



**North East
Derbyshire**
District Council



**North East Derbyshire District Council Citizens' Panel
(Accessible Version)
SUMMARY REPORT
November 2022**

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Contents

	Page
Background, Methodology, Sample Size & Response	2-3
Customer Profiling Information	3-4
Council Services and the Local Area	4-6
Contacting the Council	7-9
Customer Service Standards	9-13
Complaints	13-15
Streetscene Services	16-26
Cost of Living	26-29
Equality Duty and Monitoring	29-31
Appendices	32-39

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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 257 residents; 76% retired, 13% full-time employed, 3% part-time employed, 3% self-employed, 3% unemployed and 2% not being able to work.

Survey Methodology

Residents are typically mailed or emailed a questionnaire twice a year and November's survey contained 28 pages of information and questions including a section of demographics questions.

Sample Size and Response Rate

A total of 257 questionnaires were sent out on Monday 14th November and respondents were given two weeks to complete/return their responses.

A total of **152 responses** were received (74 paper, 78 emails), reflecting a response rate of 59%.

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	46	49
Female	54	51
		-
Age Group		(age % as proportion of 2021 population aged 16+)
16-24 years	1	12
25-74	68	77
75 & over	31	11
Ethnicity		
White British or Irish	100	96
Ethnic Minority (including white-other)	0	4
Disability		
Yes, limited a lot	16	11
Yes, limited a little	24	11
No	60	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 75+ age category and under representative of population demographic under the age of 24 years old. The response is over representative of respondents with disabilities and under representative of ethnic minorities.

Demographic Profile:-

Gender Profile	No. of respondents	% of respondents
Male	65	46.4
Female	75	53.6

Age Profile	No. of respondents	% of respondents
Under 16	0	0.0
16 - 24 years	1	0.7
25 - 34 years	0	0.0
35 - 44 years	3	2.1
45 - 54 years	11	7.6
55 - 59 years	18	12.4
60 - 64 years	15	10.3
65 - 74 years	52	35.9
75 years and over	45	31.0

Ethnicity Profile	No. of Respondents	% of Respondents
White British	98	100.0

Disability Profile	No. of respondents	% of respondents
Yes, limited a lot	23	15.9
Yes, limited a little	35	24.1
No	87	60.0

Council Services and the Local Area

Overview

89.8% of respondents were satisfied with their local area and 81.7% were satisfied with how North East Derbyshire District Council run things which is a very good result, as both figures have increased by over 5% from the equivalent survey conducted in 2020. However, there may be small improvement opportunities in terms of keeping people informed, as only 66.9% felt informed about the Council's Performance, with 65.3% feeling informed about how to give their views and 61.5% feeling informed about how to make a complaint (this being a 5% drop from 2020).

If we consider that the Citizens' Panel is made up of people who actively engage with the Council and only 2/3rds feel informed, then this suggests that some thought may need to be given as to how we keep our community as a whole well informed.

Detail

133 people (89.8%) stated they were either 'very satisfied' or 'fairly satisfied' with their local area as a place to live. This represents a 6% increase from the survey conducted in 2020.

Satisfaction level - local area as a place to live	No. of respondents	% of respondents
Very satisfied	65	43.9
Fairly satisfied	68	45.9
Neither satisfied nor dissatisfied	8	5.4
Fairly dissatisfied	7	4.7
Very dissatisfied	0	0.0
Don't know	0	0.0

121 people (81.7%) stated they were 'very satisfied' or 'fairly satisfied' with the way North East Derbyshire District Council runs things. 11 respondents (7.5%) answered they were either 'fairly dissatisfied' or 'very dissatisfied'. This represents a 7% increase from the survey conducted in 2020.

Satisfaction level - how the Council runs things	No. of respondents	% of respondents
Very satisfied	36	24.3
Fairly satisfied	85	57.4
Neither satisfied nor dissatisfied	16	10.8
Fairly dissatisfied	6	4.1
Very dissatisfied	5	3.4
Don't know	0	0.0

112 people (75.6%) stated that North East Derbyshire District Council keeps residents either 'very well informed' or 'fairly well informed' about the services provided. This represents a small increase from the survey conducted in 2020.

Informed level - residents kept informed about Council services provided	No. of respondents	% of respondents
Very well informed	23	15.5
Fairly well informed	89	60.1
Not very well informed	26	17.6
Not well informed at all	5	3.4
Don't know	5	3.4

99 respondents (66.9%) felt that the Council kept them informed about Our Performance.

Informed level - Our performance	No. of respondents	% of respondents
Very well informed	19	12.8
Fairly well informed	80	54.1
Not very well informed	31	20.9
Not well informed at all	8	5.4
Don't know	10	6.8

91 respondents (61.5%) stated they felt either 'very well informed' or 'fairly well informed' of how to make a complaint to the Council. There were, however, 45 people (30.4%) who felt either 'not very well informed' or 'not well informed at all' in this regard. This represents a 5% drop from the survey conducted in 2020.

Informed level - how to make a complaint	No. of respondents	% of respondents
Very well informed	16	10.8
Fairly well informed	75	50.7
Not very well informed	34	23.0
Not well informed at all	11	7.4
Don't know	12	8.1

96 respondents (65.3%) stated they felt 'very well informed' or 'fairly well informed' of how to feedback their views to the Council. 42 people (28.5%) felt either 'not very well informed' or 'not well informed at all'. These figures are very similar to the survey conducted in 2020.

Informed level - how to give your views	No. of respondents	% of respondents
Very well informed	16	10.9
Fairly well informed	80	54.4
Not very well informed	34	23.1
Not well informed at all	8	5.4
Don't know	9	6.1

Contacting the Council

Overview

The good news here is that 72.4% of respondents are aware of the full range of Council contact options. The results suggest that telephone calls are still the preferred option of contact for the majority of people, however, this may well reflect the older demographic of our panel members preferring the more 'traditional' methods.

In terms of using the 'Web Chat' only 4.6% have tried it, although encouragingly 46.4% said that they may do in the future. There was some negativity around web chat in terms of its effectiveness; *'Seldom resolve the issue', 'never very satisfactory', 'I have only used it a couple of times with other companies and not felt it very satisfactory'*. These comments may be down to poor customer experience elsewhere, so consideration should be given as to how we can assure customers of the effectiveness of our own web chat, if we wish to increase its usage amongst this demographic.

Detail

110 of 152 responses (72.4%) were aware of the various contact options available.

Awareness - full range of contact options	No. of respondents	% of respondents
Yes	110	72.4
No	42	27.6

The top 3 preferred contact methods were; telephone with 79 people opting for this choice (52.0%), email with 39 (25.7%) and face-to-face with 22 (14.5%).

Preference - contact method	No. of respondents	% of respondents
Telephone	79	52.0
Email	39	25.7
Face-to-face	22	14.5
Web chat	9	5.9
Not applicable	3	2.0
Text	0	0.0

The 3 most commonly used services cited by the Citizens' Panel were; 'checked when my bin collection will be due' with 66 people (45.5%) using this service, closely followed by 'registering to vote' with 65 people (45.1%) and 'setting up a direct debit to pay a bill' with 43 people (29.7%).

Website usage - overview of activity	No. of respondents	% of respondents
Checked when my bin collection will be	66	45.5
Registered to vote	65	45.1
Set up a direct debit to pay a bill	43	29.7
Paid my Council Tax bill	32	22.2
Booked a leisure activity	24	17.0
Reported fly tipping	15	10.3
Reported littering	8	5.6
Reported dog fouling	8	5.4
Reported an abandoned vehicle	7	4.9
Made a new benefit claim	5	3.5
Paid business rates online	2	1.4
Paid my rent online	2	1.4
Reported noise nuisance	2	1.4

18 comments were received from the respondents in respect of which other services or issues would they like to be able to book, pay for or report online, these broke down into categories as follows (some respondents referenced more than 1 item):-

Household large item removal – 3 comments
Vehicle parking issues – 3 comments
Highway / road maintenance issues – 2 comments
Refuse collection / bin damage issues – 2 comments
Street lighting issues – 2 comments
Recycling / tip centre – 1 comment
Newsletter – 1 comment
Shrub / hedge maintenance – 1 comment
Pest control – 1 comment
Library room bookings – 1 comment
Other comments – 1 comment

Please see Appendix 1 for details of all comments.

