



**Havant**  
**BOROUGH COUNCIL**

## **Citizens' Panel Consultation: Culture**

**March 2008**

## Citizens' Panel Consultation: Culture

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## 1. Introduction

This report presents the findings of the March 2008 Havant Borough Council Citizens' Panel consultation.

This survey explored residents' current attitudes towards living in Havant and arts, heritage, sports and libraries provision in their area. Havant Borough Council's cultural strategy "Inspiring Life 2005-2008" is due to be updated and this research will contribute the views of residents towards the renewal of that strategy.

The specific objectives of this research were to:

- provide data on cultural participation in Havant to inform the strategy;
- consult with the local community to find out their views on cultural provision in Havant.

## 2. Methodology

The Citizens' Panel March 2008 survey is based on 868 self-completion postal and email surveys returned by members of Havant Borough Council's Citizens' Panel between 1<sup>st</sup> March 2008 and 31<sup>st</sup> March 2008. This survey achieved a response rate of 56%.

It should be remembered that a sample, and not the entire population of Havant, has been interviewed. The demographic make-up of the respondents is included in Appendix 1. Unfortunately, on this occasion it has not been possible to weight the results by age to proportions representative of the Borough because there are not enough respondents in the younger age ranges to make this viable. The views of minority groups are not well represented using this type of survey method and 'hard-to-reach' groups should be consulted qualitatively to find out their views on local cultural provision.

Where percentages do not sum 100, this may be due to computer rounding, the exclusion of "don't know" categories or multiple answers.

Where appropriate, this report includes comparisons with the results of Hampshire County Council's Hampshire Residents' Survey 2006/07. These comparisons are intended to act as a context in which to place findings and to aid the interpretation of results as this survey differs in timing and methodology.

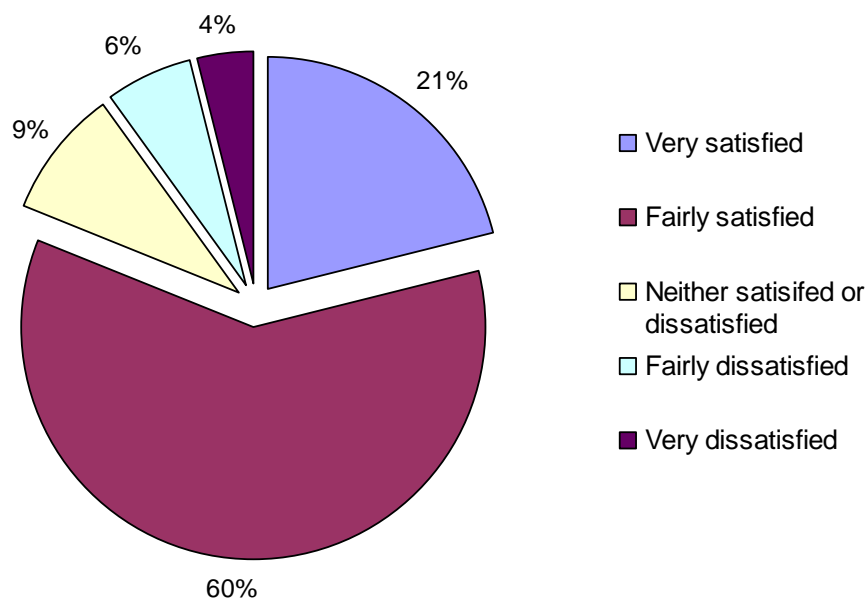
## 3. Satisfaction with Havant as a place to live

Generally, residents are happy with Havant as a place to live. Four out of five (81%) residents are satisfied with their area, whilst only 15% are dissatisfied. Havant's residents appear to be marginally less satisfied than residents across the whole of Hampshire: when the same question was asked of a sample of residents across Hampshire in 2006/07<sup>1</sup> 86% were satisfied and 8% dissatisfied.

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<sup>1</sup> Hampshire County Council's Hampshire Residents' Survey 2006/07

Q Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?

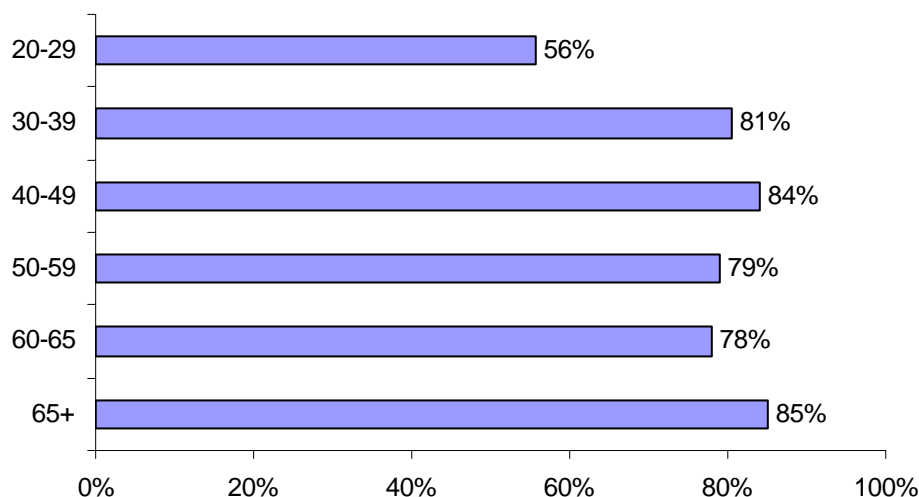


Base: 868

People living in Emsworth, St Faiths and Hayling East have the highest levels of satisfaction with their area, whilst residents in Battins, Bondfields and Warren Park are the most dissatisfied. Areas of Emsworth and St Faiths are among the 20% least deprived areas in England, whilst areas in Battins, Bondfields and Warren Park are among the 10% most deprived areas in England.

As illustrated by the chart below, younger people (aged 20-29) are less satisfied with Havant as a place to live than older people.

Q Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?



Base: 868

In terms of cultural provision, respondents are most satisfied with libraries in their local area, with 34% stating that they are “very satisfied” with their local library compared to only 10% for arts and heritage provision and 8% for sports provision.

However, as illustrated in the table below, there is a large proportion of respondents who gave a neutral reply (“neither satisfied or dissatisfied”) for arts and heritage and sports provision and these are usually the people who have not visited any local arts or heritage venues in the last 12 months or taken part in any sports activities in the last 12 months.

