

November Citizen Panel Number



North East Derbyshire District Council CITIZENS' PANEL November 2017

Please return completed questionnaires
by Friday 1st December 2017

<i>We speak your language</i>	Spanish <i>Hablamos su idioma</i>	 North East Derbyshire District Council
Polish <i>Mówimy Twoim językiem</i>	Slovak <i>Rozprávame Vaším jazykom</i>	
French <i>Nous parlons votre langue</i>	Chinese 我们会说你的语言	

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 All personal information provided to North East Derbyshire 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 Council.

Customer Service Standards

North East Derbyshire District Council has a set of customer service standards which we call the 'Customer Service Code of Practice and Standards'. Our ultimate aim is to 'serve our customers as we would wish to be served' and this principle runs right through our organisation. We based the standards on best practice by both North East Derbyshire and Bolsover District Council and they help us communicate with our customers in a consistent manner.

We also have a joint 'Compliments, Comments and Complaints' policy which sets out a standardised and centralised approach to handling complaints. This aims to help us 'get it right first time'; with a clear escalation process ensuring that complaints are investigated by neutral Officers. We want quicker, simpler and a more streamlined compliments, comments and complaints handling process with local, early resolution by capable, well-trained Officers. We are now reviewing both documents and your views will help us to shape our services to you.

First of all, we would like you to rate how important the following aspects are to you when contacting the council.

Q1 When contacting the council, how important are the following to you?

(1= Extremely unimportant, 10 = Extremely important)

	1	2	3	4	5	6	7	8	9	10
Being listened to	<input type="checkbox"/>									
Being kept informed	<input type="checkbox"/>									
Officers having <u>local</u> knowledge	<input type="checkbox"/>									
Officers having <u>relevant</u> knowledge	<input type="checkbox"/>									
Receiving accurate information	<input type="checkbox"/>									
Being dealt with quickly	<input type="checkbox"/>									
Being treated with respect	<input type="checkbox"/>									
Officers using 'Plain English' (non technical terms)	<input type="checkbox"/>									
Having your personal data kept secure	<input type="checkbox"/>									
Officers having the right attitude	<input type="checkbox"/>									

Q2 If you have been in contact with the council in the last three years, how satisfied were you with the following?

(1 = Extremely dissatisfied, 10 = Extremely satisfied)

	1	2	3	4	5	6	7	8	9	10
Being listened to	<input type="checkbox"/>									
Being kept informed	<input type="checkbox"/>									
Officers having <u>local</u> knowledge	<input type="checkbox"/>									
Officers having <u>relevant</u> knowledge	<input type="checkbox"/>									
Receiving accurate information	<input type="checkbox"/>									
Being dealt with quickly	<input type="checkbox"/>									
Being treated with respect	<input type="checkbox"/>									
Officers using 'Plain English' (non technical terms)	<input type="checkbox"/>									
Having your personal data kept secure	<input type="checkbox"/>									
Officers having the right attitude	<input type="checkbox"/>									

Q3 Which service did you need? *(Please choose as many as apply)*

- Benefits
- Business advice.....
- Contact centre
- Council Tax.....
- Elections.....
- Environmental Health
- Finance.....
- Leisure.....
- Licensing
- NNDR (Business Rates).....
- Pest Control.....
- Planning
- Property & Estates.....

Q4 Thinking about the services the District Council offers, how happy are you with the following aspects. (Please only answer for the ones you use)

(1 = Extremely unhappy, 10 = Extremely happy)

	1	2	3	4	5	6	7	8	9	10
The opening times of offices	<input type="checkbox"/>									
Disabled accessibility of the offices	<input type="checkbox"/>									
The opening times for telephones	<input type="checkbox"/>									
Email enquiries	<input type="checkbox"/>									
Website information - is it easy to navigate	<input type="checkbox"/>									
Website forms	<input type="checkbox"/>									
Website payments	<input type="checkbox"/>									
Webchat	<input type="checkbox"/>									
Facebook information	<input type="checkbox"/>									
Twitter feeds	<input type="checkbox"/>									

Q5 Are your requirements being met or have you anything else that you would like to make us aware of?

Complaints

Looking at complaints, we use the feedback we receive about our services to shape future delivery. Requests for service (for instance 'I want to complain about some flytipping'), are not complaints as the Council is being asked to do something (that is, to clear the flytipping) and is not at fault. An example of a complaint would be if we had agreed to clear the flytipping within a specified time and then didn't.

We operate a three stage complaints system where a customer can complain to the relevant department or contact centre at the first stage and then 'escalate' their complaint if not happy. The second stage is called a 'formal complaint' which is usually in writing and receives a written response within 15 working days. If a customer is not happy after this stage, they can escalate their complaint further to stage three - an Internal Review.

