



**Havant**  
**BOROUGH COUNCIL**

**Customer Insight:  
Parks and Street Cleansing**

**November 2009**

## Customer Insight: Parks and Street Cleansing

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## 0. Summary of key findings

This research is based on the findings of 972 self-completion questionnaires completed by Havant's Citizens' Panel and 109 face-to-face interviews in parks.

The following bullet points summarise the main findings, which are discussed in more detail in the main body of the report.

### 0.1 Parks

#### Park visiting habits

- The majority (72%) of Citizens' Panel members use one of the Council's principle parks.
- Residents who use one of the council's principle parks are most likely to make use of it frequently: twice a week (30%) or monthly (30%).
- Most residents use the council's parks at 'no particular time of day' (44%). Those that did specify a time are most likely to use the park between 2pm and 6pm (22%). Few visitors use parks after 6pm.
- The majority of park visitors travel to their preferred park on foot (66%). Visitors to Havant and Hayling parks, as well as Purbrook Heath are least likely to travel on foot.
- Park users usually travel between five and 10 minutes to get to their preferred park (42%). Hollybank and Hooks Lane visitors spend the least amount of time travelling.
- Nine out of ten residents (91%) travel from home when visiting their preferred park. As might be expected, visitors to Havant park are the most likely to travel from work (11%) and the shops (12%).

#### Park usage

- The reasons for using the council's parks vary by park. The top four reasons cited are: for walking, as a shortcut, to visit the children's play area and to walk the dog.
- Two out of five (41%) residents visit the park alone, whilst three out of ten (28%) visit with children and/or a partner.
- Positively, nine out of ten (93%) park visitors are aware that the park they visit is owned and maintained by Havant Borough Council.
- Parks on the east of the A3(M) are least likely to be recognised as being owned and maintained by Havant Borough Council, with Waterlooville (89%) and Cowplain (85%) least well recognised.

#### Satisfaction with parks

- Three quarters of residents (77%) say that they are 'very satisfied' or 'satisfied' overall with the park that they visit.
- Respondents are significantly less satisfied with Cowplain park than any other in the borough, with 23% 'dissatisfied' or 'very dissatisfied'.
- The standard of cleanliness, general appearance, provision of litter and dog waste bins and grass cutting are the most important factors to residents in their use of parks.
- Public transport, the level of information and signposting are least important.

- The ease of getting to, grass cutting, the standard of cleanliness, general appearance and sports pitches are most highly rated by residents at their local parks.
- Toilets, picnic areas, provision of dog waste bins, signposting, level of information and flowers and shrubs were less likely to be highly rated by residents.
- Respondents were asked if any improvements could be made to parks in the borough and a wide variety of responses came back, including: better play equipment, more lighting, more seats, improved toilets, parks wardens and visible policing.

### **Parks non-visitors**

- Over a quarter (28%) of citizens' panel respondents do not use any of the council's eleven principle parks.
- Out of these respondents 43% said it is because 'there is nothing of interest to me there' and 29% because they prefer to use other local parks.

### **0.2 Street cleansing**

- 'The road or street where I live' is the most highly rated in terms of cleanliness and litter, with 58% of respondents rating it as 'very good' or 'good'.
- Public toilets are felt to be significantly worse than any other area or public facility, with 39% of respondents rating them as 'poor' or 'very poor' in terms of cleanliness and litter.
- In terms of street cleansing services, residents are most satisfied with the 'grass cutting of roadside verges', with seven out of ten (68%) residents 'very satisfied' or 'satisfied'.
- Residents would most like to see the following litter hotspots tackled: shopping areas, town centres, fast food outlets and beaches and Beachland areas.
- The biggest problems in these litter hotspots are food packaging, drink cans or bottles and sweet or crisp packets.
- Residents would like to see the cleanliness of the borough's streets improved through: fines being enforced against members of the public and fast food outlets, education, more bins, bins being emptied more frequently, more staff patrolling and by the public taking responsibility for their own litter.
- Four out of five residents (85%) are aware that they can be fined £50 for dropping litter or dog fouling.

## **1. Introduction**

This report discusses the results of research carried out from August to October 2009 looking at the Council's principal parks and street cleansing service.

### **1.1 Background**

Customer satisfaction for these services was last measured through the council's Citizens' Panel:

- Cleansing Operations, September 2004
- Parks and Open Spaces, February 2004
- Environmental Enforcement, November 2006

We now need up-to-date information to contribute to a review of these services.

### **1.2 Research objectives**

The objectives of this research were to understand:

- 0. the patterns of use of Havant's principle parks
- 0. where people travel from to use the parks
- 0. what people like and dislike about the parks
- 0. awareness of the council's role in owning and maintaining the parks
- 0. what and where the problems are with street cleansing
- 0. residents awareness of their role e.g. using correct bins
- 0. opinions on litter in town centres, parks and open spaces as well as streets and roads
- 0. suggestions for the future.

### **1.3 Research methodology**

Two types of research were undertaken: face-to-face interviews with a small sample of people using the eleven principle parks and a self-completion postal and email survey with Havant Borough Council Citizens' Panel members.

The face-to-face interviews had the advantage of being conducted with residents whilst they were actually there using the park. The Citizens' Panel survey captured the recalled views of park users as well as non-users. A small number of questions about street cleansing were also included on the Citizens' Panel questionnaires.

The above approach was taken because of time and resources. To comprehensively understand the patterns of use of the borough's parks would require regular short interviews with people using the parks at different times including, different times of the day, days of the week and times of the year (see Hampshire County Council study). However this approach would take a large commitment of time and resources.

In total, 972 Citizens' Panel questionnaires were returned and 109 face-to-face interviews were carried out in the borough's principal parks. Where there are significant differences between the two sets of results these have been noted in the report.

Returned questionnaires were inputted into Snap software. A data verification process was undertaken and responses have been collated and summarised.

## 2. Park visitors

### 1.0 Introduction

Respondents were asked to answer questions about a particular park so that any recommendations can be focused on the park where it is most needed. The table below details the total number of responses for each park:

Principle Park	n	%
Bartons Green (off Wakefords Way)	26	3%
Bidbury Mead (off Bidbury Lane)	56	7%
Cowplain (off Padnell Road)	63	8%
Emsworth (off Horndean Road)	73	9%
Front Lawn (off Sombourne Drive)	22	3%
Havant Park (off Market Parade)	172	21%
Hayling (off Station Road)	132	16%
Hooks Lane (off Fraser Road)	18	2%
Hollybank (off Southleigh Road)	20	3%
Purbrook Heath (off Purbrook Heath Road)	72	9%
Waterlooville (off Rowlands Avenue)	75	9%

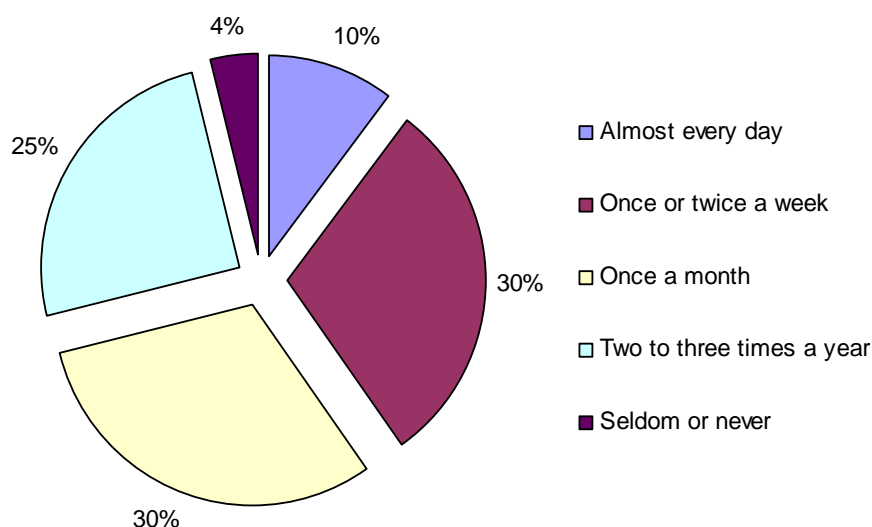
Base: All respondents 1,081

### 1.0 Park visiting habits

Most park visitors, responding to the Citizens' Panel survey, use one of our principle parks once or twice a week (30%) or once a month (30%). A quarter (25%) use a principle park two to three times a year.

Bartons Green is the most frequently visited park with 44% of respondents saying that they go almost every day, whilst visitors to Front Lawn were most likely to visit once or twice a week (62%).

Q Thinking about the park you visit most regularly, approximately how often do you visit this park?

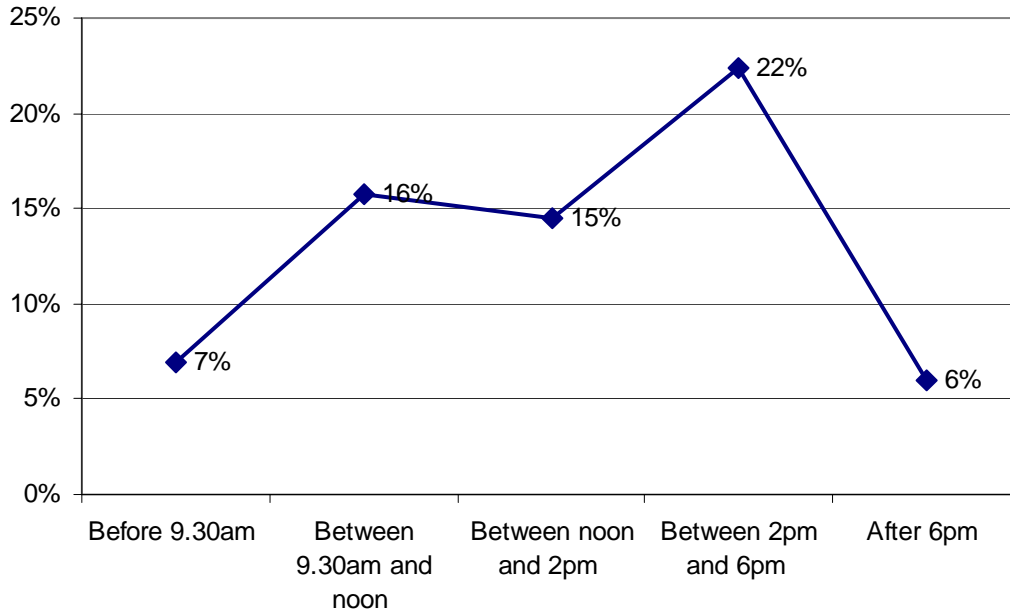


Base: Citizens' Panel respondents 972

44% of Citizens' Panel members who use the council's principle parks say that they use them at 'no particular time of day'.

Out of those that did specify a time, the peak time is between 2pm and 6pm (22%) with visitors dropping off significantly after 6pm (6%), even given that the research was undertaken during the summer with lighter evenings.

Q What time of day do you normally use this park?