Only 7 people (4.6%) stated that they had used the 'web chat' service. On a positive note, 67 people (44.4%) said that they may use the service in the future.

Usage - 'web chat'	No. of respondents	% of respondents
Yes, I have used 'web chat'	7	4.6
No, but I may use it in the future	67	44.4
No, I'm not likely to use 'web chat'	77	51.0

20 comments were received from the respondents in regards to 'web chat', these broke down into categories as follows (some respondents referenced more than 1 item):-

Not effective – 5 comments
Preference for telephone communication – 3 comments
Not interested – 2 comments
Too slow – 2 comments
Not aware of web chat – 2 comments
Possibly a good idea – 2 comments
Impersonal – 1 comment
Not user friendly – 1 comment
Not tried it – 1 comment
Other comments – 1 comment

Please see Appendix 2 for details of all comments.

Customer Service Standards

Overview

Overall, an excellent result was achieved here from our survey, The Customer Satisfaction Index score was 81.6% which is over 3% higher than the UK Public Sector benchmark from Jul '22. In terms of priorities for improvement, all categories scored above 7.5 out of 10 for satisfaction, so there are no serious problematic areas. However, 'receiving accurate information', 'being kept informed' and 'being dealt with quickly' had the largest differentials between importance and satisfaction at -1.76, -1.69 and -1.47 respectively, so should be the areas to focus on going forward in terms of PFI, as clearly these are areas that our customers feel are extremely important in terms of their overall customer experience with the Council.

Detail

We asked the panel to rate the criteria options out of 10 in terms of how important they were to them. Interestingly, all the criteria options scored above 9 out of 10, so are all important to our customers. However, the top 3 importance criteria to the respondents were; 'being listened to' with a score of 9.58 out of 10, 'having your personal data kept secure' with 9.53 out of 10 and 'officers having the right attitude' with 9.51 out of 10.

Category	Importance (average response out of 10)
Being listened to	9.58
Having your personal data kept secure	9.53
Officers having the right attitude	9.51
Receiving accurate information	9.46
Being treated with respect	9.45
Officers having relevant knowledge	9.32
Officer using 'Plain English' (non-technical terms)	9.17
Being dealt with quickly	9.15
Officers having local knowledge	9.09
Being kept informed	9.02

We also used the same criteria options to ask how satisfied the respondents were with our performance. The 3 criteria with the lowest customer satisfaction were; 'being kept informed' with a score of 7.33 out of 10, 'being dealt with quickly' scoring 7.68 out of 10 and 'receiving accurate information' scoring 7.70 out of 10. The most satisfied criteria were 'having your personal data kept secure' scoring 9.03 out of 10, 'officers using plain English' scoring 8.77 out of 10 and 'being treated with respect' scoring 8.43 out of 10.

Category	Satisfaction (average response out of 10)
Having your personal data kept secure	9.03
Officer using 'Plain English' (non-technical terms)	8.77
Being treated with respect	8.43
Being listened to	8.25
Officers having relevant knowledge	8.15
Officers having the right attitude	8.13
Officers having local knowledge	8.03
Receiving accurate information	7.70
Being dealt with quickly	7.68
Being kept informed	7.33

Importance v Satisfaction - Difference between the two aspects:-

Category	Importance (average response out of 10)	Satisfaction (average response out of 10)	Differential
Receiving accurate information	9.46	7.70	-1.76
Being kept informed	9.02	7.33	-1.69
Being dealt with quickly	9.15	7.68	-1.47
Officers having the right attitude	9.51	8.13	-1.38
Being listened to	9.58	8.25	-1.33
Officers having relevant knowledge	9.32	8.15	-1.17
Officers having local knowledge	9.09	8.03	-1.06
Being treated with respect	9.45	8.43	-1.02
Having your personal data kept secure	9.53	9.03	-0.50
Officer using 'Plain English' (non-technical terms)	9.17	8.77	-0.40

Customer Satisfaction Index:-

Category (A)	Importance (average response out of 10) (B)	Weighting (C)	Satisfaction (average response out of 10) (D)	Weighted Score (E)	Priority for Improvement PFI (F)
Receiving accurate information	9.46	0.1014	7.70	7.81	-1.76
Being kept informed	9.02	0.0967	7.33	7.09	-1.69
Being dealt with quickly	9.15	0.0981	7.68	7.53	-1.47
Officers having the right attitude	9.51	0.1020	8.13	8.29	-1.38
Being listened to	9.58	0.1027	8.25	8.47	-1.33
Officers having relevant knowledge	9.32	0.0999	8.15	8.14	-1.17
Officers having local knowledge	9.09	0.0974	8.03	7.83	-1.06
Being treated with respect	9.45	0.1013	8.43	8.54	-1.02
Having your personal data kept secure	9.53	0.1022	9.03	9.23	-0.50
Officer using 'Plain English' (non technical terms)	9.17	0.0983	8.77	8.62	-0.40
	93.28			81.55	

(A) Customer requirements categories

(B) The average importance score (mean) for each requirement

(C) Individual importance score expressed as a % of the total importance score

(D) The average satisfaction score (mean) for each requirement

(E) The satisfaction score multiplied by the weighting, which is then totalled and multiplied by 10 to express as a %

(F) Priority for Improvement (PFI) - the difference between D and B (negative scores denote possible areas for improvement)

In terms of priorities for improvement, all categories scored above 7.5 out of 10 for satisfaction, so there are no serious problematic areas. However, 'receiving accurate information', 'being kept informed' and 'being dealt with quickly' had the largest differentials between importance and satisfaction at -1.76, -1.69 and -1.47 respectively, so should be the areas to focus on going forward in terms of PFI.

CSI Result

The Customer Satisfaction Index score is 81.6% which is over 3% higher than the UK Public Sector benchmark from Jul '22.

Customer Satisfaction Index - Customer Service Standards	81.6%
UK CSI Benchmark - Jul '22	78.4%

In terms of required services 139 respondents answered this question, with a wide range of Council services being used. The 3 most commonly used being environmental health (19.4%), Council tax (14.4%) and leisure (14.4%).

Service requirements	No. of respondents	% of respondents
Environmental Health	27	19.4
Council Tax	20	14.4
Leisure	20	14.4
Planning	19	13.7
Contact Centre	16	11.5
Elections	14	10.1
Property & Estates	9	6.5
Pest Control	6	4.3
Benefits	5	3.6
Finance	2	1.4
Business Advice	1	0.7

The Citizens' Panel were asked to rate the following Council services out of 10 in terms of how satisfied they are. The most satisfied services being; 'email enquiries' with an average score of 8.60 out of 10, 'the opening times of offices' scoring 8.54 out of 10 and 'disabled accessibility of the offices' scoring 8.51 out of 10. Conversely, the least satisfied services were 'Twitter feeds' scoring 6.70 out of 10, 'Webchat' scoring 7.16 out of 10 and 'Facebook information' with 7.34 out of 10.

District Council Service	Average respondent score (out of 10)
Email enquiries	8.60
The opening times of offices	8.54
Disabled accessibility of the offices	8.51
The opening times for telephones	8.49
Website payments	7.85
Website information - is it easy to navigate	7.41
Website forms	7.37
Facebook information	7.34
Webchat	7.16
Twitter feeds	6.70

37 comments were received from the respondents in regards to if their requirements were being met, these broke down as follows (some respondents referenced more than 1 item):-

Requirements being met / no issues – 16 comments
Bin collections – 5 comments
Communication methods – 3 comments
Customer services – 2 comments
Opening times – 1 comment
Street sweeping – 1 comment
Enforcement – 1 comment
Street lighting – 1 comment
Tree / hedge maintenance – 1 comment
Litter – 1 comment
Leisure booking options – 1 comment
Material disposal – 1 comment
Spending (village upgrades) – 1 comment
Traffic congestion – 1 comment
Other comments – 1 comment

Please see Appendix 3 for details of all comments.

