



**North East
Derbyshire**
District Council



**North East Derbyshire District Council Citizens' Panel
SUMMARY REPORT
May 2023**

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Distribution

Recipient	Issue	Date
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Cllr Kerry	Final Report	04/07/23
Cllr Barry	Final Report	04/07/23

Background

The North East Derbyshire Citizens' Panel was established to obtain residents' views on a variety of topics. The panel is currently made up of 304 residents; 69% retired, 27% in work (17% full-time employed, 6% part-time employed, 4% self-employed), 2% unemployed and 2% not being able to work.

Survey Methodology

Residents are typically mailed or emailed a questionnaire twice a year and May's survey contained 16 pages of information and questions including a section of demographics questions.

Sample Size and Response Rate

A total of 304 questionnaires were sent out on Friday 12th May and respondents were given two weeks to complete/return their responses.

A total of **192 responses** were received (74 paper, 118 emails), reflecting a response rate of 63%.

A copy of the questionnaire can be found on the [Ask Derbyshire](#) site and a copy of the Viewpoint Newsletter can be found on the [Council's website](#).

The percentages throughout the report may not always add exactly to 100% due to rounding.

Customer Profiling Information

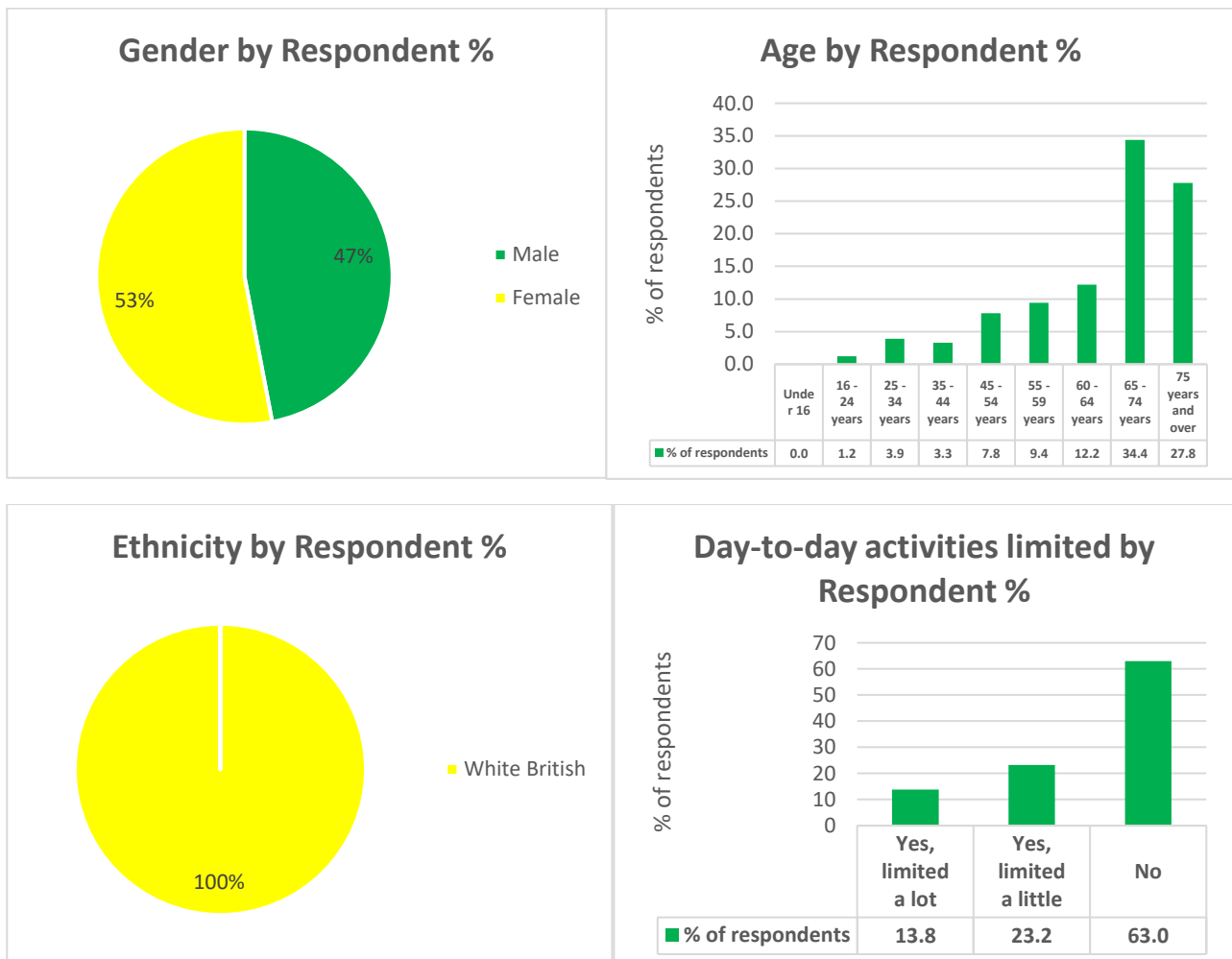
Key demographic information was captured in each survey to help build a customer profile and assist with equalities monitoring. A table of results is included below together with the summary of key points below which compares this information to the district's profile taken from the 2021 Population Census.

Respondent Characteristic	Overall Respondent Profile %	% Population Figures (2021 Census)
Gender		
Male	47	49
Female	53	51
		-
Age Group		(age % as proportion of 2021 population aged 16+)
16-24 years	1	10
25-34	4	13
35-44	3	13
45-54	8	17
55-59	9	9
60-64	12	8
65-74	34	16
75 & over	28	14

Ethnicity		
White British or Irish	100	96
Ethnic Minority (including white-other)	0	4
Disability		
Yes, limited a lot.	14	11
Yes, limited a little	23	11
No	63	78

The profile of respondents was slightly over representative of females and under representative of males when comparing to % population census figures. The survey was over representative of 60+ age categories and under representative of population demographic under the age of 55 years old. The response is over representative of respondents with disabilities and under representative of ethnic minorities.

Demographic Profile



Executive Summary

Equality Plan and Objectives

- 11 Citizens' Panel respondents (6%) contributed suggestions for further actions regarding Equality Objective 1 – *Improving customer and resident insight for service planning and delivery purposes*. The comments were in respect of inclusivity, engagement, clarification and audit monitoring.
- 11 respondents (6%) contributed suggestions for further actions in respect of Equality Objective 2 – *Providing leadership and organisational commitment to actively promote equalities and accessibility*. The comments were in respect of further engagement / training, audit monitoring and clarification.
- 134 of 177 respondents (76%) said accessing council services when needed was 'very easy' or 'fairly easy'.
- 13 respondents (7%) contributed suggestions for further actions in respect of Equality Objective 3 – *Ensuring a diverse and engaged workforce*. The comments were in respect of recruitment, training, demographic considerations and audit monitoring.
- 43 of 85 respondents (51%) felt that if looking for work, the council would be 'very attractive' or 'fairly attractive' as a potential employer.
- 8 respondents (4%) contributed suggestions for further actions in respect of Equality Objective 4 – *Continuing to embed British Sign Language (BSL) Charter pledges*. The comments were in respect of BSL in schools, BSL / deaf awareness in the workplace, BSL courses for the public and inclusivity.

North East Derbyshire Town Centres

- 135 of 170 respondents (79%) said they visited a North East Derbyshire town centre at least weekly.
- 53% of respondents visit in the morning, 39% visit in the afternoon, and a further 4% said they visit in the evening.
- Most respondents (78%) visit by car or van, 18% walk and 5% take public transport.
- Respondents' main reasons for visiting North East Derbyshire town centres were 'Food shopping' (55%), 'Services -doctor, hairdresser, optician etc.' (21%) and 'Leisure activities' (13%).
- Of the town centre criteria surveyed, respondents were most satisfied with 'Feeling safe' (84%), 'Car parking availability' (76%) and 'Street lighting' (71%).
- Respondents were most dissatisfied with 'Public transport' (35%), 'Pavement repairs' (33%) and 'Road network' (28%).
- Respondents would most like to see changes made to the following areas regarding the town centres; 'Wider variety of shops' (75%), 'More small-scale independent shops' (67%) and 'A wider range of services – doctors, banks, opticians etc.' (62%).

- When asked overall, 19% of respondents felt their town centre was improving, 48% said it was staying the same and 33% felt it was getting worse.

Domestic Waste Collection Service

- 174 of 192 respondents (91%) were either 'very satisfied' or 'fairly satisfied' with the burgundy bin recycling service.
- When asked what would persuade them to start recycling or recycling more, 89% of respondents said they 'already recycle all they can', 20% said 'If they had more information about what happens to the materials collected' and 9% said 'If they had more information on what they could recycle'.
- 162 of 192 respondents (84%) were either 'very satisfied' or 'fairly satisfied' with the green bin composting service.
- When asked what stops you recycling more garden and food waste. 28% of respondents said, 'They are concerned about maggots / vermin', 26% said 'The green bin would start to smell' and 23% said 'Prefer to compost waste themselves'.
- 182 of 192 respondents (95%) were either 'very satisfied' or 'fairly satisfied' with the black bin refuse collection service.
- 93% of respondents were aware that North East Derbyshire District Council runs a Bulky Household Waste Collection Service, and of the 90 respondents who said they'd used it, 88% were either 'very satisfied' or 'fairly satisfied' with the service received.

Equality Plan and Objectives

Overview

The Council has drafted its new Equality Plan and Objectives for 2023-27 which builds on its previous equality plans. Under the Public Sector Equality Duty (Equality Act 2010) we are required to set equality objectives every four years. These objectives are in addition to our general duty obligations to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a protected characteristic* and those who do not.

*These are age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity.

Citizens' Panel members were asked to comment on the four Equality Objectives below (a list of comments follows in the 'Detail' section).

- 1 - *Improving customer and resident insight for service planning and delivery purposes*
- 2 - *Providing leadership and organisational commitment to actively promote equalities and accessibility*
- 3 - *Ensuring a diverse and engaged workforce*
- 4 - *Continuing to embed British Sign Language (BSL) Charter pledges.*

Detail

Equality Objective 1 – Improving customer and resident insight for service planning and delivery purposes.

11 comments were received from members of the panel, which split into the following categories: -

Category of comments	No. of comments
Inclusivity	4
Engagement	3
Further detail / clarification	3
Audit / monitoring	1

See Appendix 1 for full details of comments.

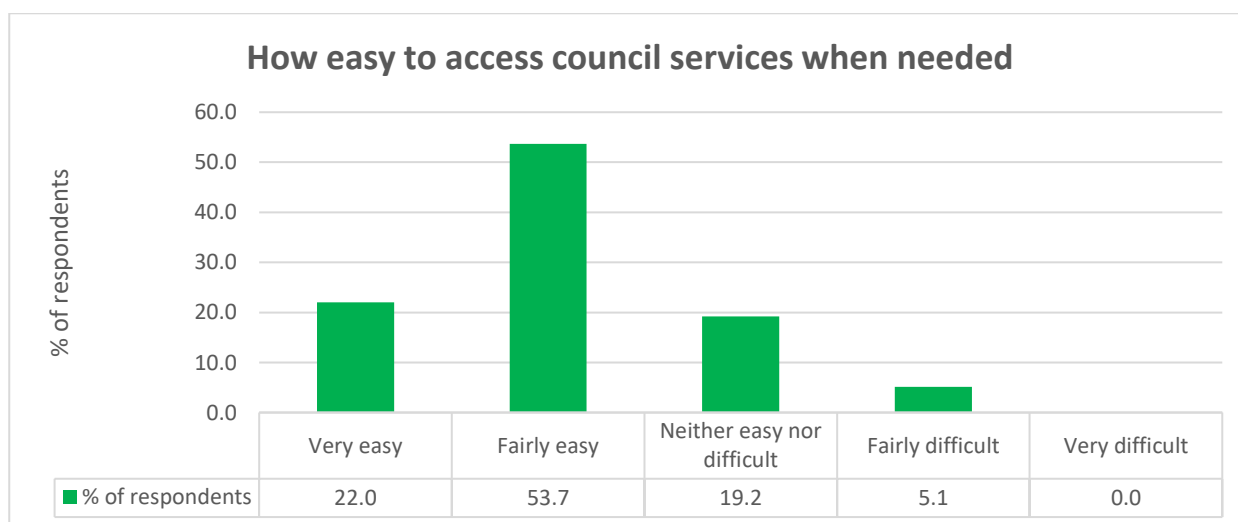
Equality Objective 2 – Providing leadership and organisational commitment to actively promote equalities and accessibility.

11 comments were received from members of the panel, which split into the following categories: -

Category of comments	No. of comments
Further engagement / training	4
Further detail / clarification	3
Audit / monitoring	2
Other comments (general)	2

See Appendix 2 for full details of comments.

When asked how easy you find it to access council services when needed, 76% stated they found it either 'very easy' or 'fairly easy'.



Of the 5% of respondents who answered 'fairly difficult' the reasons given were as follows:

-

The Planning applications are difficult to access even with a login

Slow responses.

The web site is poor and difficult to find what you are looking for.

It's hard to report things as you get no reply or a late reply.

Website is not easy to search, and the online services linked to it can be convoluted.

Regarding the NEDDC website, I find the Self Services very cluttered and not intuitive.

In the past I have tried to get council minutes and have felt like I have been going round in circles. Been reluctant and haven't searched on site for much recently. Did find electoral stuff ok but then needed to ring and couldn't do online.

Website difficult to navigate.

Too internet-based, at times it is indicated that non-internet is available but then not sign-posted.

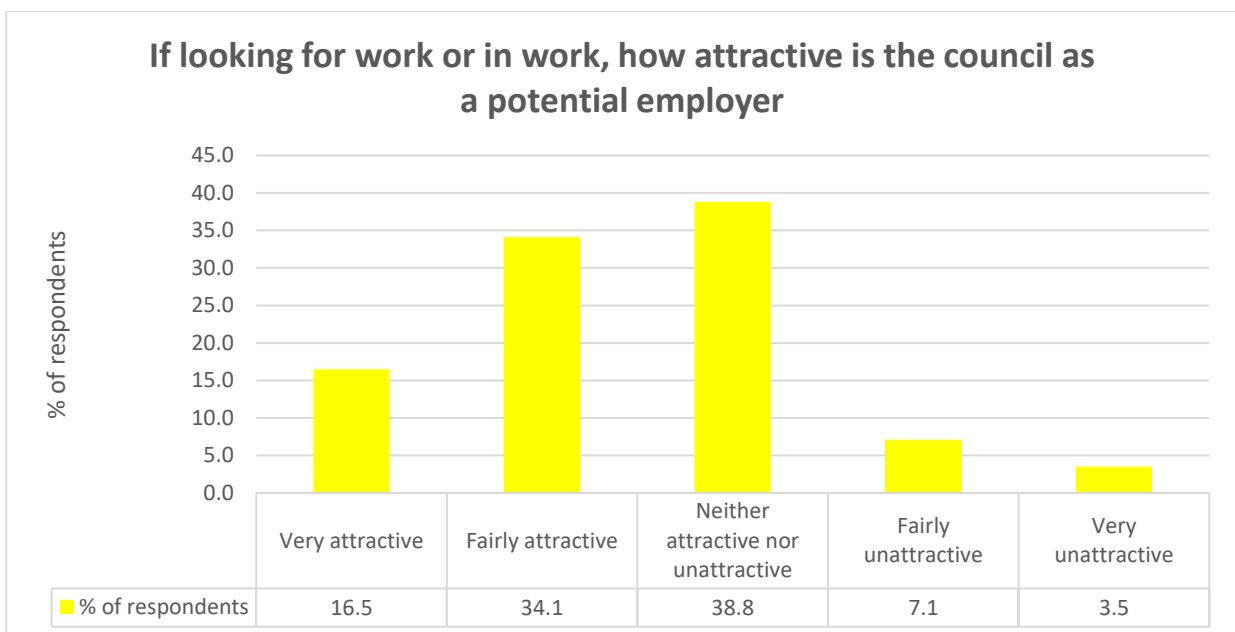
Equality Objective 3 – Ensuring a diverse and engaged workforce.

13 comments were received from members of the panel, these split into the following categories: -

Category of comments	No. of comments
Recruitment considerations	4
Training & development	3
Demographic considerations	2
Other comments (general)	2
Reporting concerns / considerations	1
Audit / monitoring	1

See Appendix 3 for full details of comments.

The panel were asked to consider if looking for work, or in work, how attractive the council would be as a potential employer. Of the 85 people who expressed an opinion, 51% of respondents thought the council would be 'very attractive' or 'fairly attractive'.



Of the 9 people (11%) of respondents who answered 'fairly unattractive' or 'very unattractive' the reasons given were as follows: -

I am self-employed, I would never work for an organisation like a council.