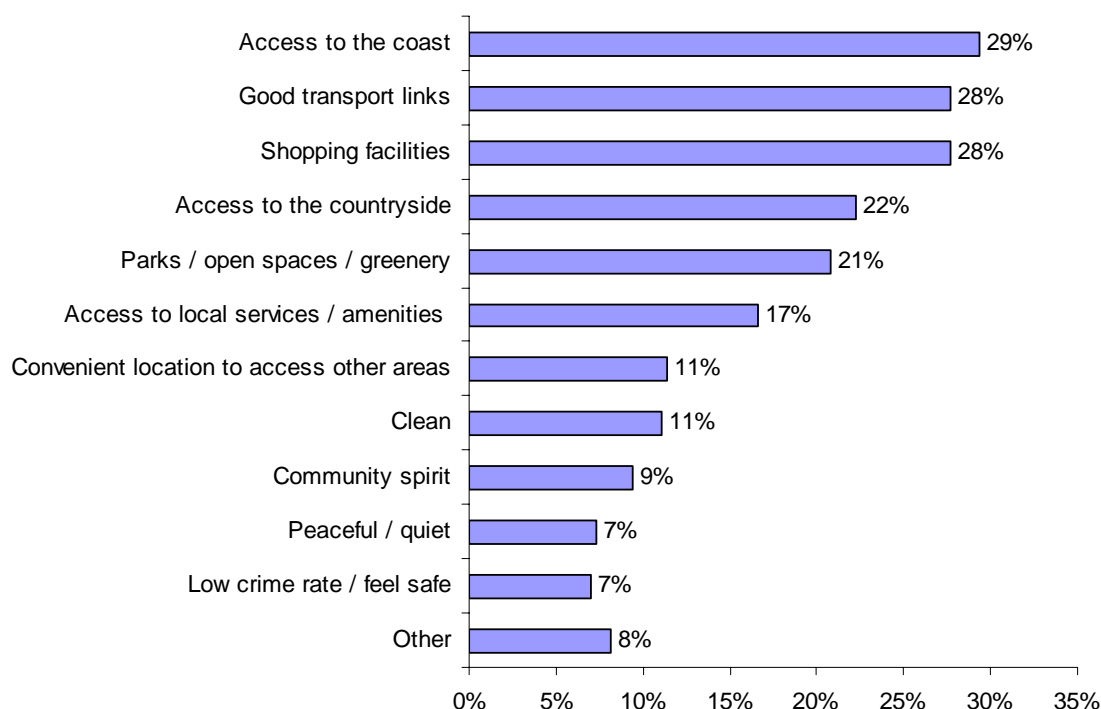
Q Overall, how would you rate your satisfaction with libraries / arts and heritage / sports provision in your local area?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Libraries	34%	37%	19%	2%	7%
Arts and heritage	10%	35%	46%	7%	2%
Sports	8%	35%	44%	9%	4%
Overall	21%	60%	9%	6%	4%

Base: 868

Residents were asked to name good things about the area where they live. These were subsequently grouped into key themes: the two most popular being the coast (29%) and transport links (28%).

Q And thinking again about this local area, what would you say are the good things about the area?



Base: 868

Access to the coast and being near the sea and the beach was the most frequently mentioned positive factor about the area. Residents of Hayling Island particularly mentioned their proximity to the sea as a benefit. Access to the countryside, parks, open spaces and greenery, including Staunton Country Park and Queen’s Park, were other popular natural features of the area.

Good transport links including access to public transport, Havant's bus station, train stations, ferries, main roads and airports were mentioned by over a quarter (28%) of respondents. This was often linked to the fact that Havant is well placed for accessing other areas (a benefit mentioned by 11% of respondents) including other towns, shopping centres and areas of natural beauty such as Portsmouth, Petersfield, Hedge End, Chichester, the Isle of Wight, the New Forest, the South Downs and France.

Shopping facilities were also mentioned by 28% of respondents. These residents frequently commented on the improvement in the range and availability of local shops, some mentioned still having local independent retailers as well as the convenience of having shops within walking distance. Many residents (17%) appreciate having access to local services and amenities on their doorstep, particularly doctors, schools, hospitals, leisure centres and post offices.

Other factors (8%) that were mentioned by more than one respondent included, house prices that are comparatively not too high, facilities for the elderly, support for mums, job opportunities, atmosphere and the general feel of the area, good climate, the museum, arts centre, theatre and library, the semi-rural feel, good schools, good leisure facilities, walking opportunities, water sports and polite and helpful Council staff.

Q *And thinking again about this local area, what would you say are the good things about the area*

*"Good transport – trains, buses, close access to A27/A3/M27 etc."*

*"Access to the sea and countryside, especially the Downs, country parks, Southsea, Hayling, Emsworth foreshore"*

*"Improved shopping has made the world of difference to Havant"*

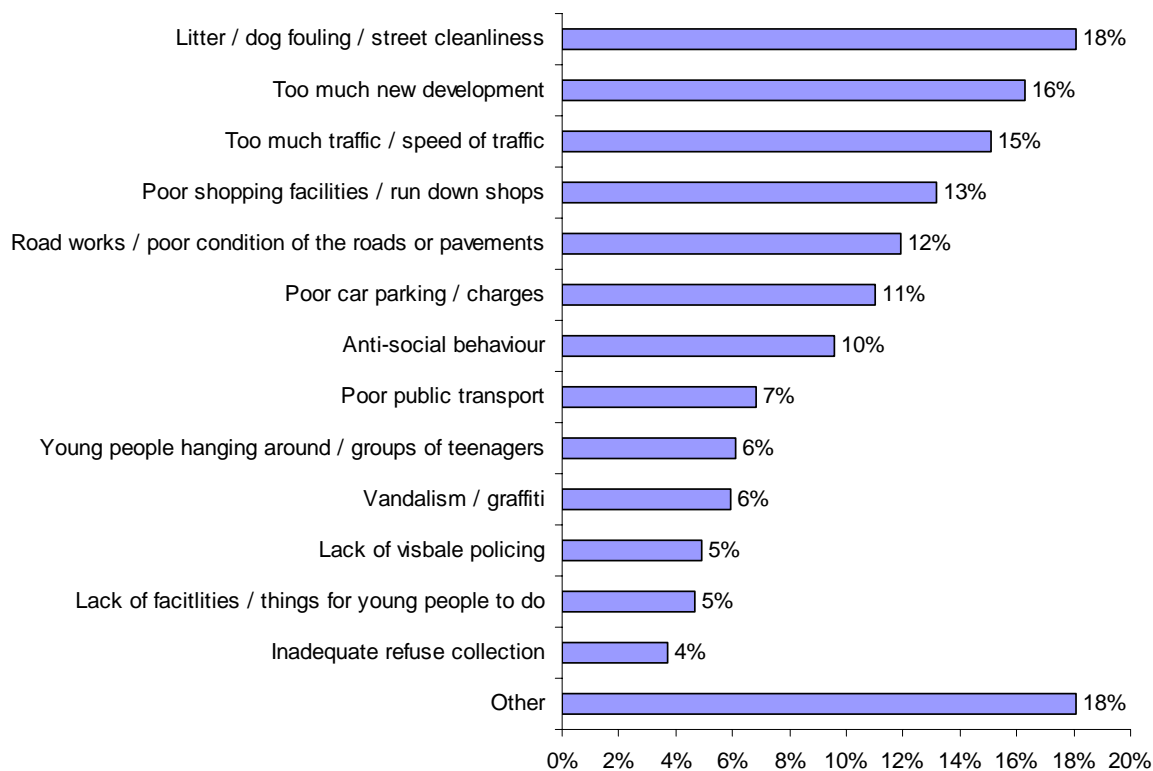
*"Close to bus routes, shops, doctors etc. – in fact most amenities"*