Complaints

Overview

Only 14.2% of respondents were aware of how to make a second stage / formal complaint which would suggest that some consideration should be given as to how we make our customers more aware of this process, particularly as the Citizens' Panel is made up of people who actively engage with the Council.

14 people who completed the survey have made a complaint and although this is a relatively small sample size, the differential between importance and satisfaction is above -2.5 for all aspects questioned. The 3 categories with the largest differential between importance and satisfaction being; 'what my options are if I'm not happy', 'a clear response' and 'the response to cover all the issues raised' at -3.91, -3.74 and -3.43 respectively. These results albeit with the caveat of a small sample size, would suggest that some aspects of complaint handling may need to be addressed further.

Detail

21 people (14.2%) stated they were aware of how to make a complaint, with 39 people (26.4%) saying they did not know how to do this. Almost 60% of respondents stated that they had never made a complaint so it hadn't been a consideration.

Response	No. of respondents	% of respondents
Yes	21	14.2
No	39	26.4
Never made a complaint	88	59.5

74 respondents (51.7%) stated they felt 10 working days would be acceptable to wait for a response following a formal investigation. 36 people (25.2%) felt that 15 days would be acceptable, with only 13 people (9.1%) stating 20 or more days would be reasonable. These figures are very similar to the previous survey on the same subject in 2020.

Length of time	No. of respondents	% of respondents
10 working days	74	51.7
15 working days	36	25.2
20 working days	10	7.0
25 working days	3	2.1
Don't know	20	14.0

The respondents were asked to consider various aspects of complaint handling and rate them out of 10 in terms of their importance. All the categories scored above 9 out of 10 so are clearly all important to our customers. However, the 3 most important aspects from the results were; 'the Council to learn from its mistakes' scoring 9.45 out of 10, 'a clear response' scoring 9.38 out of 10 and 'the response to cover all the issues raised' with a score of 9.36 out of 10.

Complaint aspects	Average respondent score (out of 10)
The Council to learn from its mistakes	9.45
A clear response	9.38
The response to cover all the issues raised	9.36
What my options are if I'm not happy	9.34
For there to be a review process	9.31
It is neutrally investigated	9.12

The same criteria was used to gauge satisfaction of how the complaints were handled. This question was only applicable to respondents who had made a complaint to the Council in the last 3 years of which 14 people met this category, so caution should be applied in regards to results as it's a small sample size. None of the aspects scored above 7 out of 10, with the 3 lowest performing criteria being; 'what my options are if I'm not happy' with 5.43 out of 10, 'a clear response' with 5.64 out of 10 and 'the response to cover all the issues raised' scoring 5.93 out of 10.

Complaint aspects	Average respondent score (out of 10)
It is neutrally investigated	6.50
The Council to learn from its mistakes	6.14
For there to be a review process	6.14
The response to cover all the issues raised	5.93
A clear response	5.64
What my options are if I'm not happy	5.43

Importance v Satisfaction - Difference between the two aspects

Category	Importance (average response out of 10)	Satisfaction (average response out of 10)	Differential
What my options are if I'm not happy	9.34	5.43	-3.91
A clear response	9.38	5.64	-3.74
The response to cover all the issues raised	9.36	5.93	-3.43
The Council to learn from its mistakes	9.45	6.14	-3.31
For there to be a review process	9.31	6.14	-3.17
It was neutrally investigated	9.12	6.50	-2.62

Although this is a small sample size of 14 people, the differential between importance and satisfaction is above -2.5 for all aspects questioned. The 3 categories with the largest differential between importance and satisfaction being; 'what my options are if I'm not happy', 'a clear response' and 'the response to cover all the issues raised' at -3.91, -3.74 and -3.43 respectively. These results albeit with the caveat of a small sample size, would suggest that some aspects of complaint handling may need to be addressed.

8 comments were received from the respondents in respect of any important aspects of complaint handling we have not considered, these broke down as follows (some respondents referenced more than 1 item):-

Never had to complain – 2 comments
Fly tipping – 1 comments
Resident rights to petition – 1 comments
Listening to local resident views – 1 comments
Communication / publishing of complaints & outcomes – 1 comment
Consistency – 1 comment
Highways / road maintenance – 1 comment

Please see Appendix 4 for details of all comments.

10 comments were received from the respondents in regards to any additional comments they wished to add, these broke down into categories as follows (some respondents referenced more than 1 item):-

Never had to complain – 2 comments
Communication – 2 comments
Other comments – 2 comments
New housing – 1 comments
Response times – 1 comment
Planning – 1 comment
Policy – 1 comment

Please see Appendix 5 for details of all comments.

Streetscene Services

Overview

The Citizens' Panel were asked to consider which aspects of the Streetscene services were the most important to them by selecting 3 services they considered the most important. Of the 148 respondents who answered the question, the 3 services deemed to be the most important from the survey results were; litter pickers with 74 people (50.0%) referencing this, dog waste bins with 67 people (45.3%) and mechanical sweepers with 64 people (43.2%).

Litter Picking

Litter picking achieved a satisfaction score of 64.7% in respect of respondent's streets, 57.7% for green open spaces and 55.9% for town centres within North East Derbyshire. Unfortunately, all these areas have seen a reduction in satisfaction levels since the previous survey in 2020, with town centres seeing the largest reduction in satisfaction at 11%. The main causes of litter were felt to be take aways, litter thrown from vehicles and litter dropped by pedestrians. A very high 88.7% of respondents felt that enforcement should be used in these cases.

Detail

95 respondents (64.7%) stated they were either 'very satisfied' or 'fairly satisfied' with litter control in their street. 25 respondents (17.0%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Your Street	No. of respondents	% of respondents
Very satisfied	38	25.9
Fairly satisfied	57	38.8
Neither satisfied nor dissatisfied	27	18.4
Fairly dissatisfied	16	10.9
Very dissatisfied	9	6.1

76 people (55.9%) stated they were either 'very satisfied' or 'fairly satisfied' with litter control in their town centres. 22 respondents (16.1%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Town centres	No. of respondents	% of respondents
Very satisfied	20	14.7
Fairly satisfied	56	41.2
Neither satisfied nor dissatisfied	38	27.9
Fairly dissatisfied	18	13.2
Very dissatisfied	4	2.9

83 people (57.7%) stated they were either 'very satisfied' or 'fairly satisfied' with litter control in green open spaces in their area. 28 respondents (19.5%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Green open spaces	No. of respondents	% of respondents
Very satisfied	20	13.9
Fairly satisfied	63	43.8
Neither satisfied nor dissatisfied	33	22.9
Fairly dissatisfied	21	14.6
Very dissatisfied	7	4.9

Street Sweeping

In regards to street sweeping, 48.7% of respondents were satisfied with the sweeping of their respective streets, with 47.9% satisfaction recorded for the sweeping of North East Derbyshire town centres. Unfortunately, this represents around a 10% reduction in satisfaction when comparing to the 2020 survey results.