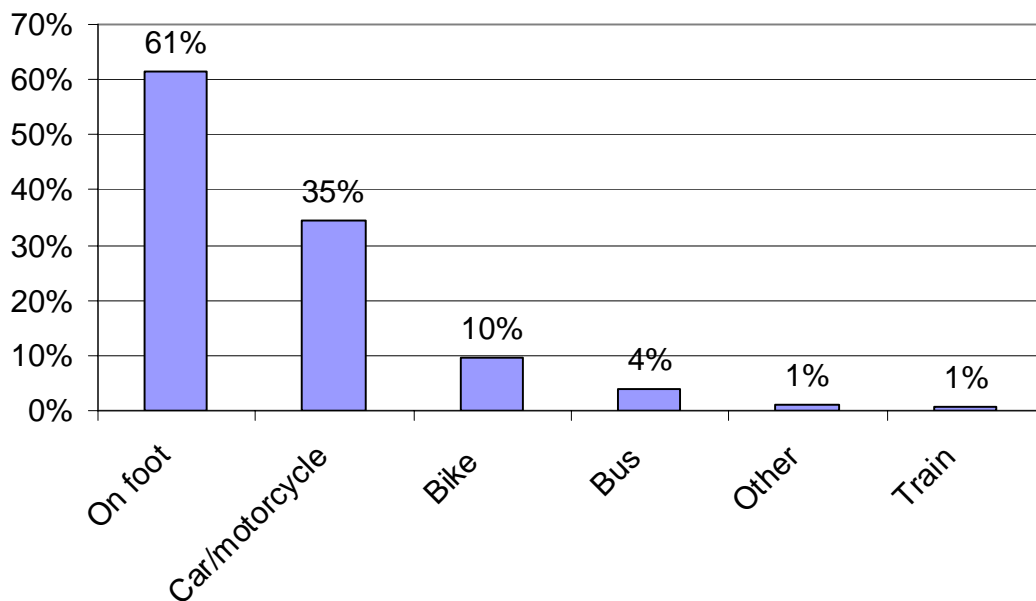
Base: Citizens' Panel respondents 972

As might be expected, the majority of park visitors travel to their preferred park on foot (66%).

Residents are most likely to travel to Hollybank (92%) and Bidbury Mead (89%) parks on foot, whilst they are least likely to travel on foot to Havant and Hayling parks and Purbrook Heath. Visitors to Havant park are more likely to travel by bus (12%) whilst visitors to Hayling park and Purbrook Heath are more likely to travel by car/motorcycle (39% and 50%).

Respondents who gave an 'other' answer mostly said that they travel by mobility scoter.

Q How do you usually travel to this park?



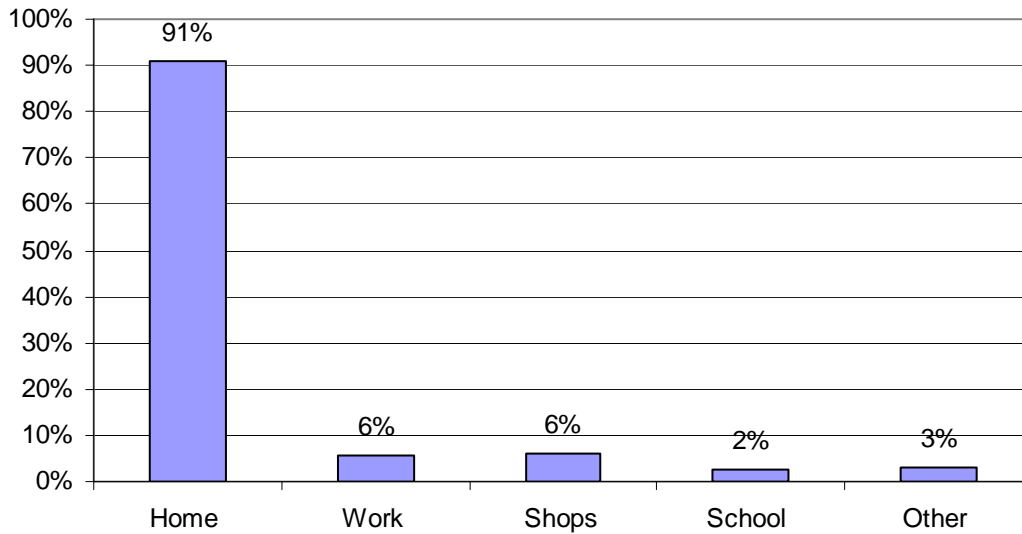
Base: Citizens' Panel respondents 972

Nine out of ten (91%) residents travel from home when visiting their preferred park, with respondents who use Emsworth and Purbrook Heath most likely to travel from home (98% and 97%).

Cowplain park users are significantly more likely to travel from school (13%) than for any other park.

As might be expected, given its town centre location, visitors to Havant park are the most likely to travel from work (11%) and the shops (12%).

Q When you visit this park where do you normally travel from?

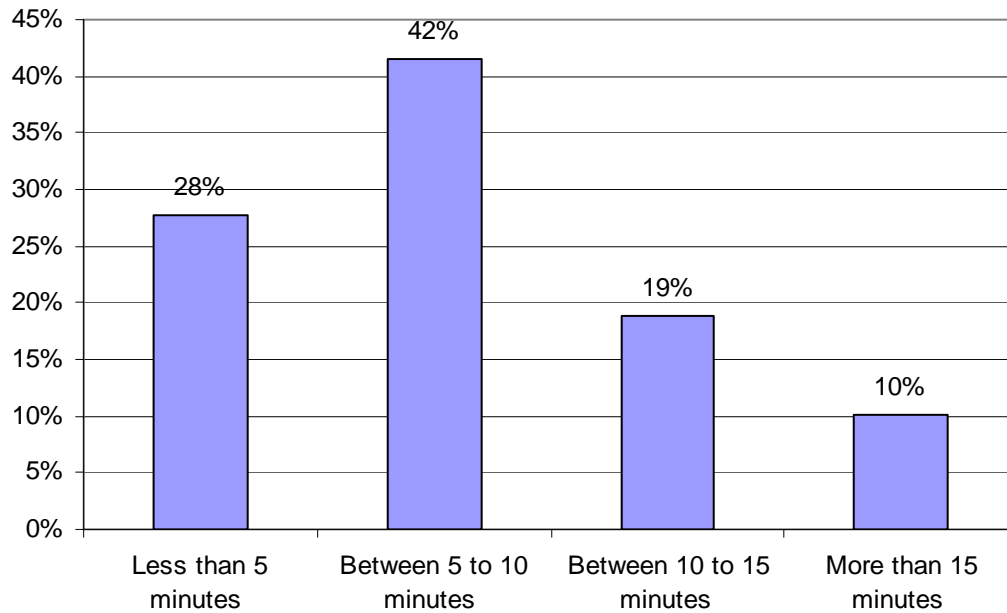


Base: Citizens' Panel respondents 972

Park users usually travel between five and 10 minutes to get to their preferred park (42%).

Hollybank and Hooks Lane visitors spend the least time travelling, with 67% and 89% taking less than five minutes to get to those parks.

Q How long does it take you to get to this park?



Base: Citizens' Panel respondents 972

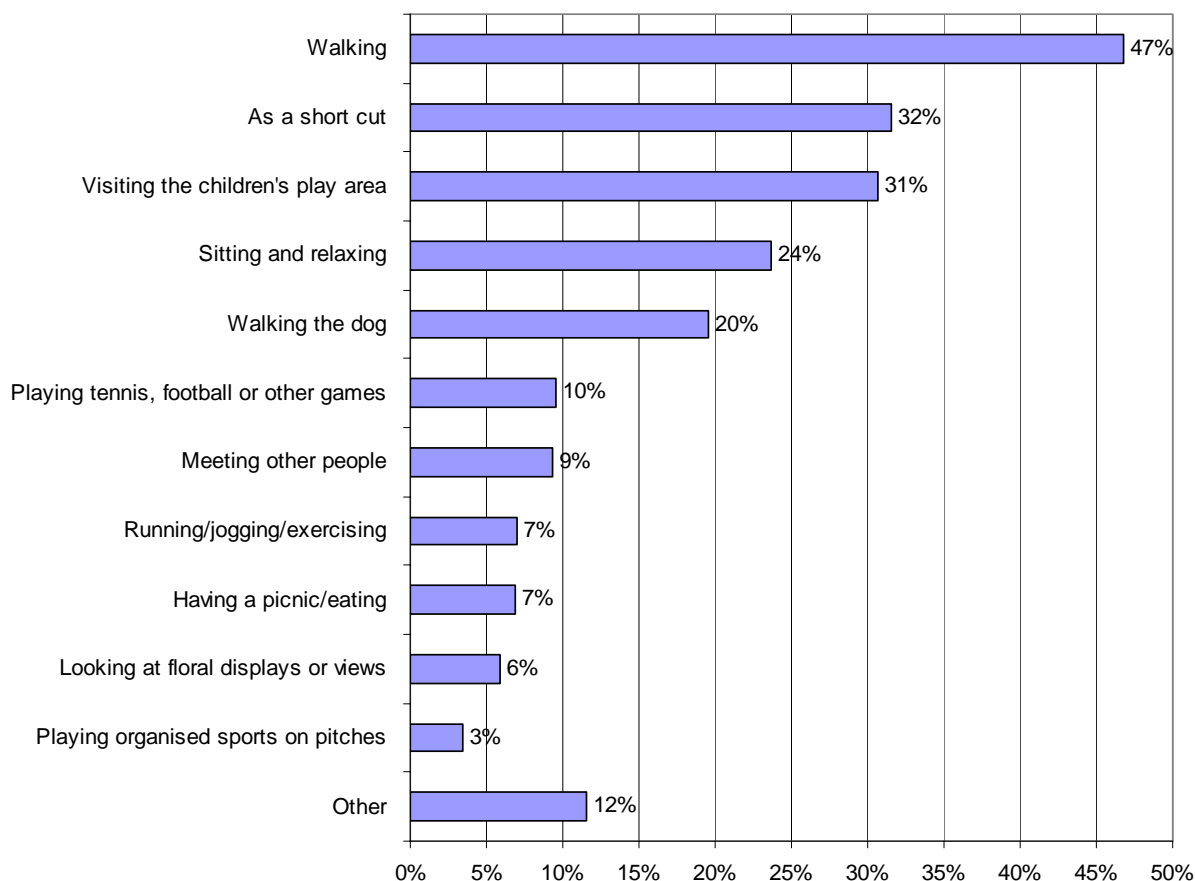
### 1.3 Park usage

Citizens' Panel respondents are most likely to use their park for walking (47%), as a shortcut (32%) or to visit the children's play area (31%). People interviewed face-to-face were most likely to use their local park to walk the dog (50%).

As might be expected, Havant park is most likely to be used as a shortcut, with half (50%) of visitors using it for this purpose. Hollybank is most likely to be visited for its children's play area (58%)

12% of respondents gave another reason why they use parks. The majority of these 'other' reasons were: to watch cricket, football or rugby. Apart from this, reasons were varied and included: bird watching, visiting the Emsworth Show, avoiding paying for parking, using the public toilets or getting to the community centre.

Q What do you normally use this park for?

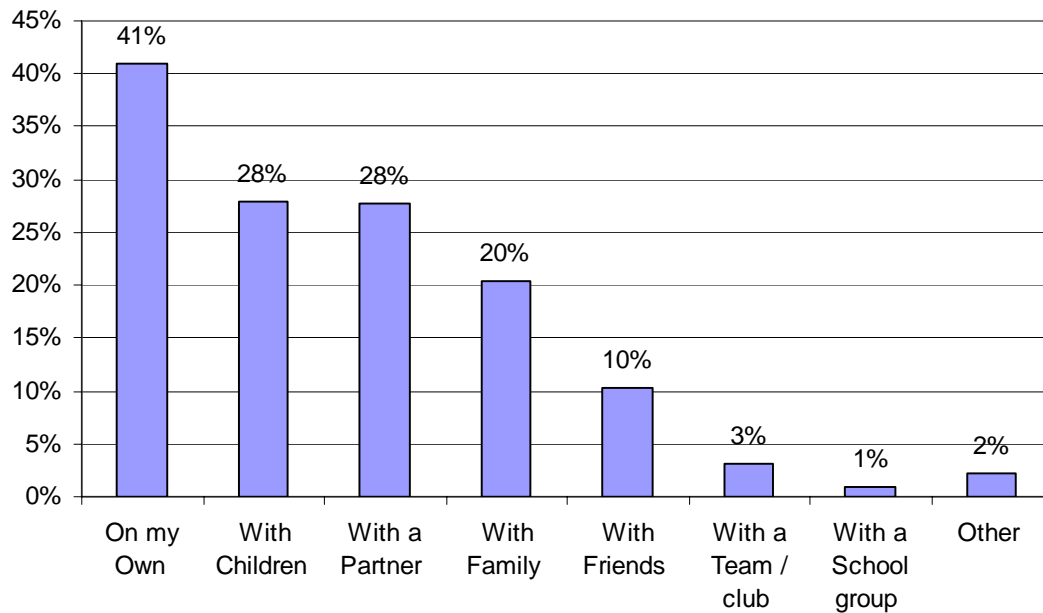


Base: Citizens' Panel respondents 972

Two out of five (41%) residents visit the park alone, whilst three out of ten (28%) visit with children and/or a partner.

