

# **LISTENING BOLSOVER**

## **Bolsover District Citizens' Panel**

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### **February 2009 questionnaire survey**

The future management of Bolsover Citizens Panel

*Final Report*

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14 July 2009

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# 1 Methodology & Respondents Profile

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## Background and Introduction

The Bolsover District Citizen Panel was established during summer/ autumn 2003 and is organised by a partnership between Bolsover District Council, Derbyshire County Council and Derbyshire Police.

In February 2009 Bolsover District Council conducted a postal survey with Bolsover Citizens Panel on one topic:

- The future management of the Bolsover Citizens' Panel

This report presents an analysis of the responses received.

Once published, all reports are available to view and download at the Council's consultation website [www.askderbyshire.gov.uk](http://www.askderbyshire.gov.uk).

## Methodology

### *Mail out and response rate*

The questionnaire contained 2 sides of questions.

In total 1000 questionnaires were posted out and respondents were given until Saturday 13 March to return responses. Each survey was accompanied by a covering letter and newsletter.

541 were returned from a mail out of 1000 giving a response rate of 54% overall. 8 surveys were received too late to be included in the analysis.

Given a District population of 55,778 residents aged 18+ (2001 population census), and with the response rate to this survey, then with a 95% confidence level, the margin of error is +/- 4.2% where a response to a question is 50%.

## Profile of respondents

The information in this section compares the profile of respondents to this survey with the District as a whole at the time of the 2001 Population Census. This helps indicate how representative the findings are and should be taken into consideration alongside the results.

**Table 1 Profile of Respondents**

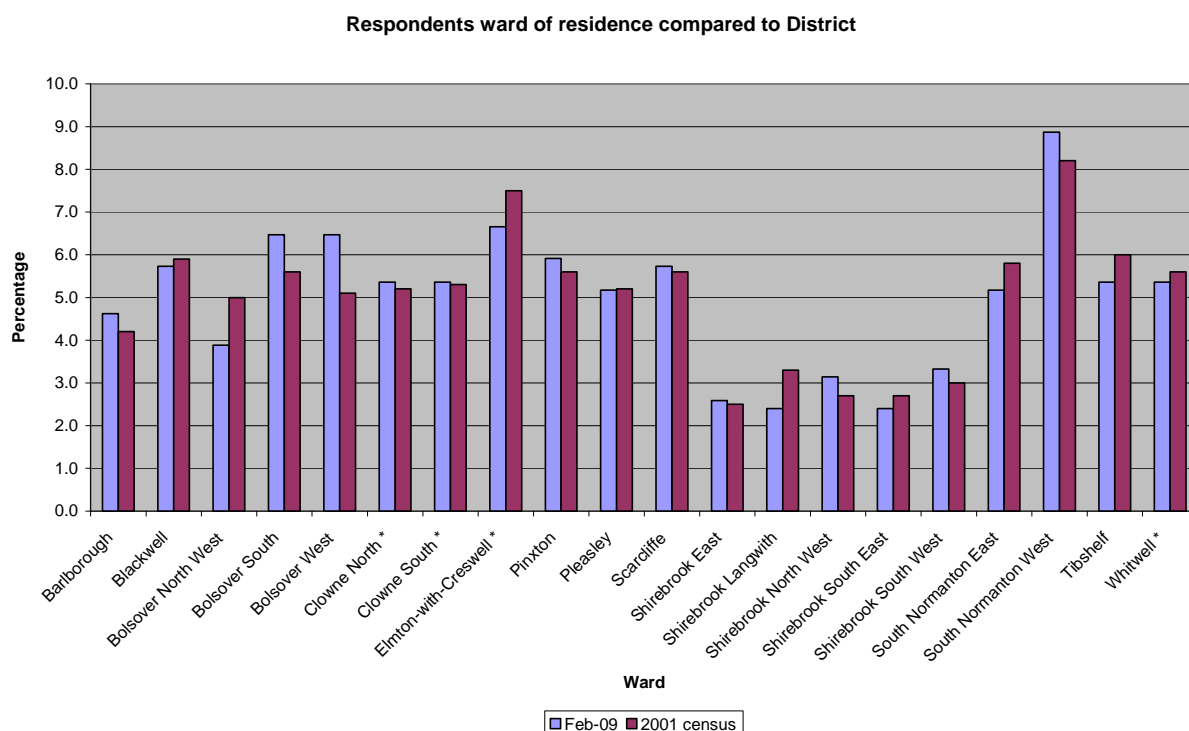
| <b>Respondent Characteristic</b>        | <b>Respondents to survey %</b> | <b>% Population Figures (2001 Census)</b> |
|---|--------------------------------|---|
| <b><i>Gender</i></b>                    |                                |   |
| Male                                    | 50.7                           | 49.1                                      |
| Female                                  | 49.3                           | 50.9                                      |
| <b><i>Age Group</i></b>                 |                                |   |
| 16-17 years                             | 0.7                            | 3.1                                       |
| 18-24                                   | 2.4                            | 8.3                                       |
| 25-34                                   | 8.4                            | 17.4                                      |
| 35-44                                   | 17.3                           | 18.7                                      |
| 45-54                                   | 22.0                           | 16.3                                      |
| 55-59                                   | 13.8                           | 8.1                                       |
| 60-64                                   | 12.3                           | 6.4                                       |
| 65-74                                   | 16.8                           | 11.6                                      |
| 75 & over                               | 6.3                            | 10.1                                      |
| <b><i>Ethnicity</i></b>                 |                                |   |
| White British or Irish                  | 99.3                           | 98.6                                      |
| Ethnic Minority (including white-other) | 0.8                            | 1.4                                       |
| <b><i>Housing Tenure</i></b>            |                                |   |
| Owned or mortgaged by you/family        | 86.3                           | 69.3                                      |
| Council Property/ Housing Association   | 10.7                           | 20.8                                      |
| Other                                   | 30                             | 9.9                                       |
| <b><i>Car Ownership</i></b>             |                                |   |
| None                                    | 8.7                            | 27.5*                                     |
| One                                     | 45.1                           | 44.7*                                     |
| Two or more                             | 46.1                           | 27.8*                                     |

\* Calculated as a percentage of the total number of households in the District.

Responses to this questionnaire are over representative of the 45-74 age group and slightly under representative of the 16-34 and 75+ age groups as compared to the age profile of the District at the time of the 2001 population census.

