

**VIEWPOINT
Citizens' Panel**

November 2016 Survey

- **The local area and the services you receive from the Council**
- **Diversity Monitoring**

FINAL

Contents

Chapter	Pages
1 Methodology and profile	1 - 2
2 The local area and the services you receive from the Council:	
• Introduction and Executive Summary	3
• Survey findings	3 - 7
• Data tables	8
• Trend data	9 - 10
3 Diversity Monitoring	
• Introduction and Executive Summary	11
• Survey findings	11- 15
• Open comments	16 – 17
• Data tables	18 – 19
• Trend data	20 - 21
Attached appendices	
Questionnaire	22 - 27

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1 Methodology and Profile

Background and Introduction

As a means of obtaining residents' views, North East Derbyshire District Citizens' Panel¹ was established. It consists of 500 residents who are mailed (or emailed) a questionnaire twice a year covering a variety of subjects.

In November 2016 North East Derbyshire District Council conducted a survey with its Citizens' Panel to identify people's views on:

- The local area and the services you receive from the Council
- Diversity monitoring.

The questionnaire also asked respondents for key demographic information (gender, age, ethnicity and disability), which enables us to analyse the survey results using up to date information.

This report presents an analysis of the responses received. Within the report all figures are rounded and so may not add to 100%. Once published, reports, questionnaires and newsletters are available to view and download at the Council's consultation website www.askderbyshire.gov.uk.

Methodology

The questionnaire contained five sides of questions including 1 side of demographic questions. The survey was available to complete on-line, as well as via a paper questionnaire.

In total 500 questionnaires were sent out during w/c 14th November and respondents were given 3 weeks, until 2nd December 2016, to return their responses. Each survey was accompanied by a covering letter and a newsletter. A total of 263 replies were received making the response rate to this survey 53%.

The margin of error tells us how accurate the results are. The greater the margin of error, the lesser the accuracy of the data. Given a District population of 82,699 residents aged 16+ (2011 population census), and with the response rate to this survey, using a 95% confidence level, the margin of error is 7.0+/-%. This result means that we can be 95% confident that the results are accurate to within 7.0+/-%. It is important to take this into account when comparing these results with historical data.

¹ Established during 2002

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 2011 Population Census. This helps indicate how representative the findings are and should be taken into consideration alongside the results.

	Respondents to Survey (CP November 2016)	Population Figures (2011 Census)
Respondent characteristic	%	%
Gender		
Male	51	49
Female	49	51
Age Group		
		(age % as a proportion of 2011 population aged 16+)
16 – 24 years	0	12
25 – 64 years	45	63
65 years and over	55	25
Ethnicity		
White British or Irish	100	97
Ethnic Minority (including white, other)	0	3
Disability		
Yes, limited a lot	13	11
Yes, limited a little	20	11
No	68	78

Responses to this questionnaire are over representative of the age group 65 years and over, and is under representative of the younger age groups compared to the age profile of those aged 16+ in the District at the time of the 2011 population census.

The group whose disability limits their life a little is also slightly over-represented.

2. The local area and the services you receive from the Council

The local area receives services from two councils, North East Derbyshire District Council and Derbyshire County Council. The survey asked about North East Derbyshire District Council which is responsible for services such as refuse collection, street cleaning and planning.

Respondents were asked to think of the area within a 15-20 minute walking distance from their home when answering the questions about the 'local area' and to think about the range of services North East Derbyshire District Council provides to the community as a whole as well as the services their household uses.

Executive Summary

- The vast majority (89%) are satisfied with their local area as a place to live.
- The majority (79%) are satisfied with the way North East Derbyshire District Council runs things.
- The majority of respondents feel well informed (82%) about the services the Council provides.
- Most respondents feel they are well informed about the Council's performance (75%), how to complain (71%) and how to give their views (70%).

Survey Findings

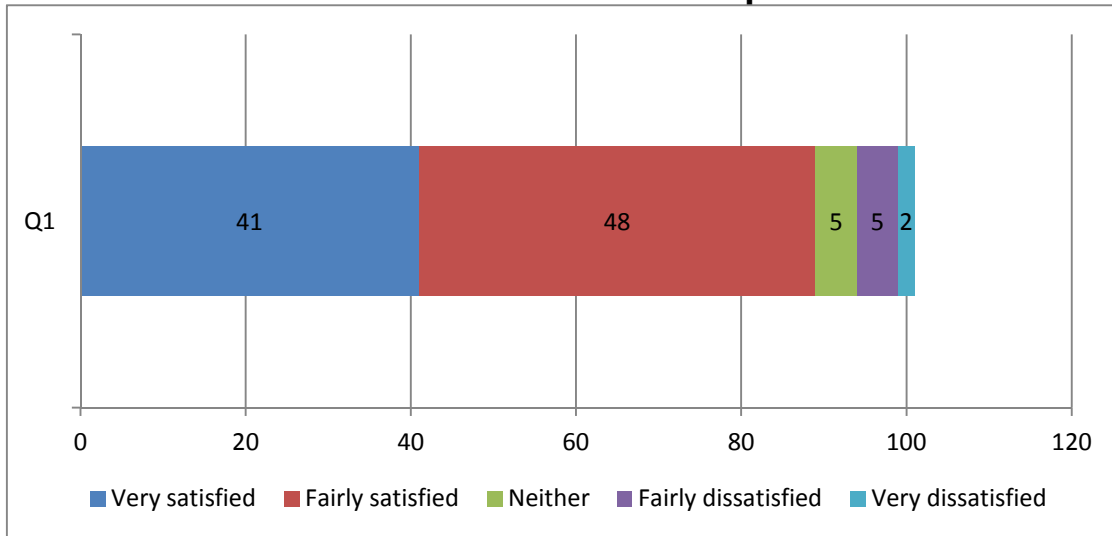
Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

