often broken. Resulting in me cancelling my membership.

I always find changing rooms dirty. Even with the excellent refit of the premises which was very much needed this never seems clean

I can only comment on the swimming pool because that is what we use mainly. I have just found the changing rooms quite unclean in the past and so ter

I do think it is not safe when having a party there that children have to move to another room on another floor to eat My child was nearly lost on route as

I think it is a shame that the EFP swimming club which is a long established "vehicle" for activity of the young in the Borough, has to train elsewhere bec

I think the Pool is overused by schools and other organised groups, and consequently the quality of the facility is reduced for individual adult swimmers

It is not very easy to get to so I don't go a lot but it's good when I do go.

It would be nice if trainers spoke to those attending the gym especially regulars

ladies toilets downstairs are in a poor state. I don't know much about other activities re q.40 as I only use the sports hall.

Men's showers at the gym have drain problems and often smell

More activities for toddlers and little ones

Most leisure centres offer the same facilities and have the same aims or charters and therefore all will normally be average unless the specialise

No antenatal or mother and baby classes. Swimming changing room can be quite mucky.

no fitness classes in afternoons

No Jacuzzi

not a lot of activities/clubs for the 10-13 age group (pre teens) especially for boys (except football) for INDOOR use. Would be good to offer a circuit train

Not always easy to book courts as individual rather than as a club.

Not enough staff out of peak time to deal with enquiries.

One thing that has bugged me for years is being charged full price for swimming when only half the pool is available as being used for lessons. Public sl

Over 50s fri - Poorly organised leading to people being 'cliquery' and playing with their friends.

Poor parking

parking could be a lot better (car parks were locked in the evening)

Pool has no slides, Very basic.

poor opening hrs for swimming around work times for adults and children. Gym has too many members, not enough clean equipment and unfriendly atrn

Sometimes the family changing rooms are not the cleanest, but otherwise a very good leisure centre.

Squash court very dirty/dusty

contd

swimming pool changing room floor is dirty and smells  
 swimming pool changing rooms are awful - need big upgrade.  
 Tannoy cannot be switched off in individual rooms so e.g. French classes are interrupted!  
 the football pitches are not that well maintained  
 The ladies toilets smell dreadful. I think the price for the court is expensive.  
 The leisure would benefit greatly, I feel in a Romsey Rapids/southsea pyramids type leisure pool in addition to the present pool facilities.  
 The pool and pool facilities could really use proper renovation and not just changing the changing room walls (although that really was needed)  
 the timing could be better at Fleming park and also more lights for the car park put priority for the pedestrians crossing from Fleming park across the otf  
 Trainers in gym not helpful enough. They only speak to those they want to i.e. older people get left out.

**Q42) Are any of the following reasons why you have not used the facilities at Fleming Park during the last year?**

**Please choose up to 3 choices**

**Base 320**

<b>Location of centre</b>	<b>67</b>	<b>20.9%</b>
<b>Staff attitude</b>	<b>3</b>	<b>0.9%</b>
<b>Cleanliness</b>	<b>10</b>	<b>3.1%</b>
<b>Lack of knowledge of facilities available</b>	<b>36</b>	<b>11.3%</b>
<b>Cost of using the Facilities</b>	<b>41</b>	<b>12.8%</b>
<b>Lack of transport</b>	<b>11</b>	<b>3.4%</b>
<b>Poor public transport</b>	<b>27</b>	<b>8.4%</b>
<b>Lack of time</b>	<b>101</b>	<b>31.6%</b>
<b>Lack of suitable activities available</b>	<b>14</b>	<b>4.4%</b>

Poor health/injury or medical condition	47	14.7%
Use alternative venue	74	23.1%
Other	35	10.9%

**Q43) Irrespective of whether you've used the facilities in the last year which of the following facilities would you be most likely to use. Please choose up to 3 choices**  
**Base 482**

Gym	155	31.5%
Aerobics	54	11.0%
Swimming	318	64.6%
Squash	17	3.5%
Badminton	74	15.0%
Children's activities	83	16.9%
Tennis	35	7.1%
Hockey	3	0.6%
Out-door football	19	3.9%
In-door football	19	3.9%
Keep fit class	149	30.3%
Other	40	8.1%

#### Other reasons

Absence of price information on website and at Fleming park reception last time I enquired.

Age

age 85 & 82

Also if water was warmer I would try to find time to go.

