

# Bolsover District Council Citizens' Panel Survey Results—May 2017

**91%** of respondents are satisfied with the **black bin** service


**87%** of respondents are satisfied with the **green bin** composting service


**89%** of respondents are satisfied with the **burgundy bin** recycling service

**81%** of respondents are satisfied with the **bulky waste collection** service

## Refuse Collection

### You said....

 "Sometimes bins are not returned to original location after collection"

 "The attitude of the refuse collectors has improved"

**94%** of respondents are satisfied with the **reliability** of the Burgundy and Green bin service

## intouch

**67%** of respondents rated the In-Touch publication as very or fairly good

The In-Touch publication was respondents' first preference for hearing information about the Council

## Information

### You said....

*In Touch should include:*

- More about Local Groups
- Recycling information
- List of Key Contacts
- A Q&A section

**50%** of respondents use social media, with **Facebook** being the most popular platform

**70%** of respondents have visited the Council's Website .....



...and **91%** found what they were looking for

**77%** of respondents found the website very or fairly easy to navigate

**50%** response rate

**35%** of respondents considered themselves to be disabled

**56%** of respondents were aged between 25-64

**44%** of respondents were aged between 64 and over

**52%** of respondents were male

**48%** were female