There are a higher proportion of multiple car owners and house owner occupiers amongst respondents to this survey than the population of the District as a whole.

The chart below illustrates the proportion of ward areas that respondents to this survey live in as compared to the proportion of the population aged 18+ that lived in each ward at the time of the 2001 population census. This shows that residents of Bolsover North West, Shirebrook Langwith and Elmton-with-Creswell are under represented in this survey and Bolsover West and South are slightly over-represented.



## 2. The future management of Bolsover Citizens' Panel

### Introduction

In December 2007, 68% of respondents to the survey indicated they would be willing to take part in an annual conference to discuss how the Citizen Panel could be improved and receive feedback on actions arising from the information that respondents provided. Some panel members said although they may not be able to attend, they would like to have an input. This survey sought to measure the views of all panel members on suggested changes sent in by panel members in June 2007. The results will be used to change how the panel is run.

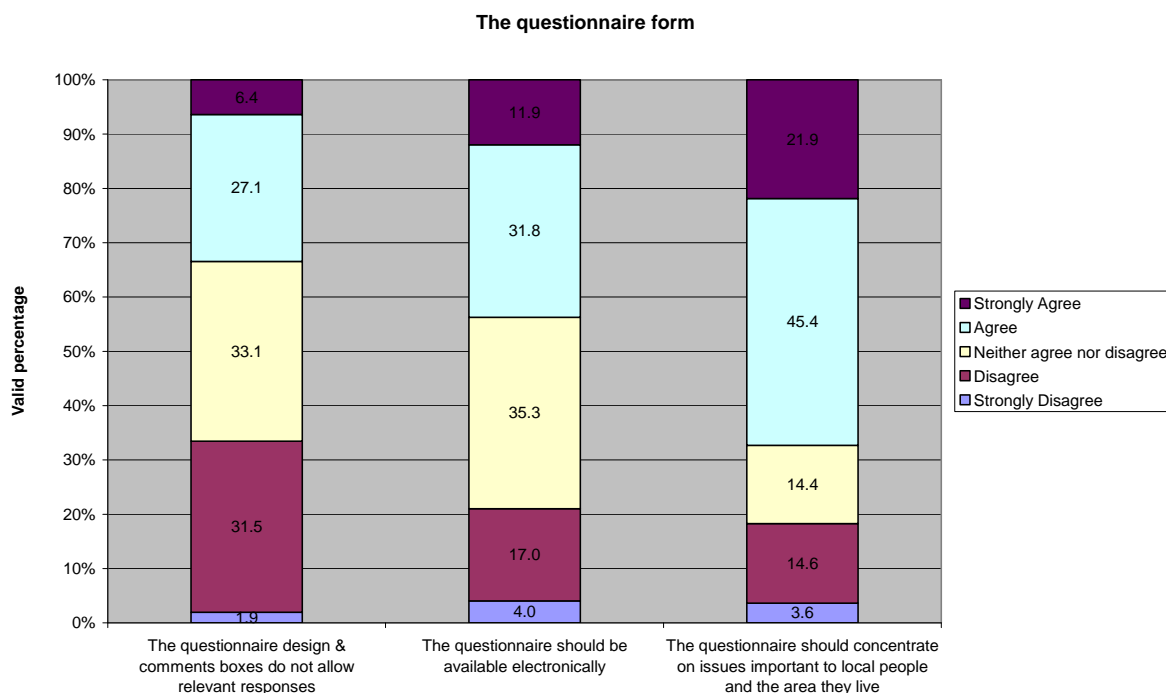
### Summary

- Consultation run with Panel members should focus on issues important to them.
- The Viewpoint newsletter is valued by the majority of panel members. It was felt that the newsletter should contain more pictorial statistics, a feature on frequently asked questions and that outcomes should be publicised more widely.
- Support for an annual conference had reduced.

### Headline Results

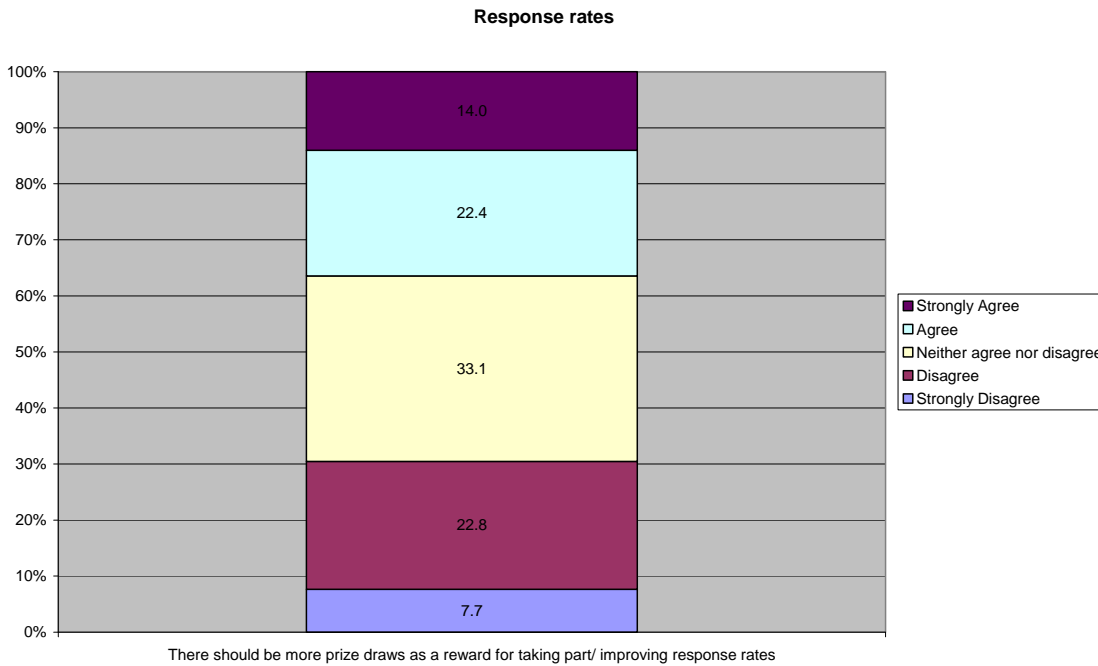
#### Questionnaire Forms

Three questions focused on the questionnaire forms, 67% of respondents agreed that questionnaires should focus on issues important to local people and where they live. 44% felt that surveys should be available electronically. 34% felt that the questionnaire design and comments boxes do not allow relevant responses.