'Other' answers were with other dog walkers or walkers.

Q Do you normally visit the park on your own or with other people?

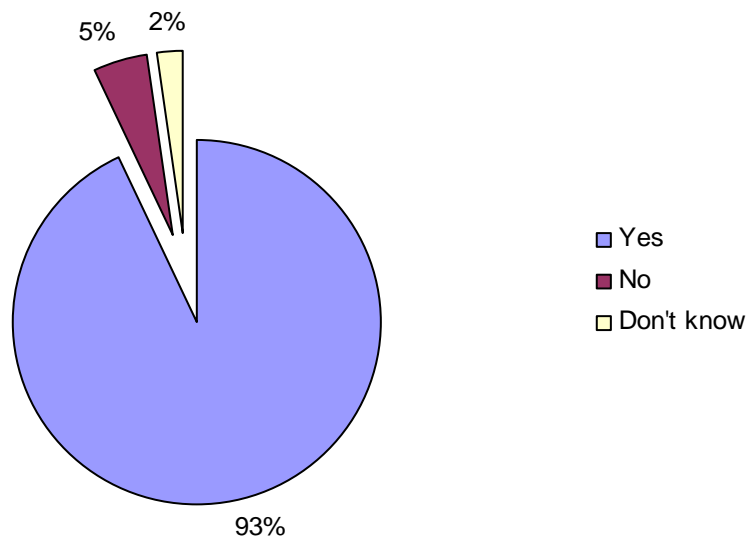


Base: Citizens' Panel respondents 972

Positively, nine out ten (93%) park visitors are aware that the park they visit is owned and maintained by Havant Borough Council.

Parks on the east of the A3(M) are least likely to be recognised as being owned and maintained by Havant Borough Council, with Waterlooville (89%) and Cowplain (85%) least well recognised.

Q Are you aware that this park is owned and maintained by Havant Borough Council?

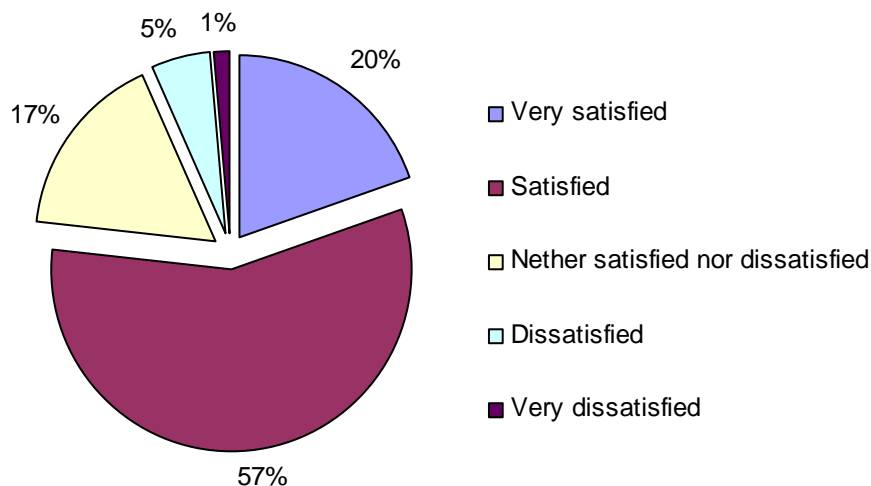


Base: Citizens' Panel respondents 972

### 1.0 Satisfaction with parks

Three quarters of residents say that they are ‘very satisfied’ or ‘satisfied’ overall with the park that they visit.

Q Overall, how satisfied or dissatisfied are you with this park?



Base: Citizens’ Panel respondents 972

The table below shows satisfaction and dissatisfaction by park. Respondents are significantly less satisfied with Cowplain park than any other in the borough, with only 38% ‘very satisfied’ or ‘satisfied’ and 23% ‘dissatisfied’ or ‘very dissatisfied’.

Net satisfaction by park

Principle Park	‘Very satisfied’ and ‘Satisfied’	‘Neither satisfied nor dissatisfied’	‘Dissatisfied’ and ‘Very dissatisfied’
Havant Park (off Market Parade)	81%	14%	4%
Hayling (off Station Road)	79%	13%	3%
Bidbury Mead (off Bidbury Lane)	78%	11%	7%
Hooks Lane (off Fraser Road)	78%	11%	11%
Bartons Green (off Wakefords Way)	76%	6%	13%
Emsworth (off Horndean Road)	76%	15%	5%
Hollybank (off Southleigh Road)	75%	25%	0
Waterlooville (off Rowlands Avenue)	75%	19%	5%
Purbrook Heath (off Purbrook Heath Road)	74%	13%	12%
Front Lawn (off Sombourne Drive)	70%	23%	8%
Cowplain (off Padnell Road)	38%	36%	23%

Base: Citizens’ Panel respondents 972

The factors that are **most** important to residents in their use of parks are:

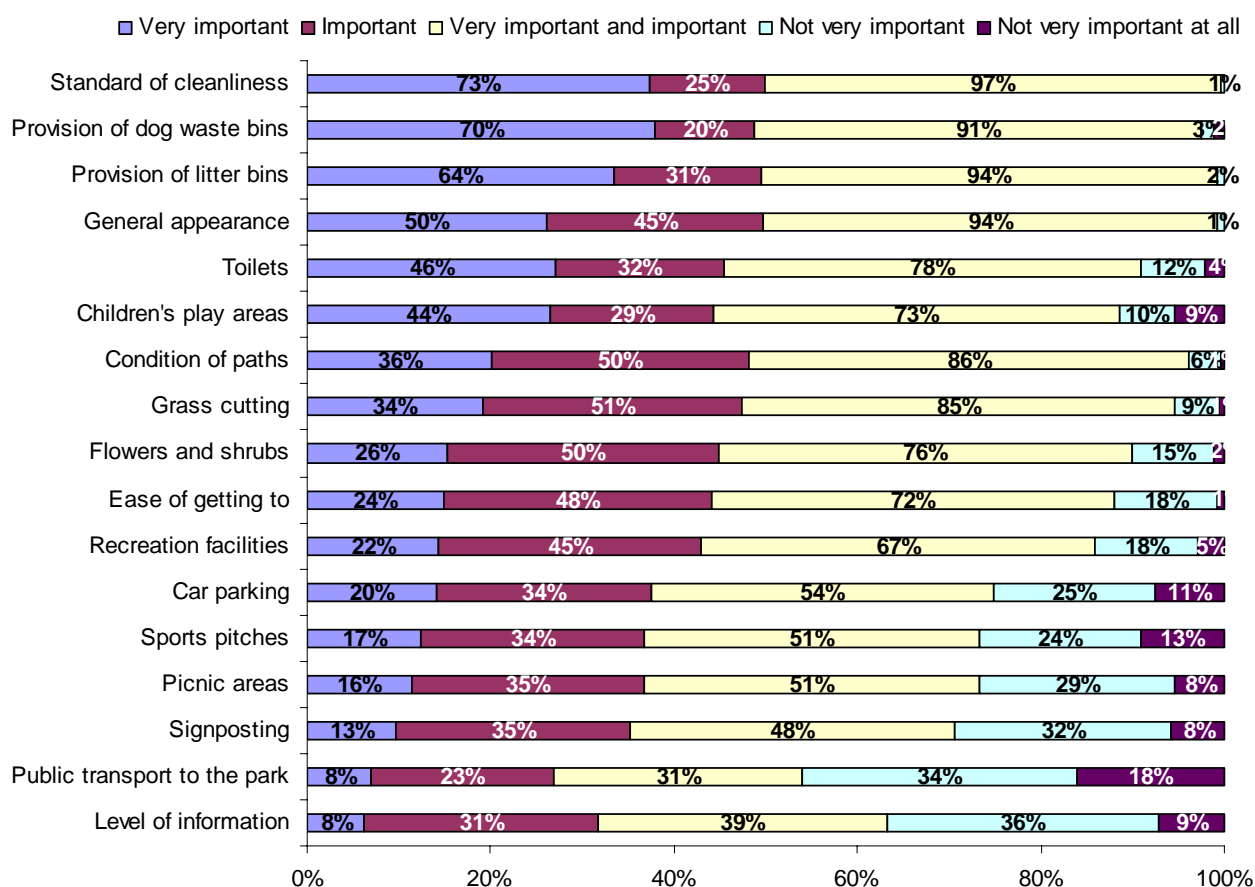
- Standard of cleanliness (97% 'very important' or 'important')
- General appearance (94%)
- Provision of litter bins (94%)
- Provision of dog waste bins (91%).

Standard of cleanliness and general appearance are also important to respondents interviewed face-to-face as well as provision of dog waste bins (97%) and grass cutting (93%).

The factors that are **least** important to residents in their use of parks are:

- Public transport to the park (53% 'not very important' or 'not very important at all')
- Level of information (45%)
- Signposting (40%)

Q Please tell us how important each of the following is in your use of this particular park?



Base: Citizens' Panel respondents 972

The factors that are **most** highly rated by residents at their local park are:

- Ease of getting to (82% 'very good' or 'good')
- Grass cutting (76%)
- Standard of cleanliness (75%)
- General appearance (72%).