Does not meet my skillset or expectations.

Limited opportunity for advancement. Seen as a steady, secure, but not challenging work. Continued repression of public sector pay rates by government. Staffing levels may be restricted.

I rely on public transport and my journey would be epic from Coal Aston for a part time role.

The perception, particularly with the smaller Derbyshire councils, is one of 'nonjobs', unfortunately I see nothing in the public domain or from my interactions which would persuade me to think differently.

Having often clueless political heads and line managers is not attractive.

Wages are much lower than other councils.

Low pay.

Bureaucrats in charge who haven't done the job or have little insight, and salary rubbish.

Equality Objective 4 – Continuing to embed British Sign Language (BSL) Charter pledges.

8 comments were received from members of the panel, these being: -

Category of comments	No. of comments
BSL in schools	3
BSL / Deaf awareness in the workplace	2
BSL courses for the public	2
Engagement & inclusivity	1

Please see Appendix 4 for details of all comments

Overall Equality Plan and Objectives document content

The panel were asked to consider the draft Equality Plan and Objectives document all together, responses split into the 3 categories below: -

Category of Comments	Number of Comments
Positive comments	9
Negative comments	2
Other comments	12

Please see Appendix 5 for details of all comments.

North East Derbyshire Town Centres

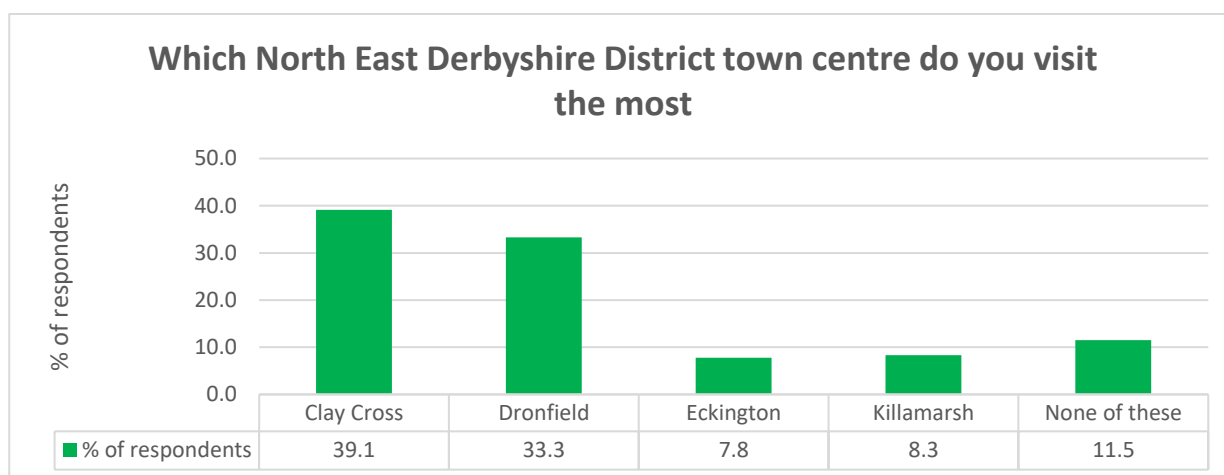
Overview

North East Derbyshire District Council acknowledges the key role that town centres play in the social and economic life of the district. They act as the employment, leisure and cultural hubs for their surrounding areas. However, many town centres across the country are struggling to meet the changing demands of 21st century residents and to meet the challenges of online or out of town shopping.

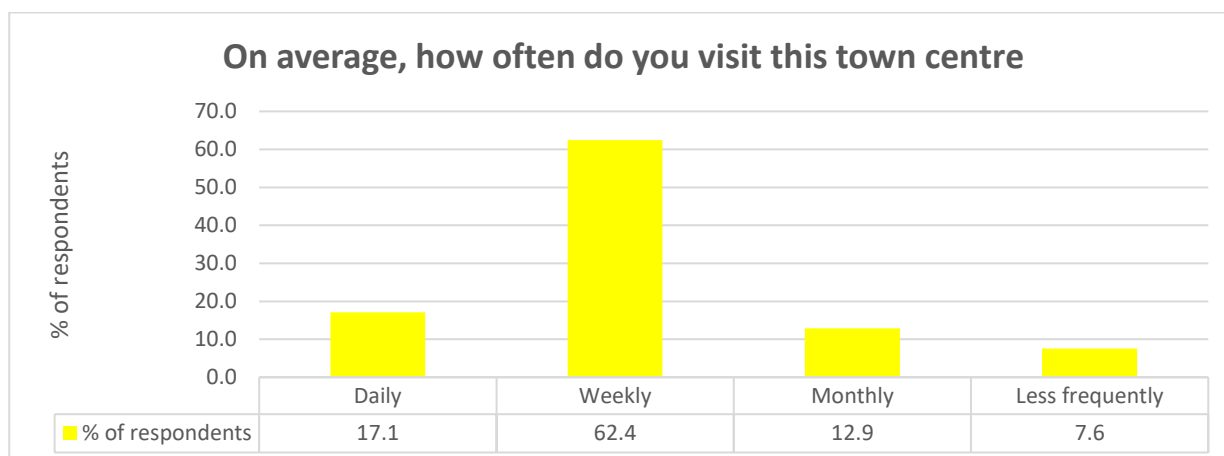
North East Derbyshire District Council has been undertaking regular 'Health Checks' of its town centres that ask users of each of our 4 town centres (Clay Cross, Dronfield, Eckington and Killamarsh) for their opinions on various elements of the town, and what changes they would like to see implemented to make the town centre better. This information is then collated and analysed and is used by the Council to apply for external funding opportunities to help regenerate the towns.

Detail

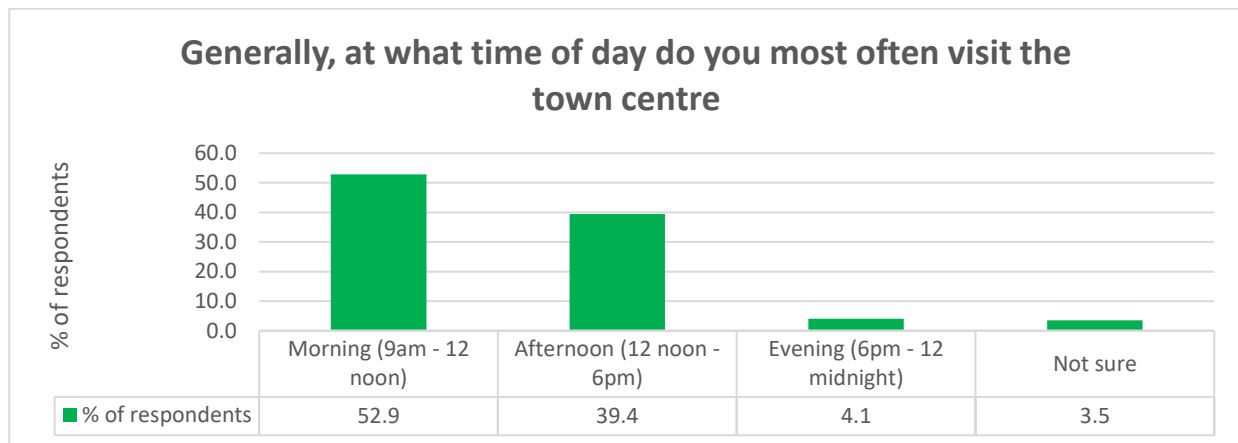
Firstly, members of the Citizens' Panel were asked which North East Derbyshire District town centre they visited the most (results below).



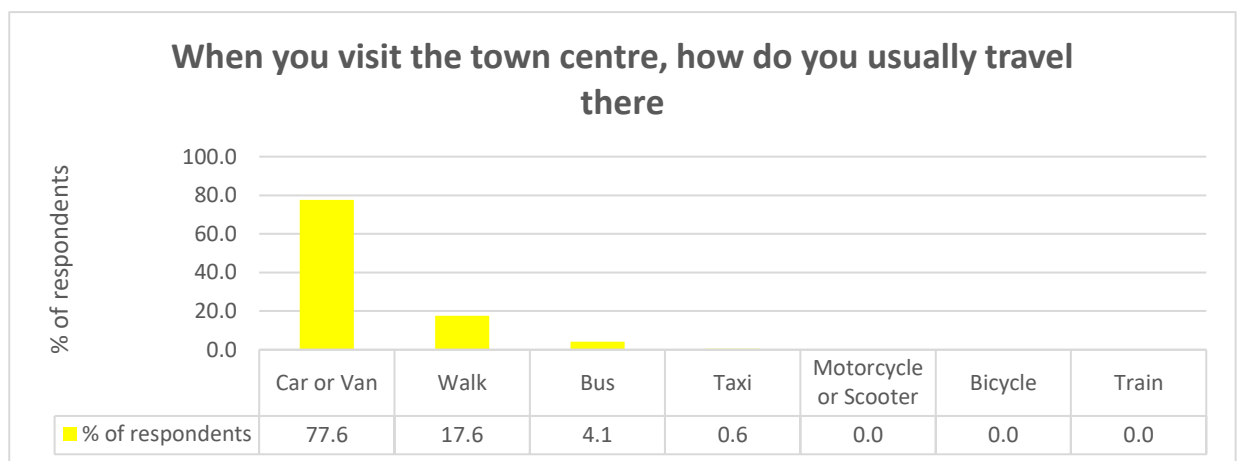
Panel members were then asked on average, how often do they visit this town centre with 62% stating weekly, 17% daily and 13% monthly.



When asked at what time of day they most often visit the town centre, 53% stated morning, 39% stated afternoon and 4% evening.



In terms of travel methods to town centres, 77% of respondents travel by car or van, 18% walk and 5% use public transport.



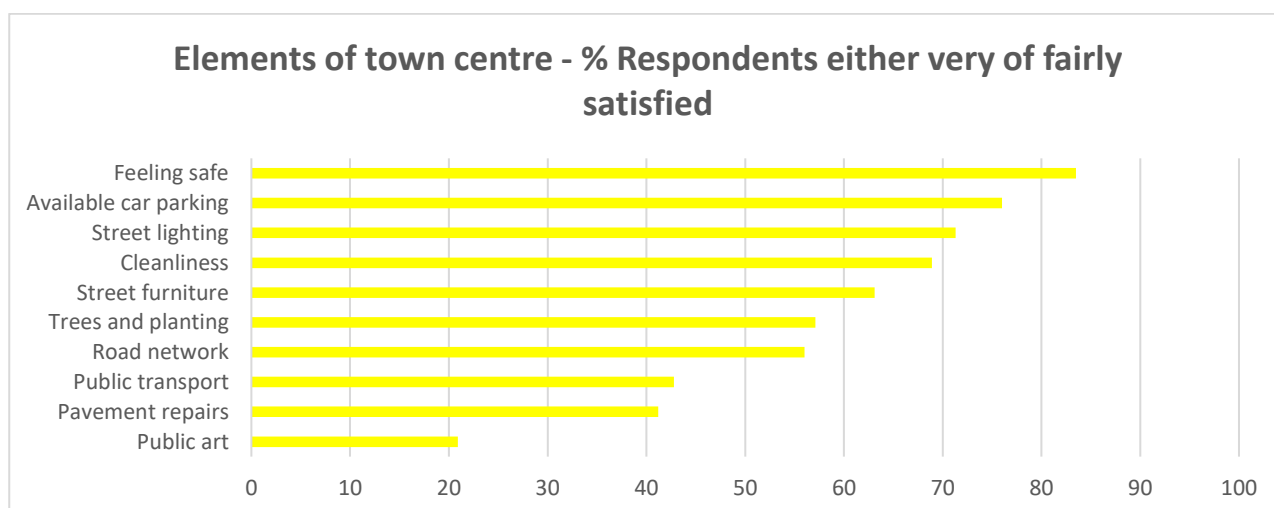
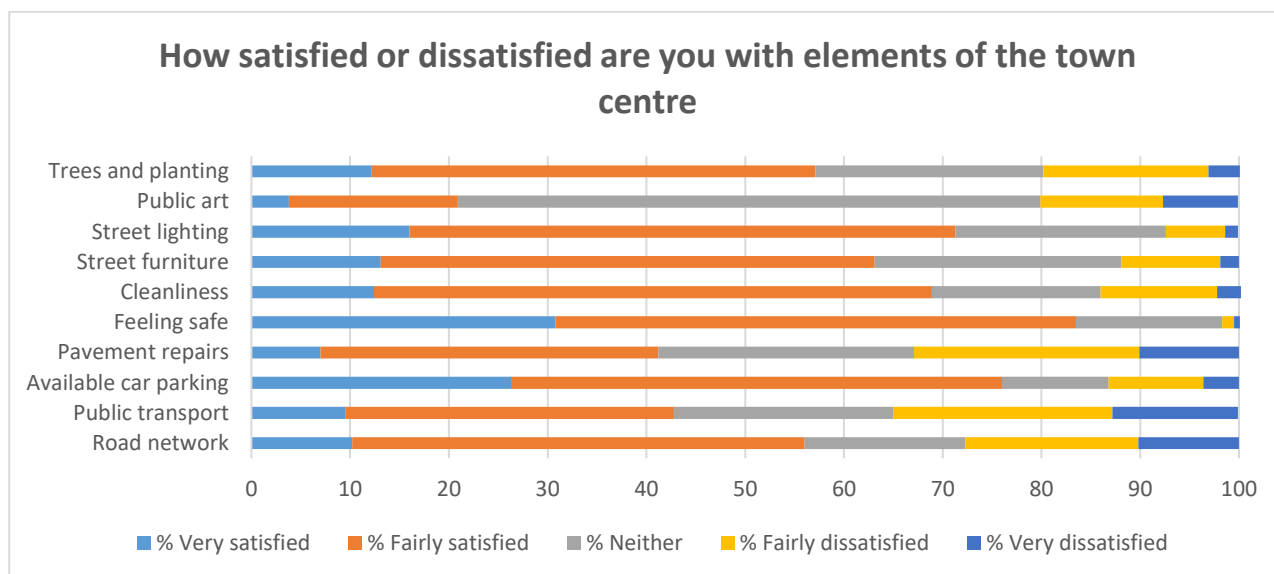
When asked what their main purpose is for visiting the town centre, the most popular responses were 'food shopping' with 55% of respondents choosing this option, 'services (doctor, hairdresser, optician etc.)' with 21% and 'leisure activities' with 13%.



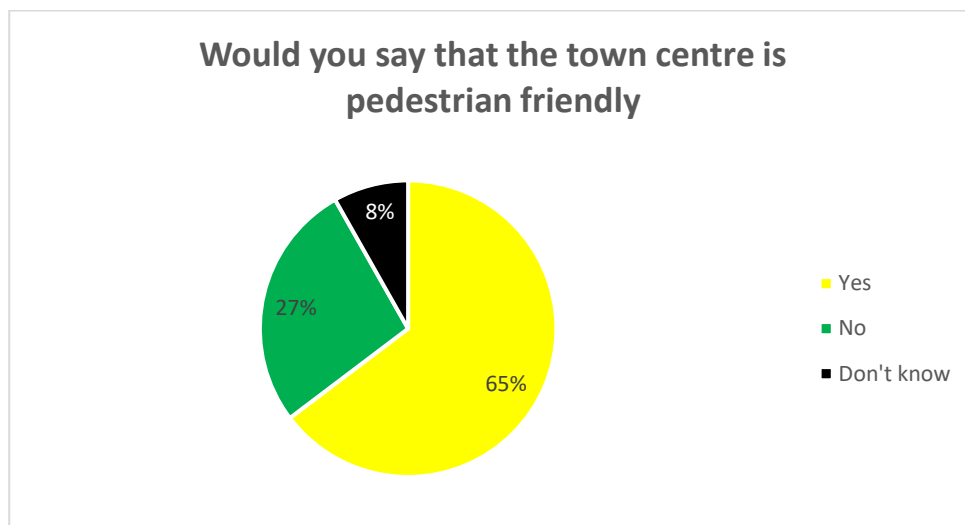
Looking at a range of town centre criteria, the panel were asked to consider how satisfied or dissatisfied they were with said elements. Best performing were 'feeling safe' with 84% of respondents either very satisfied or fairly satisfied, 'car parking availability' with 76% and 'street lighting' with 71%.

Satisfaction levels amongst the panel were the lowest with 'public art' at 21%, 'pavement repairs' at 41% and 'public transport' at 43%.

