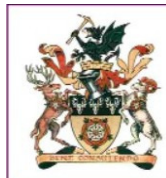




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Form Number 3

North East Derbyshire District Council



DERBYSHIRE County Council
Improving life for local people

NORTH EAST DERBYSHIRE CITIZEN'S PANEL - NOVEMBER 2011

Please return your completed questionnaire by Friday 2nd December

You can also complete this questionnaire on-line at:
<https://www.surveymonkey.com/s/RF78FQ3>

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

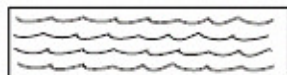


not like this

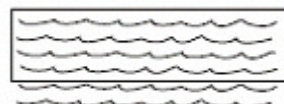


Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,

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 and Derbyshire County Council.



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ABOUT YOUR LOCAL AREA

Throughout this section of the questionnaire we ask you to think about your 'local area'. When answering please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

(Please X up to five boxes only in the left hand column below)

Q2. And thinking about this local area, which of the things below, if any, do you think most need improving? (Please X up to five boxes only in the right hand column below)

	Q1	Q2
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. libraries, museums)	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please tick and specify in box)	<input type="checkbox"/>	<input type="checkbox"/>



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Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?*(Please [X] **one** box only)*

- Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q4. Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?*(Please [X] **one** box only for each statement)**Local public services...*

	A great deal	To some extent	Not very much	Not at all	Don't know
...are working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...are working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promote the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...act on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treat all types of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

North East Derbyshire District Council are key providers of public services locally, so we would like your views on some of the services we provide.

Q5. How satisfied or dissatisfied are you with each of the following services provided or supported by North East Derbyshire District Council?*(Please [X] **one** box only for each service)*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tips/household waste recycling centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. To what extent do you agree or disagree that North East Derbyshire District Council provides value for money?*(Please [X] **one** box only)*

- Strongly agree Tend to agree Neither agree nor disagree
 Tend to disagree Strongly disagree Don't know

Q7. And now taking everything into account, how satisfied or dissatisfied are you with the way North East Derbyshire District Council runs things?*(Please [X] **one** box only)*

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied Don't know

Q8. Do you agree or disagree that you can influence decisions affecting your local area?*(Please [X] **one** box only)*

- Definitely agree Tend to agree Tend to disagree Definitely disagree Don't know



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Q9. Generally speaking, would you like to be more involved in the decisions that affect your local area? (Please [X] one box only)

- Yes
- No
- Depends on the issue
- Don't know

Q10. Which of the following issues would you like to be more involved in?

(Please [X] all that apply)

- | | |
|--|--|
| <input type="checkbox"/> About my area and community | <input type="checkbox"/> Refuse and bin collection |
| <input type="checkbox"/> Crime and Community Safety | <input type="checkbox"/> Equality and fairness |
| <input type="checkbox"/> Health | <input type="checkbox"/> Street cleaning and litter |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Customer service |
| <input type="checkbox"/> Environmental issues | <input type="checkbox"/> All of the above |
| <input type="checkbox"/> Regeneration | <input type="checkbox"/> Do not want to be more involved |
| <input type="checkbox"/> Arts, culture and leisure | <input type="checkbox"/> Other |
| <input type="checkbox"/> Budget setting and service | |

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? (Please [X] one box only)

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same background

Q12. In the last year would you say that you have been treated with respect and consideration by your local public services.....? (Please [X] one box only)

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never
- Don't know/no opinion

Q13. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by North East Derbyshire District Council?

(Please [X] one box only)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q14. Derbyshire Primary Care Trust is monitoring certain lifestyle information about residents in Derbyshire. One of the topics they are monitoring is smoking habits. Please X the box that describes you. (Please [X] one box only)

- I currently smoke daily
- I currently smoke occasionally but not daily
- I used to smoke but I don't smoke at all now
- I've never smoked



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COUNCIL PUBLICITY

Q15. Apart from in the Citizens' Panel questionnaire, have you seen this slogan before?
(Please [X] **one** option only)

Just do MORE!

Yes

No

Don't Know

Q16. Apart from in the Citizens' Panel questionnaire, have you seen this logo before?
(Please [X] **one** option only)



Yes

No

Don't know

Q17. If you have answered "Yes" to Q16, where have you seen it? (Please [X] all that apply)

NEDDC website

Newspaper

Poster

Don't know

NEDDC magazine 'The News'

Not seen the logo before

Leaflet

Other

INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES

Q18. What local media do you currently use? (Please [X] all that apply)

The Council's magazine/ "the NEWS"

Local free magazines (e.g. Reflections)

Local commercial radio (e.g. Peak 107)

The internet

BBC local radio (e.g. Radio Sheffield / Radio Derby)

Daily local paid-for newspaper (e.g. Sheffield Star)

Local TV (e.g. Look North, Calendar, Central or BBC East Midlands)

Derbyshire Times

Local free newspapers

Village or Parish newsletter

Council website

None of these



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Q19. How do you usually find out about North East Derbyshire District Council and the decisions it makes? *(Please [X] all that apply)*

Q20. How would you prefer to find out about the Council and the decisions it makes? *(Please [X] all that apply)*

	Q19	Q20
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 magazine (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, Calender)	<input type="checkbox"/>	<input type="checkbox"/>
Council website	<input type="checkbox"/>	<input type="checkbox"/>
The internet (other than the Council's website)	<input type="checkbox"/>	<input type="checkbox"/>
Local Councillor	<input type="checkbox"/>	<input type="checkbox"/>
Social media (e.g. Facebook, Twitter)	<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 Centre	<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 box)	<input type="checkbox"/>	<input type="checkbox"/>



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Q21. How well informed do you feel about each of the following?*(Please [X] **one** option on **each row** only)*

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How your council tax is spent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain about local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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. We would like your views of the magazine. This information will be used to make improvements to the publication.