Detail

72 people (48.7%) stating they were either 'very satisfied' or 'fairly satisfied' with the sweeping of streets in their area. 32 respondents (21.7%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Your street	No. of respondents	% of respondents
Very satisfied	22	14.9
Fairly satisfied	50	33.8
Neither satisfied nor dissatisfied	44	29.7
Fairly dissatisfied	14	9.5
Very dissatisfied	18	12.2

68 people (47.9%) stating they were either 'very satisfied' or 'fairly satisfied' with the sweeping of streets in their town centres. 23 respondents (16.2%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Town centres	No. of respondents	% of respondents
Very satisfied	15	10.6
Fairly satisfied	53	37.3
Neither satisfied nor dissatisfied	51	35.9
Fairly dissatisfied	12	8.5
Very dissatisfied	11	7.7

Litter Bin Emptying

Detail

96 people (63.6%) stated they were either 'very satisfied' or 'fairly satisfied' with the emptying of litter bins in their area. Only 13 respondents (8.6%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction	No. of respondents	% of respondents
Very satisfied	38	25.2
Fairly satisfied	58	38.4
Neither satisfied nor dissatisfied	24	15.9
Fairly dissatisfied	11	7.3
Very dissatisfied	2	1.3
Don't know	18	11.9

86 people (57.3%) stated they were either 'very satisfied' or 'fairly satisfied' with their area being kept free from litter. 32 respondents (21.4%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction	No. of respondents	% of respondents
Very satisfied	20	13.3
Fairly satisfied	66	44.0
Neither satisfied nor dissatisfied	29	19.3
Fairly dissatisfied	22	14.7
Very dissatisfied	10	6.7
Don't know	3	2.0

The Citizens' Panel were asked where they believed the main sources of litter came from, and where able to select all the options they felt applied. The 3 main sources of litter according to the respondents opinion were; take-aways with 114 people (75.0%) citing this cause, litter thrown from vehicles with 101 people (66.4%) stating this and pedestrians with 92 people (60.5%) suggesting this as a reason.

Source	No. of respondents	% of respondents
Take-aways	114	75.0
Thrown from vehicles	101	66.4
Pedestrians	92	60.5
Schools	43	28.3
Shops	35	23.0
Other	14	9.2
Industrial premises	7	4.6

Of the 14 respondents who referenced 'Other', these included bin collections (6 respondents), public houses / customers (2 respondents), and children / teenagers (2 respondents).

In terms of trends over the last 12 months for the amount of litter on footpaths and verges, of the 150 responses received, exactly half of the responses felt that the amount had stayed about the same. Of the remainder, 51 people (34.0%) felt the amount had 'significantly increased' or 'increased', with only 12 people (8.0%) suggesting the litter amount had 'decreased' or 'significantly decreased'.

Options	No. of respondents	% of respondents
Significantly increased	13	8.7
Increased	38	25.3
Stayed about the same	75	50.0
Decreased	8	5.3
Significantly decreased	4	2.7
Don't know	12	8.0

There was a very strong opinion amongst the panel that enforcement action should be taken against people who drop litter in their neighbourhood. Of the 150 responses received, 133 people (88.7%) felt that this was the correct course of action.

Options	No. of respondents	% of respondents
Yes	133	88.7
No	2	1.3
Don't know	15	10.0

As with the above, the panel strongly favoured enforcement action being taken against businesses in the neighbourhood that do not dispose of waste in a proper and legal manner. 146 of the total 151 replies received (96.7%) felt this would be the correct course of action.

Options	No. of respondents	% of respondents
Yes	146	96.7
No	1	0.7
Don't know	4	2.6

Dog Waste Bin Emptying

Overview

37.1% of respondents stated they were satisfied with the emptying of dog waste bins in their area, however, it should be noted that quite a large amount of people (39.1%) stated they did not know, if these people were excluded then 61% of respondents who expressed an opinion on the subject would be satisfied. In terms of control of dog fouling, 35.6% were satisfied with this aspect (an increase of 10% from 2020) although several comments were received from respondents suggesting that more patrols and enforcement should be carried out:- *'More patrols and prosecutions of dog owners'*, *'Not enough enforcement officers to cover the large area'*, *'Insufficient dog wardens to patrol all areas'*. More may also need to be done in terms of educating dog owners with information made available to them, a couple of comments were received in this regard too, *'It's the people who have the dogs who need constantly educating'*, *'run an information campaign'*.

Detail

56 people (37.1%) stated they were either 'very satisfied' or 'fairly satisfied' with the emptying of dog waste bins in their area. Just 11 respondents (7.3%) stated they were 'fairly dissatisfied' or 'very dissatisfied'. It should be noted that quite a large amount of people (39.1%) stated they did not know, if these people were excluded then 61% of respondents who expressed an opinion on the subject would be satisfied with 12% dissatisfied.

Satisfaction	No. of respondents	% of respondents
Very satisfied	24	15.9
Fairly satisfied	32	21.2
Neither satisfied nor dissatisfied	25	16.6
Fairly dissatisfied	6	4.0
Very dissatisfied	5	3.3
Don't know	59	39.1

In terms of trends over the last 12 months for the amount of dog fouling on footpaths and verges, of the 152 responses received, almost half of the responses (47.4%) felt that the amount had stayed about the same. Of the remainder, 49 people (32.2%) felt the amount had 'significantly increased' or 'increased', with only 11 people (7.2%) suggesting the dog fouling amount had 'decreased' or 'significantly decreased'.

Options	No. of respondents	% of respondents
Significantly increased	12	7.9
Increased	37	24.3
Stayed about the same	72	47.4
Decreased	9	5.9
Significantly decreased	2	1.3
Don't know	20	13.2

54 people (35.6%) stated they were either 'very satisfied' or 'fairly satisfied' with the control of dog fouling in their area. 42 respondents (27.6%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction	No. of respondents	% of respondents
Very satisfied	13	8.6
Fairly satisfied	41	27.0
Neither satisfied nor dissatisfied	32	21.1
Fairly dissatisfied	31	20.4
Very dissatisfied	11	7.2
Don't know	24	15.8

32 additional comments were received from the respondents in regards to dog fouling, these broke down into categories as follows (some respondents referenced more than 1 item):-

Increase patrols / enforcement – 13 comments
Dog owner behaviour – 8 comments
Notices / signage – 3 comments
Increase waste bins – 2 comments
Grass verges – 2 comments
More education – 2 comments
Increased amount of dogs – 1 comment
Cleaning up of fouling – 1 comment

Please see Appendix 6 for details of all comments.

Grounds Maintenance

Detail

The Citizens' Panel were asked questions regarding the performance of the Councils grounds maintenance services. 90 people (60.8%) stated they were either 'very satisfied' or 'fairly satisfied' with the performance within their street. 22 respondents (14.8%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Your street	No. of respondents	% of respondents
Very satisfied	24	16.2
Fairly satisfied	66	44.6
Neither satisfied nor dissatisfied	36	24.3
Fairly dissatisfied	15	10.1
Very dissatisfied	7	4.7

62 people (44.6%) stated they were either 'very satisfied' or 'fairly satisfied' with the performance within children's playgrounds in their area. Just 11 respondents (7.9%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Children's playgrounds	No. of respondents	% of respondents
Very satisfied	17	12.2
Fairly satisfied	45	32.4
Neither satisfied nor dissatisfied	66	47.5
Fairly dissatisfied	9	6.5
Very dissatisfied	2	1.4

64 people (46.4%) stated they were either 'very satisfied' or 'fairly satisfied' with the performance with sports, recreation grounds and parks in their area. Just 9 respondents (6.5%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Sports and recreation grounds and parks	No. of respondents	% of respondents
Very satisfied	16	11.6
Fairly satisfied	48	34.8
Neither satisfied nor dissatisfied	65	47.1
Fairly dissatisfied	5	3.6
Very dissatisfied	4	2.9

75 people (52.5%) stated they were either 'very satisfied' or 'fairly satisfied' with the performance within green open spaces in their area. 13 respondents (9.1%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Green open spaces	No. of respondents	% of respondents
Very satisfied	19	13.3
Fairly satisfied	56	39.2
Neither satisfied nor dissatisfied	55	38.5
Fairly dissatisfied	10	7.0
Very dissatisfied	3	2.1

60 people (41.1%) stated they were either 'very satisfied' or 'fairly satisfied' with the performance of weed control on roads and highways in their area. 52 respondents (35.6%) stated they were 'fairly dissatisfied' or 'very dissatisfied', which would suggest that this is an area that needs further consideration.