*"Accessibility, public transport, natural beauty at Langstone, Hayling Island Billy Trail, Emsworth, Staunton Country Park"*

*"Cleanliness of the roads and verges, planting of roundabouts, public areas are well kept, good shops and can get around easily on foot or car"*

A range of factors were named by residents as bad things about the area. Again, key themes in residents' responses were grouped together to find out the issues of most concern to them. Many residents have very specific concerns about particular roads, or shops etc accounting for the large "other" category (18%).

Q *And still thinking about this area, what would you say are the bad things about the area?*



Base: 868

Residents overriding concern is litter, dog fouling and general street cleanliness which was mentioned by 18% of respondents. 16% were concerned by too much new development, growing urbanisation and building on green spaces (it should be noted that this consultation took place at the same time as consultation on the Local Development Framework which includes plans for building 6,000 new homes in the Borough).

Other (18%) areas of dissatisfaction that were described by respondents include petty crime, specific estates such as Leigh Park, noise, Council Tax, lack of a cinema, entertainment venues and restaurants, run down town centres (especially Havant) and the A3 bus corridor.

*"Continuous litter everywhere and cigarette butts outside shops and at bus stops".*

*"Rubbish and dog faeces are still a problem. We could do with a few more bins. The rubbish in people's front gardens do make it an eyesore when out walking".*

*"Constant building of squashed in retirement homes in every available space – even knocking down homes to make way".*

*"The appalling state of the road surfaces".*

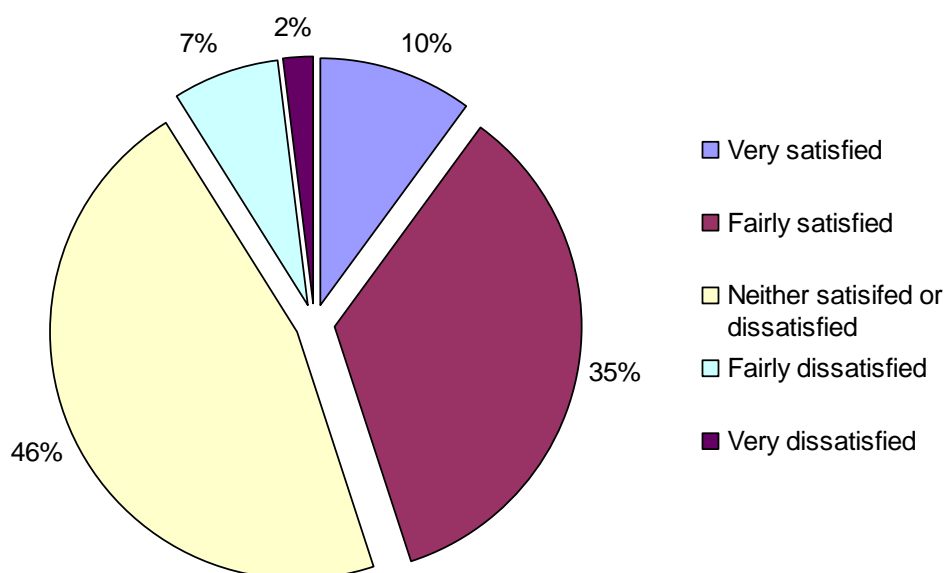
*"Havant town centre is rather shabby with featureless stores scattered randomly away from the town centre. Traffic flow is also becoming a problem".*

*"Expansion of major outlets (e.g. Tesco). Insufficient encouragement for smaller retailers / businesses in Havant town centre".*

*"The crime is a worry – groups of youths, drinking causing trouble, intimidating other people".*