Am not interested. I am 88 yrs old and do not take part in anything except walking my dog, church events, community care group and my necessary shopping on legs. Don't walk far both myself and my wife

Belong to a health club in Southampton

Belong to different gym

disabled

Don't have activities on offer when I'm available

Due to my involvement in other community matters my time is very much limited. However I have been assured Fleming facilities are very good since up

Facility not required for me, but necessary for others.

Hard to book if not a member

Have found the venue/swimming pool too busy in the past and now tend to go to Fareham leisure centre instead.

I am 93 and too old for any of these

I don't like sport

I hate the swimming pool at Fleming park. I would like to swim more but I just do not like this pool. My family go to Bishopstoke instead

I have the Hamble complex very near but the times are not suitable for me.

I keep fit in other ways which don't require going to the gym

I live nearer to Southampton facilities

I swim in my local school swimming pool

I try to keep fit by walking

I use chamberlayne leisure centre and Hamble community sports complex

I used to swim at Fleming park but it wasn't clean in toilets and changing rooms food was at that time all fast and fattening. Food seems stupid in a place  
Lazy!

my wife and self are self sufficient and spend our leisure time walking the parks, countryside etc.

No just don't use it

Not applicable this year. Just getting used to parenthood for the first time.

Not had the opportunity of late.

Not of interest

Prefer facilities near Winchester

Swimming times that are not appropriate for when I can go. During the day mainly - particularly while my other daughter is at playgroup.

The cost of admission should be inclusive of a swim. I have stopped going to the over 50s simply because there is no organisation only that determined

Too busy working

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### LAKESIDE COUNTRY PARK

Base 482

Q44) On average how often do you visit Lakeside Country Park in Eastleigh?

4-5 times a week	2	0.4%
2-3 times a week	5	1.0%
Weekly	4	0.8%
Monthly	14	2.9%
3 or more times a year	75	15.6%
Less than 3 times a year	158	32.8%
Never visit	209	43.4%
No response	15	3.1%

**Q45) If you never visit Lakeside or visit less than three times a year are there any particular reasons why, or anything that could be done to encourage you to visit more often?**

**To 15 responses**

	<b>Frequency of response</b>
<b>Visit closer/alternative parks and open areas</b>	<b>36</b>
<b>Not aware of what's there/ seen any information</b>	<b>28</b>
<b>Too busy/have other activities</b>	<b>24</b>
<b>No particular reason</b>	<b>18</b>
<b>Disabled/walks too difficult</b>	<b>12</b>
<b>Lack of interest</b>	<b>11</b>
<b>More facilities</b>	<b>10</b>
<b>Never heard of it</b>	<b>10</b>
<b>Too far to travel</b>	<b>9</b>
<b>There's nothing to do there</b>	<b>9</b>
<b>Improve children's play area</b>	<b>8</b>
<b>Improve car parking/ remove charges</b>	
<b>Poor reputation/don't feel safe</b>	<b>6</b>
<b>Better public transport</b>	<b>6</b>
<b>Don't know where it its</b>	<b>6</b>
<b>Improve public transport</b>	<b>5</b>

**Q46) How far do you travel to visit Lakeside Country Park?  
Base 100**

<b>One mile or less</b>	<b>18</b>	<b>18.0%</b>
<b>2-4 miles</b>	<b>59</b>	<b>59.0%</b>
<b>5-8 miles</b>	<b>21</b>	<b>21.0%</b>
<b>9-12 miles</b>	<b>0</b>	<b>0.0%</b>
<b>More than 12 miles</b>	<b>0</b>	<b>0.0%</b>
<b>No response</b>	<b>2</b>	<b>2.0%</b>

**Q47) How do you travel to Lakeside Country Park?**

**Base 100**

<b>Walk</b>	<b>21</b>	<b>21.0%</b>
<b>Cycle</b>	<b>5</b>	<b>5.0%</b>
<b>Car</b>	<b>77</b>	<b>77.0%</b>
<b>Public Transport</b>	<b>1</b>	<b>1.0%</b>
<b>No response</b>	<b>3</b>	<b>3.0%</b>

**Q48) What are the main reasons you visit Lakeside Country Park? Choose all that apply**

**Base 100**

<b>Nature watching</b>	<b>23</b>	<b>23.0%</b>
<b>Angling</b>	<b>2</b>	<b>2.0%</b>
<b>Water sports</b>	<b>1</b>	<b>1.0%</b>
<b>Dog walking</b>	<b>16</b>	<b>16.0%</b>
<b>General walk</b>	<b>58</b>	<b>58.0%</b>
<b>Family day</b>	<b>35</b>	<b>35.0%</b>
<b>Lakeside railway</b>	<b>62</b>	<b>62.0%</b>
<b>Other (please specify)</b>	<b>13</b>	<b>13.0%</b>

