



**North East  
Derbyshire**  
District Council



North East Derbyshire District Council Residents' Survey

SUMMARY FINAL REPORT

November 2023

Richard Shaw  
January 2024

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## Distribution

Recipient	Issue	Date
Lee Hickin	Final Report	26/01/24
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Cllr Barry	Final Report	26/01/24

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## Background

North East Derbyshire District Council ran a residents' survey in November 2023 to help further understand resident perceptions of their local area and local services.

The results of the survey will help us improve our services and communications and provide valuable resident insight to help shape priorities for making North East Derbyshire a great place.

## Survey Methodology

Initially a random sample of 2,500 households were sent a mailshot letter with a QR code directing them to the online survey. The household sample was split across the 24 North East Derbyshire wards pro-rata to the number of households within each ward.

In addition to the mailshot letter, the online survey was made available on all North East Derbyshire social media channels, emailed to residents' who are registered with the Communications Team mailing list, the Leisure Team mailing list, Rykneld Homes mailing list and any resident who is a member of the established Citizens' Panel.

The survey also offered an opportunity for participants to be entered into a £100 high street voucher prize draw.

In all cases, any resident who preferred to complete the survey via a paper questionnaire could call the council offices and request a copy.

## Sample Size and Response Rate

As referenced above, a total of 2,500 questionnaires were sent out to the resident household sample on Monday 6<sup>th</sup> November, with a reminder letter sent out on Monday 20<sup>th</sup> November and respondents were given four weeks to complete/return their responses. The social media campaign ran alongside this distribution and the emails to specific mailing lists as referenced above were introduced at intervals through the four-week consultation period to increase the response numbers, a strategy that proved to be very successful.

A total of **3,269 responses** were received (3,194 online responses and 75 paper copy responses received from residents' who requested this option).

The percentages throughout the report may not always add exactly to 100% due to rounding.

## Resident Profile by Key Demographic

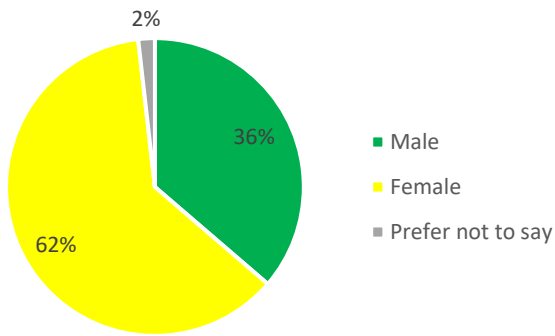
Key demographic information was captured in each survey to help build a resident profile and assist with equalities monitoring. A table of results is included below together with the summary of key points below which compares this information to the district's profile taken from the 2021 Population Census.

<b>Respondent Characteristic</b>	<b>Overall Respondent Profile %</b>	<b>% Population Figures (2021 Census)</b>
<b>Gender</b>		
Male	36	49
Female	62	51
Prefer not to say	2	-
<b>Age Group</b>		
		(age % as proportion of 2021 population aged 16+)
16-24 years	2	10
25-34	12	13
35-44	17	13
45-54	18	17
55-59	12	9
60-64	12	8
65-74	20	16
75 & over	10	14
<b>Ethnicity</b>		
White British or Irish	96	96
Ethnic Minority (including white-other)	4	4
<b>Disability</b>		
Yes, limited a lot.	12	11
Yes, limited a little	18	11
No	70	78

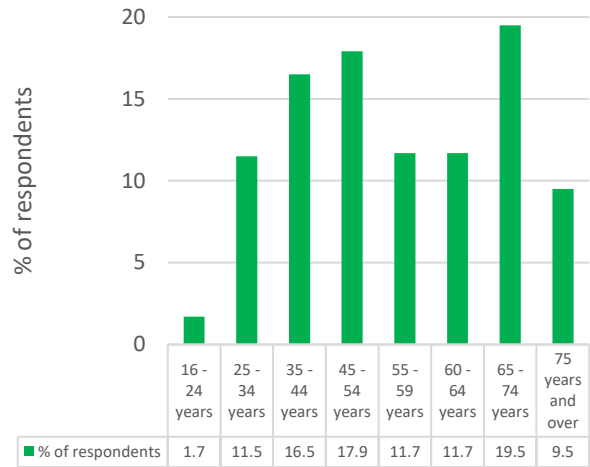
The profile of respondents was over representative of females and under representative of males when comparing to percentage population census figures. The survey was over representative of 35-44, 55-59, 60-64 and 65-74 age categories and under representative of the regional population demographic of 16-24 and 75 & over age categories. The ethnicity response was in line with the census data of the region. The response is over representative of respondents with disabilities (limited a little) and under representative of respondents with no disabilities. See Appendices 1-3 for additional demographic data.

## Demographic Profile

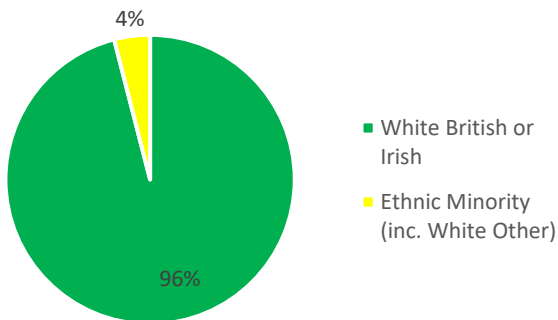
### Gender - By respondent %



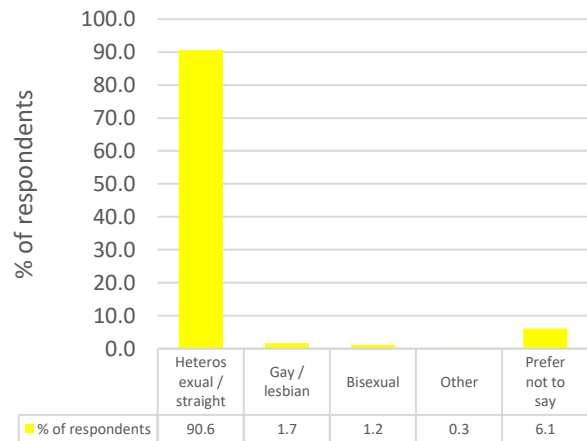
### Age - By respondent %



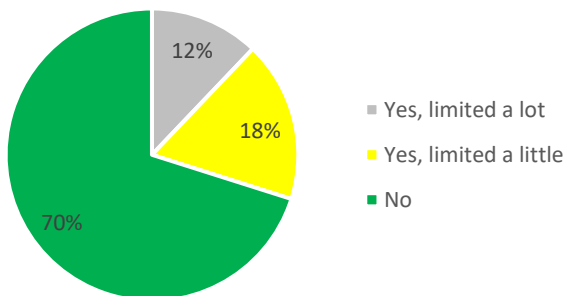
### Ethnicity - By respondent %



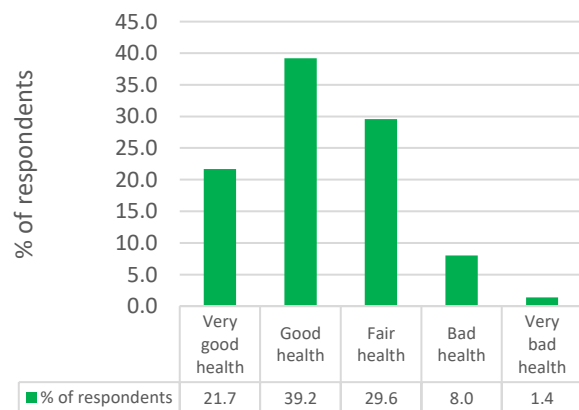
### Sexual orientation - By respondent %



### Disability profile - By respondent %



### General health profile - By respondent %



## Executive Summary

- Of the 3,269 responses to the survey, 2,732 respondents (83.6%) stated they were satisfied with their local area as a place to live.
- 2,108 respondents (64.5%) felt that they 'belong' to their local neighbourhood, 864 respondents (26.4%) neither agreed nor disagreed.
- 2,251 respondents (68.9%) agreed that people in their local area treat one another with respect, 638 respondents (19.5%) neither agreed nor disagreed.
- 1,953 respondents (59.7%) agreed that people from different backgrounds get on well together in their local area, 1,044 respondents (31.9%) neither agreed nor disagreed.
- 3,007 respondents (92.0%) felt safe when outside in their local area during the day, with 2,003 respondents (61.3%) stating they feel safe outside during the evening after dark and a further 595 respondents (18.2%) stating neither safe nor unsafe.
- From the 16 options provided within the survey, the respondents felt that the top 5 most important things in making somewhere a great place to live were 'feeling safe / low crime rate' (69.8%), 'access to nature / open spaces' (62.2%), 'access to health services' (57.3%), 'shops' (36.8%) and 'clean streets' (33.7%).
- From the 16 options provided within the survey, the respondents felt that the top 5 areas where improvement is required are: 'public transport provision' (41.8%), 'activities for older children / teenagers' (40.0%), 'shops' (32.2%), 'access to health services' (31.0%), 'feeling safe / low crime rate' (29.4%).
- In respect of public services, most respondents were satisfied with their Local Hospital (62.1%), followed by Derbyshire Fire and Rescue Service (61.6%) and GP Services / Family Doctor (54.7%). Respondents were least satisfied with Derbyshire Police (44.2%), Local Bus Services (34.0%) and NHS Dental Services (28.6%).
- 2,135 of 3,050 respondents who expressed an opinion (70.0%), felt either 'very well' or 'fairly well' informed by North East Derbyshire District Council in respect of keeping residents informed about the services and benefits it provides.
- The top 5 methods respondents use to find out about the council's services and benefits provision are Council's 'The News' magazine (47.9%), Council's website (36.2%), Council's email bulletin (20.7%), Council's social media (18.0%) and Local newspaper / magazine (17.3%).
- 1,891 respondents (57.9%) were satisfied with the way North East Derbyshire District Council runs things, with 940 respondents (28.8%) being neutral and 438 respondents (13.4%) being dissatisfied. This would rank the council third in the list of local public service providers.