#### 4. Arts and Heritage

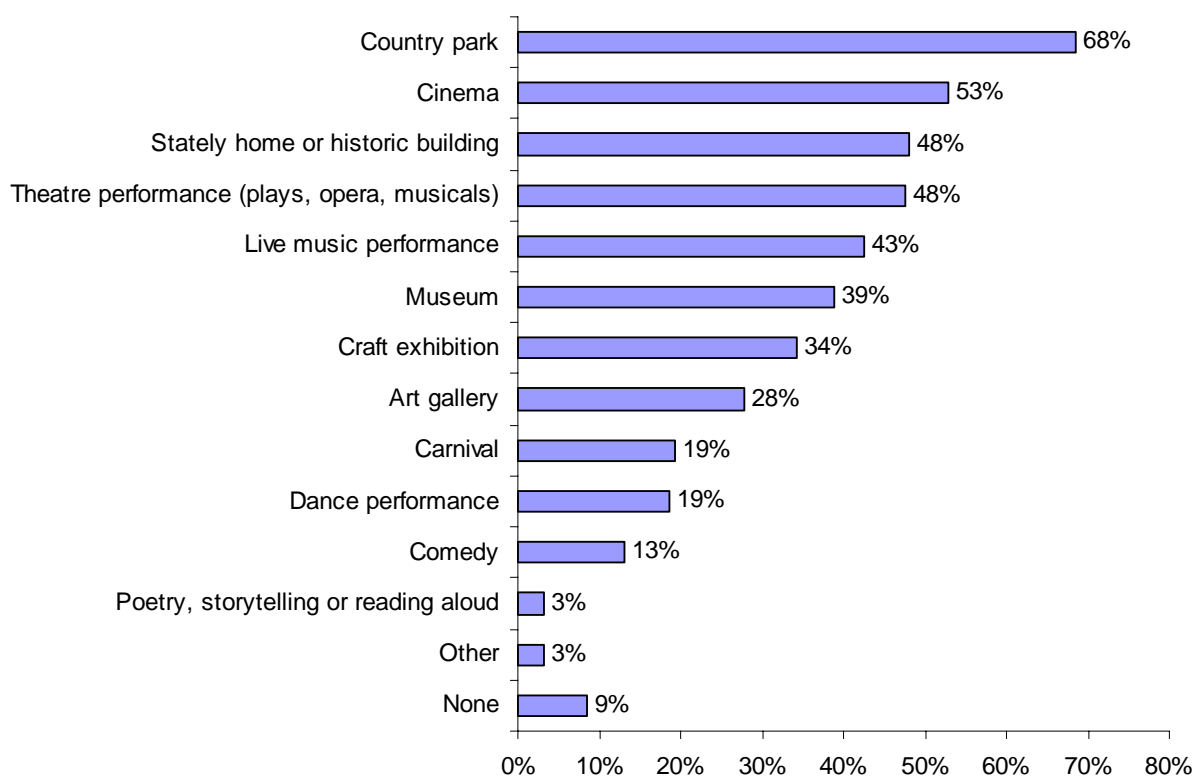
45% of respondents are satisfied with arts and heritage provision in their local area, whilst only 9% stated that they are dissatisfied. However, a large proportion of respondents stated that they were "neither satisfied nor dissatisfied". This group of people are most likely to have not visited any local arts or heritage venues or performances in the last 12 months.



Base: 868

When asked what type of arts or heritage provision they had visited, respondents were most likely to have visited a country park (68%) or cinema (52%). 20 to 29 year olds are the biggest cinema-goers whilst 30 to 39 year olds are the biggest visitors of country parks. Residents with dependent children are also likely to visit country parks and the cinema. 50 to 59 years olds are most likely to visit a museum or go to the theatre, whilst the oldest members of the community (aged over 65) are the least likely to participate in any of the arts and heritage activities listed.

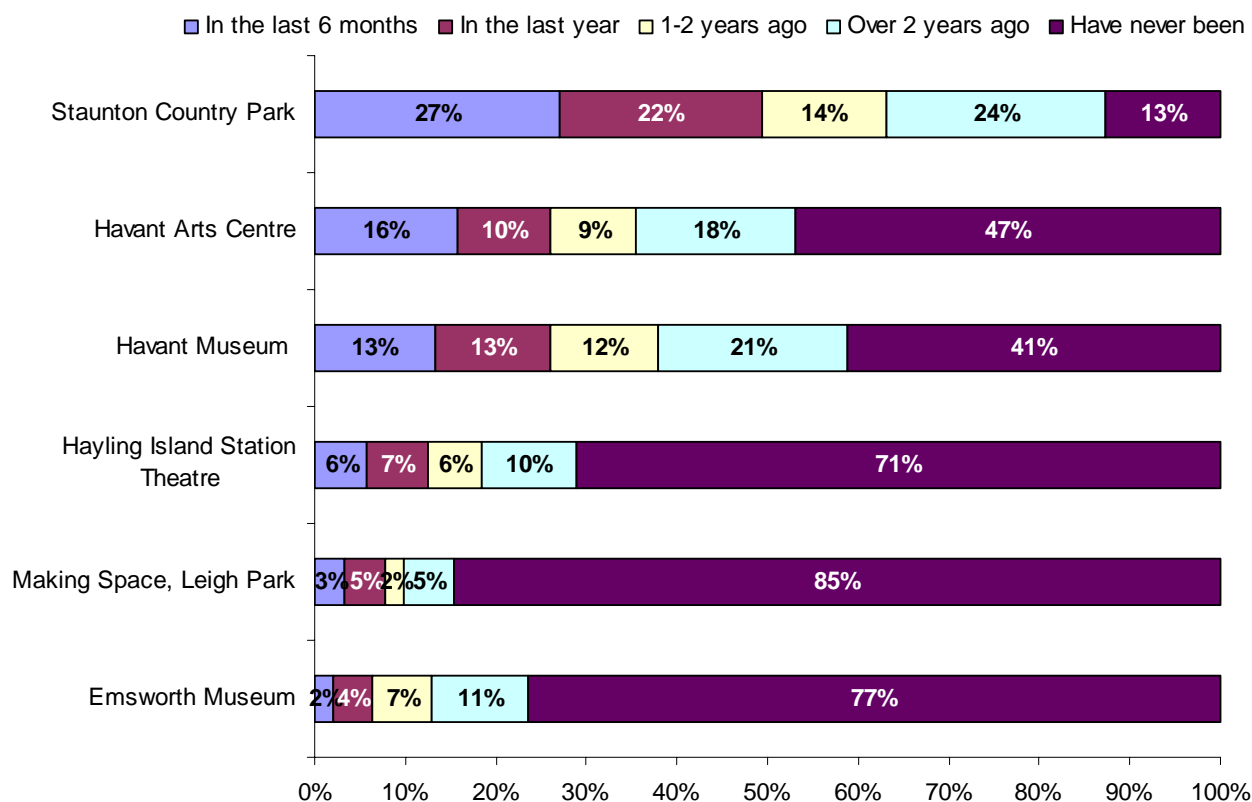
Q Which of the following have you been to in the last 12 months?



Base: 868

In terms of local venues, the largest proportion of respondents had visited Staunton Country Park and Havant Museum. The least visited local venues are Making Space in Leigh Park (85%), Emsworth Museum (77%) and Hayling Island Station Theatre (71%). As might be expected, most residents that do visit Emsworth Museum or Hayling Island Station Theatre live in Emsworth or Hayling Island, however there is no discernable pattern in the wards of residents visiting Making Space in Leigh Park.

Q When did you last visit the following local attractions?