Q6 Are you aware of how you can make a second stage/ formal complaint?
(Please choose one answer only)

- Yes
- No.....
- Never made a complaint.....

Q7 How important are these aspects of complaint handling to you?

(1 = Not important, 10 = Very important)

	1	2	3	4	5	6	7	8	9	10
It is neutrally investigated (by someone who was not involved in the original complaint)	<input type="checkbox"/>									
A clear response	<input type="checkbox"/>									
The Council to learn from its mistakes	<input type="checkbox"/>									
The response to cover all the issues raised	<input type="checkbox"/>									
What my options are if I'm not happy	<input type="checkbox"/>									
For there to be a review process	<input type="checkbox"/>									

Q8 If you have complained in writing to the Council in the last three years, how satisfied were you with these aspects?

(1 = Very dissatisfied, 10 = Very satisfied)

	1	2	3	4	5	6	7	8	9	10
It was neutrally investigated (by someone who was not involved in the original complaint)	<input type="checkbox"/>									
A clear response	<input type="checkbox"/>									
The Council to learn from its mistakes	<input type="checkbox"/>									
The response to cover all the issues raised	<input type="checkbox"/>									
What my options are if I'm not happy	<input type="checkbox"/>									
For there to be a review process	<input type="checkbox"/>									

Q9 Are there any important aspects we have not considered?

Q10 Are there any other comments you wish to add?

North East Derbyshire District Council Streetscene Services

The Streetscene section of North East Derbyshire District Council 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.

We would like to know how satisfied or dissatisfied you are with the way we carry out these services. The information collected will enable us to ensure we provide the best possible service to our residents and to identify areas where we could improve.

Q11 How satisfied or dissatisfied are you with litter control in your area?

(Please choose **one** answer only on **each row** only)

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town centres (such as Dronfield, Clay Cross, Eckington and Killamarsh)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green open spaces (e.g. around play areas etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 How satisfied or dissatisfied are you with the sweeping of streets in your area?

(Please choose **one** answer only on **each row** only)

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town centres (such as Dronfield, Clay Cross, Eckington and Killamarsh)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 How satisfied or dissatisfied are you with the number of litter bins in your area?
 (Please choose **one** answer only on **each row** only)

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town centres (such as Dronfield, Clay Cross, Eckington and Killamarsh)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green open spaces (e.g. around play areas etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 How satisfied or dissatisfied are you with the emptying of litter bins in your area?
 (Please choose **one** answer only)

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</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"/>

Q15 Overall, how satisfied or dissatisfied are you that your area is kept free from litter?
 (Please choose **one** answer only)

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</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"/>

Q16 Where do you believe the main source of litter comes from?
 (Please choose **all** that apply)

- | | |
|--|--|
| <input type="checkbox"/> Shops | <input type="checkbox"/> Pedestrians |
| <input type="checkbox"/> Take-aways | <input type="checkbox"/> Thrown from vehicles |
| <input type="checkbox"/> Schools | <input type="checkbox"/> Other (please X and write in the box below) |
| <input type="checkbox"/> Industrial premises | |

Q17 Do you think that over the last twelve months the amount of litter on footpaths and verges has?
 (Please choose **one** answer only)

<i>Significantly increased</i>	<i>Increased</i>	<i>Stayed about the same</i>	<i>Decreased</i>	<i>Significantly decreased</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Do you agree that enforcement action should be taken against people who drop litter in your neighbourhood?
 (Please choose **one** answer only)

<input type="checkbox"/> Yes	<input type="checkbox"/> Don't know
<input type="checkbox"/> No	

Q19 Do you agree that enforcement action should be taken against businesses in your neighbourhood that do not dispose of their waste in a proper and legal manner?
 (Please choose **one** answer only)

Yes
 No

Don't know

Dog Fouling

Q20 How satisfied or dissatisfied are you with the **number of dog waste bins** in your area? (Please choose **one** answer only on **each row** only)

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town centres (such as Dronfield, Clay Cross, Eckington and Killamarsh)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green open spaces (e.g. around play areas etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 How satisfied or dissatisfied are you with the **emptying of dog waste bins** in your area? (Please choose **one** answer only)

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</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"/>

Q22 Do you think that over the last twelve months the amount of **dog fouling** on footpaths and verges has....? (Please choose **one** answer only)

<i>Significantly increased</i>	<i>Increased</i>	<i>Stayed about the same</i>	<i>Decreased</i>	<i>Significantly decreased</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 How satisfied or dissatisfied are you with the **control of dog fouling** in your local area? (Please choose **one** answer only)

<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</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"/>

Q24 Do you have any other comments to make on dog fouling?

Grounds Maintenance

Grounds maintenance services include landscaping, planting and grass cutting in public areas: highway weed control and tending to sports and recreational areas.

