



**VIEWPOINT
Citizens' Panel**

November 2017 Survey

- **Customer Service Standards**
- **Complaints**
- **Streetscene services**
- **Leisure facilities in North East Derbyshire**

DRAFT REPORT

Prepared by
Debbie Whitehead
Customer Service and Improvement
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1 Methodology and Profile

Background and Introduction

As a means of obtaining residents' views, North East Derbyshire District Citizens' Panel¹ was established. It consists of approximately 500 residents who are mailed (or emailed) a questionnaire twice a year covering a variety of subjects.

In November 2017 North East Derbyshire District Council conducted a survey with its Citizens' Panel to identify people's views on:

- **Customer Service Standards**
- **Complaints**
- **Streetscene services**
- **Leisure facilities in North East Derbyshire**

The questionnaire also asked respondents for key demographic information (gender, age, ethnicity and disability), which enables us to analyse the survey results using up to date information.

This report presents an analysis of the responses received. Within the report all figures are rounded and so may not add to 100%. Once published, reports, questionnaires and newsletters are available to view and download at the Council's consultation website www.askderbyshire.gov.uk.

Methodology

The questionnaire contained thirteen sides of questions including 1 side of demographic questions. The survey was available to complete on-line, as well as via a paper questionnaire.

In total of 462 questionnaires were sent out during w/c 6th November and respondents were given 3 weeks, from 13th November until 1st December 2017, to return their responses. Each survey was accompanied by a covering letter and a newsletter. A total of 227 replies were received (144 paper, 83 online) making the response rate to this survey 49%.

The margin of error tells us how accurate the results are. The greater the margin of error, the lesser the accuracy of the data. Given a District population of 99,352 residents aged 16+ (2011 population census), and with the response rate to this survey, using a 95% confidence level, the margin of error is 6.0+/-%. This result means that we can be 95% confident that the results are accurate to within **6.0+/-%**. It is important to take this into account when comparing these results with historical data.

¹ Established during 2002

Profile of Respondents

The information in this section compares the profile of respondents to this survey with the District as a whole at the time of the 2011 Population Census. This helps indicate how representative the findings are and should be taken into consideration alongside the results.

	Respondents to Survey (CP November 2017)	Population Figures (2011 Census)
Respondent characteristic	%	%
Gender		
Male	50	49
Female	51	51
Age Group		
16 – 24 years	-	(age % as a proportion of 2011 population aged 16+) 12
25 – 64 years	45	63
65 years and over	56	25
Ethnicity		
White British or Irish	100	97
Ethnic Minority (including white, other)	-	3
Disability		
Yes, limited a lot	19	11
Yes, limited a little	22	11
No	58	78

Responses to this questionnaire are over representative of the age group 65 years and over, and are under representative of the younger age groups compared to the age profile of those aged 16+ in the District at the time of the 2011 population census.

The groups whose disability limits their day-to-day activities are also over-represented.

2. 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.

The standards are based on best practice by both North East Derbyshire and Bolsover District Council and they help us to communicate with our customers in a consistent manner.

We are currently reviewing the code of practice and wanted residents' views to help us in this work.

2.1 Executive Summary

In addition to the Citizens' Panel, during Customer Services Week 2017, (W/C 2nd October 2017) customers and residents were also invited to help shape the Council's Customer Service Standards. Paper surveys were available at each contact centre and a web-link to the survey was posted on the Council's Website. In total 5 respondents gave their views.

This report shows the combined responses from both the Citizens' Panel and the survey during Customer Services Week.

Service Standards

- Survey respondents are most satisfied that their **personal data is kept secure** (8.76), and least satisfied with **being kept informed** (7.25).
- The top priority for improvement is **Being kept informed** (-1.66), followed by **Receiving accurate information** (-1.60) and **Officers having relevant knowledge** (-1.22).
- Respondents are most happy with the **Email enquiries** (80%) and **Opening times for offices** (79%) **and telephones** (78%).
- Respondents are least happy with **Twitter feeds** (55%) and **webchat** (59%), however, smaller numbers of respondents claim to use these services.

2.2 Survey Findings

Contacting the Council

North East Derbyshire District Council has a set of customer service standards which are called the 'Customer Service Code of Practice and Standards'. These standards are based on best practice and have been prepared in conjunction with Bolsover District Council.

The Council also has a joint 'Compliments, Comments and Complaints' policy which sets out a standardised and centralised approach to handling complaints.

Both documents are being renewed therefore the Citizens' Panel were asked for their views will help the Council to shape its services to the public.

Service Standards

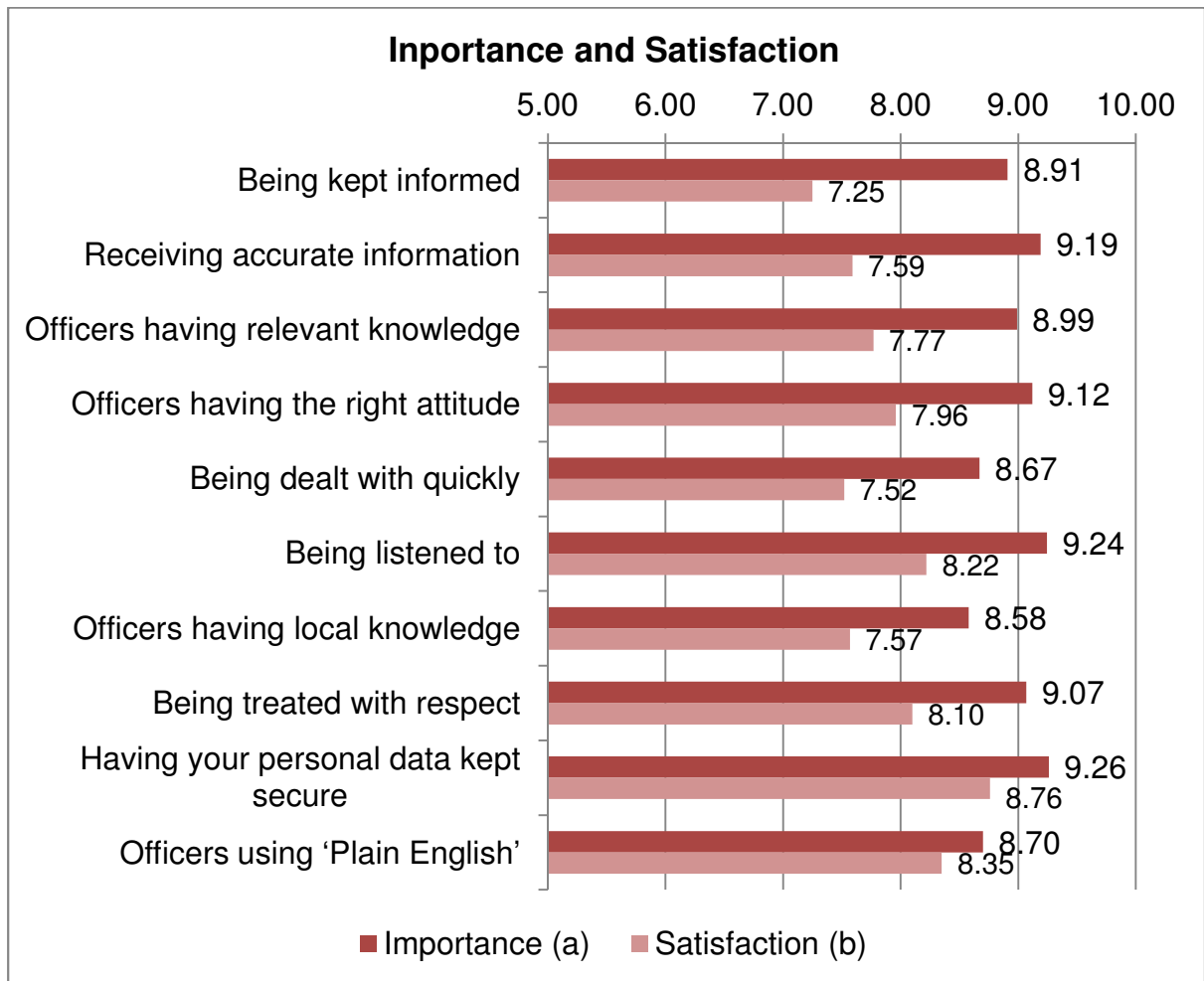
Q. When contacting the Council, how important are the following to you? and Q. If you have been in contact with the Council in the last three years, how satisfied were you with the following?

Priorities for Improvement (PFI) are calculated by asking how important each requirement is then asking how satisfied people are with those requirements.

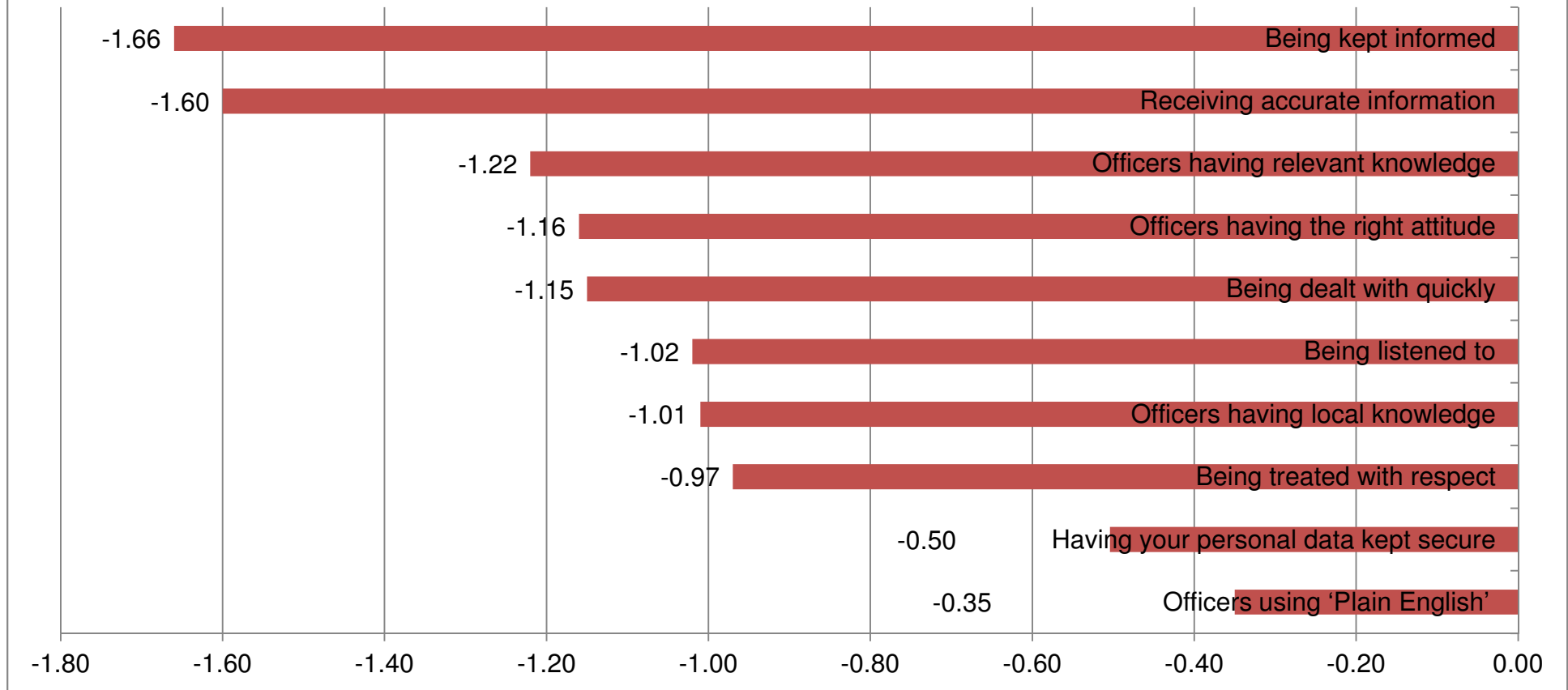
Respondents are most satisfied that their *personal data is kept secure* (8.76), and least satisfied with *being kept informed* (7.25).

The top priority for improvement is *Being kept informed* (-1.66), followed by *Receiving accurate information* (-1.60) and *Officers having relevant knowledge* (-1.22).

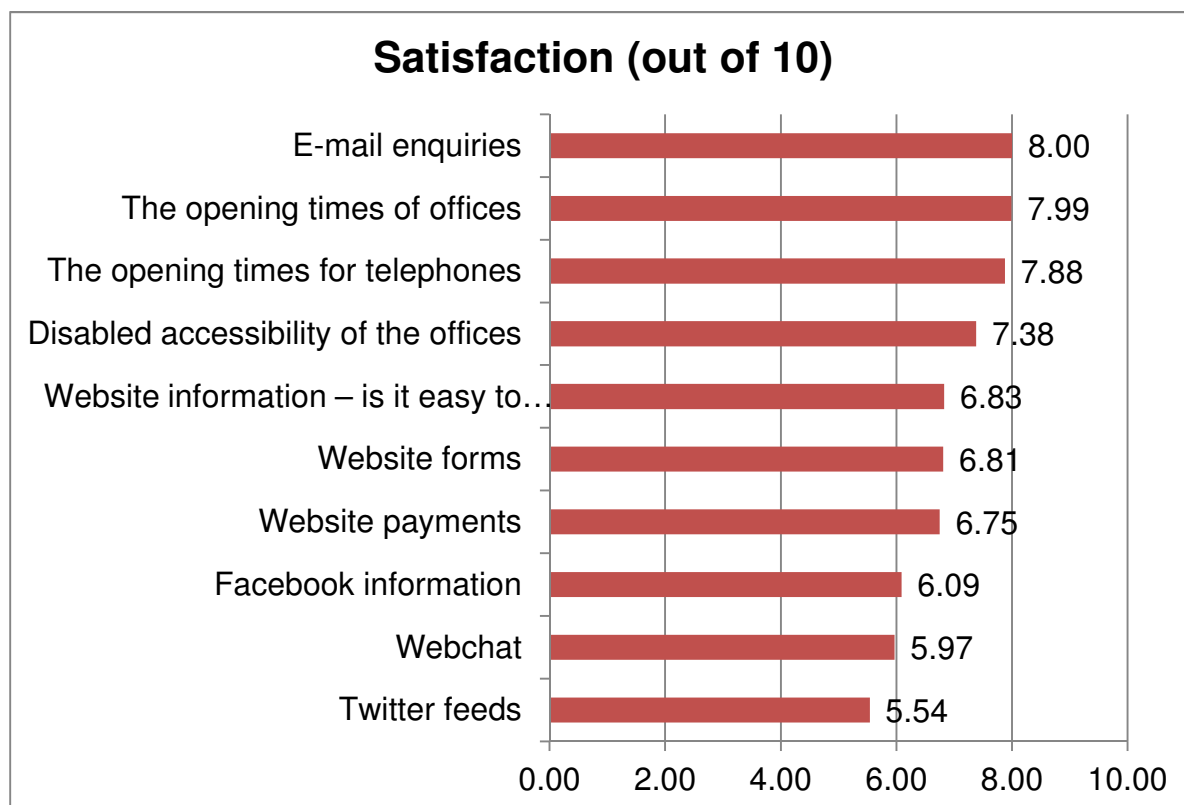
Requirement	Importance (a)	Satisfaction (b)	PFI (b-a)
Being kept informed	8.91	7.25	-1.66
Receiving accurate information	9.19	7.59	-1.60
Officers having relevant knowledge	8.99	7.77	-1.22
Officers having the right attitude	9.12	7.96	-1.16
Being dealt with quickly	8.67	7.52	-1.15
Being listened to	9.24	8.22	-1.02
Officers having local knowledge	8.58	7.57	-1.01
Being treated with respect	9.07	8.10	-0.97
Having your personal data kept secure	9.26	8.76	-0.50
Officers using 'Plain English'	8.70	8.35	-0.35



Priority for Improvement (PFI)

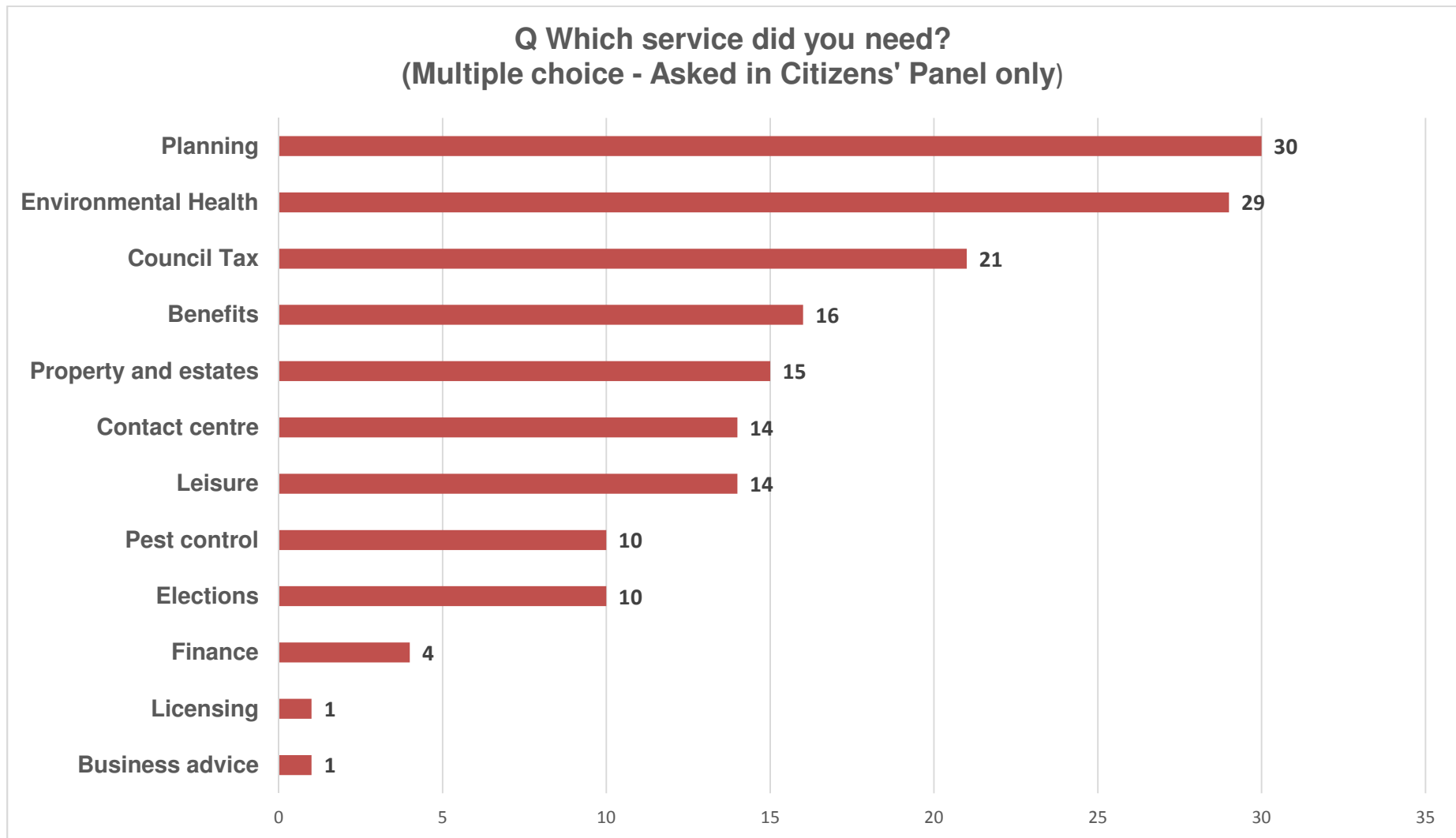


Q Thinking about the services the Council offers, how happy are you with the following aspects (Please only answer for the ones you use)



Respondents are most happy with *email enquiries* (80%) and *opening times of offices* (79%) and *telephones* (78%). Respondents are least happy with *Twitter feeds* (55%) and *webchat* (59%). However, the number of respondents who claimed to have used these services vary and for website and social media are relatively small (please see data tables in Section 2.4 for base sizes).