Base: 868

The most frequently participated in cultural activity is “singing or playing a musical instrument for pleasure” which 14% of respondents do on a weekly basis. The most participated in activity over the last year or less frequently, is “family or local history research” which just under half (48%) of respondents take part in.

- Residents undertaking family or local history research are most likely to be aged over 50.
- 43% of respondents who undertake family or local history research have a disability.
- 20-29 year olds are most likely to sing or play a musical instrument on a weekly or monthly basis (38%).

Q *How regularly do you take part in the following activities?*

	Weekly	Monthly	Yearly	Less than yearly	Never
Singing or playing a musical instrument for pleasure	14%	3%	3%	7%	74%
Art class or craft activity	7%	5%	4%	6%	77%
Family or local history research	7%	9%	12%	20%	53%
Photography as an artistic activity	5%	9%	4%	4%	78%
Dance class (not for fitness)	5%	2%	2%	4%	87%
Creative writing or book club	3%	5%	2%	5%	85%
Rehearsing or performing in an opera society or musical theatre group	2%	0%	1%	2%	96%
Rehearsing or performing in a non-professional drama group	2%	0%	1%	2%	95%
Making films or videos as an artistic activity	1%	2%	1%	3%	94%

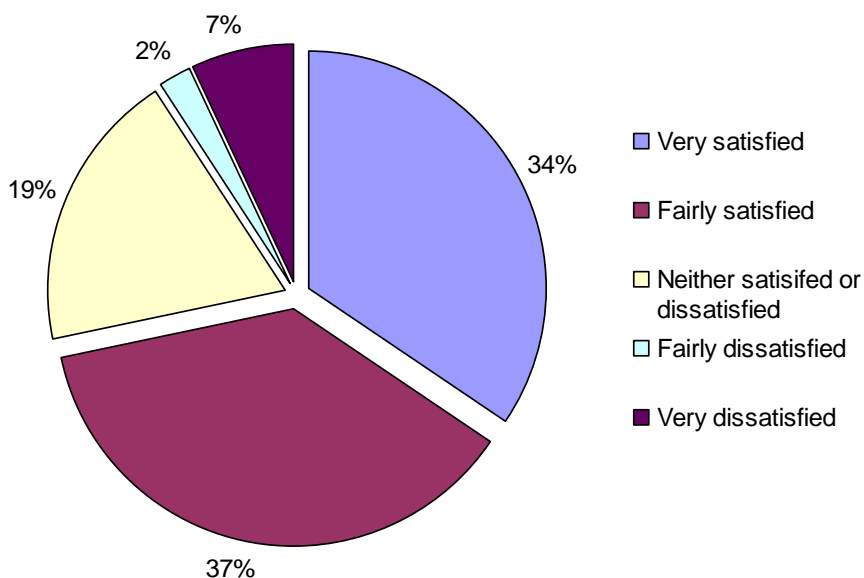
Base: 868

When asked for any other comments about cultural provision in Havant, respondents tended to praise the Arts Centre and say that they do not have enough information about what is happening at local venues or arts and heritage events are not well publicised.

## 5. Libraries

Libraries have the highest level of satisfaction out of all of the cultural activities asked about in this survey, with over one third (37%) of residents “fairly satisfied” and a further third (34%) “very satisfied”.

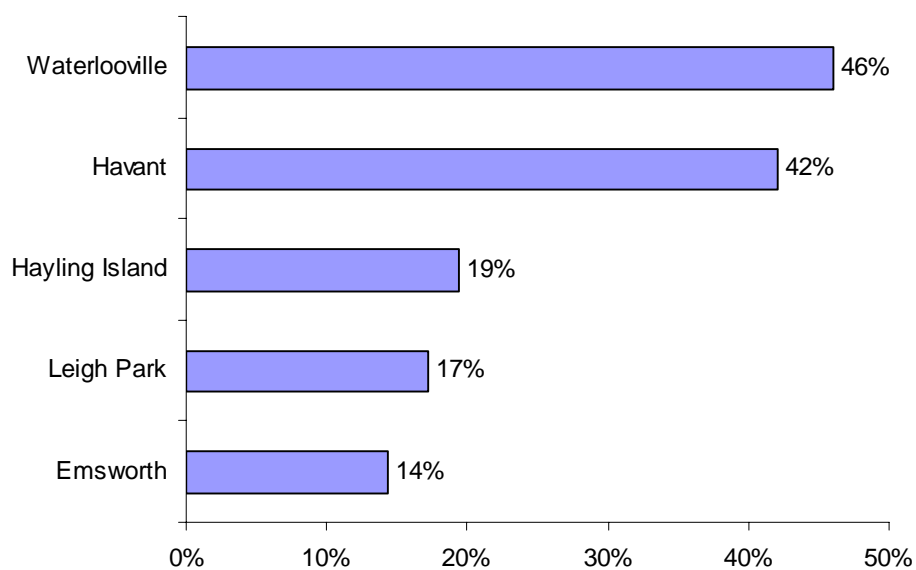
Q Overall, how would you rate your satisfaction with libraries in your local area?



Base: 868

The libraries most visited by residents are Waterlooville (46%) and Havant (42%).

