



Derbyshire Constabulary

North East
Derbyshire
District Council



DERBYSHIRE
County Council
Improving life for local people

NORTH EAST DERBYSHIRE CITIZENS' PANEL - NOVEMBER 2009

Please return your completed questionnaire by Friday 11th Dec 2009

INSTRUCTIONS

Each survey form is scanned electronically so it is important to complete your form in the following way:-

Write clearly using **BLOCK CAPITALS** like this **J O E B L O G G S**

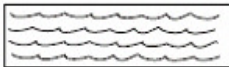
Use black or blue pen not pencil. Use a cross and please keep the mark in the box

like this not like this

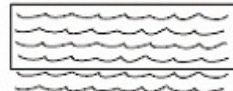
Ensure your comments are written inside the boxes provided, text outside the boxes

will not be picked up when the forms are scanned,

like this



not like this



If you make a mistake, just cross it out and mark the right box like this

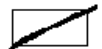


If the question or page is not applicable, please leave it **BLANK** unless a 'non-applicable'


option is provided like this



not like these



Please mark one box only for each question unless otherwise stated.

 We will treat all information that you give in the strictest confidence. Your identity will never be revealed, or passed to another agency outside the partnership.

The North East Derbyshire Citizens' Panel is a joint initiative between North East Derbyshire District Council, Derbyshire County Council & Derbyshire

SATISFACTION WITH THE CITIZENS' PANEL**Q1. Overall, how do you rate the citizens' panel surveys that are sent to you?***(Please X one box only)*Very good Fairly good Neither Fairly poor Very poor **Q2. Do you think the results from citizens' panel questionnaires make a difference to Council services?** *(Please X one box only)*Helps make services better Doesn't make a difference
Makes services worse Don't know **Q3. Generally, are the questions worded clearly in plain English or are they difficult to understand?** *(Please X one box only)*Very clear Clear Neither clear
nor unclear Unclear Very unclear **Q4. How long does it usually take you to fill in the questionnaire?***(Please X one box only)*Up to 5 minutes 5 to 15 minutes 15 to 30 minutes
30 to 45 minutes 45 to 60 minutes Over 60 minutes **Q5. How easy or difficult is it to fill in the questionnaire?** *(Please X one box only)*Very difficult Difficult Neither difficult
nor easy Easy Very easy **Q6. We sometimes include repeat questions in the survey to measure changes in opinion over time. Should these questions be treated as part of the main questionnaire or as a separate survey?** *(Please X one box only)*Always part of main questionnaire Separate if more than four sides
Always a separate questionnaire No opinion / don't know **Q7. Are the topics covered in the questionnaire generally of interest to you?***(Please X one box only)*Usually Occasionally Rarely

Q8. Which subjects do you wish to see questions about in the surveys?

(Please **X all** that apply)

- | | | | |
|-------------------------------|--------------------------|----------------------------------|--------------------------|
| Leisure and recreation | <input type="checkbox"/> | Payments and benefits | <input type="checkbox"/> |
| Planning and land use | <input type="checkbox"/> | Street cleaning and litter | <input type="checkbox"/> |
| Community safety and crime | <input type="checkbox"/> | Housing | <input type="checkbox"/> |
| Council finances and spending | <input type="checkbox"/> | Equality and fairness | <input type="checkbox"/> |
| Access to services | <input type="checkbox"/> | Customer service | <input type="checkbox"/> |
| Environmental issues | <input type="checkbox"/> | Refuse and bins | <input type="checkbox"/> |
| Economic development | <input type="checkbox"/> | Other (please X and write below) | <input type="checkbox"/> |

Q9. Do you read the newsletter we send you with each survey?

(Please **X one box only**)

- Yes, all of it Yes, some of it No, none of it

Q10. What could we do to improve the newsletter? (Please write in the box below)

INFORMATION ABOUT YOUR COUNCIL AND IT'S SERVICES
Q11. What local media do you currently use? (Please [**X**] all that apply)

- | | |
|---|---|
| <input type="checkbox"/> The Council's magazine/ "the NEWS" | <input type="checkbox"/> Derbyshire Times |
| <input type="checkbox"/> Local free magazines (e.g. Reflections) | <input type="checkbox"/> Local free newspapers |
| <input type="checkbox"/> Local commercial radio (e.g. Peak 107) | <input type="checkbox"/> Village or Parish newsletter |
| <input type="checkbox"/> The Internet | <input type="checkbox"/> Council website |
| <input type="checkbox"/> BBC Local Radio (e.g. Radio Sheffield / Radio Derby) | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Daily local paid-for newspaper (e.g. Sheffield Star, Yorkshire Post) | |
| <input type="checkbox"/> Local TV (e.g. Look North, Calendar, Central or BBC East Midlands) | |