Elements of town centre	% Very satisfied	% Fairly satisfied	% Neither	% Fairly dissatisfied	% Very dissatisfied
Road network	10.2	45.8	16.3	17.5	10.2
Public transport	9.5	33.3	22.2	22.2	12.7
Available car parking	26.3	49.7	10.8	9.6	3.6
Pavement repairs	7.0	34.2	25.9	22.8	10.1
Feeling safe	30.8	52.7	14.8	1.2	0.6
Cleanliness	12.4	56.5	17.1	11.8	2.4
Street furniture	13.1	50.0	25.0	10.0	1.9
Street lighting	16.0	55.3	21.3	6.0	1.3
Public art	3.8	17.1	59.0	12.4	7.6
Trees and planting	12.2	44.9	23.1	16.7	3.2

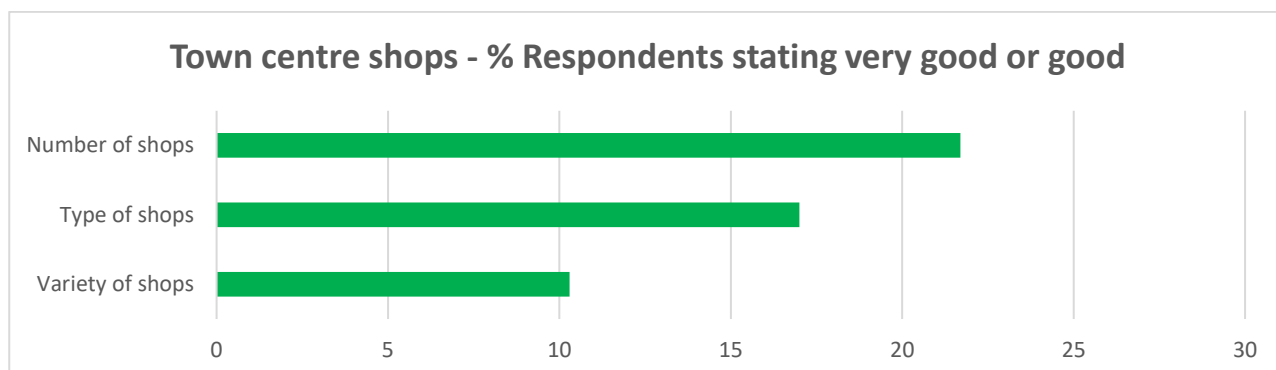
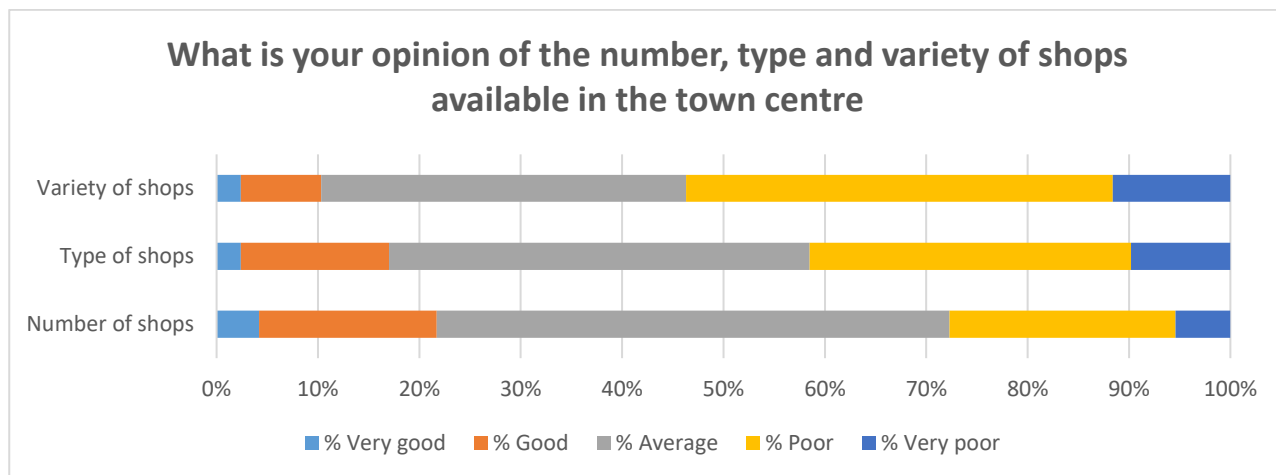


When asked to consider if they felt the town centre chosen was pedestrian friendly, 110 respondents (65%) said 'yes', 46 respondents (27%) said 'no', with a further 14 respondents (8%) stating 'don't know'.



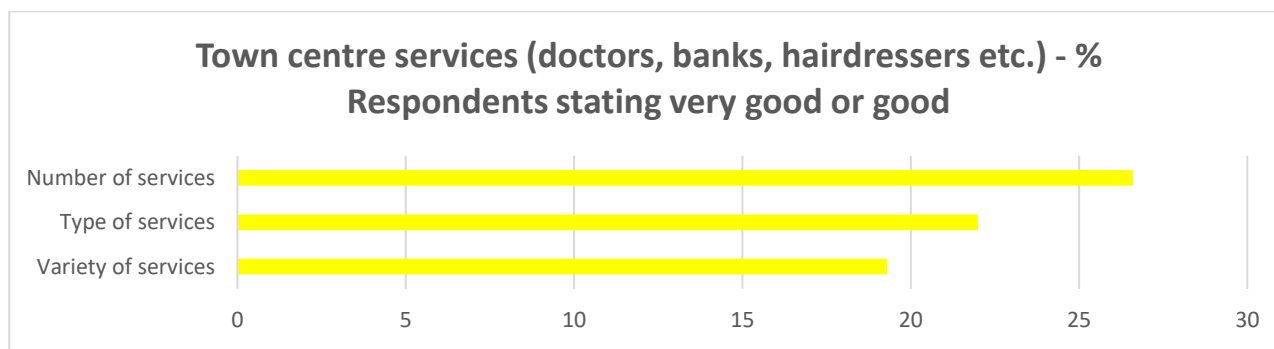
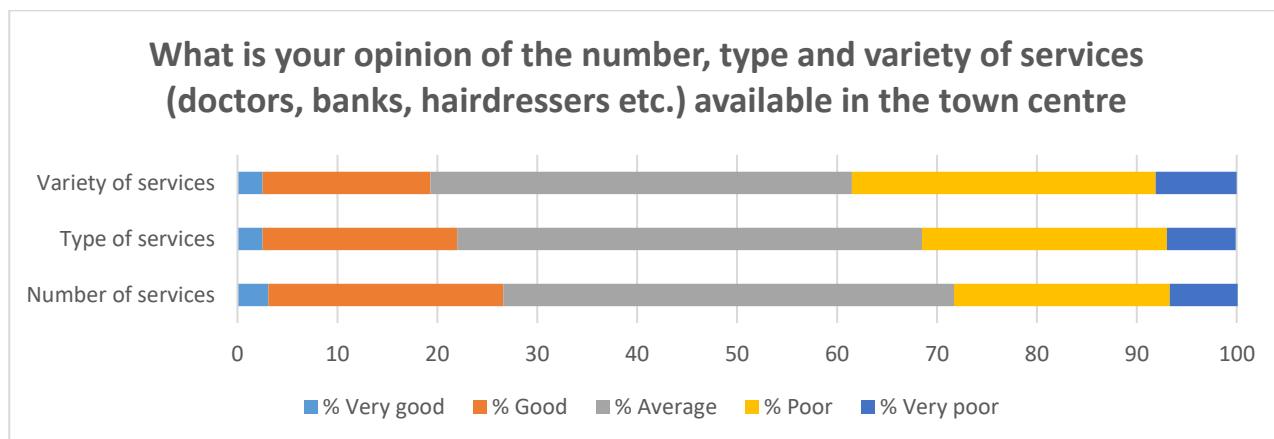
When asked to give their opinion on the number, type and variety of shops available in the town centre, the results of the panel were as stated in the table below.

Shops	% Very good	% Good	% Average	% Poor	% Very poor
Number of shops	4.2	17.5	50.6	22.3	5.4
Type of shops	2.4	14.6	41.5	31.7	9.8
Variety of shops	2.4	7.9	36.0	42.1	11.6



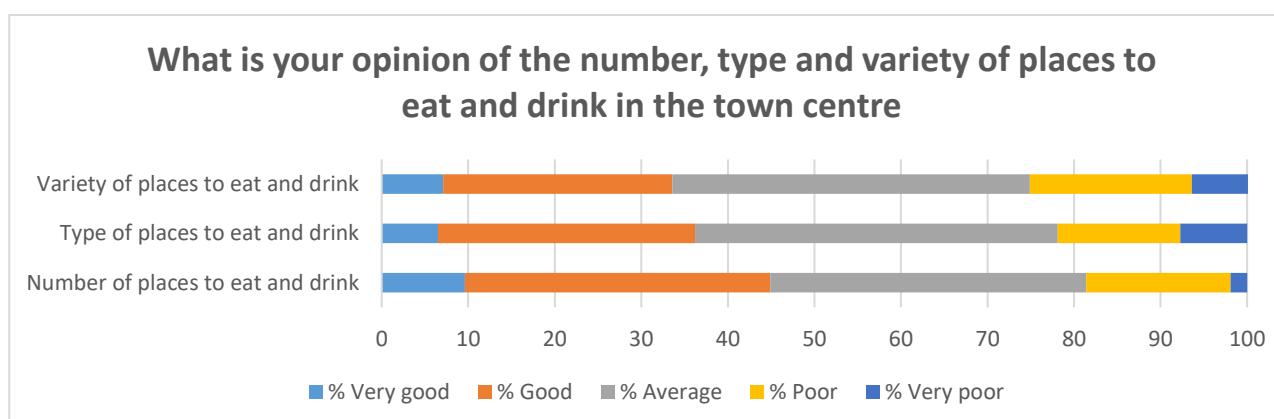
In terms of the number, type and variety of services (e.g., doctors, opticians, banks, hairdressers etc.) available in the town centre, the results of the panel were as stated in the table below.

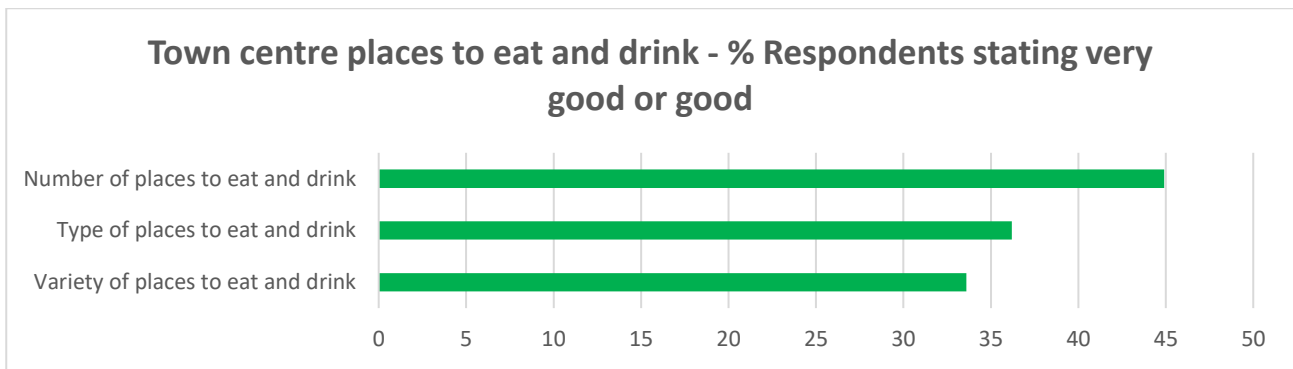
Services	% Very good	% Good	% Average	% Poor	% Very poor
Number of services	3.1	23.5	45.1	21.6	6.8
Type of services	2.5	19.5	46.5	24.5	6.9
Variety of services	2.5	16.8	42.2	30.4	8.1



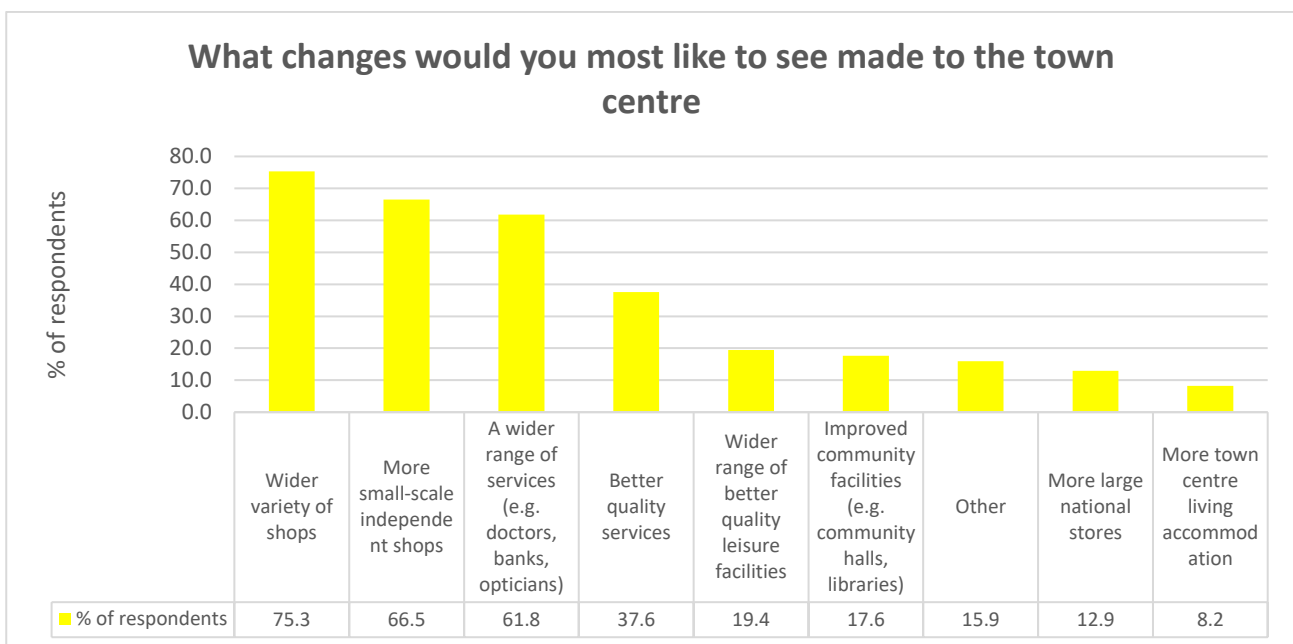
Looking at the number, type and variety of places to eat and drink available in the town centre, the results of the panel were as stated in the table below.

Places to eat and drink	% Very good	% Good	% Average	% Poor	% Very poor
Number of places to eat and drink	9.6	35.3	36.5	16.7	1.9
Type of places to eat and drink	6.5	29.7	41.9	14.2	7.7
Variety of places to eat and drink	7.1	26.5	41.3	18.7	6.5





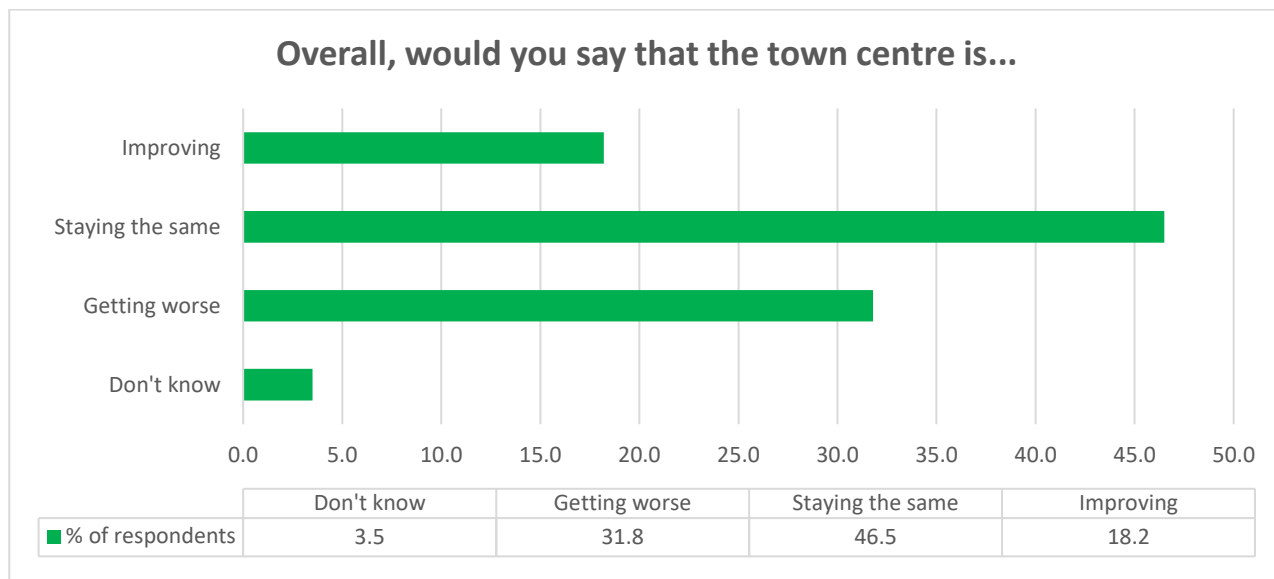
Respondents were asked to consider what changes they would most like to see made to the town centre, the most common responses to this question were 'wider variety of shops' with 75% of panel members choosing this option, 'more small-scale independent shops' with 67% and 'a wider range of services' with 62%.



