

A big **thank you** again for your continuing support. 588 of you responded to our November 2008 Citizens' Panel Survey, giving a response rate of 59%. This is a great response rate for the time of year.

Prize Draw Results

Prize draw results

You will remember that we offered a prize draw in the November 2008 survey as a thank you for your continuing support, with three prizes of £40, £20 and £10 in High Street vouchers.

The draw took place on Monday 8th December and was administered in line with the 'Market Research Society Regulations for Administering Incentives and Free Prize Draws, January 2008' that is, an observer, independent to the organiser, supervised the prize draw to ensure that all participants had an equal opportunity of winning.

The three lucky winners came from Bolsover, Whitwell and South Normanton. Well done!

Annual Conference - future of the panel

In preparation for an annual conference, the February Citizens' Panel survey will be devoted entirely to your view of how the Citizens' Panel and surveys can improve. Some of the respondents from our previous surveys suggested improvements and others indicated that, although they may not be able to attend, they would still like to have their views heard. It is very important to hear your views, so please complete and return your form!



WELCOME

Prize draw results

Annual Conference – future of the panel

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Bolsover Citizens' Panel is a joint initiative between Bolsover District Council, Derbyshire County Council and Derbyshire Police.



Communications

In November 2006 we ran a survey asking your views of the Council's newspaper 'Intouch'. The results from the November 2008 survey demonstrate how communication with citizens has improved since then.



You said...

“76% (445 people) of residents reported seeing a copy of ‘Intouch’ newspaper compared to 52% in November 2006.

Only 19% of respondents said they had not seen a copy compared to 44% in 2006.

Of those who had seen a copy, 61% of people said they had read most of it, with only 5 people saying they did not read it.

72% of residents felt that the Council keeps them well informed, up from 66% in 2006.

In terms of ways to improve communication with residents, traditional communication channels remain most popular, text messages were the least popular, as 62% of you thought they would not help at all.”

We listened and...

although these results are encouraging we promise to monitor future delivery of ‘Intouch’ to all residents and undertake further research to find out why recognition of ‘Intouch’ is low in some areas.

Satisfaction with complaints handling

You said...

“39% of those who had made a complaint within the last twelve months were satisfied with the way their complaint was handled, this represents an improvement of 3% when compared to the results in 2006. Measuring satisfaction with complaints handling is difficult as it is not easy to separate requests for council services such as a noise complaint (dogs barking) from dissatisfaction with the way the Council has administered its services, for example, bin not emptied, not being kept informed about a council service.

Reporting complaints by telephone (53%) remains the most popular contact method and has increased by 5% when compared to the results in 2006. Both reporting complaints in person and in writing has reduced in frequency (by 3%) when compared to 2006.

The most frequent reason for making a complaint was ‘council service not provided’ at 21%. Both ‘not being kept informed’ and ‘council document not clear’ has increased in frequency since 2006.”

We listened...

and we will continue to monitor satisfaction with complaints handling both informally (by telephone and in person) and formally (in writing). This will be done by looking more closely at the reasons why customers contact the council especially where this contact could have been avoided (not being kept informed, unclear document) and to identify where improvements could be made. We will also continue to survey customers who make a written complaint.

Noise Occurrence

As the questionnaire was sent out in November, just after bonfire night, there was a possible impact on the ‘noise occurrence from fireworks’ figures. From the results the survey shows that while there may not be a serious problem from noise occurrence in Bolsover district, results do vary slightly by ward.

The most common problems you consider to be serious were fireworks at 17% (95 respondents), with transport noise and motorsport (trial bikes) at 15% (81 respondents) and 12% (69 respondents) respectively.

We act on any reported instances of noise nuisance and will continue to monitor and identify any areas for concern. To report a problem, please call the Contact Centre on 01246 242424.

Would you like to take part in on-line surveys?

Bolsover District Council, North East Derbyshire District Council and Erewash Borough Council have a website www.askderbyshire.gov.uk that gives you this chance.

The site contains details about all the consultations that each of the three authorities is undertaking. Anyone can register their interest in a specific consultation or in a range of different topics like crime and community safety or the environment. You will be sent an e-mail whenever a consultation that you have registered an interest in is about to start.

For further information please contact Ann Bedford on 01246 242300.

Equality Panel - latest!



The first meeting of the newly formed Equality Panel took place in November 2008 at Bolsover District Council. The Panel was made up from members of the panel willing to take part in meetings or forums. At the meeting, the Equality Panel was informed that the Council had recently achieved Level 3 of the Standard, and although this was a success for the Council, there was still work the Council needed to do with regard to equalities.

The group identified a number of equalities issues including:

- Bins left on paths, cutting down on access. The panel recognised that this was both by residents before emptying and by operatives after they return them
- Cars parked on the roads/ half on and off kerbs were causing access issues for ambulances/ buses etc
- Shortage of lowered kerbs for wheelchairs users
- Making a complaint in writing if you have problems (e.g. dyslexia)

- Information regarding assisted services not communicated well
- Poor street lighting
- Wheelchair access to other organisation buildings
- More public toilets (with attendants to prevent vandalism) – or have agreement with businesses for members of the public to use their toilets