This section of the survey asked about Panel members' views on living in the district, the Council and its services. These questions were derived from ones asked on the government Place Survey in 2008 and those subsequently designed by Department for Communities and Local Government for local authorities to track opinions nationally through the 'Are You Being Served' survey. Since these government led surveys have stopped running, North East Derbyshire District Council has asked the most pertinent questions from the surveys through the Citizens' Panel.

The trend data is provided in full at the end of this section of the report.

Positively, almost 9 in 10 respondents (89%) are satisfied with their local area as a place to live. This is exactly the same proportion that was measured in 2012, however, the proportion stating 'very satisfied' is slightly higher and consequently 'fairly satisfied' is lower. Only 7% are dissatisfied.

Satisfaction with local area as a place to live



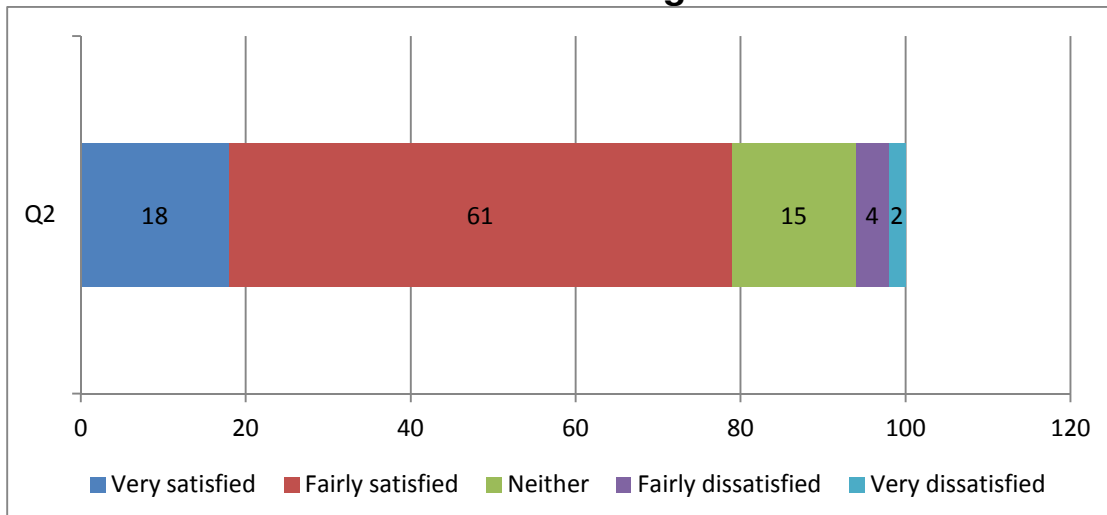
Satisfaction with local area as a place to live	
Base: 262	%
Very satisfied	41
Fairly satisfied	48
Neither	5
Fairly dissatisfied	5
Very dissatisfied	2

* In accordance with CLG Place Survey Guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know” (0), or who do not complete the question (1) are excluded from the calculations.

Q2 Overall, how satisfied or dissatisfied are you with the way North East Derbyshire District Council runs things?

The majority are also satisfied (79%) with the way North Easy Derbyshire District Council runs things. This is the same level of satisfaction as in 2014 and 2012.

Satisfaction with the way North East Derbyshire District Council runs things



Satisfaction with the way North East Derbyshire District Council runs things	
<i>Base: 249</i>	%
Very satisfied	18
Fairly satisfied	61
Neither	15
Fairly dissatisfied	4
Very dissatisfied	2