Of the 'Other' comments, these broke down into the following categories: -

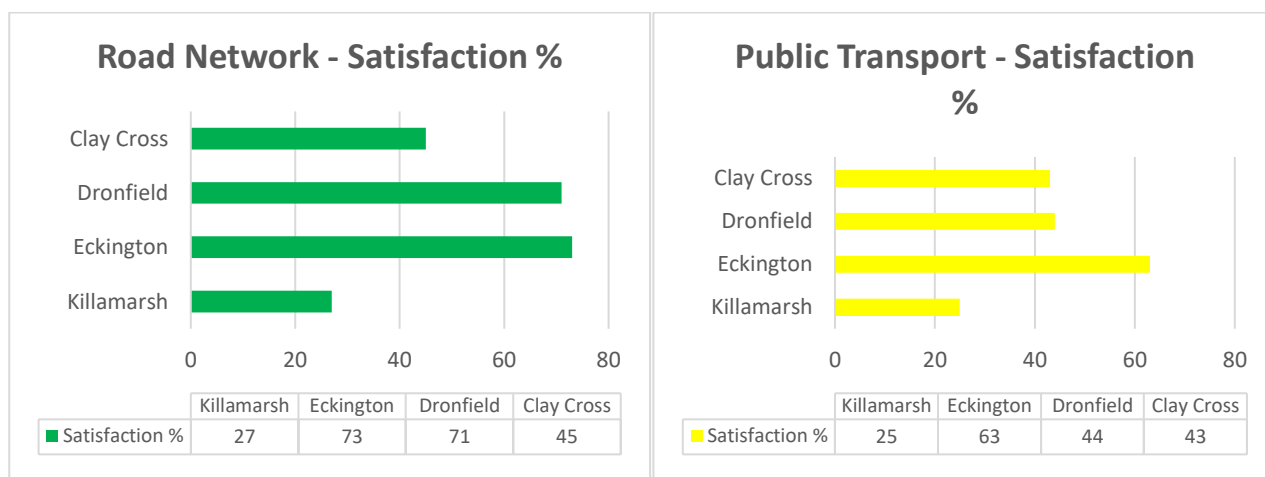
Category of Comments	Number of Comments
Banks / financial services	8
Road network / traffic management	5
Cleanliness	4
Types / variety of businesses	3
Eating and drinking options	2
Market	2
Doctors / opticians	2
Public transport	1
Parking	1
Public toilets	1
Civic buildings	1
Trees / greenery	1
Museum	1
Events (general)	1

The Citizens' Panel were asked to consider whether they felt the town centre they visited most often was improving, staying the same, or getting worse. 47% of respondents felt the town centre was staying the same, 32% felt it was getting worse, 18% saw improvement within the town centre and a further 4% weren't sure.

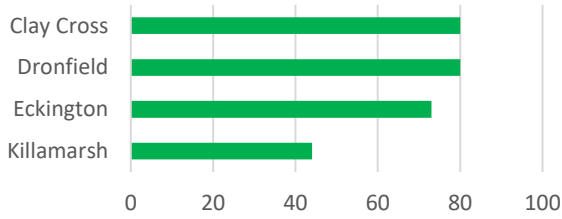


Town Centre Comparison Info

The graphs and tables below give comparison data for the four North East Derbyshire town centres (Clay Cross, Dronfield, Eckington and Killamarsh), looking at the same criteria as highlighted previously in this section. It should be noted though that the Citizens' Panel has a higher representation in Clay Cross and Dronfield, with fewer respondents from Eckington and Killamarsh, so the caveat here for comparisons, whilst being a guide, should be treated with a certain amount of caution.

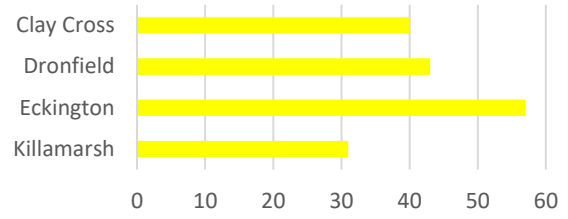


Car Park Availability - Satisfaction %



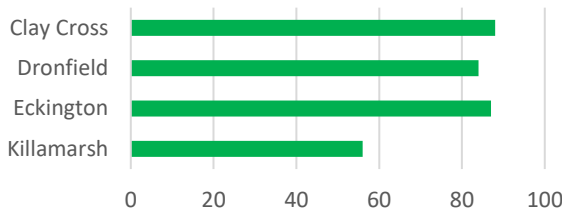
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	44	73	80	80

Pavement Repairs - Satisfaction %



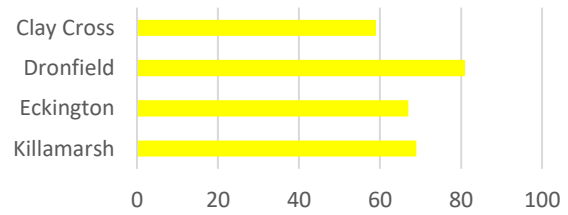
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	31	57	43	40

Feeling Safe - Satisfaction %



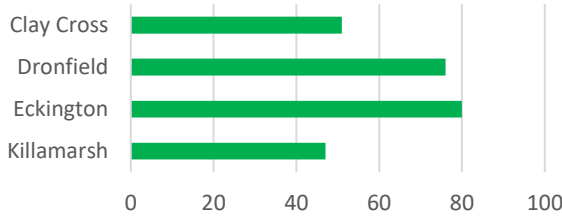
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	56	87	84	88

Cleanliness - Satisfaction %



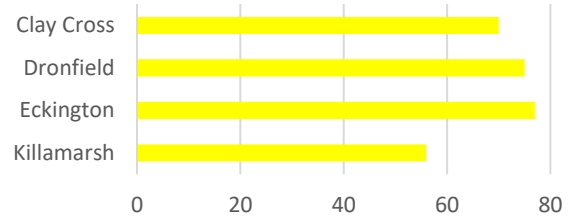
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	69	67	81	59

Street Furniture - Satisfaction %



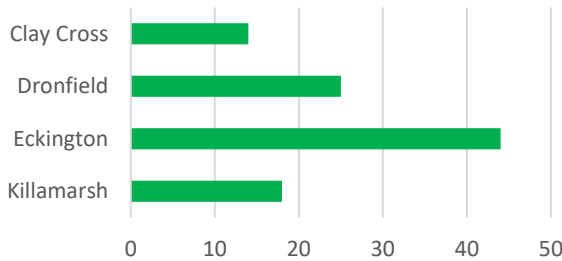
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	47	80	76	51

Street Lighting - Satisfaction %



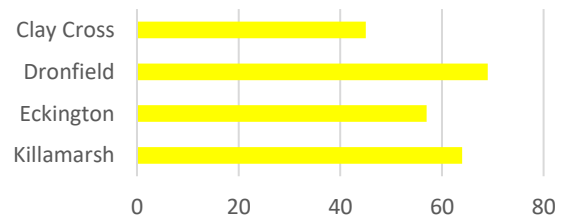
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	56	77	75	70

Public Art - Satisfaction %



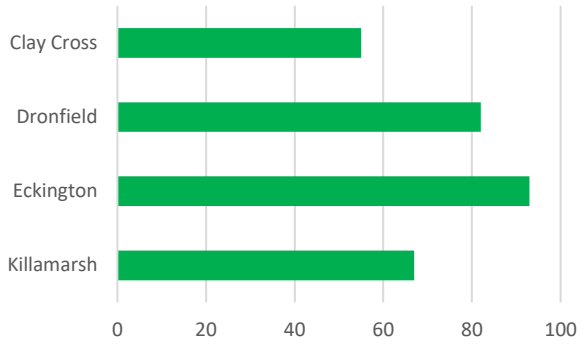
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	18	44	25	14

Trees and Planting - Satisfaction %



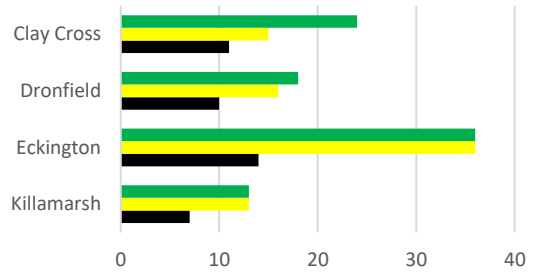
	Killamarsh	Eckington	Dronfield	Clay Cross
■ Satisfaction %	64	57	69	45

Pedestrian Friendly Town Centre - % Respondents Agrees



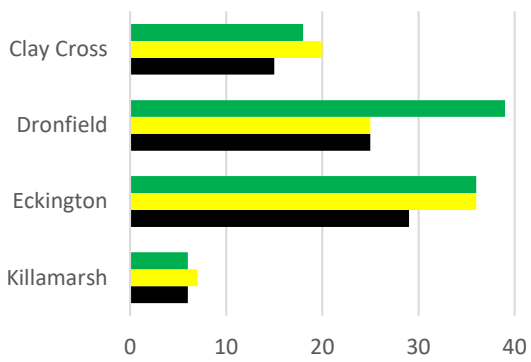
	Killamarsh	Eckington	Dronfield	Clay Cross
% Agreed	67	93	82	55

Shops (Rated Very Good / Good) - % Respondents



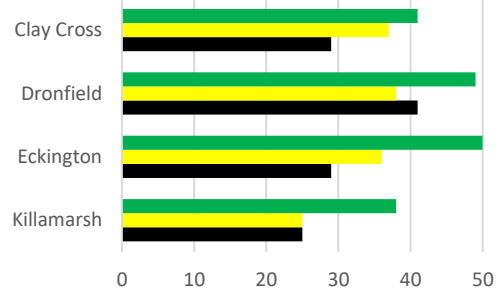
	Killamarsh	Eckington	Dronfield	Clay Cross
Number of Shops	13	36	18	24
Type of Shops	13	36	16	15
Variety of Shops	7	14	10	11

Services (Rated Very Good / Good) - % Respondents



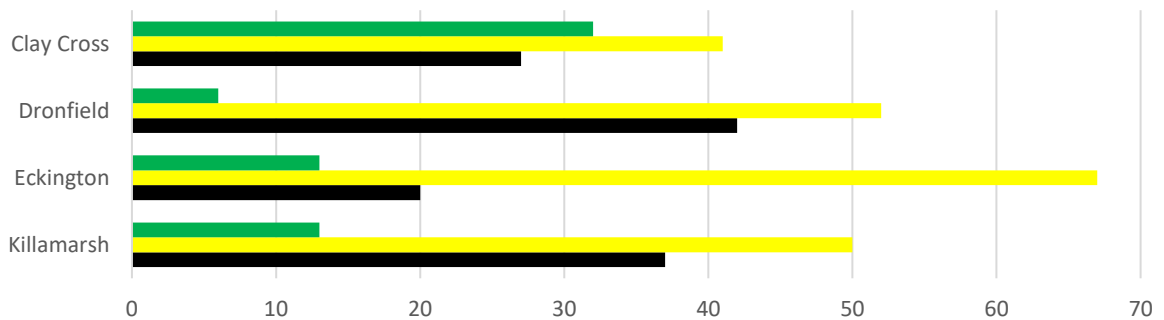
	Killamarsh	Eckington	Dronfield	Clay Cross
Number of Services	6	36	39	18
Type of Services	7	36	25	20
Variety of Services	6	29	25	15

Places to Eat and Drink (Rated Very Good / Good) - % Respondents



	Killamarsh	Eckington	Dronfield	Clay Cross
Number of Places to Eat and Drink	38	50	49	41
Type of Places to Eat and Drink	25	36	38	37
Variety of Places to Eat and Drink	25	29	41	29

Town Centre Overall Opinion - % Respondents



	Killamarsh	Eckington	Dronfield	Clay Cross
Improving	13	13	6	32
Staying the Same	50	67	52	41
Getting Worse	37	20	42	27

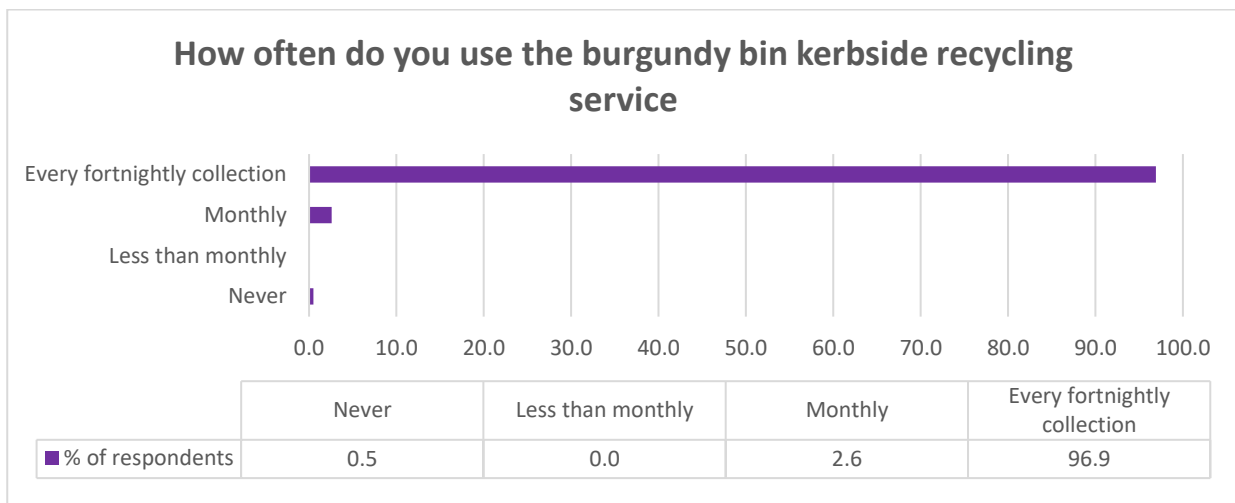
Domestic Waste Collection Service

Overview

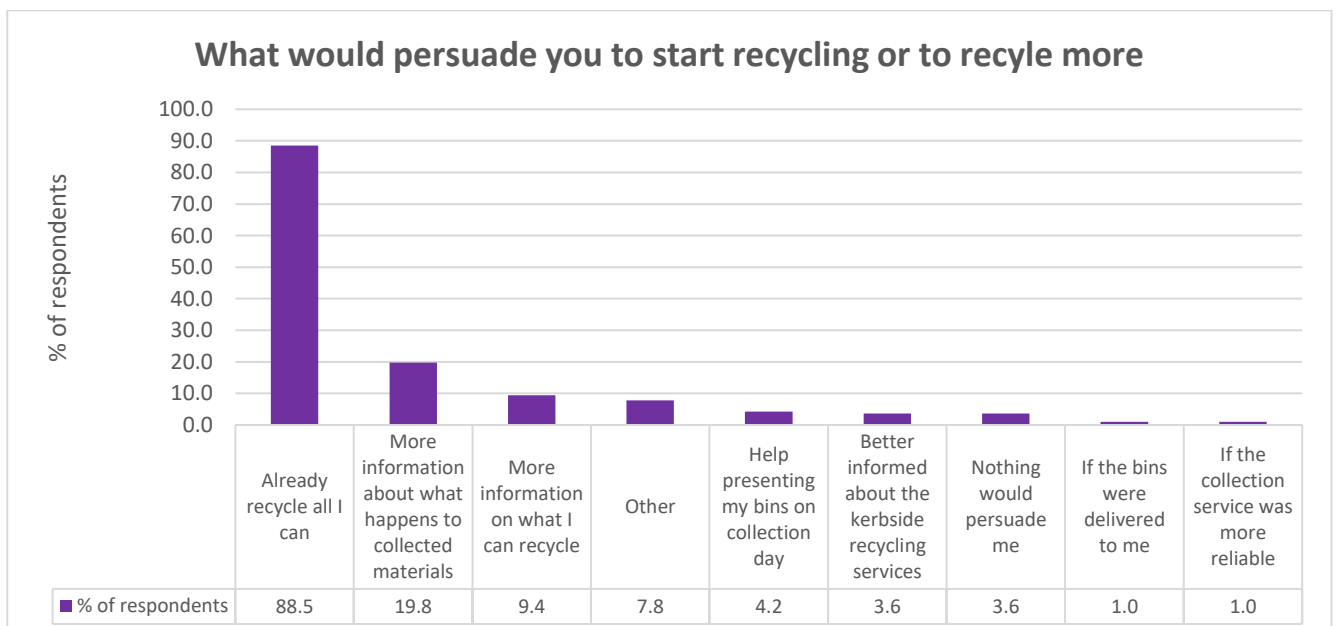
North East Derbyshire District Council provides a range of domestic waste collection services to all residents. These include burgundy bin, black bin and green bin collections as well as collections of bulky household waste. We last asked how satisfied the Citizens' Panel were with these services in June 2021 and have therefore asked the questions 2 years later for comparison information.