	Satisfaction score (out of 10)
Email enquiries	8.00
The opening times of offices	7.99
The opening times for telephones	7.88
Disabled accessibility of the offices	7.38
Website information – is it easy to navigate	6.83
Website forms	6.81
Website payments	6.75
Facebook information	6.09
Webchat	5.97
Twitter feeds	5.54



Most enquiries related to Planning (30%) and Environmental Health (30%).

2.3 Open Comments

Customer Service Standards

Q5 Are your requirements being met or have you anything else that you would like to make us aware of? (48 comments)
Have not had to be in contact with either council recently so unable to answer.
Am unable to judge having had no dealings for many years
No
Not used some so cannot comment.
For the most part no complaints.
Not used any.
Not had to use these services
Nothing else.
Don't know answers to these questions.
I have not had to contact the Council in the last 3 years
On the rare occasions I have contacted services I have always been very satisfied.
I haven't used some of these services so an option for 'I don't know' would have been good
Yes
Happy with service
OK so far.
Requirements have been met with total efficiency in a very pleasant way.
Requirements met within two weeks and dealt with expertly. Price was reasonable and we would recommend the service, which was wasp nest in the house problem. We contacted the Council over the 'phone and the service received was good. Thankyou.
Very pleasant and courteous reception. Extremely helpful.
Planning department couldn't care less.
In the past I have contacted planning enforcement twice by email about developments without permission, and never received an acknowledgement, never mind an update.
In respect of the Local plan there is no information coming out from the council?
Planning App pathetic
Sometimes with complex issue (planning) it would be easier to meet on site. Being notified of planning that directly affects you after it has been conditionally approved is not acceptable.
The website for planning applications is very hard to use.
I would like the council to take enforcement action against Timberland Motorhomes for failing to use the onsite parking on the approved drawings.
Yes - I have no website or computer.
Do not know hours of opening/telephone.
Did not know council was on webchat, Facebook or Twitter
I don't do twitter, that's why I gave it 1.
What about people who are not on Facebook or Twitter

When everyone is expected to be online. I'm sure I'm not the only person not online when you're waiting for telephone line it keeps telling you to use the online facilities.
Communication is your major failing
Overall my requirements are being met but please do NOT get too internet driven. Many of your residents prefer the good old fashioned way of dealing with human beings rather than internet. We like people!
Check email addresses on invoice/benefit forms are accessed and responded to.
I tried web chat to find out why my gold card had not been renewed and twice received no answer. ~After the 2nd time I went back to the web site and fortunately, because presumably it was there before, you had one of the moving headlines as the link to renew, which worked well
Requires a case of use one contact number for all without being asked to contact a different department.
I have not had to contact the council about a great deal, but when I have I find that the response contains too many automated/standard paragraphs which does not make you feel you are being dealt with as an individual, despite how you word your original contact message.
Staff manning the phones should be experienced and familiar with the topics likely to be under discussion e.g. payment by card.
No feedback from enquiry on a grant to turn a cloak room into a shower room.
No feedback following food poisoning from local take-away.
Very poor state of roads/pavements
No asked about bin Lorries mounting grass verge, still doing it. Grass verge not properly cut was promised a contact several times but no contact made. Asked about recycling lamps promised response from correct department but again nothing done.
I reported repeat dog fouling outside my house and I asked for a sign but never received one.
Cutting back of over grown trees. Nothing has been done.
Desperately need a council tree pruned that is overhanging my property. Been trying for at least 2 years.
I reported dogs running free - us one got back to me.
Some officers are very ignorant and don't listen to you sometimes. The Council was better when it was NEDDC not Rykneld, you got repairs done quicker. Lots of people say this. This is why more people contact the local MP. Had repairs reported for months and months and still not done.

2.4 Data Tables

Customer Service Standards

Q1 When contacting the council, **how important** are the following to you?
(1= Extremely unimportant, 10 = Extremely important)

Base: all respondents	1	2	3	4	5	6	7	8	9	10
	Numbers responding									
Being listened to (226)	11	1	-	-	1	-	4	13	24	167
Being kept informed (215)	6	3	-	1	1	4	6	40	32	122
Officers having <u>local</u> knowledge (218)	5	4	2	2	5	8	13	31	49	99
Officers having <u>relevant</u> knowledge (223)	8	3	-	-	1	3	7	27	37	137
Receiving accurate information (222)	9	3	-	-	1	1	3	14	28	163
Being dealt with quickly (224)	6	2	1	2	4	6	13	39	49	102
Being treated with respect (216)	6	2	-	2	2	3	7	23	40	132
Officers using Plain English (221)	7	3	3	1	1	4	16	29	46	111
Having your personal data kept secure (219)	9	2	1	-	1	2	2	10	20	172
Officers having the right attitude (221)	8	3	1	1	-	2	2	16	40	148

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)

<i>Base: all respondents</i>	1	2	3	4	5	6	7	8	9	10
	Numbers responding									
Being listened to (157)	7	-	4	3	11	6	7	24	23	72
Being kept informed (149)	13	4	3	5	17	11	7	20	20	49
Officers having <u>local</u> knowledge (147)	8	3	6	6	8	11	11	20	26	48
Officers having <u>relevant</u> knowledge (154)	6	2	8	5	11	9	6	27	24	56
Receiving accurate information (156)	7	4	11	4	9	10	7	27	20	57
Being dealt with quickly (161)	10	6	7	3	12	8	8	25	29	53
Being treated with respect (155)	5	4	5	1	15	7	2	19	30	67
Officers using Plain English (153)	6	2	1	1	8	7	9	24	26	69
Having your personal data kept secure (147)	4	3	-	-	10	2	5	15	19	89
Officers having the right attitude (154)	9	4	4	4	10	6	3	18	30	66

Q3 Which service did you need? (Choose as many as apply)

	%	Number
Benefits	16	24
Business advice	1	1
Contact centre	14	22
Council Tax	21	33
Elections	10	15
Environmental Health	29	45
Finance	4	6
Leisure	14	21
Licensing	1	2
NNDR (Business Rates)	-	-
Pest Control	10	16
Planning	30	46
Property & Estates	15	23

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)

<i>Base: all respondents</i>	1	2	3	4	5	6	7	8	9	10
	Numbers responding									
The opening times of offices (163)	4	2	2	3	11	7	19	38	27	50
Disabled accessibility of the offices (99)	1	-	1	2	19	6	8	21	13	28
The opening times for telephones (162)	5	2	4	4	9	9	19	31	31	48
Email enquiries (109)	1	1	3	2	11	8	8	17	23	35
Website information (124)	3	4	6	10	17	14	10	19	23	18
Website forms (77)	2	3	2	3	12	11	13	9	11	11
Website payments (65)	2	2	-	3	18	6	6	9	9	10
Webchat (60)	5	3	1	4	18	4	5	8	5	7
Facebook information (57)	5	2	1	6	14	4	4	8	5	8
Twitter feeds (54)	7	2	2	3	14	7	4	9	2	4

3. Complaints

North East Derbyshire District Council has a joint 'Compliments, Comments and Complaints' policy with Bolsover District Council, which sets out a standardized 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 a quicker, simpler and more streamlined compliments, comments and complaints handling process with local, early resolution by capable, well-trained officers.

We are currently reviewing the policy and wanted residents' views to help us shape the service.

3.2 Executive Summary

- Over 7 in 10 respondents (71%) were not aware of how to make a second stage/formal complaint.
- The most important area and top priority for improvement is that the **Council learns from its mistakes** (-4.79PFI). People also indicate they expect that the response **should cover all issues raised** (-4.48) and that there **should be a review process** (-3.83). These are the top three Priorities for Improvement (PFI).

3.2 Survey Findings

Complaints

Q6 Are you aware of how you can make a second stage/ formal complaint?

Base: 222	%	Number
Yes	10	23
No	25	55
Never made a complaint	65	144

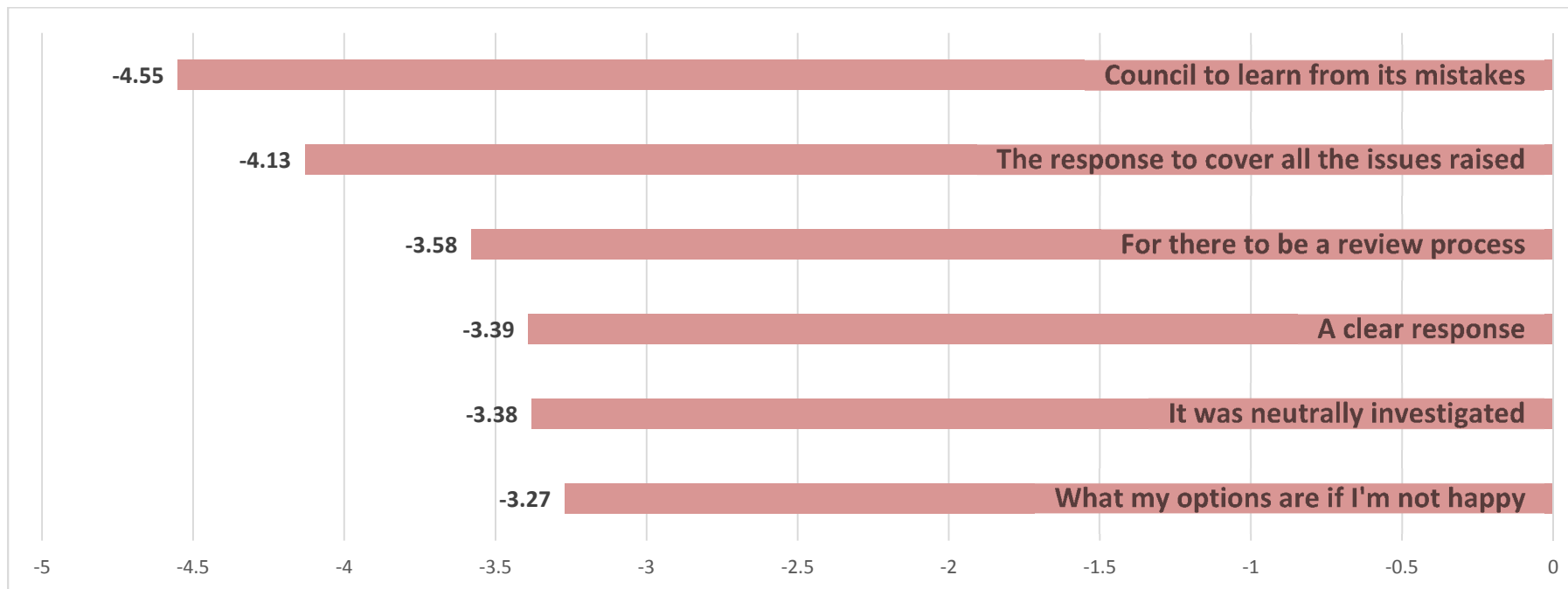
Discounting those who have never made a complaint, almost three-quarters of respondents (71%) were not aware of how to make a second stage/formal complaint.

Q How important are these aspects of complaint handling to you? and Q If you have complained in writing to the Council in the last three years, how satisfied were you with those aspects?

25 respondents indicated they had made a complaint in the last three years. Importance exceeds satisfaction in each area, however the most important area and top priority for improvement is that the Council **learns from its mistakes** (-4.79PFI). Customers also indicate they expect the **response to cover all the issues raised** (-4.48PFI) and that **there should be a review process** (-3.83PFI). These are the top three Priorities for Improvement (PFI).

	Importance (a)	Satisfaction (b)	PFI (b-a)
The Council to learn from its mistakes	9.57	4.78	-4.79
The response to cover all the issues raised	9.37	4.89	-4.48
For there to be a review process	9.15	5.32	-3.83
A clear response	9.14	5.63	-3.51
What my options are if I'm not happy	9.19	5.86	-3.33
It to be neutrally investigated	9.09	5.92	-3.17

Priorities for Improvement (PFI)



3.3 Open Comments

Complaints

Q9 Are there any important aspects we have not considered? (35 comments)
No
No
Not aware of any.
No
No I don't think so.
No
No thanks.
Not had to complain
No
Have not complained cannot answer
Not used
Not written to the Council
Have not complained
Not complained in writing.
A verbal complaint about a conversation I had with a member of staff - they denied receiving the call which meant my mum was charged for a service she wasn't using.
Result of investigation and action taken.
Clear reasons should be given for apparent poor service i.e. it is not a political priority or we no longer have funding to provide that level of service
Officers making clear the fact that there can be face to face interaction.
Whilst I understand it is DCC not NEDCC who deal with gritting & the routes, dangers, perils etc. I feel this issue should have been included in this survey as I am sure there must be a cross over point between the two.
Very poor service with attitude from benefits section.
Depends upon who you speak to at the Council, some people are good at listening to you, some are ignorant.
Q8 needs a 'I haven't made a complaint' radio button
Corporate Membership should be available to current & ex members of the Armed Services
There needs to be a time constrained response
I do not know how to make a complaint. But as I have never made a complaint Q7 & Q8 are not relevant to me and therefore I am unable to respond.
Road repairs are wasteful of time and money. Repairing one pothole leaving another 10 yards away but returning a week later to repair that one. All repairs are only temporary the jobs are never bottomed.
Although I have never complained I would, if I did have a complaint, like to think that someone "owned" it and provided a consistent point of contact
1) saying sorry 2) telling what the council will do from its learning 3) plain language 4) not being over defensive

I did not complain in writing - only pointed out that a tree with very heavy growth from the base which had grown into a public footpath. Nothing was done so I cut back only that part which extended into the path. We will have the same problem when it grows next year.
When you have made an error, address the issue and deal with the department properly. Simply saying, that you agree then move on without redress saying it's too late is not acceptable.
Dealing with simple complaints - i.e. missed bins and how you respond and keep residents informed without them having to contact you again.
They have not visited the project
Yes - I am physically handicapped. The council have built steps at each approach to my property which was difficult in good weather but impossible now that the bad weather is here plus a coating of green slime when wet. Dangerous!! I am now incarcerated at home - trapped by 6 green slime covered steps, instead of my original dry, gradually sloping, easily manageable, footpath! And I paid a significant amount of money for this. Praise for the Council? I don't think so!!
A separate box for people who have not had to make a complaint would be helpful.

Q10. Are there any other comments you wish to add? (31 comments)
None, as not had to make a complaint so have no experience to comment on.
I always find the Council staff very helpful
No
No
No
No
No thanks.
None
No
Not sure most people are aware that there is a complaint process
Not complained so no comments
After having lived in Sheffield where you were lucky to get a response & it was usually a negative, disinterested response I must say a big thank you to NEDCC as life is so much easier dealing with you! Thank you too all the staff I have had the pleasure to deal with. Please keep up the good work, good training, good attitude & actual people we residents can talk to.
Mainly the Council do a very good job.
The staff are funded by the tax payer and should assist and not provide excuses and misinform customer in order to get them off the phone. They should investigate accusations of fraud and not so willingly pay out benefits that are being misappropriated in accordance with the law.
Bin men still NOT putting bins back from where they were uploaded.
No update/action received. Poor service
I have emailed the council regarding speed humps because my estate is treated like a racing track I have heard nothing also I have reported a street light not working and again no response I would like to speak to my local MP and yet again no response

**Q10. Are there any other comments you wish to add?
(31 comments)**

Most reasonable people will accept negative information, when explained and provided promptly!
What is totally unacceptable in my dealings with councils other than NEDDC is to be ignored. (CBC and DCC)

The relationship between officers and local politicians in promoting/impeding proposals.

I have recently had surgery for cancer. I also have a degenerative illness and walk on crutches. Eventually I will be in a wheelchair. The council has put steps on both approaches to my property. How will I get into my home?

In the past and now also, we have had repairs in for over 2 years and still didn't get done.

I would like to know why North Wingfield did not have poppies on the lampposts. I did ask but nobody seemed to know.

You can just tell there's been a decline in services. It's just not quite perfect, roads, weeds and litter.

Remember that dealing with council business is your job, we have jobs also and having to address your shortfalls affects the work life balance.

Planning department didn't listen at all, bad attitude. They could not do any less, poor.

Despite promise to come back with answers still waiting.

1) ensure the story does not have to be told over and over again 2) listen to the complaint do not respond until the complaint is complete

No provision within these questions when promises were made and not carried through at first but eventually had satisfaction.

Why would anyone not put "10" against all of these items? Pointless question as they are all things which any organisation should aim for without being asked.

The questionnaire design does not allow an "n/a" response to be selected when an aspect is not relevant - e.g. commenting on the disabled access at the main offices when I have never visited and do not need to use them. Please can this be added to future questionnaires?

Don't give the party line, be honest!

3.4 Data Tables

Complaints

Q6 Are you aware of how you can make a second stage/ formal complaint?

Base: Valid responses* (222)	%	Number
Yes	10	23
No	25	55
Never made a complaint	65	144

*Excluded from the calculations are those not answering (5).

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

(1= Not important, 10 = Very important)

Base: all respondents	1	2	3	4	5	6	7	8	9	10
	%	%	%	%	%	%	%	%	%	%
It is neutrally investigated (168)	1	1	1	-	2	2	4	14	14	61
A clear response (172)	1	-	1	1	1	1	2	12	17	65
The Council learns from its mistakes (168)	1	-	-	-	1	1	2	6	14	76
The response to cover all the issues raised (167)	1	-	-	1	1	1	2	11	17	67
What my options are if I'm not happy (167)	1	1	-	2	2	2	3	10	16	65
For there to be a review process (162)	-	1	1	-	1	3	2	17	17	59

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)

Base: all respondents	1	2	3	4	5	6	7	8	9	10
	%	%	%	%	%	%	%	%	%	%
It is neutrally investigated (23)	17	4	-	17	13	4	13	-	13	17
A clear response (18)	11	6	6	6	22	-	17	11	11	11
The Council learns from its mistakes (17)	18	18	-	6	18	6	12	6	6	12
The response to cover all the issues raised (18)	22	17	-	6	11	6	6	-	17	17
What my options are if I'm not happy (20)	15	5	10	5	10	5	10	10	15	15
For there to be a review process (18)	22	6	-	11	11	-	11	17	11	11

4. Streetscene Services

The Streetscene section of the 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.

Every two years we place Streetscene questions on the Citizens' Panel survey to evaluate how satisfied residents are with the way they carry out these tasks. The information collected enables them to assess and improve their service.

Panel members were asked to rate how satisfied they were with specific aspects of the service. These questions had been asked previously in June 2015, May 2013 and June 2011 and where appropriate any change in satisfaction over time will be referred to in the text of the report. For full trend tables please see Section 4.5.

4.2 Executive Summary

Prioritisation of Services

- The top four areas of importance for **prioritisation of services** were litter pickers (50%), dog waste bins (45%), mechanical sweepers (43%) and grass cutting (43%). This follows a similar trend from 2015 and 2013.

Litter

- Respondents believe **the main sources of litter** are takeaways (72%), followed by pedestrians (69%) and items thrown from vehicles (59%). This mirrors the results found in 2015 and is a stable picture over time.
- The majority of respondents were satisfied with **litter control** in the area; they were particularly satisfied when asked about their street (70%). Two-thirds (65%) were either very or fairly satisfied with litter control in town centres and over half (59%) were either very or fairly satisfied with litter control in green open spaces.