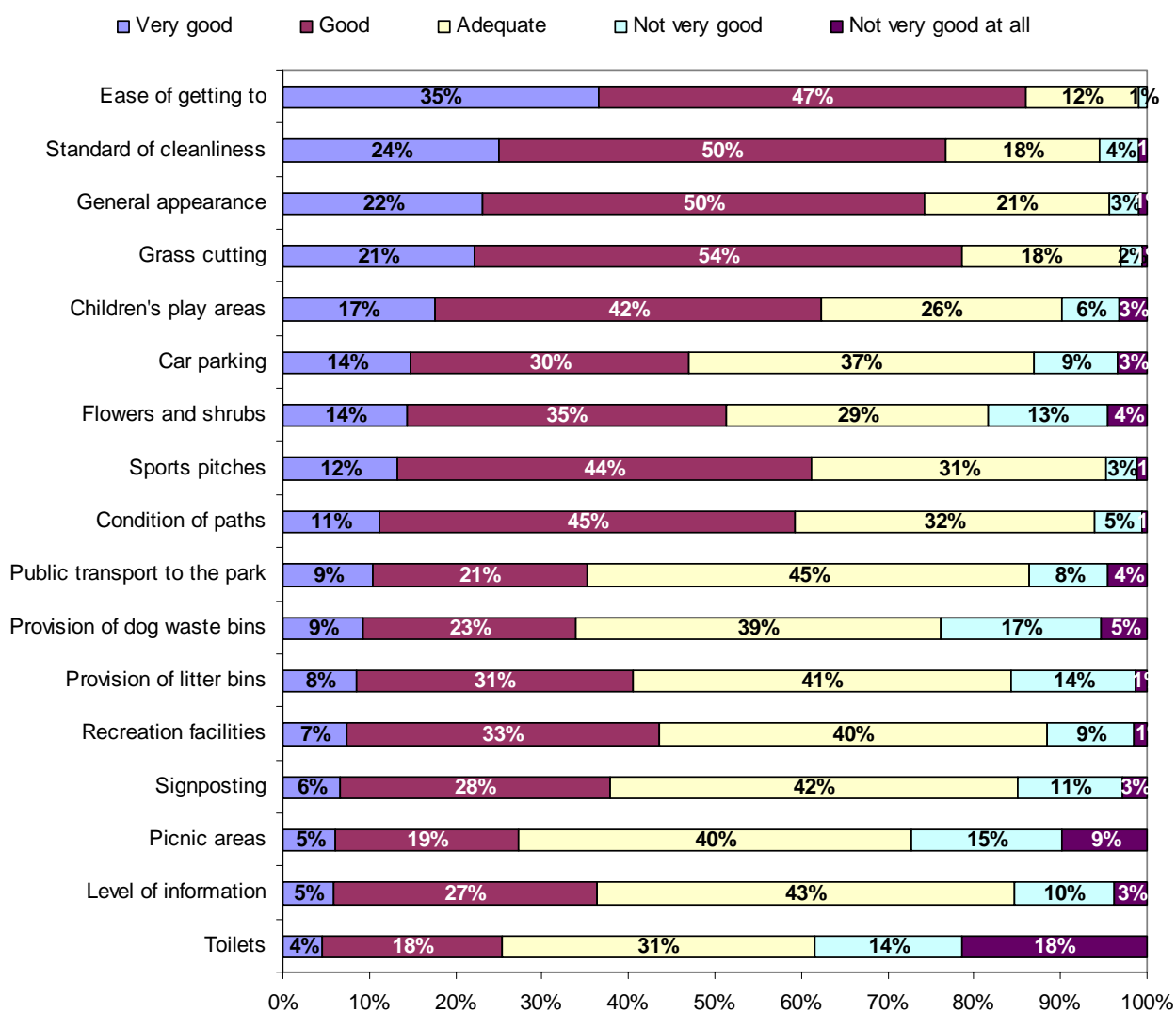
Ease of getting to, grass cutting and general appearance were also highly rated by people interviewed face-to-face in the parks as well as sports pitches (80%).

The factors that are **least** likely to be highly rated by residents at their local park are:

- Toilets (33% 'not very good' or 'not very good at all')
- Picnic areas (24%)
- Provision of dog waste bins (22%).

Different factors were more likely to be rated as 'not very good' and 'not very at all' by people interviewed face-to-face in parks, including signposting (35% 'not very good or 'not very good at all'), level of information (32%) and flowers and shrubs (30%).

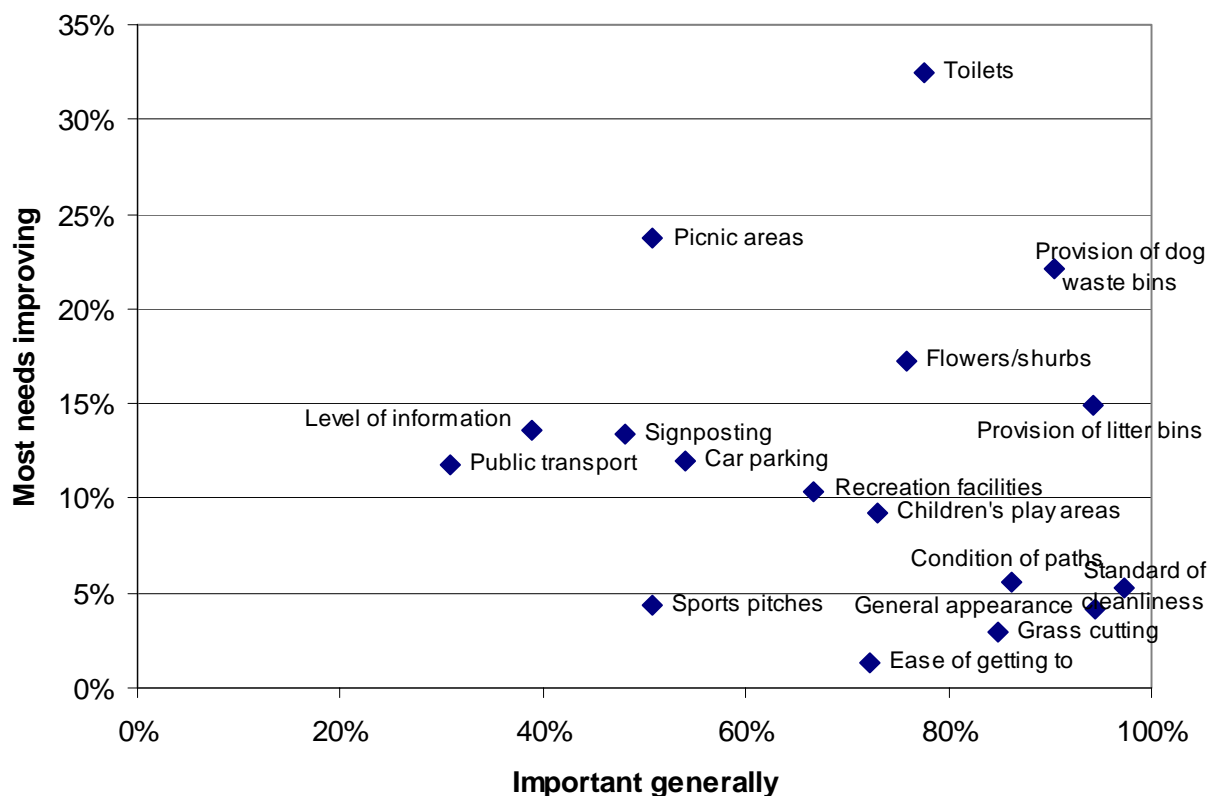
Q And how would you rate each of the following for this park?



Base: Citizens' Panel respondents 972

The table below looks at the two questions discussed above simultaneously, to understand both what is most important to residents in their use of parks and their satisfaction with those factors. The elements that are in the top right hand corner are those that the parks service may wish to concentrate on because they are both important to residents in their experience of parks, and factors that residents currently rate as not very good.

'Very important' and 'important' against 'not very good' and 'not very good at all'



Base: Citizens' Panel respondents 972

### 2.5 Park improvements

Respondents were asked to complete an open ended question asking them how they think the parks in the borough could be improved. All of the responses, by park, have been included below. Numbers in brackets indicate elements that have been mentioned by more than one respondent.

#### Bartons Green

- More dog bins (6)
- Public toilets (4)
- Picnic table / benches (2)
- Visible park/dog warden (2)
- Children's play area more secure and enclosed on all sides
- Better drainage on football pitches
- Fining people for not picking up dog mess
- Stop golf playing
- More lighting

- More litter bins

### **Bidbury Mead**

- Toilets – improved / more visible / unlocked (12)
- More modern children's' facilities / increased children's' play equipment / inclusive play equipment (7)
- More public seating (4)
- Improve the pavilion (3)
- Pick up litter and rubbish, including from Bedhampton Road at the entrance to the park (3)
- More dog mess bins (2)
- Improve lighting (2)
- More flowers (2)
- Goal posts for kids to have a kick about
- Separate dog walking area
- Improved entrance
- Litter bins
- Jogging trail
- Multi-use community building
- Solve the problem of the water gathering right by the play park
- Tap for drinking water
- More action taken to underage drinking
- More activities for young people

### **Cowplain**

- Improved play area (10)
- Vandalism a problem (5)
- Better toilet facilities (4)
- More litter bins (4)
- Park ranger (2)
- Signposting to toilets (2)
- Hut/building at the entrance to be refurbished and used as a club for the teenagers/youth
- To know what was going on in community centre - a board at entrance to say what's going on
- Sheltered seating if raining.
- More dog bins
- Bike parking area

Several people commented about the play facilities and vandalism:

*“The children’s park is vandalised has hardly any apparatus there and needs to be moved to across the other side in my opinion. The grass and area are well maintained and well used by street sport cricketers footballers etc”.*

*“The children’s play area used to be fenced in but this has fallen into disrepair. Plus the area is untidy”.*

*“The park needs to be for the community rather than the local youth. There is always an unsavoury gaggle of youngsters in the park so I am not keen to use it”.*

*“The play area is dire and makes me sad to see such poor 'catalogue' facilities. Get rid of 'catalogue' play ground and make them exciting blend with nature”.*

*“Use of field area for older children e.g. sports area or field, football goals etc. skate park area for older children”.*

### **Emsworth**

- Better playground equipment for the children (4)
- Toilets open and serviced (3)
- Seating (2)
- Catering facilities / tea shop (2)
- Resurfaced tennis courts (2)
- Cycle route (2)
- Floral garden for sitting in
- Better goal lines on football pitch i.e. grass
- Security presence
- Better rubbish bins which prevent seagulls getting in.
- Football cage
- Fence replacing
- Less boggy in the children's playground
- Mini golf

Two detailed comments have been included below:

*“There is a small stream to the right of the children’s play area which is over grown and filthy, the fence needs repairing, the vegetation cut back. The entrance to this park via Washington Rd is a disgrace, the trees, brambles and rubbish are off putting, this entrance is used by lots of families. Perhaps a ranger would have a look”.*

*“Yes, revamped entrance and substantial improvements to the hedgerow which forms the eastern boundary. The hedgerow is in urgent need of complete renovation. The sign/notice boards around the park are also a disgrace. Apart from the memorial garden, there are no flowers in the so-called park in fact it is known locally as a recreation ground rather than a park. The toilets are also in need of urgent attention. There are no official picnic areas and all the seating apart from in the memorial garden is rather old. All in all the park needs urgently upgrading as it is used very regularly by a lot of people”.*

### **Front Lawn**

- Toilets (5)
- More seating (3)
- Better lighting (3)
- More bins (3)
- Picnic benches / seating (2)
- More plants
- Clean up a bit more
- More play equipment
- Ice cream and drinks sales
- Tree/bushes pruned and chopped down
- Grass cutting
- Better paths

- Park keeper full time
- Things for the kids to do - activities

### **Havant Park**

- Visible warden /caretaker / community support officer presence, particularly to tackle drinking in the park and teenagers using play equipment (8)
- Refreshments / café (6)
- More seating (6)
- Picnic tables / area (6)
- More flowers (4)
- Better toilets (3)
- Shelter (3)
- Water fountain (2)
- More sport (2)
- More litter bins (2)
- Public toilets open longer (2)
- More swings (2)
- Children's 'water play' area
- Sandpit
- Fenced dog area
- Climbing wall - abseil wall. Obstacle course for all ages
- Bandstand
- Comfier benches
- Football pitch - apart from cricket no other sport played.
- Control over older children abusing equipment i.e. swing.
- CCTV
- Dog waste bins
- More variety of play stuff for kids
- Skate park updated
- Solar powered lighting around the park

One specific comment has been included below:

*“Electricity: lockable toilets with attendants when open. Charge when open, free when made available for a function, electricity (on meter) for functions only. water supply from (lockable loos). Storage space (secure) for function, night patrol (for function). I would like the park made available to guides/scouting, youth clubs (during holiday and evening, community centres small charge for charity - car boot sale”.*

### **Hayling**

- Flower beds / floral displays (4)
- More play facilities for older children e.g. graffiti wall, climbing equipment (4)
- Picnic / b-b-q area (4)
- Better play area for children (2)
- More seating (2)
- Running track (2)
- Swimming pool indoor (2)
- More dog bins (2)
- Better tennis courts - the surface is poor
- Cycling tracks, and cycling training courses

- Goal posts and nets all year around
- No cycling sign at the entrance to the footpath which runs off the park and goes to West town shops
- Improve disabled toilets
- Innovative fitness equipment and art
- More dog litter notices
- More lighting
- Waste bins
- Notice board explaining facilities, how to join in, who to contact
- Paddling pool for young children
- Removal of the recycling bins as they take up parking spaces
- Better control of youths
- Drinking water fountain
- Tennis courts swept as they are very gritty
- Crazy golf
- Boating lake
- Toilets that are open all the time
- Ban dogs

### **Hooks Lane**

- Improved play area (3)
- More waste bins (2)
- Toilets (2)
- Path around outside particularly in winter
- Flower beds
- Better seating
- Park keeper
- Goal posts not just rugby posts
- More swings
- Bigger car park

Respondents were also concerned about vandalism in the park:

*“Need more equipment in play area for bigger kids. Couple of goal posts. Basketball. More trees to stop joy riders with cars, bikes and setting them on fire”*

*“Police round here more often - yobs in play area drinking - tie the swings up. Better monitoring to prevent/apprehend vandalism including the burning of vehicles and damage to standing facilities”.*

*“Better play area - vandalised or set fire to”.*

### **Hollybank**

- Public toilets (5)
- More play equipment (5)
- More seating / picnic tables (3)
- Ice cream vans
- Flowers
- More litter bins
- Footpath - Fairlea alleyway to Southleigh rd would help - more so when the park is saturated - drainage is abysmal.