Q25 Generally, how satisfied or dissatisfied are you with the performance of the Council's grounds maintenance services in the following areas....?

(Please choose **one** answer on **each row** only)

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and recreational grounds and parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weed control on roads and highways in your area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road verges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 How satisfied or dissatisfied are you that the Council's shrub and flower beds within your area meet the following criteria?

(Please choose **one** answer on **each row** only)

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Kept free of weeds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well stocked with plants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally kept presentable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Do you think that the amount of shrub and flowerbeds the Council provides in your area are....?

(Please choose **one** answer only)

<i>Too many</i>	<i>About right</i>	<i>Not enough</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 Do you think that grassed verges and public open spaces which the Council maintain are....?

(Please choose **one** answer only)

<i>Cut too often</i>	<i>Cut about the right amount</i>	<i>Not cut enough</i>	<i>Don't know</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 To help the Council prioritise which improvements to make to its Streetscene services, please use the list below and tick the **three** services that are most important to you? (Please select a maximum of **three** answers only)

- | | |
|---|--|
| <input type="checkbox"/> Litter pickers | <input type="checkbox"/> Sports pitches |
| <input type="checkbox"/> Mechanical sweepers | <input type="checkbox"/> Floral displays and borders |
| <input type="checkbox"/> Litter / environmental wardens | <input type="checkbox"/> Grass cutting |
| <input type="checkbox"/> Road and highway weed control | <input type="checkbox"/> Dog waste bins |
| <input type="checkbox"/> Children's play space | |

The next questions are about parks and recreation grounds in the North East Derbyshire District Council area.

Q30 What are your reasons, if any, for visiting local parks and recreation grounds? (Please choose **all** that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| Haven't visited a Council park or recreation ground in the last 12 months..... | <input type="checkbox"/> | As a meeting place | <input type="checkbox"/> |
| To play football..... | <input type="checkbox"/> | To appreciate nature..... | <input type="checkbox"/> |
| To use children's play areas | <input type="checkbox"/> | To take exercise..... | <input type="checkbox"/> |
| To walk / walk the dog | <input type="checkbox"/> | To sit and relax | <input type="checkbox"/> |
| For rollerblading / skateboarding | <input type="checkbox"/> | To picnic..... | <input type="checkbox"/> |
| To ride on a bike in a safe place | <input type="checkbox"/> | As a shortcut to another destination | <input type="checkbox"/> |
| To use sports pitches/courts | <input type="checkbox"/> | To jog | <input type="checkbox"/> |
| To play outdoors (other than children's play areas)..... | <input type="checkbox"/> | Other (Please X and write in box below)..... | <input type="checkbox"/> |

Q31 If you haven't visited a park or recreation ground in North East Derbyshire in the last 12 months, please say why? (Please choose **all** that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| Not enough time | <input type="checkbox"/> | No disabled access..... | <input type="checkbox"/> |
| Don't feel safe..... | <input type="checkbox"/> | Untidy because of litter..... | <input type="checkbox"/> |
| Use parks in other areas (e.g. Chesterfield) | <input type="checkbox"/> | Anti-social behaviour | <input type="checkbox"/> |
| Lack of / poor facilities | <input type="checkbox"/> | Not applicable..... | <input type="checkbox"/> |
| It's boring | <input type="checkbox"/> | Other (Please X and write in box below)..... | <input type="checkbox"/> |

Leisure Facilities in North East Derbyshire

North East Derbyshire District Council provides a range of leisure facilities and programmes to help people keep active. We would like to ask you some questions about our leisure centres and services so that we can monitor how well our service is performing and if any aspects need to be improved.

If you haven't used the leisure centres recently then we would like to find out why, so that we can identify anything that the Council can do to encourage more people to use them.

Q32 How important do you think the provision of low cost local leisure facilities (including swimming pools) are to your local community? (Please choose **one** answer only)

Very
important

Quite
important

Neither

Not very
important

Not at all
important

Q33 How important are the local leisure facilities to you and your family? (Please choose **one** answer only)

Very
important

Quite
important

Neither

Not very
important

Not at all
important

Q34 How important is it to you that the local District Council provides these local leisure facilities? (Please choose **one** answer only)

Very
important

Quite
important

Neither

Not very
important

Not at all
important

Q35 What do you think that local leisure facilities contribute to the community?