Looking over the last three surveys, the trend in satisfaction has remained generally stable. However, litter control in “your street” has suffered a reduction in those claiming to be “very satisfied” this year.

- Overall, six out of ten were satisfied with the **sweeping of streets**, both on their own street (61%) and in the town centre (61%).
- Almost half (46%) were either very or fairly satisfied with the **number of litter bins** in their street and just over a third (34%) were dissatisfied. The picture for town centres was even more positive with over half (59%) satisfied and only 18% dissatisfied. Similar proportions were found for green open spaces (55% satisfied and 23% dissatisfied).

Comparing the results for the last three surveys, the trend in satisfaction has increased for all three types of location. However, satisfaction with the number of litter bins in “town centres” remains highest.

- Almost two-thirds (63%) of respondents indicated they were very or fairly satisfied with the **emptying of litter bins** in their area. Overall satisfaction has gradually increased in each survey since 2011.
- Six out of ten (61%) respondents indicated they were very or fairly satisfied that their area is **kept free from litter**, whilst a quarter (25%) of respondents indicated they were very or fairly dissatisfied. However, within this figure most were rating themselves as ‘fairly satisfied’ rather than ‘very satisfied’ so there is opportunity to increase the level of satisfaction.
- 61% of respondents felt that the amount of litter on footpaths and verges has stayed about the same, with 30% indicating that it has increased or significantly increased. Only 4% indicated that it had decreased or significantly decreased. The amount of respondents believing that the amount of litter has “increased” has grown by 5 percentage points since 2015.
- Respondents overwhelmingly support **enforcement** against both individuals and businesses for littering offences (93% in support of action against people and 96% support action against business).

Dog Fouling

- Almost half (47%) of respondents indicated that they were either very or fairly satisfied with the **number of dog waste bins** on their street. Slightly fewer (40%) were satisfied in town centres and slightly more (49%) in green open spaces.
- Over half (52%) of respondents indicated they were very or fairly satisfied with the **emptying of dog waste bins** in their local area. The figure for 2017 is six percentage points down on 2015 (58%).

- Slightly more Panel members were dissatisfied (43%) with the **control of dog fouling** than were satisfied (39%).

Grounds Maintenance

- **Satisfaction levels for grounds maintenance** range from a high of 67% (green open spaces) to a low of 47% (road verges). Quite large proportions had no view either way about children's playgrounds (36%) and sports and recreation grounds (29%).
- Satisfaction with grounds maintenance has decreased from 2015 in all areas apart from "your street" and "Green open spaces" which have both stayed the same.
- High levels of satisfaction were received for the Council's **shrub and flower beds**. Around three-quarters of respondents were satisfied that they were generally kept presentable (78%), well stocked with plants (75%), kept free of weeds (73%) and over two-thirds that they are litter free (68%).
- The majority of respondents (68%) indicated that **the amount of shrub and flower beds** is about right, with 34% indicating not enough.
- The majority of respondents (67%) indicated that **grassed verges and public open spaces are cut about the right amount**, with around a quarter (26%) indicating they are not cut enough. The result mirrors that found in previous years.

Parks and Recreation Grounds

- The most popular **reason for visiting local parks** is to take exercise (37%), followed by walking / dog walking (34%). Results are consistent with those found in previous years.
- The number one reason **why people haven't visited a park** or recreation ground in North East Derbyshire was not enough time (22%). This is the same reason given in previous surveys.

4.2 Survey Findings

Litter Control

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

The majority of respondents were satisfied with litter control in the area; they were particularly satisfied when asked about their street (70%). Two-thirds (65%) were either very or fairly satisfied with litter control in town centres and over half (59%) were either very or fairly satisfied with litter control in green open spaces.

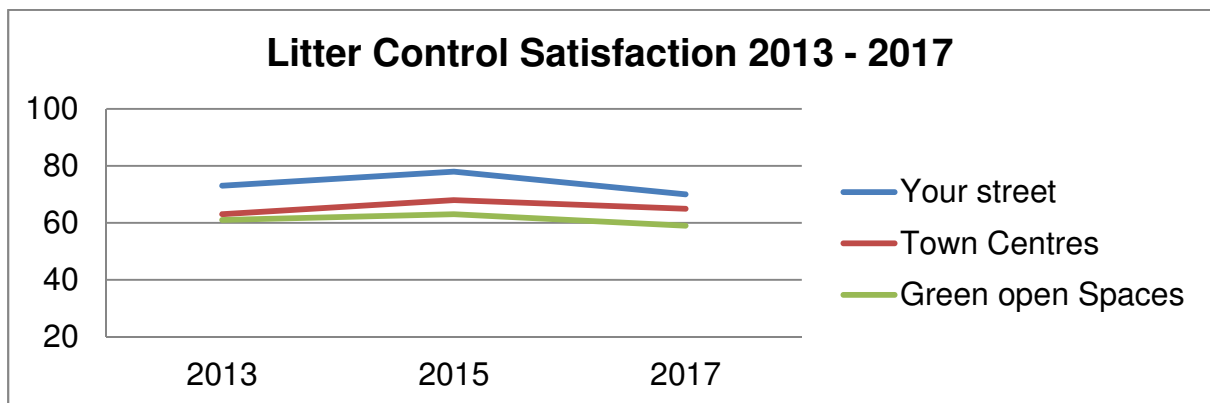


Satisfaction with litter control: Trends

Looking over the last three surveys, the trend in satisfaction has remained generally stable. However, litter control in “your street” has suffered a reduction in those claiming to be “very satisfied” this year.

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

<u>litter control trends</u>	Your street			Town centres			Green open spaces		
	%	%	%	%	%	%	%	%	%
	2017	2015	2013	2017	2015	2013	2017	2015	2013
Very satisfied	19	29	27	14	13	12	11	13	11
Fairly satisfied	51	49	46	51	55	51	48	50	50
Neither	10	9	10	21	16	21	18	15	15
Fairly dissatisfied	14	10	13	12	12	13	19	16	19
Very dissatisfied	5	3	5	3	4	4	4	6	6



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

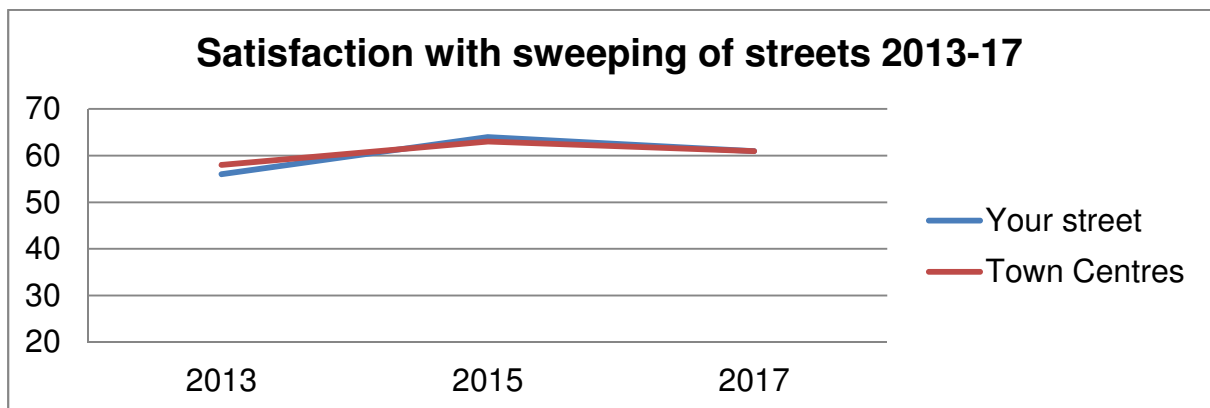
Overall, six out of ten were satisfied with the sweeping of streets, both on their own street (61%) and in the town centre (61%).



Satisfaction with Sweeping of streets: Trends

Satisfaction trends have remained generally stable since 2015.

Sweeping of streets trends	Your street			Town centres		
	%			%		
Citizens Panel:	2017	2015	2013	2017	2015	2013
Very satisfied	16	19	17	13	15	11
Fairly satisfied	45	45	39	48	48	47
Neither	14	13	18	25	24	27
Fairly dissatisfied	16	15	19	11	9	11
Very dissatisfied	9	9	7	3	4	4

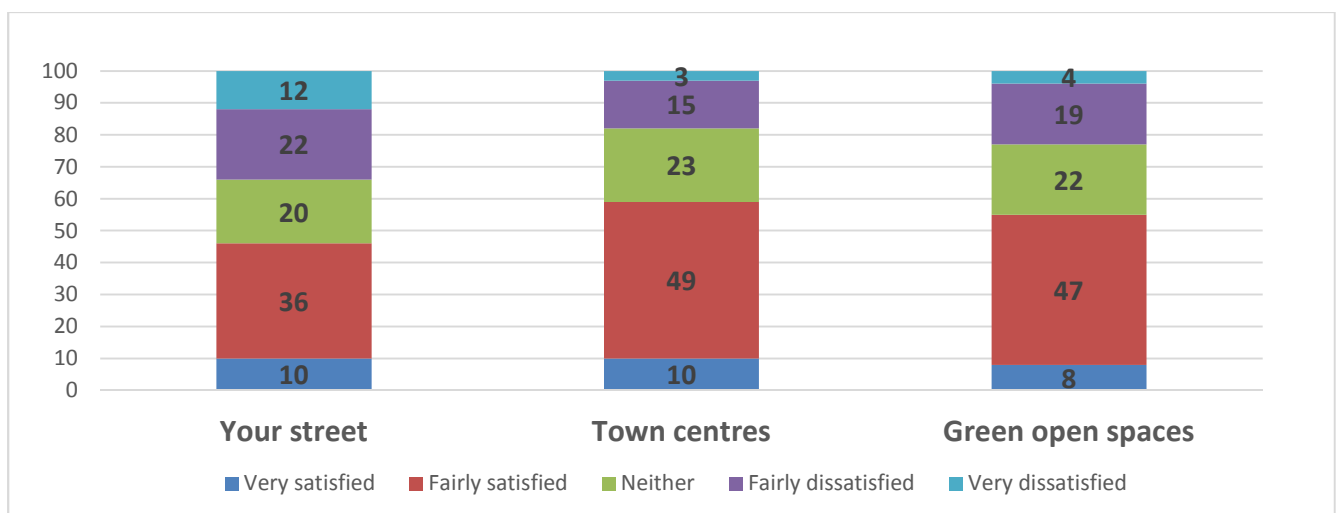


Q How satisfied or dissatisfied are you with the number of litter bins in your area?

Almost half (46%) were either very or fairly satisfied with the number of litter bins in their street and just over a third (34%) were dissatisfied.

The picture for town centres was even more positive with over half (59%) satisfied and 18% dissatisfied.

Similar proportions were found for green open spaces: 55% satisfied and 23% dissatisfied.

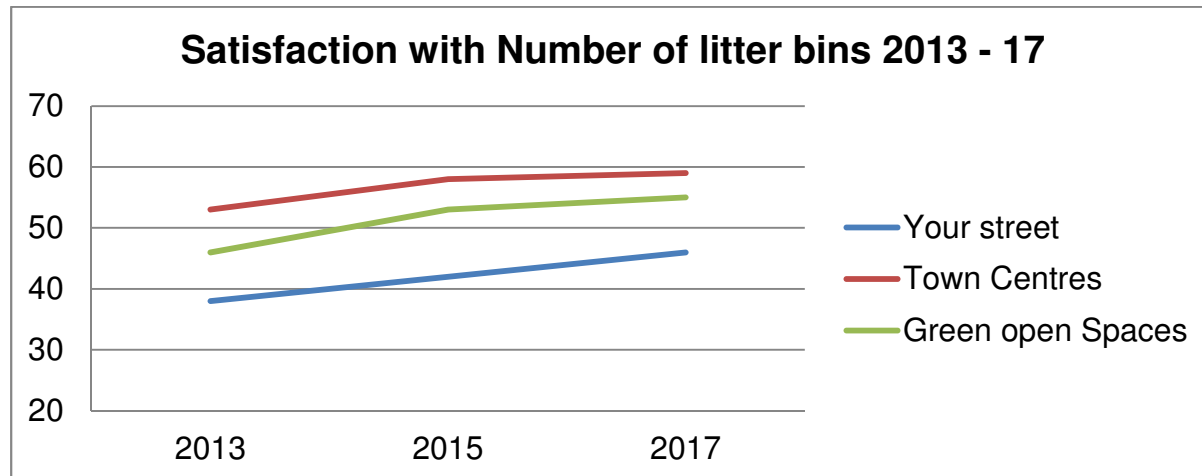


Satisfaction with number of litter bins: Trends

Looking over the last three surveys, the trend in satisfaction has increased for all three types of location. However, satisfaction with the number of litter bins in “town centres” remains highest.

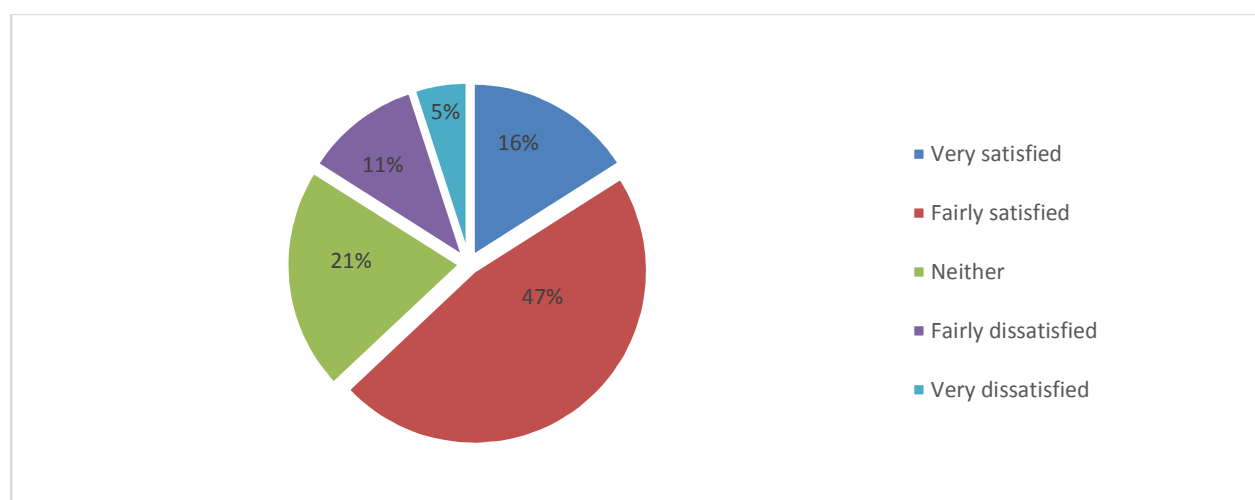
Q How satisfied or dissatisfied are you with the number of litter bins in your area?

<u>Number of litter bins: trends</u>	Your street			Town centres			Green open spaces		
	%	%	%	%	%	%	%	%	%
	2017	2015	2013	2017	2015	2013	2017	2015	2013
Very satisfied	10	12	10	10	10	7	8	12	7
Fairly satisfied	36	30	28	49	48	46	47	41	39
Neither	20	28	26	23	21	28	22	20	24
Fairly dissatisfied	22	20	24	15	17	16	19	22	24
Very dissatisfied	12	11	12	3	5	4	4	6	6



Q How satisfied or dissatisfied are you with the emptying of litter bins in your area?

Almost two-thirds (63%) of respondents indicated they were very or fairly satisfied with the emptying of litter bins in their area. Only 16% were dissatisfied with the emptying of litter bins but one in five (21%) were neither satisfied nor dissatisfied.



Satisfaction with emptying of litter bins: Trends

Overall satisfaction has gradually increased in each survey since 2011.

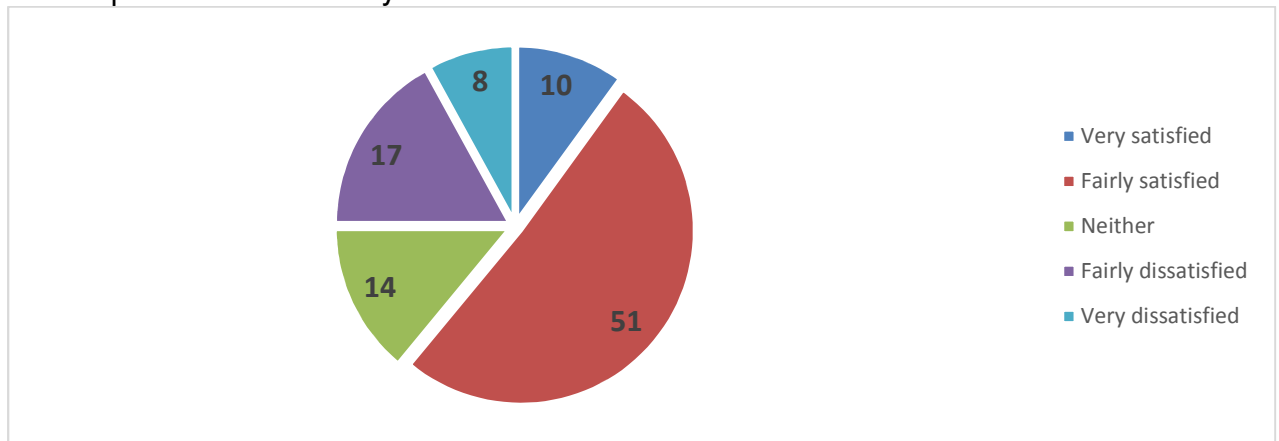
Q How satisfied or dissatisfied are you with the emptying of litter bins in your area?

<u>Emptying of litter bins: trends</u>				
	%	%	%	%
	2017	2015	2013	2011
Very satisfied	16	22	17	12
Fairly satisfied	47	40	43	46
Neither	21	22	21	27
Fairly dissatisfied	11	13	16	11
Very dissatisfied	5	3	3	4

Q Overall, how satisfied or dissatisfied are you that your area is kept free from litter?

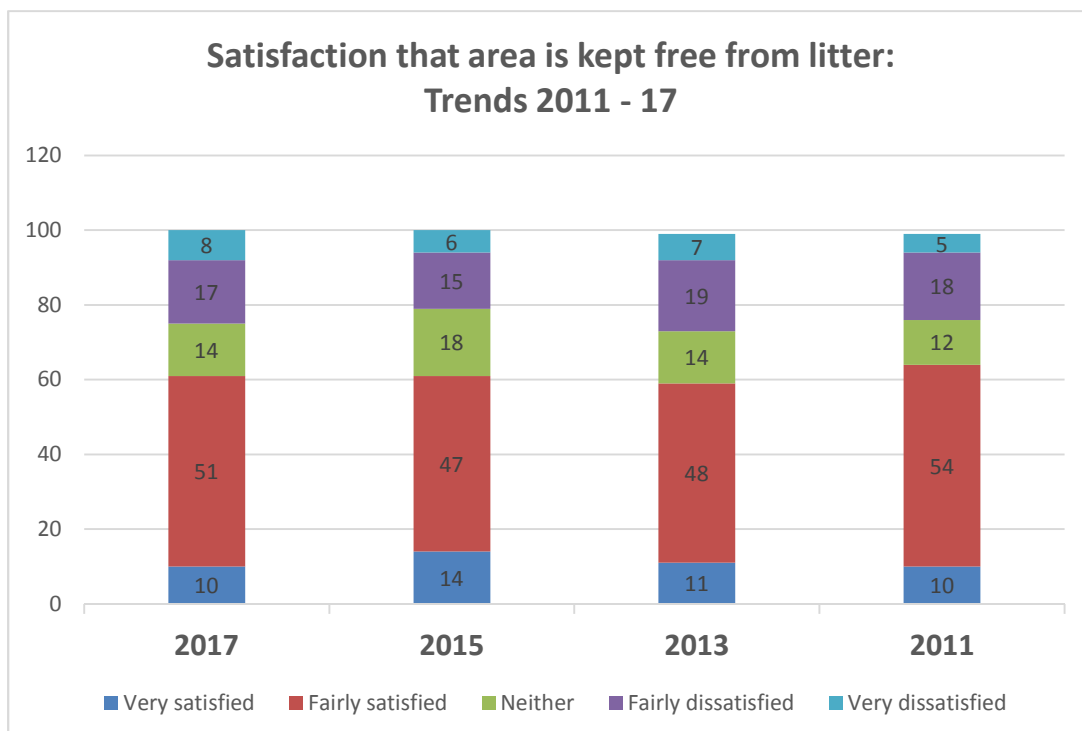
Six out of ten (61%) respondents indicated they were very or fairly satisfied that their area is kept free from litter, whilst a quarter (25%) of respondents indicated they were very or fairly dissatisfied.