- Less cutting of grass and less use of herbicides and pesticides

There were several comments around play facilities for specific age groups:  
*"More play facilities for toddlers".*

*"Some activities for 14-17 years. Specific football pitch".*

*"We also need a large climbing frame in the playground for the older children (6 years +)".*

### **Purbrook Heath**

- Update play equipment / more play facilities (10)
- Toilets / accessible (7)
- More benches / picnic tables (6)
- Smoother grass area inside the play area (3)
- Cafe (2)
- Flower garden
- More dog bins
- No wildlife conservation apparent
- Shelter from the rain
- Nets on basket ball hoops
- Vandals are a problem

### **Waterlooville**

- Toilets (12)
- Park keepers / rangers (4)
- Better children's play equipment (7)
- More flowers / trees (7)
- Improve lighting around the paths (4)
- Picnic tables (3)
- Better signposting (2)
- Shelter for use in wet weather
- Improved drainage
- More things for older children i.e. skate park, stunt bikes area
- Better parking facilities for the bowlers
- More policing
- Improve park entrance
- Baby changing facilities

*"I would like to congratulate who ever is responsible for the lottery funding which has provided the sandpit, bike hills and other children's amusements. I would like to see all parks this well equipped. I would like to see the sandpit fenced off to stop animals soiling in it. It should also be cleared out often".*

### 3. Park non-visitors

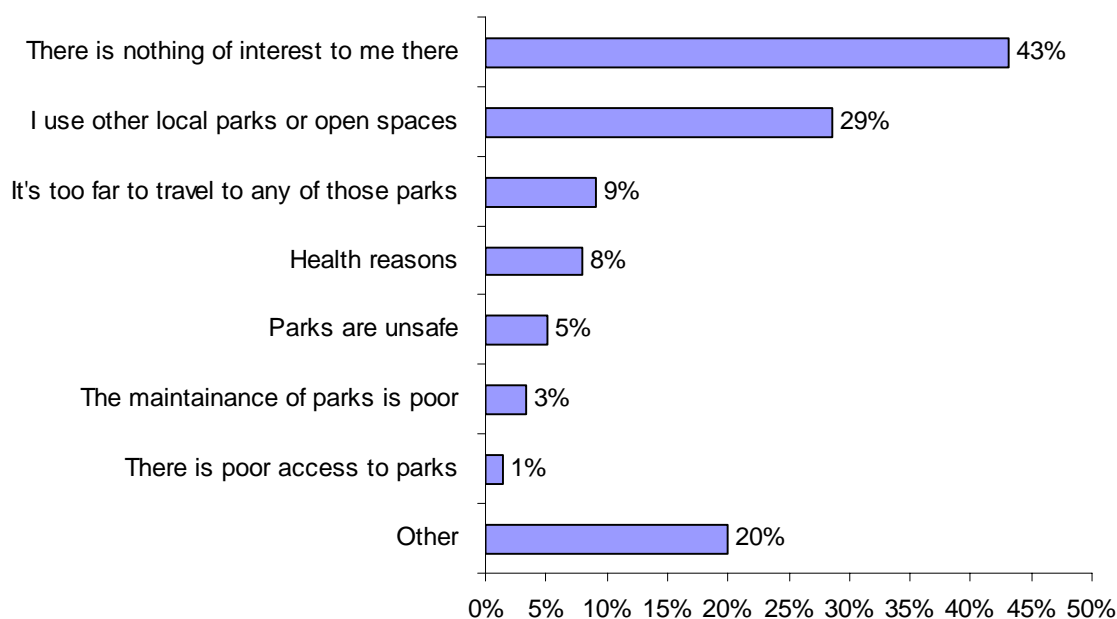
#### 2.0 Introduction

276 respondents to the Citizens’ Panel questionnaire said that they do not use any of the council’s eleven principal parks. This equates to 28% of panel members responding to the questionnaire.

#### 2.0 Perceptions of non-users

Out of these respondents 43% said it is because ‘there is nothing of interest to me there’. 29% said it was because they use other local parks.

Q If you don’t visit the borough’s principal parks please tell us why not?



Base: Parks non-users 276

Other parks and open spaces that respondents regularly visit in the borough include: Emsworth Mill Pond, Broadmarsh, Denmead, Buster Hill, Fielders Park, Havant Thicket, Hayling Billy Trail, Hayling seafront, Langstone Harbour, Leigh Park Gardens, Mengham Park, Barn Woods, Portsdown Hill, Queen Elizabeth Country Park, Queen’s Inclosure, Scratchface Lane, Staunton Country Park and Tempest Avenue. As well as the coast and beaches generally in the area.

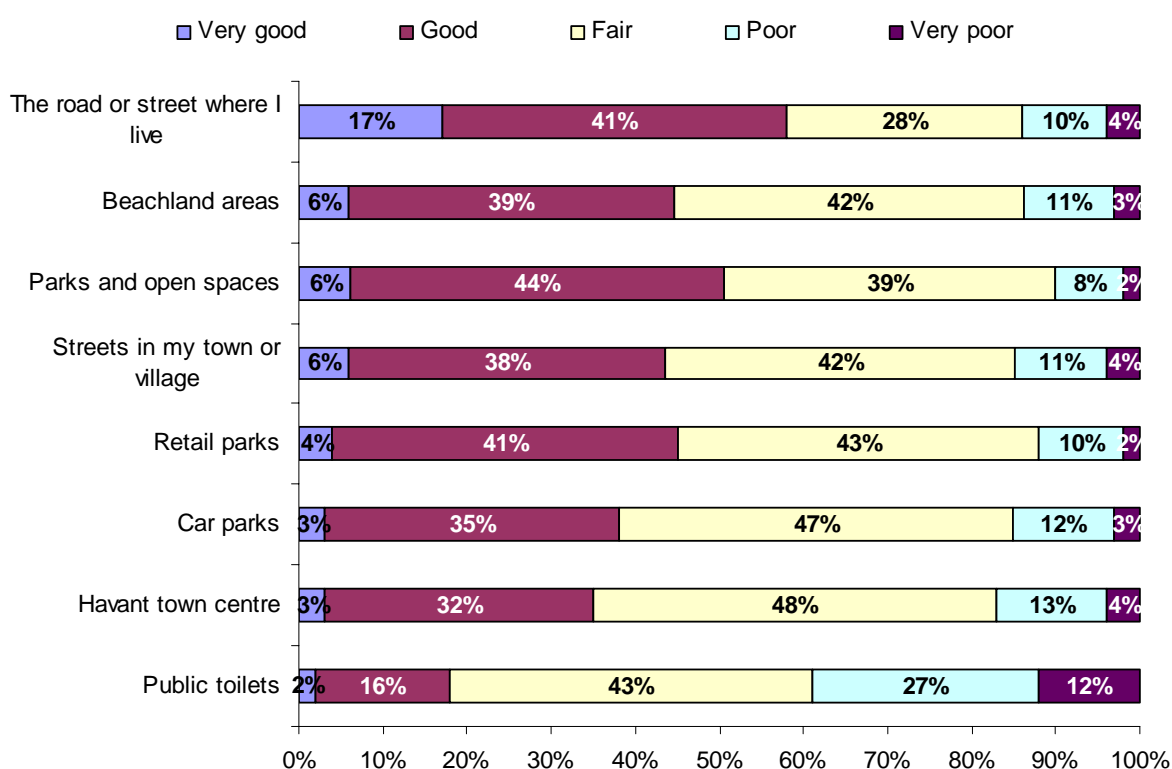
## 4. Street Cleansing

Citizens' Panel members were asked a number of questions about street cleansing.

### 4.1 Cleanliness and litter

'The road or street where I live' is the most highly rated in terms of cleanliness and litter, with 58% of respondents rating it as 'very good' or 'good', followed by 'parks and open spaces' (50%), 'beachland areas' (45%) and 'retail parks' (45%). Public toilets are felt to be significantly worse than any other area or public facility with 39% of respondents rating them as 'poor' or 'very poor' followed by Havant town centre (17%).

Q How would you rate the following areas in terms of cleanliness and litter?

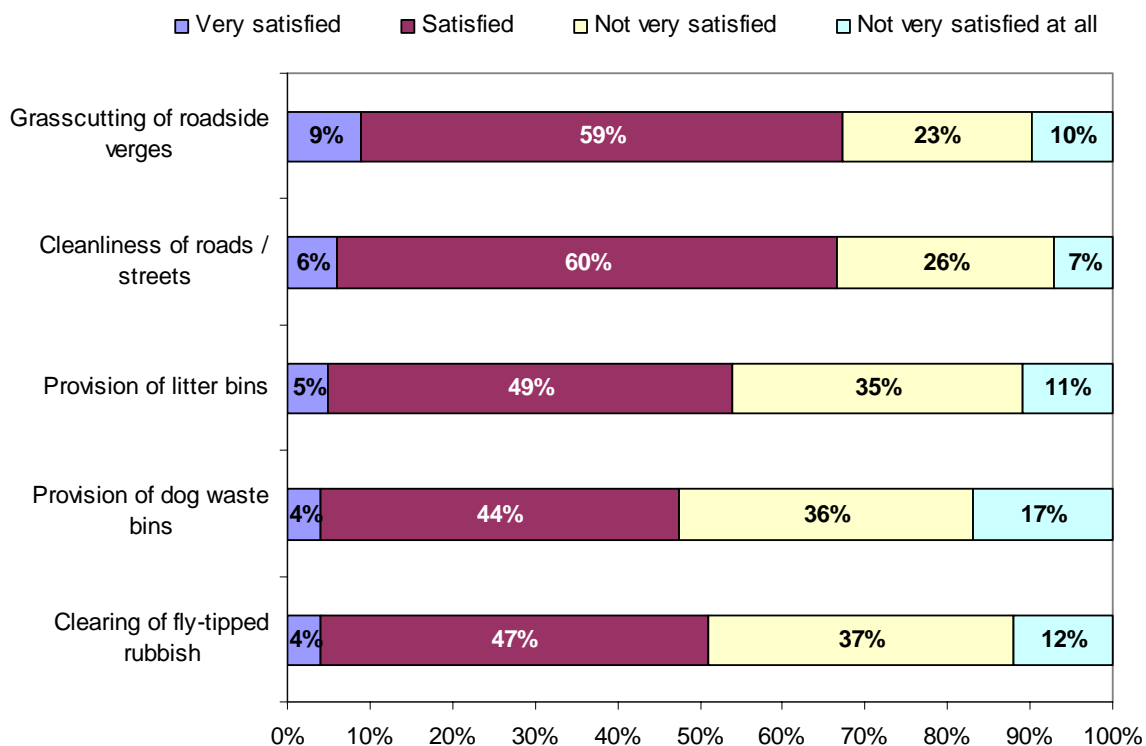


Base: Citizens' Panel respondents 972

Citizens' Panel members were asked to rate their satisfaction with a number of street cleansing services. Average satisfaction across all of these factors is 57%, whilst average dissatisfaction is 43%.