Q12a. How do you usually find out about North East Derbyshire District Council and the decisions it makes? *(Please [X] all that apply)*

Q12b. How would you prefer to find out about the Council and the decisions it makes? *(Please [X] all that apply)*

	Q12a	Q12b
The Council's magazine/ "the NEWS"	<input type="checkbox"/>	<input type="checkbox"/>
Derbyshire Times	<input type="checkbox"/>	<input type="checkbox"/>
Local free newspapers	<input type="checkbox"/>	<input type="checkbox"/>
Local free magazines (e.g. Reflections)	<input type="checkbox"/>	<input type="checkbox"/>
Daily local paid-for newspaper (e.g. Sheffield Star)	<input type="checkbox"/>	<input type="checkbox"/>
Village or Parish newsletter	<input type="checkbox"/>	<input type="checkbox"/>
Local commercial radio (e.g. Peak 107)	<input type="checkbox"/>	<input type="checkbox"/>
BBC Local Radio (e.g. Radio Sheffield)	<input type="checkbox"/>	<input type="checkbox"/>
Local TV (e.g. Look North, Calendar)	<input type="checkbox"/>	<input type="checkbox"/>
Council website	<input type="checkbox"/>	<input type="checkbox"/>
The Internet	<input type="checkbox"/>	<input type="checkbox"/>
Local Councillor	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth (e.g. family or friends)	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>
Posters	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets	<input type="checkbox"/>	<input type="checkbox"/>
Tourist Information Centres	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>
Other (please [X] and write in)	<input type="checkbox"/>	<input type="checkbox"/>

THE COUNCIL'S MAGAZINE FOR RESIDENTS "THE NEWS"

North East Derbyshire District Council produces a regular magazine for residents called "the NEWS", which is delivered to all homes in the district 4 times each year. We would like your views of the magazine. This information will be used to make improvements to the publication.

Q13. Do you receive a copy of "the NEWS"? *(Please [X] one box only)*

Yes No Don't know

Q14. How much of each issue of "the NEWS" do you generally read? *(Please [X] one box only)*

All of it Very little None of it
 Some of it Just flick through Do not receive a copy

Q15. How would you rate "the NEWS" on the following aspects?

(Please [X] one box per row)

	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
Easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attractiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Colourful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps me up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well laid out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16. Overall, how would you rate "the NEWS"? *(Please [X] one box only)*

Very good Fairly good Neither Fairly poor Very poor Don't know

Q17. In terms of the content of "the NEWS", would you like to see more or less of the following? (Please [X] one box per row)

	More	Less	About right	Don't know
Community news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-depth features on Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Council services on offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walks in the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts and culture in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities involving young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities involving Councillors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Features on local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening times of offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reader quizzes and competitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on other public sector services e.g. Police, Health Service etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events that the Council organises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing links to community groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing contact details for Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Services and Facilities within the Community

Some services and facilities provided within the local community are seen as essential to the people who live there. The Forward Planning Team at North East Derbyshire District Council is interested in finding out what facilities and services people think are the most important in supporting the local community. The team would like to hear your views on the following questions.

Q18a. Please identify the facilities and services which you consider very important to supporting a local community. (Please [X] all that apply)

Q18b. Please choose the facility or service that you think is most essential to supporting a local community. (Please [X] one box only)

Please see overleaf for answer boxes



Q18a all that apply

Q18b one most essentialAdult Education Provision Allotments Bank/Building Society Car Repair Garage Care Home/Retirement Home Cash Point Chemist/Pharmacy Community Centre/Village Hall Cultural Facilities (Theatre/Cinema) Day Nursery (Childcare Facility) Dentist Doctor/GP Surgery Employment (offices/industrial estate) Food Shop/Grocery store Green Space (Village Green) Hairdressers/Beauty Salon Hospital Hotel/Guesthouse/B&B Leisure/Sports Centre Library Housing Office Optician Outdoor Recreation Site (Play Area) Petrol Station Place of Worship Police Station Post Box Post Office Primary/Infant/Junior School Public House Secondary School Superstore Take Away Tea Room/Cafe/Restaurant Telephone Box



**Thank you for completing the questionnaire
Please return it using the free post envelope provided**

**Please return completed questionnaires by Friday 11th
December 2009**