**Q49) How would you rate the following aspects of Lakeside Country Park?**

**Base 100**

	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very poor</b>	<b>No response</b>
<b>Cleanliness of park</b>	<b>29</b>	<b>52</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>5</b>
	<b>29.0%</b>	<b>52.0%</b>	<b>12.0%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>5.0%</b>
<b>Dog fouling</b>	<b>7</b>	<b>35</b>	<b>40</b>	<b>7</b>	<b>3</b>	<b>8</b>
	<b>7.0%</b>	<b>35.0%</b>	<b>40.0%</b>	<b>7.0%</b>	<b>3.0%</b>	<b>8.0%</b>
<b>Amount of car parking</b>	<b>11</b>	<b>49</b>	<b>27</b>	<b>7</b>	<b>1</b>	<b>5</b>
	<b>11.0%</b>	<b>49.0%</b>	<b>27.0%</b>	<b>7.0%</b>	<b>1.0%</b>	<b>5.0%</b>
<b>On-site signage</b>	<b>8</b>	<b>47</b>	<b>32</b>	<b>7</b>	<b>0</b>	<b>6</b>
	<b>8.0%</b>	<b>47.0%</b>	<b>32.0%</b>	<b>7.0%</b>	<b>0.0%</b>	<b>6.0%</b>
<b>Toilets</b>	<b>7</b>	<b>40</b>	<b>30</b>	<b>8</b>	<b>3</b>	<b>12</b>
	<b>7.0%</b>	<b>40.0%</b>	<b>30.0%</b>	<b>8.0%</b>	<b>3.0%</b>	<b>12.0%</b>
<b>Footpath network</b>	<b>13</b>	<b>55</b>	<b>21</b>	<b>2</b>	<b>1</b>	<b>8</b>
	<b>13.0%</b>	<b>55.0%</b>	<b>21.0%</b>	<b>2.0%</b>	<b>1.0%</b>	<b>8.0%</b>

Q50) If there are any other aspects you like to rate or have any comments relating to any of the aspects you've just rated, please use the space below.

All responses

I feel this is becoming overdeveloped. I think the anglers have a large slice of the pie! With the increased vegetation right round the large lake, it is not |  
As nearby building progresses and more dogs are forced out of field into park the walk ways are more worn than usual. More park use = less wildlife si

Café is good, also the railway

Cafeteria facilities are poor and their food quality is poor.

can be very wet at certain times of the year to use the paths.

Cost of children's railway

Does get very muddy after heavy rain.

**DOGS AND CHILDREN SHOULD NOT MIX**

dogs should be permitted to be off lead and swim if under the control of their owners

Footpath - Muddy

Footpaths can be very wet.

Good footpath but a little shaded - the trees need a trim back

I have visited once only

Improve all of the above

it would be nice to sit in the car & to be able to view across the lake & vica-versa when across the lake able to view ones car

Lakeside Car parking spaces used by overflow from railway station - Not enough space. Worries about car being broken into here too.

More litter bins and seating around lakes

No signing to lakeside toilets from entrance

once in the dark the signage gets poorer. We didn't know of the playground in the north-east corner for many years. This is an excellent little playgroun

Pathways flood very easily and toilets are never open when I am there 4pm onwards.

Poor access and exit signs, and poor condition of car park

state of the play park

The couples seem to think they own all the rights to the pathways and all the litter festering in the area seems to originate from them

The first car park area just inside the approach road is usually very untidy - fast food cartons, cans and bottles. This is in complete contrast to the othe

The playground could certainly do with a make over. I like to take my grandchildren there when they visit it is disappointing.

The toilet facilities and café area by the railway are in real need of modernisation. This could be much more of a tourist attraction if it were improved. Al

Toilets always open

Very upset that our 2 millennium willow trees were chopped down when in good shape, and without consultation. Would be interested to know if all oth

Whenever it rains you end up walking in a foot of mud!

