

June Citizen Panel Number



North East Derbyshire District Council CITIZENS' PANEL - JUNE 2017

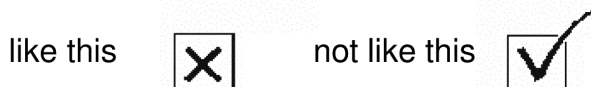
**Please return completed questionnaires
by Friday 30th June 2017**

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

Write clearly using BLOCK CAPITALS like this



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

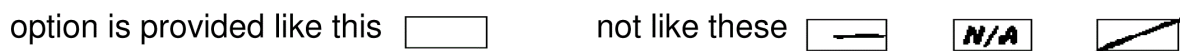


Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,



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

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



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

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

Domestic Waste Collection Service

North East Derbyshire District Council provides a range of domestic waste collection services to all local residents. These include burgundy bin, black bin and green bin collections as well as collections of bulky household waste. We last asked how satisfied you were with these services in June 2015 and would like to continue monitoring to see if satisfaction levels have changed since then.

Burgundy Bin Recycling Service

Q1 How often do you use the burgundy bin kerbside recycling service?

(Please choose one answer only)

Every fortnightly collection (go to Q3)

Monthly (go to Q2).....

Less than monthly (go to Q2)

Never (go to Q2).....

Q2 What would persuade you to start recycling or to recycle more?

(Please choose all that apply)

If the bins were delivered to me.....

If the collection service was more reliable.....

If I had more information about what happens to the materials collected

If I had more information on what I could recycle.....

If I was better informed about the kerbside recycling services.....

If I had help presenting my bins on collection day.....

Nothing would persuade me to start recycling/ recycle more.....

Already recycle all I can.....

Other (please select and then write in below)

Q3 How satisfied or dissatisfied are you with your burgundy bin recycling service?

(Please choose one answer only)

		Neither			
Very	Fairly	satisfied nor	Fairly	Very	Not
Satisfied	Satisfied	dissatisfied	dissatisfied	dissatisfied	applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Do you have any other comments about the burgundy bin recycling service?

Green Bin Composting Service

North East Derbyshire District Council provides a kerbside collection of compostable 'green' waste through its green bin service. This service now also includes both cooked and raw food as well as garden waste. We would like to know how satisfied you are with this service so that we can monitor satisfaction levels and make improvements to the service we provide.

Q5 How often do you use the green bin kerbside composting service during the collection period (March to November)? (Please choose one answer only)

- Every fortnightly collection (go to Q6).....
- Monthly (go to Q6).....
- Less than monthly (go to Q6)
- Never (go to Q9).....

Q6 Do you use the green bin composting service to dispose of... (Please choose one answer only)

- Both garden waste and food waste (go to Q8).....
- Garden waste only (go to Q7)
- Food waste only (go to Q8)
- Do not use the green bin service (go to Q9).....

Q7 If you answered 'garden waste only', what would persuade you to start using the green bin to dispose of your food waste too? (Please choose all that apply)

- If the collection service was more reliable
- If I had more information about what happens to the materials collected.....
- If I had more information about what I could put in the green bin.....
- If I had help presenting my bins on collection day
- Nothing would persuade me to start using the service more
- I already compost all I can.....
- Other (please choose and specify in the box below).....

Q8 How often during the collection period (March to November) do you use your green bin to recycle food waste? (Please choose one answer only)

- | | | | |
|-----------------------------------|--------------------------|------------------------|--------------------------|
| Every fortnightly collection..... | <input type="checkbox"/> | Less than monthly..... | <input type="checkbox"/> |
| Monthly..... | <input type="checkbox"/> | Never..... | <input type="checkbox"/> |

Q29 Is there any other information or subject matter that you would like to see covered in future editions of 'The NEWS'?

Council Website

Q30 Have you ever visited North East Derbyshire District Council's website?
(Please choose one answer only)

- Yes (go to Q31)
- No (Go to Q36).....

