

**Public Consultation
District Panel Report
Harrogate International Centre**

September 2007

1.0 BACKGROUND TO THE DISTRICT PANEL

- 1.1 The Council adopted its first Community Engagement Strategy in November 1998. The first District Panel was convened in 1999 as part of the Community Engagement Strategy and as an element of the Council's 'toolbox' for Community Engagement.
- 1.2 The current panel of 1500 people is structured with the intention of reflecting the make-up of the population in the District in respect of gender, age, physical/mental impairment and location of residence.

2.0 THE JULY 2007 CONSULTATION

- 2.1 The July questionnaire focused on two areas of interest: (i) The Harrogate Borough Council Planning Department (ii) The Harrogate International Centre.
- 2.2 The purpose of this report is to provide an overview of the results only in respect of the Harrogate International Centre, question 8 to 17 of the questionnaire.
- 2.3 A copy of the District Panel questionnaire can be found at **Appendix A**

3.0 METHODOLOGY

- 3.1 The following questionnaires were sent:
- 1500 questionnaires were sent to **District Panel** Members, 1048 were returned. This represents a 69.9% response rate.
 - The questionnaire was also placed on the **Harrogate Borough Council website**. 48 responses were received.
- 3.2 The total number of questionnaires analysed was **1096**. All non replies to individual questions were omitted from the analysis.

4.0 A PROFILE OF RESPONDENTS

- 4.1 The District Panel is made up of 1,500 local people. Panel membership was constructed in such a way that it would represent the District in respect of gender, age, physical/mental impairment and location of residence.
- 4.2 The gender split of those responding to the questionnaire was evenly split between men and women.

Gender	Respondents	
	No.	%
Male	527	48.5%
Female	560	51.5%
<i>Total</i>	1087*	
* 9 respondents did not supply this information		

- 4.3 The response rate of young people aged 17-24 and 25-34 from the District Panel was the lowest. The lower response rate has been noted in previous District Panel consultations and is assumed to result because young people may be less inclined to involve themselves in consultation activity and may also be more likely to move around (eg attend university etc) and not be readily available. Older age bands were correspondingly over-represented.

Table 2: Response by age		
Age (yrs)	Respondents	
	No.	%
17-24	18	1.6%
25-34	46	4.2%
35-44	179	16.4%
45-54	261	24%
55-64	291	26.7%
65+	294	27%
<i>Total</i>	1089	
* 7 respondents did not supply this information		

- 4.4 The response rate of people who are employed was the highest in the panel and those respondents who were in full time education or unemployed were under represented.

Table 3: Response by economic position – District Panel		
Economic position	Respondents	
	No.	%
Employed	500	46.1%
Self employed	104	9.6%
Unemployed/govt. scheme	14	1.3%
Retired	394	36.3%
Student	9	0.8%
Looking after home/family	64	5.9%
<i>Total</i>	1085	
* 11 respondents did not supply this information		

- 4.5 The response rate from those with a physical/mental impairment was 7.2%, this compares with 15.6% in the 2001 Census information. The response rate from those that are a full-time carer for a disabled or elderly relative or partner was 3.5%, this compares with 9.6% in the 2001 Census information.

Table 4 Response by mobility – District Panel		
Yourself		
	Respondents	
	No.	%
Disabled	78	7.2%
Not disabled	1004	92.8%
<i>Total</i>	1082*	
Are you a full-time carer for a disabled sick or elderly relative or partner?		
Yes	38	3.5%
No	1042	96.5%
<i>Total</i>	1080**	
*14 respondents did not supply this information.		
**16 respondents did not supply this information.		

4.6 Responses were received from all wards within the District.

Table 5: Response by Area		
Harrogate Wards		
Overall	Respondents	
	No	%
Harrogate Wards	537	49%
Bilton	73	13.5
Granby	37	6.9
Harlow Moor	50	9.3
High Harrogate	49	9.1
Hookstone	57	10.6
Low Harrogate	28	5.2
New Park	42	7.8
Pannal	53	9.9
Rossett	44	8.2
Saltergate	22	4.1
Starbeck	34	6.3
Stray	36	6.7
Woodfield	12	2.2
Knaresborough Wards		
Knaresborough Wards	130	11.9%
Knaresborough East	39	30
Knaresborough King James	49	37.7
Knaresborough Scriven Park	42	32.3
Ripon Wards		
Ripon Wards	105	9.6%
Ripon Minster	27	25.7
Ripon Moorside	39	37.1
Ripon Spa	39	37.1
Rural Wards		
Rural Wards	323	29.5%
Bishop Monkton	26	8
Boroughbridge	40	12.4
Claro	15	4.6
Killinghall	30	9.3
Kirkby Malzeard	22	6.8
Lower Nidderdale	26	8
Marston Moor	21	6.5
Mashamshire	14	4.3
Newby	11	3.4
Nidd Valley	10	3.1
Ouseburn	22	6.8
Pateley Bridge	20	6.2
Ribson	14	4.3
Spofforth with Lower Wharfedale	28	8.7
Washburn	14	4.3
Wathvale	10	3.1
<i>Total</i>	1095	
1* respondents did not supply this information.		

- 4.7 The response rate from the different ethnic groups broadly reflects the make up statistics from the 2001 census; 98.1% of respondents classed themselves as British and 1.9% as belonging to other ethnic groups, Census information from 2001 shows 94.8% of the population of the District as British.