However, within this figure most were rating themselves as ‘fairly satisfied’ rather than ‘very satisfied’ so there is opportunity to increase the level of satisfaction. Very few respondents were ‘very dissatisfied’.



Satisfaction that area is kept free from litter: Trends

Overall satisfaction (61%) remains at the same level as 2015 and generally stable over the period since 2011.



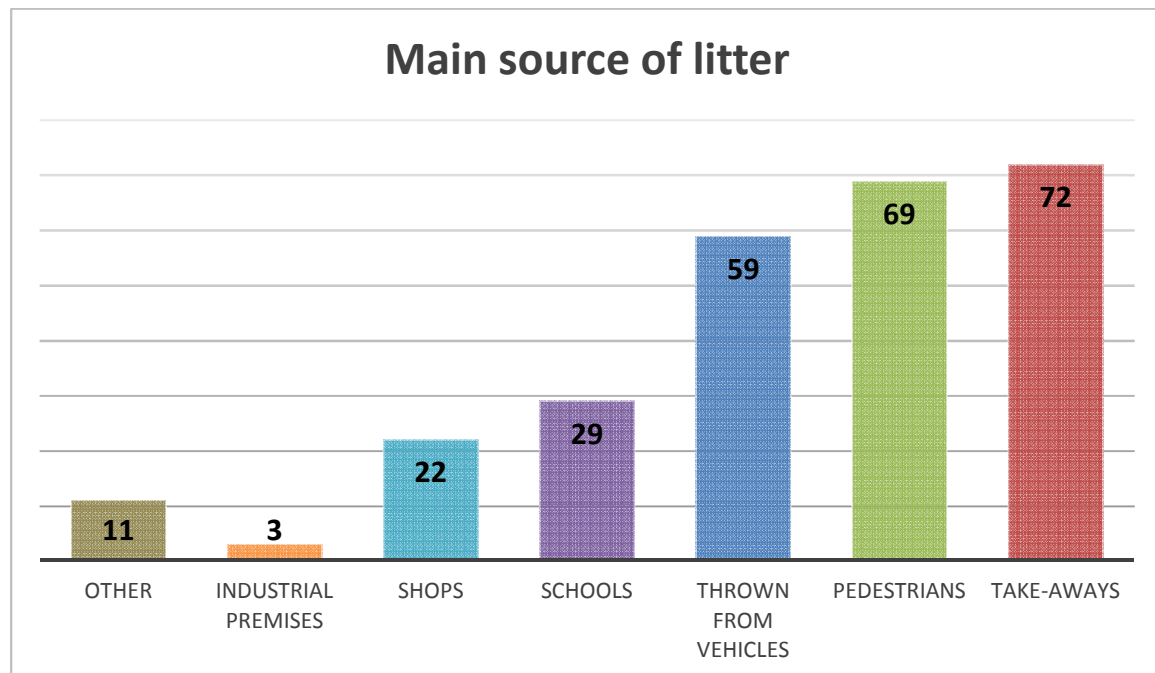
Q Overall, how satisfied or dissatisfied are you that your area is kept free from litter?

Free from litter: trends				
	2017	2015	2013	2011
	%	%	%	%
Very satisfied	10	14	11	10
Fairly satisfied	51	47	48	54
Neither	14	18	14	12
Fairly dissatisfied	17	15	19	18
Very dissatisfied	8	6	7	5

Q Where do you believe the main source of litter comes from?

Please choose all that apply

Respondents believe the main sources of litter are takeaways (72%), followed by pedestrians (69%) and thrown from vehicles (59%). This mirrors the results found in 2015 and is a stable picture over time.



Q Where do you believe the main source of litter comes from?
Please choose all that apply

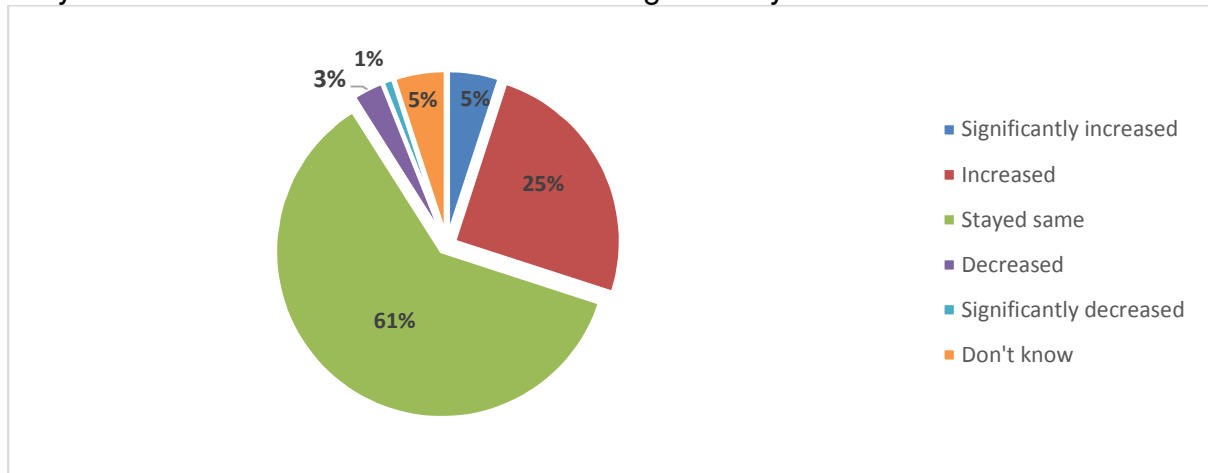
Source of litter (2017)	
	%
Take-aways	72
Pedestrians	69
Thrown from vehicles	59
Schools	29
Shops	22
Industrial premises	3
Other	11



A full list of comments is included in the appendix.

Q Do you think that over the last twelve months the amount of litter on footpaths and verges has...?

61% of respondents felt that the amount of litter on footpaths and verges has stayed about the same, with 30% indicating that it has increased or significantly increased. Only 4% indicated that it had decreased or significantly decreased.



The amount of respondents believing that the amount of litter has “increased” has grown by 5 percentage points since 2015.

Q Do you agree that enforcement action should be taken against people who drop litter in your neighbourhood?

The overwhelming majority of respondents (93%) agreed that enforcement action should be taken against people. The same result was found in 2015.

Enforcement action against people	
<i>Base: 222</i>	%
Yes	93
No	3
Don't know	4

Q 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?

Almost all respondents (96%) felt that enforcement action should be taken against businesses who do not dispose of their waste in a proper and legal manner. A similar result was found in 2015.

Enforcement action against businesses	
<i>Base: 219</i>	%
Yes	96
No	1
Don't know	4

Dog Fouling

Q How satisfied or dissatisfied are you with the number of dog waste bins in your area?

Almost half (47%) of respondents indicated that they were either very or fairly satisfied with the number of dog waste bins on their street. Slightly fewer (40%) were satisfied in town centres and slightly more (49%) in green open spaces.

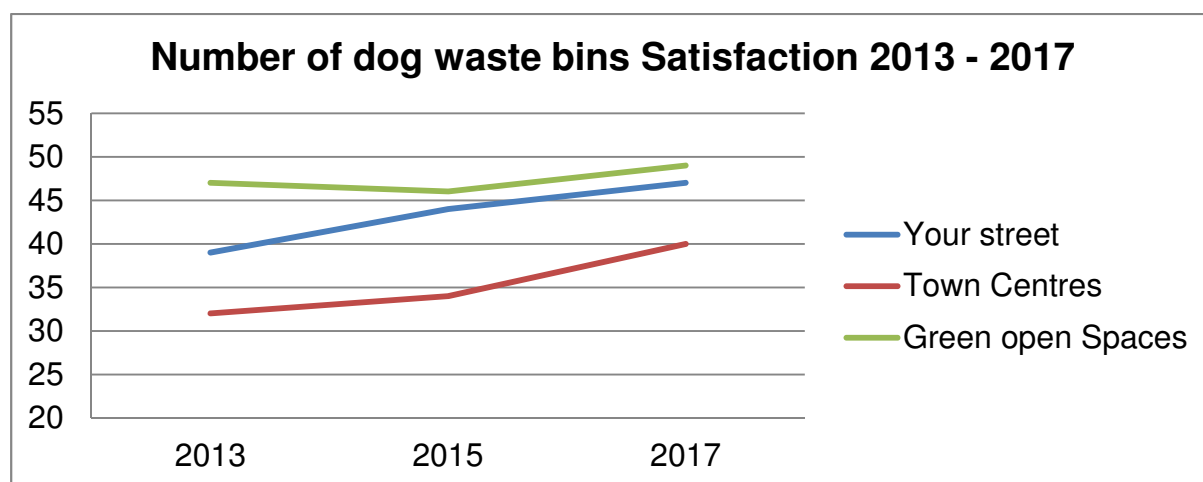


Satisfaction with the number of dog waste bins: Trends

Comparing the last three surveys, satisfaction has increased for the number of dog waste bins in town centres and green spaces. It has decreased since 2013 in relation to respondents' streets but this year has started to rise again.

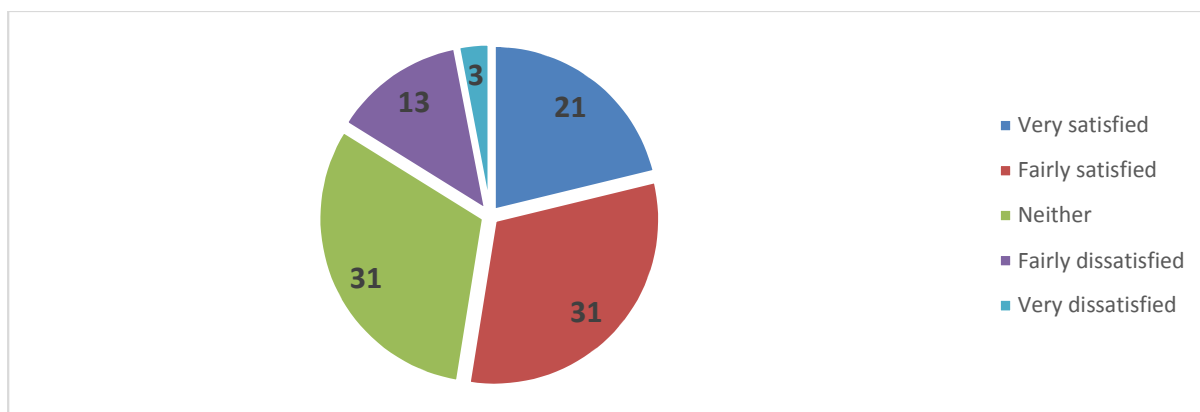
Q How satisfied or dissatisfied are you with the number of dog waste bins in your area?

Number of dog waste bins: trends	Your street			Town centres			Green open spaces		
	%	%	%	%	%	%	%	%	%
	2017	2015	2013	2017	2015	2013	2017	2015	2013
Very satisfied	13	12	27	7	5	5	10	10	8
Fairly satisfied	34	32	27	33	29	27	39	36	39
Neither	24	25	28	36	38	42	25	25	27
Fairly dissatisfied	17	18	17	22	21	18	20	19	17
Very dissatisfied	12	13	16	4	7	9	6	10	9



Q How satisfied or dissatisfied are you with the emptying of dog waste bins in your area?

Over half (52%) of respondents indicated they were very or fairly satisfied with the emptying of dog waste bins in their local area, with only 16% of respondents indicating they were fairly or very dissatisfied.



Satisfaction with emptying of dog waste bins: Trends

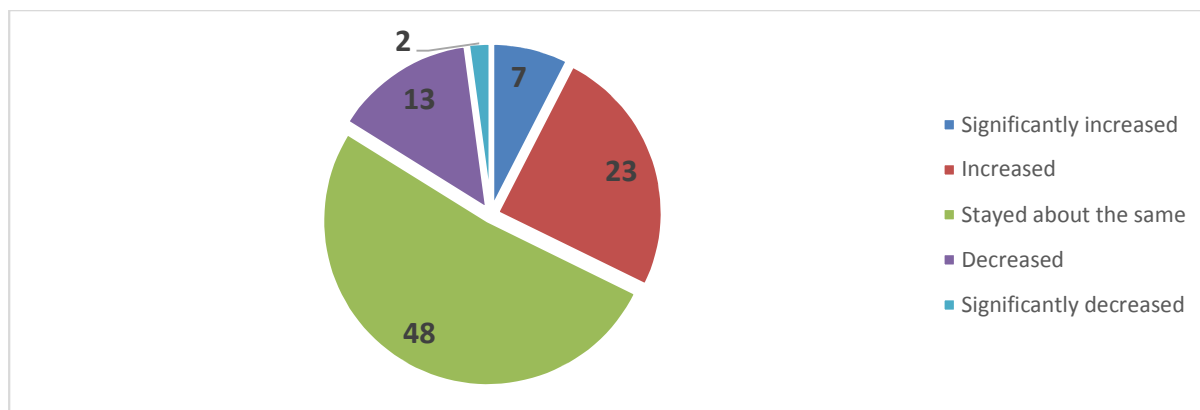
The trend in satisfaction with emptying of dog waste bins has remained generally stable at over 50% satisfied. However, the figure for 2017 (52%) is six percentage points down on 2015 (58%).

Q How satisfied or dissatisfied are you with the emptying of dog waste bins in your area?

Emptying of dog waste bins: trends			
	%	%	%
	2017	2015	2013
Very satisfied	21	17	13
Fairly satisfied	31	41	38
Neither	31	26	28
Fairly dissatisfied	13	9	16
Very dissatisfied	3	6	4

Q Do you think that over the last twelve months the amount of dog fouling on footpaths and verges has....?

While 30% of respondents believed there has been an increase in the amount of dog fouling on footpaths and verges in the last twelve months, the majority (48%) believe it has stayed the same.



The amount of dog fouling: Trends

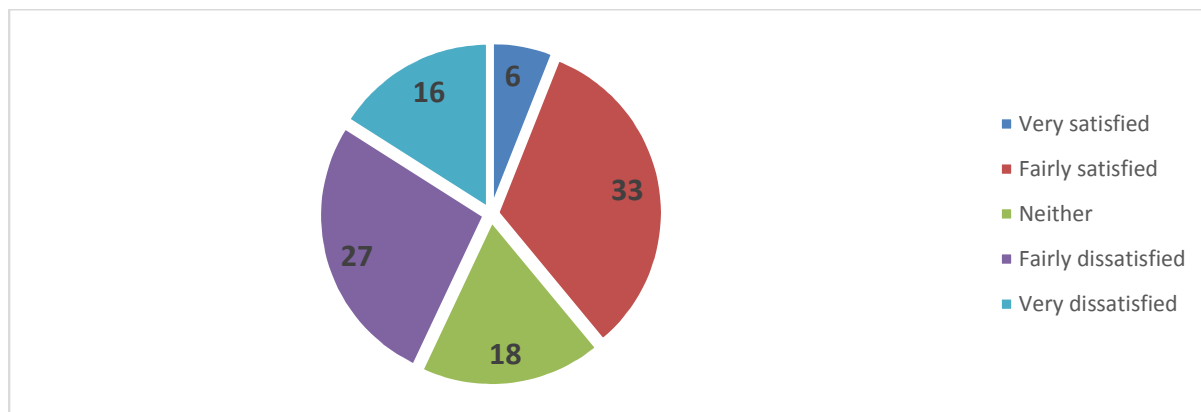
Looking over the last three surveys, the trend has remained generally stable.

Q Do you think that over the last twelve months the amount of dog fouling on footpaths and verges has....?

Amount of dog fouling: trends			
	%	%	%
	2017	2015	2013
Significantly increased	7	6	9
Increased	23	22	20
Stayed about the same	48	52	47
Decreased	13	13	17
Significantly decreased	2	1	1
No opinion/Don't know	7	6	7

Q How satisfied are you with the control of dog fouling in your local area?

Slightly more Panel members were dissatisfied (43%) with the control of dog fouling than were satisfied (39%).



Control of dog fouling: Trends

This year sees a move away from not having a view to respondents being more likely to state that they are satisfied or dissatisfied. Dissatisfaction with the control of dog fouling has had a 2 percentage point increase since 2015 and satisfaction has increased by 3 percentage points.

Q How satisfied or dissatisfied are you with the control of dog fouling in your local area?

Control of dog fouling: trends		
	%	%
	2017	2015
Very satisfied	6	4
Fairly satisfied	33	32
Neither	18	23
Fairly dissatisfied	27	25
Very dissatisfied	16	16

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

There were 79 comments made in response to this question. Typical responses were:

“More prosecutions of irresponsible dog owners.”

“People are not fined so they know they get away with dog fouling.”

“Some people bag the waste and then throw into hedgerows.”

A full list of comments is included in Section 4.3.

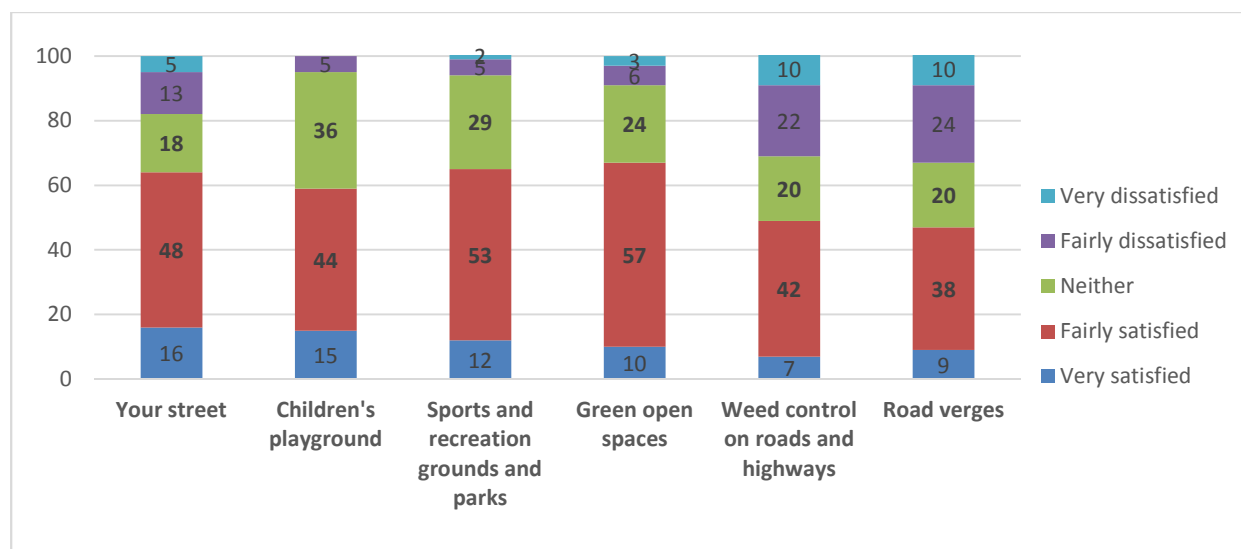
Grounds Maintenance

Respondents were advised that grounds maintenance services include: landscaping; planting and grass cutting in public areas; highway weed control and tending to sports and recreational areas.