## Residents' survey response detail

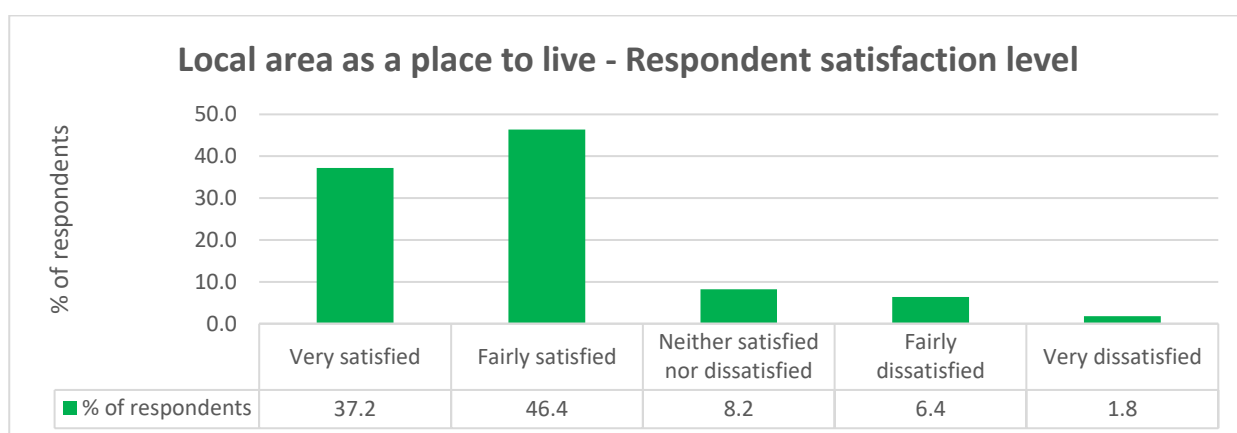
### Overview

The purpose of the residents' survey is to provide an opportunity to understand what communities think and offers valuable insight into how the organisation is perceived by the wider community and how they feel about their local area as a place to live.

### Local area

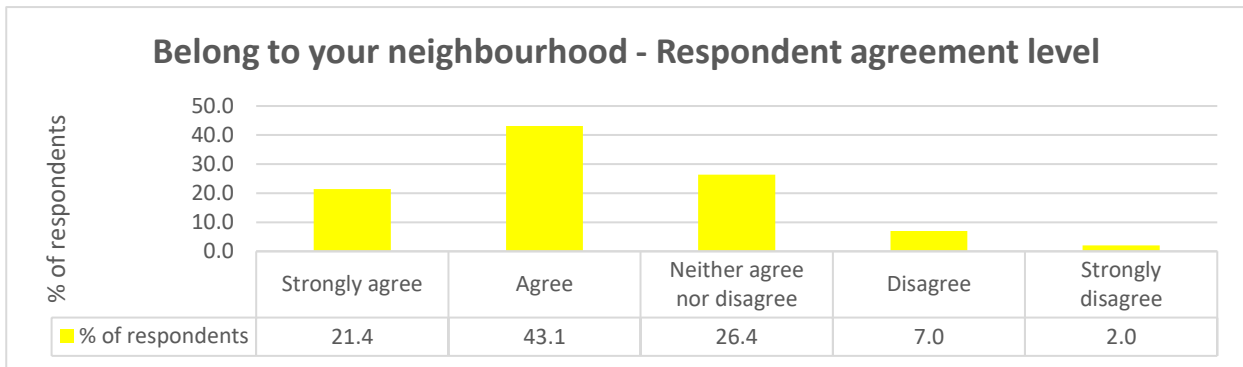
Respondents were asked how satisfied or dissatisfied they are with their local area as a place to live. Of the 3,269 total respondents to the survey, a pleasing 2,732 respondents (83.6%) were either 'very' or 'fairly' satisfied, 8.2% neutral (neither satisfied nor dissatisfied) and 8.2% either 'very' or 'fairly' dissatisfied.

Local area as a place to live	No. of respondents	% of respondents
Very satisfied	1215	37.2
Fairly satisfied	1517	46.4
Neither satisfied nor dissatisfied	269	8.2
Fairly dissatisfied	209	6.4
Very dissatisfied	59	1.8



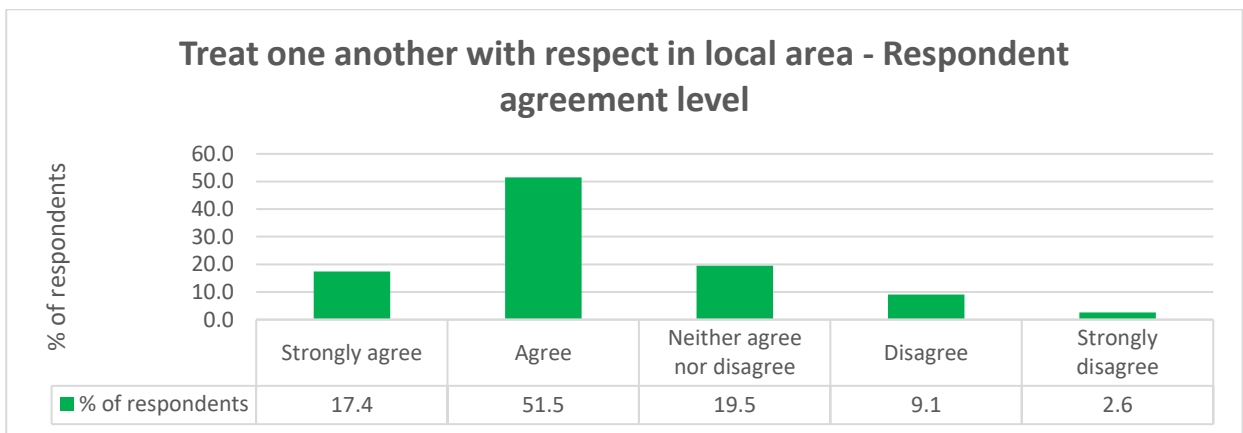
When asked how strongly you agree or disagree that you 'belong' to your local neighbourhood, 2,108 respondents (64.5%) agreed, 26.4% were neutral and 9.0% disagreed.

Belong to your local neighbourhood	No. of respondents	% of respondents
Strongly agree	699	21.4
Agree	1409	43.1
Neither agree nor disagree	864	26.4
Disagree	230	7.0
Strongly disagree	67	2.0



In terms of how strongly you agree or disagree that people in your local area treat one another with respect, 2,251 respondents (68.9%) agreed, 19.5% were neutral and 11.7% disagreed.

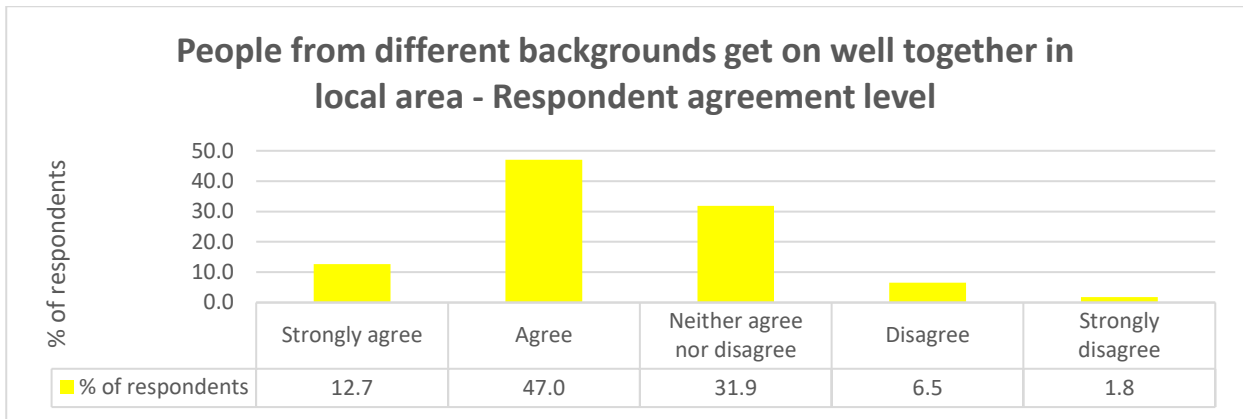
Treat one another with respect in local area	No. of respondents	% of respondents
Strongly agree	569	17.4
Agree	1682	51.5
Neither agree nor disagree	638	19.5
Disagree	296	9.1
Strongly disagree	84	2.6



When asked how strongly you agree or disagree that people from different backgrounds get on well together in your local area, 1,953 respondents (59.7%) agreed, 31.9% were neutral and 8.3% disagreed.

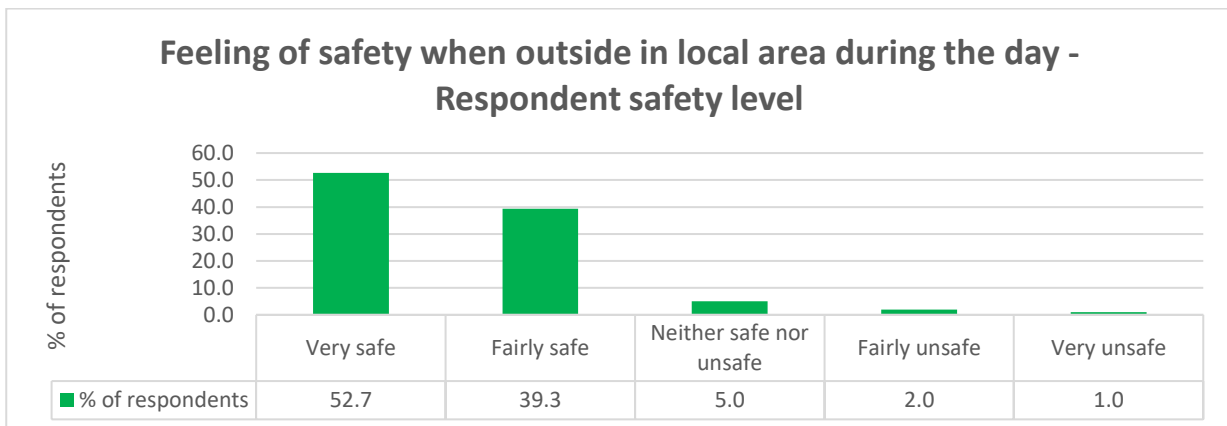
People from different backgrounds get on well together in local area	No. of respondents	% of respondents
Strongly agree	415	12.7
Agree	1538	47.0
Neither agree nor disagree	1044	31.9
Disagree	214	6.5
Strongly disagree	58	1.8





