

Citizen Panel Number



**BOLSOVER CITIZENS PANEL**  
representing all wards in Bolsover District  
**NOVEMBER 2016**

**Please return completed questionnaires  
by Friday 25 November 2016**

Each survey form is scanned electronically so it is important to complete your form in the following way:-

Write clearly using BLOCK CAPITALS like this: **J O E B L O G G S**

Use black or blue pen not pencil. Use a cross and please keep the mark in the box.

Like this:  X

Not like this:

Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned.

Like this:

Not like this:

Please note that if you would like to discuss any of your comments, you can contact one of the relevant organisations - these are detailed on the last page. We are not able to respond directly to you on any comments you include in the questionnaire.

If you make a mistake, just cross it out and mark the right box like this:

If the question or page is not applicable, please leave it BLANK unless a 'non-applicable' option is provided.

Like this: N/A

Not like these:   N/A

Please mark one box only for each question unless otherwise stated.



All personal information provided to Bolsover District Council will be held and treated in confidence in accordance with the Data Protection Act 1998. It will only be used for the purpose for which it was given and will never be revealed, or passed to another agency outside the partnership.

# BOLSOVER DISTRICT COUNCIL - Contact Centres

The Contact Centres are your first point of contact with Bolsover District Council. We have four Contact Centres situated throughout the District where you can get an answer to your query either by speaking to an advisor over the telephone, face-to-face, via email or by writing into us. This survey asks for views on your own contact with the council, which will be used to help us improve our services and keep our customers informed.

**Q1 Have you contacted Bolsover District Council in the last 12 months?**

Yes .....  Go to Q3  
No .....

**Q2 If no, have you ever had to contact Bolsover District Council in the last 24 months?**

Yes .....   
No .....  Go to Q8

**Q3 What was your most recent enquiry regarding?:**

(Please choose one option only)

- |   |   |
|---|---|
| <input type="checkbox"/> <i>Planning</i>                              | <input type="checkbox"/> <i>CAN Rangers</i>                         |
| <input type="checkbox"/> <i>Business rates</i>                        | <input type="checkbox"/> <i>Pest control</i>                        |
| <input type="checkbox"/> <i>Bus pass application</i>                  | <input type="checkbox"/> <i>Housing application / accommodation</i> |
| <input type="checkbox"/> <i>Council tax / change of circumstances</i> | <input type="checkbox"/> <i>Missed waste bin collection</i>         |
| <input type="checkbox"/> <i>Bulky waste collection</i>                | <input type="checkbox"/> <i>Fly tipping</i>                         |
| <input type="checkbox"/> <i>Environmental Health</i>                  | <input type="checkbox"/> <i>Drainage</i>                            |
| <input type="checkbox"/> <i>Council tax and housing benefits</i>      | <input type="checkbox"/> <i>Grounds maintenance request</i>         |
| <input type="checkbox"/> <i>New/ replacement bin request</i>          | <input type="checkbox"/> <i>Direct Debit applications</i>           |
| <input type="checkbox"/> <i>Pendant alarm / Telecare</i>              |   |

**If other, please specify:**

**Q4 Did you require any further information regarding your enquiry from the council after your initial contact?**

(Please choose one option only)

Yes .....   
No .....

**Q5 How did the council keep you informed?**

(choose all that apply)

- |  |  |   |
|--|--|---|
| <i>Telephone call</i> <input type="checkbox"/> | <i>Letter</i> <input type="checkbox"/>         | <i>Email</i> <input type="checkbox"/>       |
| <i>In person</i> <input type="checkbox"/>      | <i>SMS Text</i> <input type="checkbox"/>       | <i>Via website</i> <input type="checkbox"/> |
| <i>Notice board</i> <input type="checkbox"/>   | <i>Not applicable</i> <input type="checkbox"/> |   |

**If other, please specify:**

**Q6** (Please choose one option from each row)

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither agree or disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
<b>I was kept informed throughout my enquiry</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I was kept informed at regular intervals</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The method of keeping me informed was appropriate</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I had to chase up my enquiry</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you had to chase up your enquiry, please give reasons why:**