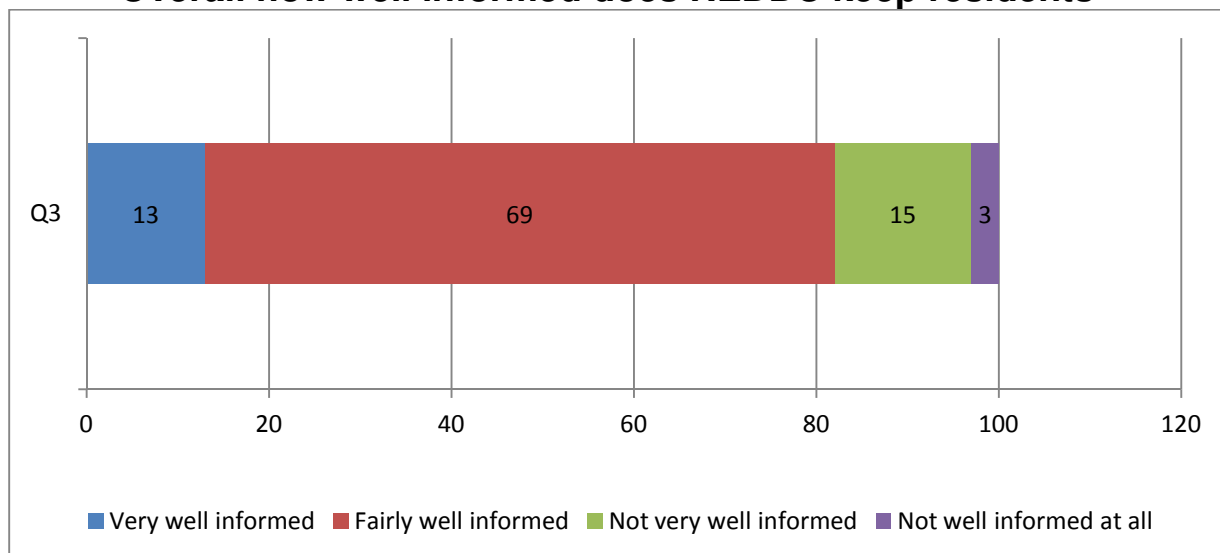
* In accordance with CLG Place Survey Guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know”(4), or who do not complete the question (10), are excluded from the calculations.

Q3 Overall, how well informed do you think North East Derbyshire District Council keeps residents about the services it provides?

We included several questions to measure how well informed residents feel. This is important as national studies have shown that feeling well informed is linked with how satisfied residents are.

The initial question asks residents how well they think the Council keeps them informed about the services it provides. The majority of respondents feel well informed (82%) – the largest proportion felt ‘fairly well informed (69%)’. This is in-line with the findings in previous years.

Overall how well informed does NEDDC keep residents



How well informed does North East Derbyshire District Council keep residents

Base: 256	%
Very well informed	13
Fairly well informed	69
Not very well informed	15
Not well informed at all	3

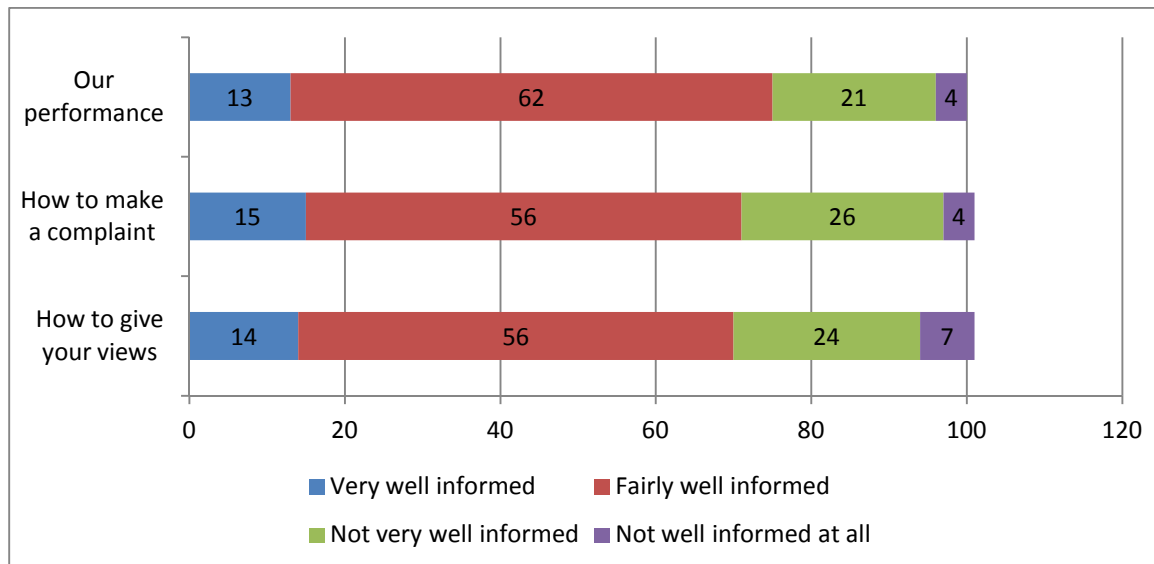
**The base for the question is valid responses (all those providing an answer), therefore excluded from the calculations are those stating "don't know" (5) or not answering (2).*

Q4 Overall, how well informed do you feel about each of the following?

Panel members were also asked how well informed they felt about three aspects of the Council. The majority, over 7 in 10 of respondents in each case, felt well informed: 75% felt well informed about our performance; 71% on how to make a complaint; 70% about how to give their views.

We have measured two of these statements since the last Place Survey in 2008 and the trend over time is very positive with both statements seeing a rise over time in the proportion who feel they are well informed (a combination of very well and fairly well informed).

How well informed do you feel about each of the following



How well informed do you feel about each of the following			
	Our performance	How to make a complaint	How to give your views
<i>Base:</i>	255	248	251
	%	%	%
Very well informed	13	15	14
Fairly well informed	62	56	56
Not very well informed	21	26	24
Not well informed at all	4	4	7

**The base for the question is valid responses (all those providing an answer), therefore excluded from the calculations are those stating "don't know" or not answering*

Appendix: Data Tables

The Local Area and the Services You Receive From the Council

About Your Local Area

Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

<i>Base: Valid responses* (262)</i>	%	Number
Very satisfied	41	107
Fairly satisfied	48	126
Neither satisfied nor dissatisfied	5	12
Fairly dissatisfied	5	13
Very dissatisfied	2	4

**Excluded from the calculations are those stating "don't know" (0) or not answering (1).*

Q2 Overall, how satisfied or dissatisfied are you with the way North East Derbyshire District Council runs things?

