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# Citizens' Panel November 2022 - Result Highlights

#### Response Demographics

**152 responses** - 59% response rate



54% **Female** 

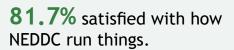


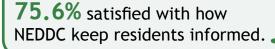
46%

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.







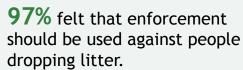


### Contacting the Council

**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.



**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%).

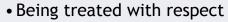
88% have been able to put some measures in place to help with cost of living.

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

#### **Customer Service Standards**

#### Most customers satisfied with:

Having personal data kept secure



 Officers using plain-English when explaining.

**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.