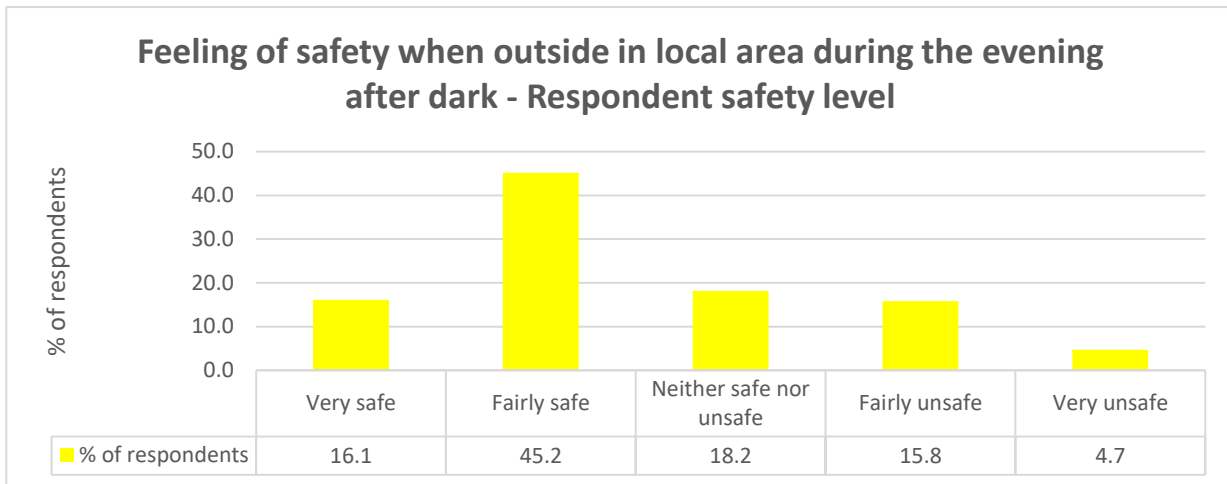
Looking at perceptions of safety within their local area, respondents were asked to consider how safe or unsafe they feel when outside. Firstly, during the day a pleasing 3,007 respondents (92.0%) felt either 'very' or 'fairly' safe, 5.0% were neutral and just 3.0% felt either 'fairly' or 'very' unsafe.

Safety level when outside during the day	No. of respondents	% of respondents
Very safe	1723	52.7
Fairly safe	1284	39.3
Neither safe nor unsafe	164	5.0
Fairly unsafe	64	2.0
Very unsafe	34	1.0



The respondents were then asked to consider the same question during the evening after dark. In this instance 2,003 respondents (61.3%) felt either 'very' or 'fairly' safe, 18.2% were neutral and 20.5% felt either 'fairly' or 'very' unsafe.

Safety level when outside during the evening after dark	No. of respondents	% of respondents
Very safe	525	16.1
Fairly safe	1478	45.2
Neither safe nor unsafe	595	18.2
Fairly unsafe	517	15.8
Very unsafe	154	4.7



### Quality of life

Respondents were given a list of 16 options and asked to select up to five that they felt were the most important in terms of making somewhere a great place to live. The top 5 options from the respondents' replies were 'feeling safe / low crime rate' with 69.8% choosing this option, followed by 'access to nature / open spaces' with 62.2%, 'access to health services' with 57.3%, 'shops' with 36.8% and 'clean streets' with 33.7%. The table and graph below highlight the top 12 options selected by respondents.

Quality of Life Options	No. of respondents	% of respondents
Feeling safe / low crime rate	2282	69.8
Access to nature / open spaces	2032	62.2
Access to health services	1874	57.3
Shops	1203	36.8
Clean streets	1103	33.7
Public transport provision	1070	32.7
Community spirit / friendly neighbourhood	1052	32.2
Sports / leisure / cultural facilities	846	25.9
Affordable housing	771	23.6
Low pollution / clean air	718	22.0
Activities for older children / teenagers	715	21.9
Activities for younger children	606	18.5

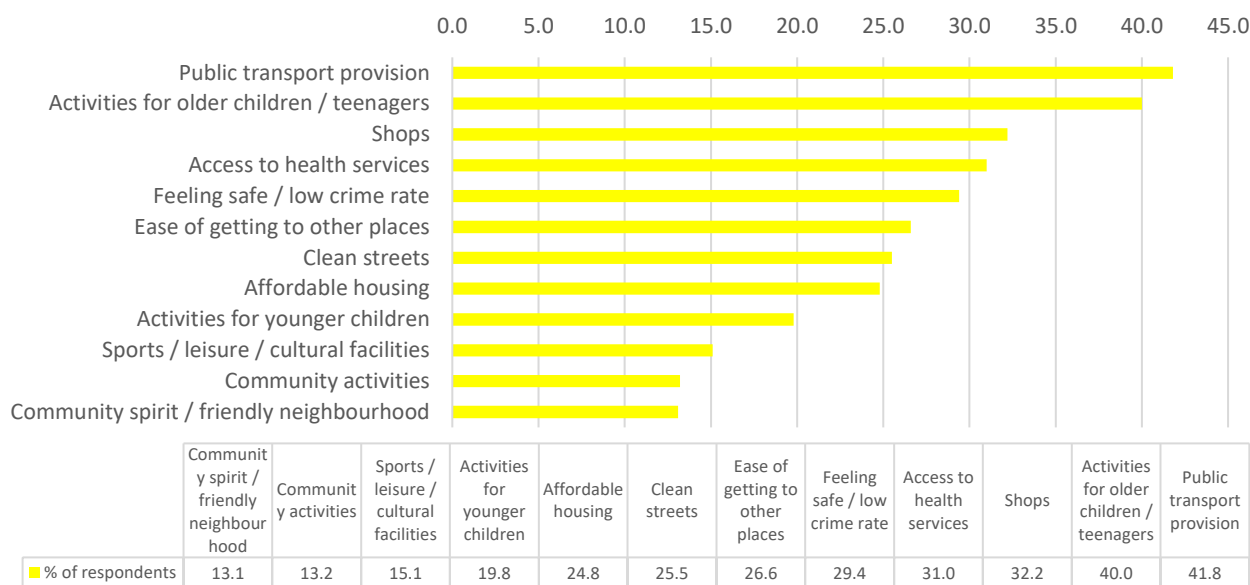
## What do you feel are the most important things in making somewhere a great place to live - Respondent opinion



In the same vein, respondents were asked to consider which (if any) of the list of 16 options where they felt improvement was required, as above respondents could select up to five options. The top 5 options that respondents felt improvement was required were 'public transport provision' with 41.8% choosing this option, followed by 'activities for older children / teenagers' with 40.0%, 'shops' with 32.2%, 'access to health services' with 31.0% and 'feeling safe / low crime rate' with 29.4%. The table and graph below highlight the top 12 options selected by respondents.

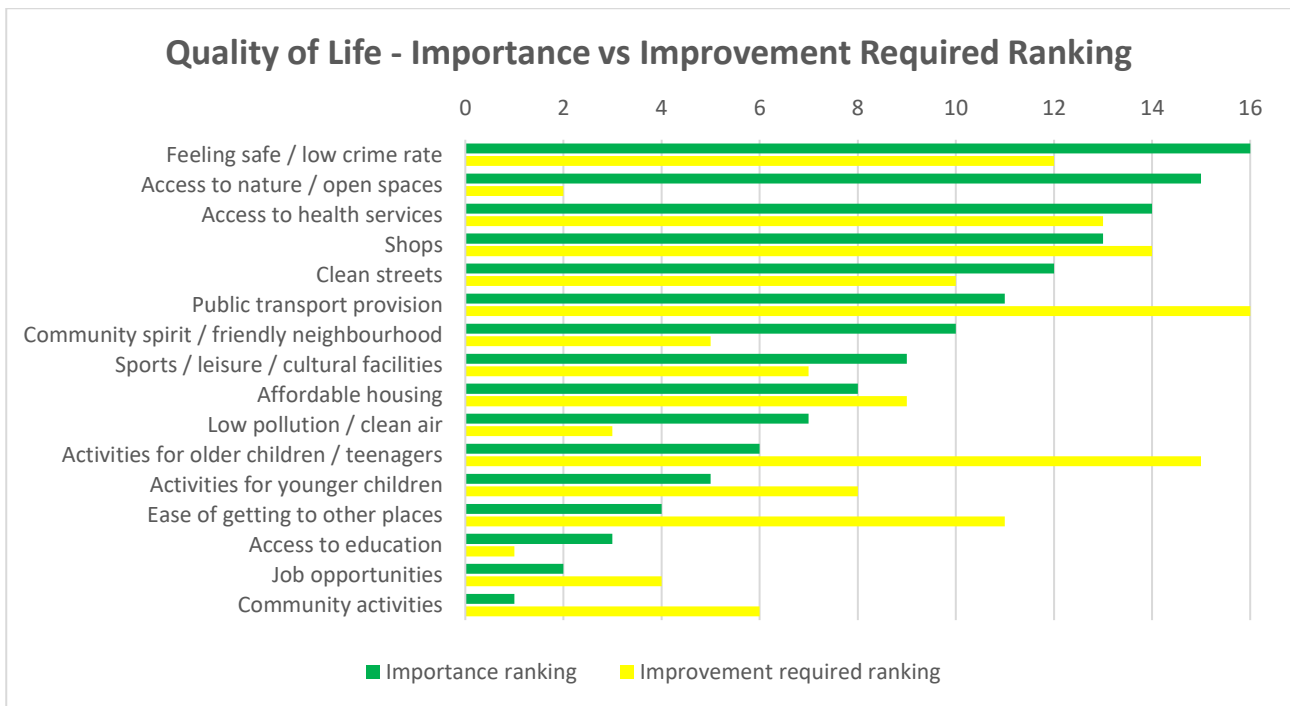
Options	No. of respondents	% of respondents
Public transport provision	1367	41.8
Activities for older children / teenagers	1308	40.0
Shops	1051	32.2
Access to health services	1015	31.0
Feeling safe / low crime rate	960	29.4
Ease of getting to other places	868	26.6
Clean streets	835	25.5
Affordable housing	810	24.8
Activities for younger children	648	19.8
Sports / leisure / cultural facilities	494	15.1
Community activities	432	13.2
Community spirit / friendly neighbourhood	428	13.1

## Where do you feel improvement is required in your local area - Respondent opinion



The table and graph below give an indication of the difference between the importance placed against the options criteria and the improvement required ranking. It is clear to see those areas such as 'public transport provision', 'activities for older children / teenagers', 'ease of getting to other places' and 'community activities' are potential areas of focus.