(Please choose **all** that apply)

- | | | | |
|---|--------------------------|---|--------------------------|
| Help residents to remain fit and healthy..... | <input type="checkbox"/> | Helps reduce crime and anti-social behaviour..... | <input type="checkbox"/> |
| Encourage young people to choose a healthy lifestyle..... | <input type="checkbox"/> | Allows young and old to take part in activities together..... | <input type="checkbox"/> |
| Provides opportunities to develop sporting talents..... | <input type="checkbox"/> | Stops people from being lonely..... | <input type="checkbox"/> |
| Provide somewhere for families to have fun together..... | <input type="checkbox"/> | Provides lifelong hobbies..... | <input type="checkbox"/> |
| Somewhere for people to meet and socialise..... | <input type="checkbox"/> | Encourages volunteering..... | <input type="checkbox"/> |
| Helps people to recover from illnesses and injuries..... | <input type="checkbox"/> | None of these..... | <input type="checkbox"/> |
| | | Other (Please X and write in below) | <input type="checkbox"/> |

Q36 How important is it to you that you take part in activities.....?

(Please choose **one** answer on **each row** only)

	Very important	Fairly important	Neither	Not very important	Not at all important
As part of a group or club	<input type="checkbox"/>				
With adults only	<input type="checkbox"/>				
As a family	<input type="checkbox"/>				
On your own	<input type="checkbox"/>				

Q37 When you are choosing a class or activity to take part in, which of the following are important factors in making that choice? (Please choose **all that apply)**

- | | | | |
|--|--------------------------|--|--------------------------|
| The venue..... | <input type="checkbox"/> | Easy access by local transport..... | <input type="checkbox"/> |
| Cost..... | <input type="checkbox"/> | Easy on-site access..... | <input type="checkbox"/> |
| Good parking facilities..... | <input type="checkbox"/> | Whether the activity is indoors or outdoors..... | <input type="checkbox"/> |
| Time of day / day of week..... | <input type="checkbox"/> | Confidentiality about any personal requirements..... | <input type="checkbox"/> |
| Quality of changing rooms / shower facilities..... | <input type="checkbox"/> | That you know other people who take part..... | <input type="checkbox"/> |
| Quality of trainer or instructor..... | <input type="checkbox"/> | None of these..... | <input type="checkbox"/> |
| Feeling of safety and security..... | <input type="checkbox"/> | Other (Please X and write in below) | <input type="checkbox"/> |
| Flexibility in when you attend..... | <input type="checkbox"/> | | |
| That your level of ability or capability is catered for..... | <input type="checkbox"/> | | |

Q38 What stops you from using local Council leisure facilities?

(Please choose **all** that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| <i>I do use local Council leisure facilities.....</i> | <input type="checkbox"/> | <i>Nervous about what to do if I do go.</i> | <input type="checkbox"/> |
| <i>Lack of time</i> | <input type="checkbox"/> | <i>Afraid I won't fit in</i> | <input type="checkbox"/> |
| <i>Illness or disability.....</i> | <input type="checkbox"/> | <i>No one to go with.....</i> | <input type="checkbox"/> |
| <i>Too old.....</i> | <input type="checkbox"/> | <i>Not good enough at sport/ fit enough.....</i> | <input type="checkbox"/> |
| <i>Cost</i> | <input type="checkbox"/> | <i>Too far away/no direct public transport</i> | <input type="checkbox"/> |
| <i>I use private leisure facilities.....</i> | <input type="checkbox"/> | <i>No childcare.....</i> | <input type="checkbox"/> |
| <i>Activities are not scheduled at convenient times.....</i> | <input type="checkbox"/> | <i>None of these</i> | <input type="checkbox"/> |
| <i>Activities I want are not available.....</i> | <input type="checkbox"/> | <i>Other (Please X and write in below)</i> | <input type="checkbox"/> |

Q39 Do you have a "Just Do More" leisure membership?

(Please choose **one** answer only)

- Yes
- No
- No, but I would like membership
- Not sure

Q40 Have you heard of any of the following schemes in the North East Derbyshire District Council area?

(Please choose **one** answer on **each row** only)

	Yes	No	Not sure
Village Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking for Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Active Ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health referral scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get Back In 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sportivate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Five60 Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Just Do More Unlimited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generation Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About You

The following questions are about you. The information will only be used to help us analyse the results of the survey and to understand the views of different types of people living in the district (ie men vs women). Please leave them blank if you prefer not to answer.

Q41 What is your postcode?

(Please enter your full postcode without any spaces)

Q42 Are you...?

Male

Female

Q43 What is your age?

16-24 years

25-34 years

35-44 years

45-54 years

55-59 years

60-64 years

65-74 years

75 years and over

Q44 What is your ethnic group?

English/ Welsh/ Scottish/ Northern Irish/ British/ Irish

Other ethnic group *(Please specify below)*

Q45 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?

Include problems related to old age

Yes, limited a lot

Yes, limited a little

No

**Thank you for completing the questionnaire.
Please return it using the freepost envelope provided by
Friday 1st December 2017**

If you have any queries or would like to tell us of a change in your contact details please contact:

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