<i>Base: Valid responses* (249)</i>	%	Number
Very satisfied	18	45
Fairly satisfied	61	151
Neither satisfied nor dissatisfied	15	36
Fairly dissatisfied	4	11
Very dissatisfied	2	6

**Excluded from the calculations are those stating "don't know" (4) or not answering (10).*

Q3. Overall, how well informed do you think North East Derbyshire District Council keeps residents about the services it provides?

<i>Base: Valid responses* (256)</i>	%	Number
Very well informed	13	32
Fairly well informed	69	177
Not very well informed	15	39
Not well informed at all	3	8

**Excluded from the calculations are those stating "don't know" (5) or not answering (2).*

Q4 Overall, how well informed do you feel about each of the following?

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all
<i>Base: Valid responses</i>	%	%	%	%
Our performance (Base: 255)	13	62	21	4
How to make a complaint (Base: 248)	15	56	26	4
How to give your views (Base: 251)	14	56	24	7

**Excluded from the calculations are those stating "don't know" or not answering.*

Appendix: Trend Data The Local Area and the Service You Receive From the Council

Q. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

	CP Nov 16	CP Nov 14	CP Nov 12	CP Nov 11	Place Survey 2008*
	%	%	%	%	%
Very satisfied	41	37	49	37	29
Fairly satisfied	48	52	44	52	55
Neither	5	5	4	7	10
Fairly dissatisfied	5	5	3	4	5
Very dissatisfied	2	1	1	1	2

* Place survey utilises a random sample therefore the methodological differences in the surveys may account for differences in the findings.

** In accordance with CLG Place Survey Guidance, the base for each question is "valid responses" or all those providing an answer. Those stating "don't know", or who do not complete the question, are excluded from the calculations. Where we are comparing Citizens' Panel Results the results of the CP survey have been reworked on this basis.

Q. And now taking everything into account, how satisfied or dissatisfied are you with the way North East Derbyshire District Council run things?

	CP Nov 16	CP Nov 2014	CP Nov 2012	CP Nov 2011	Place Survey 2008*
	%	%	%	%	%
Very satisfied	18	20	21	8	8
Fairly satisfied	61	60	60	62	41
Neither	15	11	13	20	33
Fairly dissatisfied	4	7	4	8	13
Very dissatisfied	2	2	2	3	6

* Place survey utilises a random sample therefore the methodological differences in the surveys may account for differences in the findings.

** In accordance with CLG Place Survey Guidance, the base for each question is "valid responses" or all those providing an answer. Those stating "don't know", or who do not complete the question, are excluded from the calculations. Where we are comparing Citizens' Panel Results the results of the CP survey have been reworked on this basis.

Q Overall, how well informed do you think North East Derbyshire District Council keeps residents about the services it provides?

	CP 2016	CP 2014	CP 2013	CP 2012
	%	%	%	%
Very well informed	13	10	12	14
Fairly well informed	69	69	68	69
Not very well informed	15	18	17	15
Not well informed at all	3	2	3	2

**The base for the question is valid responses (all those providing an answer), therefore excluded from the calculations are those stating “don’t know” or not answering*

Q How well informed do you feel about each of the following?

	Very well informed				Fairly well informed				Not very well informed				Not well informed at all			
	CP Nov 16	CP Nov 14	CP Nov 12	CP Nov 11	CP Nov 16	CP Nov 14	CP Nov 12	CP Nov 11	CP Nov 16	CP Nov 14	CP Nov 12	CP Nov 11	CP Nov 16	CP Nov 14	CP Nov 12	CP Nov 11
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Our performance	13	11	-	-	62	60	-	-	21	25	-	-	4	4	-	-
How to make a complaint	15	14	8	9	56	53	47	38	26	27	31	39	4	6	14	14
How to give your views ◊	14	14	7	7	56	56	44	35	24	23	34	47	7	6	14	12

** In accordance with CLG Place Survey Guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know”, “neither” or who do not complete the question, are excluded from the calculations. Where we are comparing Citizens’ Panel Results the results of the CP survey have been reworked on this basis.*

◊ New wording. Previous wording was “How you can get involved in local decision making”.

3. Diversity Monitoring

North East Derbyshire District Council has legal duties to make sure the services we provide can be accessed by all people, and to work together with other agencies to tackle discrimination in the district. Nine groups are recognised by the Equalities Act 2010 as needing particular attention, these are: disability, religion or belief, race or ethnicity, age, gender, gender identity, pregnancy and maternity, marriage and civil partnerships and sexual orientation.

The Council has developed a new 'Single Equality Scheme' which sets out local priorities in ensuring equality of services. The opinions and comments from Citizens' Panel members will be taken into account when the document is next reviewed.