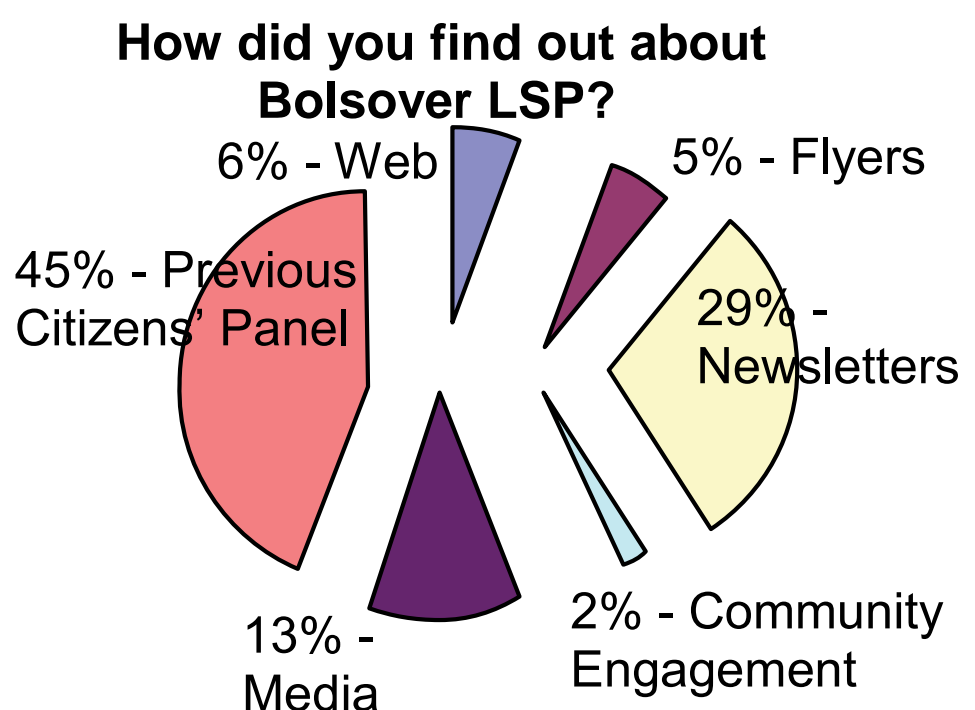
A report of these issues has been put forward to the Councils Equalities Service Development Group, which monitors and develops existing and new services provided by the Council, and also sent to the relevant partner organisations.

The next meeting of the Equality Panel will take place on 27th February 2009. If you have any suggestions for improvements to access services which you would like the panel to discuss, please contact Ann Bedford, Customer Service and Performance Department, Bolsover District Council, Sherwood Lodge, Bolsover, S44 6NF or by telephone on 01246 242300.

Bolsover Local Strategic Partnership

Bolsover Local Strategic Partnership (LSP) first asked these questions in November 2006 and wanted to continue monitoring local residents' awareness of their organisation, their logo and brand and the different initiatives they have been involved in.

The results showed that awareness about Bolsover LSP is growing, with 49% of people aware of its existence and 35%, up from 20% in 2006, recognising its logo. Personal, 'through the letter box' correspondence seems to be the most effective means of publicity with most people having been made aware of the LSP through the previous Citizens' Panel questionnaires (November 2006) or through the LSP newsletter.



Derbyshire Arts Development Group



In May 2008, we asked a series of questions regarding Derbyshire County Council Cultural and Community Services. 70% of those who responded said they were interested in arts events in general, however when asked what barrier there was in going to

events, 35% quoted that it was difficult to find the time and 33% were put off by the cost. The most popular way to take part in arts events (both within and outside of the County) was to be part of the audience, (63% and 62% respectively).

An overwhelming 81% of respondents agreed that arts events are a good thing with 78% finding them entertaining.

27% of respondents had taken part in a sport or activity as a member of a club in the four weeks preceding the survey. 39% of those who responded were satisfied with the sports provision in the local area.

The results from this survey will be used for service development and analysis of trends since the last survey.

Panel Recruitment

We are very lucky to have a 1,000 strong panel in Bolsover district who are representative of the district's profile.

However, due to people moving away from the area, or just wishing to retire, we are looking to recruit more members to the Reserve Panel.

If you know of anyone who is interested in making their views known, would like to help shape future services and are willing to participate, please ask them to contact Ann Bedford, on 01246 242300 or e-mail enquiries@bolsover.gov.uk

Don't forget, please fill in your survey and return to us by Friday 13th March 2009!

Full reports of the findings of each survey are available from www.bolsover.gov.uk. > Council, Government and Local Democracy > Consultation > District District Citizen's Panel.

Alternatively you can request a hard copy by contacting Ann Bedford on 01246 242303

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Comments

Comment boxes are provided for you to give us any comments in relation to the questionnaire themes. Feedback from these is provided through Citizens' Panel reports and the Viewpoint newsletter where appropriate.

Please remember that all comments printed on the body of the form will not be picked up when scanning your questionnaires as only the 'answer fields' are active. If you require a response to a specific enquiry, not related to the themes of the survey, or service request please use contact details as follows:

Enquiries - enquiries@bolsover.gov.uk

Requests for service – please ring our Contact Centres on 01246 242424, email enquiries@bolsover.gov.uk or complete one of the on-line forms on our website www.bolsover.gov.uk

Compliments, Comments and Complaints – please complete the compliment/ comment/ complaint (Let Us Know) form on our website www.bolsover.gov.uk or send a letter to the Customer Service and Performance Department, Bolsover District Council, Sherwood Lodge, Bolsover, S44 6NF. Please do not enclose any paperwork with your citizens' panel survey form as these are not opened daily and will result in a delay to your letter being dealt with.

This newsletter is available in large print or alternative formats on request.