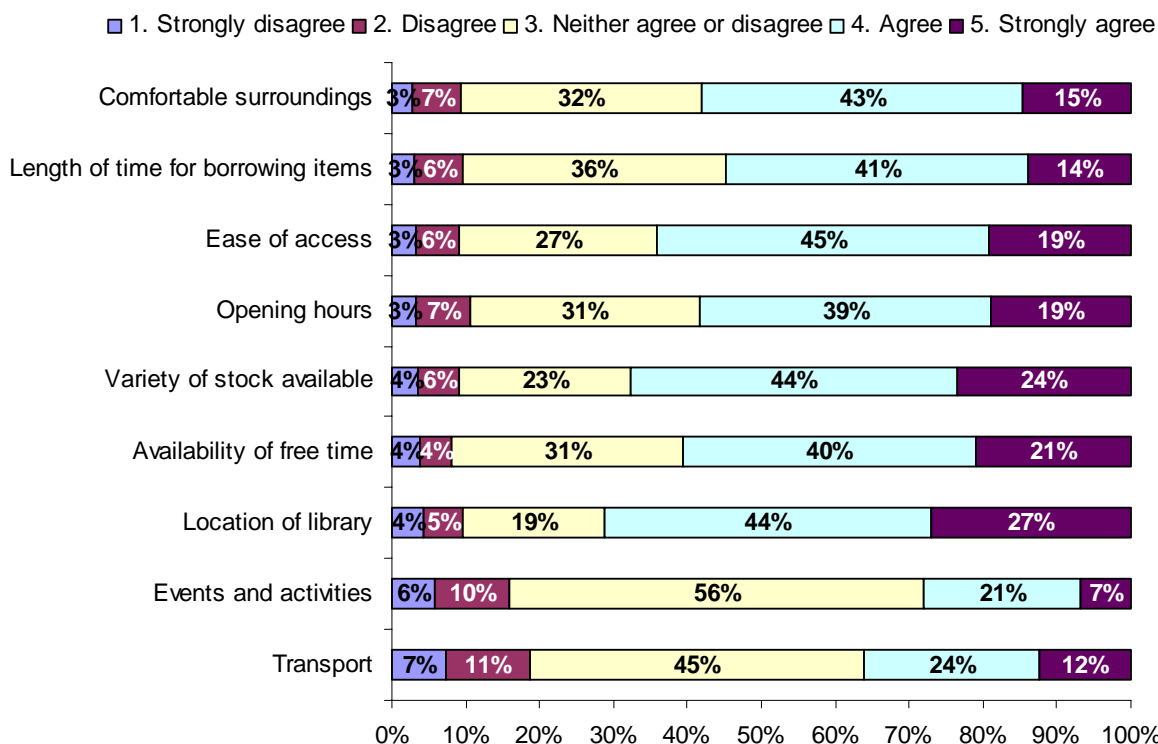
Q Have you visited any of the following libraries at least once in the last 12 months?



Base: 868

The location of libraries, the variety of stock available and accessibility are the factors most likely to influence residents' decision to use their local library. Transport, events and activities have the least amount of impact.

Q *How strongly do you agree or disagree that each of the following factors influence your decision to use your local library?*



Base: 868

Q *How strongly do you agree or disagree that each of the following factors influence your decision to use your local library?*

	Agree	Disagree
Location of library	71%	10%
Variety of stock available	68%	9%
Ease of access	64%	9%
Availability of free time	61%	8%
Opening hours	58%	11%
Comfortable surroundings	58%	9%
Length of time for borrowing items	55%	10%
Transport	36%	19%
Events and activities	28%	16%

Base: 868

Respondents were asked to describe any events or activities they would be interested in attending at their local library. 24% responded. Events and activities mentioned by more than one person were:

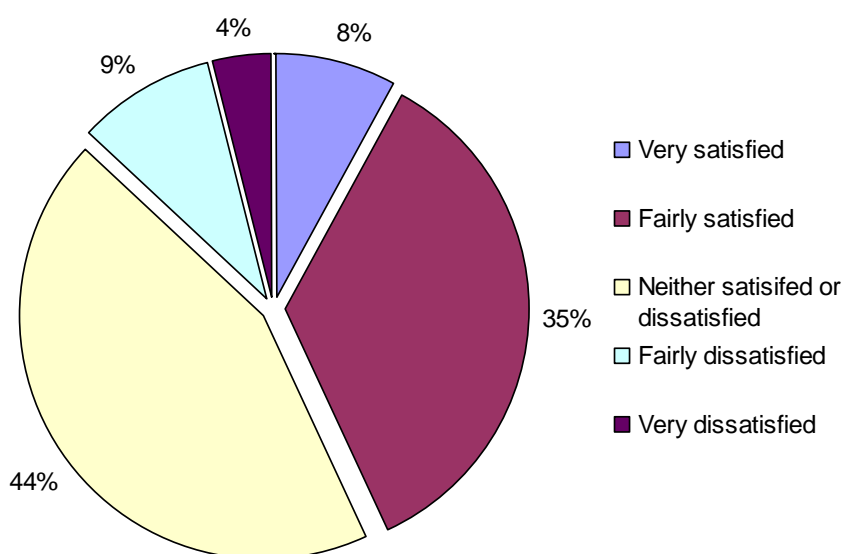
- Author talks (66 people)
- Art / craft activities (54 people)
- Activities for children (49 people)
- Local history talks (14 people)
- Amateur art / photographic exhibitions (5 people)
- Computer training (5 people)
- Guidance in family history research (3 people.)

When asked for any other comments on cultural provision, respondents talked about library opening times, quality and quantity of library stock and computer facilities.

## 6. Sport and physical activity

43% of residents are satisfied with the level of sports provision in their area. A large proportion (44%) stated that they are "neither satisfied nor dissatisfied" and most of these respondents also said that they "never" take part in any sport or exercise related activity.

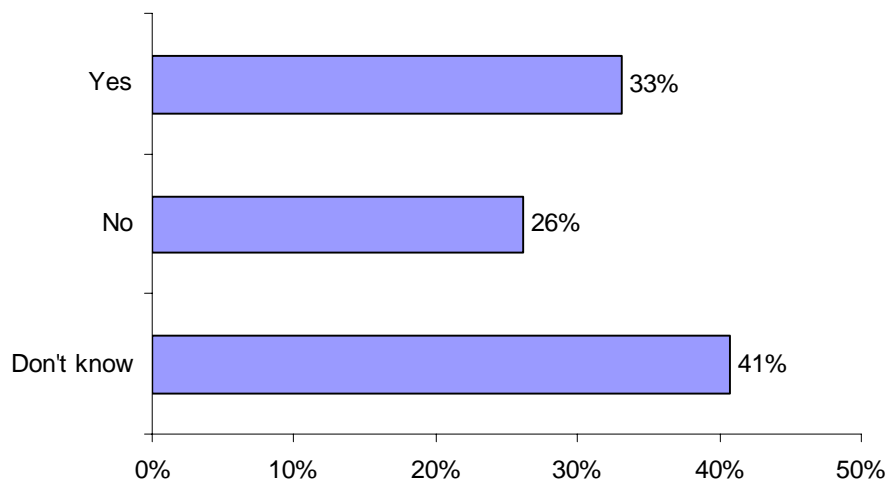
Q How would you rate your level of overall satisfaction with sports provision in your area?



Base: 868

One third of residents (33%) feel that sports facilities in their area are adequate. Those most likely to feel that sports facilities are adequate are those who exercise at least once a week; however 15% of respondents who "never" exercise also stated that they think that the current level of sports facilities in their area is adequate.

Q Do you think that the current level of sports facilities in your area is adequate?