Satisfaction - Weed control on roads and highways in your area	No. of respondents	% of respondents
Very satisfied	9	6.2
Fairly satisfied	51	34.9
Neither satisfied nor dissatisfied	34	23.3
Fairly dissatisfied	31	21.2
Very dissatisfied	21	14.4

63 people (43.2%) stated they were either 'very satisfied' or 'fairly satisfied' with the performance of road verges in their area. 52 respondents (35.6%) stated they were 'fairly dissatisfied' or 'very dissatisfied', which would suggest that this is also an area that needs further consideration.

Satisfaction - Road verges	No. of respondents	% of respondents
Very satisfied	8	5.5
Fairly satisfied	55	37.7
Neither satisfied nor dissatisfied	31	21.2
Fairly dissatisfied	38	26.0
Very dissatisfied	14	9.6

The Citizens' Panel were asked questions regarding satisfaction of the Councils shrub and flower beds maintenance. 84 people (60.8%) stated they were either 'very satisfied' or 'fairly satisfied' with how they are kept free of weeds. Just 7 respondents (4.9%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Kept free of weeds	No. of respondents	% of respondents
Very satisfied	37	26.1
Fairly satisfied	47	33.1
Neither satisfied nor dissatisfied	51	35.9
Fairly dissatisfied	5	3.5
Very dissatisfied	2	1.4

89 people (63.2%) stated they were either 'very satisfied' or 'fairly satisfied' with how well the areas are stocked with plants. Just 7 respondents (4.9%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Well stocked with plants	No. of respondents	% of respondents
Very satisfied	50	35.5
Fairly satisfied	39	27.7
Neither satisfied nor dissatisfied	45	31.9
Fairly dissatisfied	5	3.5
Very dissatisfied	2	1.4

80 people (57.1%) stated they were either 'very satisfied' or 'fairly satisfied' with how well the shrub and flower bed areas are kept litter free. 16 respondents (11.5%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Litter free	No. of respondents	% of respondents
Very satisfied	28	20.0
Fairly satisfied	52	37.1
Neither satisfied nor dissatisfied	44	31.4
Fairly dissatisfied	12	8.6
Very dissatisfied	4	2.9

96 people (67.2%) stated they were either 'very satisfied' or 'fairly satisfied' with how presentable the shrub and flower bed areas are generally kept. Just 7 respondents (4.9%) stated they were 'fairly dissatisfied' or 'very dissatisfied'.

Satisfaction - Generally kept presentable	No. of respondents	% of respondents
Very satisfied	46	32.2
Fairly satisfied	50	35.0
Neither satisfied nor dissatisfied	40	28.0
Fairly dissatisfied	4	2.8
Very dissatisfied	3	2.1

The panel were asked to consider whether there are the right amount of shrubs and flower beds in their area. 95 people (64.2%) felt the amount was about right. 26 people (17.6%) felt there weren't enough with just 2 people (1.4%) suggesting there were too many.

Amount	No. of respondents	% of respondents
Too many	2	1.4
About right	95	64.2
Not enough	26	17.6
Don't know	25	16.9

The panel were asked to consider whether grassed verges and public open spaces maintained by the Council are cut the right amount of time. 91 people (61.5%) felt the amount was about right. 34 people (23.0%) felt they weren't cut enough 12 people (8.1%) suggesting they were cut too often.

Amount	No. of respondents	% of respondents
Cut too often	12	8.1
Cut about the right amount	91	61.5
Not cut enough	34	23.0
Don't know	11	7.4

The Citizens' Panel were asked to consider which aspects of the Streetscene services were the most important to them by selecting 3 services they considered the most important. Of the 148 respondents who answered the question, the 3 services deemed to be the most important from the survey results were; litter pickers with 74 people (50.0%) referencing this, dog waste bins with 67 people (45.3%) and mechanical sweepers with 64 people (43.2%).

Importance - Services	No. of respondents	% of respondents
Litter pickers	74	50.0
Dog waste bins	67	45.3
Mechanical sweepers	64	43.2
Grass cutting	48	32.4
Litter / environmental wardens	47	31.8
Road and highway weed control	43	29.1
Children's play space	39	26.4
Floral displays and borders	34	23.0
Sports pitches	16	10.8

In terms of rewilding of grass verges / flower beds to encourage pollinators, the response was quite strongly in favour with 103 of the 149 respondents (69.1%) in agreement of rewilding, with 28 respondents (18.8%) against this proposal.

Options	No. of respondents	% of respondents
Yes	103	69.1
No	28	18.8
Don't know	18	12.1

Parks and recreation grounds

The respondents were asked to consider their reasons for visiting local parks and recreation grounds within North East Derbyshire. For this question, respondents could select all the criteria that applied. The results showed that the top 3 reasons for visits were; to take exercise with 71 people (47.3%) citing this option, to walk / walk the dog with 58 responses (38.7%) and to appreciate nature with 56 responses (37.3%).

Reasons for Visiting	No. of respondents	% of respondents
To take exercise	71	47.3
To walk / walk the dog	58	38.7
To appreciate nature	56	37.3
To sit and relax	49	32.6
Haven't visited in last 12 months	45	30.0
As a shortcut to another destination	34	22.7
To use children's play areas	28	18.7
As a meeting place	26	17.3
To picnic	12	8.0
To play outdoors (other than children's play areas)	10	6.7
To play football	6	4.0
To ride a bike in a safe place	6	4.0

The respondents who stated that they haven't visited a park or recreation ground in North East Derbyshire in the last 12 months were asked to give their reasons, again respondents could select more than one option for this question. The 3 most common answers for this question were; 'other' with 12 respondents (29.3%) - further details below, 'not enough time' with 10 responses (24.4%) and 'anti-social behaviour' with 7 responses (17.1%).

Reasons for Not Visiting	No. of respondents	% of respondents
Other	12	29.3
Not enough time	10	24.4
Anti-social behaviour	7	17.1
Lack of / poor facilities	6	14.6
Not applicable	6	14.6
Use parks in other areas	5	12.2
Don't feel safe	4	9.8
No disabled access	1	2.4
Untidy because of litter	1	2.4
It's boring	0	0.0

Of the 12 respondents who chose 'Other' for this question, 7 people said they were unable to visit parks or recreation facilities due to old age or disability restrictions. Other reasons given were preference for use of own garden, preference to visit other places for walks, or that they live in the countryside so not required.

Cost of Living

Overview

Of the 149 responses received for this question, perhaps unsurprisingly all except 1 person said they had at least some level of concern with the cost of living. The panel were asked to consider what their main areas of concern are regarding the increased cost of living with the top 3 concerns being; 'utilities costs such as energy bills', 'groceries and food costs' and 'petrol / diesel costs'. In line with the generally older age demographic criteria of the members of the panel, mortgage costs, rental costs and child care costs were less of an issue.

Some good news from this response is that whilst people are clearly struggling with the cost of living, 88.0% of respondents have been able to put some form of mitigation in place to make costs more manageable, at least partially. The top 3 cost reductions people have employed being 'having the heating on less / set at lower temperature' (although this in itself may be a concern given the demographic of respondents), 'switching off lights and appliances when not in use' and 'reducing weekly food bills / cutting non-essentials / using cheaper brands'.

Only 5 people (3.4%) said they had visited the cost of living information provided by us on our website or telephoned the Contact Centre. This result would certainly suggest that more needs to be done to publicise these services and consideration should be given as to how this message is communicated. This is backed up further by some respondent comments too;- *'make relevant contact details easily available', 'stalls at community events giving tips and advice', 'provide expert people to give advice and support for people to make changes to reduce household bills'*.

Detail

Of the 149 responses received, only 1 person said they had no concern at all in regards to the cost of living. Of the 148 people who expressed some level of concern, 73 people (49.0%) said they were very concerned and 57 people (38.3%) said they were quite concerned.