Detail – Burgundy Bin

When asked how often they use the burgundy bin kerbside recycling service, the overwhelming majority (97%) of respondents use every fortnightly collection.



The panel were asked to consider what would persuade them to start recycling or to recycle more. Most respondents (89%) stated they 'already recycle all they can', however the most popular responses beyond that were 'If I had more information about what happens to the materials collected', 'If I had more information on what I could recycle' and 'If I had help presenting my bins on collection day'.

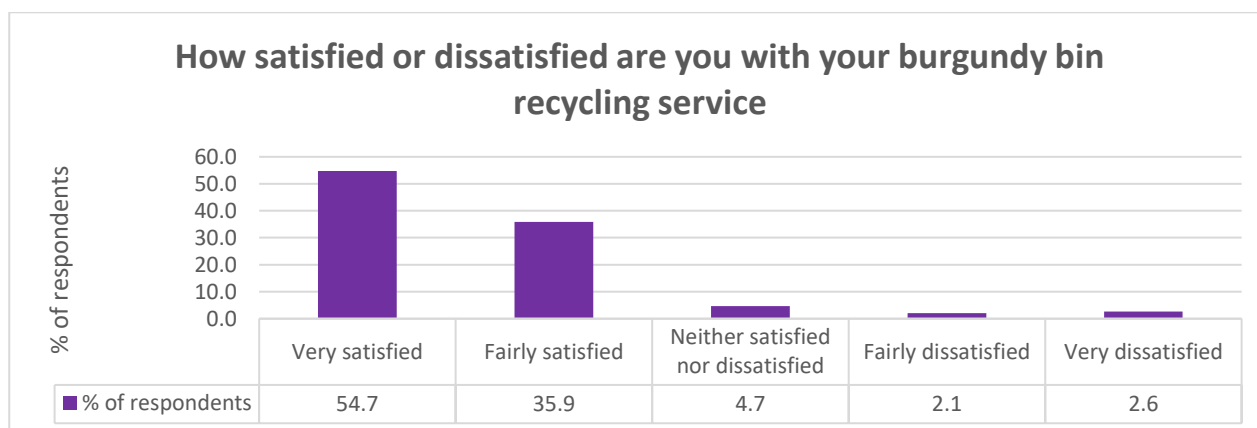


Of the 'Other' comments, these broke down into the following categories: -

Category of Comments	Number of Comments
Recycling soft plastics	5
Recycling electrical equipment	2
Bin accessories etc.	2
Help presenting / returning the bins	1
Improved communication / information	1
Fines	1
Weekly collections	1
Recycling shredded paper	1

Please see Appendix 6 for details of all comments.

When asked how satisfied or dissatisfied they were with the burgundy bin recycling service, 174 of the 192 respondents (91%) stated they were either 'Very satisfied' or 'Fairly satisfied' with the service received. 9 respondents (5%) stated they were 'Very dissatisfied' or 'Fairly dissatisfied'.



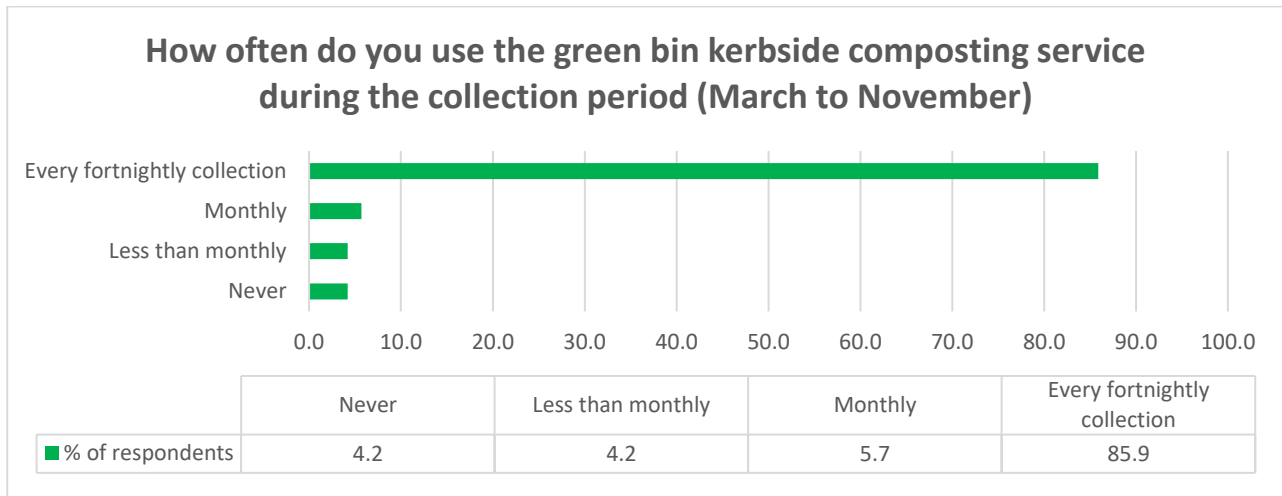
The panel were asked for further comments in respect of the burgundy bin recycling service, these responses can be split into the following categories: -

Category of Comments	Number of Comments
Positive comments (general)	15
Paper recycling / box removal	12
Better communication / information	10
Bins not returned to appropriate location	6
Negative comments (general)	4
Help returning / presenting the bin	3
Bin damage	3
Rubbish spilt / not picked up by collection	2
Soft plastics recycling	1
Additional bin	1
Small electrical product recycling	1
People throwing rubbish in other bins	1
Collection date changes	1
Weekly collection	1
Other (general)	1

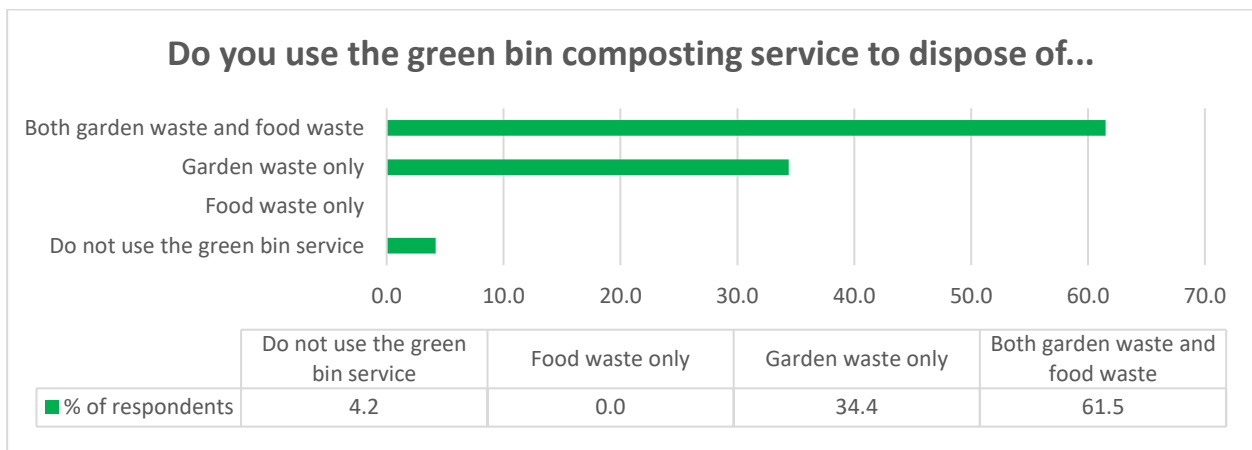
See Appendix 7 for details of all comments.

Detail – Green Bin

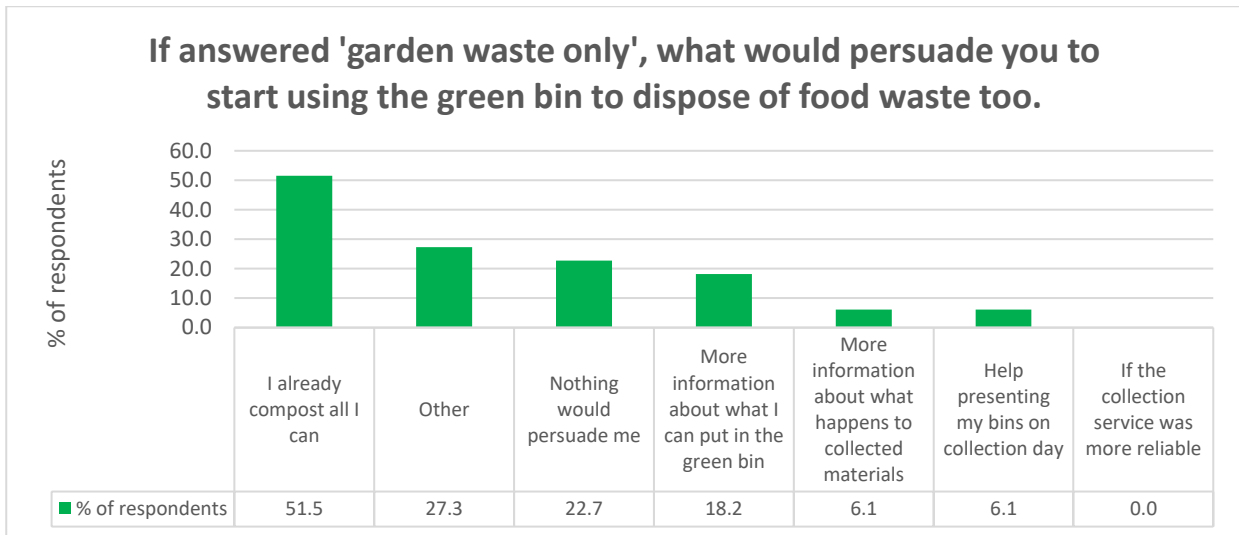
When asked how often they use the green bin kerbside composting service, the large majority (86%) of respondents use every fortnightly collection.



In terms of green bin usage, 118 of 192 respondents (62%) use the bin for 'both garden waste and food waste', with 66 respondents (34%) using the bin for 'garden waste only'.



Panel members who answered 'garden waste only' to the above, of which there were 66 people, were then asked to consider what would persuade them to start using the green bin to dispose of food waste too. 34 respondents (52%) said 'I already compost all I can', 15 respondents (23%) said 'nothing would persuade me to start using the service more', and 12 respondents (18%) said 'If I had more information about what I could put in the green bin'.

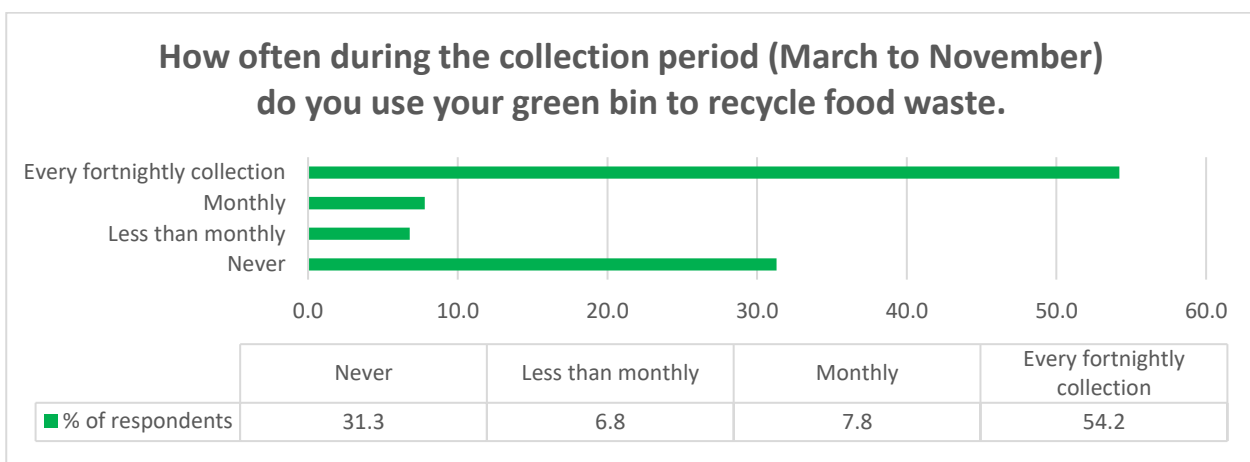


In terms of respondents who answered 'Other' to the above, the comments broke down into the following categories: -

Category of Comments	Number of Comments
Concern about maggots / vermin	7
None / very little food waste	4
Too messy / smelly	2
More frequent collection	2
Box / caddy availability	2
Bin cleaning	2
Increase collection season	1

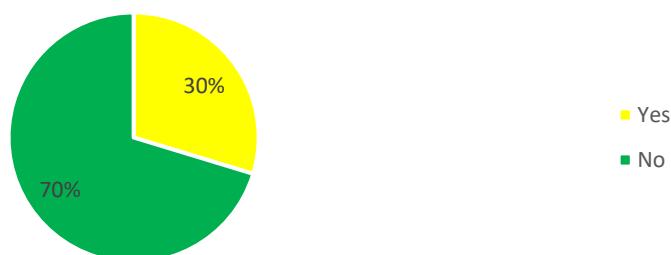
See Appendix 8 for details of all comments.

When asked how often during the collection period (March to November) do respondents use their green bin to recycle food waste, 54% said 'every fortnightly collection', 31% said 'never' and 15% said 'monthly' or 'less than monthly'.



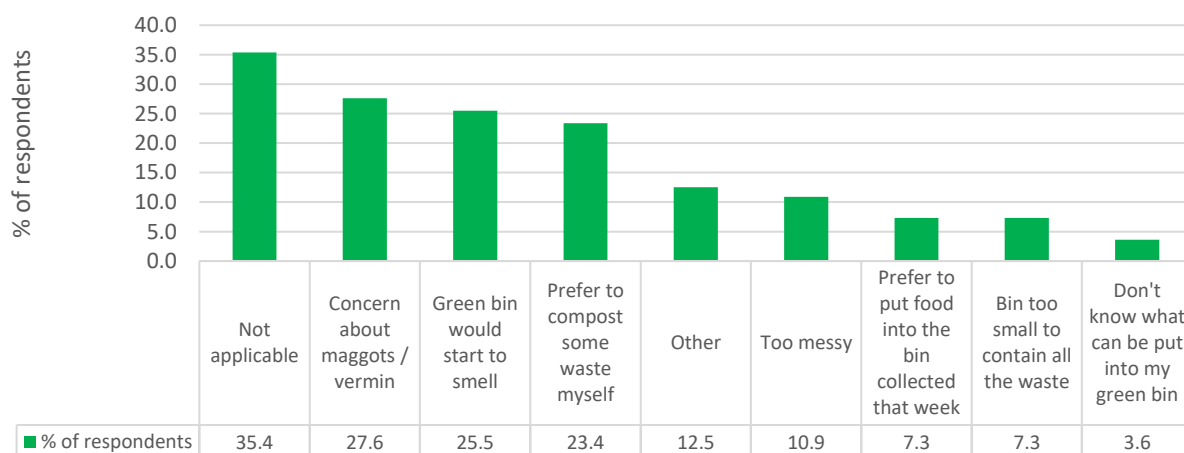
In terms of if anything stops people recycling more garden waste and/or food waste during the green bin collection period, 70% said 'no' and 30% 'yes'.

Does anything stop you from recycling more garden and/or food waste during the green bin collection period.



Regarding what stops people recycling more garden and/or food waste, the responses most cited were 'I am concerned about maggots / vermin', 'the green bin would start to smell' and 'I prefer to compost some waste myself'.

What stops you recycling more garden and/or food waste.