Executive Summary

- 250 respondents said they had not experienced discrimination in using Council services, 10 people said they had.
- 254 people said they had not experienced discrimination in the District as a whole, 10 people said they had experienced discrimination.
- Of the group who had felt discriminated against, the two most frequently mentioned types of discrimination were by disability (4 people) and age (3 people).
- Almost nine in ten respondents (88%) agreed it is easy to access council services.
- Almost two-thirds of respondents (64%) felt there were no physical barriers to accessing council premises.
- Six in ten respondents (61%) agreed that the Council provides them with information in a suitable format.
- The vast majority (92%) of respondents agreed that the local area is a place where people from different backgrounds get along. This is a similar level to that measured in 2014 and 2011.

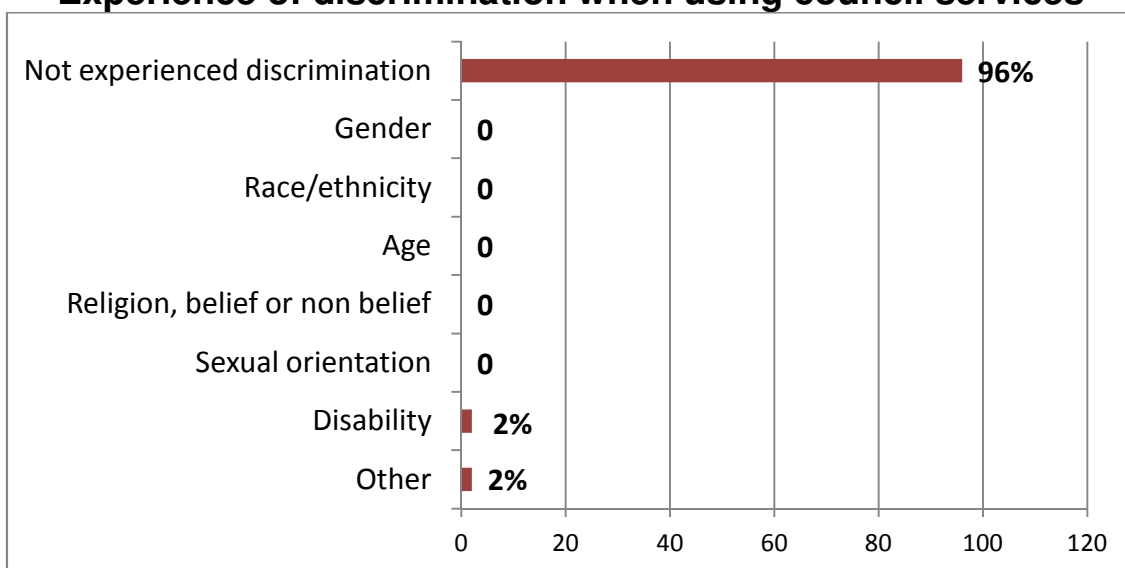
Survey Findings

In the following questions we used a wide definition when we talked about discrimination: being treated less favourably than others, being treated unfairly because you have previously raised a valid discrimination complaint or being treated without dignity, in an intimidating, hostile, degrading, humiliating or offensive way.

Q5 Do you believe that in using Council services you have experienced discrimination because of any of the following?

The first area explored was whether users of Council services feel they have experienced any issues of discrimination. Only 10 respondents felt they had experienced discrimination through using Council services: 4 because of disability; one because of age; one because of their religion, belief or non-belief and a further 3 because of a range of reasons (the fourth person in this category claimed they had never dealt directly with the Council).

Experience of discrimination when using council services



Experience of discrimination when using council services		
<i>Base: 260</i>	%	Number
I have not experienced discrimination	96	250
Gender	-	-
Race/ethnicity	-	-
Age	0	1
Religion, belief or non-belief	0	1
Sexual orientation	-	-
Disability	2	4
Other	2	4

We then asked anyone who felt they had experienced discrimination to tell us why they feel they were discriminated against. There were 3 comments in total.

Q6 If you have experienced discrimination, please briefly let us know why you feel you were discriminated against. Comments

I have reported large pieces of hedge on the roadside. This has not been collected, neither has the Council come back to me.