Table 6: Response by Ethnicity – District Panel		
	Respondents	
	No	%
British	1075	98.1
Irish		
Any other White background	8	0.7
Caribbean		
African		
Any other Black background		
White and Black Caribbean	1	0.1
White and Black African		
White and Asian	1	0.1
Any other Mixed background	3	0.3
Indian		
Pakistani	1	0.1
Bangladeshi		
Any other Asian background	1	0.1
Chinese		
Other Ethnic Group		
Total	1090	
6 Respondents did not supply this information		

5.0 HARROGATE INTERNATIONAL CENTRE

5.1 Executive summary:

- 91% of respondents were aware that the HIC is part of Harrogate Borough Council; 80% were aware that the 2,000 seater auditorium was opened 25 years ago; 77% were aware that the HIC is one of the biggest conference/exhibition venues in the UK and 84% were aware that business and holiday tourism make a substantial contribution to the economy of the Harrogate District
- 36% of respondents had not not attended any HIC event within the last 2 years; of those who had the most popular event attended was an entertainment show (55%).
- 58% of respondents had received or collected the HIC publication 'What's on' Guide' in the last 2 years and 19% had visited the HIC website www.harrogateinternationalcentre.co.uk (but note that 73% of internet respondents had visited the website)
- Of the 500 respondents who received or collected the publication 'What's on' Guide', the most common response to how they received or collected it was that they received it through the post (37%).
- Of the 306 respondents who received or collected the publication Harrogate & Yorkshire Dales Visitor Guide, the most common response to how they received or collected it was that they collected the publication from the Tourist Information Centre (46%).
- Of the 291 respondents who received or collected the publication Great Days Out Guide, the most common response was they collected the publication from the Tourist Information Centre (58%).
- When respondents were asked what sort of event they would most like to attend at the HIC 58% chose Homes and gardens and 51% chose Fine foods markets.
- 81% of respondents considered that HIC keeping residents of the District informed of its successes and achievements would be a positive initiative and one that was of interest to them.
- When asked to give their view as to the type of communication they felt best suited the purpose of keeping residents of the District informed of HIC's successes, the most popular response was Newsletter followed by the Local Press and local radio broadcasts.
- 204 respondents were willing to take part in a more in-depth survey and possible focus group regarding the service provided by HIC.
- When respondents were asked if they had any further comments to make about the HIC 333 comments were received and 90 were specifically very positive about the service provided by HIC. Other responses have been categorised under a further 8 headings.

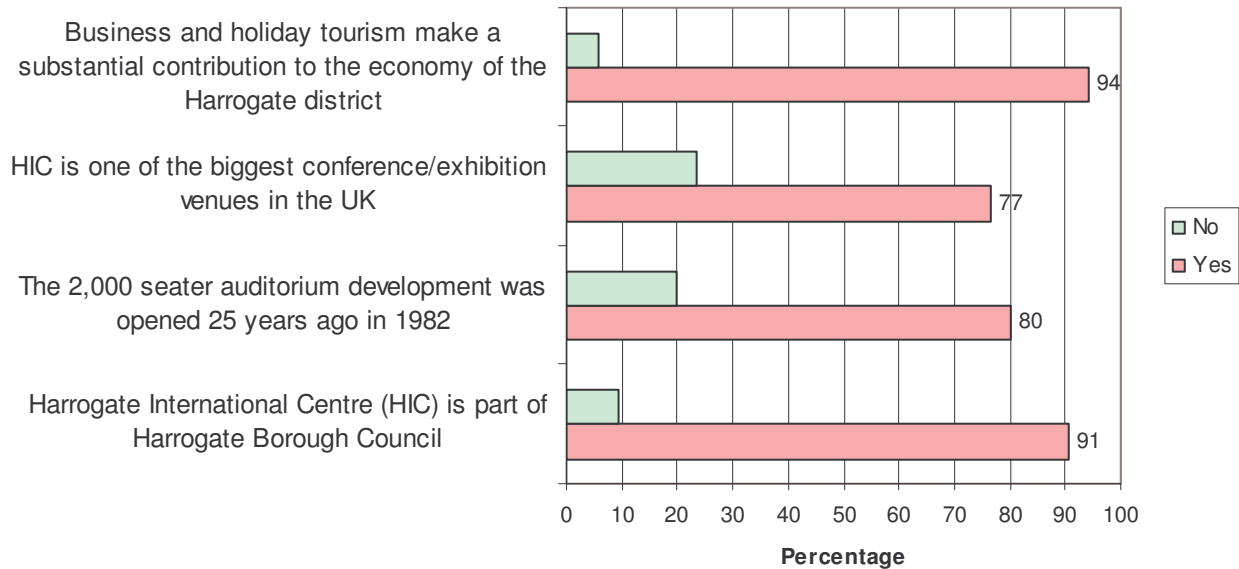
6.0 HARROGATE INTERNATIONAL CENTRE

6.1 In question 8 respondents were asked if they were aware of a number of statements regarding the International centre:

- 91% were aware that the HIC is part of Harrogate Borough Council
- 80% were aware that the 2,000 seater auditorium was opened 25 years ago
- 77% were aware that the HIC is one of the biggest conference/exhibition venues in the UK
- 84% were aware that business and holiday tourism make a substantial contribution to the economy of the Harrogate District

Q8 Before reading the above statement, were you aware of the following?					
	Yes		No		Total
	No	%	No	%	
Harrogate International Centre (HIC) is part of Harrogate Borough Council	987	90.6	103	9.4	1090
The 2,000 seater auditorium development was opened 25 years ago in 1982	873	80.2	215	19.8	1088
HIC is one of the biggest conference/exhibition venues in the UK	835	76.7	253	23.3	1088
Business and holiday tourism make a substantial contribution to the economy of the Harrogate district	1028	94.4	61	5.6	1089

Before reading the above statement, were you aware of the following?