Options	Importance ranking	Improvement required ranking	Differential
Feeling safe / low crime rate	1	5	4
Access to nature / open spaces	2	15	13
Access to health services	3	4	1
Shops	4	3	-1
Clean streets	5	7	2
Public transport provision	6	1	-5
Community spirit / friendly neighbourhood	7	12	5
Sports / leisure / cultural facilities	8	10	2
Affordable housing	9	8	-1
Low pollution / clean air	10	14	4
Activities for older children / teenagers	11	2	-9
Activities for younger children	12	9	-3
Ease of getting to other places	13	6	-7
Access to education	14	16	2
Job opportunities	15	13	-2
Community activities	16	11	-5



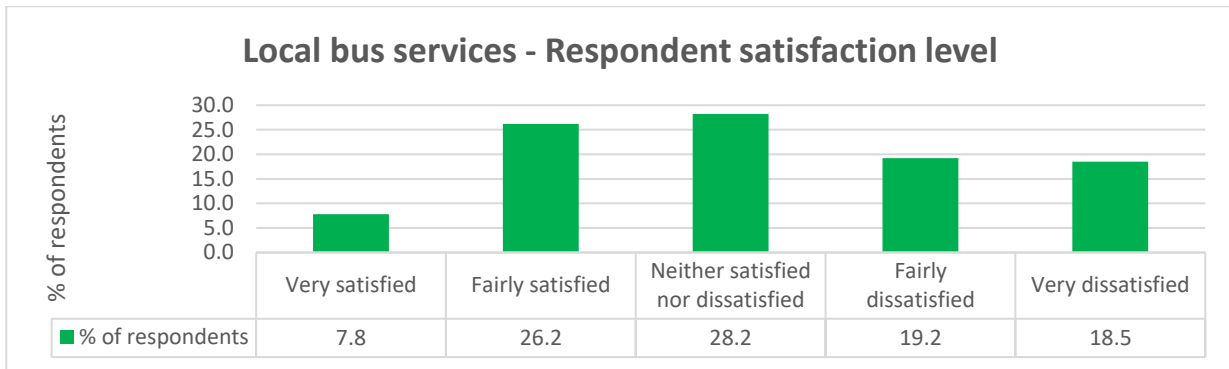
### Local public services

Taking into consideration that the top 5 areas where residents' felt improvements were required were as follows: -

Top 5 areas where residents felt improvement was required	No. of respondents	% of respondents
Public transport provision	1367	41.8
Activities for older children / teenagers	1308	40.0
Shops	1051	32.2
Access to health services	1015	31.0
Feeling safe / low crime rate	960	29.4

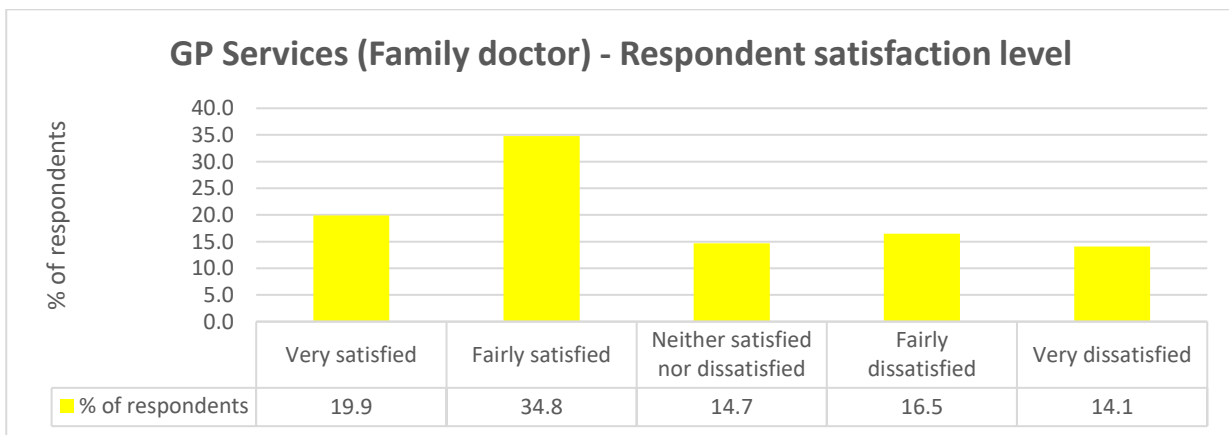
Respondents were asked to consider their satisfaction with various public services. Firstly, looking at local bus services, of the 2,885 respondents who expressed an opinion, 983 respondents (34.0%) were either 'very' or 'fairly' satisfied, 28.2% of respondents were neutral and 37.7% of respondents were either 'fairly' or 'very' dissatisfied.

Local bus services	No. of respondents	% of respondents
Very satisfied	226	7.8
Fairly satisfied	757	26.2
Neither satisfied nor dissatisfied	814	28.2
Fairly dissatisfied	554	19.2
Very dissatisfied	534	18.5



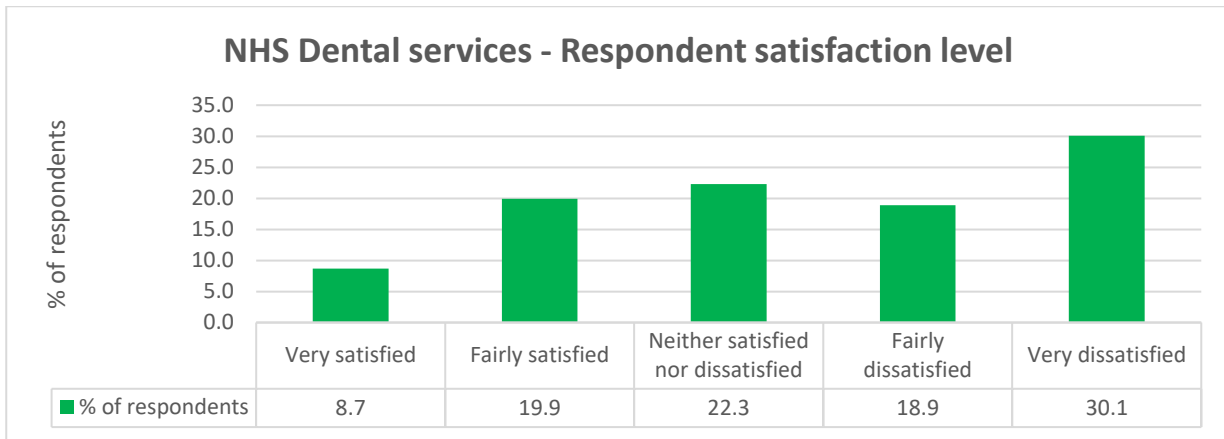
In respect of GP services / family doctor, of the 3,226 respondents who expressed an opinion, 1,763 respondents (54.7%) were either 'very' or 'fairly' satisfied, 14.7% of respondents were neutral and 30.6% of respondents were either 'fairly' or 'very' dissatisfied.

GP Services (Family doctor)	No. of respondents	% of respondents
Very satisfied	641	19.9
Fairly satisfied	1122	34.8
Neither satisfied nor dissatisfied	474	14.7
Fairly dissatisfied	533	16.5
Very dissatisfied	456	14.1



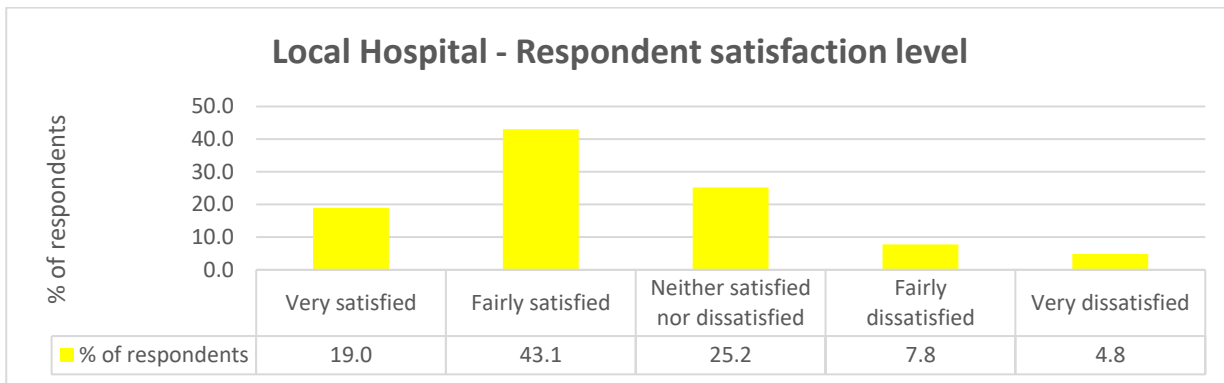
Looking at NHS Dental services, of the 3,019 respondents who expressed an opinion, 864 respondents (28.6%) were either 'very' or 'fairly' satisfied, 22.3% of respondents were neutral and 49.0% of respondents were either 'fairly' or 'very' dissatisfied.

NHS dental services	No. of respondents	% of respondents
Very satisfied	264	8.7
Fairly satisfied	600	19.9
Neither satisfied nor dissatisfied	674	22.3
Fairly dissatisfied	571	18.9
Very dissatisfied	910	30.1



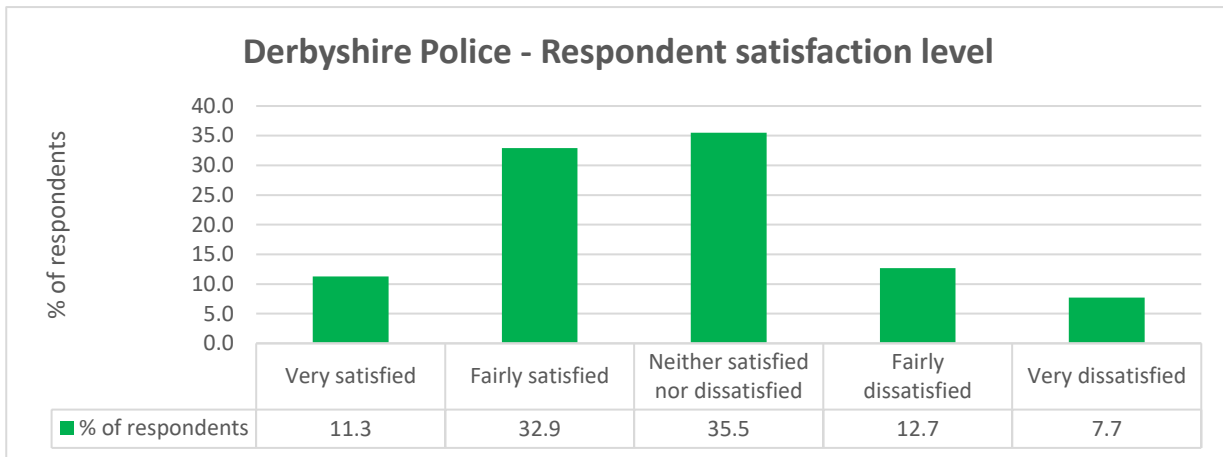
In respect of their Local hospital, of the 3,155 respondents who expressed an opinion, 1,959 respondents (62.1%) were either 'very' or 'fairly' satisfied, 25.2% of respondents were neutral and 12.6% of respondents were either 'fairly' or 'very' dissatisfied.

