



Derbyshire Constabulary



Form Number



NORTH EAST DERBYSHIRE CITIZENS' PANEL - OCTOBER 2009

Please return your completed questionnaire by Friday 30th October 2009

INSTRUCTIONS

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

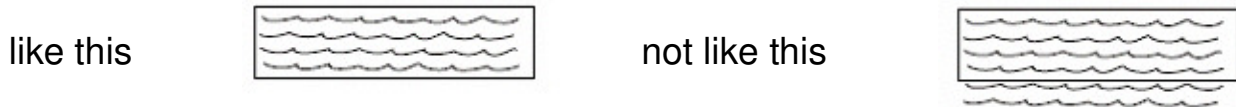
Write clearly using BLOCK CAPITALS like this





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



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




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 Constabulary

PEST CONTROL

The following questions are about pest control services, that is the treatment of infestations of pests such as insects or rodents. Please give us your views even if you have never had to use such a service before.

Q1. Are you aware that North East Derbyshire District Council offer a comprehensive Pest Control service? *(Please [X] one box only)*

Yes 69%

No 21%

Don't know 9%

Q2. If you needed to use a Pest Control service which of the following would you be most likely to do? *(Please [X] one box only)*

16% Look in the Phone book or Yellow Pages

5% Search the Internet for a suitable contractor

3% Find a private contractor that you have used before or that has been recommended to you

73% Contact the local Council

1% Don't know

Q3. Thinking now of the North East Derbyshire District Council Pest Control Service, which pests do you think the service is able to deal with? *(Please [X] all that apply)*

76% Mice 94% Rats 63% Cockroaches 31% Bedbugs

87% Wasps 40% Fleas 56% Bees 45% Ants

21% Beetles 18% Moles 4% Other

If you have put a [X] in other please specify below

Q4. Below is a list of the pests that the North East Derbyshire District Council Pest Control service treats and the cost of that treatment. For each pest please say whether you think the cost given should be increased, decreased or should stay the same?

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

		Increased	Decreased	Stay the same
Mice	cost = £40	4%	37%	53%
Rats	cost = £20	24%	20%	52%
Cockroaches	cost = £60	4%	44%	45%
Bedbugs	cost = £60	5%	41%	47%
Wasps	cost = £40	6%	33%	56%
Fleas	cost = £40	8%	26%	58%
Bees	cost = £50	5%	43%	44%
Ants	cost = £40	7%	30%	57%
Other insects such as carpet beetles, silverfish, etc	cost = £40	6%	23%	57%
Fumigation of empty properties	cost = £60	21%	12%	56%

Q5. If you needed to use a Pest Control service how likely would you be to contact North East Derbyshire District Council? *(Please [X] **one** box only)*

55% Very Likely 30% Quite Likely 6% Quite Unlikely 4% Very Unlikely 5% Don't Know

Q6. Why is that? (Please write in the box below)

SWIMMING

Following the questions which were asked on the Citizens' Panel survey last year, North East Derbyshire District Council have introduced a new Free Swim scheme for anyone aged 16 and under or 60 years and over.

The scheme is part of the "Change 4 Life" initiative by the NHS, designed to help us all be more active and healthy.

Q7. Have you, or a member of your family, joined the free swim scheme?

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

	Yes	No	Don't Know	Not completed
I have joined the 60+ scheme	10%	78%	1%	11%
I intend to join	11%	56%	9%	25%
A member of my family has joined the 60+ scheme	8%	68%	3%	22%
A member of my family has joined the aged 16 and under scheme	17%	61%	3%	19%

Q8. Whether you currently swim regularly or not, would any of the following make you more likely or less likely to swim at a North East Derbyshire pool?

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

	More Likely	Less Likely	About the same	Don't know	Not Completed
Lane swimming Sessions	19%	18%	38%	10%	15%
Fun session	8%	35%	30%	9%	18%
Casual General Swimming	29%	10%	38%	8%	15%
Adults only	45%	6%	30%	7%	13%
Women only	27%	13%	32%	9%	18%
Family swim	12%	25%	36%	9%	18%
A standing depth pool	18%	18%	34%	13%	17%

Q9. If you, have joined the free swimming scheme what effect has this had on your health and well-being? (Please [X] **one** box only)

Improved health and well being	9%	<input type="checkbox"/>
Had no effect on health and well being	5%	<input type="checkbox"/>
Had an adverse effect on health and well being	0%	<input type="checkbox"/>
Have not joined free swimming scheme	52%	<input type="checkbox"/>
Not Completed	35%	

GETTING INVOLVED

North East Derbyshire District Council provides opportunities for residents to participate in decision making in your local area. We would like your views on the ways in which we do this.