Q22. Do you receive a copy of 'the NEWS'? *(Please [X] **one** option only)*

- Yes No Don't know

Q23. How much of each issue of 'the NEWS' do you generally read?*(Please [X] **one** option only)*

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

Q24. How would you rate "the NEWS" on the following aspects?*(Please [X] **one** option on **each row** only)*

	Very good	Fairly good	Neither good nor poor	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"/>



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Q25. Overall, how would you rate "the NEWS"?

*(Please [X] **one** option only)*

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

Q26. In terms of the content of "the NEWS", would you like to see more or less of the following?

*(Please [X] **one** option on **each row** only)*

More

Less

About right

Don't know

Community news

In-depth features on council services

New council services on offer

Walks in the local area

Arts and culture in the area

Activities involving young people

Activities involving councillors

Short articles

Features on local area

Opening times of offices

Reader quizzes and competitions

Information on other public sector services e.g. Police, Health Service etc

Events that the council organises

Providing links to community groups

Providing contact details for council services

RECYCLING SERVICES

Q27. How often do you use the burgundy bin kerbside recycling service?

*(Please [X] **one** option only)*

Every fortnightly collection

Monthly

Occasionally

Never

**Q28. If you never use the burgundy bin service please tell us why.** *(Please [X] all that apply)*

- | | |
|---|--|
| <input type="checkbox"/> I don't have a burgundy bin | <input type="checkbox"/> It is not convenient for me to recycle |
| <input type="checkbox"/> I am new to the area | <input type="checkbox"/> I am not interested |
| <input type="checkbox"/> Don't have enough space for all the bins | <input type="checkbox"/> Too old or disabled |
| <input type="checkbox"/> I don't have enough time | <input type="checkbox"/> No benefit to me |
| <input type="checkbox"/> I don't have enough waste | <input type="checkbox"/> I do recycle all I can |
| <input type="checkbox"/> I am not sure what I can recycle | <input type="checkbox"/> Other (please X and write in box below) |
| <input type="checkbox"/> The kerbside collection service is poor | |

Q29. What makes you want to recycle? *(Please [X] all that apply)*

- | | |
|---|--|
| <input type="checkbox"/> To reduce the amount of waste disposed by landfill | <input type="checkbox"/> Because it is easy and requires no extra effort |
| <input type="checkbox"/> Save space in my waste bin and in my house | <input type="checkbox"/> Because it is the right thing to do |
| <input type="checkbox"/> Look after our environment | <input type="checkbox"/> Don't want to recycle |
| <input type="checkbox"/> Reduce pollution | <input type="checkbox"/> All of the above |
| <input type="checkbox"/> Good for the economy | <input type="checkbox"/> Other (please X and write in box below) |
| <input type="checkbox"/> Looking after our future generation | |

Q30. If you do not currently recycle your household waste, what would persuade you to start recycling? *(Please [X] all that apply)*

- If I the containers/bins had been delivered to me
- If the collection service was reliable
- If I was better informed about the kerbside recycling services
- If I had help presenting my bins on collection day
- If I had more information about what happens to the materials collected
- If there were incentives to recycle
- If I had more information on what I could recycle
- Nothing would persuade me to start recycling
- I already recycle all I can
- Other (please X and write in box below)



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Q31. Which method of collection do you feel offers residents the greatest level of convenience in presenting materials for collection? *(Please [X] one box only)*

- Presenting materials in burgundy bins at the kerbside on collection day
- Driving to recycling bring sites to deposit bottle, paper, glass and textile
- Walking to recycling bring sites to deposit bottle, paper, glass and textile
- None of these

Q32. Do you prefer to use recycling bring site banks in place of the kerbside collections service? *(Please [X] one option only)*

- Yes
- No
- Do not recycle

Q33. Why do you prefer to use recycling bring sites rather than the kerbside collection service? *(Please [X] all that apply)*

- I don't have a burgundy bin
- I don't know how the kerbside collection service works
- I have always used bring site recycling banks
- I find bring sites more convenient when I visit the shops and village centres
- I am not able to present a burgundy bin due to health/disability issues
- Kerbside recycling collection service is poor
- Prefer kerbside collections rather than bring sites
- Other (please X and write in box below)

Q34. Overall, in the last 12 months do you think the NEDDC kerbside recycling service has improved, got worse or stayed the same? *(Please [X] one box only)*

- Improved a lot
- Improved a little
- Stayed about the same
- Got a little worse
- Got a lot worse
- Don't know
- Don't use the service

Thank you for completing the questionnaire. Please return it using the freepost envelope provided by Friday 2nd December 2011.