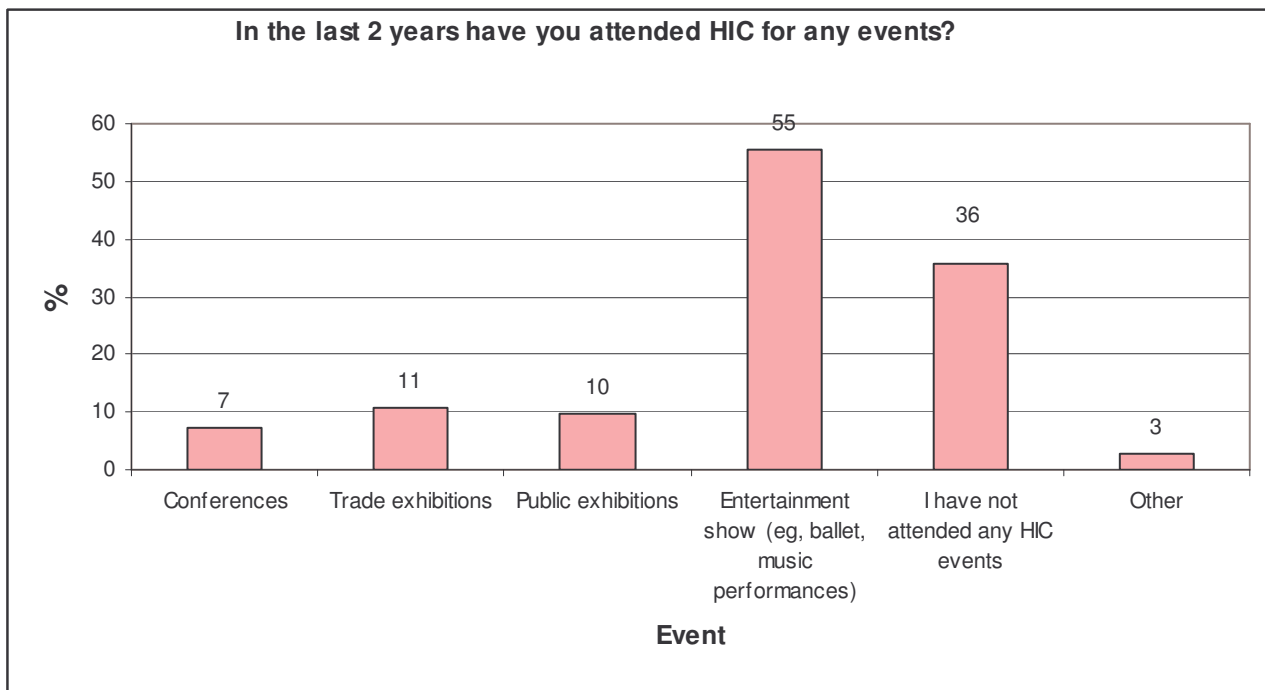


6.2 In question 9 respondents were asked if they had attended any HIC events in the last 2 years, they were invited to choose all that applied. 1051 respondents replied to this question.

- The most popular event attended was an entertainment show (55%)
- 36% had not attended any HIC event

All 'other' events identified can be found at appendix B

Q9		
In the last 2 years have you attended HIC for any events?		
	No	%
Conferences	77	7.3
Trade exhibitions	113	10.7
Public exhibitions	102	9.7
Entertainment show (eg, ballet, music performances)	582	55.4
I have not attended any HIC events	376	35.8
Other	28	2.7
Total responses 1051 (45 respondents did not reply to this question)		

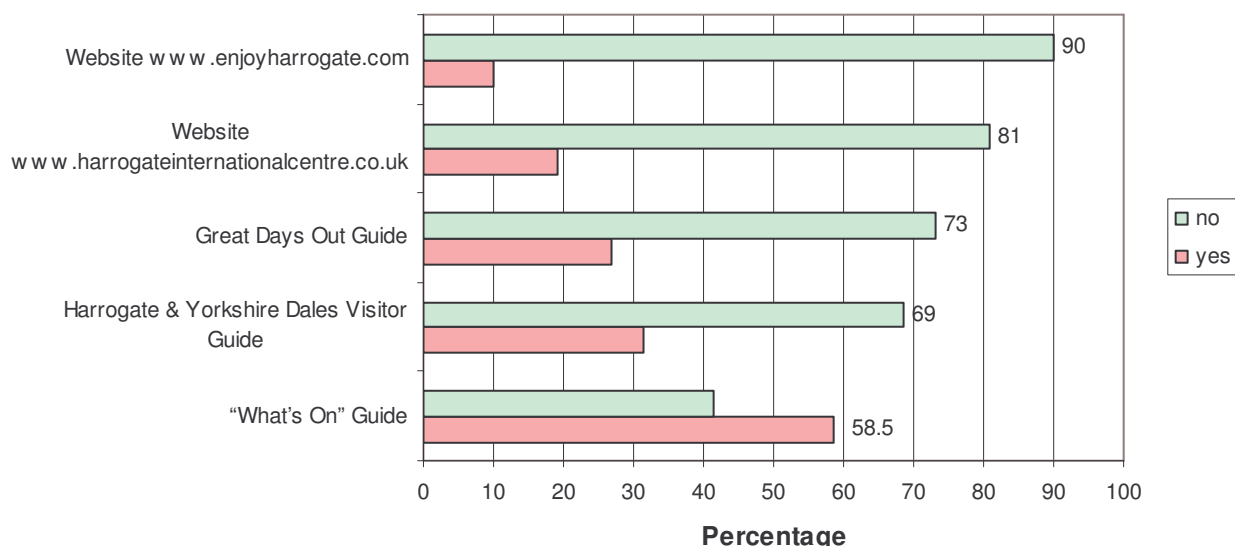


6.3 In question 10 respondents were asked if they had received/collected/ visited a variety of information publications produced by HIC within the last 2 years.