Residents are most satisfied with the 'grass cutting of roadside verges' and the 'cleanliness of roads and streets'. They are least satisfied with the provision of dog waste bins and the clearing of fly-tipped rubbish.

Q How satisfied are you with the following services?



Base: Citizens' Panel respondents 972

Net satisfaction with the provision of dog waste bins is less than half of respondents, with only 48% of respondents saying that they are 'very satisfied' or 'satisfied' with this service.

Q How satisfied are you with the following services?

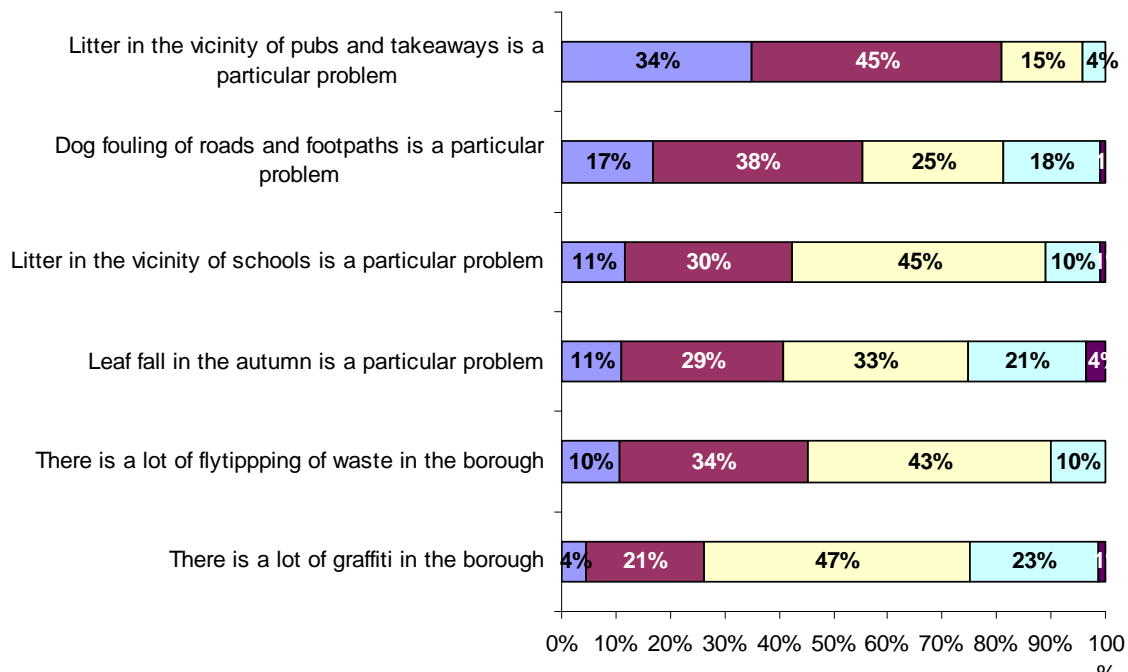
	'Very satisfied' and 'satisfied'	'Not very satisfied' and 'not very satisfied at all'
Grasscutting of roadside verges	68%	33%
Cleanliness of roads / streets	66%	33%
Provision of litter bins	54%	46%
Clearing of fly-tipped rubbish	51%	49%
Provision of dog waste bins	48%	53%

Base: Citizens' Panel respondents 972

Four out of five (79%) residents agree or strongly agree that litter in the vicinity of pubs and takeaways is a particular problem.

Q To what extent do you agree or disagree with the following statements?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree



Base: Citizens' Panel respondents 972

Net satisfaction with the following statements:

	'Strongly agree' and 'agree'	'Disagree' and 'strongly disagree'
Litter in the vicinity of pubs and takeaways is a particular problem	79%	4%
Dog fouling of roads and footpaths is a particular problem	54%	19%
There is a lot of fly-tipping of waste in the borough	44%	10%
Litter in the vicinity of schools is a particular problem	41%	11%
Leaf fall in the autumn is a particular problem	40%	24%
There is a lot of graffiti in the borough	25%	24%

Base: Citizens' Panel respondents 972

### 4.3 Litter 'hotspots'

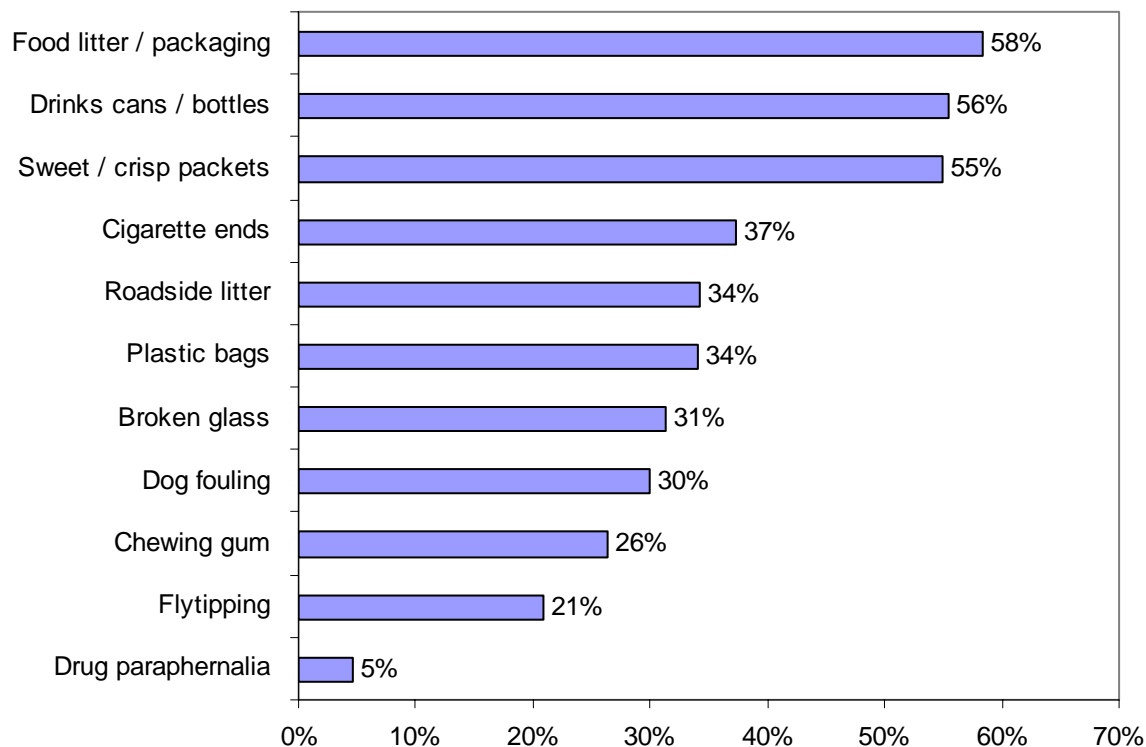
Respondents were asked to identify one location in the borough for the council to treat as a 'hotspot' for clearing litter. Nearly three quarters (74%) of respondents identified an area and the responses have been grouped below:

- Shopping areas including:
  - Park Parade (22 respondents)
  - Milton Road Co-op, shops and takeaways (16 respondents)
  - Crookhorn precinct (13 respondents)
  - Leigh Park shopping centre (9 respondents)
  - Middle Park Way (8 respondents)
  - Purbrook Chase Precinct (8 respondents)
  - Stream by Solent Retail Park (8 respondents)
  - Cowplain shops (7 respondents)
  - Bedhampton Road shops (5 respondents)
  - Greywell (5 respondents)
- Town centres - Havant Town Centre and Market Parade (52 respondents) and Waterlooville town centre / shopping centre and Curzon Rooms (44 respondents)
- Burger King, McDonalds and KFC (31 respondents). Some responses specified Burger King, KFC or McDonalds in Havant, KFC in Cowplain or McDonalds in Waterlooville
- Beaches and Beachlands (28 respondents) including shoreline seaweed, Beachlands car parks, dog fouling and over flowing litter bins in summer. Approximately half were specific about Hayling Island beaches. An additional six respondents specified Eastoke corner (6 respondents)
- West Lane Hayling Island (9 respondents)
- A27 verges and slip road (8 respondents)
- Mengham car parks / park (7 respondents)
- Hayling Billy Trail (5 respondents)

Also mentioned was litter around recycling bins, car parks in the borough, fly-tipping on country lanes, specific alleyways and footpaths.

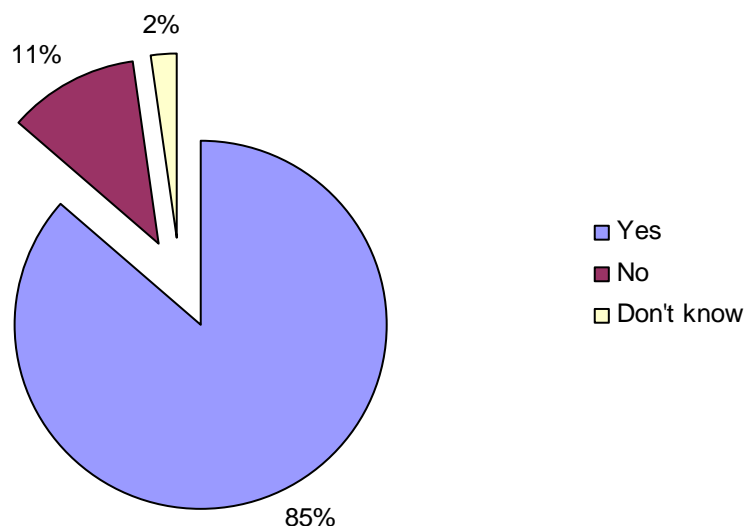
Residents feel that the biggest problems in litter hotspots are 'food litter / packaging', 'drink cans / bottles' and 'sweet / crisp packets'.

Q Which of the following do you think causes the biggest problem for this 'hotspot'?

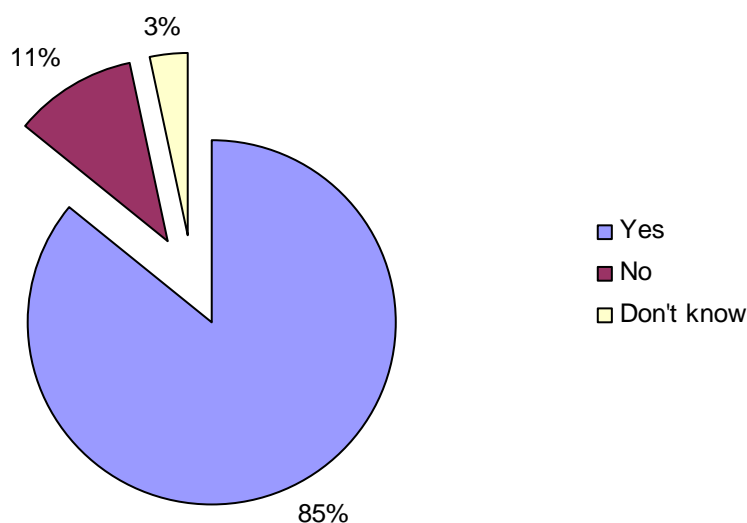


Four out of five (85%) of residents are aware that there is a £50 fine for dropping litter, and the same proportion are aware of the £50 fine for dog fouling.

Q Are you aware that you can be fined £50 for dropping litter?



Q Are you aware that you can be fined £50 for dog fouling?



Residents were asked how they thought the cleanliness of the borough's streets, parks and open spaces could be improved. There were five recurrent themes:

- **Enforce fines** – these comments related to both members of the public but also to fast food outlets who many respondents wanted to see taking more responsibility for litter around their premises.