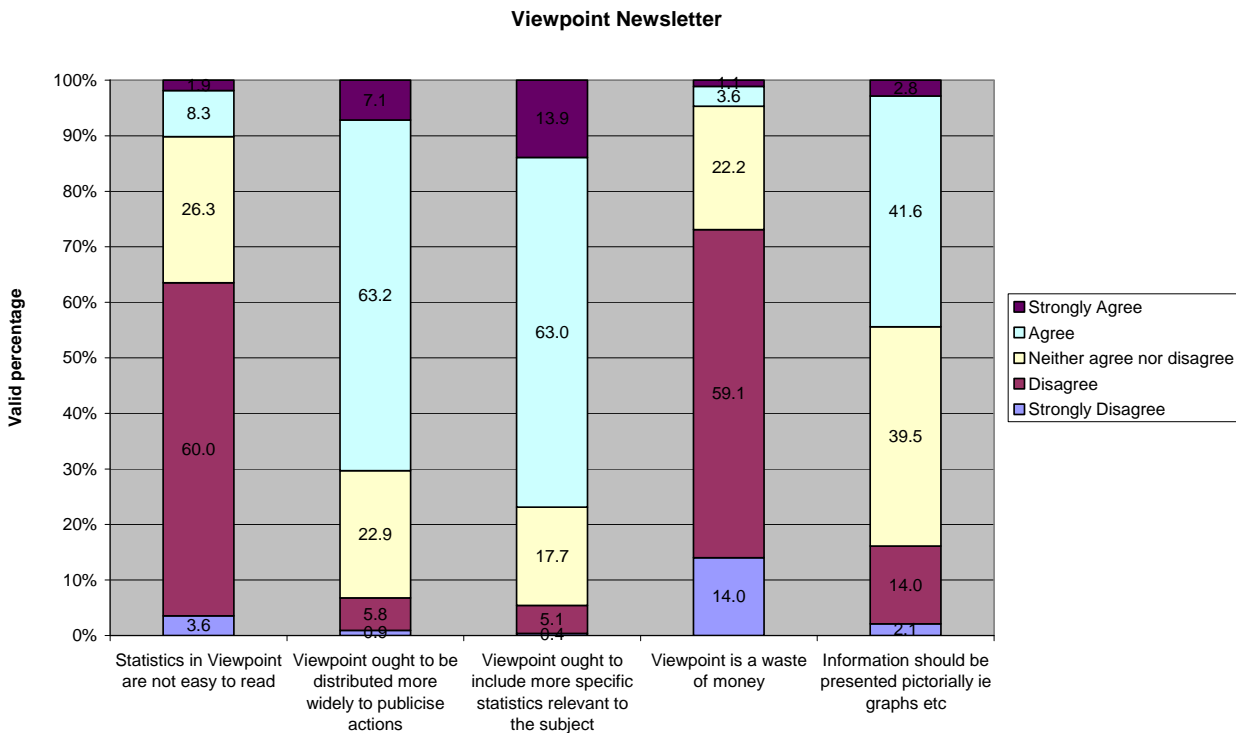
## Response Rates

36% of respondents agreed that there should be more prize draws as a reward for taking part and improving response rates.



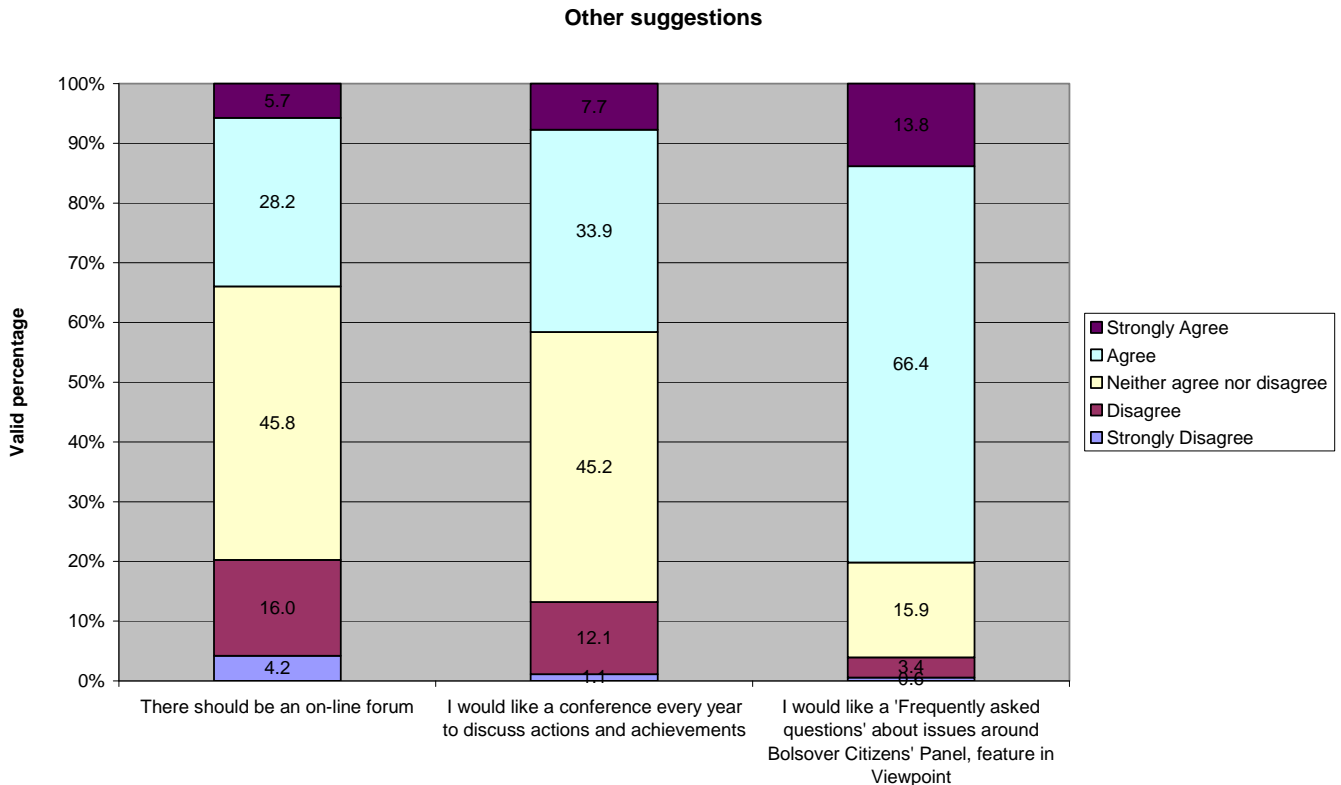
## Viewpoint Newsletter

There was strong feeling that Viewpoint ought to be distributed more widely to publicise outcomes (70%) and it ought to include more specific statistics relevant to the subject (77%). 44% thought that information should be presented pictorially e.g. graphs. Only 5% of respondents thought this newsletter was a waste of money and only 10% thought the statistics were not easy to read.