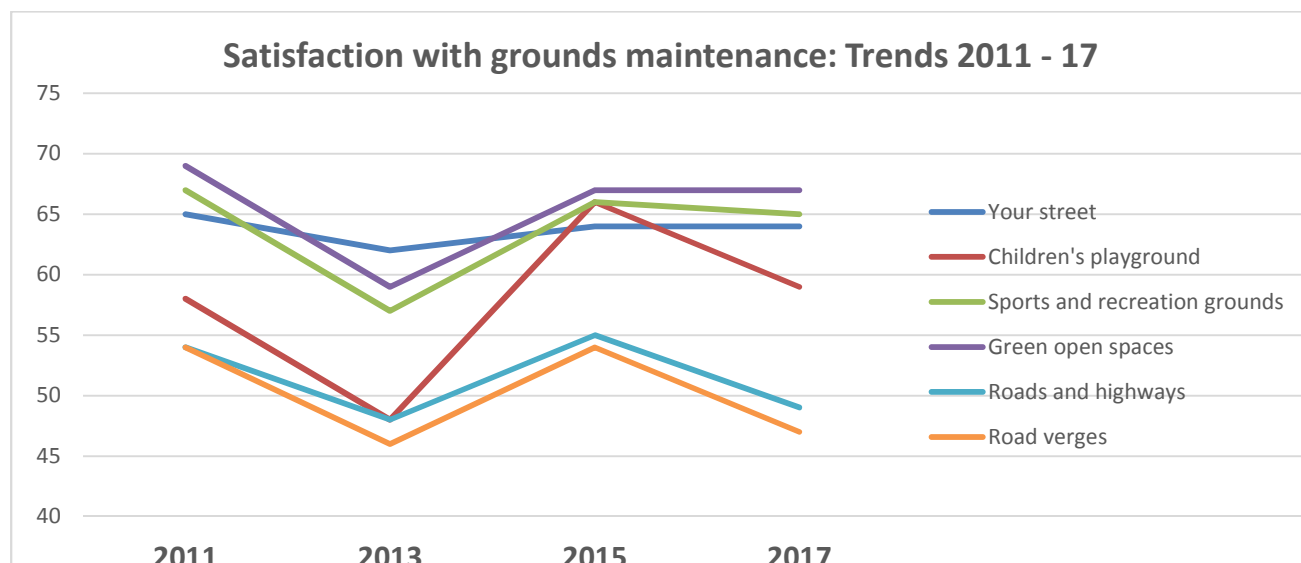
Q Generally, how satisfied or dissatisfied are you with the performance of the Council’s grounds maintenance services in the following areas....?

Panel members were asked how satisfied they were with the performance of the grounds maintenance services in different types of location. They were most satisfied with ‘green open spaces’ (67%), ‘sports and recreation grounds and parks’ (65%), their street (64%) and children’s playgrounds (66%). The locations that respondents were least satisfied with ground maintenance were: ‘weed control on roads and highways in their area’ (49%) and road verges (47%).

Quite large proportions had no view either way about children’s playgrounds (36%) and sports and recreation grounds (29%).



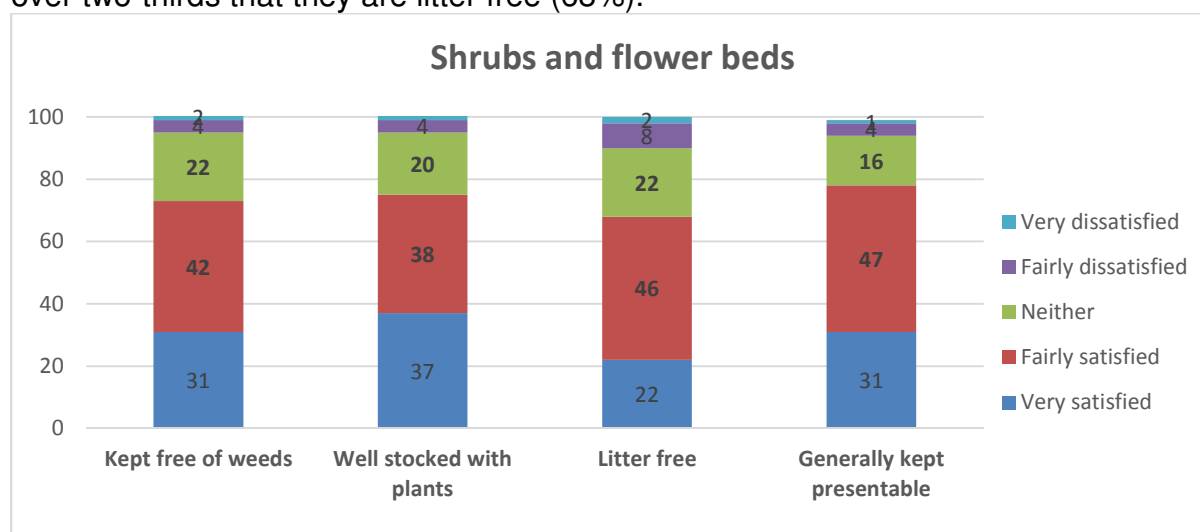
Grounds maintenance performance: Trends



Satisfaction with grounds maintenance has decreased from 2015 in all areas apart from “*your street*” and “*Green open spaces*” which have both stayed the same.

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

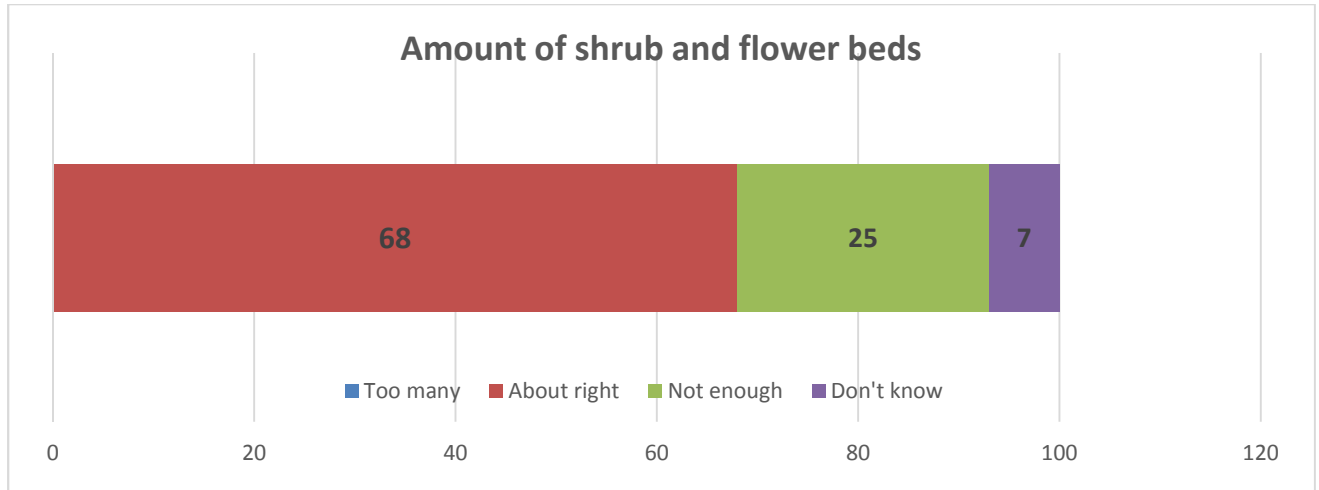
High levels of satisfaction were received for the Council’s shrub and flower beds. Around three-quarters of respondents were satisfied that they were generally kept presentable (78%), well stocked with plants (75%), kept free of weeds (73%) and over two-thirds that they are litter free (68%).



In general, results are very similar to those found in 2015.

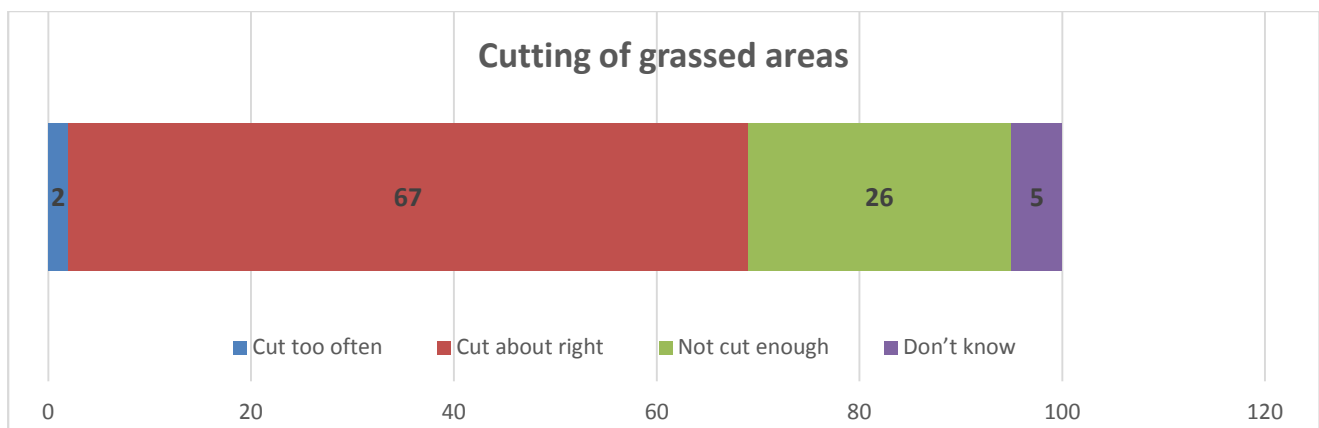
Q Do you think that the amount of shrub and flowerbeds the Council provides in your area are....?

The majority of respondents (68%) indicated that the amount of shrub and flower beds is about right, with a quarter (25%) claiming there are not enough. This result is similar to that found in 2015.



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

The majority of respondents (67%) indicated that grassed verges and public open spaces are cut about the right amount, with around a quarter (26%) indicating they are not cut enough. The result mirrors that found in in previous years.

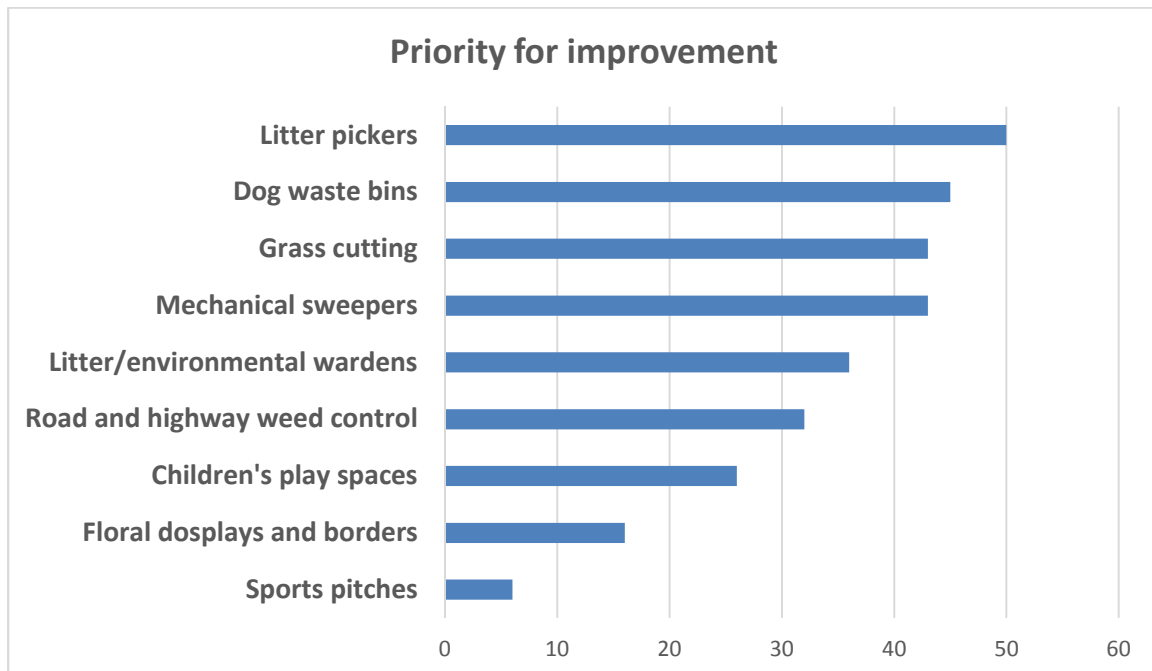


Q To help the Council prioritise which improvements to make to its Streetscene services, please use the list below and tick the three services that are most important to you.

In order to help us prioritise which improvements to make to Streetscene services, we asked Citizens' Panel members to choose which three aspects of the section's work were most important to them.

The top four areas of importance were results were litter pickers (50%), dog waste bins (45%), mechanical sweepers (43%) and grass cutting (43%).

The least important areas were sports pitches (6%) and floral displays and borders (16%)



Parks and Recreation Grounds

Q Thinking specifically about local parks and recreation grounds. What are your reasons, if any, for visiting local parks and recreation grounds? (Select all that apply).

The most popular reasons for visiting local parks is to take exercise (37%), followed by walking / dog walking (34%), to use children's play areas (26%) and to appreciate nature (26%). Results are consistent with those found in previous years.

Over a third (35%) indicated they haven't visited a local park in the last year.

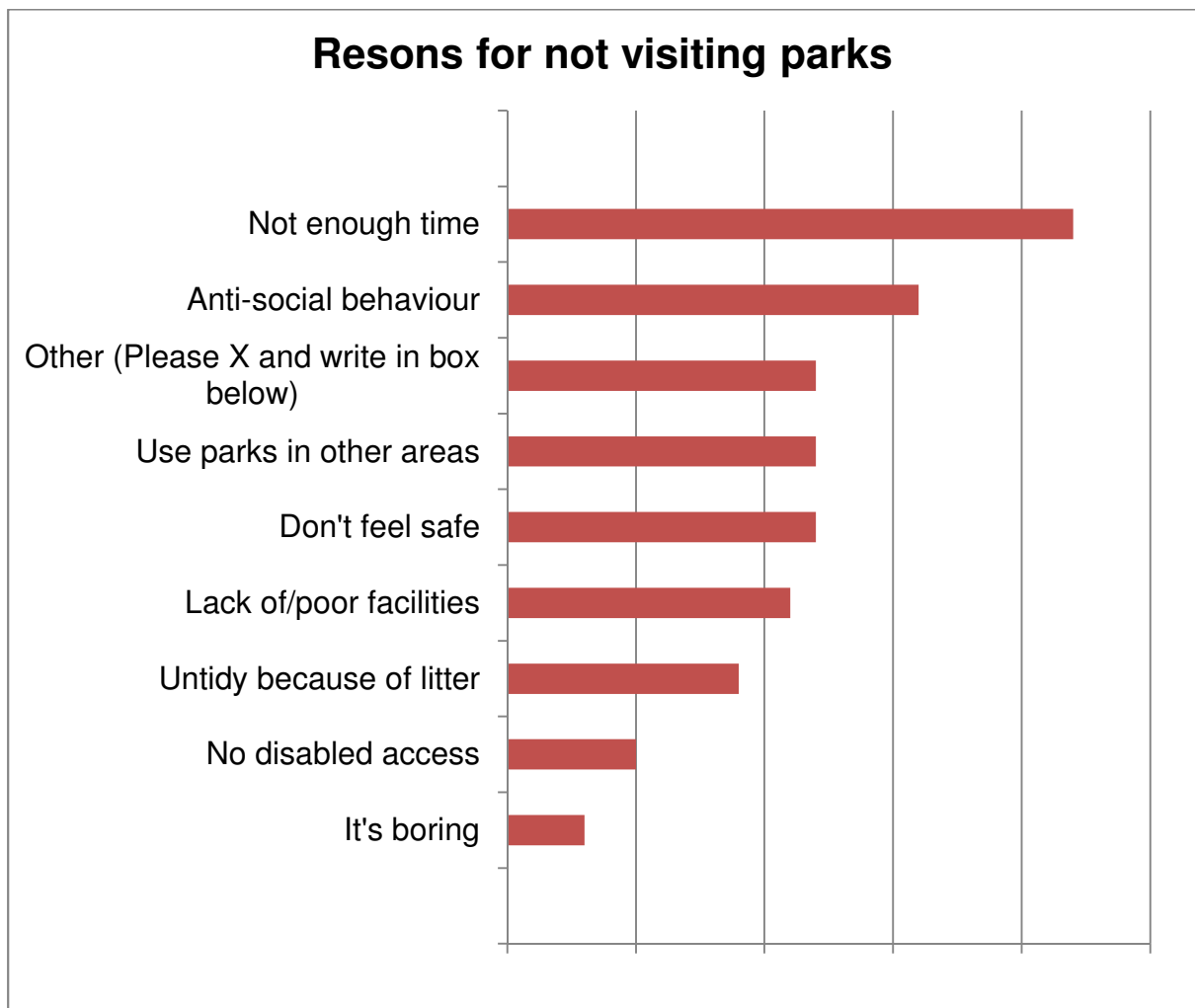
Reason for visiting local parks



Q32 If you haven't visited a park or recreation ground in Bolsover District in the last 12 months. Please say why?

Please choose all that apply

The number one reason why people haven't visited a park or recreation ground in North East Derbyshire was not enough time (22%). This is the same reason given in previous surveys.



4.3 Open Comments

Streetscene services

Q16 Where do you believe the main source of litter comes from? Other (27 comments)
Fly tipping
Local bakery workers
Fly tipping
Occasionally spillage from refuse collection
Poor litter storage / collection
Dog fouling
Generally thrown by Taxi Drivers (Network & City Taxi) waiting in the Lay-by outside our house on Green Lane.
Beer cans/bottles
Dog walkers etc.
People coming from pub
Bin Lorries particularly burgundy bins. You can always tell they have been by the amount of paper blowing about.
Blown about near roadsides. Fly tipping.
Bin men spillage
It's the emptying that needs looking at.
Around bus stops.
People not using own bin
Litter blown by wind from dustbins/gardens
Sunday league football teams on field.
When inner box in burgundy bin is emptied
Increase in rubbish on street following the bin collections (mainly the recycling bin collection)
Careless bin emptying (both black and burgundy bins).
Langer Lane has fields both sides. No lights so motorists throw litter. Signs required immediately.
Been festivals
Eckington has improved hugely and bins are emptied more often.
Neighbours
Groups of young people congregating in public places.
Not sure
Fly tipping

Q24. Do you have any other comments to make on dog fouling? (79 comments)

Dog owners should be fined if they let their dogs foul, unless the dog is ill they should make arrangements to get it sorted. Dog mess on children's shoes and pram, wheelchair wheels is gross. As is the fact of anyone with poor vision carrying that into their homes .Also the

**Q24. Do you have any other comments to make on dog fouling?
(79 comments)**

risk to Health.

More education about health issues needed.

In our area (Dronfield) dog owners seem to be responsible for their dogs, but how to control cat fouling, my garden seems to be a thorough-fare for cats who use it as their latrine. I do not have dogs or cats.

Owners need to be warned and penalised or dogs taken away for repeat offenders

On our street it is human fouling that is the problem. It is mainly taxi drivers although I have seen others. They aren't bothered and will do it in plain view of the houses and even in front of you on the street. Unbelievable I know but true.