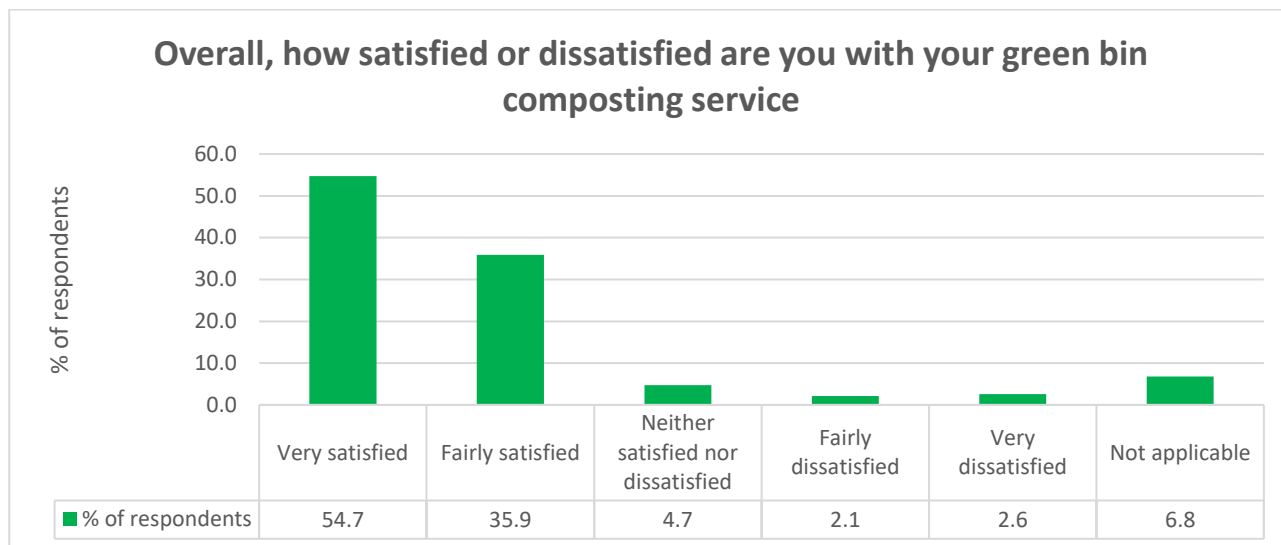


In terms of respondents who answered 'Other' to the above, the comments broke down into the following categories: -

Category of Comments	Number of Comments
Increase collection season	7
None / very little food waste	3
Too messy / less hygienic	2
Concern about maggots / vermin	2
Recycle all I can	2
Physical limitations	2
Additional garden waste	1
Bin not always emptied	1
Property not provided with green bin	1
Compost waste myself	1
Weekly collection	1
Other comment	1

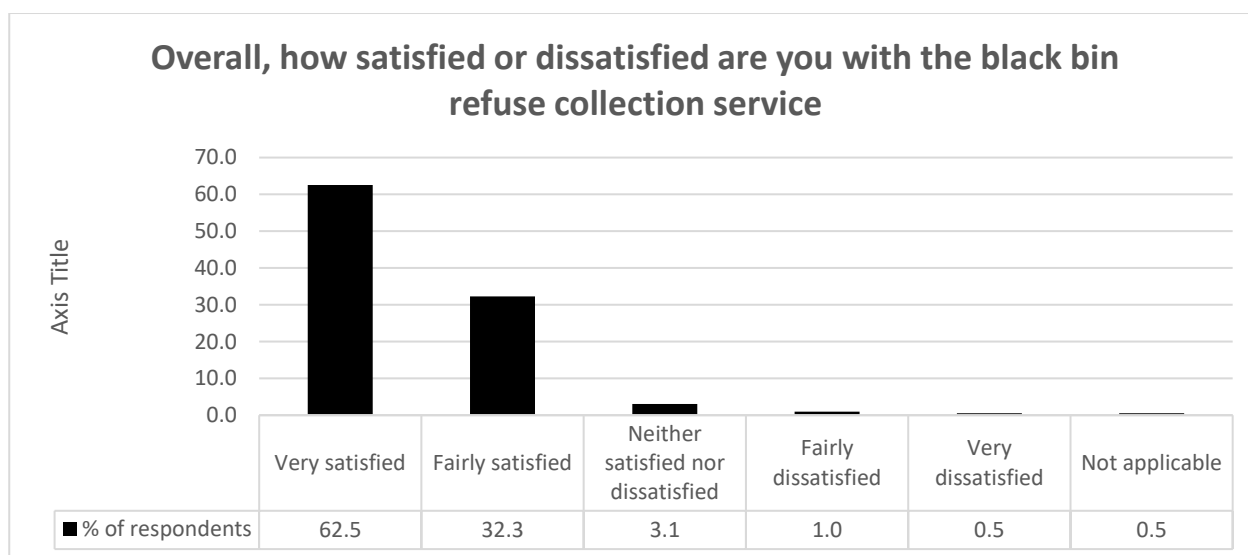
See Appendix 9 for details of all comments.

When asked how satisfied or dissatisfied they were with the green bin composting service, 162 of the 192 respondents (84%) stated they were either 'Very satisfied' or 'Fairly satisfied' with the service received. 8 respondents (4%) stated they were 'Very dissatisfied' or 'Fairly dissatisfied'.



Detail – Black Bin

When asked how satisfied or dissatisfied they were with the black bin refuse collection service, 182 of the 192 respondents (95%) stated they were either 'Very satisfied' or 'Fairly satisfied' with the service received. Only 3 respondents (2%) stated they were 'Very dissatisfied' or 'Fairly dissatisfied'.



The panel were asked to comment on the black bin refuse collection service, these responses broke down into the following categories: -

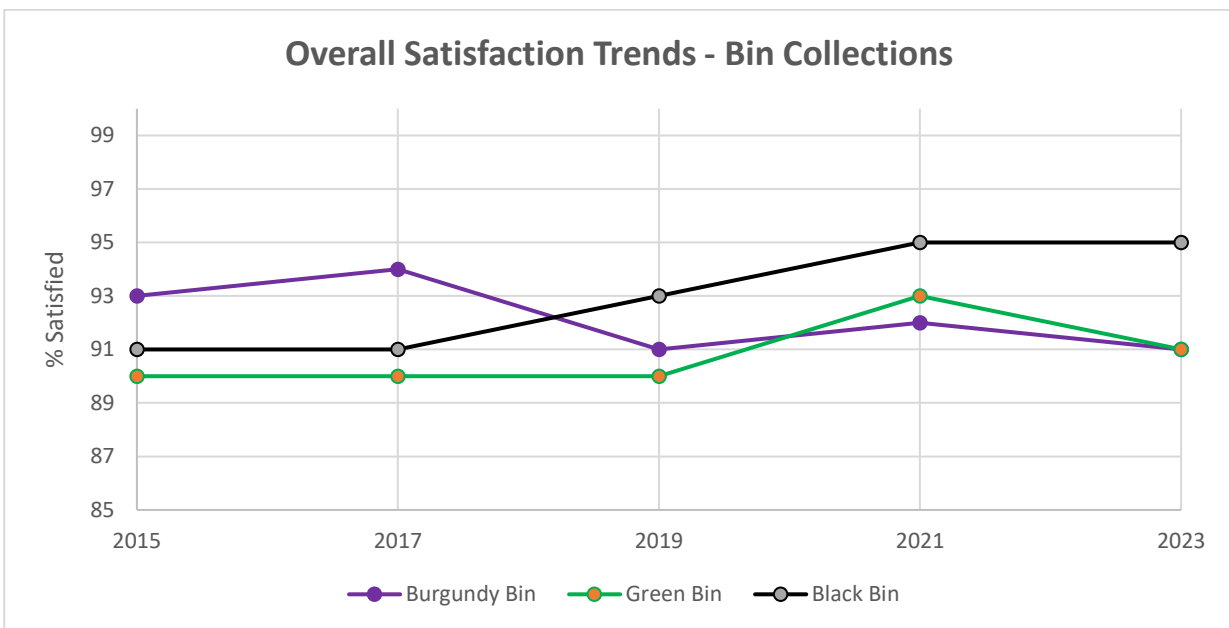
Category of Comments	Number of Comments
Bins not returned to appropriate location	9
Positive comments (general)	8
Weekly collection	6
Bin damages	4

Other (general)	3
Negative comments (general)	2
Rubbish spilt / not picked up	2
Help presenting / returning bins	1
Better communication / information	1
Bin size	1
People throwing rubbish in other people's bins	1
Bin cleaning	1

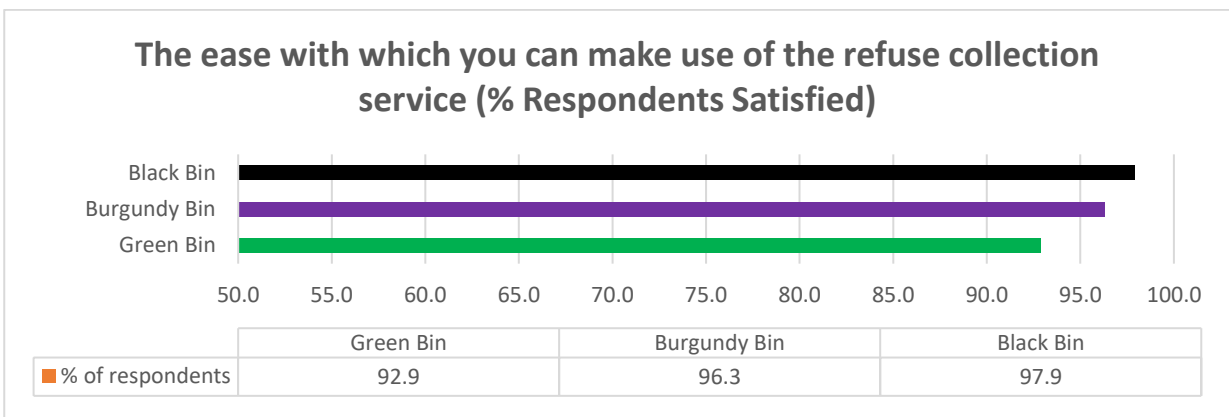
See Appendix 10 for details of all comments.

Bin collection comparison / trend results

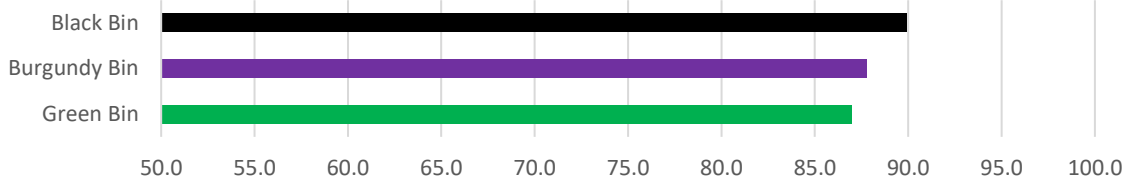
In terms of overall satisfaction trends, all 3 bin collections remain above 90% satisfaction which is excellent news, this has continued since 2015 and shows a consistent level of high satisfaction, with the black bin collection holding it's 95% satisfaction score achieved in 2021.



The panel were asked to rate several aspects of the collections for black, burgundy and green bin services respectively, the graphs and tables below show the % of respondents who were either 'Very satisfied' or 'Fairly satisfied' with the criteria reviewed.

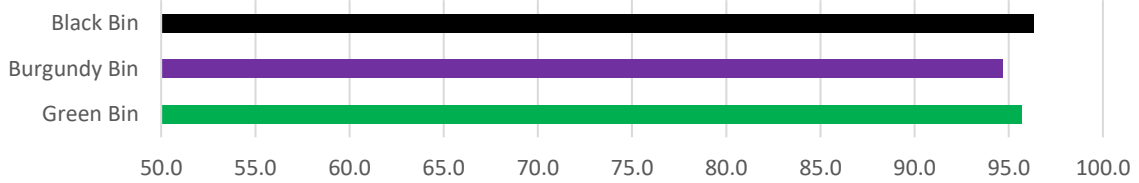


Information about the service (% Respondents Satisfied)



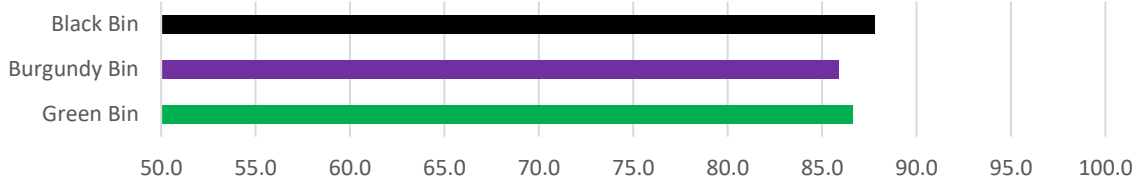
	Green Bin	Burgundy Bin	Black Bin
% of respondents	87.0	87.8	89.9

Reliability of the kerbside collection service (% Respondents Satisfied)



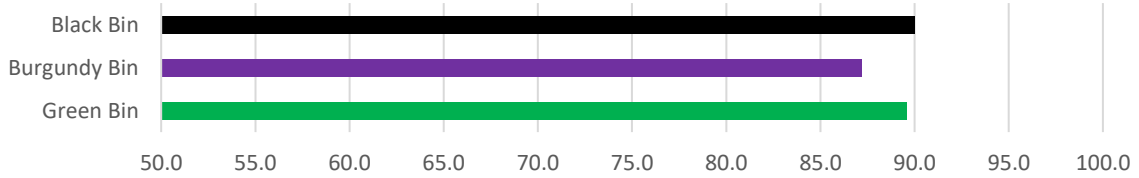
	Green Bin	Burgundy Bin	Black Bin
% of respondents	95.7	94.7	96.3

Attitude of the refuse and recycling collectors (% Respondents Satisfied)

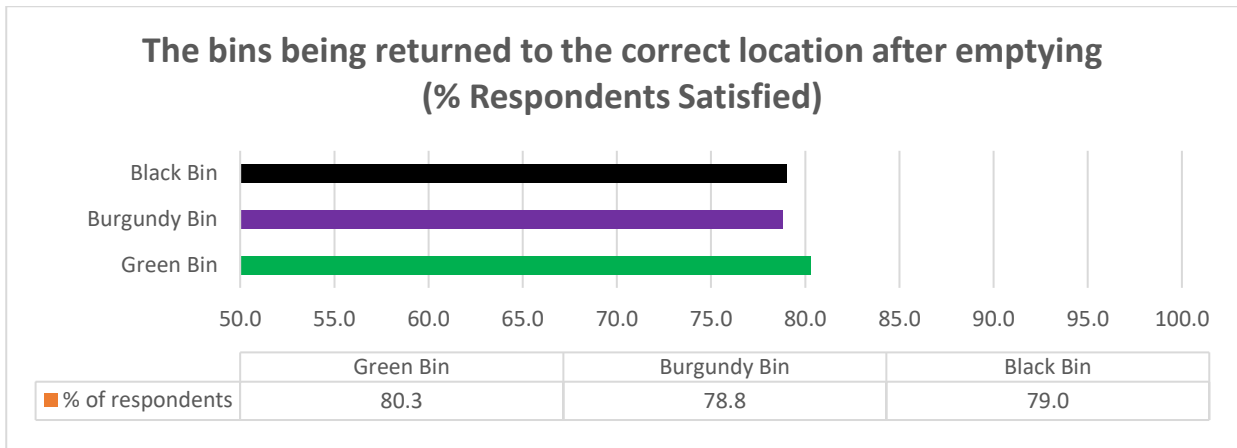


	Green Bin	Burgundy Bin	Black Bin
% of respondents	86.6	85.9	87.8

The refuse and recycling collectors making clean and tidy collections (% Respondents Satisfied)



	Green Bin	Burgundy Bin	Black Bin
% of respondents	89.6	87.2	90.0



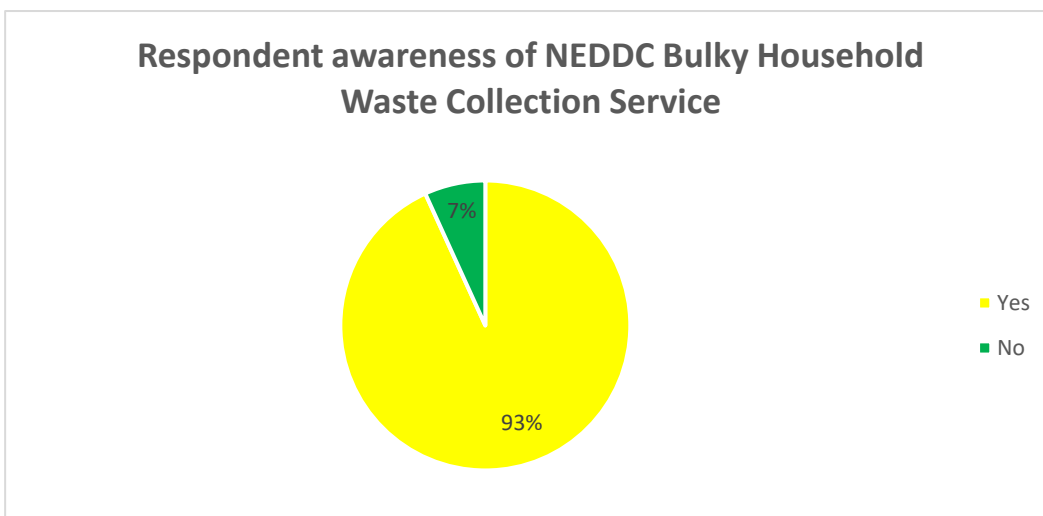
The panel members were asked for any additional comments about the domestic waste service, the responses broke down into the following categories: -