Concern - cost of living	No. of respondents	% of respondents
Very concerned	73	49.0
Quite concerned	57	38.3
A little concerned	18	12.1
Not concerned	1	0.7

The panel were asked to consider what their main areas of concern are regarding the increased cost of living. For this question, the respondents could select all options that applied to them. The top 3 concerns are; 'utilities costs such as energy bills' with 140 of the 150 respondents (93.3%) citing this issue, 'groceries and food costs' with 136 respondents (90.7%) and petrol / diesel costs with 120 respondents (80.0%). In line with the generally older age demographic criteria of the members of the panel, mortgage costs, rental costs and child care costs were less of an issue.

Main concerns - Cost of living	No. of respondents	% of respondents
Utilities costs (e.g. energy bills)	140	93.3
Groceries and food costs	136	90.7
Petrol / diesel costs	120	80.0
Mortgage costs	19	12.7
Public transport costs	16	10.7
Rental costs	7	4.7
Child care costs	7	4.7
None of the listed	2	1.3
Other	2	1.3

Of the 2 respondents who cited 'Other' for their main concern, 1 person stated Council tax and the other person suggested a concern for others less fortunate than themselves.

Some good news from this response is that whilst people are clearly struggling with the cost of living, 132 of the 150 respondents (88.0%) to this question have been able to put some form of mitigation in place to make costs more manageable, at least partially.

Options	No. of respondents	% of respondents
Yes	54	36.0
No	18	12.0
Partially	78	52.0

In terms of measures applied to offset cost of living increases, the below chart shows how Citizens' Panel members responded to this question. The top 3 cost reductions people have employed being 'having the heating on less / set at lower temperature' with 128 of 143 people (89.5%) citing this option, 'switching off lights and appliances when not in use' with 123 responses (86.0%) and 'reducing weekly food bills / cutting non-essentials / using cheaper brands' with 95 responses (66.4%).

Mitigation options - Cost of living	No. of respondents	% of respondents
Having the heating on less / set at lower temperature	128	89.5
Switching off lights and appliances when not in use	123	86.0
Reducing weekly food bills / cutting non-essentials / cheaper brands	95	66.4
Spending less on non-essential items	91	63.6
Going out less e.g. less nights out	65	45.5
Taking measures to insulate home	29	20.2
Walking instead of public transport or the car	20	14.0
Using public transport instead of the car	14	9.8
Other	6	4.2
Switched energy supplier	5	3.5

Of the 6 people who stated 'Other' as a response to this question, the answers were varied and included freezing leisure centre memberships, working from home and cancelling TV packages.

Just over half of the Citizens' Panel respondents (52.4%) stated they knew where to go for information and advice regarding the cost of living, with (47.6%) not being aware.

Options	No. of respondents	% of respondents
Yes	77	52.4
No	70	47.6

Only 5 people (3.4%) said they had visited the cost of living information provided by us on our website or telephoned the Contact Centre. This result would suggest that more needs to be done to publicise these services.

Options	No. of respondents	% of respondents
Yes	5	3.4
No	144	96.6

Of the 5 people who have looked at the cost of living information provided by us, 4 of the 5 (80.0%) found it useful. This would further suggest that more needs to be done to make people aware of this useful service. 25 comments were received from the respondents in terms of how the Council could assist further, these broke down as follows (some respondents referenced more than 1 item):-

Council tax help – 8 comments
Communicate information and advice – 5 comments
Public transport – 3 comments
Home insulation / heating grants – 2 comments
Council doing what they can – 2 comments
Help for pensioners – 1 comment
Warm spaces in community – 1 comment
Environment – 1 comment
Health & safety – 1 comment
Other comments – 1 comment

Please see Appendix 7 for details of all comments.

Equality Duty and Monitoring

Overview

North East Derbyshire District Council has legal duties to make sure the services we provide can be accessed by all people, and to work together with other agencies to tackle discrimination in the district. Nine groups are recognised by the Equalities Act 2010 as needing added protection, these are: disability, religion or belief, race or ethnicity, age, sex/gender, gender identity, pregnancy and maternity, marriage and civil partnerships and sexual orientation.

A very pleasing 99.3% of respondents stated that they had received no form of discrimination when using Council services with nobody saying that there were any physical barriers to accessing Council premises.

In terms of their experiences living within North East Derbyshire and whether they had experienced any form of discrimination, 96.5% of panel members stated that they had received no form of discrimination.

Detail

A pleasing 143 people (99.3%) stated that they had received no form of discrimination when using Council services. Please see detail to follow re. The 1 respondent who stated they had experienced discrimination.

Discrimination - Experienced using Council services	No. of respondents	% of respondents
I have not experienced discrimination	143	99.3
Other	1	0.7
Your sex / gender	0	0.0
Your race / ethnicity	0	0.0
Your age	0	0.0
Your religion, belief or non-belief	0	0.0
Your sexual orientation	0	0.0
Any disability	0	0.0

The respondent who selected 'Other' felt a neighbour had been treated more favourably in a dispute about noise pollution.

125 people (83.9%) agreed that it is easy for them to contact the Council through the various communication options. 3 people (2.0%) disagreed (see details of reasons they felt this way below).

Discrimination - Easy contact options	No. of respondents	% of respondents
Agree	125	83.9
Disagree	3	2.0
Don't know	18	12.1
Not applicable	3	2.0

For the 3 people who responded with 'disagree' to the question, 2 people felt the phones weren't answered promptly enough and 1 person felt the choice of options once connected was too many and confusing.

Pleasingly, there were no responses disagreeing that there are no physical barriers to them accessing Council premises, with everyone who expressed an opinion (excluding 'don't know' and 'not applicable') being in agreement.

Discrimination - No physical barriers for access	No. of respondents	% of respondents
Agree	87	58.4
Disagree	0	0.0
Don't know	39	26.2
Not applicable	23	15.4

116 people (77.3%) stated the information provided to them is in a suitable format. 5 people (3.3%) disagreed with this statement. If we exclude the responses 'don't know' and 'not applicable' and focus on the people who expressed agreement or disagreement i.e. 121 respondents, the percentages would be 95.8% in agreement and 4.2% in disagreement. Please see below reasons given by people who disagreed with the statement.

Discrimination - Accessible information	No. of respondents	% of respondents
Agree	116	77.3
Disagree	5	3.3
Don't know	18	12.0
Not applicable	11	7.3

Of the 5 people who answered 'disagree' to this question, 2 said they do not use a computer, 2 said they don't use social media and 1 felt the information wasn't stated in 'Plain English'

The panel were asked to consider their experiences living within North East Derbyshire and whether they had experienced any form of discrimination (excluding any dealings with the Council as this was covered previously in the survey). 138 people (96.5%) stated that they had received no form of discrimination. Of the responses where some form of discrimination was cited, the two most common were 'your age' and 'any disability' with 2.8% and 2.1% respectively.

Discrimination - Experienced living within the district	No. of respondents	% of respondents
I have not experienced discrimination	138	96.5
Your sex / gender	1	0.7
Your race / ethnicity	1	0.7
Your age	4	2.8
Your religion, belief or non-belief	1	0.7
Your sexual orientation	1	0.7
Any disability	3	2.1
Other	0	0.0

95 people (64.6%) stated they 'definitely agreed' or 'tended to agree' with the statement that their local area is a place where people from different backgrounds get on well together. 6 people (4.1%) stated that they 'tended to disagree', with nobody saying they definitely disagreed.

Discrimination - Different backgrounds get on well together	No. of respondents	% of respondents
Definitely agree	30	20.4
Tend to agree	65	44.2
Tend to disagree	6	4.1
Definitely disagree	0	0.0
Don't know	38	25.9
Too few people in the local area	4	2.7
All the same background	4	2.7

Appendices

Appendix 1 - Which other services or issues would you like to be able to book, pay for, or report online

Household item removal (3 comments)

- I have used the collection of large items to be taken away etc. (usually phone call).
- Large item disposal.
- Removal of household items.