## Other suggestions

80% of respondents agreed there should be a feature on 'frequently asked questions' in Viewpoint. 42% of respondents said they would like to attend an annual conference to discuss actions and achievements (in the December 2007 survey 68% said they would definitely or probably attend) and 34% thought there should be an on-line forum.



A comments box was included to allow Panel Members to make other suggestions for improvements to the panel, 81 people made suggestions:

- 17 people suggested that accessible meetings be held- it was felt these should be very local or the venues alternate so people without personal transport could attend. Meetings times should also be convenient for people who work.
- 9 people commented regarding the questions topics- they wanted more influence over question topics and/or more of a range of questions.
- 8 people raised issues about electronic surveys- people felt they would like the option of completing electronic surveys but appreciating some people would prefer to receive paper copies.
- 8 people said they would like more space to write comments within the surveys.
- 7 people included a wide range of comments on the Viewpoint newsletter.
- 5 people thought the panel members might like to receive other community related information e.g. about parish councils, emergency phone numbers, clubs and organisations and what is being done to improve the local area.
- 4 people suggested the wording of questions could be improved and one suggestion was for a resident's panel to design the questionnaires.
- 3 people were interested in seeing a breakdown of respondents- these are provided in the full report which is available on the Council's website.
- 2 people said there should be a cull of non-respondents.

There were nine other individual comments. All comments are detailed in the results section.

## **Recommendations**

1. Panel members should be surveyed on topics of interest to them in order that in future sub-groups of panel members can be invited to take part in consultations on topics of interest to them.
2. Aim to introduce surveys that can be completed electronically for those people who wish to.
3. Pilot the questionnaire surveys thoroughly and consider asking panel members to identify which questions they feel haven't allowed them to answer with a relevant response at the Citizen Panel Conference.
4. Introduce a prize draw if responses drop below 50% and monitor the impact this has on response rates.
5. Increase the circulation list for the Viewpoint newsletter and also look at other ways the actions can be publicised e.g. via press releases and Council newsletters.
6. Include more statistics within Viewpoint represented graphically and also publicise more visibly to panel members where they can find a copy of the full report which contains detailed statistical information.
7. Include a section in Viewpoint on frequently asked questions/ points raised through the Citizens Panel which do not relate directly to the panel survey questions.
8. Consider whether or not to hold an annual conference.

## Results

### The questionnaire design & comments boxes do not allow relevant responses

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 10        | 1.9           |
|         | Disagree                   | 163       | 31.5          |
|         | Neither agree nor disagree | 171       | 33.1          |
|         | Agree                      | 140       | 27.1          |
|         | Strongly Agree             | 33        | 6.4           |
|         | Total                      | 517       | 100.0         |
| Missing | System                     | 24        |               |
| Total   |                            | 541       |               |

### The questionnaire should be available electronically

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 21        | 4.0           |
|         | Disagree                   | 88        | 17.0          |
|         | Neither agree nor disagree | 183       | 35.3          |
|         | Agree                      | 165       | 31.8          |
|         | Strongly Agree             | 62        | 11.9          |
|         | Total                      | 519       | 100.0         |
| Missing | System                     | 22        |               |
| Total   |                            | 541       |               |

### The questionnaire should concentrate on issues important to local people and the area they live

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 19        | 3.6           |
|         | Disagree                   | 77        | 14.6          |
|         | Neither agree nor disagree | 76        | 14.4          |
|         | Agree                      | 239       | 45.4          |
|         | Strongly Agree             | 115       | 21.9          |
|         | Total                      | 526       | 100.0         |
| Missing | System                     | 15        |               |
| Total   |                            | 541       |               |

**There should be more prize draws as a reward for taking part/ improving response rates**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 41        | 7.7           |
|         | Disagree                   | 122       | 22.8          |
|         | Neither agree nor disagree | 177       | 33.1          |
|         | Agree                      | 120       | 22.4          |
|         | Strongly Agree             | 75        | 14.0          |
|         | Total                      | 535       | 100.0         |
| Missing | System                     | 6         |               |
| Total   |                            | 541       |               |

**Statistics in Viewpoint are not easy to read**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 19        | 3.6           |
|         | Disagree                   | 319       | 60.0          |
|         | Neither agree nor disagree | 140       | 26.3          |
|         | Agree                      | 44        | 8.3           |
|         | Strongly Agree             | 10        | 1.9           |
|         | Total                      | 532       | 100.0         |
| Missing | System                     | 9         |               |
| Total   |                            | 541       |               |

**Viewpoint ought to be distributed more widely to publicise actions**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 5         | .9            |
|         | Disagree                   | 31        | 5.8           |
|         | Neither agree nor disagree | 122       | 22.9          |
|         | Agree                      | 336       | 63.2          |
|         | Strongly Agree             | 38        | 7.1           |
|         | Total                      | 532       | 100.0         |
| Missing | System                     | 9         |               |
| Total   |                            | 541       |               |

**Viewpoint ought to include more specific statistics relevant to the subject**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 2         | .4            |
|         | Disagree                   | 27        | 5.1           |
|         | Neither agree nor disagree | 94        | 17.7          |
|         | Agree                      | 335       | 63.0          |
|         | Strongly Agree             | 74        | 13.9          |
|         | Total                      | 532       | 100.0         |
| Missing | System                     | 9         |               |
| Total   |                            | 541       |               |

**Viewpoint is a waste of money**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 75        | 14.0          |
|         | Disagree                   | 316       | 59.1          |
|         | Neither agree nor disagree | 119       | 22.2          |
|         | Agree                      | 19        | 3.6           |
|         | Strongly Agree             | 6         | 1.1           |
|         | Total                      | 535       | 100.0         |
| Missing | System                     | 6         |               |
| Total   |                            | 541       |               |