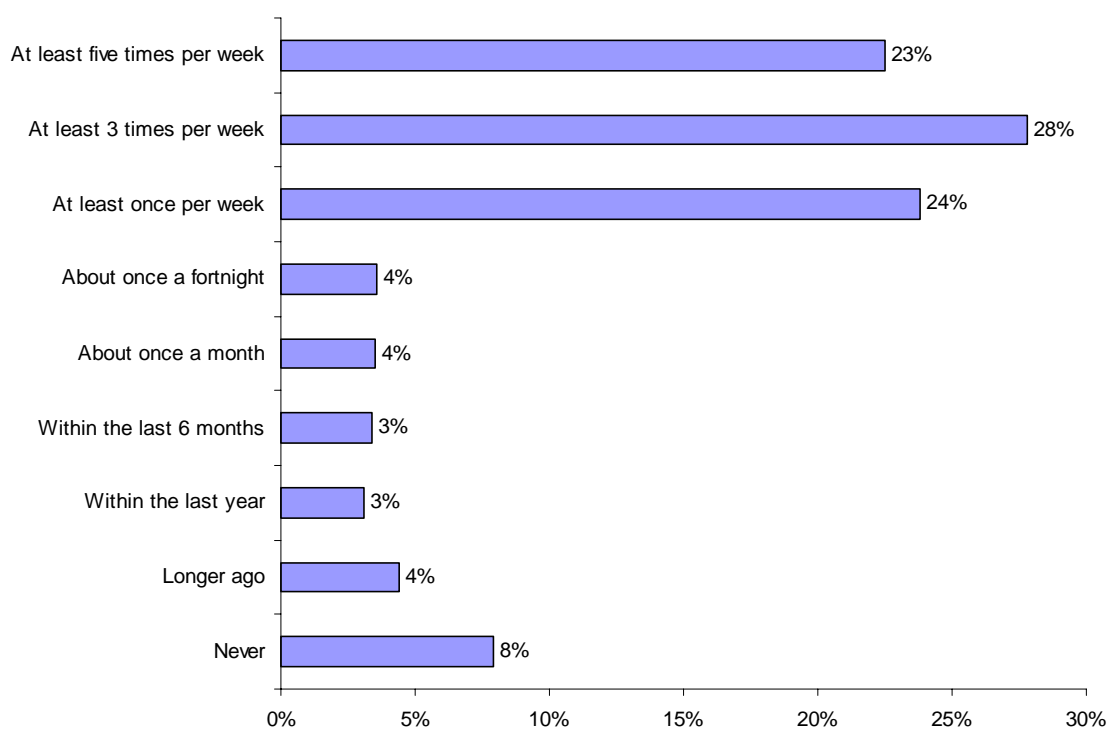


Base: 869

Just over half (51%) of Havant's residents claim to play sport or exercise for the recommended 30 minutes of vigorous exercise at least 3 times per week, slightly better than in Hampshire as a whole, where 48% claimed to do so in 2006/07<sup>2</sup>. There is no significant difference in the proportion of men and women exercising at least three times a week. Surprisingly those aged 60 to 65 and 40 to 49 appear to be most likely to undertake the recommended minimum amount of exercise. This suggests an area where further research needs to be undertaken to explore which age groups need to be targeted to increase participation and how.

<sup>2</sup> Hampshire County Council's Hampshire Residents' Survey 2006/07

Q How frequently have you taken part in any sport or exercise related activity (e.g. walking briskly, cycling, swimming, keep fit / aerobics, team sports, individual sports, gardening) for at least 30 minutes continuously in the last 12 months?



Base: 868

Residents are most likely to walk regularly (71%) as a form of exercise. A large proportion (88%) of respondents who walk also make up those people who achieve five times per week of vigorous exercise. Respondents are least likely to participate in team sports such as netball.

Q *What type of physical activity do you do regularly?*

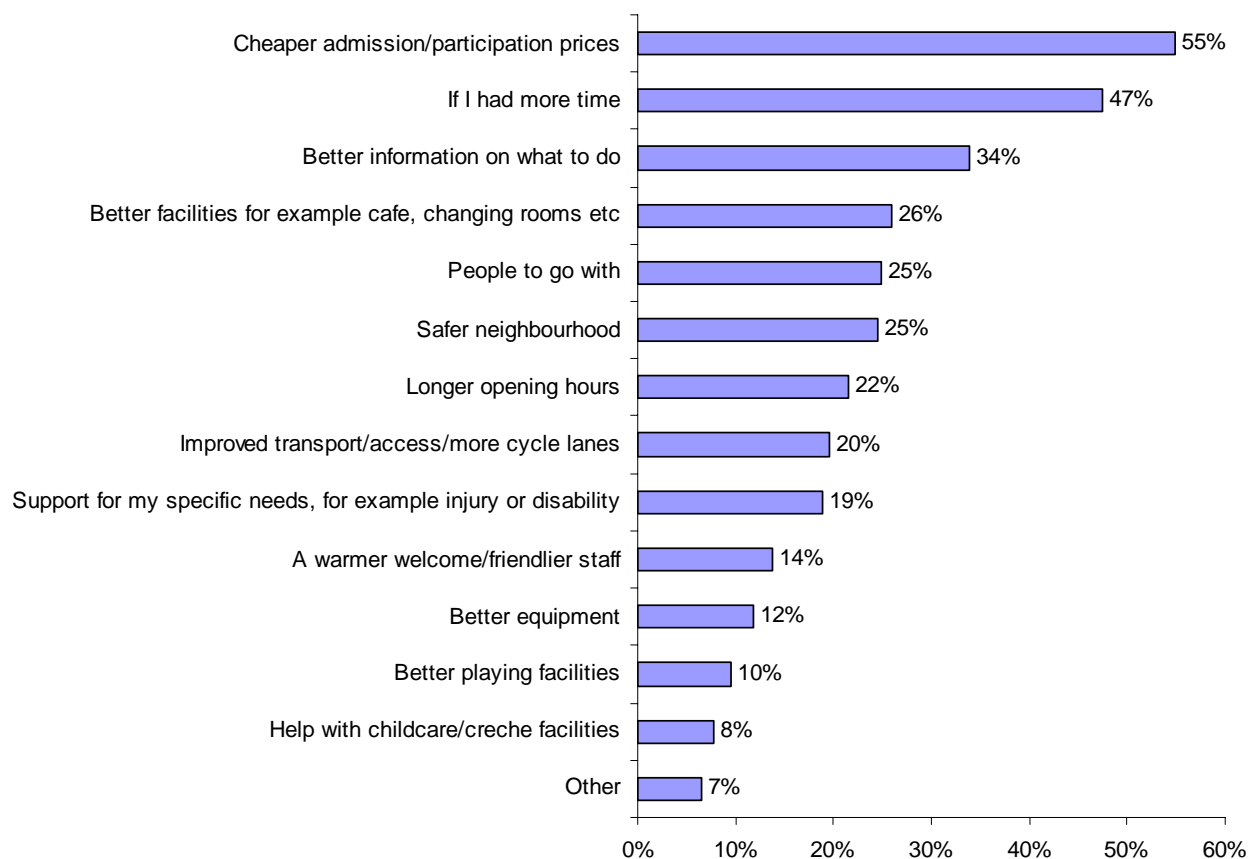
Activity	%
Walking (self guided)	71%
Swimming	24%
Gymnasium	13%
Keep fit classes	11%
Cycling club - on road	9%
Jogging/running	7%
Walking club	4%
Cycling club - off road	4%
Netball	2%
None	12%

