



Derbyshire Constabulary



# 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 32% Fairly good 60% Neither 6% Fairly poor 1% Verv poor 0%

**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  48% Doesn't make a difference  16%  
Makes services worse  0% Don't know  34%**Q3. Generally, are the questions worded clearly in plain English or are they difficult to understand? (Please X one box only)**Very clear  45% Clear  50% Neither clear nor unclear  3% Unclear  1% Very unclear  0%**Q4. How long does it usually take you to fill in the questionnaire?***(Please X one box only)*11% Up to 5 minutes  64% 5 to 15 minutes  21% 15 to 30 minutes   
2% 30 to 45 minutes  1% 45 to 60 minutes  0% Over 60 minutes **Q5. How easy or difficult is it to fill in the questionnaire? (Please X one box only)**Very difficult  0% Difficult  1% Neither difficult nor easy  21% Easy  52% Very easy  25%**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)**58% Always part of main questionnaire  13% Seperate if more than four sides   
12% Always a seperate questionnaire  15% No opinion / don't know **Q7. Are the topics covered in the questionnaire generally of interest to you?***(Please X one box only)*Usually  59% Occasionally  38% Rarely  2%

**Q8. Which subjects do you wish to see questions about in the surveys?***(Please X all that apply)*

Leisure and recreation	49%	<input type="checkbox"/>	Payments and benefits	34%	<input type="checkbox"/>
Planning and land use	71%	<input type="checkbox"/>	Street cleaning and litter	76%	<input type="checkbox"/>
Community safety and crime	84%	<input type="checkbox"/>	Housing	26%	<input type="checkbox"/>
Council finances and spending	63%	<input type="checkbox"/>	Equality and fairness	33%	<input type="checkbox"/>
Access to services	48%	<input type="checkbox"/>	Customer service	44%	<input type="checkbox"/>
Environmental issues	68%	<input type="checkbox"/>	Refuse and bins	77%	<input type="checkbox"/>
Economic development	34%	<input type="checkbox"/>	Other (please X and write below)	<input type="checkbox"/>	6%

**Q9. Do you read the newsletter we send you with each survey?***(Please X one box only)*

Yes, all of it  54%    Yes, some of it  44%    No, none of it  1%

**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)*

78%	<input type="checkbox"/>	The Council's magazine/ "the NEWS"	49%	<input type="checkbox"/>	Derbyshire Times
50%	<input type="checkbox"/>	Local free magazines (e.g. Reflections)	63%	<input type="checkbox"/>	Local free newspapers
23%	<input type="checkbox"/>	Local commercial radio (e.g. Peak 107)	35%	<input type="checkbox"/>	Village or Parish newsletter
29%	<input type="checkbox"/>	The Internet	11%	<input type="checkbox"/>	Council website
31%	<input type="checkbox"/>	BBC Local Radio (e.g. Radio Sheffield / Radio Derby)	2%	<input type="checkbox"/>	None of these
13%	<input type="checkbox"/>	Daily local paid-for newspaper (e.g. Sheffield Star, Yorkshire Post)			
81%	<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"/> 81%	<input type="checkbox"/> 63%
Derbyshire Times	<input type="checkbox"/> 46%	<input type="checkbox"/> 33%
Local free newspapers	<input type="checkbox"/> 56%	<input type="checkbox"/> 48%
Local free magazines (e.g. Reflections)	<input type="checkbox"/> 37%	<input type="checkbox"/> 31%
Daily local paid-for newspaper (e.g. Sheffield Star)	<input type="checkbox"/> 10%	<input type="checkbox"/> 7%
Village or Parish newsletter	<input type="checkbox"/> 29%	<input type="checkbox"/> 32%
Local commercial radio (e.g. Peak 107)	<input type="checkbox"/> 16%	<input type="checkbox"/> 14%
BBC Local Radio (e.g. Radio Sheffield)	<input type="checkbox"/> 21%	<input type="checkbox"/> 17%
Local TV (e.g. Look North, Calendar)	<input type="checkbox"/> 56%	<input type="checkbox"/> 42%
Council website	<input type="checkbox"/> 13%	<input type="checkbox"/> 14%
The Internet	<input type="checkbox"/> 14%	<input type="checkbox"/> 15%
Local Councillor	<input type="checkbox"/> 9%	<input type="checkbox"/> 15%
Word of mouth (e.g. family or friends)	<input type="checkbox"/> 44%	<input type="checkbox"/> 10%
Libraries	<input type="checkbox"/> 19%	<input type="checkbox"/> 18%
Posters	<input type="checkbox"/> 15%	<input type="checkbox"/> 17%
Leaflets	<input type="checkbox"/> 22%	<input type="checkbox"/> 29%
Tourist Information Centres	<input type="checkbox"/> 6%	<input type="checkbox"/> 7%
None of the above	<input type="checkbox"/> 1%	<input type="checkbox"/> 0%
Don't know	<input type="checkbox"/> 0%	<input type="checkbox"/> 1%
Other (please [X] and write in)	<input type="checkbox"/> 2%	<input type="checkbox"/> 3%