Vehicle parking issues (3 comments)

- Vehicles parked on grass verges
- Parking problems and obstruction of roads and driveways.
- To report vehicles parking on grass verges which churn up the grass. To report vehicles who park on the curb in front of my house which is on a dangerous corner and prevent residents/ramblers wheelchair users, prams getting past and having to walk in the road.

Highway / road maintenance issues (2 comments)

- Transport issues pot holes, highway maintenance.
- Reporting poorly maintained roads & footpaths.

Refuse collection / bin damage issues (2 comments)

- Bin damage.
- Refuse collection issues - failure to empty a dustbin or order a new bin would be useful.

Street lighting issues (2 comments)

- Street lights out or too bright and shining in house.
- Am happy with the service. Earlier this year I thought I could report a faulty street light on the NEDCC website but found out I had to go to the Derbyshire Council one instead. That was fine. No problem for me. I think many residents assume that NEDCC are responsible for everything!!!....so a quick and easy redirection to the Derby's Council website is essential.

Recycling / tip centre (1 comment)

- Using the council recycling/tip centre.

Newsletter (1 comment)

- DCC send out a newsletter on line, which I think is a very good idea.

Shrub / hedge maintenance (1 comment)

- Reporting poorly maintained domestic hedges adjacent to public footpaths.

Pest control (1 comment)

- Pest control, wasps nests etc.

Library room bookings (1 comment)

- Library room bookings.

Other comments (1 comment)

- Most services should be available to book/pay/report online and many already are which is good. However, care needs to be taken to ensure the process works properly. For example, bulky waste collections: when clicking the link to view the PDF about acceptable items, there is a link which is supposed to take you to the main website to use Self-Service. However, this link does not work ("This site cannot be reached"). This is a common issue that I have noticed with NEDCC's site. Make as many things as possible available to do online, but please make sure they can be properly accessed.

Appendix 2 - Do you have any comments about the 'web chat' service?

Not effective – (5 comments)

- Seldom resolve the issue.
- Never very satisfactory.
- I have only used it a couple of times with other companies and not felt it very satisfactory
- When I have an issue, if it is not 'simple' or id do not communicate the issue correctly, Web chats get rapidly frustrating.
- Never any use.

Preference for telephone communication – (3 comments)

- Still prefer telephone rather than 'web chat'.
- Older people prefer phone, can't get head around computer.
- No objection but it should not replace the telephone service as many older people still rely on the phone, not online services.

Not interested – (2 comments)

- Not for me thanks!
- This is a complete waste of time.

Too slow – (2 comments)

- Takes too long.
- Can be a bit laborious if you aren't too quick on a keyboard.

Not aware of web chat – (2 comments)

- Don't know about it, or how to use it.
- Never heard of it!

Possibly a good idea – (2 comments)

- Possibly a good idea depending on the users experience if it's one of those chat bots definitely not!
- This will be good if it is allowing residents to have a chat with a real person at the council rather than AI bots.

Impersonal – (1 comment)

- Impersonal and seldom resolve the issue.

Not user friendly – (1 comment)

- Do not find any online services user friendly.

Not tried it – (1 comment)

- Have not had occasion to use it yet.

Other comments – (1 comment)

- The council needs to make sure its site / web pages are easy to use (find our way around), they're not at the moment.

Appendix 3 - Are your requirements being met by the Council or have you anything else that you would like to make us aware of

Requirements being met / no issues – (16 comments)

- Yes.
- Requirements being met.
- Yes, nothing else to add.
- Enquiries dealt with.
- Yes.
- Yes, I am a happy Bunny, but don't get complacent!!!
- No problems.

Requirements being met / no issues – (16 comments)

- Yes ...completely satisfied.
- Nothing to add.
- None
- No issues.
- No further comments.
- No issues.
- No comments.
- Nothing to add.
- I am satisfied, but hardly ever contact council. I've reported stray dogs years ago and this was dealt with by dog warden.

Bin collections – (5 comments)

- Wheelie bins (green). Why does CBC collect all year but NEDDC only collect April - November? Do we get a discount for an 8 month service rather than a year?
- I reported a missed Green bin. As it was the last collection for the year it was important. The 1st operator had to see if a reason had been logged for it being missed! I called again next day and the operator finally logged it and said it would be collected within 5 working days. It was emptied today but why couldn't the first operator have logged it instead of it taking 2 calls and 2 people?
- I have an issue with green bin emptying - today and 2 weeks ago, the bin was only half emptied - it has only leaves in it and they are loose
- Minor issues - occasional missed bin collection, no reason is given and bin not emptied for a week. Green bin so not a big issue, but I would like a reason as to why the collection was missed and it should be emptied in less than a week
- Not happy about 'policy' I was told when I complained that my paper recycling bag had gone missing for second time from my burgundy bin. Told I should place at side of bin for collection instead of bin man just taking it out of top of bin. Woman spoke in an authoritarian manner. Not listening just quoting policy. Not wanting to listen to any sensible argument that paper would just blow out of bag into street and just get wet on rainy day.

Communication methods – (3 comments)

- I do not do Facebook so anything on there I wouldn't see, prefer to be notified by post / leaflets.
- I know that printed information is expensive, but it is the only way that I will find out what is happening and think it should be delivered to households. Don't forget us!
- The major frustration is the website which can be hard to navigate and often seems out of date. Finding meetings and respective minutes can be annoying.

Customer service – (2 comments)

- Have had a very mixed response to enquiries made through your web site to report issues and ask questions about your waste services. At one end of the spectrum, I received a call back from a council employee to reply to a query and I was impressed. However, at the opposite side, there was an example in which I did not get any response and it had to be chased via a local councillor. Despite this, I was not provided with a direct response from NEDDC as the message was passed on (informally) through the councillor and not fully answered. Overall, I am left feeling as though the opportunities to respond correctly and consistently are being missed and this makes me feel apathetic to voicing my opinions where they should matter.

Requirements being met / no issues – (16 comments)

- The person in Planning Dept. did not know that it is illegal to erect objects on common land.

Opening times – (1 comment)

- Would like an earlier opening time for phone enquiries.

Street sweeping – (1 comment)

- Do what you state and provide Street sweeping when you quote.

Enforcement – (1 comment)

- Enforcement seems woeful in some individual's circumstances.

Street lighting – (1 comment)

- Have reported a light missing on a footpath for the last 5 years. Still not being repaired.

Tree / hedge maintenance – (1 comment)

- I contacted the council over a year ago about over hanging trees to our back garden that they are responsible for maintaining but due to nothing being done we ended up paying privately for the overhanging branches to be cut back. Very poor service from NEDDC. I did receive excellent response in the summer when renewing my bus pass though.

Litter – (1 comment)

- Not enough local litter collection and blokes who mow grass mow over the litter! Why should people volunteer to collect the litter - pay people to do this.

Leisure booking options – (1 comment)

- Introduce an App for Leisure Centre bookings.

Material disposal – (1 comment)

- I have an issue with the disposal of small pieces of asbestos I constantly dig up from the garden. The rules for acceptance at Stonegravels are such that I cannot return with further pieces I dig up. I would like to dispose of this safely and responsibly.

Financial Spending (village upgrades) – (1 comment)

- No, I would love some money spent on our village centre - Eckington - it is more than needed. The Heritage Centre and Parish Council are now working together and doing all they can, but need money to do the work that is needed.

Traffic congestion – (1 comment)

- Volume of traffic on the local roads.

Other comments – (1 comment)

- Although I have answered 'N/A' to much of the above, I have had reason to contact the Council on many occasions over many years.

Appendix 4 - Are there any important aspects of complaint handling we have not considered

Never had to complain – (2 comments)

- I haven't complained so can't respond to this question.
- Never had to complain.

Fly tipping – (1 comments)

- Keeping up to date with fly tipping problems. Find that the clothes recycle bins are not policed enough. Clothes and bedding etc. just dumped anywhere.