*“By being policed correctly and fines implemented. We have CCTV but does it work?”*

*“By giving out more fines when offenders are caught. More posters pointing out the consequences of fly tipping and dropping litter”.*

*“Enforce fines and make shops etc. more responsible for their areas and the amount of packaging they provide”.*

*“Fine McDonalds if it's in your power or lean on central government to pass legislation that fast food chains supply manpower to clean up after their commercial waste. After all, they do make a lot of money and the tax payer cleans up after their irresponsible customers”.*

- **Education**

*“Better education of all ages starting in schools”.*

*“By going into schools and getting young children involved in keeping areas clean and taking their rubbish home”.*

*“By making people aware of how antisocial this is, especially young people, making people who drop litter pick it up”.*

- **More bins / emptied more frequently**

*“Empty litter bins more often to prevent build up”.*

- **More staff / rangers / community police**

*“Employ more staff (I appreciate this is a difficult problem)”.*

- **Public responsibility**

*“As far as the council is concerned the answer is nothing. You are fighting an ever increasing number of people who do not care about where they live”.*

*“Changing public attitudes to litter and dog fouling”.*

*“Encouraging community responsibility e.g. supporting/promoting litter sweeps by residents, litter sweeps by pupils and teachers, workshops in primary schools”.*

## **APPENDICES**

## Appendix one: Citizens' Panel questionnaire

Citizens' Panel Membership Number

100.0%

### Parks, Open Spaces and Clean Streets

**Q1 Which of the following principal parks do you visit in the borough? Please tick all that apply**

Bartons Green (off Wakefords Way).....	4.6%	Hayling (off Station Road) .....	18.7%
Bidbury Mead (off Bidbury Lane) .....	11.5%	Hooks Lane (off Fraser Road) .....	4.1%
Cowplain (off Padnell Road) .....	9.7%	Hollybank (off Southleigh Road) .....	4.6%
Emsworth (off Horndean Road).....	13.4%	Purbrook Heath (off Purbrook Heath Road)...	12.3%
Front Lawn (off Sombourne Drive) .....	4.1%	Waterlooville (off Rowlands Avenue) .....	12.0%
Havant Park (off Market Parade) .....	33.0%	None of these .....	28.6%

**If you do not use one of these parks, please go on to question 15.**

**Q2 Please tell us, which of these parks do you visit most regularly?**

100.0%

**Q3 Thinking about the park that you visit most regularly, approximately how often do you visit this park?**

Almost every day .....	10.3%	Two to three times a year.....	25.0%
Once or twice a week.....	30.0%	Seldom or never.....	3.9%
Once a month .....	30.7%		

**Q4 What time of day do you normally use this park?**

No particular time.....	45.0%	Between noon and 2pm.....	14.7%
Before 9.30am.....	7.0%	Between 2pm and 6pm.....	22.8%
Between 9.30am and noon .....	16.1%	After 6pm.....	6.1%

**Q5 How do you usually travel to this park?**

On foot .....	61.9%	By train .....	0.7%
By bike .....	9.7%	By bus .....	3.9%
By car or motorcycle.....	34.9%	Other .....	1.0%
Other, please explain	100.0%		

**Q6 When you visit this park where do you normally travel from?**

Home .....	92.3%	School .....	2.5%
Work .....	5.7%	College / University.....	0.1%
Shops.....	6.1%	Other .....	2.9%
Other, please explain	100.0%		

**Q7 How long does it take you to get to this park?**

Less than 5 minutes .....	28.3%	Between 10 to 15 minutes .....	19.2%
Between 5 to 10 minutes .....	42.3%	More than 15 minutes.....	10.2%

**Q8 What do you normally use this park for? Please tick all that apply**

Walking.....	47.9%
Running/jogging/exercising .....	7.2%
As a short cut.....	32.4%
Visiting the children's play area .....	31.5%

Walking the dog.....	20.0%
Having a picnic / eating .....	7.1%
Sitting and relaxing.....	24.3%
Looking at floral displays or views.....	6.0%
Meeting other people .....	9.6%
Playing tennis, football or other games .....	9.9%
Playing organised sports on pitches .....	3.5%
Other.....	11.8%
Other, please explain	100.0%

**Q9 Do you normally visit the park on your own or with other people?**

On my Own .....	41.5%	With Children.....	28.4%
With a Partner .....	28.1%	With a School group.....	1.0%
With Friends .....	10.3%	With a Team / club.....	3.2%
With Family.....	20.6%	Other .....	2.2%
Other, please explain	100.0%		

**Q10 Overall, how satisfied or dissatisfied are you with this park?**

	Very satisfied	Satisfied	Nether satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
What is your overall impression of this park?	19.6%	56.6%	16.7%	5.3%	1.3%	0.4%

**Q11 Are you aware that this park is owned and maintained by Havant Borough Council?**

Yes.....	93.0%	No.....	4.7%	Don't know .....	2.3%
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**Q12 Are there any other facilities or services would you like to see in this park?**

100.0%

**Q13 Please tell us how important each of the following are to you when you use this park?**

	Very important	Important	Not very important	Not very important at all	Don't know
Standard of cleanliness	74.2%	25.0%	0.6%	0.1%	0.0%
General appearance	51.9%	46.6%	1.3%	0.0%	0.1%
Ease of getting to	26.3%	52.0%	19.8%	1.6%	0.3%
Level of information	8.8%	36.1%	41.9%	10.1%	3.0%
Sports pitches	19.1%	37.6%	27.3%	14.0%	1.9%
Children's play areas	47.4%	31.7%	10.6%	9.7%	0.6%
Grass cutting	36.2%	53.5%	9.1%	1.1%	0.2%
Flowers and shrubs	27.7%	54.0%	16.3%	2.0%	0.0%
Signposting	14.7%	39.4%	36.1%	9.1%	0.6%
Car parking	22.4%	37.0%	27.8%	12.0%	0.8%
Condition of paths	38.8%	53.7%	6.6%	0.6%	0.3%
Toilets	48.6%	33.1%	12.4%	3.8%	2.1%
Picnic areas	18.0%	39.3%	33.0%	8.6%	1.1%
Recreation facilities	24.8%	50.0%	19.7%	5.0%	0.5%
Public transport to the park	9.3%	26.4%	39.5%	21.2%	3.6%
Provision of litter bins	65.9%	31.9%	1.6%	0.4%	0.1%
Provision of dog waste bins	73.7%	21.1%	2.7%	2.1%	0.5%

**Q14 And how would you rate each of the following for this park?**

	<i>Very good</i>	<i>Good</i>	<i>Adequate</i>	<i>Not very good</i>	<i>Not very good at all</i>
Standard of cleanliness	25.0%	51.5%	18.0%	4.4%	1.0%
General appearance	23.0%	51.3%	21.4%	3.4%	0.9%
Ease of getting to	36.4%	49.3%	12.9%	0.9%	0.4%
Level of information	5.8%	30.5%	48.2%	11.7%	3.7%
Sports pitches	13.2%	48.0%	34.0%	3.8%	1.1%
Children's play areas	17.6%	44.6%	27.9%	6.6%	3.2%
Grass cutting	22.2%	56.4%	18.4%	2.4%	0.6%
Flowers and shrubs	14.5%	36.8%	30.4%	13.7%	4.6%
Signposting	6.6%	31.3%	47.3%	12.0%	2.9%
Car parking	14.9%	32.2%	39.9%	9.5%	3.4%
Condition of paths	11.2%	48.1%	34.7%	5.4%	0.6%
Toilets	4.6%	20.7%	36.3%	17.0%	21.4%
Picnic areas	6.1%	21.3%	45.4%	17.3%	9.9%
Recreation facilities	7.4%	36.2%	44.9%	9.9%	1.6%
Public transport to the park	10.4%	24.7%	51.3%	8.9%	4.6%
Provision of litter bins	8.5%	32.1%	43.6%	14.4%	1.4%
Provision of dog waste bins	9.3%	24.6%	42.3%	18.4%	5.4%

**Q15 If you don't visit the borough's principal parks please tell us why not? Please tick all that apply**

There is nothing of interest to me there.....	40.6%
Parks are unsafe.....	6.3%
It's too far to travel to any of those parks.....	11.1%
Health reasons.....	7.1%
There is poor access to parks.....	1.8%
The maintainance of parks is poor.....	4.5%
I use other local parks or open spaces.....	35.6%
Other.....	20.8%
Other, please explain	100.0%

**Q16 Are there any other parks or open spaces that you regularly visit in the borough?** 100.0%

**Q17 Are there any ways in which you think parks in the borough could be improved?** 100.0%

**Q18 How would you rate the following areas in terms of cleanliness and litter?**

	<i>Very good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
The road or street where I live	17.4%	41.0%	28.1%	9.6%	3.8%	0.1%
Streets in my town or village	5.6%	38.0%	41.1%	10.6%	3.7%	0.9%
Havant town centre	2.8%	27.0%	40.8%	11.5%	3.4%	14.5%
Parks and open spaces	5.7%	38.5%	34.3%	7.4%	2.1%	12.1%
Beachland areas	4.6%	30.4%	32.6%	8.5%	1.9%	21.9%
Retail parks	4.0%	37.7%	39.6%	9.3%	2.2%	7.2%
Car parks	2.8%	33.0%	44.8%	11.5%	2.6%	5.4%
Public toilets	1.6%	13.3%	34.4%	22.0%	9.7%	19.0%

**Q19 How satisfied are you with the following services?**

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Not very satisfied</i>	<i>Not very satisfied at all</i>	<i>Don't know</i>
Cleanliness of roads / streets	6.4%	60.3%	25.7%	7.4%	0.2%
Clearing of fly-tipped rubbish	3.7%	40.3%	31.2%	10.1%	14.7%
Grasscutting of roadside verges	8.6%	58.6%	22.3%	9.8%	0.7%
Provision of litter bins	4.9%	48.0%	34.9%	11.0%	1.3%
Provision of dog waste bins	3.0%	37.6%	30.8%	14.6%	14.0%

**Q20 To what extent do you agree or disagree with the following statements?**

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
There is a lot of flytipping of waste in the borough	10.5%	34.8%	44.3%	10.0%	0.4%
Dog fouling of roads and footpaths is a particular problem	17.0%	38.3%	25.8%	18.1%	0.8%
There is a lot of graffiti in the borough	4.6%	21.7%	48.7%	23.6%	1.5%
Leaf fall in the autumn is a particular problem	10.9%	30.0%	33.9%	21.5%	3.7%
Litter in the vicinity of schools is a particular problem	11.8%	30.5%	46.6%	10.3%	0.8%
Litter in the vicinity of pubs and takeaways is a particular problem	34.9%	45.7%	15.0%	4.2%	0.2%

**Q21 If you could identify ONE location within the borough for us to treat as a 'hot spot' for clearing litter, where would it be?** Please be as specific as possible

100.0%

**Q22 Which of the following do you think causes the biggest problem for this 'hotspot'?** Please tick all that apply

Roadside litter .....	43.1%
Sweet / crisp packets .....	69.2%
Broken glass .....	39.3%
Cigarette ends.....	47.0%
Flytipping .....	26.1%
Drinks cans / bottles .....	69.7%
Dog fouling .....	37.6%
Food litter / packaging.....	73.5%
Chewing gum .....	33.1%
Plastic bags .....	42.8%
Drug paraphernalia.....	5.8%
Other, please explain	100.0%

**Q23 Are you aware that you can be fined £50 for dropping litter?**

Yes ..... 86.4% No..... 11.3% Don't know ..... 2.3%

**Q24 Are you aware that you can be fined £50 for dog fouling?**

Yes ..... 85.9% No..... 10.7% Don't know ..... 3.4%

**Q25 How do you think the cleanliness of our street, parks and open spaces can be improved?**

100.0%

Thank you for your time.