Local hospital	No. of respondents	% of respondents
Very satisfied	600	19.0
Fairly satisfied	1359	43.1
Neither satisfied nor dissatisfied	796	25.2
Fairly dissatisfied	247	7.8
Very dissatisfied	153	4.8



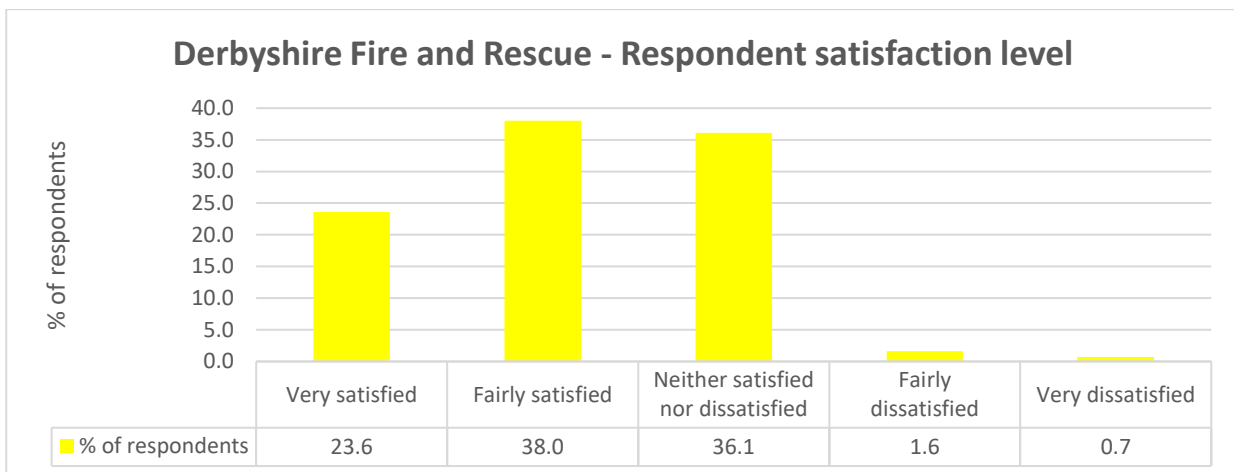
Looking at Derbyshire Police, of the 3,029 respondents who expressed an opinion, 1,339 respondents (44.2%) were either 'very' or 'fairly' satisfied, 35.5% of respondents were neutral and 20.4% of respondents were either 'fairly' or 'very' dissatisfied.

Derbyshire Police	No. of respondents	% of respondents
Very satisfied	342	11.3
Fairly satisfied	997	32.9
Neither satisfied nor dissatisfied	1074	35.5
Fairly dissatisfied	384	12.7
Very dissatisfied	232	7.7



Finally, in respect of Derbyshire Fire and Rescue Service, of the 2,793 respondents who expressed an opinion, 1,720 respondents (61.6%) were either 'very' or 'fairly' satisfied, 36.1% of respondents were neutral and just 2.3% of respondents were either 'fairly' or 'very' dissatisfied.

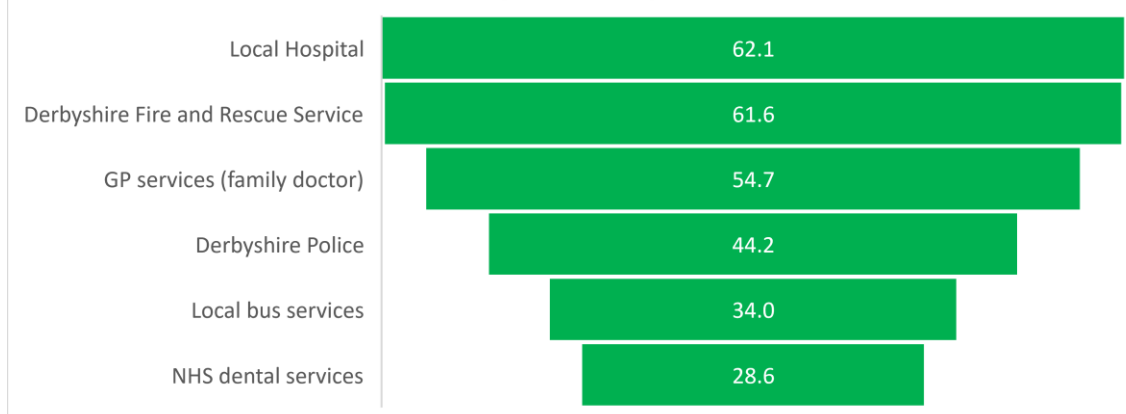
Derbyshire Fire and Rescue Service	No. of respondents	% of respondents
Very satisfied	660	23.6
Fairly satisfied	1060	38.0
Neither satisfied nor dissatisfied	1009	36.1
Fairly dissatisfied	44	1.6
Very dissatisfied	20	0.7



In terms of satisfaction comparisons of the six public service areas reviewed, respondent satisfaction was highest with the Local hospital, followed by Derbyshire Fire and Rescue Service and GP services / family doctor.

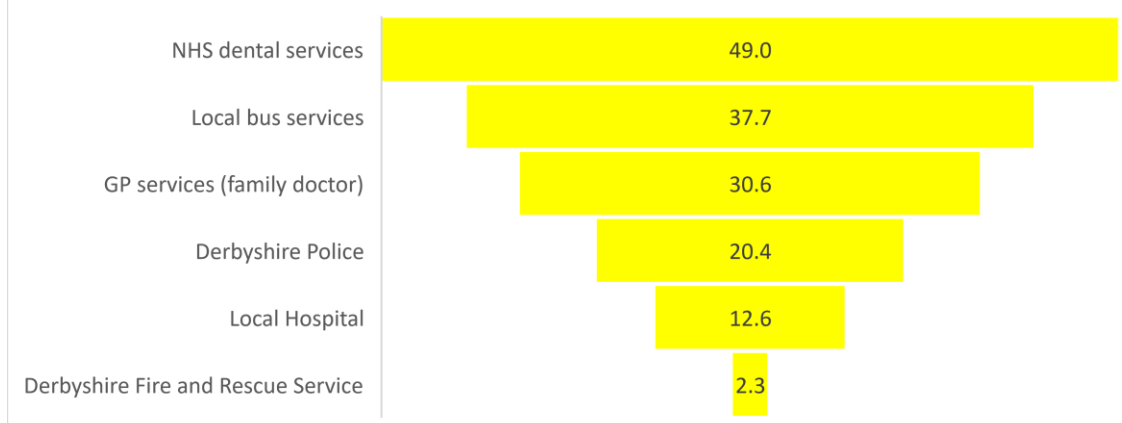


**Public services satisfaction levels - % of respondents stating either 'very' or 'fairly' satisfied**



Conversely, of the six public service areas reviewed, respondent dissatisfaction was highest with NHS Dental services, followed by Local bus services and GP services.

**Public services dissatisfaction levels - % of respondents stating either 'very' or 'fairly' dissatisfied**

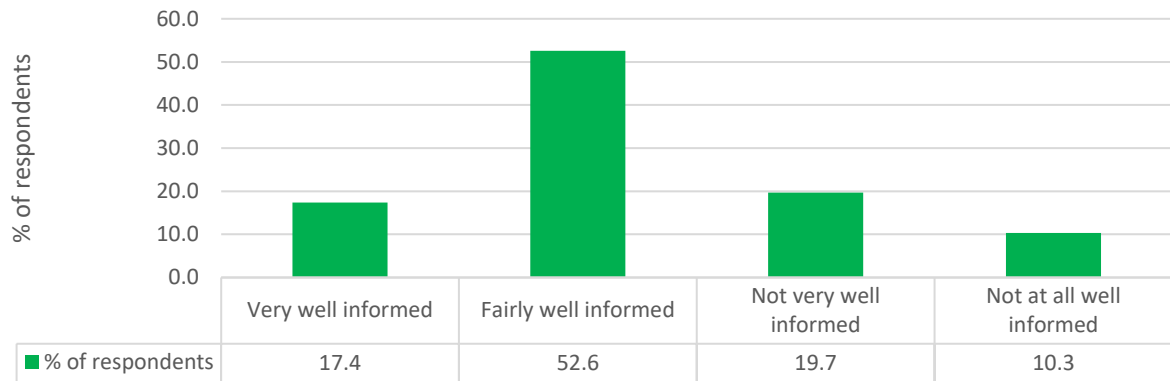


**Council services**

Respondents were asked to consider how well informed they feel North East Derbyshire District Council keeps residents about the services and benefits it provides. Of the 3,050 respondents who expressed an opinion, 2,135 people (70.0%) felt either 'very well' or 'fairly well' informed, with 30.0% feeling either 'not very well' or 'not at all well' informed.

How well informed	No. of respondents	% of respondents
Very well informed	532	17.4
Fairly well informed	1603	52.6
Not very well informed	601	19.7
Not at all well informed	314	10.3

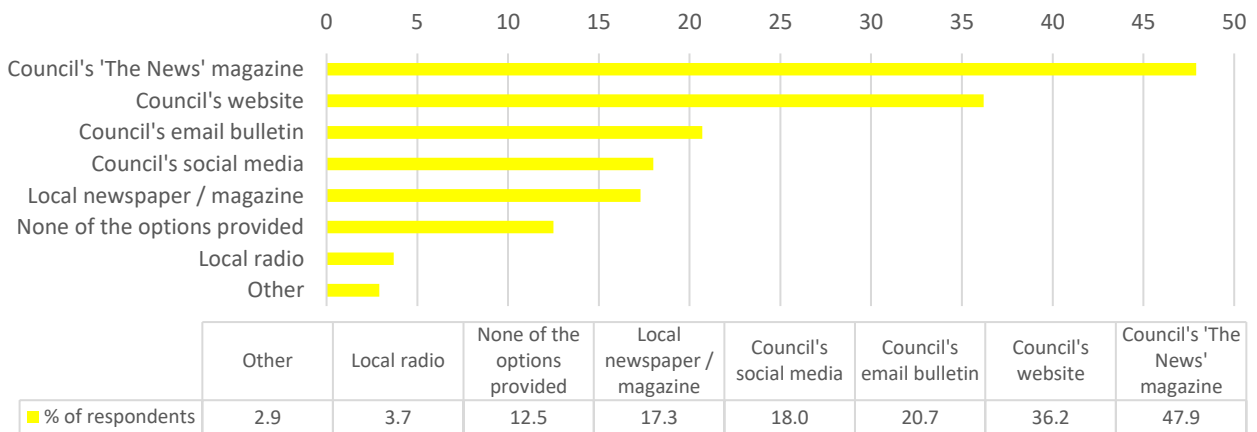
### How well informed do you think NEDDC keeps residents about services and benefits provided - Respondent informed level



When asked how they currently find out about the council and the services we provide, the most popular response was the council’s ‘The News’ magazine with 47.9%, followed by the council’s website with 36.2%, the council’s email bulletin with 20.7%, the council’s social media with 18.0% and local newspapers / magazine with 17.3%.