Dog fouling increases when darkness early, no patrols

Dog fouling increases in school holidays when parents get the kids to walk the dogs (some kids don't pick up mess). It also increases in very cold weather when lazy people can't be bothered to take their hands out of their pockets.

Difficult to police without sufficient staff

How are the number of prosecutions on the "Pick up or Pay up" policy are brought to the general public's attention?

More footpath warnings needed and bins, signs warning no fouling,

No evidence of it being policed, but it is not a big problem in my area. Long distances between bins.

Yes, more awareness campaigns should be used re fines & dangers of dog fouling. People are often too distracted on e.g. their mobile phones to even notice their dog has fouled. Also, I am sick of people putting their dog waste bags in my black bin - they should be made aware that this is not acceptable albeit they have picked up their dog mess. People should be made more aware of their responsibilities as a dog owner.

Should be dog bins in towns etc. Clay Cross Chesterfield and such

We find that some people go to the trouble of bagging the waste and then they hang the bag on the nearest bush rather than taking it to the bin

I have 2 dogs, however I never exercise them in public areas (parks or playing field areas) I luckily have permission to use local farm land, but I always pick up after my dogs and take it back home to my household refuse bin, I think generally however average dog owners are far too lazy (dirty) and should not have dogs.

Enforce by-laws more. Fine those who let their dogs foul the streets.

Those responsible owners who pick up will continue to do so, and those that don't won't.

Totally inadequate number of enforcement officers available to combat the fouling and to educate those who allow it. More use of CCTV and anonymous reports should be allowed.

People with dog only seem to pick up mess when they think people are watching

Noticed on the fences of the 5 pits train dog waste bags are hung up because there is 1 bin and people are too lazy to dispose of it

Never see an enforcement officer

Actually prosecute owners who let their dogs foul the pavements and don't pick it up instead of just threatening to prosecute

Don't know what you can do, having a social responsibility seems alien to some people. I don't know what's worse the fouling on the ground or the full plastic bags left behind instead or dumped out of view/thrown up a tree or bush for someone else to clear up. There aren't the resources for patrols and cameras everywhere 24/7 for enforcement. As a

**Q24. Do you have any other comments to make on dog fouling?
(79 comments)**

result they know they have been or will get away with it so I'm sorry to say the problem is increasing again.

It's hard to police but there's lots of dog fouling in our area. Many owners are responsible however on the parks (e.g. Hilltop common in Dronfield) and pavements we often come across dog mess. Also on the rugby and football pitches at Gosforth fields; our sons are regularly covered in dog poo despite the hard work of the ground staff. I do notice dog waste bins but I'm not sure how well used they are

There doesn't appear to be any method of catching the offenders; also there are plenty of "pooh bags" left on alley ways.

Good work by Dronfield Council earlier this year after I'd reported online that a dog bin on a green space in the middle of Gosforth Valley Estate had dislodged during high winds & strewn its contents around. The online reporting worked & so did the clearing up! Result!

Most responsible dog owners clean up after their dog but as in any walk of life there are unfortunately some minor exceptions with some people who have no regard whatsoever for the general population.

No

When someone approached our local councillor for more signs about dog fouling the answer was dogs cannot read. Calow Village Council.

Every few weeks one of the dog bins are not emptied.

Yes why do people take their dogs to walk in Dark Lane Cemetery, fouling and weeing on graves!

Is there any control?

What about horse fouling?

A61 Derby Road layby and the path from it to the Hunloke School is bad for dog waste despite there being 3 dog waste bins.

More prosecutions of irresponsible dog owners.

Larger fines imposed

Very difficult to police as impossible to prove. Have challenged owner occasions but produce bags from pocket, not proof they actually use them.

Some people bag the waste and then throw into hedgerows.

I regularly walk between home and the local primary school and have complained before about the amount of dog mess and broken glass on the paths. But haven't had the courtesy of a response.

Not enough offenders are being caught and prosecuted.

The streets are a great deal cleaner now. Many dog owners are now cleaning up after their dogs. That is good. Taking dogs out early morning and at night has decreased significantly. Very good.

No dog waste bins in our area, or litter bins.

Less of a problem than litter on grass verges that give the area a bad name especially major roads.

It is the dog owner at fault not picking up and binning dog waste. Plus fed up with regular waste left on my and neighbours grass verge that seems to appear once it has gone dark.

Big fines for owners

The vast majority of dog owners in the village are responsible and clean up/pick up dog poo. There are however some that don't pick up but it's very difficult to catch the culprits.

**Q24. Do you have any other comments to make on dog fouling?
(79 comments)**

Live close to boundary with Sheffield. Most of dog fouling in area in Sheffield.

It always increases in the winter.

People use the litter bin at my bus stop for depositing dog mess. This makes it very unpleasant when waiting for a bus (the smell).

If it can't be "policed" then how can you catch the culprits?

I do not own a dog so not aware of bin availability and emptying etc. but I notice dog fouling when out and about and read about it on the Tupton Facebook group etc.

I have noticed that in our village that since the increase of house building the amount of dog waste on the local playing fields has increased significantly around the rugby and football pitches on the recreation ground in Tupton.

Bigger, more prominent signs at the entrances to open areas and dog waste bins at each entrance.

Don't have a dog and don't do a lot of walking so do not notice dog fouling problems very often.

Irresponsible dog owners

It's not the dogs who are to blame but the owners who need punishing - hard (if you can find/catch them).

Certainly outside my house and around the area. I think this is just one dog - I have not seen the owner or I would react.

No dog bin on Broomhill Close, Eckington.

Higher fine for dog fouling.

Dog owners picking up, then throwing the bags over fences into hedges or anywhere except bins.

We have no dog fouling bins on our road despite people having come in to our area to walk their dog.....Holmesfield Cortledge Lane

One problem is the people who pick up then leave the bagged poo in trees or even throw it down. It takes longer to degrade when in a bag. I have this problem in my horse field as horses often eat the bag.

The dog waste bins always seem to be overflowing. Not sure whether this is due to not enough bins or not being emptied regularly. The amount of dog waste on the pavements locally has definitely increased.

Bring back the dog licence.

People are not fined, so they know they get away with dog fouling.

Sick of finding dog mess outside my house and Camms School.

**Q30 What are your reasons, if any, for visiting local parks and recreation grounds? Other
(5 comments)**

joined visiting relatives on their dog walk

A place to go where you are not breathing in vehicle exhaust fumes.

Use the café in Cliffe Park

Bad legs

To sit and remember playing there as a child 70 years ago.

Q31 If you haven't visited a park or recreation ground in North East Derbyshire in the last 12 months, please say why? Other (28 comments)

I am unable to walk far with my walking aid. due to ongoing illness
No reason to
Have permission to use local farm for dog training etc.
Being elderly and having walking problems stops me going.
I am 80 years old.
live in country side
I'd rather walk round the moors than go to a park
People leaving needles in the park and groups of people at nights.
Elderly - don't walk out much
Nearest park used a lot by dog walkers some not on leads and as have small elderly dog cautious for his safety.
I am somewhat disabled and reserve my efforts for visiting Matlock, friends locally and my garden.
Do not have dogs or children
No reason to go to them
My recreation is carried out in the countryside
I'm registered blind, so parks and recreation grounds hold little interest for me
Disabled. Mobility poor.
No need. But do walk in the countryside.
Been to Chesterfield Borough Council parks
There is no nearby provision
Close proximity to Rother Valley
No need but I do walk in the countryside.
Disability
No reason to. I walk in countryside.
I have never been one to visit parks
Not aware of any park other than Rother Valley (and I'm not paying to take the car in).
Not able through illness
No particular reason
I am elderly and do not do very much walking. Would do otherwise.

4.4 Data Tables

Streetscene services

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

	Your street	Town centres	Green open spaces
<i>Base: Valid responses*</i>	(222)	(210)	(216)
	%(Number)	%(Number)	%(Number)
Very satisfied	19 (43)	14 (29)	11 (23)
Fairly satisfied	51 (113)	51 (107)	48 (103)
Neither	10 (23)	21 (43)	18 (39)
Fairly dissatisfied	14 (32)	12 (25)	19 (42)
Very dissatisfied	5 (11)	3 (6)	4 (9)

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

	Your street	Town centres
<i>Base: Valid responses</i>	(204)	(206)
	%(Number)	%(Number)
Very satisfied	16 (36)	13 (27)
Fairly satisfied	45 (100)	48 (98)
Neither	14 (31)	25 (52)
Fairly dissatisfied	16 (35)	11 (22)
Very dissatisfied	9 (21)	3 (7)

Q13 How satisfied or dissatisfied are you with the number of litter bins in your area?

	Your street	Town centres	Green open spaces
<i>Base: Valid responses</i>	(214)	(206)	(207)
	%(Number)	%(Number)	%(Number)
Very satisfied	10 (21)	10 (20)	8 (16)
Fairly satisfied	36 (78)	49 (101)	47 (97)
Neither	20 (43)	23 (47)	22 (46)
Fairly dissatisfied	22 (47)	15 (31)	19 (39)
Very dissatisfied	12 (25)	3 (7)	4 (9)

Q14 How satisfied or dissatisfied are you with the emptying of litter bins in your area?

<i>Base: Valid responses* (191)</i>		
	%	Number
Very satisfied	16	31
Fairly satisfied	47	89
Neither	21	41
Fairly dissatisfied	11	21
Very dissatisfied	5	9

**Excluded from the calculations are those not answering (9) or answering "don't know" (27).*

Q15 Overall, how satisfied or dissatisfied are you that your area is kept free from litter?

<i>Base: Valid responses* (220)</i>		
	%	Number
Very satisfied	10	23
Fairly satisfied	51	112
Neither	14	30
Fairly dissatisfied	17	37
Very dissatisfied	8	18

**Excluded from the calculations are those not answering (5) or answering "don't know" (2).*

Q16 Where do you believe the main source of litter comes from?

(Please choose all that apply)

<i>Base: Valid responses</i>		
	%	Number
Shops	22	48
Take aways	72	161
Schools	29	64
Industrial premises	3	6
Pedestrians	69	154
Thrown from vehicles	59	131
Other	11	24

Q17 Do you think that over the last twelve months the amount of litter on footpaths and verges has...?

<i>Base: Valid responses (224)</i>		
	%	Number
Significantly increased	5	11
Increased	25	57
Stayed about the same	61	136
Decreased	3	7
Significantly decreased	1	2
Don't know	5	11

Q18 Do you agree that enforcement action should be taken against people who drop litter in your neighbourhood?

<i>Base: Valid responses (222)</i>		
	%	Number
Yes	93	207
No	3	7
Don't know	4	8

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?

<i>Base: Valid responses (219)</i>		
	%	Number
Yes	96	210
No	1	1
Don't know	4	8

Dog Fouling

Q20 How satisfied or dissatisfied are you with the number of dog waste bins in your area?

	Your street	Town centres	Green open spaces
<i>Base: Valid responses</i>	<i>211</i>	<i>200</i>	<i>211</i>
	%(Number)	%(Number)	%(Number)
Very satisfied	13 (27)	7 (13)	10 (21)
Fairly satisfied	34 (72)	33 (65)	39 (82)
Neither	24 (51)	36 (71)	25 (53)
Fairly dissatisfied	17 (36)	22 (43)	20 (42)
Very dissatisfied	12 (25)	4 (8)	6 (13)

Q21 How satisfied or dissatisfied are you with the emptying of dog waste bins in your area?

<i>Base: Valid responses* (150)</i>		
	%(Number)	Number
Very satisfied	21	32
Fairly satisfied	31	47
Neither	31	47
Fairly dissatisfied	13	19
Very dissatisfied	3	5

**Excluded from the calculations are those not answering (13) or answering "don't know" (64).*

Q22 Do you think that over the last twelve months the amount of dog fouling on footpaths and verges has...?

<i>Base: Valid responses (223)</i>		
	%	Number
Significantly increased	7	16
Increased	23	51
Stayed about the same	48	107
Decreased	13	29
Significantly decreased	2	4
Don't know	7	16

Q23 How satisfied or dissatisfied are you with the control of dog fouling in your local area?

<i>Base: Valid responses* (196)</i>		
	%	Number
Very satisfied	6	12
Fairly satisfied	33	65
Neither	18	35
Fairly dissatisfied	27	52
Very dissatisfied	16	32

**Excluded from the calculations are those not answering (8) or answering "don't know" (23).*

Grounds Maintenance

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<i>Base: Valid responses</i>	<i>%(No)</i>	<i>%(No)</i>	<i>%(No)</i>	<i>%(No)</i>	<i>%(No)</i>
Your street (219)	16 (36)	48 (105)	18 (39)	13 (28)	5 (11)
Children's playgrounds (202)	15 (31)	44 (89)	36 (72)	5 (10)	-
Sports and recreational grounds and parks (204)	12 (24)	53 (107)	29 (59)	5 (10)	2 (4)
Green open spaces (211)	10 (22)	57 (121)	24 (50)	6 (12)	3 (6)
Weed control on roads and highways in your area (221)	7 (16)	42 (93)	20 (43)	22 (48)	10 (21)
Road verges (222)	9 (19)	38 (85)	20 (44)	24 (53)	10 (21)

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

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<i>Base: Valid responses</i>	%(No)	%(No)	%(No)	% (No)	% (No)
Kept free of weeds (212)	31 (65)	42 (88)	22 (46)	4 (9)	2 (4)
Well stocked with plants (209)	37 (77)	38 (79)	20 (41)	4 (8)	2 (4)
Litter free (208)	22 (45)	46 (96)	22 (45)	8 (17)	2 (5)
Generally kept presentable (211)	31 (66)	47 (99)	16 (34)	4 (9)	1 (3)

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

<i>Base: Valid responses (224)</i>		
	%	Number
Too many	0	1
About right	68	153
Not enough	25	55
Don't know	7	15

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

<i>Base: Valid responses (224)</i>		
	%	Number
Cut too often	2	5
Cut about the right amount	67	151
Not cut enough	26	58
Don't know	5	10

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)

<i>Base: Valid responses</i>	%	Number
Litter pickers	50	109
Mechanical sweepers	43	94
Litter / environmental wardens	36	79
Road and highway weed control	32	71
Children's play space	26	58
Sports pitches	6	13
Floral displays and borders	16	35
Grass cutting	43	94
Dog waste bins	45	99

Parks and Recreation Grounds

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

<i>Base: Valid responses</i>	%	Number
Haven't used a Council park or recreation ground in the last 12 months	35	77
To play football	1	6
To use children's play areas	26	58
To walk / walk the dog	34	76
For rollerblading / skateboarding	0	2
To ride on a bike in a safe place	1	7
To use sports pitches / courts	5	10
To play outdoors	6	13
As a meeting place	8	18
To appreciate nature	26	57
To take exercise	37	83
To sit and relax	23	51
To picnic	5	12
As a shortcut to another destination	24	54
To jog	5	10
Other	1	6

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)

<i>Base: Valid responses</i>	%	Number
Not enough time	15	18
Don't feel safe	3	3
Use parks in other areas	11	13
Lack of / poor facilities	5	6
It's boring	5	6
No disabled access	-	-
Untidy because of litter	3	3
Anti-social behavior	9	11
Not applicable	49	60
Other	20	24

4.5 Trend Data

Streetscene services: Litter

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

	Your street				Town centres				Green open spaces			
	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%	%	%	%	%	%	%	%	%
Very satisfied	19	29	27	28	14	13	12	12	11	13	11	11
Fairly satisfied	51	49	46	45	51	55	51	54	48	50	50	52
Neither satisfied nor dissatisfied	10	9	10	10	21	16	21	16	18	15	15	16
Fairly dissatisfied	14	10	13	11	12	12	13	15	19	16	19	17
Very dissatisfied	5	3	5	7	3	4	4	3	4	6	6	4

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

	Your street				Town centres			
	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%	%	%	%	%
Very satisfied	16	19	17	18	13	15	11	14
Fairly satisfied	45	45	39	46	48	48	47	50
Neither satisfied nor dissatisfied	14	13	18	15	25	24	27	22
Fairly dissatisfied	16	15	19	12	11	9	11	11
Very dissatisfied	9	9	7	9	3	4	4	3

Q How satisfied or dissatisfied are you with the number of litter bins in your area?

	Your street				Town centres				Green open spaces			
	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%	%	%	%	%	%	%	%	%
Very satisfied	10	12	10	7	10	10	7	7	8	12	7	7
Fairly satisfied	36	30	28	28	49	48	46	48	47	41	39	43
Neither satisfied nor dissatisfied	20	28	26	30	23	21	28	23	22	20	24	23
Fairly dissatisfied	22	20	24	21	15	17	16	19	19	22	24	21
Very dissatisfied	12	11	12	15	3	5	4	3	4	6	6	6

Q How satisfied or dissatisfied are you with the emptying of litter bins in your area?

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Very satisfied	16	22	17	12
Fairly satisfied	47	40	43	46
Neither	21	22	21	27
Fairly dissatisfied	11	13	16	11
Very dissatisfied	5	3	3	4

Q Overall, how satisfied or dissatisfied are you that your area is kept free from litter?

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Very satisfied	10	14	11	10
Fairly satisfied	51	47	48	54
Neither	14	18	14	12
Fairly dissatisfied	17	15	19	18
Very dissatisfied	8	6	7	5

Q Where do you believe the main source of litter comes from?

Please X all that apply

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Shops	22	30	26	25
Take-aways	72	70	73	71
Schools	29	29	30	31
Industrial premises	3	3	4	5
Pedestrians	69	65	68	63
Thrown from vehicles	59	61	53	50
Other	11	10	11	6

Q Do you think that over the last twelve months the amount of litter on footpaths and verges has ...?

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Significantly increased	5	5	7	4
Increased	25	20	22	25
Stayed about the same	61	66	58	56
Decreased	3	6	11	11
Significantly decreased	1	1	-	1
No opinion	5	3	2	4

Streetscene services: Dog Fouling

Q How satisfied or dissatisfied are you with the number of dog waste bins in your area?

	Your street				Town centres				Green open spaces			
	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%	%	%	%	%	%	%	%	%
Very satisfied	13	12	12	9	7	5	5	5	10	10	8	9
Fairly satisfied	34	32	27	24	33	29	27	30	39	36	39	40
Neither	24	25	28	32	36	38	42	41	25	25	27	27
Fairly dissatisfied	17	18	17	21	22	21	18	18	20	19	17	17
Very dissatisfied	12	13	16	15	4	7	9	7	6	10	9	8

Q How satisfied or dissatisfied are you with the emptying of dog waste bins in your area?

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Very satisfied	21	17	13	8
Fairly satisfied	31	41	38	35
Neither satisfied nor dissatisfied	31	26	28	47
Fairly dissatisfied	13	9	16	8
Very dissatisfied	3	6	4	3

Q Do you think that over the last twelve months the amount of dog fouling on footpaths and verges has ...?

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Significantly increased	7	6	9	5
Increased	23	22	20	17
Stayed about the same	48	52	47	50
Decreased	13	13	17	18
Significantly decreased	2	1	1	5
No opinion/Don't know	7	6	7	7

Q How satisfied or dissatisfied are you with the control of dog fouling in your local area?