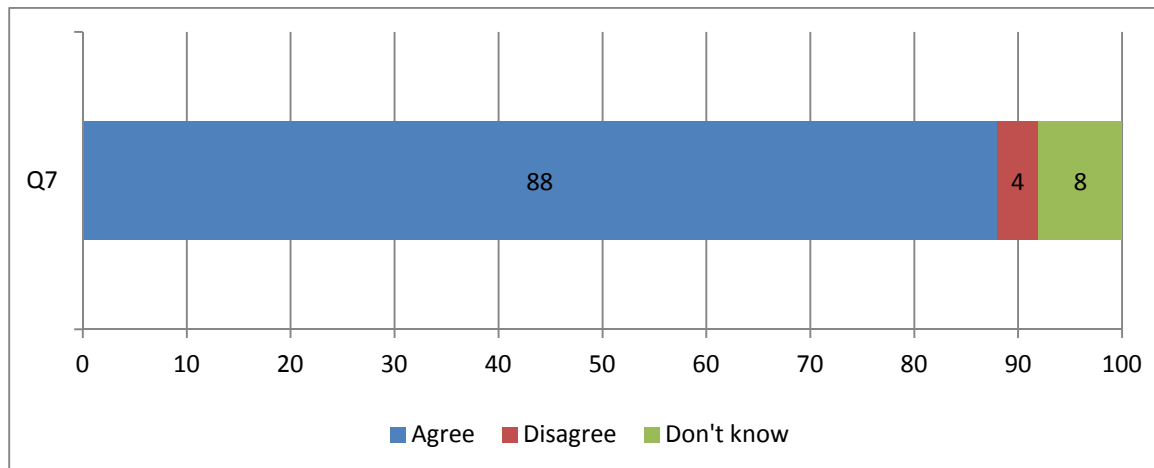
Standing in long queues with no seat

YES.....Because I am a normal heterosexual wite middle class male which make up the vast majority of the local population.

The following three questions all ask Panel members to agree or disagree with statements relating to accessing Council services.

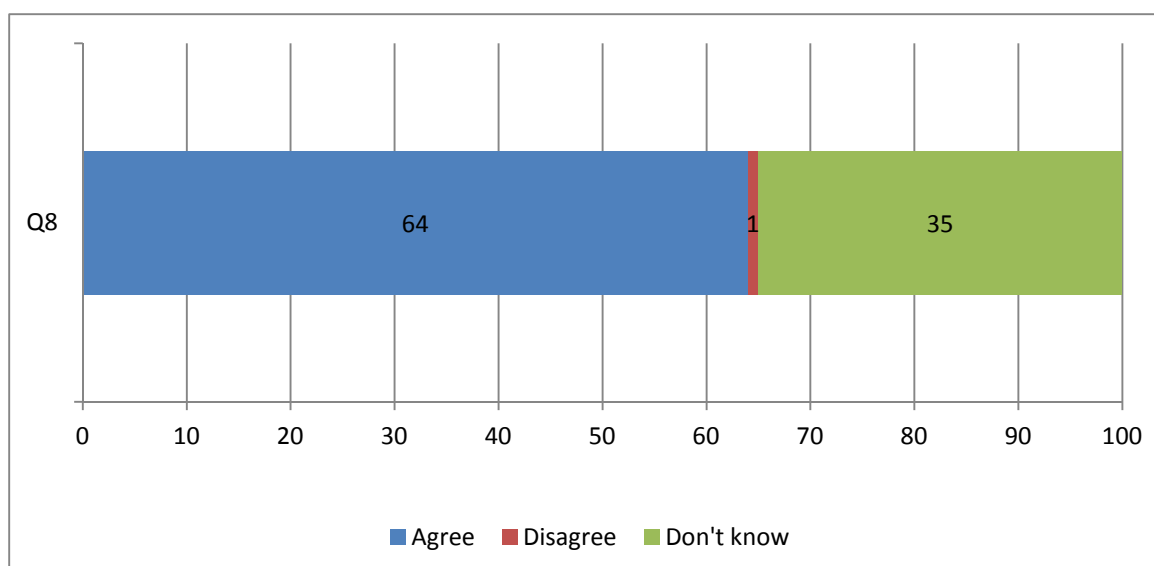
The vast majority (88%) agreed that it was easy for them to contact the Council using the different ways available.

Q7 It is easy for me to contact the Council using the different ways available.



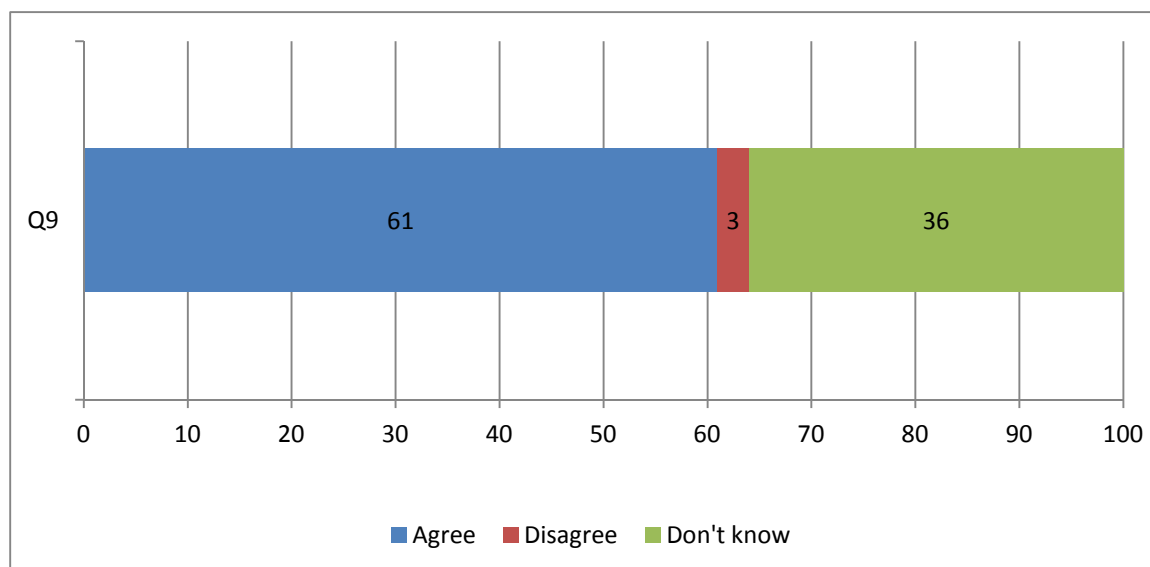
Just under two-thirds of respondents (64%) felt there were no physical barriers to accessing Council premises, the final third (35%) didn't know. This may indicate that the later group had not visited any Council buildings. The proportion stating 'Don't know' has risen by 10 percentage points since last measured in November 2014 which may be linked to the move of the Council offices from central Chesterfield to Wingerworth.