Information options	No. of respondents	% of respondents
Council's 'The News' magazine	1566	47.9
Council's website	1184	36.2
Council's email bulletin	678	20.7
Council's social media	587	18.0
Local newspaper / magazine	567	17.3
None of the options provided	410	12.5
Local radio	120	3.7
Other	96	2.9

### How do you currently find out about the council and the services we provide - by Respondent %

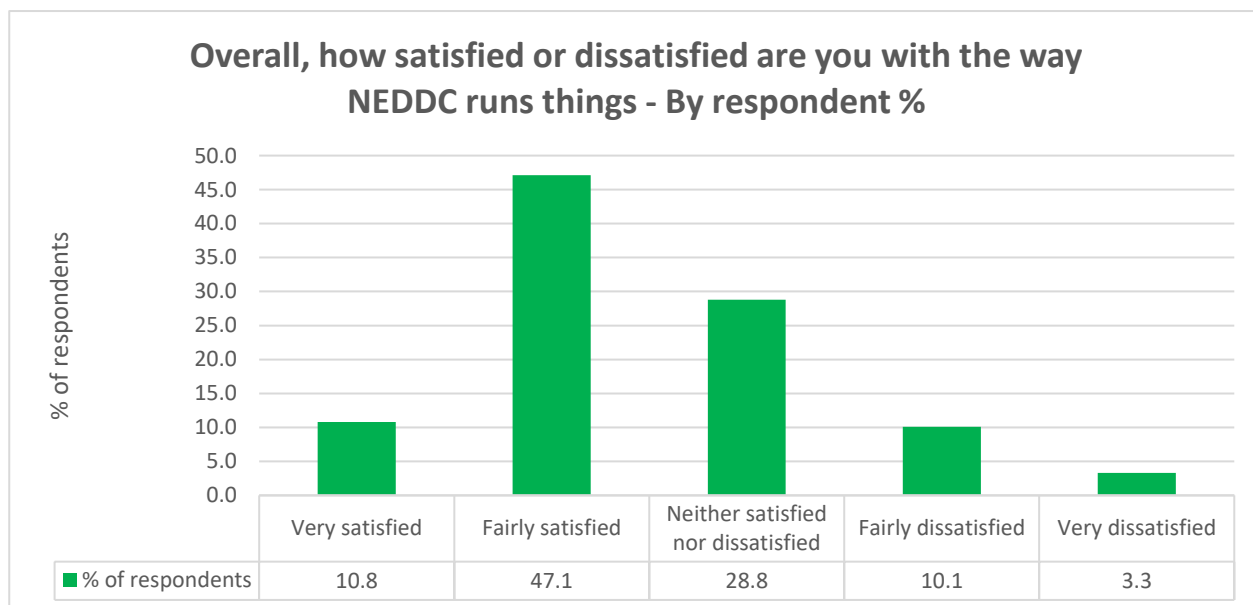


Of the 2.9% of respondents who stated 'other methods', these reasons included word of mouth, local neighbourhood groups, information from local councillors and speaking with the council directly.

When asked to consider how satisfied or dissatisfied they are with the way North East Derbyshire District Council runs things, 1,891 of the 3269 respondents (57.9%) stated they were either 'very' or 'fairly' satisfied, 940 respondents (28.8%) were neutral, with a further 438 respondents (13.4%) being either 'fairly' or 'very' dissatisfied, which is a ratio of around 4:1 when comparing satisfied residents to dissatisfied residents.

This result would make the council third in the satisfaction ranking of local public service providers.

Satisfaction levels	No. of respondents	% of respondents
Very satisfied	352	10.8
Fairly satisfied	1539	47.1
Neither satisfied nor dissatisfied	940	28.8
Fairly dissatisfied	329	10.1
Very dissatisfied	109	3.3



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## Learning and Recommendations

1. Running a large residents survey has provided a wealth of information and insight which the Council can incorporate into its Council Plan Performance Framework to inform priorities and make improvements.

### Recommendation 1

Consider the survey findings and review/build into the Performance Framework. Use the data as a benchmark and run the survey again in November 2025.

2. The in-house resident survey approach has worked really well, been cost-efficient and provided value for money. Much has been learned by the Performance Team and Communication Team on utilising existing council networks and driving up the survey response rate.

### Recommendation 2

Produce a case-study of the approach and present to a future Service Managers Forum.

3. This report is based on the findings of the whole survey audience. However, it provides an ideal opportunity to drill down further to review and check for any significant differences based on age, disability, ethnicity, tenure, and parish cluster. This would complement the work being undertaken in the Council's Equality Plan and provide further resident insight.

### Recommendation 3

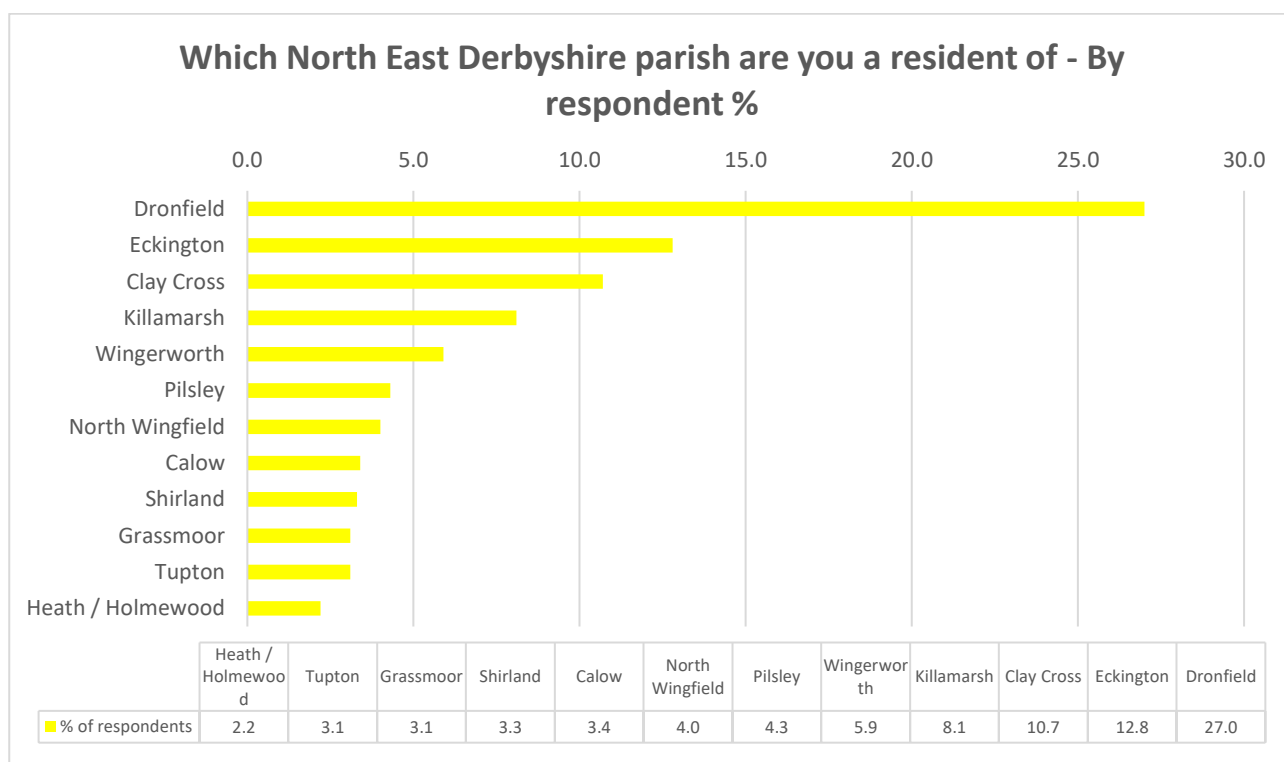
Produce bespoke reports to provide further insight and support the Council's equality work.

## Appendices

### Appendix 1 – Response by North East Derbyshire Parish

Respondents were asked which North East Derbyshire parish they were a resident of, with Dronfield having 27.0% of total respondents, followed by Eckington with 12.8%, Clay Cross with 10.7%, Killamarsh with 8.1% and Wingerworth with 5.9%. The top 12 response areas are detailed in the table and graph below: -

