



Citizens' Panel November 2022 - Result Highlights

Response Demographics

152 responses - 59% response rate



54%

Female



46%

Male

16-24 years (1%), 25-74 years (68%),
75+ years (31%).

Council Services and the Local Area

89.8% satisfied with
local area as a place to live.



81.7% satisfied with how
NEDDC run things.



75.6% satisfied with how
NEDDC keep residents informed.



Contacting the Council

72.4% are aware of the full
range of Council contact options.
*Preferred contact methods telephone
(52%), email (26%), face-to-face (15%).*



Streetscene Services

65% satisfied with litter
picking in their area.



97% felt that enforcement
should be used against people
dropping litter.



61% satisfied with dog waste
bin emptying in their area.

Cost of Living

99% of respondents have some
level of concern about the cost
of living. *Very concerned (49%), quite
concerned (38%), a little concerned (12%).*



88% have been able to put some
measures in place to help with
cost of living.

53% know where to go for
advice on the cost of living.



Customer Service Standards

Most customers satisfied with:

- Having personal data kept secure
- Being treated with respect
- Officers using plain-English
when explaining.



Plain-English

82% Customer satisfaction index -
UK National average 78%.

77% felt complaints should
be investigated within
15 working days.



Equality Monitoring

99% said they had received no form of
discrimination when using Council services.

97% stated that they
had received no form of
discrimination living in
North East Derbyshire.