Q10. Do you agree or disagree that you can influence decisions affecting your local area?
(Please [X] **one** box only)

- 11% Definitely agree 50% Tend to agree 23% Tend to disagree
 5% Definitely disagree 11% Don't know

Q11. Generally speaking, would you like to be more involved in the decisions that affect your local area? (Please [X] **one** box only)

- 33% Yes 8% No 56% Depends on the issue
 3% Don't know

Q12. Overall, how satisfied are you with the opportunities for participation in local decision making provided by North East Derbyshire District Council? (Please [X] **one** box only)

- 9% Very satisfied 50% Fairly satisfied 20% Neither
 6% Fairly dissatisfied 5% Very dissatisfied 10% Don't know

Q13. How well informed do you feel about how you can get involved in local decision-making? (Please [X] **one** box only)

- 5% Very well informed 48% Fairly well informed 30% Not very well informed
 11% Not well informed at all 5% Don't know

Q14. If you would like to be more involved in the decisions North East Derbyshire District Council makes, which method would you prefer? (Please [X] all that apply)

- | | |
|---|---|
| <input type="checkbox"/> 72% Postal questionnaires | <input type="checkbox"/> 30% Commenting on written plans or proposals |
| <input type="checkbox"/> 22% Electronic questionnaires | <input type="checkbox"/> 10% Attending seminars, workshops or exhibitions |
| <input type="checkbox"/> 19% Attending open public meetings | <input type="checkbox"/> 16% Contacting your local councillor |
| <input type="checkbox"/> 17% Attending community based meetings or forums | <input type="checkbox"/> 9% I don't want to be more involved |
| <input type="checkbox"/> 15% Attending small discussion groups | <input type="checkbox"/> 1% Don't know |
| <input type="checkbox"/> 12% Telephone interviews | <input type="checkbox"/> 1% Other |
| <input type="checkbox"/> 22% E-mail correspondance | |

If you have put a [X] in other please specify

Q15. Which topics or issues would you like to be consulted on? (Please [X] all that apply)

- | | |
|---|--|
| <input type="checkbox"/> 71% About my area and community | <input type="checkbox"/> 29% Regeneration |
| <input type="checkbox"/> 69% Crime and community safety | <input type="checkbox"/> 23% Arts, Culture and leisure |
| <input type="checkbox"/> 38% Health | <input type="checkbox"/> 29% Budget setting and service priorities |
| <input type="checkbox"/> 49% Services for people aged 50+ | <input type="checkbox"/> 25% Benefits |
| <input type="checkbox"/> 21% Services for children and young people | <input type="checkbox"/> 50% Refuse and bin collection |
| <input type="checkbox"/> 54% Environmental issues | <input type="checkbox"/> 13% Equality and fairness |
| <input type="checkbox"/> 20% The economy and jobs | <input type="checkbox"/> 50% Street cleaning and litter |
| <input type="checkbox"/> 18% Housing | <input type="checkbox"/> 18% Customer service |
| <input type="checkbox"/> 13% Tourism | <input type="checkbox"/> 4% Other |

If you have put a [X] in other please specify

Q16. How familiar are you with the following ways of getting involved in local decision-making? (Please [X] one option on each row only)

	Very familiar	Heard of but don't know much about	Not familiar at all
Safer Neighbourhood Teams	14%	42%	39%
Community Partnership meetings	7%	30%	55%
Scrutiny	2%	11%	77%
Tenant and Resident Groups	8%	33%	51%
Ask Derbyshire	3%	18%	70%
Councillor's surgeries	17%	51%	26%
The Police Key Individual Networks (KINs)	4%	16%	72%

SPENDING PRIORITIES

Q17. North East Derbyshire District Council needs to balance the levels of services it provides with the money it has available. Please could you rank in order of preference the following options for balancing the budget? (Please [X] one option on each row only, where 1 is your most preferred option and 4 is your least preferred)

	1	2	3	4
By increasing Council Tax (by about 3%)	17%	14%	15%	47%
By reducing the number of services we provide	13%	20%	24%	34%
By reducing the level or quality of service of most existing services	5%	19%	29%	38%
A combination of the above	41%	20%	13%	17%

BLUE BOX/BAG RECYCLING SERVICE

Q18. Do you take part in the blue box/bag recycling services offered by North East Derbyshire District Council? (Please [X] one option on each row only)

	Yes	No	Not completed
Blue Box	91%	8%	1%
Blue Bag	85%	11%	4%
Textiles	34%	49%	16%
Batteries	21%	61%	17%
Recycling Bring Sites	71%	20%	8%

Q19. How often do you use the blue box and bag kerbside recycling service?*(Please [X] **one** box only)*