**Q7** **How would you have preferred to have been kept informed?**

*(choose a maximum of 2 methods)*

Telephone call

Letter

Email

In person

SMS Text

Via website

Notice board

Not applicable

**Q8** **In general, how can Bolsover District Council keep you better informed after you contact the council?**

# BOLSOVER DISTRICT COUNCIL - About the services you receive from us and your local area

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

**Q9 Overall, how satisfied or dissatisfied are you with your local area (the area within 15-20 minutes walking distance from home) as a place to live?**  
(Please choose one option only)

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10 Overall, how satisfied or dissatisfied are you with the way Bolsover District Council runs things?**  
(Please choose one option only)

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In considering the questions below, please think about the range of services Bolsover District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services that Bolsover District Council provides to the community. We would like your general opinion.

**Q11 How well informed do you think Bolsover District Council keeps residents about the services it provides?**  
(Please choose one option only)

<i>Very well informed</i>	<i>Fairly well informed</i>	<i>Not very well informed</i>	<i>Not well informed at all</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q12 Overall, how well informed do you feel about each of the following?**  
(Please choose one option from each row)

	<i>Very well informed</i>	<i>Fairly well informed</i>	<i>Not very well informed</i>	<i>Not well informed at all</i>	<i>Don't know</i>
Our Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to make a complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to give your views	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We would like to move as many people as possible to completing the Citizen Panel surveys on-line, rather than receiving a paper copy. This will save us money on postage (£0.77 per completed survey) as well as the costs of photocopying, stationery and staff time in inputting responses. If you are not already receiving this survey electronically and you have an email address, please could you include it below so we can send you on-line surveys in future. Thank you.

**Q13** Email address for receiving future surveys online:

**Q14** I do not have an email address

.....

**Q15** Are there any Council services you would like to receive questions on? Where possible we will look to include these in future surveys.

## BOLSOVER DISTRICT COUNCIL- About You

Gathering the key demographic information at the end of each survey will ensure it is always up to date and relevant to the survey in question.

**Q16** Are you...?

Male.....   
 Female.....

**Q17** How old are you?

16-24..... <input type="checkbox"/>	45-54..... <input type="checkbox"/>	65-74..... <input type="checkbox"/>
25-34..... <input type="checkbox"/>	55-59..... <input type="checkbox"/>	75+..... <input type="checkbox"/>
35-44..... <input type="checkbox"/>	60-64..... <input type="checkbox"/>	

**Q18** How would you describe your ethnic background?

English/Welsh/Scottish/ Northern Irish/ British/ Irish.....   
 Other ethnic group.....

**Q19** Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot .....   
 Yes, limited a little .....   
 No.....

# COMPLIMENTS, COMMENTS, COMPLAINTS AND REQUESTS FOR SERVICES

## **Requests for Services delivered by Bolsover District Council:**

Ring our Customer Contact Centres on 01246 242424

Email: [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)

Complete one of the on-line forms on our website [www.bolsover.gov.uk](http://www.bolsover.gov.uk)> 'What would you like to do today?> Fill in a Form

## **Compliment, Comment or Complaint relating to Bolsover District Council**

Contact us using any of the methods above or:

Complete the compliment/comment/complaint form on our website [www.bolsover.gov.uk](http://www.bolsover.gov.uk)>

'Council, Government & Democracy' page> Compliments, Comments & Complaints' page

Send a letter to Customer Services, Bolsover District Council, The Arc, High Street, Clowne, S43 4JY **(Please do not enclose with your citizens' panel survey form as these are not opened and read daily like the incoming post is, and will result in a delay to your letter being dealt with).**

**Thank you for completing the questionnaire.  
Please return it by Friday 25 November 2016**

**This questionnaire is available in other formats. If you require a different format, have any queries or comments on this Citizens' Panel survey form, or comments on the Viewpoint newsletter then contact:**

**Richard Gadsby, Customer Service & Improvement, Bolsover District Council, The Arc, High Street, Clowne, Derbyshire, S43 4JY Tel: 01246 242300 Fax: 01246 242423 Email: [richard.gadsby@bolsover.gov.uk](mailto:richard.gadsby@bolsover.gov.uk)**