- The most common source for HIC information was the 'What's on' Guide ,58% had received or collected this in the last 2 years
- Although only 19% had visited the HIC website www.harrogateinternationalcentre.co.uk 73% of internet respondents had visited the website

Q10 HIC produces information for visitors and local people. Have you received/collected/ visited any of the following within the last 2 years					
	Yes		No		Total
	No	%	No	%	
"What's On" Guide	624	58.5	442	41.5	1066
Harrogate & Yorkshire Dales Visitor Guide	316	31.3	694	68.7	1010
Great Days Out Guide	267	26.8	730	73.2	997
Website www.harrogateinternationalcentre.co.uk	187	19.2	785	80.8	972
Website www.enjoyharrogate.com	94	9.9	858	90.1	952

HIC produces information for visitors and local people. Have you received/collected/ visited any of the following within the last 2 years



6.4 In question 11 respondents who had answered yes to any on the publications mentioned in the previous question were asked where they collected that publication, or how they received it.

6.4a **"What's On" Guide**

500 responses were received, please note some respondents gave more than one collection/received method.

- The most common response was they received the publication through the post (37%)

Q11a

If you answered yes to any of the above publications, please tell us where you collected the publication, or how you received it.

"What's On" Guide

Publication	Number	%
Post	186	37.2
TIC	112	22.4
HIC	42	8.4
Library	33	6.6
Retail Outlets	24	4.8
Through a friend/neighbour	22	4.4
Local Press	15	3
Pubs/Restaurants	13	2.6
HBC Offices	10	2
Hotel	7	1.4
Picked Up	6	1.2
Knaresborough Bed Race	5	1
Unknown	4	0.8
Website	4	0.8
Work	3	0.6
Theatre	3	0.6
Leisure Centre	3	0.6
Locally	2	0.4
School	2	0.4
Mercer Art Gallery	1	0.2

Doctor's Surgery	1	0.2
Dentist	1	0.2
Newby Hall	1	0.2
Total	500	

6.4b Harrogate & Yorkshire Dales Visitor Guide

306 responses were received, please note some respondents gave more than one collection/received method.

- The most common response was they collected the publication from the Tourist Information Centre (46%)

Q11b		
If you answered yes to any of the above publications, please tell us where you collected the publication, or how you received it.		
Harrogate & Yorkshire Dales Visitor Guide		
Publication	Number	%
TIC	142	46.4
Post	72	23.5
Library	22	7.2
HIC	12	3.9
Through a friend/neighbour	11	3.6
Local shop	7	2.3
HBC Offices	6	2
Picked Up	6	2
Hotel	5	1.3
Unknown	4	1.3
Stump Cross Caverns	4	1.3
Dales Centre	4	1.3
Work	3	1
Leisure Centre	2	0.6
Pubs/Restaurants	2	0.6
Newby Hall	2	0.6
Mercer Art Gallery	1	0.3
Kilnsey Park Kilnsey	1	0.3
Total	306	

6.4c Great Days Out Guide

291 responses were received, please note some respondents gave more than one collection/received method.

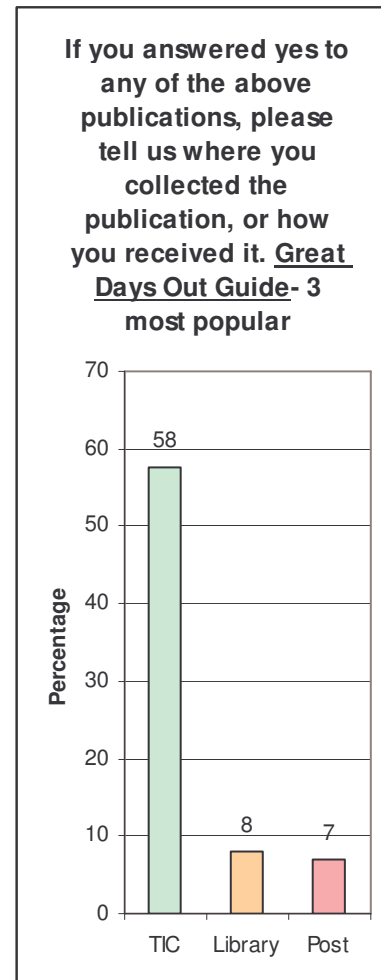
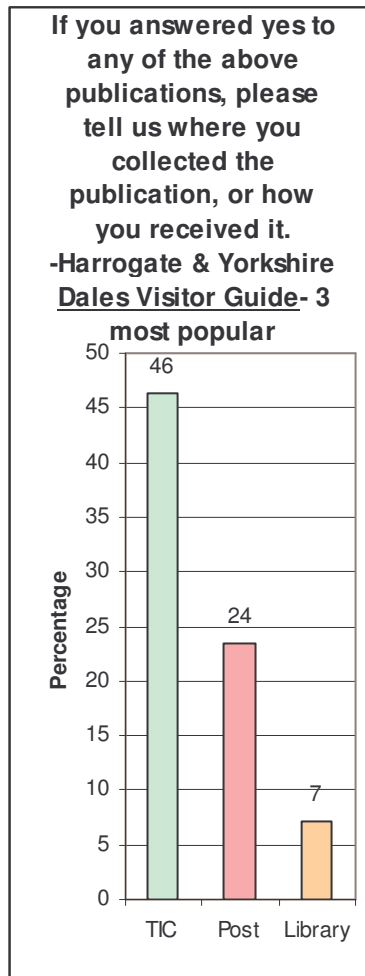
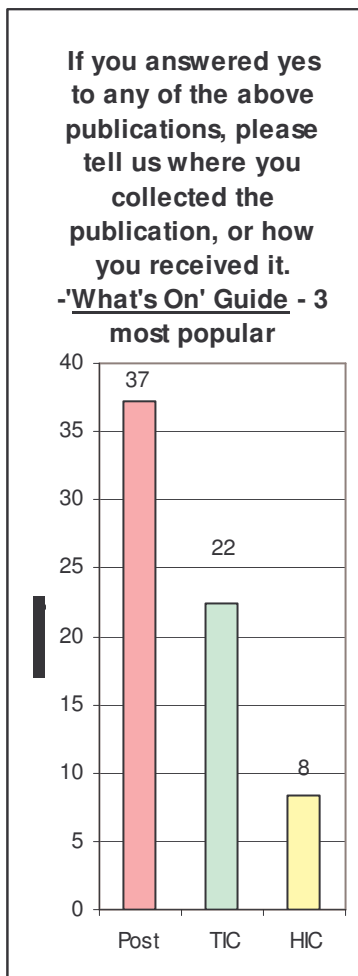
- The most common response was they collected the publication from the Tourist Information Centre (58%)

Q11c

If you answered yes to any of the above publications, please tell us where you collected the publication, or how you received it.