	Nov 2017	Nov 2015
	%	%
Significantly increased	6	4
Increased	33	32
Stayed about the same	18	23
Decreased	27	25
Significantly decreased	16	16

Streetscene services: Grounds Maintenance

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

	Very satisfied				Fairly satisfied				Neither				Fairly dissatisfied				Very dissatisfied			
	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Your street	16	15	16	16	48	49	46	49	18	20	20	22	13	12	14	9	5	4	4	5
Children's playground	15	13	9	13	44	53	39	45	36	27	44	35	5	6	7	5	-	2	2	2
Sports and recreation grounds and parks	12	15	12	13	53	51	45	54	29	27	35	28	5	6	7	4	2	6	1	1
Green open spaces	10	13	11	14	57	54	48	55	24	21	28	23	6	9	11	5	3	2	3	2
Weed control on roads and highways in your area	7	11	9	11	42	44	39	43	20	17	18	18	22	20	24	22	10	9	9	7
Road verges	9	10	8	10	38	44	38	44	20	16	19	18	24	20	25	21	10	10	10	8

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

	Very satisfied				Fairly satisfied				Neither				Fairly dissatisfied				Very dissatisfied			
	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011	Nov 2017	Nov 2015	May 2013	Jun 2011
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Kept free of weeds	31	24	26	24	42	51	44	48	22	20	21	21	4	4	7	5	2	2	2	3
Well stocked with plants	37	34	34	32	38	41	38	41	20	20	18	19	4	4	8	5	2	2	2	3
Litter free	22	19	18	17	46	47	42	46	22	24	26	25	8	7	11	8	2	3	2	3
Generally kept presentable	31	31	29	29	47	48	46	48	16	16	17	17	4	4	6	4	1	2	2	2

Q Do you think that the Council provides too many or not enough shrub and flowerbeds in your area?

	Nov 2017	Nov 2015	May 2013	June 2011
	%	%	%	%
Too many	0	3	2	3
About right	68	68	65	60
Not enough	25	21	26	30
Don't know	7	8	8	7

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

	Nov 2017	Nov 2015
	%	%
Cut too often	2	2
Cut about the right amount	67	73
Not cur enough	26	22
Don't know	5	3

Q To help the Council prioritise which improvements to make to its Street Scene services please use the list below and tick the three services that are most important to you.

	Nov 2017	Nov 2015	May 2013	June 2011
<i>Base: All respondents</i>	%	%	%	%
Litter pickers	50	56	45	46
Mechanical sweepers	43	42	38	41
Litter/environmental wardens	36	26	33	27
Road and highway weed control	32	26	22	22
Children's play spaces	26	28	25	29
Sports pitches	6	9	9	8
Floral displays and borders	16	21	15	19
Grass cutting	43	42	38	35
Dog waste bins	45	46	42	41

Streetscene services: Parks and Recreation Grounds

Q What are your reasons, if any, for visiting local parks and recreation grounds?
Please X all that apply

	Nov 2017	Nov 2015	May 2013	June 2011
<i>Base: All respondents</i>	%	%	%	%
Haven't visited a council park in the last 12 months	35	30	35	33
To play football	1	6	4	3
For rollerblading/skateboarding	0	2	1	1
To use children's play areas	26	24	22	26
To walk/walk the dog	34	35	18	17
To ride on a bike in a safe place	1	9	6	4
To use sports pitches/courts	5	7	6	7
To play outdoors	6	6	7	6
As a meeting place	8	6	8	7
To appreciate nature	26	32	27	29
To take exercise	37	46	38	42
To sit and relax	23	29	24	31
To picnic	5	7	7	9
As a shortcut to another destination	24	28	22	22
To jog/run	5	3	4	3
Other	1	4	4	4

Q If you haven't visited a park or recreation ground in North East Derbyshire in the last 12 months. Please say why?

Please X all that apply

	Nov 2017	Nov 2015	May 2013	June 2011
<i>Base: All respondents</i>	%	%	%	%
Not enough time	15	16	9	9
Don't feel safe	3	3	2	2
Use parks in other areas (e.g. Chesterfield)	11	8	7	7
Lack of/poor facilities	5	3	3	3
It's boring	5	2	1	1
No disabled access	-	2	1	1
Untidy because of litter	3	1	2	3
Anti-social behaviour	9	4	3	3
Not applicable	49	55	57	22
Other	20	18	11	8

5. 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 regularly ask questions about our leisure centres and services so that we can monitor how well they are performing and make improvements. The Citizens' Panel survey is just one way of collecting this information and as many of the members are non-users we also ask why respondents have not used the facilities so that we can identify anything that the Council can do to encourage more people to visit and use them. Many of the questions in this section were also asked in November 2015 and June 2011 and where appropriate comparisons between the sets of results are made in the text.

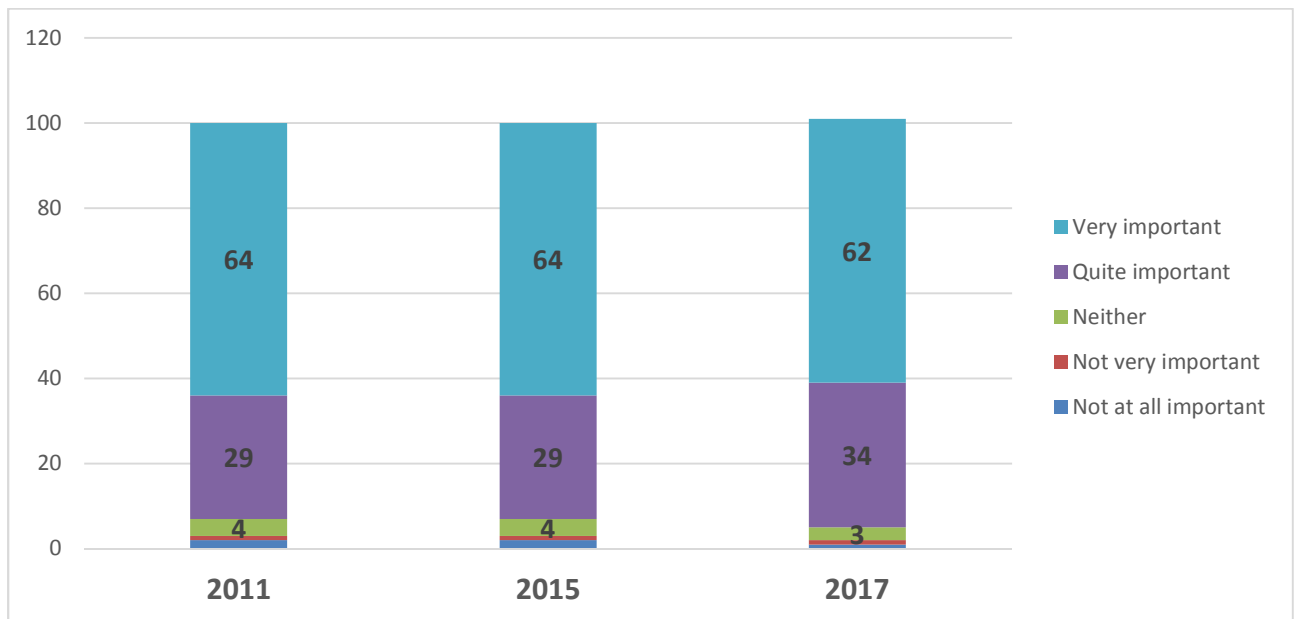
5.1 Executive Summary

- Almost all respondents (96%) felt that low cost leisure facilities are important to the local community.
- Over half (59%) believed these local leisure facilities were important to them and their family.
- Over 8 in 10 respondents (87%) felt it is important that the district council provides these facilities, indeed 53% felt it is very important.
- The main benefits that the leisure centres are felt to contribute to the community are helping residents to remain fit and healthy (89%), encouraging young people to choose a healthy lifestyle (75%) and providing somewhere for families to have fun together (74%).
- Of the ways that people can take part in activities, taking part 'on their own' was felt to be most important (53%) compared with taking part 'as a family' (42% saying either very or fairly important), 'adults only' (40%) or 'part of a group' (40%).
- As in 2015, the most important factors in choosing a class or activity to take part in were: the venue (73%); the cost; and good parking facilities (59%).
- The reasons respondents gave for not using local council leisure facilities were lack of time (20%), illness or disability (19%) and cost (14%).
- 11% of those responding to the survey claimed to have a "Just Do More" leisure membership.
- The most commonly known activity schemes in the district were the 'Walking for Health' initiative (48% awareness) and the Health Referral scheme (43%).

5.2 Survey Findings

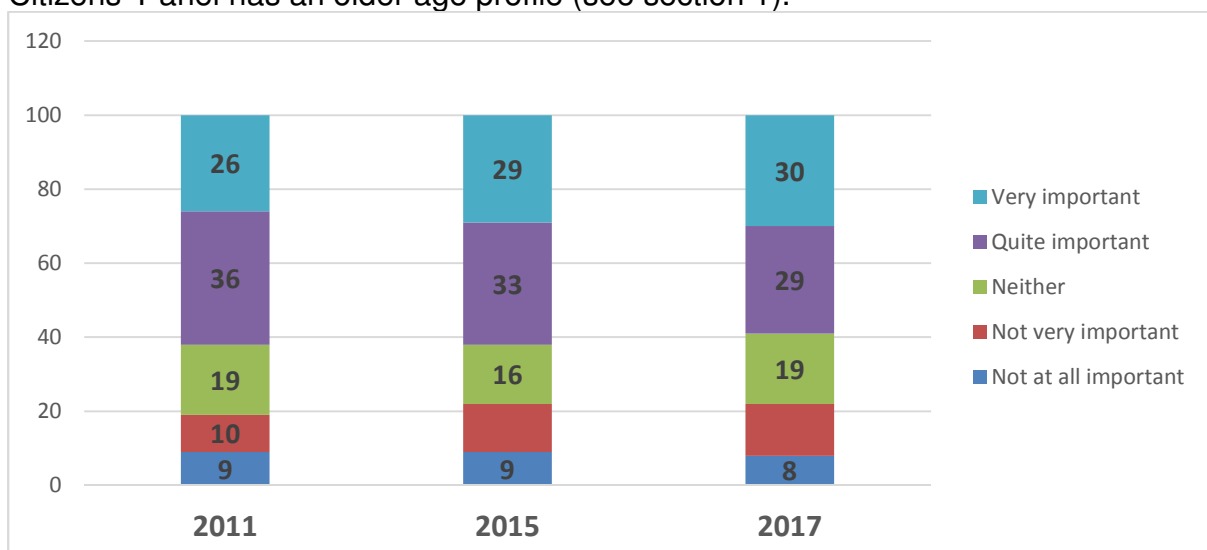
Q How important do you think the provision of low cost local leisure facilities (including swimming pools) are to your local community?

When asked, almost all respondents felt that low cost leisure facilities are important to their local community (96%). This is a similar level as recorded in 2015 (94%) and 2011 (93%).



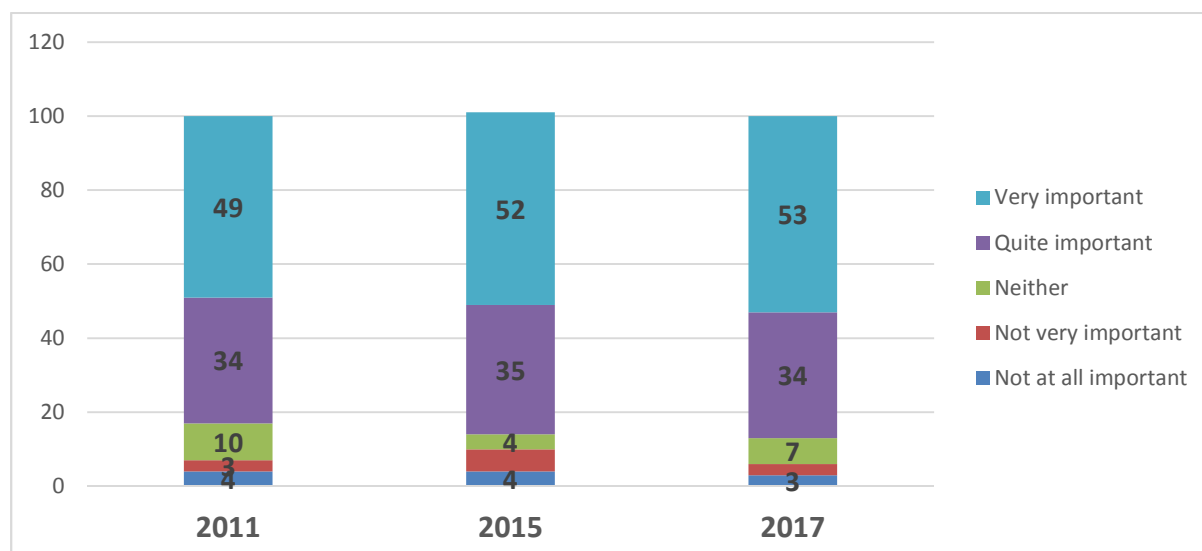
Q How important are the local leisure facilities to you and your family?

Over half (59%) those responding felt that local leisure facilities were important to them and their family – this was slightly lower than the proportion measured in 2015 (62%). The difference in age profile of the Citizens' Panel compared to the Census profile must be borne in mind when interpreting the results of this question as the Citizens' Panel has an older age profile (see section 1).



Q How important to you is it that the local District Council provides these local leisure facilities?

Over 8 in 10 respondents (87%) felt that it is important that the District Council provides these facilities; within this over half (53%) felt it was very important. Again the proportions matched those measured previously.



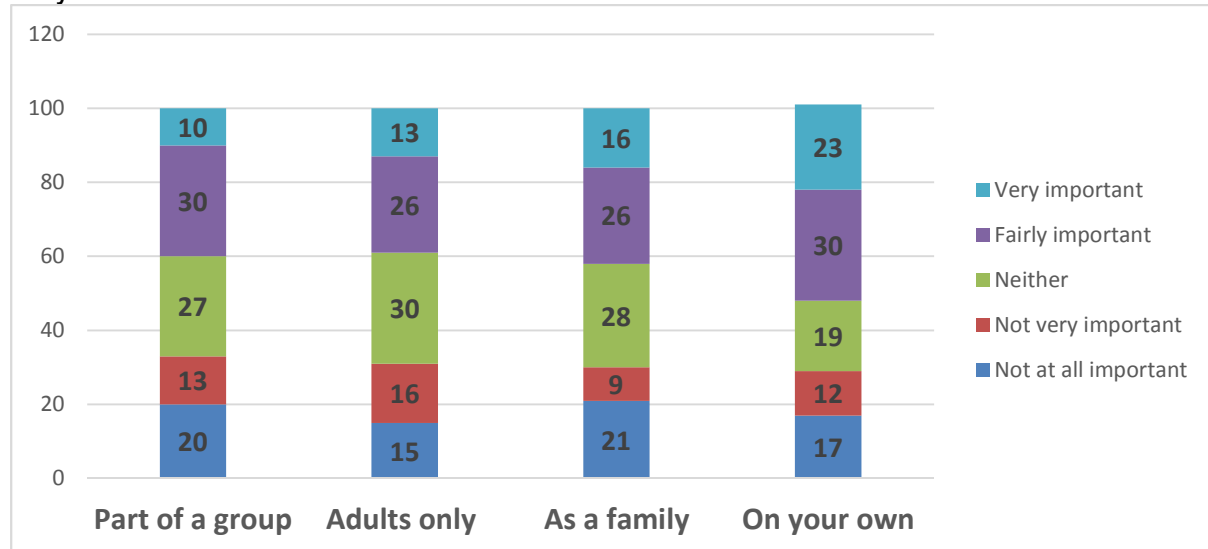
Q What do you think that local leisure facilities contribute to the community?

The main benefits that residents felt the local leisure facilities contribute to the community are; helping residents to remain fit and healthy (89%), encourage young people to choose a healthy lifestyle (75%) and providing somewhere for families to have fun together (74%). These were also main benefits in 2015.

	%
Help residents to remain fit and healthy	89
Encourage young people to choose a healthy lifestyle	75
Provide somewhere for families to have fun together	74
Helps people to recover from illnesses and injuries	67
Provides opportunities to develop sporting talents	59
Stops people from being lonely	58
Somewhere for people to meet friends and socialise	53
Allows young and old to take part in activities together	50
Provides lifelong hobbies	39
Helps reduce crime and anti-social behaviour	38
Encourage volunteering	16
None of these	2
Other	1

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

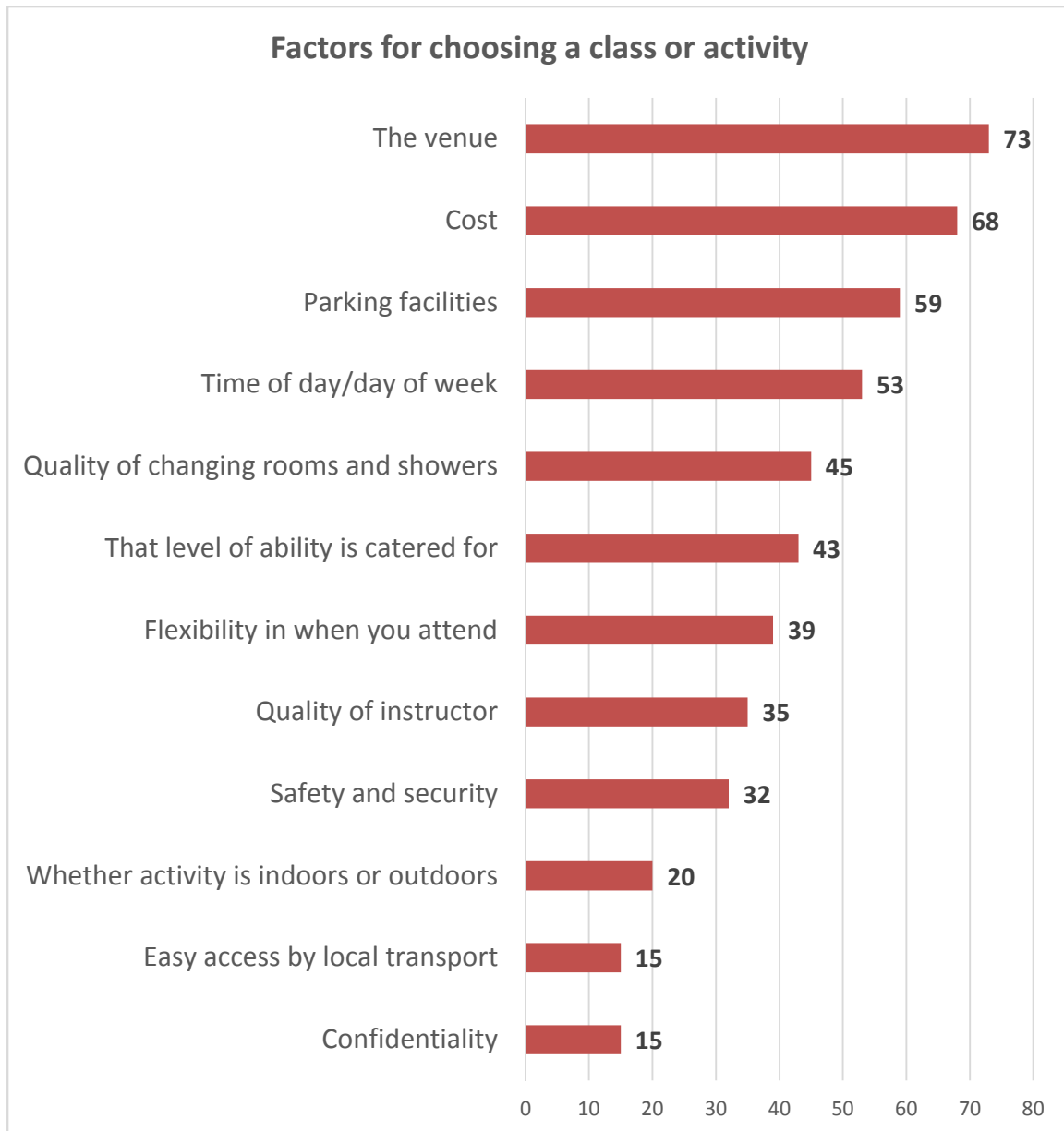
It was more important to respondents to take part in activities on their own (53%). In terms of the other preferences in choosing to take part in activities as a group, with only other adults or as a family, the numbers saying this was important to them were very similar.