**Q51) Overall, how would you rate Lakeside Country Park as a place to visit?**

**Base 100**

<b>Very good</b>	<b>26</b>	<b>26.0%</b>
<b>Good</b>	<b>54</b>	<b>54.0%</b>
<b>Average</b>	<b>18</b>	<b>18.0%</b>
<b>Poor</b>	<b>0</b>	<b>0.0%</b>
<b>Very poor</b>	<b>0</b>	<b>0.0%</b>
<b>No response</b>	<b>2</b>	<b>2.0%</b>

**Q52) What would make Lakeside Country Park a more enjoyable place to visit, or is there anything that could be done to encourage you to visit/visit more often?**

**Top 10 responses**

**Frequency of response**

<b>Improve children's play area/ more activities for children</b>	<b>12</b>
<b>Improve café</b>	<b>11</b>
<b>Improve seating</b>	<b>8</b>
<b>Protect/provide more wildlife</b>	<b>5</b>
<b>Better parking</b>	<b>5</b>
<b>More/better facilities</b>	<b>5</b>
<b>Better drainage/dryer paths</b>	<b>4</b>
<b>Improve picnic area</b>	<b>4</b>
<b>Improve toilets</b>	<b>4</b>
<b>More events</b>	<b>3</b>

**Q53) If you visit any of the following Country Parks, how do they compare to Lakeside Country Park?  
Please answer whether they are better, about the same, or not as good.  
Percentages based on numbers answering each question (figure in brackets)**

	<b>Much better</b>	<b>Better</b>	<b>About the same</b>	<b>Not as good</b>	<b>Much worse</b>
<b>Itchen Valley (180)</b>	26 14.4%	69 38.3%	73 40.6%	12 6.7%	0 0.0%
<b>Royal Victoria (211)</b>	49 23.2%	85 40.3%	65 30.8%	12 5.7%	0 0.0%
<b>Manor Farm (176)</b>	46 26.1%	65 36.9%	53 30.1%	12 6.8%	0 0.0%
<b>Moors Valley (133)</b>	75 56.4%	30 22.6%	23 17.3%	5 3.8%	0 0.0%
<b>Avon Heath (48)</b>	4 8.3%	5 10.4%	33 68.8%	6 12.5%	0 0.0%
<b>Lepe (108)</b>	14 13.0%	37 34.3%	45 41.7%	12 11.1%	0 0.0%
<b>Queen Elizabeth (Hamble) (107)</b>	17 15.9%	33 30.8%	49 45.8%	8 7.5%	0 0.0%
<b>Staunton (60)</b>	7 11.7%	13 21.7%	37 61.7%	2 3.3%	1 1.7%

**Q54) What features make any of these Country Parks better than Lakeside?**

**Top 15 responses**

**Frequency of response**

<b>Better overall facilities</b>	<b>30</b>
<b>Larger/has more space</b>	<b>30</b>
<b>Activities for children</b>	<b>28</b>
<b>Children's play areas</b>	<b>25</b>
<b>Better location</b>	<b>20</b>
<b>Beach aspect/close to the sea</b>	<b>19</b>
<b>Better trails/walking routes</b>	<b>17</b>
<b>Restaurant/café</b>	<b>15</b>
<b>Scenery/views</b>	<b>13</b>
<b>Car parking</b>	<b>11</b>
<b>Generally more to do &amp; see</b>	<b>10</b>
<b>Tidier/cleaner</b>	<b>8</b>
<b>Atmosphere/ambience</b>	<b>7</b>
<b>Cycle paths</b>	<b>5</b>
<b>Toilets</b>	<b>5</b>

## RESULTS FROM CITIZENS' PANEL IV - VIEWPOINT SURVEY 3

Distributed FEB-MARCH 2008

Total responses 482 - Overall response rate 64%

### HEATING AND ENERGY EFFICIENCY

Base 482

Q55) Can you afford to heat your home as well as you would like?

Always	231	47.9%
Most of the time	186	38.6%
Some of the time	48	10.0%
Hardly ever	11	2.3%
No response	6	1.2%

Q56) Have you, (or if you have one, your landlord), carried out energy efficiency improvements in your home during the last year?