Great Days Out Guide

Publication	Number	%
TIC	168	57.7
Library	23	7.9
Post	20	6.9
Retail Outlets	13	4.5
Hotel	13	4.5
Unknown	13	4.5
School	11	3.8
HIC	9	3.1
HBC Offices	4	1.4
Yorkshire Show	3	1
Pubs/Restaurants	2	0.7
Brymore ice cream	2	0.7
Mother Shiptons	2	0.7
Hydro	2	0.7
Newby Hall	2	0.7
Leisure Centre	1	0.3
Mercer Art Gallery	1	0.3
Doctor's Surgery	1	0.3
Work	1	0.3
Total	291	



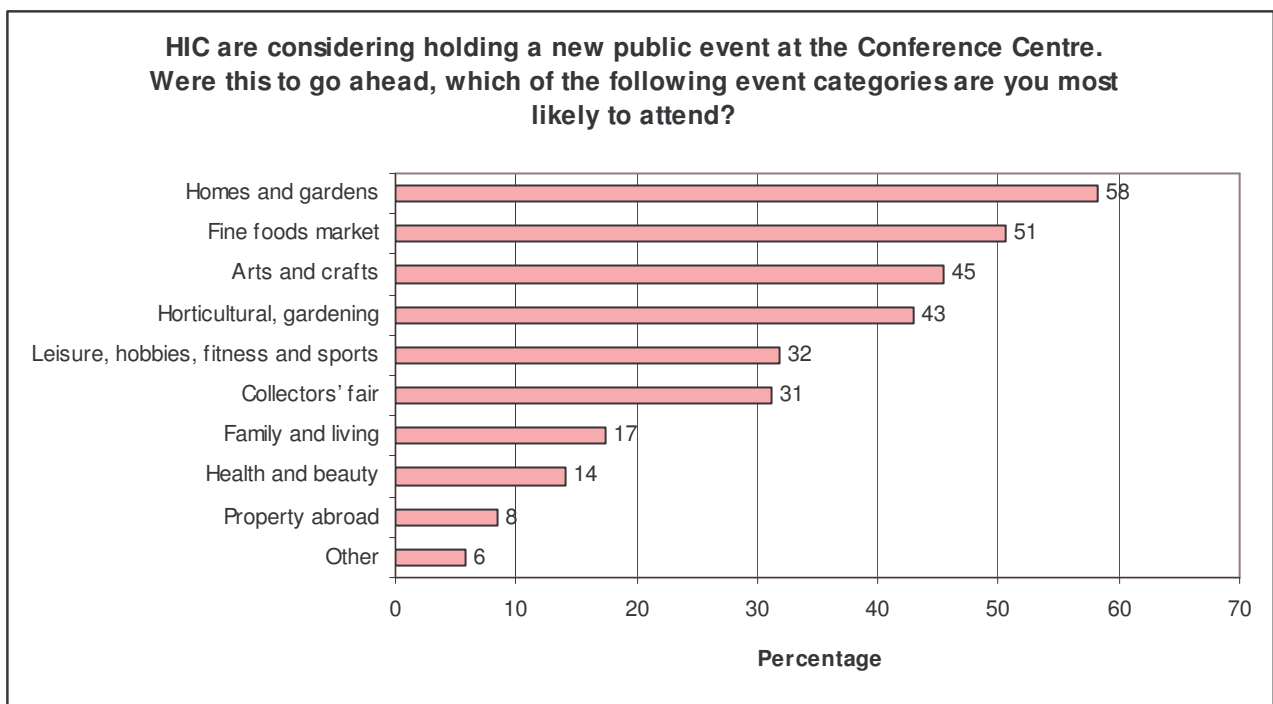
6.5 In question 12 respondents were informed that HIC are considering holding a new public event at

the Conference Centre and were this to go ahead, what event were respondents most likely to attend? Respondents were invited to choose as many categories as they wished.

- The most common category respondents would like to attend was Homes and gardens (58%) and Fine foods markets (51%)

All 'other' events identified can be found at appendix C

Q12 HIC are considering holding a new public event at the Conference Centre. Were this to go ahead, which of the following event categories are you most likely to attend?		
	No	%
Arts and crafts	435	45.4
Leisure, hobbies, fitness and sports	306	31.9
Homes and gardens	559	58.3
Horticultural, gardening	411	42.9
Family and living	167	17.4
Health and beauty	135	14.1
Collectors' fair	299	31.2
Fine foods market	485	50.6
Property abroad	81	8.4
Other	56	5.8
Number of respondents	958	



6.6 In question 13 respondents were informed that HIC wishes to keep residents of the District informed of its successes and achievements. Which would create a better understanding of not only the HIC business but also the importance of business and tourism to the District. Respondents were then asked if they considered this to be a positive initiative and one that is of interest to them.

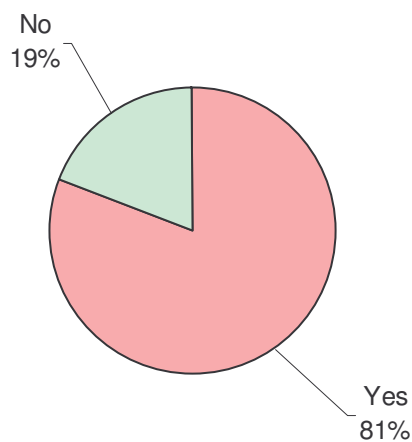
- 81% of respondents considered this to be a positive initiative and one that was of interest to them.

