

Viewpoint

Have your say on local services

November 2023



North East
Derbyshire
District Council



Welcome

Welcome to the November 2023 issue of the Viewpoint newsletter which keeps you up to date with the results of the North East Derbyshire Citizens' Panel survey.

We hope all our Citizens' Panel members and their families are keeping well and we thank you for your continued support which provides valuable information to the Council.

To contact the Council visit our website www.ne-derbyshire.gov.uk, call us on 01246 231111 or text 07800 002 425.

Residents' survey

North East Derbyshire District Council is seeking views from residents on their perceptions of their local area and local services. The residents' survey will replace the Citizens' Panel survey for this November and is distributed to a wider sample of residents throughout North East Derbyshire. The regular Citizens' Panel survey will return in May 2024. As a panel member we have included you within the residents' sample as we are keen to receive panel members views to the questions contained within the residents' survey.

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

In this issue are the results from the May 2023 survey on:

- Equality Plan and Objectives
- North East Derbyshire Town Centres
- Domestic Waste Collection Service

A big thank you to those of you who completed the May 2023 survey

A total of **304 questionnaires** were sent out and **192 replies** were received (74 paper copies and 118 online) reflecting a **63% response rate**.

To see the full report of the findings for the November 2022 survey, please visit <https://www.askderbyshire.gov.uk/consultation/neddc-citizens-panel-report-may-23>

Equality Plan and Objectives

The Council's new Equality Plan and Objectives for 2023-27 builds on its previous equality plans. Under the Public Sector Equality Duty (Equality Act 2010) we are required to set equality objectives every four years.

You said...

76% said accessing council services when needed was 'very easy' or 'fairly easy'.



51% felt that if looking for work, the council would be 'very attractive' or 'fairly attractive' as a potential employer.



- A number of panel members made specific comments on the objectives and actions proposed.

We Did...

The comments received have been reviewed and some minor changes have been made to the equality plan document. Specific comments on service issues and suggestions have been shared with the relevant service manager.

The finalised draft equality plan and objectives documents will be going to Cabinet on 26th October for approval. It will be published on the Council's website afterwards.

**Chance of winning
£100 voucher**

All members of the panel who complete the resident' survey in Nov '23 will be entered into a draw with one lucky winner receiving a £100 High Street Voucher.

Results

A full report of the results and analysis from the Citizens' Panel survey is shared with our Senior Management Team and Elected Members for their information and consideration.

North East Derbyshire Town Centres

North East Derbyshire District Council acknowledges the key role that town centres play in the social and economic life of the district.

You said...

79% of respondents said they visited a North East Derbyshire town centre at least weekly.



78% of respondents visit the town centres by car or van, 18% walk and 5% take public transport.



- Respondents' main reasons for visiting North East Derbyshire town centres were food shopping (55%), Services - doctor, optician, hairdressers etc. (21%) and leisure activities (13%).
- Respondents were most satisfied with 'feeling safe' (84%), 'car parking availability' (76%) and 'street lighting' (71%).
- Respondents would most like to see 'a wider range of shops' (75%), 'more small-scale independent shops' (67%), 'a wider range of services' (62%).
- Overall, 19% of respondents felt their town centre was improving, 48% said it was staying the same and 33% felt it was getting worse.

North East Derbyshire District Council has been undertaking regular 'Health Checks' of its town centres that ask users of each of our 4 town centres (Clay Cross, Dronfield, Eckington and Killamarsh) for their opinions on various elements of the town, and what changes they would like to see implemented to make the town centre better.

We Did...

- Grant funding is available for businesses and landlords to improve their street facing commercial properties within the district of North East Derbyshire, especially those within our town centres and on our high streets. For more information visit: <https://www.ne-derbyshire.gov.uk/community/uk-shared-prosperity-fund/shopfront-enhancement-scheme>
- Exciting progress has been made with the £24.1m Clay Cross town Deal. For more information visit www.claycrosstowndeal.com
- Developers or Enterprises operating from commercial premises within the Clay Cross Town Deal boundary can apply for funding from the Clay Cross Low Carbon Challenge Fund. For more information visit: <https://www.claycrosstowndeal.com/projects/low-carbon-challenge-fund>

Please don't forget to return your questionnaire by/before Friday 24 November 2023.

Interested in joining our Citizens' Panel?

If you know anyone who might be interested in joining our Citizens' Panel, please ask them to register online:

<https://online1.snapsurveys.com/5hcfue>

Via email: NEDDC@AskDerbyshire.gov.uk

Or write to the Improvement Officer, NEDDC Citizens' Panel, Performance Team, 2013 Mill Lane, Wingerworth, S42 6NG.

Those interested in joining need to live in the district and be aged sixteen years or over.

Domestic Waste Collection Service

North East Derbyshire District Council provides a range of domestic waste collection services to all residents. These include burgundy bin, black bin and green bin collections as well as collections of bulky household waste.

You said...

91% of

respondents were either 'very satisfied' or 'fairly satisfied' with the burgundy bin recycling service.



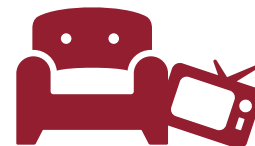
- When asked what would persuade them to start recycling or recycling more, most respondents said they 'already recycle all they can', 20% said 'If they had more information about what happens to the materials collected' and 9% said 'If they had more information on what they could recycle'.

84% of respondents were either 'very satisfied' or 'fairly satisfied' with the green bin composting service.

- When asked what stops you recycling more garden and food waste, 28% of respondents said, 'They are concerned about maggots / vermin', 26% said 'The green bin would start to smell' and 23% said 'Prefer to compost waste themselves'.

95% of respondents were either 'very satisfied' or 'fairly satisfied' with the black bin refuse collection service.

93% of respondents were aware that North East Derbyshire District Council runs a Bulky Household Waste Collection Service, and of the respondents who said they'd used it, 88% were either 'very satisfied' or 'fairly satisfied' with the service.



We Did...

- Our younger residents wanted an upgrade at Killamarsh skatepark, as a result through successful bids we have secured £150,000 to rebuild the park - ready to be opened at the end of the year.
- Residents wanted to easily recycle their smaller electric goods, these can now be presented free of charge when using the larger electrical appliances service.

Change of Contact Details

If you would like to change your contact details or if those of you who receive your survey in the post would like to start receiving it electronically, please email NEDDC@AskDerbyshire.gov.uk and we'll be certain to accommodate your request.

Access for All statement

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

- Phone: [01246 231111](tel:01246231111)
- Email: connectne@ne-derbyshire.gov.uk
- Text: [07800 00 24 25](tel:07800002425)
- BSL Video Call: a FREE, three way video call with us and a BSL interpreter.



- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888). FREE phone service for anyone who has difficulty hearing or speaking.
- Visiting our [offices](#) at Wingerworth: 2013 Mill Lane, [S42 6NG](tel:01246426NG).

