

Viewpoint

Have your say on local services

May 2023



North East
Derbyshire
District Council



Welcome

Welcome to the May 2023 issue of the Viewpoint newsletter which keeps you up to date with the results of the North East Derbyshire Citizens' Panel survey.

We hope all our Citizens' Panel members and their families are keeping well and we thank you for your continued support which provides valuable information to the Council.

To contact the Council visit our website www.ne-derbyshire.gov.uk, call us on 01246 231111 or text 07800 002 425.

In the survey this month:

- Equality Plan and Objectives
- North East Derbyshire Town Centres
- Domestic Waste Collection Service

In this issue are the results from the November 2022 survey on:

- Council Services and the Local Area
- Contacting the Council
- Customer Service Standards
- Streetscene Services
- Cost of Living
- Equality Monitoring

A big thank you to those of you who completed the November 2022 survey

A total of **257 questionnaires** were sent out and **152 replies** were received (74 paper copies and 78 online) reflecting a **59% response rate**.

To see the full report of the findings for the November 2022 survey, please visit <https://www.askderbyshire.gov.uk/consultation/neddc-nov-22-citizens-panel-final-report>

Council Services and the Local Area

Your local area receives services from two councils, North East Derbyshire District Council and Derbyshire County Council. This survey asked about North East Derbyshire District Council which is responsible for services such as refuse collection, street cleaning and planning.

You said...

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



81.7% satisfied with how NEDDC run things.



75.6% satisfied with how NEDDC keep residents informed.



Cost of Living

The cost of living situation in the UK has been well documented in the news and media. The questions asked whether you are being personally affected by any price increases and what (if any) measures you've taken to make the situation more manageable.

Contacting the Council

To help improve customer access to our services, we have increased the ways you can contact us online by providing self-booking, payment and reporting facilities through the website and 'web-chat' which provides immediate help and support. These services are designed to be an additional way that you can contact the Council and to enhance your customer experience.

You said...

72.4% are aware of the full range of Council contact options.



Preferred contact methods, telephone (52%), email (26%), face-to-face (15%).

You said...

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

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

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



Streetscene Services

The Council's Streetscene section undertakes street cleaning services including litter picking, providing litter and dog waste bins, removal of fly tipping and highway cleaning. They also provide grounds maintenance services such as landscaping, planting and grass cutting in public areas; highway weed control; and tending to sports and recreational areas.

You said...

65% satisfied with litter picking in their area.



49% satisfied with street sweeping in their street.

64% satisfied with litter bin emptying.

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

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



32% of respondents felt dog fouling had increased in last 12 months.

61% satisfied with the Council's ground maintenance services.

Equality Monitoring

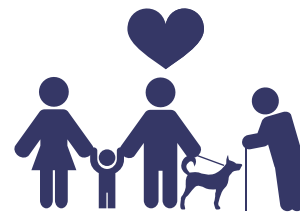
North East Derbyshire District Council has legal duties to make sure the services we provide can be accessed by all people, and to work together with other agencies to tackle discrimination in the district. Nine groups are recognised by the Equalities Act 2010 as needing added protection, these are: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

You said...

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

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

65% stated that North East Derbyshire is an area where people from different backgrounds get on well.



Please don't forget to return your questionnaire by/before Friday 26 May 2023.

Results

All the survey results and the Citizens' Panel report are shared with our Senior Management Team, relevant service teams within individual departments and elected council members

for their consideration and action where appropriate.

Equality monitoring results help us to monitor our equality plan and inform future awareness campaigns.



WIN! WIN! WIN! WIN!

Chance of winning £25 voucher

All members of the panel who complete the Citizens' Panel survey in May '23 will be entered into a draw with one lucky winner receiving a £25 gift voucher.

Interested in joining our Citizens' Panel?

If you know anyone who might be interested in joining our Citizens' Panel, please ask them to register either online: <https://online1.snapsurveys.com/5hcfue>

Via email NEDDC@AskDerbyshire.gov.uk

Or write to the Improvement Officer,
NEDDC Citizens' Panel, Performance Team,
2013 Mill Lane, Wingerworth, S42 6NG.

Those interested in joining need to live in the District and be aged sixteen years or over.

**WIN!
£25
voucher**

Visit our website: www.ne-derbyshire.gov.uk for more information.



Change of Contact Details


If you would like to change your contact details or if those of you who receive your survey in the post would like to start receiving it electronically, please email NEDDC@AskDerbyshire.gov.uk and we'll be certain to accommodate your request.

Access for All statement

You can request this document or information in another format such as large print or language or contact us by:

- Phone: [01246 231111](tel:01246231111)
- Email: connectne@ne-derbyshire.gov.uk
- Text: [07800 00 24 25](tel:07800002425)
- BSL Video Call: a FREE, three way video call with us and a BSL interpreter.



- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888). FREE phone service for anyone who has difficulty hearing or speaking. 
- Visiting our [offices](#) at Wingerworth: 2013 Mill Lane, [S42 6NG](tel:S426NG).