Q13

HIC wishes to keep residents of the District informed of its successes and achievements. This will create a better understanding of not only the HIC business but also the importance of business and tourism to the District. Would you consider this to be a positive initiative and one that is of interest to you?

	No	%
Yes	871	80.9
No	205	19.1
Total	1076	

HIC wishes to keep residents of the District informed of its successes and achievements. Would you consider this to be a positive initiative and one that is of interest to you



6.7 In question 14 respondents were asked to give their view as to the type of communication they felt best suits the purpose of keeping residents of the District informed of its successes and achievements. Many respondents gave multiple suggestions. The most popular suggestions have been put into broad categories.

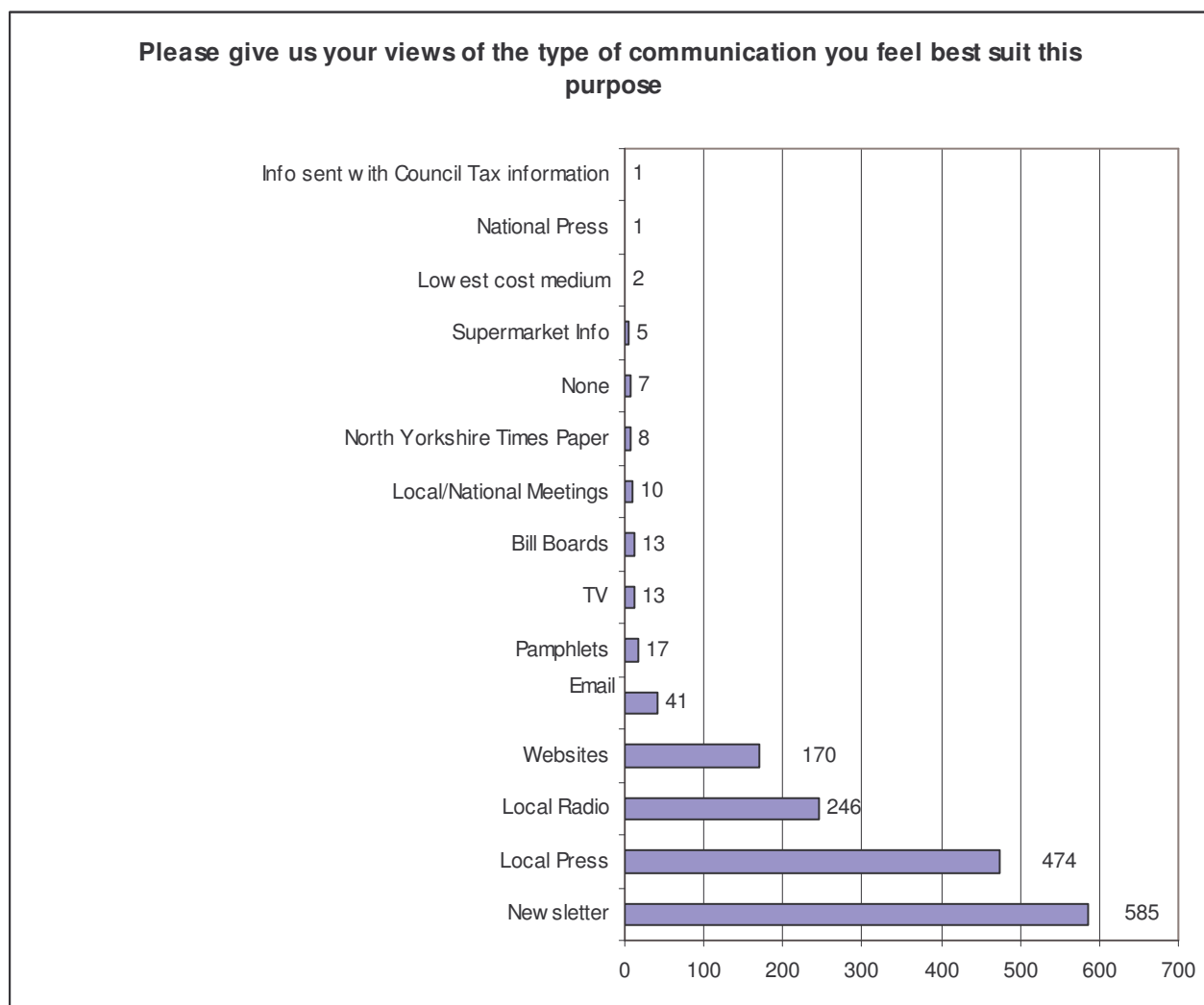
- The most popular response was Newsletter (585 suggestions), some respondents suggested this be sent to each household along with other HBC leaflets or Council Tax demands.
- The second most popular suggestion was Local Press, possibly a page feature on successes and achievements as well as highlights for the coming months.
- Third most popular suggestion was local radio broadcasts, possibly in small soundbites.

Q14

Please give us your views of the type of communication you feel best suit this purpose(eg door to door newsletter, local press/radio feature, website updates etc)

	Number
Newsletter	585
Local Press	474
Local Radio	246
Websites	170
Email e-newsletter	41
Pamphlets	17
TV	13

Bill Boards	13
Local/National Meetings	10
North Yorkshire Times Paper	8
None	7
Supermarket Info	5
Lowest cost medium	2
National Press	1
Info sent with Council Tax information	1



6.8 In question 15 respondents were asked if they would be willing to take part in a more in-depth survey and possible focus group regarding the service provided by HIC. In total 204 respondents supplied this information.

Respondents were assured that the information they gave would not be used in conjunction with this survey, but would be passed directly to the managers of the HIC and would not be shared with any third party.