**Information should be presented pictorially i.e. graphs etc**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 11        | 2.1           |
|         | Disagree                   | 74        | 14.0          |
|         | Neither agree nor disagree | 208       | 39.5          |
|         | Agree                      | 219       | 41.6          |
|         | Strongly Agree             | 15        | 2.8           |
|         | Total                      | 527       | 100.0         |
| Missing | System                     | 14        |               |
| Total   |                            | 541       |               |

**There should be an on-line forum**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 22        | 4.2           |
|         | Disagree                   | 84        | 16.0          |
|         | Neither agree nor disagree | 240       | 45.8          |
|         | Agree                      | 148       | 28.2          |
|         | Strongly Agree             | 30        | 5.7           |
|         | Total                      | 524       | 100.0         |
| Missing | System                     | 17        |               |
| Total   |                            | 541       |               |

**I would like a conference every year to discuss actions and achievements**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 6         | 1.1           |
|         | Disagree                   | 64        | 12.1          |
|         | Neither agree nor disagree | 240       | 45.2          |
|         | Agree                      | 180       | 33.9          |
|         | Strongly Agree             | 41        | 7.7           |
|         | Total                      | 531       | 100.0         |
| Missing | System                     | 10        |               |
| Total   |                            | 541       |               |

**I would like a 'Frequently asked questions' about issues around Bolsover Citizens' Panel, feature in Viewpoint**

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 3         | .6            |
|         | Disagree                   | 18        | 3.4           |
|         | Neither agree nor disagree | 85        | 15.9          |
|         | Agree                      | 355       | 66.4          |
|         | Strongly Agree             | 74        | 13.8          |
|         | Total                      | 535       | 100.0         |
| Missing | System                     | 6         |               |
| Total   |                            | 541       |               |

| Other suggestions for improvements to the Bolsover Citizens' Panel   |                                    |
|--|------------------------------------|
| A MEETING ONCE OR TWICE A YEAR TO DISCUSS RESULTS AND ACTIONS  | Accessible meetings for CP members |
| ALL INTERESTED BOLSOVER CITIZENS SHOULD BE ALLOWED/ENABLED TO BE INVOLVED IN/CONTRIBUTE TO THE FORUMS AND CONFERENCE AND PANEL                                     | Accessible meetings for CP members |
| ANY MEETINGS TO BE HELD AFTER WORK HOURS AND WITHIN EASY TRAVELLING DISTANCES  | Accessible meetings for CP members |
| FORUMS AND CONFERENCES ETC RELATING TO THE CITIZEN PANEL SHOULD BE HELD ROTATIONALLY ROUND THE DISTRICT AREA IN VIEW OF THE POOR PUBLIC TRANSPORT LOCALLY          | Accessible meetings for CP members |
| FUTURE CONFERENCES/MEETING SHOULD BE HELD AT WEEKEND TO ACCOMMODATE WORKING MEMBERS  | Accessible meetings for CP members |
| I FIRMLY THINK THAT A MEETING ONCE EVERY TWO MONTHS CONSISTING OF BOLSOVER CITIZENS PANEL, COUNCILLORS AND THE POLICE WOULD BE A GREAT WAY FORWARD                 | Accessible meetings for CP members |
| I WOULD LIKE A MEETING SAY ONCE A MONTH IN EACH AREA SO THAT PEOPLE WHO DO NOT DRIVE OR CANNOT GET FAR CAN GO TO A MEETING IN THEIR OWN AREA TO SEE WHATS GOING ON | Accessible meetings for CP members |
| I WOULD LIKE TO SEE A COMMITTEE OF CITIZENS PANEL TO BE SET IN EVERY WARD, TOWN OR VILLAGE FOR MORE FEEDBACK AND CO-OPERATION.                                     | Accessible meetings for CP members |
| IF A CONFERENCE IS HELD FOR THE PANEL MEMBERS, PLEASE HOLD IT AT A TIME WHEN WORKING PEOPLE CAN ATTEND   | Accessible meetings for CP members |
| MEETINGS OUGHT TO BE STATED TWICE TO MAKE IT EASIER FOR PEOPLE TO ATTEND OR SURVEY BEST TIMES FOR MORE PARTICIPATION   | Accessible meetings for CP members |
| MEETINGS SEEM TO BE TOO FAR AWAY FROM SOUTH NORMANTON WHERE I LIVE MAKING IT PROBLEMATIC TO GET  | Accessible meetings for CP members |
| MINI FORUM AND CONFERENCES   | Accessible meetings for CP members |
| MORE FACE TO FACE MEETINGS - LOCALLY HELD.   | Accessible meetings for CP members |
| MORE FREQUENT PUBLIC MEETINGS  | Accessible meetings for CP members |
| RE FORUMS ETC, COULD BE HELD IN DIFFERENT VENUES ANNUALLY, ENABLING THE LESS MOBILE A CHANCE TO ATTEND SOME  | Accessible meetings for CP members |
| THERE SHOULD BE A BI ANNUAL FORUM TO ENSURE PANEL MEMBERS ARE ALL SINGING FROM THE SAME HYMM SHEET   | Accessible meetings for CP members |
| TO MEET OR COMMUNICATE MORE OFTEN - POSSIBLY TO PUT FORWARD VIEWS EXPRESSED TO US BY OTHERS  | Accessible meetings for CP members |

| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>  |   |
|--|---|
| GIVE CITIZENS PANEL MEMBERS A CHOICE OF SUBJECTS TO BE ASKED ABOUT   | CP receive a choice of survey topics/ set question topics |
| MORE LOCAL ISSUES  | CP receive a choice of survey topics/ set question topics |
| MORE QUESTIONS SHOULD BE RAISED I.R.O. TRAFFIC PROBLEMS/PARKING AND FLYTIPPING   | CP receive a choice of survey topics/ set question topics |
| QUESTION AROUND NEW INITIATIVES THAT HAVE BEEN IMPLEMENTED IN LOCAL AREA. ASK THE PANEL "WHAT WOULD YOU LIKE TO TALK ABOUT".   | CP receive a choice of survey topics/ set question topics |
| QUESTIONS SHOULD INCLUDED VALUE FOR MONEY ON SERVICES PROVIDED BY FIRE, POLICE AND COUNCIL INCLUDING COSTS   | CP receive a choice of survey topics/ set question topics |
| RE-QUESTION 3 PAGE ONE - DISAGREE AS FEEL ISSUES ARE IMPORTANT TO WHOLE OF DISTRICT NOT JUST A FEW STREETS LOCAL TO ME   | CP receive a choice of survey topics/ set question topics |
| RE QUESTION 3 IF QUESTIONNAIRE BECAME TOO LOCAL THERE WOULD BE LESS CHOICE TO COMMENT ON WIDER ISSUES (NEWSLETTER HAS NICE BALANCE BETWEEN GRAPHICS AND TEXT. IT'S OK)   | CP receive a choice of survey topics/ set question topics |
| SUB PANELS FOR EACH COMMUNITY TO CONCENTRATE ON LOCAL ISSUES   | CP receive a choice of survey topics/ set question topics |
| WE SHOULD BE ASKED A WIDER RANGE OF QUESITONS ABOUT A WIDER RANGE OF TOPICS. THERE SHOULD BE MORE OPPORTUNITY TO COMMENT AFTER ANSWERS AS THE OPTIONS ARE SO RESTRICTIVE | CP receive a choice of survey topics/ set question topics |

| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>   |                         |
|---|-------------------------|
| A COMMENTS BOX LIKE THIS ONE, AT THE END OF THE SURVEY TO ENABLE A MORE POSITIVE COMMUNICATION AND UNDERSTANDING OF VIEWS SOUGHT  | More space for comments |
| A COMPLETE PAGE ON EACH SURVEY FOR COMMENTS AND TO BE ABLE TO DRAW ATTENTION TO THINGS NOT COVERED  | More space for comments |
| IT WOULD BE NICE IF I WAS ALLOWED SPACE TO COMMENT ON THINGS OUTSIDE OF THE OVERALL QUESTION TOPICS   | More space for comments |
| MORE SPACE SHOULD BE MADE AVAILABLE FOR INDIVIDUALS TO MAKE WRITTEN COMMENTS, TO GIVE ADDITIONAL COMMENTS AND/OR QUALIFY TICK BOX ANSWERS. WOULD SMALLER RETURN ENVELOPES SAVE POSTAGE? | More space for comments |
| PERHAPS A BOX FOR MEMBERS TO RAISE QUESTIONS OR PROBLEMS ABOUT THEIR AREA   | More space for comments |
| QUESTIONS SHOULD HAVE A BOX AT THE END OF EACH ONE, LIKE THIS ONE, FOR ANY ADDITIONAL COMMENTS  | More space for comments |
| SUGGESTION BOX AT END OF SURVEY FOR ISSUES PANEL MEMBERS SEE AS IMPORTANT   | More space for comments |

|  |                         |
|--|-------------------------|
| THERE SHOULD BE BIGGER SPACES FOR COMMENTS OTHER THAN ON QUESTIONNAIRE | More space for comments |
|--|-------------------------|

| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>   |           |
|---|-----------|
| LUCKY TO HAVE VIEWPOINT POSTED AND QUESTIONNAIRE IT KEEPS IN TOUCH WITH LOCAL PEOPLE  | Viewpoint |
| ONE SHOULD INFORM THE PUBLIC OF THE COST OF VIEWPOINT ETC AND WHERE IS THE MONEY TAKEN FROM E.G. COUNCIL TAX?   | Viewpoint |
| RE VIEWPOINT - STATISTICS AND BASIC INFORMATION CAN BE PERFECTLY ADEQUATE IN BLACK AND WHITE. NO NECESSITY FOR SHADED ART WORK. NUMBERS ARE MORE RELEVANT THAN PERCENTAGES.   | Viewpoint |
| SPEND THE MONEY ON REPAIRING THE ROADS AND IMPROVING ROAD SAFETY INSTEAD OF VIEWPOINT   | Viewpoint |
| THE GRAPHICAL PRESENTATION OF THE BOLSOVER LSP PIE CHART WAS POOR. IT MAY HAVE HELPED TO KEEP THE PIE IN TACT AND THEN WRITE THE PERCENTAGES IN THE SLICE   | Viewpoint |
| THE NEWSLETTER SPINS FIGURES. UNDER SATISFACTION IT PROUDLY PRESENT 39% OF ALL COMPLAINTS AS SATISFACTORY HANDLED - AN IMPROVEMENT OF 3% - WHAT!! 3%! IT IS HERE NOR THERE. THE OTHER WAY YOU COULD PUT IT IS TO BE HONEST AND SAY 61% OF PEOPLE WERE NOT HAPPY | Viewpoint |
| THE VIEWPOINT NEWSLETTER SHOULD CONTAIN THE STATISTICS FROM THE RESULTS OF THE SURVEY AND THEN SHOULD SHOW WHAT ACTION IS BEING TAKEN TO ADDRESS ANY ISSUES THAT HAVE ARISEN  | Viewpoint |

| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>  |                   |
|--|-------------------|
| APPEARS THAT EXPECTED THAT MOST PEOPLE ARE IN POSSESSION OF A COMPUTER. I DO NOT HAVE ONE SO CANNOT CORRESPOND. WOULD LIKE AN ANSWER PHONE TO CONTACT, ALSO WOULD LIKE A BOX TO TICK TO INDICATE OVER 65 YRS OF AGE ON FORMS | Electronic survey |
| GIVE PANEL OPTIONS EITHER BY MAIL OR ELECTRONICALLY HELP SAVE ON POSTAGE AND PAPER   | Electronic survey |
| I FIND MOST OF THE QUESTIONS ASKED THIS TIME, NOT EVERYONE HAS ACCESS TO COMPUTER, BUT IF INTERESTED IN LOCAL EVENTS ETC WOULD TAKE THE TIME OUT TO FIND INFORMATION.  | Electronic survey |
| I THINK IT IS VERY IMPORTANT THAT INFORMATION/QUESTIONNAIRES ARE AVAILABLE ELECTRONICALLY. IT CUTS DOWN ON COST AND ADMINISTRATION AND IS EASIER FOR PEOPLE TO COMPLETE IE BETTER RESPONSE RATE                              | Electronic survey |

|   |                   |
|---|-------------------|
| I USE EMAIL EVERYDAY AND APPRECIATE A PAPERLESS SOCIETY IS MORE SUSTAINABLE. NEVERTHELESS, I MUCH PREFER QUESTIONNAIRES AND LETTERS/NEWS IN WRITING ON PAPER - TO READ AND COMPLETE OVER A CUP OF TEA. ON EMAIL, IT WOULD GET LOST IN THE SPAM. | Electronic survey |
| IM SURE IT WOULD BE CHEAPER TO DO VIEWPOINT AND QUESTIONNAIRE ON LINE   | Electronic survey |
| MORE ON LINE INFORMATION  | Electronic survey |
| ON LINE FORUM IS A GOOD IDEA BUT WE ARE NOT ABLE TO USE COMPUTERS   | Electronic survey |

| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>  |   |
|--|---|
| A SMALL LIST OF EMERGENCY PHONE NUMBERS IE GAS, ELECTRIC, POLICE DIFF AREAS HOSPITAL AND BOLSOVER OFFICE   | Publicity about other community information |
| FINDING MORE NEWS ABOUT PARISH COUNCILS UNDER BOLSOVER DISTRICT COUNCIL  | Publicity about other community information |
| IS THERE A WEBSITE WITH VIEWPOINT NEWS AND DISCUSSIONS, INFO ON WHAT HAPPENING ETC?  | Publicity about other community information |
| MORE INFORMATION ON LOCAL COMMUNITIES REGARDING WHATS BEING DONE TO IMPROVE WHERE WE LIVE AND JOBS   | Publicity about other community information |
| WOULD BE USEFUL TO HAVE LIST OF CLUBS/ORGANISATIONS SET UP WITHIN BOLSOVER DISTRICT COUNCIL AREA AS NOT ALWAYS AWARE OF THINGS GOING ON UNTIL ITS TOO LATE. WOULD HELP NEWCOMERS TO THE AREA | Publicity about other community information |

| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>  |                              |
|--|------------------------------|
| NOT COMMUNITY ASSOCIATION - RESIDENT PANELS DESIGN YOUR QUESTIONNAIRES FOR YOU - IN PLAIN UNDERSTANDABLE ENGLISH   | Improve wording of questions |
| QUESTION PUT MORE PLAINLY OR EXPLAINED TO THE POINT.   | Improve wording of questions |
| THE THIRD PART OF THE FIRST QUESTION IS AN EXAMPLE OF THE FIRST PART - 15-20 MINS WALK MIGHT BE 1½ MILES FOR SOME YET NO DISTANCE FOR THE DISABLED, WEAK AND ELDERLY.  | Improve wording of questions |
| TO ENABLE THE PANEL TO BE ABLE TO ANSWER THE QUESTIONS TRUTHFULLY, THE QUESTIONS SHOULD BE WORDED PROPERLY TO GET A CORRECT RESPONSE. QUESTIONS TOO RIGID. THE BOXES DO NOT REFLECT A CORRECT REPLY TO QUESTIONS | Improve wording of questions |

|   |                          |
|---|--------------------------|
| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>                   |                          |
| A BREAKDOWN OF MALE/FEMALE/AGE GROUP/POSTCODE OF THE C/P PARTICIPANTS                       | Breakdown of respondents |
| COULD YOU LET US HAVE SOME INDICATION OF THE AGE RANGE OF RESPONDENTS/PANEL MEMBERS PLEASE? | Breakdown of respondents |
| YOUNG ARE CITIZENS - HOW MANY OF YOUTH ARE MEMBERS? (YOUNG IDEAS)                           | Breakdown of respondents |

|  |                         |
|--|-------------------------|
| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>  |                         |
| IN ORDER TO BRING ABOUT A BETTER SERVICE TO THE COUNCIL - A RESPONSE RATE OF 70% SHOULD BE EXPECTED. AFTER THREE NO RESPONSES, THE PANELLIST SHOULD BE REMOVED FROM THE RESERVE LIST | Cull of non-respondents |
| SUGGEST "ANNUAL CALL" OF MEMBERS NOT RESPONDING TO QUESTIONNAIRES  | Cull of non-respondents |

|  |  |
|--|--|
| <b>Other suggestions for improvements to the Bolsover Citizens' Panel</b>  |  |
|  |  |
| COMPLAINTS WHEN ARE THEY IRONED OUT, LIKE NUISANCES DOG MUCK ON RECREATION GROUND NOT TEN YARDS FROM MY BACK DOOR                    |  |
| CONDENSED DOWN TO USE LESS PAPER, EXCEPT FOR VISUALLY IMPAIRED PARTICIPANTS  |  |
| COULD THE CITIZENS PANEL DO ANYTHING TO HELP IN THE RECENT BAD WEATHER CONDITIONS WITH MORE ACTION ON SALTING OUR LESS MAJOR ROADS   |  |
| FREE BEER  |  |
| HAVE WE RUN OUT OF QUESTIONS? ONLY ONE PAGE?   |  |
| IT IS WELL PRESENTED   |  |
| NO I JUST THANK YOU FOR ASKING OUR OPINION   |  |
| PLEASE DO NOT KEEP SENDING ME 2 OF EVERYTHING. IT IS A WASTE OF MONEY, TIME ETC  |  |
| SECTION TO AMEND PERSONAL DETAILS (MY SURNAME IS NOW YOUD BUT THERE IS NOTHING ON THE QUESTIONNAIRE WHERE I CAN CHANGE THESE DETAILS |  |

# APPENDICIES

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Covering letter

Questionnaire

Viewpoint newsletter



Your November CP Number is: 1  
Our Ref: CP – February 2009  
Please Ask For: Ann Bedford  
Direct Line: 01246 242300  
E-mail: enquiries@bolsover.gov.uk  
Date: As postmark

**Bolsover Citizens' Panel** - representing all wards in the District of  
Bolsover

**Questionnaire 19 – February 2009**

**Dear**

Please find enclosed the nineteenth Citizens' Panel questionnaire for you to complete and a copy of Viewpoint to keep you up to date with current news for the Panel.

The February survey covers just one topic – **the future management of Bolsover Citizens' Panel.**

**Please fill in the questionnaie as soon as possible, and return it in the FREEPOST envelope provided by Saturday 13<sup>th</sup> March 2009.**

Please bear in mind that we treat your answers in the strictest confidence. The questionnaire is scanned straight into a computer and responses are treated anonymously, not looked at individually. The Citizens' Panel number on the front page helps us to maintain your contact details only.

If you change your address or any other contact details please let me know by including the details on a separate piece of paper with your completed questionnaire, or by contacting me directly.

If you have any difficulties filling in this questionnaire, please contact me on 01246 242300, between Monday to Friday 9 a.m. – 5 p.m.

Thank you very much for your continued support in providing us with your views, this enables us to improve local services for all residents of the District.

Yours sincerely

Ann Bedford  
Customer Service & Performance Department

This information is available in other formats. If you require a different format please contact me

by telephoning 01246 242300

by emailing: [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)

or by writing to me at the address on this letter.