Q8 There are no physical barriers to me accessing Council premises e.g. steps, blocked ramps, sufficient disabled parking.



While the majority (61%) felt the Council provided them with information in a suitable format, there were also a sizeable proportion of respondents (36%) who answered 'don't know'. This proportion has risen by 6 percentage points since November 2014.

Q9 The Council provides me with information in a suitable format e.g. large print or text message.



Q10 Thinking about your experiences living within North East Derbyshire District but NOT including dealing with North East Derbyshire District Council, do you believe that over the past year you have experienced discrimination because of....?

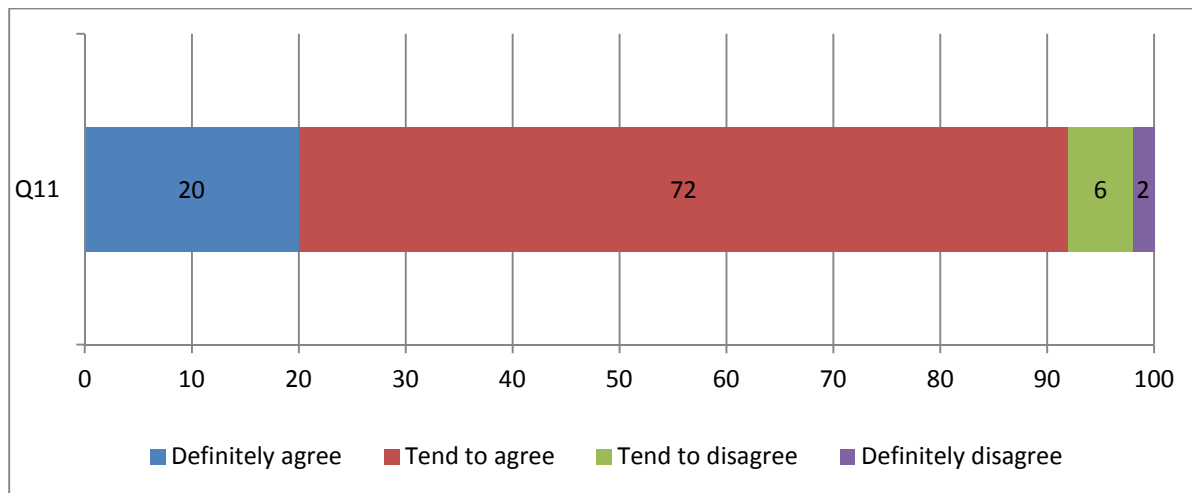
Q10		
	%	Number
<i>Base: 263</i>		
I have not experienced discrimination	97	254
Gender	-	1
Race/ethnicity	-	-
Age	1	3
Religion, belief, non-belief	-	1
Sexual orientation	-	-
Disability	2	4
Other	-	1

Thinking about their experiences living within North East Derbyshire District (but not including dealing with North East Derbyshire District Council), respondents were asked if they believed they had experienced discrimination in the past year. The vast majority, 97%, had not.

Of the respondents that had experienced discrimination, two left comments which related to low incomes and disabled access in shops.

Q11 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Over 9 in 10 of those giving a valid response (92%) agree that their local area is a place where people from different backgrounds get on well together. This figure is in-line with the response when the question was asked in 2014 and 2011.



**Appendix A: Open Comments
Diversity Monitoring**

Q5. Do you believe that in using council services you have experienced discrimination because of any of the following? Other comments.

Never dealt with them.

Because I objected to a planning application

Seem to take second place behind houses being serviced for new tenants.

Poor financial income

Q6. If you have experienced discrimination, please briefly let us know why you feel you were discriminated against?

I have reported large pieces of hedge on the roadside. This has not been collected, neither has the Council come back to me.

Standing in long queues with no seat

YES Because I am a NORMAL heterosexual white middle class male which make up the vast majority of the local population

--

Q7. It is easy for me to contact the Council using the different ways available. Disagree open comments.

But complaints are not carried through.

On two occasions when I contacted the Council by phone there was no record of the call.

Tried to get bench re-installed in Sindelfingen Park. Gave up.

Contact details for the Council are not well promulgated

Difficult to find numbers. Website difficult to navigate.

One phone number, operators often don't know department needed.

The new website doesn't work on the 'Contact' page.

The Council offices are not central and easy to access. Some residents cannot travel or have any computer. (knowledge) The offices are harder to get to for any business.

Council office too far away from town centre (Chesterfield)

I don't email and phoning is the quickest method

--

Q8. There are no physical barriers to me accessing Council premises. Disagree open comments.