Base 482

Yes	185	38.4%
No	285	59.1%
No response	12	2.5%

**Q57) If Yes, what improvements have been carried out in the last year?**

**Base 185**

<b>Cavity wall insulation</b>	<b>39</b>	<b>21.1%</b>
<b>Loft insulation</b>	<b>49</b>	<b>26.5%</b>
<b>New boiler</b>	<b>56</b>	<b>30.3%</b>
<b>New heating system</b>	<b>13</b>	<b>7.0%</b>
<b>Controls for your heating system</b>	<b>43</b>	<b>23.2%</b>
<b>Other</b>	<b>66</b>	<b>35.7%</b>

**Q58) What were the main reasons for either you or your landlord to install the improvements?**

**Choose all that apply**

**Base 185**

<b>Reduce heating bills</b>	<b>105</b>	<b>56.8%</b>
<b>Added comfort</b>	<b>63</b>	<b>34.1%</b>
<b>General home improvement</b>	<b>91</b>	<b>49.2%</b>
<b>Environmental reasons</b>	<b>64</b>	<b>34.6%</b>
<b>Increase value of the property</b>	<b>28</b>	<b>15.1%</b>
<b>Other</b>	<b>16</b>	<b>8.6%</b>

**Q59) Overall how satisfied are you with the energy improvements that have been installed?**

**Base 185**

<b>Very satisfied</b>	<b>73</b>	<b>39.5%</b>
<b>Satisfied</b>	<b>92</b>	<b>49.7%</b>
<b>Dissatisfied</b>	<b>2</b>	<b>1.1%</b>
<b>Very dissatisfied</b>	<b>0</b>	<b>0.0%</b>
<b>No response</b>	<b>18</b>	<b>9.7%</b>

**Q60) If you or your landlord haven't carried out any energy improvements during the last year, is it because of any of the following reasons? Choose all that apply**

**Base 285**

<b>Can't afford it</b>	<b>57</b>	<b>20.0%</b>
<b>Don't believe in it</b>	<b>1</b>	<b>0.4%</b>
<b>Don't own my own home</b>	<b>29</b>	<b>10.2%</b>
<b>Not value for money</b>	<b>14</b>	<b>4.9%</b>
<b>Fear of being over charged</b>	<b>36</b>	<b>12.6%</b>
<b>Uncertain which contractor to use</b>	<b>36</b>	<b>12.6%</b>
<b>Have all those listed improvements already</b>	<b>79</b>	<b>27.7%</b>
<b>Other</b>	<b>31</b>	<b>10.9%</b>

**Q61) Have you taken any of the following actions to help reduce your energy use in the last year?**  
**Base 482**

<b>Reduced your amount of flying</b>	<b>63</b>	<b>13.1%</b>
<b>Reduced your amount of driving</b>	<b>143</b>	<b>29.7%</b>
<b>Used public transport more</b>	<b>99</b>	<b>20.5%</b>
<b>Turned off appliances from standby</b>	<b>342</b>	<b>71.0%</b>
<b>Used more low energy light bulbs</b>	<b>336</b>	<b>69.7%</b>
<b>Bought a low energy appliance e.g. fridge</b>	<b>139</b>	<b>28.8%</b>
<b>Buy/buy more locally produced food</b>	<b>213</b>	<b>44.2%</b>
<b>Other</b>	<b>61</b>	<b>12.7%</b>

**Q62) Small energy monitors are available which provide a digital reading/figure for how much electricity your household uses. When appliances are turned off the figure falls and shows you how much energy each appliance is using. The monitors cost around £30-40.**

**In principle how interested would you be in having one of them in your home?**

**Base 482**

<b>Very interested</b>	<b>74</b>	<b>15.4%</b>
<b>Fairly interested</b>	<b>196</b>	<b>40.7%</b>
<b>Not interested</b>	<b>200</b>	<b>41.5%</b>
<b>No response</b>	<b>12</b>	<b>2.5%</b>

**Q63) In principle would you be interested in installing renewable energy technology in your home if it was cost effective, such as Solar panels, Small wind turbines etc.**

**Base 482**

<b>Yes</b>	<b>254</b>	<b>52.7%</b>
<b>No</b>	<b>82</b>	<b>17.0%</b>
<b>Not sure</b>	<b>133</b>	<b>27.6%</b>
<b>No response</b>	<b>13</b>	<b>2.7%</b>

**Q64) Would you be interested in receiving an information sheet on either of the following?**

**Base 482**

**Yes**

<b>Basic information on how to save energy</b>	<b>263</b>	<b>54.6%</b>
<b>Information on renewable and low carbon energy technologies for homes</b>	<b>221</b>	<b>45.9%</b>

**Q65) If you'd like to go on a data base of residents interested in being sent information on sustainable energy please tick the box below**

<b>Yes</b>	
<b>218</b>	<b>45.2%</b>