Derbyshire Constabulary





Derbyshire Constabulary



# The future management of BOLSOVER CITIZENS' PANEL

Please return the completed questionnaire by  
**Saturday 13th March 2009**

In June 2007, 68% of respondents to the survey indicated they would be willing to participate in an annual conference to discuss how the Citizens' Panel could be improved and also to have feedback on actions arising from the information respondents had provided. Some respondents suggested improvements to the management of the survey and others indicated that, although they may not be able to attend, they would like the opportunity to have some input into the conference. This quick survey is to capture those comments so that all panel members have the chance to shape the Citizens' Panel prior to a conference being held. Please take a few minutes to complete this survey. Thank you.

**Below is a list of suggestions sent in by panel members. To what extent do you agree with these statements? (Please X one box on each row)**

|  | Strongly<br>Agree | Agree | Neither<br>agree nor<br>disagree | Disagree | Strongly<br>Disagree |
|--|-------------------|-------|----------------------------------|----------|----------------------|
|--|-------------------|-------|----------------------------------|----------|----------------------|

## The questionnaire form

|  |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The questionnaire design and comments boxes do not allow relevant responses  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The questionnaire should be available electronically   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The questionnaire should concentrate on issues important to local people and the area they live (within 15 - 20 minutes walking distance from your home) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Response rates

|  |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| There should be more prize draws as a reward for taking part/ improving response rates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

|  | Strongly<br>Agree | Agree | Neither<br>agree nor<br>disagree | Disagree | Strongly<br>Disagree |
|--|-------------------|-------|----------------------------------|----------|----------------------|
|--|-------------------|-------|----------------------------------|----------|----------------------|

### Viewpoint newsletter

- |   |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Statistics in Viewpoint are not easy to read  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Viewpoint ought to be distributed more widely to publicise actions  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Viewpoint ought to include more specific statistics relevant to the subject, i.e. number of prosecutions etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Viewpoint is a waste of money   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information should be presented pictorially, i.e. graphs etc  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Other suggestions

- |  |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| There should be an on-line forum   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would like a conference every year to discuss actions and achievements   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would like a 'Frequently Asked Questions', about issues around Bolsover Citizens' Panel, feature in Viewpoint newsletter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have another suggestion, not listed here, that you think would be an improvement to the Bolsover Citizens' Panel? Please specify in the box below:

**Thank you for completing the questionnaire.  
Please return it using the free post envelope provided by  
Saturday 13th March 2009**

This questionnaire is available in other formats. If you require a different format, have any queries or comments on this Citizens' Panel survey form then contact:

CSPD, Ann Bedford  
Bolsover District Council  
Sherwood Lodge, Bolsover  
Derbyshire S44 6NF

Tel: 01246 242300  
Fax: 01246 242423  
Email: [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)

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**

**Results from the November Survey**

**Communications**

**Bolsover District Councils' complaints handling**

**Noise occurrence**

**Bolsover Local Strategic Partnership**

**'Equality Panel' – latest!**

**Ask Derbyshire**

**Derbyshire Arts Development Group**

**Panel Recruitment**

**Police 'Budget Consultation' events - headline news**



# 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](http://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

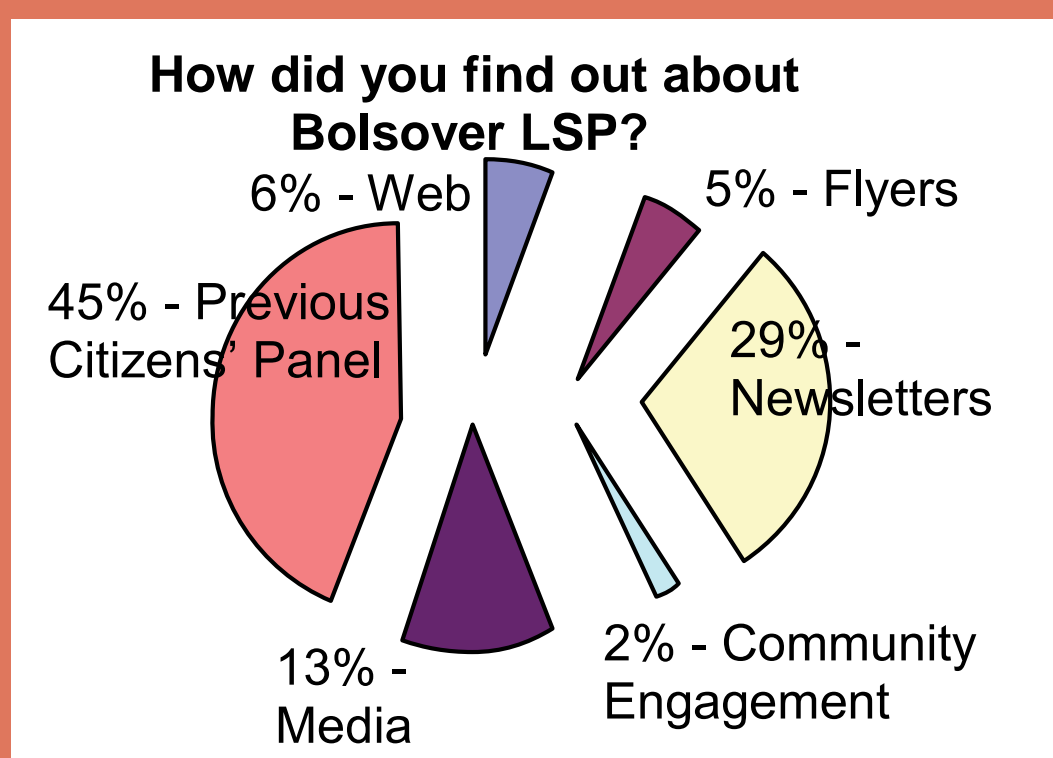
A report of these issues has been put forward to the Councils Equalities Service Development Group, which monitors and develops existing and new services provided by the Council, and also sent to the relevant partner organisations.

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](mailto: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](http://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

Produced by Bolsover District Council, Sherwood Lodge, Bolsover, Derbyshire  
S44 6NF. Telephone 01246 242300  
Fax 01246 242423  
Email [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)

## 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](mailto:enquiries@bolsover.gov.uk)

Requests for service – please ring our Contact Centres on 01246 242424, email [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk) or complete one of the on-line forms on our website [www.bolsover.gov.uk](http://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](http://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.