Base: 868

61% of Havant's residents would like to do more physical activity, a significant group with the biggest potential to convert into regular exercisers, whilst 29% would not consider it.

When asked what would encourage them to do more exercise, over half (55%) said that cheaper admission/participation prices would be an encouragement, and just under half (47%) would do more physical if they had more time.

Q *If yes, what would encourage you to do more physical activity?*



Base: 868

When commenting on sport, respondents wrote about wanting cycle lanes and tracks, and older residents stated that they feel that they are too old to take part.

## 7. Volunteering

In the last 12 months over a third (36%) of Citizens' Panel respondents had undertaken voluntary (unpaid) work. This included a wide variety of activities, such as helping local sports clubs, local churches, specific charities e.g. RNLI or Rotary Club, charity shops and working as a school governor.

In the future, there is high potential to get more volunteers in heritage, with 71% of respondents saying that they would be interested in volunteering in this area.

Q *Would you be interested in voluntary opportunities in any of the following areas?*

Area of interest	%
Heritage	71%
Arts	37%
Sports	30%

Base: 868

A quarter (25%) of respondents are happy to be contacted about voluntary opportunities in the future.

## 8. Conclusion

This report presented the findings of the March 2008 Havant Borough Council Citizens' Panel consultation, which looked at residents views on living in the area, arts, heritage, sports and libraries provision.

The Citizens' Panel membership is currently being refreshed and this questionnaire went to approximately 700 new members recruited in January 2008, as well as 800 longer serving Citizens' Panel members. As new members continue to be recruited the aim is to have a Panel that is representative, as far as possible, of the demographic make-up of the Borough.

This survey achieved a good response and far higher proportions of respondents in the younger age groups than previous Citizen Panel surveys; however there were still only a small number of people in the 20 to 29 year old age category who responded. A similar questionnaire has gone out to Havant Borough Council's Youth Panel which will capture the views of younger people aged from 11 to 19.

Libraries have the highest level of satisfaction out of all of the cultural provision asked about on the questionnaire and the most respondents visiting them. The decision to visit a library is most likely to be influenced by the location of the library and least likely to be influenced by events and activities held at libraries.

Further research needs to be undertaken to understand the type of people that are not participating in sport and physical activity. The survey seems to indicate that older people are more likely to be participating than the younger age ranges and

walking makes up a large proportion of their exercise. There is very limited participation in individual or team sports.

Respondents that visit local arts and heritage venues are generally satisfied with arts and heritage provision. However there is a large proportion (46%) of residents who do not visit these venues, apart from going to Staunton Country Park and the cinema. Increasing participation might be achieved by exploring residents' requests for more information and better publicity on arts and heritage venues and events.

In summary, the findings show fairly high levels of satisfaction but low levels of participation. This suggests that participation is currently a bigger issue than what is currently provided, and there needs to be a focus on getting more residents involved in cultural activities.

## 9. Appendix

### Characteristics of the sample

There are currently no members on the Citizens' Panel aged 18 or 19. However young people are represented on Havant Borough Council's Youth Panel which includes members up to the age of 19.

#### *Gender*

Gender	n	%
No reply	16	2%
Male	410	47%
Female	442	51%
Total	868	100%

#### *Age*

Age	n	%
No reply	23	3%
18 - 19	-	-
20 -29	9	1%
30 - 39	62	7%
40 - 49	122	14%
50 - 59	215	25%
60 - 65	192	22%
65 +	245	28%
Total	868	100%

#### *Disability*

As might be expected, those with a disability are more likely to be older, with 8.9% aged over 65. Over two thirds (65%) of those with disability state that it affects their mobility.

Disability	n	%
No reply	34	4%
Yes	143	17%
No	691	80%
Total	868	100%

Ethnic minorities are not well-represented on the Panel as sub-samples that can be analysed in their own right however, they are slightly over-represented compared to Havant as a whole, where white British residents made up 97% of the Borough in the 2001 Census compared to 93% on the Citizens' Panel.

#### *Ethnic Origin*

Ethnicity	n	%
No reply	37	4%
White - British	804	93%
White - Irish	5	1%
White - Other white	1	0%
Mixed - white and black Caribbean	-	-
Mixed - white and black African	-	-
Mixed - white and Asian	2	0%
Mixed - Other mixed	-	-
Asian - Indian	1	0%
Asian - Pakistani	-	-
Asian - Bangladeshi	-	-
Asian - Other	-	-
Black - Caribbean	-	-
Black - African	-	-
Black - Other	-	-
Chinese	1	0%
Other	17	2%
Total	868	100%

#### *Length of time living in the Borough*

	n	%
Less than 1 year	19	2%
1 – 2 years	38	5%
3 – 5 years	52	6%
6 – 10 years	99	12%
11 or more years	638	75%
Total	846	100%

*Ward*

Ward	n	%
No reply	26	3%
Barncroft	23	3%
Battins	42	5%
Bedhampton	67	8%
Bondfields	32	4%
Cowplain	82	9%
Emsworth	84	10%
Hart Plain	56	7%
Hayling East	74	9%
Hayling West	79	9%
Purbrook	67	8%
St. Faiths	81	9%
Stakes	60	7%
Warren Park	18	2%
Waterloo	77	9%
Total	868	100%