## 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)

93%  Yes      5%  No      1%  Don't know

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

40%  All of it      4%  Very little       None of it      1%  
 43%  Some of it      8%  Just flick through       Do not receive a copy      4%

**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"/> 37%	<input type="checkbox"/> 54%	<input type="checkbox"/> 5%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%	<input type="checkbox"/> 4%
Attractiveness	<input type="checkbox"/> 19%	<input type="checkbox"/> 52%	<input type="checkbox"/> 19%	<input type="checkbox"/> 6%	<input type="checkbox"/> 0%	<input type="checkbox"/> 4%
Relevant	<input type="checkbox"/> 18%	<input type="checkbox"/> 56%	<input type="checkbox"/> 14%	<input type="checkbox"/> 6%	<input type="checkbox"/> 1%	<input type="checkbox"/> 4%
Informative	<input type="checkbox"/> 26%	<input type="checkbox"/> 53%	<input type="checkbox"/> 11%	<input type="checkbox"/> 5%	<input type="checkbox"/> 1%	<input type="checkbox"/> 4%
Colourful	<input type="checkbox"/> 22%	<input type="checkbox"/> 44%	<input type="checkbox"/> 25%	<input type="checkbox"/> 4%	<input type="checkbox"/> 1%	<input type="checkbox"/> 5%
Interesting	<input type="checkbox"/> 16%	<input type="checkbox"/> 55%	<input type="checkbox"/> 18%	<input type="checkbox"/> 6%	<input type="checkbox"/> 2%	<input type="checkbox"/> 4%
Keeps me up to date	<input type="checkbox"/> 23%	<input type="checkbox"/> 50%	<input type="checkbox"/> 16%	<input type="checkbox"/> 6%	<input type="checkbox"/> 2%	<input type="checkbox"/> 4%
Well laid out	<input type="checkbox"/> 22%	<input type="checkbox"/> 49%	<input type="checkbox"/> 21%	<input type="checkbox"/> 3%	<input type="checkbox"/> 1%	<input type="checkbox"/> 4%

**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
22% <input type="checkbox"/>	56% <input type="checkbox"/>	13% <input type="checkbox"/>	5% <input type="checkbox"/>	1% <input type="checkbox"/>	4% <input type="checkbox"/>

**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"/> 50%	<input type="checkbox"/> 3%	<input type="checkbox"/> 42%	<input type="checkbox"/> 5%
In-depth features on Council services	<input type="checkbox"/> 33%	<input type="checkbox"/> 7%	<input type="checkbox"/> 52%	<input type="checkbox"/> 8%
New Council services on offer	<input type="checkbox"/> 60%	<input type="checkbox"/> 1%	<input type="checkbox"/> 32%	<input type="checkbox"/> 7%
Walks in the local area	<input type="checkbox"/> 47%	<input type="checkbox"/> 7%	<input type="checkbox"/> 35%	<input type="checkbox"/> 12%
Arts and culture in the area	<input type="checkbox"/> 29%	<input type="checkbox"/> 11%	<input type="checkbox"/> 47%	<input type="checkbox"/> 14%
Activities involving young people	<input type="checkbox"/> 34%	<input type="checkbox"/> 9%	<input type="checkbox"/> 51%	<input type="checkbox"/> 170
Activities involving Councillors	<input type="checkbox"/> 21%	<input type="checkbox"/> 23%	<input type="checkbox"/> 44%	<input type="checkbox"/> 13%
Short articles	<input type="checkbox"/> 33%	<input type="checkbox"/> 5%	<input type="checkbox"/> 53%	<input type="checkbox"/> 10%
Features on local area	<input type="checkbox"/> 68%	<input type="checkbox"/> 3%	<input type="checkbox"/> 25%	<input type="checkbox"/> 5%
Opening times of offices	<input type="checkbox"/> 21%	<input type="checkbox"/> 4%	<input type="checkbox"/> 66%	<input type="checkbox"/> 9%
Reader quizzes and competitions	<input type="checkbox"/> 19%	<input type="checkbox"/> 26%	<input type="checkbox"/> 43%	<input type="checkbox"/> 12%
Information on other public sector services e.g. Police, Health Service etc	<input type="checkbox"/> 52%	<input type="checkbox"/> 3%	<input type="checkbox"/> 38%	<input type="checkbox"/> 8%
Events that the Council organises	<input type="checkbox"/> 30%	<input type="checkbox"/> 5%	<input type="checkbox"/> 58%	<input type="checkbox"/> 7%
Providing links to community groups	<input type="checkbox"/> 21%	<input type="checkbox"/> 5%	<input type="checkbox"/> 59%	<input type="checkbox"/> 14%
Providing contact details for Council services	<input type="checkbox"/> 33%	<input type="checkbox"/> 2%	<input type="checkbox"/> 57%	<input type="checkbox"/> 8%