Category of Comments	Number of Comments
Bins not returned to appropriate location	12
Positive comments (general)	8
Rubbish spilt / not picked up	7
Better communication / information	5
Increase green bin collection season	5
Paper recycling / box removal from burgundy bin	4
Negative comments (general)	3
Help presenting / returning bins	2
Bin size / additional bin	1
Small electrical item collection / recycling	1
Bulk waste collection	1
Bin damage	1
Other (general)	1

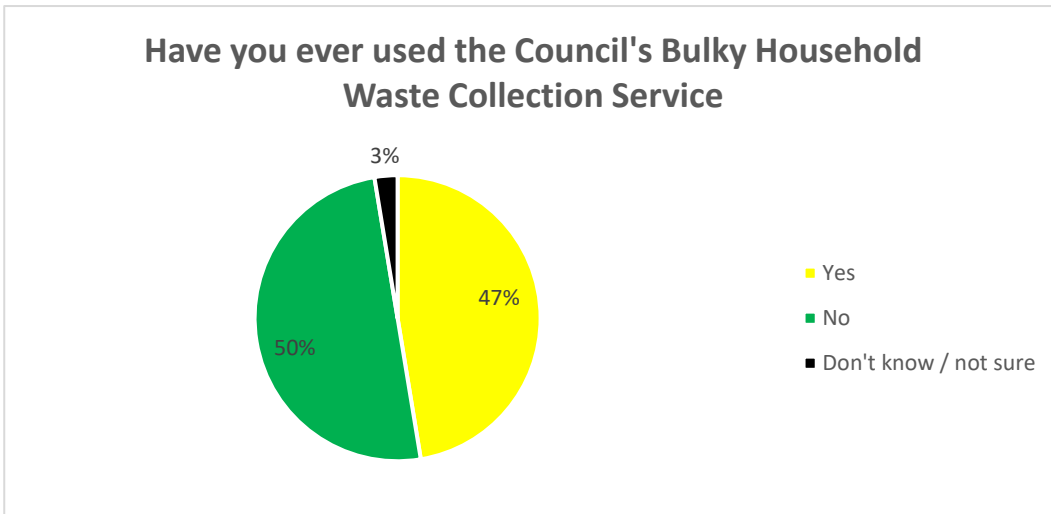
See Appendix 11 for details of all comments.

Bulky household waste collection

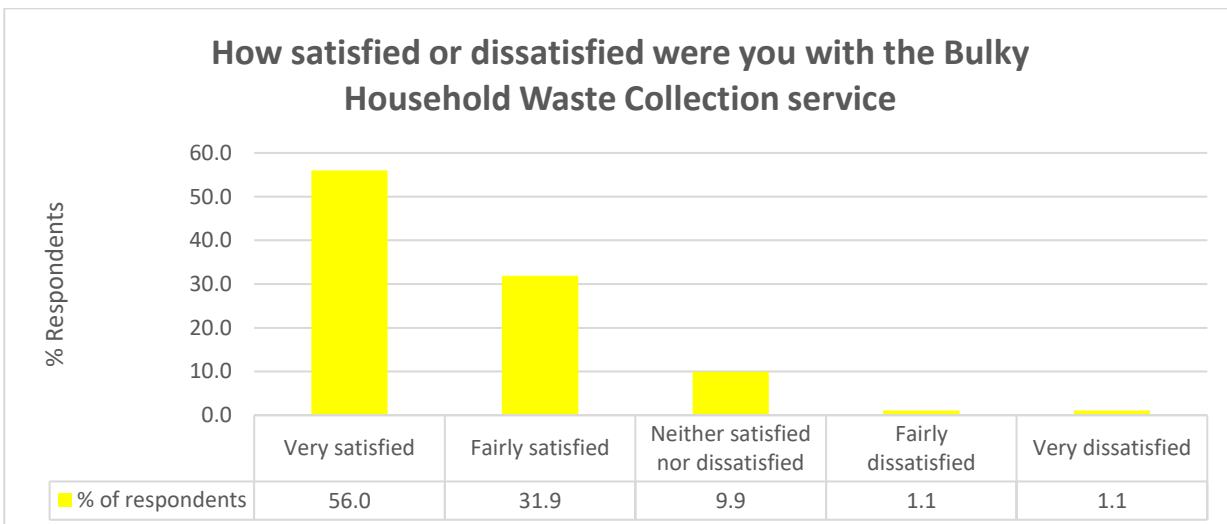
When asked if they were aware of the Council's Bulky Household Waste Collection Service, 179 of the 192 Citizens' Panel respondents (93%) said they were aware, with just 7% unaware.



In terms of usage of the Bulky Household Waste Collection Service, 91 panel respondents (47%) have used it.



Of the 91 respondents who answered 'Yes' to the above, 80 people (88%), were either 'Very satisfied' or 'Fairly satisfied' with the service received.



Appendices

Appendix 1 - Equality Objective 1 - Improving customer and resident insight for service planning and delivery purposes (respondent comments)

Inclusivity

Provide advice to local Parish Councils on the necessary requirements regarding access for people with disabilities

Ensure the diversity of the Citizens' Panel reflects the Ethnic groups in NE Derbyshire accurately

All council tax payers need to be considered not just minorities.

No mention of mental health, Alzheimer's etc., if these are not protected characteristics in themselves, where do they fit?

Engagement

I have only just learned of this regular survey, so I am suggesting raising more awareness of the chance to join this for residents

Engaging a citizens panel twice per year seems insufficient.

Randomly select a number of people on the Citizens' Panel to attend face to face meetings around a table to gather views on important decisions.

Further detail / clarification

Should be more definitive - for example "Consider the benefits of running a Residents Survey (random sample) to gain perceptions and satisfaction with a larger and more representative sample of residents" - if this is the Council's plan it should be stating what it is going to do rather than what it might do.

Provide an outline as to how you intend to achieve this objective so that I can comment.

Use consultation and engagement.... I think there needs to be more detail as to what this increased consultation and engagement is. What organisations outside the council can be consulted or asked what they would like to see. How that discussion can be promoted. Generally, the objectives seem fine but there is little indication of how many of them can be achieved. Need more specifics otherwise how they can be measured which is one of the criteria stated within the introduction.

Audit / monitoring

Audit to what degree actions are being followed

Appendix 2 - Equality objective 2 - Providing leadership and organisational commitment to actively promote equalities and accessibility.

Further engagement / training

Work with local councillors to help them to understand their role in providing accessibility and equality

The equality could be run externally with local businesses to spread the messaging amongst the local community.

Autism awareness courses for managers (perhaps neurodiversity awareness would be better). This would help decision makers to understand how best to utilise and encourage a diverse workforce and would put them in better touch/understanding with autistic and neurodiverse residents and families.

Did you know that there are two significant events dedicated to promoting awareness and appreciation for the deaf community? 'Deaf Awareness Week' usually takes place in the first week of May, while the 'International Week of the Deaf' usually occurs in mid-September. It's fantastic to see that Derby and Derbyshire have the most prominent deaf community in England. We should take pride in this and strive to raise awareness about it. Inclusivity and accommodation for everyone in our community, including those who are deaf or hard of hearing, are essential. The government website also includes information and facts about the International Week of the Deaf for Civil Service employers. I believe you should promote this and celebrate the diversity of our community.

Further details / clarification

Same as Q1 - "Consider publishing EIAs or summary version" - state whether EIAs are to be published or not

"Regular" training for councillors. What does this mean in terms of a timeframe? This needs to be quantified. Annual training? Every 3 years? How often should it be repeated? How soon after their election? What happens if councillors don't meet the requirements to "pass" the training?

Again, it's necessary to know what steps you are taking to understand how best this might be achieved.

Audit / monitoring

Audit to what degree actions are being followed

It needs to say who is going to have the overview and role to ensure that the equality commitments are consistent and ensure that the various departments are held to account in all their policies and development.

Other comments

Why do you think this is necessary when from previous surveys 99% of residents were content.

Loyalty starts at home.

Appendix 3 - Equality objective 3 - Ensuring a diverse and engaged workforce.

Recruitment considerations

Diversity should always be a consideration but in recruiting, it should always be the most suitable person for the job.

I don't believe diversity matters assuming people are recruited according to their skills & suitably

Please think carefully on this one. It's more important to have the right person for the job, rather than a 'tick box' exercise where a diverse workforce is the priority.

Workers should be employed based on ability, not gender or ethnicity etc.

Training / development

Look at the menopause pledge and consider menopause awareness training

Autism awareness courses

Make sure your Health & Wellbeing programme for your workforce is a number 1 priority.

Demographic considerations

How about engaging older persons

As a previous resident of Manchester, I find neighbourhoods in North East Derbyshire to be predominantly white and wonder what steps you will be taking to ensure you have a more diverse and engaging workforce.

Other comments

Remember loyalty starts at home.

The action 'Consider how best to Increase diversity in predominately single sex work teams to maximise recruitment potential and trial possible solutions e.g., job share, change in working hours' - by 'single sex' I assume this means having more males than females for example which surely is a gender issue not 'sex'? I still don't understand why 'gender' is not one of the protected characteristics on its own.

Reporting concerns / considerations

Page 15 under Employees "and report any equality issues to their managers" if someone is suffering any discrimination by a manager, they should have an alternative reporting method available. In addition, I could not see how a member of the public can report any discrimination by someone associated with the council can report or have I missed that? Have you considered having a dedicated 'whistle blower' line or email account to allow employees or public to register their concern/complaint anonymously?

Audit / monitoring

It all sounds quite 'standard'. Have surveys of contact with employees been fully utilised and assessed by independent specialists. Will independent assessors be used to measure effectiveness or be used to assess workforce at certain time intervals?

Appendix 4 - Equality objective 4 - Continuing to embed British Sign Language (BSL) Charter pledges.

BSL in schools

All young people should be taught sign language before they leave school

Promote Sign language within schools

Awareness program in schools

BSL / deaf awareness in the workplace

Are all employees learning basic BSL.

Great to hear that you are interested in doing the 'Deaf Awareness' specialist training. It's essential to consider getting the right trainer for this, such as a deaf trainer instead of a hearing trainer. With a deaf trainer, you can gain a better understanding of a wide range of topics, including deafness, equality, barrier issues, communication tips, and awareness. They can provide valuable insight including 'Deaf Culture' as well as acquired hearing loss and help promote inclusivity and accommodation for everyone in our community, including those who are deaf or hard of hearing.

BSL courses for the public

Maybe additional courses for BSL are offer to local people. A small fee applicable for the course.

Offer sign language courses free for all ages.

Engagement / inclusivity

Have you engaged with the deaf community in developing this element of the plan? What about individuals in the deaf community who do not use BSL? How are you being inclusive?

Appendix 5 - Considering the Draft Equality Plan and Objectives document all together, do you have any further comments to make.

Positive Comments

I am confident that the Council has considered its responsibilities and hope that this will not just be a 'paper' exercise and that the plan will be regularly updated and acted upon where necessary.

Having read the draft document, I found it to be succinct and easy to read.

Seems like a good plan to conform with legislation. Interesting to see that the gender balance is quite good.

Looks good.

It all looks sound to me.

It's fine, ticks all the boxes but the document itself was not cheap to produce and in these times of austerity this should be something the local authority should bear in mind, after all it is public money.

I consider this fully comprehensive and I'm not aware of any further actions which could be taken to improve the actions set out in the document.

Looks very comprehensive to me.

Satisfied with the document.

Negative Comments

Perhaps the council would spend all money in delivering services, instead of equality plans etc
Is this necessary when resources are tight and staff having to monitor proposed actions, when they could be actively deployed on things that really matter. The surveys show that what is already in place appears to be working. Why therefore try and fix a problem that doesn't exist, with all the associated staff cost.

Other Comments

Equality is irrelevant if recruitment is based solely on ability.
Does the Equality Plan and Objectives include ensuring accountability for equalities planning in planning and development? For example, under Clay Cross Town Deal it looks like there will be no parking/vehicle access to the new 'town square' including for blue badge holders? And it has been reported that the new leisure centre development has meant removal of disabled parking spaces at the current leisure centre?
How about making all your equality plans and objectives relate to seniors and old age pensioners. Most of the population of this country is white. We are a very good country at absorbing all other colours and ethnicities but not very good at providing equality for our senior citizenship.
There's a lot about the deaf community, what about other disabilities such as learning disabilities? What about adding support for the elderly to access services, especially online?
I would like to see a commitment to not force through targets or objectives surrounding DEI measures which are not representative or in kilter with the local population demographic.
It is very unclear what your position is regarding children's social care inc. childcare provision, schools, and other third-party suppliers. What do you do to ensure inclusive activity by them? Also, no mention of neurodivergence or menopause, that I could see. And for those who have hearing issues, we need more than BSL. It's not clear if there is an effort to make other changes. Not what your home working policies are, how you ensure recruitment and reward is not biased?
I'd like more information on how all objectives will be achieved.
Please just strive to deliver top quality services. I'm not interested in the explicit pushing forward of the equality and diversity agenda.
I would be just looking at how to ensure reviews are taken on time and reported, whether it is annual or not. Experience has indicated that although a policy would be reviewed regularly, when asked for results the response has not been positive. How can we ensure what has been stated will happen i.e., accountability.
Being heterosexual white (majority of the population), we seem to be totally ignored in favour of "Inclusivity"
Unpaid carers - it is incomprehensible that the age range should be from the age of 5. No child should be allowed/expected to provide this care, it needs to be the responsibility of the local authority without exception. This is blatant inequality and robs children of their childhood.
Please ensure that those who don't use the internet don't become excluded from info sharing or access.

Appendix 6 – What would persuade you to start recycling or to recycle more (Other comments)

Soft plastic recycling

Soft plastic recycling, crisp packets, bread bags.

It would be good if the council could offer recycling of plastic bags, even if every few months.

If soft plastics and pill foils were recycled

I would like to be able to recycle items such as recyclable plastic bags and food packaging e.g., food pouches

Adding soft plastics to collection but need assurance of how waste is treated.

Electrical item recycling

include electrical items - it doesn't make sense to have to travel to an amenity site to recycle a toaster when it could go via the bin service

A free kitchen caddy for temporary storage and onward transport to the bin may help. Knowing how our council fares against other Districts. A weekly collection of waste electrical equipment in the centre car park. Worked great 12 years ago but wasn't repeated.

Bin accessories etc.

The plastic inserts on the bins for paper are replaced. When they are "lost" as a result of the recycling collection service, there is only a nasty bag supplied. This is inadequate.

Restore the smaller inner top bin.

Help presenting / returning bin.

I have my recycling bin collected and returned as I am a wheelchair user and am concerned by the number of times my bin is forgotten.

Communication / Information

Provide a wider range of communication methods to target people about any changes to the service. For example, the change allowing us to place paper in the main bin was heard of by me in an email as I had signed up for updates. However, my 82-year-old mum-in-law had no idea about this along with her neighbours of similar age who had no internet access. Also, although this is an important subject there is a lot of confusion and contradicting information about recycling. Having a clear method of communication to which engages with people should help you get the most from residents' approach to recycling.

Fines

If you fine people who don't recycle, that is the only way it would improve.

Shredded paper recycling

Very confused about shredded paper just putting it in the bins means it flies around when the bin is emptied.

Weekly collection

If the collections were weekly, currently we resort to using the black bin when the burgundy bin is full.

Appendix 7 - Do you have any other comments about the burgundy bin recycling service. Positive comments (general)

Very efficient and reliable

A first-class service. Much better now we can place everything in the bottom of the bin.

Good- regular service.

It's a good service and is easy to use.

A good service, does not need 'messaging' with

The service is great.

Overall, it's a good service.

I'm fine with it and recycle all I can.

Does what it says on the tin

Excellent service

I think the council is doing well with what is collected especially considering nearby authorities.

Good service to us.

5-stars

NEDDC offers a good range of burgundy bin recycling.

Quite happy at the moment.

Paper recycling / box removal

doing away with the separate caddy for paper is a sensible improvement - I hope you make the change permanent

My burgundy bin used to have a paper recycling box inside. This has disappeared as have most of the others in my locality - WHY

I used to have a Box to put paper in, then it changed to a white bag and the bin men just pour the paper into the red bin and empty it into the red bin WHY?

We used to keep newspapers separate. Now everything in all together. I'd like the system explaining to me why this is.

Recent change to removing inner paper tray was very badly communicated

I can't understand having to mix everything up instead of separate parts for such as paper

Over the years the insert tray for paper has occasionally disappeared or replaced by a damaged one.

