



North East Derbyshire District Council CITIZENS' PANEL November 2016

**Please return completed questionnaires
by Friday 2nd December 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

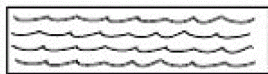


not like this

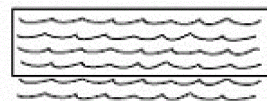


Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,

like this



not like this



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



not like these



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



We will treat all information that you give in the strictest confidence. Your identity will never be revealed, or passed to another agency outside the partnership.

North East Derbyshire District Council

About the services you receive from us and your local area

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

Q1 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"/>

Q2 Overall, how satisfied or dissatisfied are you with the way North East Derbyshire 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 North East Derbyshire 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 North East Derbyshire District Council provides to the community. We would like your general opinion.

Q3 How well informed do you think North East Derbyshire 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"/>

Q4 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"/>

North East Derbyshire District Council Diversity 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 particular attention, these are: disability, religion or belief, race or ethnicity, age, gender, gender identity, pregnancy and maternity, marriage and civil partnerships and sexual orientation.

The Council has developed a new 'Single Equality Scheme' which sets out local priorities in ensuring equality of services. Your responses to these questions will help us when this document is next reviewed.

North East Derbyshire District Council delivers a range of services including refuse collection and recycling, street cleansing, council tax collection and leisure facilities.

In the following questions, when we talk about discrimination we are using a wide definition which includes: being treated less favourably than others, being treated unfairly because you have previously raised a valid discrimination complaint or being treated without dignity, in an intimidating, hostile, degrading, humiliating or offensive way.

Q5 Do you believe that in using council services you have experienced discrimination because of any of the following?

(Please choose any that apply)

I have not experienced discrimination (please go to Q7)

Your gender

Your race/ethnicity

Your age

Your religion, belief or non belief

Your sexual orientation

Any disability - mental health issues, hearing or sight impairment, mobility issues, learning disability, respiratory or circulatory disease

Other (please X and write in the box below)

Q6 If you have experienced discrimination, please briefly let us know why you feel you were discriminated against.

If at any point in the future you feel that North East Derbyshire District Council is discriminating against you, please contact the Equality Improvement Officer on 01246 217047 or email: amar.bashir@ne-derbyshire.gov.uk

Please indicate whether you agree or disagree with each of the following statements...

Q7 It is easy for me to contact the Council using the different ways available - letter, face to face, phone, email and through the website.
(please choose one option only)

Agree

Disagree (please say why below)

Don't know

If you disagree, please explain why

Q8 There are no physical barriers to me accessing Council premises e.g. steps, blocked ramps, sufficient disabled parking.
(please choose one option only)

Agree

Disagree (please say why below)

Don't know

If you disagree, please explain why

Q9 The Council provides me with information in a suitable format e.g. large print or text message.
(please choose one option only)

Agree

Disagree (please say why below)

Don't know

If you disagree, please explain why

If you always need information from the Council in a particular format, please contact our Contact Centre on 01246 231111 and we can keep a record of your needs so that we send you the requested format in future.

Q10 Thinking about your experiences living within North East Derbyshire District but **NOT** including dealing with North East Derbyshire District Council, do you believe that over the past year you have experienced discrimination because of....?
 (Please choose any that apply)

- | | | | |
|--------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| I have not experienced discrimination..... | <input type="checkbox"/> | Your sexual orientation | <input type="checkbox"/> |
| Your gender..... | <input type="checkbox"/> | Any disability - mental health issues, hearing or sight impairment, mobility issues, learning disability, respiratory or circulatory disease..... | <input type="checkbox"/> |
| Your race/ethnicity | <input type="checkbox"/> | Other (please X and write in the box below) | <input type="checkbox"/> |
| Your age | <input type="checkbox"/> | | |
| Your religion, belief or non belief | <input type="checkbox"/> | | |

Q11 To what extent do you agree or disagree that your local area (the area within 15-20 minutes walking distance from your home) is a place where people from different backgrounds get on well together?
 (Please choose one option only)

- | | | | | | | |
|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|-----------------------------------------|--------------------------------|
| <i>Defiinitely agree</i> | <i>Tend to agree</i> | <i>Tend to disagree</i> | <i>Definitely disagree</i> | <i>Don't know</i> | <i>Too few people in the local area</i> | <i>All the same background</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

North East Derbyshire District Council - About You

The following questions are about you and will help us to understand the views of different people living in the district.

The information will only be used to help us analyse the results of the survey.

Q12 Are you...?

Male

Female

Q13 What is your age?

16-24 years

45-54 years

65-74 years

25-34 years

55-59 years

75+ years

35-44 years

60-64 years

Q14 How would you describe your ethnic background?

White

Chinese

Mixed heritage

Other (Please X and write in box below)

Asian or Asian British

Black or Black British

Q15 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

No

Yes, limited a little

Thank you for completing the questionnaire.

**Please return it using the freepost envelope provided by
Friday 2nd December 2016**

This questionnaire is available in other formats. If you require a different format, have any queries or comments or would like to tell us of a change in your contact details please email:

**Debbie Whitehead, Customer Service & Improvement, North East Derbyshire District Council, Mill Lane, Wingerworth, Chesterfield, S42 6NG
Tel: 01246 217018 Email: debbie.whitehead@ne-derbyshire.gov.uk**