## 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 essential**

	<input type="checkbox"/>		<input type="checkbox"/>	
Adult Education Provision	<input type="checkbox"/>	60%	<input type="checkbox"/>	1%
Allotments	<input type="checkbox"/>	44%	<input type="checkbox"/>	0%
Bank/Building Society	<input type="checkbox"/>	57%	<input type="checkbox"/>	1%
Car Repair Garage	<input type="checkbox"/>	36%	<input type="checkbox"/>	0%
Care Home/Retirement Home	<input type="checkbox"/>	53%	<input type="checkbox"/>	0%
Cash Point	<input type="checkbox"/>	57%	<input type="checkbox"/>	0%
Chemist/Pharmacy	<input type="checkbox"/>	83%	<input type="checkbox"/>	1%
Community Centre/Village Hall	<input type="checkbox"/>	74%	<input type="checkbox"/>	7%
Cultural Facilities (Theatre/Cinema)	<input type="checkbox"/>	28%	<input type="checkbox"/>	0%
Day Nursery (Childcare Facility)	<input type="checkbox"/>	48%	<input type="checkbox"/>	0%
Dentist	<input type="checkbox"/>	67%	<input type="checkbox"/>	1%
Doctor/GP Surgery	<input type="checkbox"/>	88%	<input type="checkbox"/>	28%
Employment (offices/industrial estate)	<input type="checkbox"/>	39%	<input type="checkbox"/>	3%
Food Shop/Grocery store	<input type="checkbox"/>	78%	<input type="checkbox"/>	7%
Green Space (Village Green)	<input type="checkbox"/>	64%	<input type="checkbox"/>	1%
Hairdressers/Beauty Salon	<input type="checkbox"/>	32%	<input type="checkbox"/>	0%
Hospital	<input type="checkbox"/>	55%	<input type="checkbox"/>	4%
Hotel/Guesthouse/B&B	<input type="checkbox"/>	15%	<input type="checkbox"/>	0%
Leisure/Sports Centre	<input type="checkbox"/>	57%	<input type="checkbox"/>	1%
Library	<input type="checkbox"/>	72%	<input type="checkbox"/>	1%
Housing Office	<input type="checkbox"/>	34%	<input type="checkbox"/>	0%
Optician	<input type="checkbox"/>	45%	<input type="checkbox"/>	0%
Outdoor Recreation Site (Play Area)	<input type="checkbox"/>	59%	<input type="checkbox"/>	0%
Petrol Station	<input type="checkbox"/>	48%	<input type="checkbox"/>	0%
Place of Worship	<input type="checkbox"/>	52%	<input type="checkbox"/>	1%
Police Station	<input type="checkbox"/>	70%	<input type="checkbox"/>	4%
Post Box	<input type="checkbox"/>	78%	<input type="checkbox"/>	1%
Post Office	<input type="checkbox"/>	83%	<input type="checkbox"/>	9%
Primary/Infant/Junior School	<input type="checkbox"/>	73%	<input type="checkbox"/>	5%
Public House	<input type="checkbox"/>	45%	<input type="checkbox"/>	1%
Secondary School	<input type="checkbox"/>	48%	<input type="checkbox"/>	0%
Superstore	<input type="checkbox"/>	32%	<input type="checkbox"/>	1%
Take Away	<input type="checkbox"/>	24%	<input type="checkbox"/>	0%
Tea Room/Cafe/Restaurant	<input type="checkbox"/>	34%	<input type="checkbox"/>	0%
Telephone Box	<input type="checkbox"/>	49%	<input type="checkbox"/>	0%



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

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