6.9 In question 16 respondents were asked if they had any further comments to make about the HIC

333 comments were received. For ease of analysis these have been categorised under 9 headings.

- 90 comments were very positive about the service provided by HIC

For complete details of all comments see Appendix D

Q16	
Do you any further comments to make about the HIC	
Positive Comments	90
Negative comments	73
Comments on shows	60
Comments on advertising	33
Comments on services	22
Comments on usage	18
Questions	16
Comments on parking	15
Comments on conferences	6
Total	333

6.10 In question 17 respondents were given the opportunity to be entered into a prize draw for 2 tickets to a show at the HIC. HIC will notify the prize winner directly.

7.0 Further Analysis

7.1 Cross tabulation of any the questions within the survey are available on request from Fiona Friday, Community Engagement Officer, Department of Corporate Policy and Improvement.

The following cross tabulations are available:

- Gender
- Age
- Employment
- Physical/mental impairment
- Carer/non carer
- Ward (specific ward or combined Harrogate and/or Knaresborough and/or Ripon wards and/or Rural wards)
- Ethnicity

**Appendix A
Questionnaire
Questionnaire**

Your experiences with Harrogate Borough Council Planning Department

Q1 Have you contacted the Harrogate Borough Council Planning Department in the last 3 years? *Please tick one box*
 Yes..... Go to Q2
 No..... Go to Q6

Q2 How many times have you contacted the Harrogate Borough Council Planning Department?
Please tick all that apply

	<i>Once</i>	<i>2-5 Times</i>	<i>6 + Times</i>
In the last 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the last year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the last 2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the last 3 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Thinking back to the last time you contacted the Planning Department, why did you contact them and how did you make the contact?
Please tick all that apply

	<i>Visit to the office</i>	<i>Phone</i>	<i>Email</i>	<i>Website</i>	<i>Letter</i>	<i>Questionnai re</i>	<i>Don't know N/A</i>
For general planning advice/ information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For advice on whether planning permission is required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For advice/ information about a particular planning application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To make comments on a planning application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To ask for advice/ information about a particular planning policy or planning guidance document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To respond to a planning policy consultation (eg the Local Development Framework newspaper)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To report a breach of planning control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 How satisfied were you with the service you received from the Planning Department?
Please tick one box

Very satisfied.....

Fairly satisfied.....

Neither satisfied nor dissatisfied.....

Fairly dissatisfied.....

Very dissatisfied.....

Q5 For each of the following elements of the Planning Service provided by Harrogate Borough Council please indicate whether you think the service has got better or worse over the last 3 years or has it stayed the same?

Please tick all that apply

	Better	Stayed the same	Worse	Don't know	N/A
Advice and help about general planning matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on whether planning permission was required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about current applications and their progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about how to view and comment on current applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and feedback about the decisions on planning applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The fairness with which you felt the Council dealt with your representations on a planning application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way that the Council handled the consultation on the Local Development Framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Planning Enquiries" reception facilities and staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Are you aware that you can use the Harrogate Borough Council website to access the following information?

Please tick all that apply

	Yes	No
Obtain planning advice	<input type="checkbox"/>	<input type="checkbox"/>
Track and comment on Planning applications	<input type="checkbox"/>	<input type="checkbox"/>
Access important information about your property eg Tree Preservation Orders, Conservation Areas, Listed Buildings, elected Ward representatives, etc	<input type="checkbox"/>	<input type="checkbox"/>
View your property information on a map	<input type="checkbox"/>	<input type="checkbox"/>

Q7 How many times in the last 12 months have you used the Council's website to track a planning application or seek planning information or guidance?

Please tick one box

- Not at all
- 1-2 times
- 3-4 times
- 5-10 times
- more than 10 times

Harrogate International Centre (HIC)

Harrogate International Centre (HIC) is one of the largest exhibition venues outside of London and Birmingham and attracted £160m in business visitor spending in 2005, as well as an additional £69m spending from holiday tourism. It is owned by Harrogate Borough Council and operates as an 'arms length' trading operation.

Q8 Before reading the above statement were you aware of the following?

Please tick all that apply

	Yes	No
Harrogate International Centre (HIC) is part of Harrogate Borough Council :	<input type="checkbox"/>	<input type="checkbox"/>
The 2,000 seater auditorium development was opened 25 years ago in 1982	<input type="checkbox"/>	<input type="checkbox"/>
HIC is one of the biggest conference/exhibition venues in the UK	<input type="checkbox"/>	<input type="checkbox"/>
Business and holiday tourism make a substantial contribution to the economy of the Harrogate district.	<input type="checkbox"/>	<input type="checkbox"/>

Q9 In the last two years have you attended HIC for any events?

Please tick all that apply

Conferences	<input type="checkbox"/>
Trade Exhibitions	<input type="checkbox"/>
Public Exhibitions	<input type="checkbox"/>
Entertainment Show (eg ballet, music performances)	<input type="checkbox"/>
I have not attended any HIC events	<input type="checkbox"/>
Other	<input type="checkbox"/>

Please specify _____

Q10 HIC produces information for visitors and local people, have you received/collected/visited any of the following within the last two years?

Please tick all that apply

	Yes	No
'What's On' Guide	<input type="checkbox"/>	<input type="checkbox"/>
Harrogate & the Yorkshire Dales Visitor Guide	<input type="checkbox"/>	<input type="checkbox"/>
Great Days Out Guide	<input type="checkbox"/>	<input type="checkbox"/>
Website: www.harrogateinternationalcentre.co.uk	<input type="checkbox"/>	<input type="checkbox"/>
Website: www.enjoyharrogate.com	<input type="checkbox"/>	<input type="checkbox"/>

Q11 If you answered yes to any of the above publications, please tell us where you collected the publication, or how you received it.