Q When you are choosing a class or activity to take part in, which of the following are important factors in making that choice?

As found in 2015, the most important factors in choosing a class or activity to take part in were:

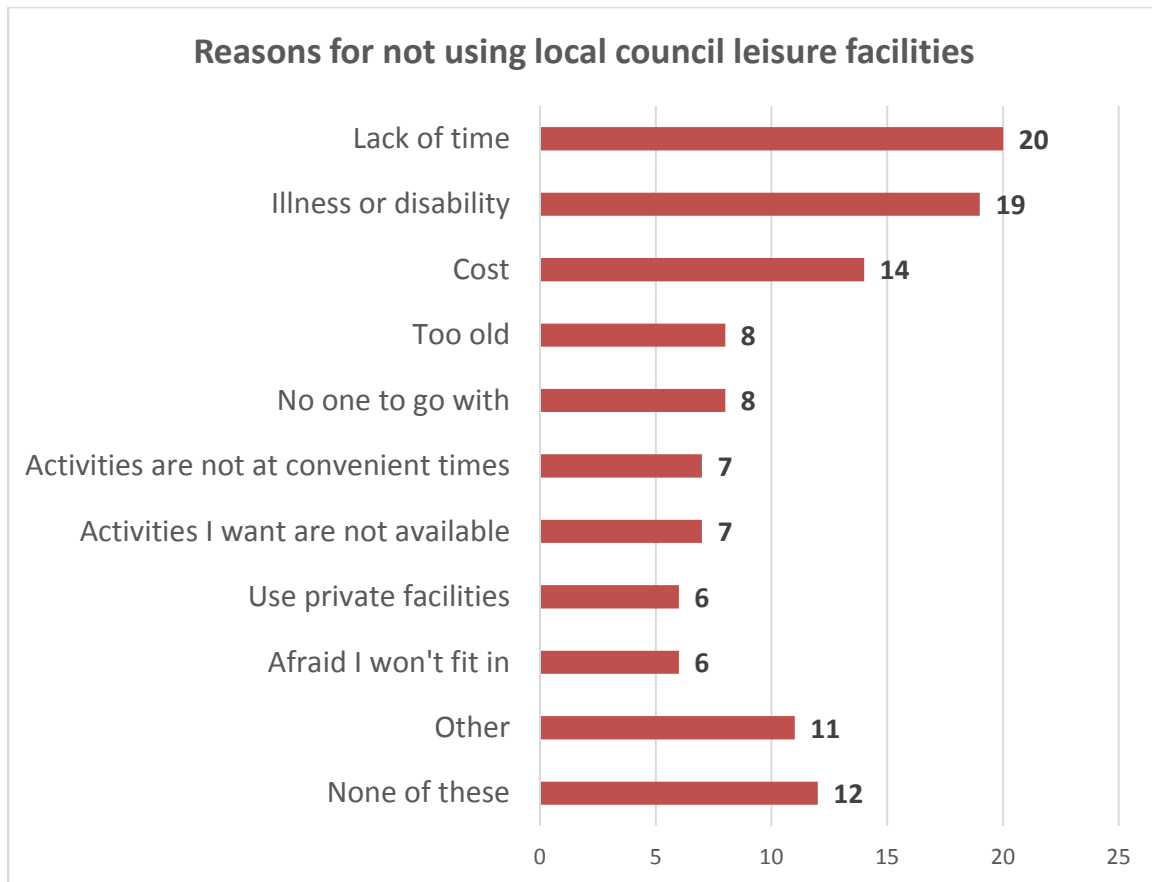
- The venue (73%)
- Cost (68%)
- Good parking facilities (59%)
- Time of day/day of week (53%)
- Quality of changing rooms/shower facilities (45%)



Q What stops you from using local Council leisure facilities?

Just over a third (34%) stated that they did use local leisure facilities which is a rise of 6 percentage points from 2015. For the remaining respondents the top reasons for non-use were:

- Lack of time (20%)
- Illness or disability (19%)
- Cost (14%)



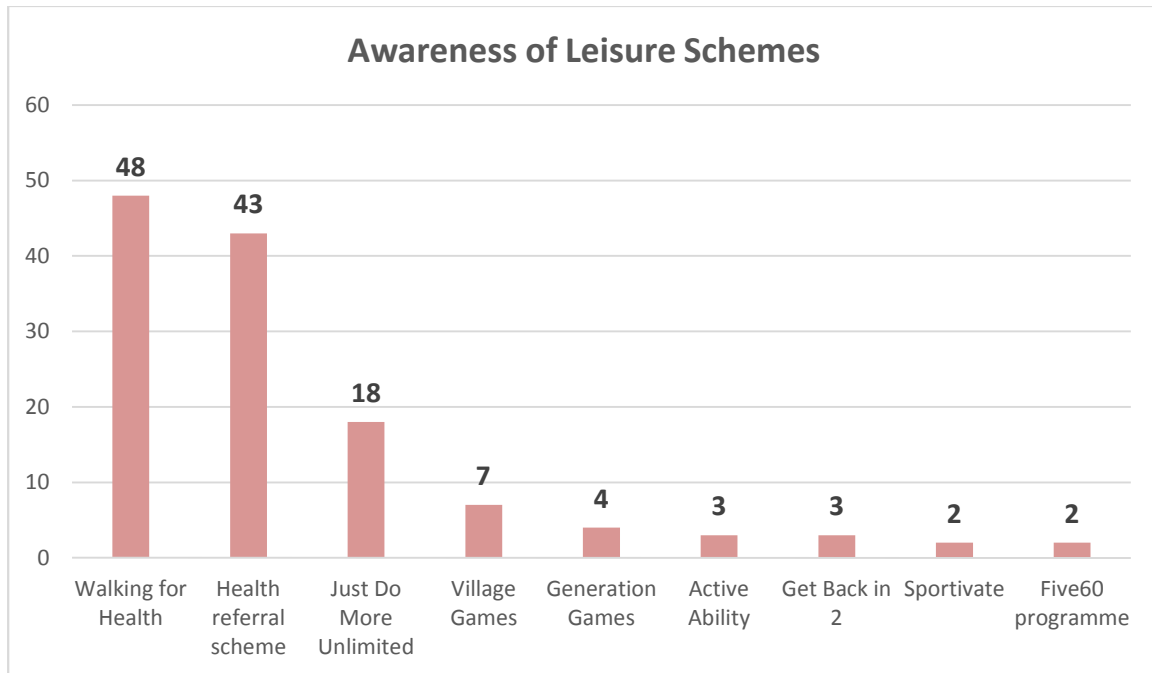
Q Do you have a “Just Do More” leisure membership?

Just 11% of those responding to the survey claimed to have a “Just Do More” leisure membership, a rise of 5 percentage points since 2015. 3% of respondents didn’t have membership but would like to. The claimed desire to have membership has reduced by 12 percentage points since 2011.

As members of the Citizens’ Panel are now entitled to corporate price membership this may have had an effect on these figures by encouraged them to actually become members.

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

As in 2015 and 2011, the most commonly known activity scheme organised by the District Council was the Walking for Health initiative (48%) followed by the Health Referral Scheme (43%).



The Just Do More scheme was only recognised by 18% of the respondents.

5.3 Open Comments

Leisure Facilities in North East Derbyshire

Q35 What do you think that local leisure facilities contribute to the community? Other comments (4 comments)

Activities for kids

Local leisure facilities should provide free passes for families on low incomes

Gives isolated pensioners a venue to meet other pensioners with same problems

All of them obviously! Who writes these questions?

Q37 When you are choosing a class or activity to take part in, which of the following are important factors in making that choice? Other comments (10 comments)

That an all inclusive holistic approach is employed.

As I have said, I am out daily with my dogs, training, at weekends, competing and judging, all over the UK.

Need to rebuild Sharley Park and provide the same opportunities that the people of Dronfield and Eckington enjoy. We need a leisure centre that meets the expectations of the people within the fastest developing area within North East Derbyshire.

Have never used the facilities

Leisure centre not local enough

More for disabled people.

That group activities do not conflict with my exercise.

The cost of using the facilities is very important.

I have debilitating chronic fatigue

Do not use council facilities, I have other interests.

Q38 What stops you from using local Council leisure facilities? Other comments (29 comments)

Not a priority for me

Not interested

I personally walk in the park/local area or jog around the streets to keep fit.

You have closed Dronfield Sauna/Steam room which I used to attend every week along with swimming. I would use other leisure centre facilities if the Sauna/Steam room was still available too.

I do dog working trials, it is not generally available in this area. In fact I have trained groups privately in this area and they have been quiet successful.

The leisure centre at Sharley Park is outdated and depressing.

**Q38 What stops you from using local Council leisure facilities? Other comments
(29 comments)**

I belong to a private leisure centre.

My age.

Was put off fitness at school, will never return.

Too busy with other interests at the minute, but an option for the future.

Our 12 year old son has started to play badminton & racket ball with friends as well as with his dad. Great facilities. We wish the facilities opened on Bank Holidays, however!

I don't need to use Council leisure facilities to lead a healthy, active life but I do think they are a vital part of the community in general.

Doesn't interest me

Leisure centre not local enough. Most activities are during day.

Too many young children and families using the swimming pool.

Usually walk in the countryside or cycle on the trails.

I use facilities closer to home

Not a priority for me

Not interested

I personally walk in the park/local area or jog around the streets to keep fit.

You have closed Dronfield Sauna/Steam room which I used to attend every week along with swimming. I would use other leisure centre facilities if the sauna/steam room was still available too.

I do dog working trials. It is not generally available in this area, in fact I have trained groups privately in this area and they have been quite successful.

The leisure centre at Sharley Park is outdated and depressing.

I go rock climbing

Does not stop me but poor changing rooms and group problems are annoying

I have sufficient equipment for home exercise which I find adequate.

Don't enjoy these activities.

I have exercise equipment that suits my personal capabilities at home, so use that when able.

My family live away from Chesterfield. I use their local facilities - Leeds and Birmingham.

Sports centres closed on Bank holiday

Have tried the local gym but found it too crowded.

I set up a pensioners group with 15 pensioners at the gym many years ago - but private members stopped us going.

I am housebound

I also have responsibilities helping relatives

Have other commitments with other groups.

5.4 Data Tables

Leisure Facilities in North East Derbyshire

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

<i>Base: Valid responses (221)</i>	%	Number
Very important	62	136
Quite important	34	75
Neither	3	7
Not very important	1	1
Not at all important	1	2

Q33. How important are the local leisure facilities to you and your family?

<i>Base: Valid responses (222)</i>	%	Number
Very important	30	67
Quite important	29	64
Neither	19	43
Not very important	14	31
Not at all important	8	17

Q34. How important is it to you that the local District Council provides these local leisure facilities?

<i>Base: Valid responses (218)</i>	%	Number
Very important	53	115
Quite important	34	75
Neither	7	16
Not very important	3	6
Not at all important	3	6

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

(Please choose all that apply)

<i>Base: Valid responses</i>	%	Number
Help residents to remain fit and healthy	89	194
Encourage young people to choose a healthy lifestyle	75	164
Provides opportunities to develop sporting talents	59	130
Provide somewhere for families to have fun together	74	162
Somewhere for people to meet and socialise	53	117
Helps people to recover from illnesses and injuries	67	147
Helps reduce crime and anti-social behavior	38	84
Allows young and old to take part in activities together	50	109
Stops people from being lonely	58	126
Provides lifelong hobbies	39	85
Encourages volunteering	16	34
None of these	2	4
Other	2	4

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

	Very important	Fairly important	Neither	Not very important	Not at all important
<i>Base: Valid responses</i>	%(No)	%(No)	%(No)	%(No)	%(No)
As part of a group or club (187)	10 (18)	30 (56)	27 (51)	13 (25)	20 (37)
With adults only (187)	13 (25)	26 (48)	30 (56)	16 (30)	15 (28)
As a family (189)	16 (31)	26 (49)	28 (52)	9 (17)	21 (40)
On your own (200)	23 (45)	30 (59)	19 (38)	12 (24)	17 (34)

*

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)

<i>Base: Valid responses</i>	%	Number
The venue	73	155
Cost	68	144
Good parking facilities	59	126
Time of day/day of week	53	113
Quality of changing rooms/ shower facilities	45	96
Quality of trainer or instructor	35	74
Feeling of safety and security	32	67
Flexibility in when you attend	39	82
That your level of ability or capability is catered for	43	91
Easy access by local transport	15	32
Easy on-site access	12	28
Whether the activity is indoors or outdoors	20	43
Confidentiality about any personal requirements	15	32
That you know other people who take part	15	32
None of these	9	21
Other	4	8

Q38. What stops you from using local Council leisure facilities?

(Please choose all that apply)

<i>Base: Valid responses</i>	%	Number
I do use local Council leisure facilities	34	71
Lack of time	20	41
Illness or disability	19	40
Too old	8	17
Cost	14	30
I use private leisure facilities	6	13
Activities are not scheduled at convenient times	7	15
Activities I want are not available	7	14
Nervous about what to do if I do go	5	12
Afraid I won't fit in	6	13
No one to go with	8	16
Not good enough at sport/fit enough	5	11
Too far away/ no direct public transport	3	6
No childcare	-	-
None of these	12	24
Other	11	22

Q39. Do you have a “Just Do More” leisure membership?

<i>Base: Valid responses (218)</i>	%	Number
Yes	11	24
No	80	175
No, but I would like membership	3	7
Not sure	6	12

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

	Yes	No	Not sure
	%(Number)	%(Number)	%(Number)
Village Games (209)	7 (14)	88 (183)	6 (12)
Walking for Health (216)	48 (103)	47 (101)	6 (12)
Active Ability (209)	3 (6)	89 (185)	9 (18)
Health referral scheme (212)	43 (92)	51 (109)	5 (11)
Get Back in 2 (208)	3 (7)	91 (189)	6 (12)
Sportivate (207)	2 (5)	91 (188)	7 (14)
Five60 programme (207)	2 (4)	92 (191)	6 (12)
Just Do More Unlimited (211)	18 (37)	75 (159)	7 (15)
Generation Games (208)	4 (8)	91 (189)	5 (11)

5.5 Trend Data

Leisure Facilities in North East Derbyshire

Q How important do you think the provision of low cost local leisure facilities (including swimming pools) are to your local community?

	Nov 2017	Nov 2015	June 2011
	%	%	%
Very important	62	64	64
Quite important	34	30	29
Neither	3	2	4
Not very important	1	3	1
Not at all important	1	1	2

Q How important are the local leisure facilities to you and your family?

	Nov 2017	Nov 2015	June 2011
	%	%	%
Very important	30	29	26
Quite important	29	33	36
Neither	19	16	19
Not very important	14	13	10
Not at all important	8	9	9

Q How important to you is it that the local District Council provides these leisure facilities?

	Nov 2017	Nov 2015	June 2011
	%	%	%
Very important	53	52	49
Quite important	34	35	34
Neither	7	4	10
Not very important	3	6	3
Not at all important	3	4	4

Q How important to you is it that the local District Council provides these leisure facilities?

	Nov 2017	Nov 2015	June 2011
	%	%	%
Help residents to remain fit and healthy	89	92	79
Encourage young people to choose a healthy lifestyle	75	78	73
Provides opportunities to develop sporting talents	59	70	71
Provide somewhere for families to have fun together	74	78	70
Somewhere for people to meet friends and socialise	53	66	62
Helps people to recover from illnesses and injuries	67	74	59
Helps reduce crime and anti-social behaviour	38	51	58
Allows young and old to take part in activities together	50	57	55
Stops people from being lonely	58	64	52
Provides lifelong hobbies	39	48	37
Encourage volunteering	16	29	17
None of these	2	2	1
Other	1	1	2

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

	Very important			Fairly important			Neither			Not very important			Not at all important		
	Nov 2017	Nov 2015	Jun 2011	Nov 2017	Nov 2015	Jun 2011	Nov 2017	Nov 2015	Jun 2011	Nov 2017	Nov 2015	Jun 2011	Nov 2017	Nov 2015	Jun 2011
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
As part of a group or club	10	14	15	30	25	22	27	23	26	13	16	17	20	22	20
With adults only	13	9	11	26	27	29	30	29	28	16	15	14	15	21	19
As a family	16	14	18	26	29	25	28	26	28	9	10	12	21	21	17
On your own	23	17	14	30	24	29	19	25	27	12	13	14	17	20	16

Q When you are choosing a class or activity to take part in, which of the following are important factors in making that choice?

	Nov 2017	Nov 2015	June 2011
	%	%	%
The venue	73	69	59
Cost	68	69	59
Good parking facilities	59	59	54
Time of day/day of week	53	58	50
Quality of changing rooms/shower facilities	45	40	41
Quality of trainer or instructor	35	34	38
Feeling of safety and security	32	39	37
Flexibility in when you attend	39	42	31
That your level of ability or capability is catered for	43	44	30
Easy access by local transport	15	24	17
Easy on-site access	12	23	16
Whether the activity is indoors or outdoors	20	27	16
Confidentiality about any personal requirements	15	20	14
That you know other people who take part	15	19	12
None of these	9	13	12
Other	4	3	2

Q What stops you from using local council leisure facilities?

	Nov 2017	Nov 2015	June 2011
	%	%	%
I do use local leisure facilities	34	28	30
Lack of time	20	21	20
Illness or disability	19	18	18
Too old	8	17	14
Cost	14	14	11
I use private leisure facilities	6	9	8
Activities are not scheduled at convenient times	7	8	7
Activities I want are not available	7	9	5
Nervous about what to do if I go	5	8	5
Afraid I won't fit in	6	5	5
No one to go with	8	8	5
Not good enough at sport/fit enough	5	9	5
Too far away/no direct public transport	3	5	3
No childcare	-	2	1
None of these	12	11	8
Other	11	4	8

Q Do you have a “Just Do More” leisure membership?

	Nov 2017	Nov 2015	June 2011
	%	%	%
Yes	11	6	6
No	80	83	76
No, but I would like one	3	5	15
Not sure	6	6	3

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

	Yes			No			Not sure		
	Nov 2017	Nov 2015	Jun 2011	Nov 2017	Nov 2015	Jun 2011	Nov 2017	Nov 2015	Jun 2011
	%	%	%	%	%	%	%	%	%
Village Games	7	6	6	88	89	90	6	5	3
Walking for Health	48	48	64	47	49	32	6	4	4
Active Ability	3	5	6	89	89	88	9	7	6
Health referral scheme	43	35	34	51	60	60	5	5	6
Get Back in 2	3	3	5	91	91	90	6	7	5
Sportivate	2	3	4	91	91	91	7	6	5
Five60 Programme	2	2	3	92	92	94	6	7	3
Just Do More Unlimited	18	10	9	75	83	87	7	7	5
*Generation Games	4	3	N/A	91	90	N/A	5	8	N/A

**Added in 2015*

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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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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers having <u>local</u> knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers having <u>relevant</u> knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving accurate information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being dealt with quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers using 'Plain English' (non technical terms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having your personal data kept secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers having the right attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers having <u>local</u> knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers having <u>relevant</u> knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving accurate information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being dealt with quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers using 'Plain English' (non technical terms)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having your personal data kept secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers having the right attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled accessibility of the offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The opening times for telephones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website information - is it easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Webchat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter feeds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clear response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council to learn from its mistakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The response to cover all the issues raised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What my options are if I'm not happy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For there to be a review process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clear response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council to learn from its mistakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The response to cover all the issues raised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What my options are if I'm not happy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For there to be a review process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With adults only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On your own	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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