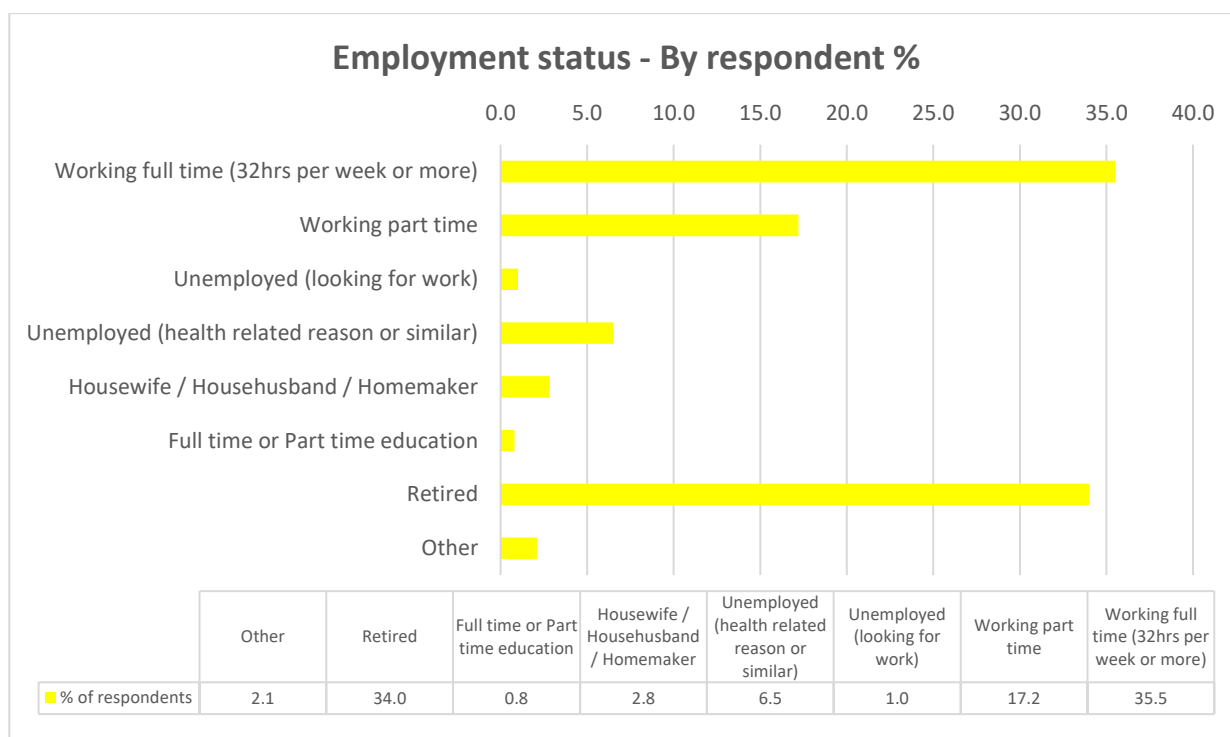
North East Derbyshire parish	No. of respondents	% of respondents
Dronfield	881	27.0
Eckington	420	12.8
Clay Cross	350	10.7
Killamarsh	265	8.1
Wingerworth	192	5.9
Pilsley	139	4.3
North Wingfield	132	4.0
Calow	111	3.4
Shirland	107	3.3
Grassmoor	101	3.1
Tupton	100	3.1
Heath / Holmewood	73	2.2



## Appendix 2 – Respondent employment status

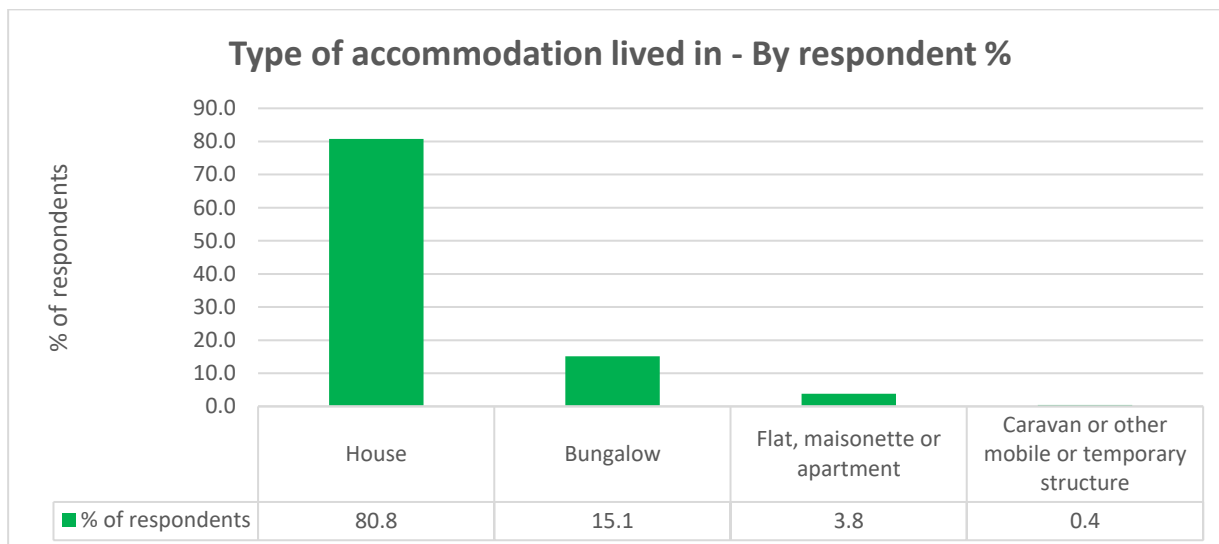
In regard to employment status, 1,160 respondents (35.5%) stated they were in full time employment, with 34.0% retired and 17.2% working part time. Please see below table and graph for full details: -

Employment status	No. of respondents	% of respondents
Working full time (32hrs per week or more)	1160	35.5
Working part time	562	17.2
Unemployed (looking for work)	34	1.0
Unemployed (health related reason or similar)	214	6.5
Housewife / Househusband / Homemaker	92	2.8
Full time or Part time education	26	0.8
Retired	1113	34.0
Other	68	2.1

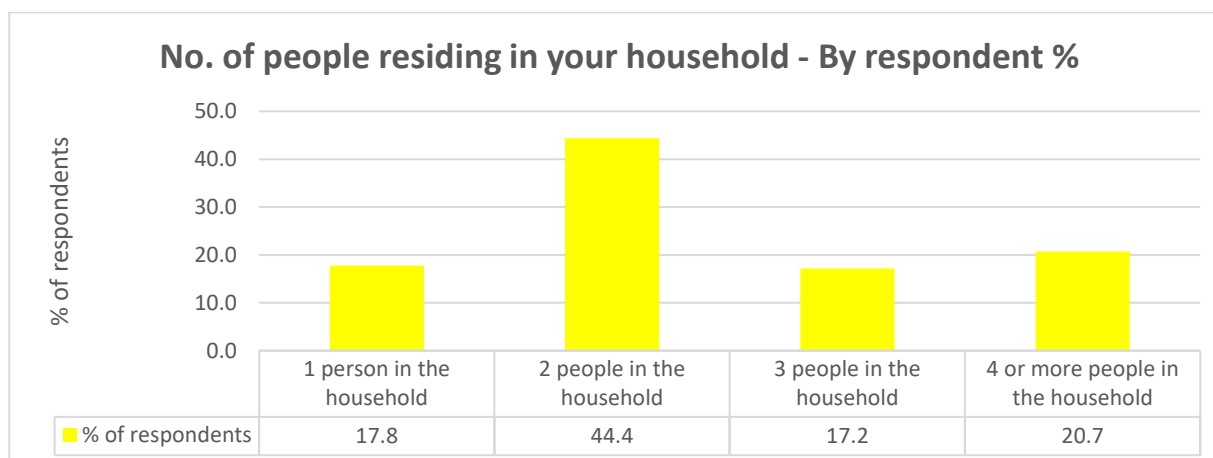


### Appendix 3 – Respondents homes/household

Residents were asked what best describes the type of accommodation they live in, 2,640 respondents (80.8%) stated they live in a house, with 15.1% stating bungalow, 3.8% flat, maisonette or apartment and 0.4% stating a caravan or other mobile / temporary structure.

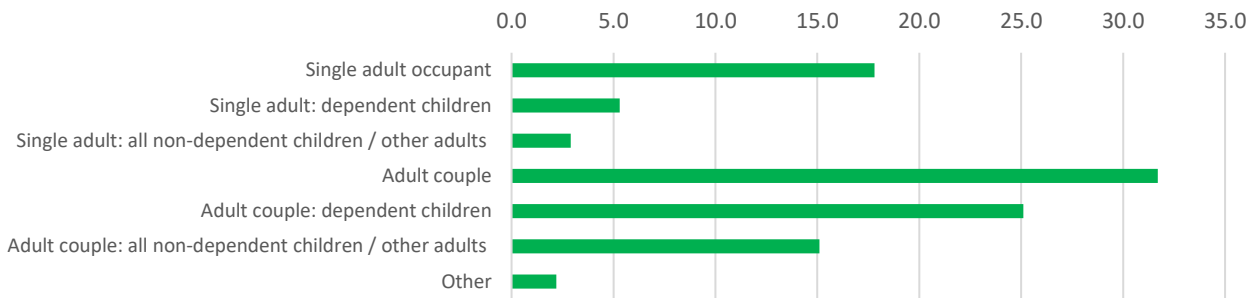


The most popular response when asked how many people reside in your household was 2 people with 1,450 respondents stating this (44.4%), this was followed by 4 or more people with 20.7%, 1 person with 17.8% and 3 people with 17.2%.



In terms of the household resident make-up, the most popular response was ‘adult couple’ with 31.7%, followed by ‘adult couple with dependent children’ with 25.1%, ‘single adult occupant’ with 17.8% and ‘adult couple with all non-dependent children / other adults’ with 15.1%.

### Description of household - by Respondent %



	Other	Adult couple: all non-dependent children / other adults	Adult couple: dependent children	Adult couple	Single adult: all non-dependent children / other adults	Single adult: dependent children	Single adult occupant
■ % of respondents	2.2	15.1	25.1	31.7	2.9	5.3	17.8

Finally, in terms of the tenure of the respondent household, 76.2% stated 'owner occupier', with 15.2% stating 'social rented', 4.8% 'private rented' and 3.8% 'other'.

### Tenure of household - By respondent %



	Owner occupier	Social rented	Private rented	Other
■ % of respondents	76.2	15.2	4.8	3.8





## North East Derbyshire Resident Survey - 2023

### Introduction

North East Derbyshire District Council is seeking views from residents on their perceptions of their local area and local services.

The results of the survey will help us improve our services and communications and provide valuable resident insight to help shape priorities for making North East Derbyshire a great place.

The questionnaire should take no longer than 10-15 minutes to complete and can be completed by any member of the household aged 16 or over.

There is also an opportunity to enter a prize draw to win £100 of High Street Vouchers.

Thank you for taking the time to give your views.

### Section 1: Your Local Area

When answering, please consider your 'local area' to be the area within 15-20 minutes walking distance from your home.