Would like separate paper card recycling

We no longer have a black box to put paper in. It gets put in with all the plastic and cardboard and tends to get wet and disintegrate. Quite often I pick up paper and cans that the bin men drop and fail to pick up! Very untidy. We were never told the inner bin was being withdrawn. Apparently, it was only on Facebook!

Why was the black box for paper etc discontinued? Surely having paper mixed with other recycling makes the removal of paper more difficult at the recycling centre.

Can we have the blue boxes for paper back.

We now mix paper with glass, plastic and tins, why? Surely this makes separating harder at the recycling centre.

Communication / information

I'd be more satisfied if I had reliable information on how much actually gets recycled efficiently. The consensus is that very little actually gets recycled.

It might encourage people more if they knew what happens to their waste when recycled and the longer-term implications of landfill space being used up.

Some feedback on the tonnages of various elements in the red bin would be interesting.

Recent change to removing inner paper tray was very badly communicated

There have been changes to recycling cardboard and paper in recent years. New stickers to put on bins might help some people.

Although I will always support the recycling scheme, I am frustrated on many occasions - mainly due to the communication issues explained in the previous answer. Please be up front about what can and cannot be recycled. It would also be good for joint working with other councils to get a more generalised service (using same recycling companies for example). At the moment I read what Derbyshire Dales allow and the way the items are presented, and they are different from NEDDC in subtle ways, and it is frustrating that these methods cannot be harmonised. I know this is a huge subject, and for me, there is so much more to say. I hope this could be looked at specifically at some point.

There is no insight as to NEDDC 's achieved recycling rates, how much is recycled compared to tonnage presented at the kerbside, how much recycling goes to landfill or incineration. Also where does black bin waste go? Complete lack of transparency makes people wonder if they are doing the right thing.

I think the council is doing well with what is collected especially considering nearby authorities. My only concern is what happens to the recycling collected.

Would like to recycle more if certain the materials collected were dealt with properly i.e., not sent abroad to be dealt with illegally.

There are some items which cannot be recycled according to the Council's guidance, but which have labels saying that they can be recycled. Does the Council's advice need to be reviewed?

Bins not returned to appropriate location.

They also leave bins where not collected from.

I wish the refuse collectors would return bin to people's drives and not leave them in the road - a narrow national speed limit lane which is very dark in winter. If people are out, then bins stay in the road all day.

The service is great, but the operatives sling the bins about all over the street and we always end up on a bin hunt, looking for our own.

As pensioners it would be helpful if our bins were returned to the place where it is collected!

Bins should not be left in the middle of the pavement.

The empty bins are not always returned to outside the right property. Sometimes left in small groups on the footpath.

Negative comments (general)

This contractor has been poor for years.

Why do I separate all my recycling for the operators to mix it in the same truck?

Why have separate instructions for the inner box, when the contents are tipped in with the rest before being collected?

Used to use this service until your collectors stopped collecting and having to fetch the contents of said bins out of the road, due to wind blowing it over.

Help presenting / returning the bins.

Myself & my neighbour have fetch & return, which is great but, on more than one occasion we are left out & then I must ring & get a collection.

I'm a disabled resident. The refuse collectors fetch my bins to the kerbside, but they often leave the bins blocking my path and then I must struggle to put them back where they should be.

I should like bin collectors to close my gate.

Bin damage

The Refuse collectors broke our bin lid and it's not been replaced.

Inserts often broken or missing.

The bin is splitting.

Rubbish spilt / not picked up.

The operating staff do not pick up any spillages. The rubbish is often left on the street.

Rubbish being spilled onto road and Refuse Collectors refuse to clear up.

Soft plastics recycling

Overall, it's a good service, except no provision for soft plastics.

Additional bin

Could do with another bin, one is not enough.

Small electrical product recycling

You could provide a small electrical collection at the same time as other recycling.

People throwing rubbish in other's bins.

It is a problem many people have, but if you live on a busy street and put your bin out at night, I am sure it is corrupted by the time it is collected as so many people walk past. If we do not get it back in immediately after emptying, we often find people have thrown things in it.

Collection date changes

Always have schedules when bin is due to be collected and changed collection dates.

Weekly collection

Weekly collection would be better.

Other (general)

Certain things that are not recyclable can be recycled; you just need to find the right place.

Appendix 8 – What would persuade you to start using the green bin to dispose of your food waste too ('Other' comments)

Concern about maggots / vermin.

The small food waste bin gets overrun by fruit flies.

Food waste creates maggots in bins if food is cooked.

Food waste in the bin encourages rats.

Definitely no food, dirty, smelly and attracts maggots, a health issue.

Due to fortnightly collections maggots etc. accumulate in food waste.

Attracts rats.

None / very little food waste

Don't throw much if any food away already

I live on my own and don't have any food waste and I have no peelings etc. to recycle.

Never have waste food.

Don't waste food.

Too messy / smelly

Bins would begin to smell if food were added.

Too messy.

More frequent collection

Food waste would have to be collected more frequently. Last time I tried it we ended up with maggots!

Increased collections with food waste due to smells & pest risk.

Box / caddy availability

If I had a free box or bag to pop my food waste into, in the kitchen.

A caddy to collect scraps in the house.

Bin cleaning

Free bin cleaning.

Unless you are going to provide a cleaning service perhaps quarterly, I won't be using it for cooked food.

Increase collection season.

Longer season for green bins.

Appendix 9 – What stops you recycling more garden and/or food waste ('Other' comments)

Increase collection season.

Not being collected between November and March

Unable to recycle December- February

Food waste should be given more priority and collections should not stop. At the moment, green bins are paused during winter months with the stated reason being there is less garden waste. However, food waste does not stop! One good example of where food waste collection would benefit is during the Christmas period when people consume (and waste) more food than the rest of the year. It seems odd that a neighbouring council like Derbyshire Dales continue their collections throughout the year.

The major problem is the suspension of the service for so many months. Is this completely necessary? Could it be reduced to one collection a month over that period? The garden does not stop needing attention or food waste lessen during those months. As it is, we sometimes have so much garden waste that it won't all fit in one collection

Extend green bin collections into December and start again in February.

The green bin collection should finish in December. Middle of November means leaves still accumulate.

Would like bins emptied in December, still have waste to dispose of.

None / very little food waste

Don't throw food away

The green bin is quite a way from our kitchen, and we rarely have much food waste.

I feed waste food to my hens.

Too messy / less hygienic

Prefer black bin for food, it can be bagged and tied up, much more hygienic.

Not able to clean.

Concern about maggots / vermin

I never chuck meat, fish or cooked food in the green bin. I bag it and put in black bin as risk of flies and maggots, plus rats.

Put raw meat waste in by mistake once, bin ended up full of maggots.

Recycle all I can.

I recycle everything I can.

Already recycle all I can.

Physical limitations

I have my lawns cut by Parks Dept and being a wheelchair user, I can't gather up arisings and put the cut grass into the green bin. Would it be a viable proposition to have grass cuttings boxes on the back of the lawn mowers so that they were emptied into that resident's green bin?

Do not want to make the bin too heavy with hedge cuttings etc.

Additional garden waste

Sometimes there is more green waste due to hedge trimming and gardening.

Bin not always emptied.

The bin men don't seem to realise what waste is classed as recyclable and biodegradable, as they don't always take the bin

Property not given a green bin.

We don't have a green bin, wasn't one here when we moved and didn't know you had green bins.

Compost waste myself

Peelings and eggshells are good for my garden.

Weekly collection

When full we resort to using the black bin, we could recycle more if emptied weekly.

Other comments

No effective way of collecting waste

Appendix 10 – Do you have any other comments regarding the black bin service.

Bins not returned to appropriate location

As with other bins - it would be safer if bins were returned to drives and not left in the road.

In Dronfield when bins are put out onto the narrow footpaths there is no room for disabled or prams to get past without dropping into the road. Where possible bins should be placed and replaced off the footway, even if this requires some extra work by the collection team.

I get annoyed when the refuse collectors leave my bin and my neighbours bin smack bang in front of my drive, especially if I must go out and haven't got time to move it beforehand.

The bin is often not returned to where it came from.

The usual complaint (which appears to be ignored) of the bin men not putting the bins back where we must leave them. They are in such a hurry and often end up further down the road.

Bins should be replaced outside the property from which collected after emptying. Often replaced several doors away from the collection point.

As pensioners, it would be helpful if the bin could be returned to the place it has been collected from. Each week we play 'hunt the bin'!

Bins should not be left in the middle of the pavement, making it difficult for pedestrians, especially in disablement vehicles or with baby buggies.

When emptied, the operatives leave the bin in the middle of the drive so if you return in the car you are left on the road until you move it. Also, the bin is left very near the roadside and has, in the past, blown into the road through high winds or passing traffic.

Positive comments (general)

Very efficient and reliable

Good service in my area - always reliable and always turn up - nice staff as well

I think our black, burgundy and green collections are very good. No mess and great bank holiday cover

We have fantastic refuse collectors. They're unbelievably quiet in a morning and so reliable.

Does what it says on the tin.

Overall, the council collection service is excellent and never missed.

Like all bin collections, we have a detailed printed schedule of when they are due and any changes/alternative dates of collections. Very well informed when bin collections are scheduled in advance.

It seems to work.

Weekly collections

Not regular enough for a family of four.

Wish it could be weekly! Especially during the summer.

Needs a weekly collection

Weekly service was better.

As there are only two of us at my address it is not a problem, but I would imagine a family might find it is not enough regular collections.

Can you go back to black bin weekly service, like it was when I was a driver.

Bin damage

I am concerned about the damage caused to all the bins by the collection/emptying service.

Need my bin replacing as it is splitting, but will only provide a smaller one

My bin lid is broken, and I was promised a replacement months ago, which hasn't been delivered.

It would be helpful if the persons emptying the bins were more careful. Bins are returned damaged - dented, cracked, broken handles.

Other (general)

My husband and I lived in Germany for many years, and there they have a monthly bulk rubbish collection for large items like sofas, beds, tables etc. The service is free, and everything is just placed outside your house, and they collect everything without fail on the last day of the month. This could eliminate fly tipping completely and probably cost less.

Please ensure collections are kept at 2 weekly intervals.

We put our surplus gardening waste into the black bin due to the green bin being too small

Negative comments (general)

Same as the burgundy bin really, the operatives don't seem to care. Possibly they are time-poor if their targets are too difficult to achieve or possibly it's a "job-and-off" mentality. I can't comment.

The fact that extra bags won't be taken is a real pain, or off small items that are out with the bin. The collection in my area has been awful, 3 missed collections in 5 weeks.

Rubbish spilt / not picked up.

Need to take care not to drop items when emptying the bins

As before, any waste dropped on the street stays on the street.

Help presenting / returning bins.

Same as burgundy bin myself & neighbour get forgotten sometimes.

Better communication / information

Need more information about what happens if the bin is full, and you need to have a side waste bag collected.

Bin size

Larger bins to be provided as they use to be, when you order a new black bin now, they are smaller than the original black bins.

People throwing rubbish in other people's bins.

Same problem as with the other bins, on busy street passers-by put their own empties wrappers etc. in the bins that are out overnight.

Bin cleaning

I wish there were a system in place to hose clean them or at least hose them out.

Appendix 11 – Domestic waste collection (additional comments)

Bins not returned to appropriate location.

I feel that bins should not be left in the middle of the pavement making it difficult for people with pushchairs, wheelchairs or mobility scooters to pass.

It's a good job we are not as pedantic as the collectors as to where the bins are positioned.

Bins often left across drive access or on the pavement hindering pedestrians.

If I must put my bins in specific locations to be collected, then the refuse collectors should replace them in the same location.

Bins are often left in the road causing obstruction. Householders in my road leave the bins where we're asked to by the council, and the bin men leave them all over the place.

Bins are often left down the road after collection, but we appreciate the refuse collectors are often on a mission due to traffic!

We follow the rules about where to leave our bins, so why can't the collectors put the bins back where we left them? Why is placing them in the middle of a driveway or blocking the pavement - usually along with a neighbour's bin - be seen as the correct place? This happens so often, and I wonder why they think it is OK. Please can they all go on a "common sense" course?!

Dragging bins across muddy grass verge

Overall, the service works very well although sometimes the bins are left all over the pavement which is a hazard to pedestrians. We cannot always get to them in time to move them before the pavement is in use by pedestrians.

Bins should be put back at the end of the drive where they are collected from.

Sometimes 3 or 4 bins are left together, this can apply to all coloured bins.

Bins are often left blocking the pavement. This is a particular problem in my village which has a busy main road flanked by quite narrow pavements in places.

Positive comments (general)

Great service

Just fantastic

Excellent service, cannot fault over 40 plus years used.

The bin service is usually very good and only adverse weather conditions in the winter months causes delays.

Staff are very friendly and always clean and tidy collections - thank you.

Excellent service.

Due to health reasons, my bins are collected and returned about 30-40 m. I am delighted with the service and grateful for the service which I depend on.

The refuse collectors for the black bin are very good.

Rubbish spilt / not picked up.

There are times when items from the bins is spilt.

On occasion I have picked up litter dropped following the burgundy bin collection.

When its windy all services don't seem to like dealing with stray waste, as an example we caught a flattened box flying down the road and the collectors refused to accept the waste "because it was wet" - convinced them to take it in the end but shouldn't have to.

Sometimes we have recycling left on the street by accident, it's when the bin lift doesn't tip the bin quick enough. The collectors are in a hurry to get around and are hampered by poorly parked public vehicles a lot of the time.

On burgundy bin day there is often lots of paper, card etc. on pavements in the area.

Sometimes the green bin is not fully emptied and have found green bin waste left on the roadside.

Men sometimes drop rubbish from the bins and never pick it up, that is all 3 bins.

Leaving rubbish on the road brings the area down.

Better communication / information

I've had a couple of occasions recently when my road had closure signs up and bins weren't connected. I had to contact the service to arrange collection. Do the road closure department liaise with refuse collection and is it possible to inform residents?

Can't understand the instructions to put food waste in specific bags before placing in the green bin.

I had no idea there was a green bin, we don't have one. New residents should be asked if they have all the bins when they register for council tax. Then sent any they don't have.

Need published detail on what happens to waste, where does it go, how much 'wish cycling' occurs, any recycling diverted to landfill or in incineration. How successful is recycling, what income does the council receive from composting or high value plastics etc.

A leaflet with more up to date information about what can be put in each bin would be very useful.

Increase green bin collection season.

I really think that the green bin collection service should be extended more throughout the year as they don't start early enough in the year and certainly finish too early in winter.

Monthly/ bimonthly collection of green bins in winter would be nice.

Offer the green bin service throughout the year like Chesterfield Borough Council.

Extend the green bin collections either throughout the winter or at least into December and start again in February for garden waste.

Please empty the green bins during December and February.

Paper recycling / box removal from burgundy bin

Loss of burgundy bin insert restricts the amount of recycling.

The black caddy is not always returned to the top of the burgundy bin.

Please can the problem of shredded paper be resolved, just putting it in the burgundy bin with everything else doesn't work, it tends to blow about on windy days. Would prefer to be able to put it in a separate bag before putting it in the burgundy bin.

Loose paper from burgundy bins up the road blows around and causes litter outside our house. Need to educate users to put loose paper into carton boxes before putting both in the bin.

Negative comments (general)

Missed collections usually green, no explanation is ever given.

Be good if they checked the bin has been completely emptied in case the waste inside has been heavily compressed.

Sometimes the green bin is not fully emptied.

Help presenting / returning bins.

I think they should collect and return all elderly people's bins.

Aged 95 I need all the help available.

Bin size / additional bin

The service is fine the lack of a suitably sized green bin is the problem.

Small electrical item collection

Should be able to put small electrical items out for collection e.g., kettles, irons etc. like Chesterfield.

Bulk waste collection / fly tipping

As regards fly tipping, you need to provide this as a free service in order to prevent fly tipping and the subsequent costs involved of sorting that out. You need to suck this cost up as your method of charging for picking up is not working, you need to allow for the

fact that it is not working properly and rethink it or absorb the cost elsewhere. Also, there is the problem of unsightly stuff on the front of gardens etc. waiting for pickup and can be there for a couple of weeks or more, even though residents are being charged. If I pay for a collection (or not) I want it gone as soon as possible, this aspect of the service really needs an overhaul, it doesn't just need to be satisfactory it needs to be a platinum service.

Bin damage

On more than one occasion one of my bins has been damaged.

Other comment (general)

We live very close to a bus stop, there is no bin provided at the shelter and consequently I constantly must pick up drink cans / bottles and empty crisp packets etc. and put them in my bins. Please consider providing bins at bus stops, large if possible (the small public ones are useless).