Have not visited Wingerworth offices

A real faff to get blue badge and not enough spaces

Council offices are too far away from the town centre (Chesterfield)

I am disabled

Q9. The Council provides me with information in a suitable format e.g. large print or text message. Disagree open comments.

Some time the text type is difficult to read

The answer is n/a but that is not an option

Residents could sign up for the option of E mail versions of the Newspaper saving on paper and delivery costs. Option to be offered with voter registration/council tax payment etc. Ditto bin collection flyer.

Mobile phone number not given

Not really a regular update of information of decisions or outcomes that may affect us

I'm registered blind, with some limited vision, but I only receive standard NEDDC communications

Q10. Thinking about your experiences living within North East Derbyshire District but NOT including dealing with North East Derbyshire District Council, do you believe that over the past year you have experienced discrimination because of.....?

The shops in Holmewood village do not have disabled access except one shop next to chemist. No access in Londis or Premier.

Lack of income

Appendix: Data Tables

Diversity Monitoring

Q5 Do you believe that in using Council services you have experienced discrimination because of any of the following?

(Please choose any that apply)

<i>Base: Valid responses (260)</i>	%	Number
I have not experienced discrimination	96	250
Gender	-	-
Race/ethnicity	-	-
Age	0	1
Religion, belief, non-belief	0	1
Sexual orientation	-	-
Disability	2	4
Other	2	4

**Excluded from the calculations are those not answering (3).*

Q7 It is easy for me to contact the Council using the different ways available.

<i>Base: Valid responses (263)</i>	%	Number
Agree	88	232
Disagree	4	10
Don't know	8	21

Q8 There are no physical barriers to me accessing Council premises e.g. steps, blocked ramps, sufficient disabled parking.

<i>Base: Valid responses (263)</i>	%	Number
Agree	64	168
Disagree	1	2
Don't know	35	93

Q9 The Council provides me with information in a suitable format e.g. large print or text message.

<i>Base: Valid responses (259)</i>	%	Number
Agree	61	159
Disagree	3	8
Don't know	36	92

**Excluded from the calculations are those not answering (4).*

Q10 Thinking about your experiences living within North East Derbyshire District but NOT including dealing with North East Derbyshire District Council, do you believe that over the past year you have experienced discrimination because of...?

(Please choose any that apply)

<i>Base: Valid responses (263)</i>	%	Number
I have not experienced discrimination	97	254
Gender	-	1
Race/ethnicity	-	-
Age	1	3
Religion, belief, non-belief	-	1
Sexual orientation	-	-
Disability	2	4
Other	-	1

Q11. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

<i>Base: Valid responses (183)</i>	%	Number
Definitely agree	20	37
Tend to agree	72	132
Tend to disagree	6	11
Definitely disagree	2	3

**Excluded from the calculations are those not answering (0), those stating "don't know" (43), "too few people in the local area" (6) and those stating "All the same background" (31).*

Appendix: Trend Data

Diversity Monitoring

Q Do you believe that in using Council services you have experienced discrimination because of any of the following?

(Please choose any that apply)

	Nov 2016	Nov 2014
<i>Base: Valid responses</i>	260	446
	%	%
I have not experienced discrimination	96	96
Gender	-	0
Race/ethnicity	-	-
Age	0	1
Religion, belief, non-belief	0	-
Sexual orientation	-	-
Disability	2	1
Other	2	2

**Excluded from the calculations are those not answering.*

Q It is easy for me to contact the Council using the different ways available.

	Nov 2016	Nov 2014
<i>Base: Valid responses</i>	263	476
	%	%
Agree	88	87
Disagree	4	5
Don't know	8	8

**Excluded from the calculations are those not answering.*

Q There are no physical barriers to me accessing Council premises e.g. steps, blocked ramps, sufficient disabled parking.

	Nov 2016	Nov 2014
	263	476
<i>Base: Valid responses</i>	%	%
Agree	64	72
Disagree	1	3
Don't know	35	25

**Excluded from the calculations are those not answering.*

Q The Council provides me with information in a suitable format e.g. large print or text message.

	Nov 2016	Nov 2014
	259	468
<i>Base: Valid responses</i>	%	%
Agree	61	69
Disagree	3	1
Don't know	36	30

**Excluded from the calculations are those not answering.*

Q Thinking about your experiences living within North East Derbyshire District but NOT including dealing with North East Derbyshire District Council, do you believe that over the past year you have experienced discrimination because of...?

(Please choose any that apply)

	Nov 2016	Nov 2014
	263	464
<i>Base: Valid responses</i>	%	%
I have not experienced discrimination	97	94
Gender	-	0
Race/ethnicity	-	0
Age	1	3
Religion, belief, non-belief	-	0
Sexual orientation	-	0
Disability	2	2
Other	-	1

**Excluded from the calculations are those not answering.*

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

	Nov 2016	Nov 2014	Nov 2011
	183	345	630
<i>Base: Valid responses</i>	%	%	%
Definitely agree	20	16	11
Tend to agree	72	76	79
Tend to disagree	6	6	8
Definitely disagree	2	2	2

**Excluded from the calculations are those not answering, those stating "don't know", "too few people in the local area" and those stating "All the same background".*