Resident rights to petition – (1 comments)

- The right of residents to have petitions considered by the council was removed shortly after the greenbelt hearings and to my knowledge it has not been

Never had to complain – (2 comments)

reinstated. I'd like to see that put back in place and if not, council to inform residents why not.

Listening to local resident views – (1 comments)

- Listening to local views. We live in the community so we know what problems there are and what will happen if we're not listened to - this is regards to a planning application that has been passed which is going to be a nightmare for residents.

Communication / publishing of complaints & outcomes – (1 comment)

- If not already done so, publish the number of complaints and type, outcomes so that residents can be reassured that improvements will be made.

Consistency – (1 comment)

- Consistency in the service provided with clear information to avoid any misunderstandings.

Highways / road maintenance – (1 comment)

- How many more times are they going to dig up our main road, we must have road works at least once a month. As we have only 1 main road through the village it impacts on Eckington and the shop owners as people do just not want to sit in queuing traffic, I am disabled so cannot use the bus and they are only 1 an hour.

Appendix 5 – Are there any other comments you wish to add in regards to complaints handling

Never had to complain – (2 comments)

- Fortunately I have never had cause to complain.
- I have not had reason to make any complaints to the council.

Communication – (2 comments)

- Consider a weekly email like DCC. I receive the one about which bin to put out but surely you could elaborate a bit with the content?
- Communication is key - ensuring feedback is received and further questions asked if needs be. The resident should have a satisfactory response.

Other comments – (2 comments)

- Disappointed to note that the focus on complaints in this questionnaire is on council officers, and not counsellors themselves. Whilst counsellors are answerable to the public via the ballot box, I'm not aware of any process to resolve residents' dissatisfactions during the period in between.
- Dronfield Town council is not fit for purpose! Indeed what is its role, because it does nothing to help the people of Dronfield!

New housing – (1 comment)

- What really troubles me is the permission given for these huge housing estates which seem to be surrounding me, I see woodlands cut down and fields built on everywhere I look.

Response times – (1 comment)

- Response times by the council should, in some cases, be related to the nature of the complaint. Some things need to be dealt with more urgently than others.

Planning – (1 comment)

- Planning is an arrangement to suit the Officers and Council Members.

Policy – (1 comment)

- How is the policy at District level carried into the Town Council's methods of operating?

Appendix 6 - Do you have any other comments to make on dog fouling

Increase patrols / enforcement – (13 comments)

- Some people bag the waste and then throw the bag on the floor or even hang it on bushes or trees. Enforcement should be carried out if seen doing it.
- More patrols and prosecutions of dog owners.
- Very difficult to catch the main culprits, never caught anyone in our local area.
- Make it a more serious offence to leave dog 'poo' in polystyrene bags than to leave the poo in the first place! Also make video evidence admissible.
- More dog warden patrols and signs required.
- Personally I believe guilty owners should be tracked, punished and prevented from owning dogs in future. Dog licences would help.
- Higher fines for dog owners who let their dogs foul.
- Not enough enforcement officers to cover the large area.
- Insufficient dog wardens to patrol all areas.
- More active enforcement and fines for 'fowlers'.
- No enforcement officer seen in my area.
- No publicity given to owners of dogs which cause fouling open on the streets being held to account
- Should be fines for dog poo bags thrown in trees and hedging or just left without being disposed of correctly.

Dog owner behaviour – (8 comments)

- Some people bag the waste and then throw the bag on the floor or even hang it on bushes or trees.
- People coming in cars to walk their dogs in Dark Lane Cemetery and surrounding area.
- It's the people who have the dogs who need constantly educating.
- It's not for lack of bins to control dog fouling, it is the dog owners who can't be bothered to clear up and dispose properly
- Dog fouling seems to go in stages. Not bad in summer but increases as it gets colder. Owners less inclined to walk further and to pick up.
- Residents with dogs in my area are generally very good about cleaning up after their dogs. I have a litter bin opposite my house, next to a bus stop, which is constantly used by dog walkers and regularly emptied by the council.
- My son plays football and it is very disappointing to see so many people with dogs off leads allowing dogs to foul and leaving dog dirt on or near pitches in general. It is good that at least dogs are banned from school grounds but should be banned from any football or child's play area.
- It's absolutely disgraceful on the 5 pits trail Williamthorpe Road. I would like all dogs to be on leads but they're not.

Notices / signage – (3 comments)

- Strongly object to dog fouling signs painted onto footpaths. This devalues the adjacent properties, lowering the tone of the neighbourhood.
- More notices needed including stencilling in the worst areas.
- Spraying streets with reminders to pick it up is not a solution but makes pavements look poorly maintained as the images deteriorate over time.

Increase waste bins – (2 comments)

- Maybe more bins locally.

Increase patrols / enforcement – (13 comments)

- There are no dog bins in my local area yet most people on the road have a dog. I think it would be a good idea to have at least one in the vicinity.

Grass verges – (2 comments)

- A lot of it is on the verges. People assume that if it is not on the pavement it doesn't have to be picked up. More education of the dog owning community is needed.
- Every time I travel from home or to home, I see at least one person not picking up after their dog on roadside verges. Is it time to get rid of them, either cover or make roads wider? The cost can be offset by not having to cut the grass anymore, hopefully careless dog owners will be less likely to leave dog mess on pavements where it's more visible, rather than on roadside verges where it's less visible.

More education (2 comments)

- It's the people who have the dogs who need constantly educating.
- Run an information campaign.

Increased amount of dogs – (1 comment)

- Has definitely increased since the start of the pandemic as many more residents have dogs.

Cleaning up of fouling – (1 comment)

- Litter clearance is due to local 'wombles' controlling this but I feel it's not their responsibility. Council now appears to do less.

Appendix 7 - Do you have any suggestions with how the Council could assist further with the cost of living

Council tax – (8 comments)

- Lower the Council tax.
- Limit the increases in council tax.
- Lower Council Tax!
- Save money, lower rates would help!
- I am in band F for council tax and as a recently widowed older woman I do not get any help from council.
- Council tax reduction
- Don't put up the Council Tax!
- Not increase council tax, this is a massive worry for me.

Communicate information and advice – (5 comments)

- Maybe leaflets.
- Make relevant contact details easily available.
- Could NEDDC publish a list of approved tradesmen, as I had to report a rogue tradesman to trading standards recently?
- Stalls at community events giving tips advice, giveaways.
- Provide expert people to give advice and support for people to make changes to their housing to reduce bills.

Public transport – (3 comments)

- It is very difficult to rely on public transport for many journeys because bus services are so unreliable. They make cuts to the buses because people don't use them but we don't because we never know whether a bus is going to come. The no. 51 is dreadful.
- Better bus service.

Council tax – (8 comments)

- Review its bus service provision to break the habits of always using car transport. E.g. bus service provision and usage a decade ago compared with present day data. The de-regulated bus provision is not a 'service' but a provision which is somewhat unreliable and not targeted where passenger travel really wants to go.

Home insulation / heating grants – (2 comments)

- Provide more grants for insulation and heating systems.
- Have people come out to assess if and where we are losing heat. As a disabled pensioner I cannot get into the loft to check the depth of the insulation and Wall insulation that has been in since we put it in as soon as we moved in Feb 1981 and cannot afford to get someone in to check even though we are not on benefits apart from my DLA.

Council doing what they can – (2 comments)

- What else can any Council do? Tied by government rules plus insurmountable market & global issues.
- They are already doing an excellent job as far as I can tell - even if it's just to ensure people are signposted to help.

Help for pensioners – (1 comment)

- Help for pensioners who are not in a position to increase their income.

Warm spaces in community – (1 comment)

- Create warm spaces for needy people.

Environment – (1 comment)

- Any local measures to help the environment are welcome.

Health & safety – (1 comment)

- Keeping the area healthy and safe for residents.

Other comments – (1 comment)

- Support nationalisation of utilities.