**Q1** Overall, how satisfied or dissatisfied are you with your local area as a place to live? please select one answer only

Very satisfied .....	<input type="checkbox"/>	Fairly dissatisfied .....	<input type="checkbox"/>
Fairly satisfied.....	<input type="checkbox"/>	Very dissatisfied.....	<input type="checkbox"/>
Neither satisfied nor dissatisfied .....	<input type="checkbox"/>		

**Q2** How strongly do you agree or disagree that you belong to your local neighbourhood? please select one answer only

Strongly agree .....	<input type="checkbox"/>	Disagree .....	<input type="checkbox"/>
Agree .....	<input type="checkbox"/>	Strongly disagree.....	<input type="checkbox"/>
Neither agree nor disagree .....	<input type="checkbox"/>		

**Q3** How strongly do you agree or disagree that people in your local area treat one another with respect? please select one answer only

Strongly agree .....	<input type="checkbox"/>	Disagree .....	<input type="checkbox"/>
Agree .....	<input type="checkbox"/>	Strongly disagree .....	<input type="checkbox"/>
Neither agree nor disagree .....	<input type="checkbox"/>		

**Q4** How strongly do you agree or disagree that people from different backgrounds get on well together in your local area? please select one answer only

Strongly agree .....	<input type="checkbox"/>	Disagree .....	<input type="checkbox"/>
Agree .....	<input type="checkbox"/>	Strongly disagree .....	<input type="checkbox"/>
Neither agree nor disagree .....	<input type="checkbox"/>		

**Q5** How safe or unsafe do you feel when outside in your local area? please select one answer for each category

	<i>Very safe</i>	<i>Fairly safe</i>	<i>Neither safe nor unsafe</i>	<i>Fairly unsafe</i>	<i>Very unsafe</i>
During the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During the evening after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 2: Quality of Life

**Q6** From the options below, what do you feel are the most important things in making somewhere a great place to live? please select up to five options

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| <i>Access to nature / open spaces</i> .....  | <input type="checkbox"/> | <i>Activities for older children / teenagers</i> ..... | <input type="checkbox"/> |
| <i>Low pollution / clean air</i> .....       | <input type="checkbox"/> | <i>Sports / leisure / cultural facilities</i> ....     | <input type="checkbox"/> |
| <i>Affordable housing</i> .....              | <input type="checkbox"/> | <i>Shops</i> .....                                     | <input type="checkbox"/> |
| <i>Access to health services</i> .....       | <input type="checkbox"/> | <i>Community spirit / friendly neighbourhood</i> ..... | <input type="checkbox"/> |
| <i>Job opportunities</i> .....               | <input type="checkbox"/> | <i>Community activities</i> .....                      | <input type="checkbox"/> |
| <i>Feeling safe / low crime rate</i> .....   | <input type="checkbox"/> | <i>Access to education</i> .....                       | <input type="checkbox"/> |
| <i>Public transport provision</i> .....      | <input type="checkbox"/> | <i>Ease of getting to other places</i> .....           | <input type="checkbox"/> |
| <i>Clean streets</i> .....                   | <input type="checkbox"/> |  |                          |
| <i>Activities for younger children</i> ..... | <input type="checkbox"/> |  |                          |

**Q7** Thinking about your local area, please select from the options below where you feel improvement is required (if applicable)? please select up to five options

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| <i>Not applicable (no improvements required)</i> ..... | <input type="checkbox"/> | <i>Activities for younger children</i> .....           | <input type="checkbox"/> |
| <i>Access to nature / open spaces</i> .....            | <input type="checkbox"/> | <i>Activities for older children / teenagers</i> ..... | <input type="checkbox"/> |
| <i>Low pollution / clean air</i> .....                 | <input type="checkbox"/> | <i>Sports / leisure / cultural facilities</i> ....     | <input type="checkbox"/> |
| <i>Affordable housing</i> .....                        | <input type="checkbox"/> | <i>Shops</i> .....                                     | <input type="checkbox"/> |
| <i>Access to health services</i> .....                 | <input type="checkbox"/> | <i>Community spirit / friendly neighbourhood</i> ..... | <input type="checkbox"/> |
| <i>Job opportunities</i> .....                         | <input type="checkbox"/> | <i>Community activities</i> .....                      | <input type="checkbox"/> |
| <i>Feeling safe / low crime rate</i> .....             | <input type="checkbox"/> | <i>Access to education</i> .....                       | <input type="checkbox"/> |
| <i>Public transport provision</i> .....                | <input type="checkbox"/> | <i>Ease of getting to other places</i> .....           | <input type="checkbox"/> |
| <i>Clean streets</i> .....                             | <input type="checkbox"/> |  |                          |

### Section 3: Local Public Services

**Q8** How satisfied or dissatisfied are you with each of the following public services? please select one answer for each category

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Local bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP services (family doctor)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS dental services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derbyshire Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Derbyshire Fire and Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section 4: Council Services

This section is about the District Council which is responsible for services such as refuse collection, street cleaning, planning, leisure facilities, environmental health, parks and gardens.

**Q9** Overall, how well informed do you think North East Derbyshire District Council keeps residents about the services and benefits it provides? please select one answer only.

Very well informed .....	<input type="checkbox"/>	Not at all well informed .....	<input type="checkbox"/>
Fairly well informed .....	<input type="checkbox"/>	Don't know .....	<input type="checkbox"/>
Not very well informed .....	<input type="checkbox"/>		

**Q10** How do you currently find out about the council and the services we provide? please select all that apply

Council's 'The News' magazine .....	<input type="checkbox"/>	Local newspaper / magazine .....	<input type="checkbox"/>
Council's website .....	<input type="checkbox"/>	Local radio .....	<input type="checkbox"/>
Council's social media (Facebook / Twitter (X) / Instagram / YouTube) .....	<input type="checkbox"/>	None of the above .....	<input type="checkbox"/>
Council's email bulletin .....	<input type="checkbox"/>	Other (please state below).....	<input type="checkbox"/>
<small>if 'Other' please state</small>			

**Q11** Overall, how satisfied or dissatisfied are you with the way North East Derbyshire District Council runs things? Please select one answer only

Very satisfied .....	<input type="checkbox"/>	Fairly dissatisfied .....	<input type="checkbox"/>
Fairly satisfied .....	<input type="checkbox"/>	Very dissatisfied .....	<input type="checkbox"/>
Neither satisfied nor dissatisfied .....	<input type="checkbox"/>		

## Section 5: Your home

This section is seeking information about your home to enable us to build a picture of who has completed the survey. This information will not identify you, but it helps us to check that we have views from a representative sample of residents.

**Q12** Which North East Derbyshire parish are you a resident of? please select one answer only.

Ashover.....	Grassmoor.....	Shirland.....
Barlow.....	Heath / Holmewood.....	Stretton.....
Brackenfield.....	Holmesfield.....	Sutton.....
Brampton.....	Holymoorside.....	Temple Normanton.....
Calow.....	Killamarsh.....	Tupton.....
Clay Cross.....	Morton.....	Unstone.....
Dronfield.....	North Wingfield.....	Wessington.....
Eckington.....	Pilsley.....	Wingerworth.....

**Q13** What of the following best describes the type of accommodation you live in? please select one answer only

House.....	Flat, maisonette or apartment.....	Caravan or other mobile or temporary structure.....
Bungalow.....		

**Q14** How many people reside in your household? please select one answer only

1 person in the household.....	3 people in the household.....
2 people in the household.....	4 or more people in the household.....

**Q15** Which of the following best describes your household? please select one answer only

Single adult occupant.....	Adult couple: dependent children.....
Single adult: dependent children.....	Adult couple: all non-dependent children / other adult(s).....
Single adult: all non-dependent children / other adult(s).....	Other.....
Adult couple.....	

**Q16** Which of the following best describes the tenure of your household? please select one answer only

Owner Occupier.....	Private rented.....
Social rented.....	Other.....

## Section 6: About you

This section is seeking information about you to enable us to build a picture of who has completed the survey. This information will not identify you, but it helps us to check that we have views from a representative sample of residents.

**Q17** What is your sex? please select one answer only

- |                                 |  |
|---------------------------------|--|
| <input type="checkbox"/> Male   | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |

**Q18** What is your age? please select one answer only

- |                                |  |
|--------------------------------|--|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 55-59             |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 60-64             |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65-74             |
| <input type="checkbox"/> 45-54 | <input type="checkbox"/> 75 years and over |

**Q19** How would you describe your sexual orientation? please select one answer only

- |  |  |
|--|--|
| <input type="checkbox"/> Heterosexual / straight | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Gay / lesbian           | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Bisexual                |  |

**Q20** How would you describe your ethnic group? please select one answer only

- |  |   |
|--|---|
| <input type="checkbox"/> White English, Welsh, Scottish, Northern Irish or British | <input type="checkbox"/> Black, Black British, Caribbean or African |
| <input type="checkbox"/> Any other White background                                | <input type="checkbox"/> Mixed or multiple ethnic groups            |
| <input type="checkbox"/> Asian or Asian British                                    | <input type="checkbox"/> Other ethnic group                         |

**Q21** What is your employment status? please select one answer only

- |  |   |
|--|---|
| <input type="checkbox"/> Working full time (32hrs per week or more)                                    | <input type="checkbox"/> Housewife / Househusband / Homemaker |
| <input type="checkbox"/> Working part time   | <input type="checkbox"/> Full time or part time education     |
| <input type="checkbox"/> Unemployed (looking for work)   | <input type="checkbox"/> Retired                              |
| <input type="checkbox"/> Unemployed (currently unable to work due to health related reason or similar) | <input type="checkbox"/> Other                                |

**Q22** Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? please select one answer only

Yes, limited a lot

No

Yes, limited a little

**Q23** In general, how would you describe your general health? please select one answer only

Very good health

Bad health

Good health

Very bad health

Fair health

### Join the Citizens' Panel to 'Have Your Say'

The Citizens' Panel is made up of local residents who would like to take part in surveys from North East Derbyshire District Council. Surveys cover a range of topics affecting the district including questions on services provided by the Council. We usually run two surveys a year in May/June and November however the maximum number of surveys in any year would be four. Citizens Panel members may also get the opportunity to participate in Focus Groups to discuss issues affecting the local community.

To join the panel you must live in the area administered by North East Derbyshire District Council and be aged 16 years or over.

Please complete the attached form to join the Citizens' Panel and have your say.

## £100 High Street Voucher - A Chance to Win

If you'd like to be in with a chance to win a £100 High Street Voucher, please include your contact details as follows.

Your personal details will be used to enter you into the prize draw only and will be held separately and securely in accordance with data protection legislation. Information on how we use personal data including your rights as a data subject can be found on our website [www.ne-derbyshire.gov.uk](http://www.ne-derbyshire.gov.uk), search privacy statements.

Name

Address

Phone No.

Email

Please complete and return the questionnaire by Friday 24th November. Thank you for your time.

You can request this document or information in another format such as large print or language or contact us by:

Phone - 01246 231111

Email - [connectne@ne-derbyshire.gov.uk](mailto:connectne@ne-derbyshire.gov.uk)

Text - 07800 00 24 25

BSL Video - [www.interpreterslive.co.uk/app/nederbyshire-district-council](http://www.interpreterslive.co.uk/app/nederbyshire-district-council) Call – a three way video call with us and a BSL interpreter. It is free to call North East Derbyshire District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into the offices at Wingerworth.

Call with Relay UK via textphone or app on 0800 500 888– it is a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.

Visiting our offices at - 2013 Mill Lane, Wingerworth, S42 6NG