Please enter details below

'What's On' Guide	
Harrogate & the Yorkshire Dales Visitor Guide	
Great Days Out Guide	

Q12 HIC are considering holding a new public event at the Conference Centre. Were this to go ahead which of the following event categories are you most likely to attend? *Please tick as many as you wish*

- Arts and Crafts.....
 - Leisure, Hobbies, Fitness and Sports
 - Homes & Gardens
 - Horticultural, Gardening
 - Family & Living.....
 - Health & Beauty.....
 - Collectors Fair.....
 - Fine Foods Market.....
 - Property Abroad.....
 - Other theme.....
- Please specify* _____

Q13 HIC wishes to keep residents of the District informed of its successes and achievements. This will create a better understanding of not only the HIC business but also the importance of business and tourism to the District.

Would you consider this to be a positive initiative and one that is of interest to you?

Please tick one box

- Yes.....
- No.....

Q14 Please give us your views of the type of communication you feel best suit this purpose (eg door to door newsletter, local press/radio features, website updates etc)

Please enter details below

Q15 Would you be willing to take part in a more in depth survey and possible focus group regarding the service provided by the HIC?

If so, please supply your name and address below.

Please note this information will not be used in conjunction with this survey but will be passed directly to the managers of the Harrogate International Centre and will not be shared with any third party.

Q16 Do you have any further comments you wish to make about the Harrogate International Centre?

Q17 If you would like to be included in the prize draw for 2 tickets to a show at the HIC please supply a name and contact phone number or address below.

District Panel - What do you think?

Q18 In order to evaluate our consultation work, we would like to know how you feel about being a member of the District Panel. How satisfied or dissatisfied are you with the District Panel process and the types of questions that you have been asked? *Please tick all that apply*

	<i>very satisfied</i>	<i>Satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>dissatisfied</i>	<i>very dissatisfied</i>
District Panel process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of question asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Personal Details

Q19 **Are you?**
Please tick one box

Male

Female.....

Q20 **How old are you?**
Please tick one box

17-24

25-34

35-44

45-54

55-64

65-74

75+

Q21 **Are you?**
Please tick one box

Employed

Self employed.....

Unemployed.....

Retired

Student

Looking after family or home.....

Q22 **Do you consider yourself to have a physical or mental impairment that has a substantial and longterm effect on your ability to carry out normal day to day activities?**
Please tick one box

Yes

No.....

Q23 **Are you a full-time carer for a disabled, sick or elderly relative or partner?**
Please tick one box

Yes

No.....

Q24

Which ward of Harrogate do you live in?

Please tick one box

- | | | | |
|---------------------------------|--------------------------|---|--------------------------|
| Bilton..... | <input type="checkbox"/> | Boroughbridge..... | <input type="checkbox"/> |
| Granby | <input type="checkbox"/> | Claro | <input type="checkbox"/> |
| Harlow Moor | <input type="checkbox"/> | Killinghall..... | <input type="checkbox"/> |
| High Harrogate..... | <input type="checkbox"/> | Kirby Malzeard..... | <input type="checkbox"/> |
| Hookstone..... | <input type="checkbox"/> | Lower Nidderdale..... | <input type="checkbox"/> |
| Low Harrogate..... | <input type="checkbox"/> | Marston Moor..... | <input type="checkbox"/> |
| New Park..... | <input type="checkbox"/> | Mashamshire..... | <input type="checkbox"/> |
| Pannal | <input type="checkbox"/> | Newby..... | <input type="checkbox"/> |
| Rossett | <input type="checkbox"/> | Nidd Valley..... | <input type="checkbox"/> |
| Saltergate..... | <input type="checkbox"/> | Ouseburn | <input type="checkbox"/> |
| Starbeck..... | <input type="checkbox"/> | Pateley Bridge..... | <input type="checkbox"/> |
| Stray..... | <input type="checkbox"/> | Ribston | <input type="checkbox"/> |
| Woodfield | <input type="checkbox"/> | Spofforth with Lower Wharfedale..... | <input type="checkbox"/> |
| Knaresborough East..... | <input type="checkbox"/> | Washburn..... | <input type="checkbox"/> |
| Knaresborough King James..... | <input type="checkbox"/> | Wathvale..... | <input type="checkbox"/> |
| Knaresborough Scriven Park..... | <input type="checkbox"/> | Unknown Harrogate Ward | <input type="checkbox"/> |
| Ripon Minster | <input type="checkbox"/> | Unknown Knaresborough Ward | <input type="checkbox"/> |
| Ripon Moorside..... | <input type="checkbox"/> | Unknown Ripon Ward | <input type="checkbox"/> |
| Ripon spa..... | <input type="checkbox"/> | Unknown Rural Ward | <input type="checkbox"/> |
| Bishop Monkton | <input type="checkbox"/> | | |

Q25

To which of these groups do you consider you belong to?

Please tick one box

- | | |
|----------------------------------|--------------------------|
| British..... | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> |
| Any other White background..... | <input type="checkbox"/> |
| Caribbean..... | <input type="checkbox"/> |
| African | <input type="checkbox"/> |
| Any other Black background | <input type="checkbox"/> |
| White and Black Caribbean..... | <input type="checkbox"/> |
| White and Black African..... | <input type="checkbox"/> |
| White and Asian..... | <input type="checkbox"/> |
| Any other Mixed background | <input type="checkbox"/> |
| Indian..... | <input type="checkbox"/> |
| Pakistani..... | <input type="checkbox"/> |
| Bangladeshi..... | <input type="checkbox"/> |
| Any other Asian background..... | <input type="checkbox"/> |
| Chinese | <input type="checkbox"/> |
| Other ethnic group..... | <input type="checkbox"/> |

Appendix B

Appendix C

Appendix D

AVAILABLE THROUGH COMMUNITY ENGAGEMENT OFFICER EXT 6068