## Appendix two: Face-to-face parks questionnaire

### Havant Borough Council Parks Survey

<b>Q1</b>	<b>Date</b> [interviewer to complete]	98.2%
<b>Q2</b>	<b>Time</b> [interviewer to complete]	98.2%
<b>Q3</b>	<b>Name of park where interviewing</b> [interviewer to complete]	
	Bartons Green (off Wakefords Way).....	9.2%
	Bidbury Mead (off Bidbury Lane).....	10.1%
	Cowplain (off Padnell Road).....	9.2%
	Emsworth (off Horndean Road).....	10.1%
	Front Lawn (off Sombourne Drive).....	8.3%
	Havant Park (off Market Parade).....	10.1%
	Hayling (off Station Road).....	9.2%
	Hooks Lane (off Fraser Road).....	8.3%
	Hollybank (off Southleigh Road).....	7.3%
	Purbrook Heath (off Purbrook Heath Road)...	9.2%
	Waterlooville (off Rowlands Avenue).....	9.2%

Hello, my name is xxxxxx and I'm undertaking a survey on behalf of Havant Borough Council to find out who uses local parks and what they think of them. Do you mind spending a few minutes answering some questions for me? Any information you give me will be confidential and will be used for research to help improve your local parks.

<b>Q4</b>	<b>How often do you visit <u>this</u> park?</b>	
	Almost every day .....	41.3%
	Once or twice a week.....	36.7%
	Once a month .....	10.1%
	Two to three times a year.....	7.3%
	Seldom or never.....	2.8%
<b>Q5</b>	<b>What time of day do you normally use this park?</b>	
	No particular time.....	17.4%
	Before 9.30am.....	31.2%
	Between 9.30am and noon .....	21.1%
	Between noon and 2pm.....	18.3%
	Between 2pm and 6pm.....	25.7%
	After 6pm.....	14.7%
<b>Q6</b>	<b>How do you usually travel to this park?</b>	
	On foot .....	52.3%
	By bike .....	5.5%
	By car or motorcycle.....	38.5%
	Other, please explain	1.8%
	By train .....	1.8%
	By bus .....	0.9%
	Other .....	0.9%
<b>Q7</b>	<b>When you visit this park where do you normally travel from?</b>	
	Home .....	95.4%
	Work .....	2.8%
	Shops.....	0.0%
	Other, please explain	2.8%
	School .....	0.0%
	College / University.....	0.0%
	Other .....	1.8%
<b>Q8</b>	<b>How long does it take you to get to this park?</b>	
	Less than 5 minutes .....	51.4%
	Between 5 to 10 minutes .....	30.3%
	Between 10 to 15 minutes.....	7.3%
	More than 15 minutes.....	10.1%
<b>Q9</b>	<b>What do you use the park for? Please tick all that apply</b>	
	Walking.....	12.8%
	Running/jogging/exercising .....	4.6%
	As a short cut.....	13.8%

Visiting the children's play area .....	29.4%
Walking the dog.....	49.5%
Having a picnic / eating .....	3.7%
Sitting and relaxing.....	11.9%
Looking at floral displays or views.....	1.8%
Meeting other people .....	4.6%
Playing tennis, football or other games .....	19.3%
Playing organised sports on pitches .....	0.9%
Other.....	10.1%
Other, please explain	14.7%

**Q10 Do you normally visit the park on your own or with other people?**

On my Own .....	48.6%	With Children.....	30.3%
With a Partner .....	12.8%	With a School group.....	0.0%
With Friends .....	11.9%	With a Team / club.....	1.8%
With Family.....	11.9%	Other .....	0.0%
Other, please explain	0.0%		

**Q11 Is this the park or open space that you visit most often?**

Yes .....	85.3%	No.....	15.6%
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**Q12 Do you visit any other parks or open spaces in the borough?**

Bartons Green (off Wakefords Way).....	8.3%	Hayling (off Station Road) .....	1.8%
Bidbury Mead (off Bidbury Lane) .....	4.6%	Hooks Lane (off Fraser Road) .....	1.8%
Cowplain (off Padnell Road).....	0.0%	Hollybank (off Southleigh Road) .....	2.8%
Emsworth (off Horndean Road).....	2.8%	Purbrook Heath (off Purbrook Heath Road)...	0.0%
Front Lawn (off Sombourne Drive).....	2.8%	Waterlooville (off Rowlands Avenue) .....	2.8%
Havant Park (off Market Parade) .....	12.8%	Other .....	28.4%
Other, please detail	26.6%		

**Q13 Please tell us how important each of the following is in your use of this particular park?**

	<i>Very important</i>	<i>Important</i>	<i>Not very imports</i>	<i>Not very important at all</i>	<i>Don't know</i>
Standard of cleanliness	67.0%	31.2%	1.8%	0.0%	0.0%
General appearance	31.2%	58.7%	9.2%	0.9%	0.0%
Ease of getting to	33.0%	50.5%	12.8%	2.8%	0.0%
Level of information	6.4%	28.4%	48.6%	16.5%	0.9%
Sports pitches	17.4%	30.3%	31.2%	22.0%	0.0%
Children's play areas	34.9%	30.3%	20.2%	12.8%	0.0%
Grass cutting	36.7%	56.0%	7.3%	0.0%	0.0%
Flowers and shrubs	6.4%	38.5%	38.5%	15.6%	0.9%
Signposting	11.9%	26.6%	41.3%	20.2%	0.0%
Car parking	22.9%	35.8%	22.0%	18.3%	0.0%
Condition of paths	30.3%	56.0%	10.1%	2.8%	0.0%
Toilets	19.3%	36.7%	22.9%	14.7%	0.0%
Picnic areas	6.4%	33.9%	36.7%	19.3%	0.0%
Recreation facilities	18.3%	41.3%	26.6%	13.8%	0.0%
Public transport to the park	3.7%	12.8%	44.0%	37.6%	0.9%
Provision of litter bins	46.8%	50.5%	2.8%	0.0%	0.0%
Provision of dog waste bins	58.7%	38.5%	0.9%	0.0%	0.9%

Q14	And how would you rate each of the following for <i>this</i> park?					
		<i>Very good</i>	<i>Good</i>	<i>Adequate</i>	<i>Not very good</i>	<i>Not very good at all</i>
	Standard of cleanliness	36.7%	39.4%	16.5%	6.4%	0.9%
	General appearance	36.7%	43.1%	17.4%	2.8%	0.0%
	Ease of getting to	50.5%	42.2%	6.4%	0.9%	0.0%
	Level of information	7.3%	22.9%	30.3%	25.7%	6.4%
	Sports pitches	26.6%	53.2%	13.8%	2.8%	0.0%
	Children's play areas	22.9%	46.8%	16.5%	6.4%	1.8%
	Grass cutting	45.0%	43.1%	6.4%	3.7%	0.9%
	Flowers and shrubs	12.8%	33.0%	24.8%	21.1%	9.2%
	Signposting	7.3%	27.5%	27.5%	24.8%	9.2%
	Car parking	22.9%	49.5%	15.6%	8.3%	2.8%
	Condition of paths	18.3%	48.6%	17.4%	11.0%	0.9%
	Toilets	12.8%	9.2%	8.3%	13.8%	11.0%
	Picnic areas	8.3%	27.5%	13.8%	16.5%	6.4%
	Recreation facilities	13.8%	39.4%	25.7%	5.5%	2.8%
	Public transport to the park	12.8%	24.8%	17.4%	10.1%	4.6%
	Provision of litter bins	16.5%	44.0%	15.6%	20.2%	2.8%
	Provision of dog waste bins	14.7%	37.6%	17.4%	21.1%	1.8%

Q15	Overall, how satisfied or dissatisfied are you with this park?						
		<i>Very satisfied</i>	<i>Satisfied</i>	<i>Nether satisfied nor dissatisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
	What is your overall impression of this park?	45.9%	39.4%	8.3%	5.5%	0.0%	0.0%

Q16 What other facilities or services would you like to see in this park? 70.6%

Q17 Are there any ways in which you think this park could be improved? 66.1%

Q18 Are you aware that this park is owned and maintained by Havant Borough Council?  
 Yes ..... 90.8% No ..... 8.3% Don't know ..... 0.9%

The following questions will help us to understand who we are reaching with our questionnaire.  
 All information will be held confidentially.

Q19 **Gender of interviewee** [interviewer to complete]  
 Male ..... 49.5% Female ..... 47.7%

Q20 Do you consider yourself to have a disability?  
 Yes ..... 12.8% No ..... 87.2%

Q21 Which of the following age bands do you fall into?  
 16 - 19 ..... 8.3% 50 - 59 ..... 12.8%  
 20 - 29 ..... 14.7% 60 - 64 ..... 5.5%  
 30 - 39 ..... 15.6% 65+ ..... 22.9%  
 40 - 49 ..... 18.3%

**Q22 How would you describe your ethnic origin? [interviewer do not read out options]**

White British .....	97.2%
White Irish .....	0.0%
Other White background (please state below) .....	0.0%
Mixed White and Black Caribbean .....	0.0%
Mixed White and Black African.....	0.0%
Mixed White and Asian.....	0.9%
Other Mixed Background (please state below) .....	0.0%
Asian or Asian British.....	0.0%
Asian or Asian British Bangladeshi .....	0.0%
Other Asian Background (please state below) .....	0.0%
Black or Black British Caribbean .....	0.0%
Black or Black British African .....	0.0%
Other Black Background (please state below) .....	0.0%
Chinese .....	0.0%
Other.....	0.0%
Other, please state	0.0%

**Q23 Are you...**

Employed full-time (30 hrs or more a week) .....	43.1%
Employed part-time (less than 30 hrs a week) .....	9.2%
Looking after home /family .....	7.3%
Retired.....	27.5%
Self-employed .....	0.9%
Unemployed and seeking work .....	3.7%
Unable to work due to longterm sickness or disability .....	3.7%
Student / full-time education .....	5.5%
Government apprenticeship or training scheme .....	1.8%
Other.....	0.9%
Other, please explain	0.9%

**Q24 What is your postcode? [Please point out if necessary that the information is strictly confidential and will not be used for marketing purposes. Please ensure that the full postcode is entered]**

99.1%

Thank you for your time. [For any other questions about council services please ask them to call customer services on 023 9244 6019 or take name and number and we will call them back]

## Appendix three: Demographic profile of Citizens' Panel respondents

\* = less than 1% but more than 0

**Table 1: Gender**

	N	%
Male	466	48
Female	497	52

**Table 2: Age**

	N	%
18 – 19	0	0
20 – 29	7	1
30 – 39	59	7
40 – 49	116	13
50 – 59	206	24
60 – 64	140	16
65+	274	32

**Table 3: Disability**

	N	%
Yes	137	14
No	819	85

**Table 4: Ethnic origin**

	N	%
White British	897	93
White Irish	6	1
Other white background	9	1
Mixed white and black Caribbean	0	0
Mixed white and black African	0	0
Mixed white and Asian	2	*
Other mixed background	1	*
Asian or Asian British Indian	2	*
Asian or Asian British Pakistani	0	0
Asian or Asian British Bangladeshi	0	0
Other Asian background	0	0
Black or black British Caribbean	1	*
Black or black British African	1	*
Other black background	0	0
Chinese	2	*
Other	19	2

**Table 5: Ward**

	N	%
Barncroft	31	3
Battins	43	5
Bedhampton	81	8
Bondfields	44	5
Cowplain	81	8
Emsworth	93	10
Hart Plain	61	6
Hayling East	77	8
Hayling West	98	10
Purbrook	71	7
St Faiths	108	11
Stakes	64	7
Warren Park	25	3
Waterloo	83	9

**Table 6: Length of time living in the borough**

	N	%
Less than 1 year	26	3
1 – 2 years	52	5
3 – 5 years	62	6
6 – 10 years	127	13
11+ years	687	71