- 85% Every fortnightly collection 6% Monthly 3% Occasionally 5% Never

Q20. What makes you want to recycle? (Please [X] **one only)** 37% To reduce the amount of waste disposed by landfill 3% Save space in my waste bin and in my house 16% Looking after our environment 1% Reduce pollution 1% Good for the economy 6% Looking after our future generation 6% Because it is easy and requires no extra effort 14% Because it is the right thing to do 1% Don't want to recycle 1% Other

If you have put a [X] in other please specify

Q21. If you do not recycle your household waste, what is the reason why?*(Please [X] **all** that apply)* 1% I don't have a blue box/bag 1% It's not convenient for me to recycle 0% My box/bag has been stolen 0% I am not interested/can't be bothered 0% I am new to the area 0% Don't know how the service works 1% Don't have enough storage space for the container 0% No benefit to me 1% I don't have enough time/it's too much hassle 1% Too old or disabled 1% I am not sure what I can recycle 39% I do recycle my household waste 2% Kerbside recycling collection service is poor 3% Other

If you have put a [X] in other please specify

Q22. If you do not currently recycle your household waste, what would persuade you to start recycling? (Please [X] **all** that apply)

- 3% If I had the right containers 2% The collection service was reliable
- 6% Collection of a wider range of materials 2% I was better informed about services
- 1% Help with presenting my containers on collection day
- 2% More information about what happens to the materials collected
- 3% Incentives to recycle 1% Nothing 2% Other

If you have put a [X] in other please specify

Q23. Which of the following materials do you think can be recycled in North East Derbyshire?

(Please [X] **all** that apply)

- 97% Glass bottles 95% Glass Jars 93% Drink Cans 44% Small appliance batteries
- 45% Aerosols 51% Foil 78% Plastic Bottles 87% Green compostable Waste
- 93% Food Cans 78% Clothes and textiles 94% Paper, magazines and newspapers

Q24. Would any of the following make it easier for you to recycle more things, more often?

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

	Yes	No	Don't Know	Not completed
Better information about existing services	50%	26%	5%	19%
Having more recycling containers	50%	29%	4%	16%
If I could get physical assistance in presenting my containers on collection day	11%	58%	4%	27%
If the Council collected a wider range of materials	66%	15%	3%	16%
Practical help and information on how and what you can recycle	50%	24%	6%	20%

Q25. Which method of collection do you feel offers residents the greatest level of convenience in presenting materials for collection? (Please [X] **one** only)

- Presenting materials in blue box/bags at the kerbside on collection day 89%
- Driving to recycling bring sites to deposit bottle, paper, glass, textile banks 4%
- Walking to recycling bring sites to deposit bottle, paper, glass, textile banks 1%
- None of these 2%

Q26. Do you prefer to use recycling bring site banks in place of the kerbside collections service? (Please [X] one box only)

- 10% Yes 87% No 0% Do not recycle

Q27. If you do prefer using the recycling bring site banks rather than kerbside collect service, why is that? (Please [X] one box only)

- 1% I don't have a blue box/bag
 0% I don't know how the kerside collection service works
 2% I have always used bring site recycling banks
 3% I find bring sites more convenient when I visit the shops and village centres
 1% I am not able to present a blue box due to health/disability issues
 2% The kerbside recycling collection service is poor
 32% Prefer kerbside collections
 56% Not completed
 3% Other

If you have put a [X] in other please specify

Q28. If you mentioned that the kerbside collection service is poor at the previous question, please can you tell us in what way you feel it is poor? (Please [X] all that apply)

- 2% My box/bag kept getting missed
 10% Not enough range of materials are collected
 5% Boxes and bags are not returned to where I present them
 8% The crew leaves a mess after collections
 1% Service is unreliable and doesn't always come on the day it should
 27% Do not think kerbside collection is poor
 3% Other

If you have put a [X] in other please specify

Q29. Would you like to see the Council target specific materials for recycling at bring sites for instance plastics? (Please [X] one box only)

- 64% Yes 14% No 17% Don't know

Q30. While helping the environment by recycling our waste, which method of material collection do you feel best safeguards the environment further by producing fewer CO2 emissions? (Please [X] one only)

- | | | |
|---|-----|--------------------------|
| Presenting materials for kerbside collection by the council | 66% | <input type="checkbox"/> |
| Driving to recycling bring sites | 3% | <input type="checkbox"/> |
| Walking to recycling bring sites | 23% | <input type="checkbox"/> |
| Don't Know | 4% | <input type="checkbox"/> |

Q31. How do you feel the Council could better promote its recycling services?

(Please [X] all that apply)

- 54% More regular information 13% Radio and press releases 8% Regular website updates
- 18% Promotion public events 34% Incentive schemes 38% Doorstep advice and information
- 6% Other

If you have put a [X] in other please specify

Q32. Do you feel that people who refuse to recycle after being encouraged should be fined?

(Please [X] one box only)

- 49% Yes 36% No 14% Don't know