Q31 What did you visit the website for? (Please choose all that apply)

- | | | | |
|-------------------------------------|--------------------------|--|--------------------------|
| Report a problem..... | <input type="checkbox"/> | Events..... | <input type="checkbox"/> |
| Pay a bill..... | <input type="checkbox"/> | Applying for Council housing..... | <input type="checkbox"/> |
| News..... | <input type="checkbox"/> | Find Council opening times..... | <input type="checkbox"/> |
| Business information..... | <input type="checkbox"/> | Other (please choose and specify below)..... | <input type="checkbox"/> |
| Information on Planning issues..... | <input type="checkbox"/> | | |
| Leisure activities..... | <input type="checkbox"/> | | |

Q32 Did you find the information you were looking for? (Please choose one answer only)

- Yes (go to Q34)
- No- why not? (Go to Q33)

Q33 Why didn't you find the information you were looking for? (Please choose all that apply)

- Unclear where to go to find the information.....
- Too slow- timed out/ gave up.....
- Search did not show relevant information.....
- Other (please specify below).....

Q34 How easy did you find it to navigate around our website?

(Please choose one answer only)

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very easy | Fairly easy | Neither | Fairly difficult | Very difficult |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q35 If you have any suggestions for improvement or other information you would like to see on our website, please note these below.

Q36 Why have you never visited the Council website? (Please choose all that apply)

- I have never needed to*.....
- I contact the Council in other ways eg telephone, email or visiting in person*.....
- I don't have access to the internet*.....
- I don't want to use the internet*
- Not applicable*.....
- Other (please choose and specify below)*

Social Media

Q37 Do you use social media e.g. Facebook, Twitter, Instagram etc (Please choose one answer only)

- Yes (go to Q38)*
- No (Go to Q40)*.....

Q38 Which sites do you use on a regular basis? (Please choose all that apply)

- | | |
|---|---|
| <i>Facebook</i> <input type="checkbox"/> | <i>Pinterest</i> <input type="checkbox"/> |
| <i>Twitter</i> <input type="checkbox"/> | <i>YouTube</i> <input type="checkbox"/> |
| <i>LinkedIn</i> <input type="checkbox"/> | <i>Other (please choose and specify below)</i> <input type="checkbox"/> |
| <i>Instagram</i> <input type="checkbox"/> | |
| <i>Flickr</i> <input type="checkbox"/> | |

Q39 What do you use these sites for? (Please choose all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| Keeping in touch with family and friends..... | <input type="checkbox"/> | Blogs..... | <input type="checkbox"/> |
| Making new friends..... | <input type="checkbox"/> | Getting up to date news..... | <input type="checkbox"/> |
| General information..... | <input type="checkbox"/> | Downloading 'apps'..... | <input type="checkbox"/> |
| Discounts/ special offers..... | <input type="checkbox"/> | Other (please choose and specify below)..... | <input type="checkbox"/> |
| Taking part in competitions..... | <input type="checkbox"/> | | |

Q40 Are you aware North East Derbyshire District Council has the following pages/ accounts on social media sites?

(Please choose one answer for each form of social media)

- | | Yes | No |
|-----------|--------------------------|--------------------------|
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> |
| YouTube | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> |
| Flickr | <input type="checkbox"/> | <input type="checkbox"/> |

Q41 Have you ever used any of our social media sites before? (Please choose one answer for each social media site)

- | | Yes (Go to Q43) | No (Go to Q42) |
|-----------|--------------------------|--------------------------|
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> |
| YouTube | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> |
| Flickr | <input type="checkbox"/> | <input type="checkbox"/> |

Q42 Why have you never visited this site(s)? (Please choose all that apply)

- | | |
|--|--------------------------|
| I have never needed to..... | <input type="checkbox"/> |
| I contact the Council in other ways eg telephone, email or visiting in person..... | <input type="checkbox"/> |
| I don't have a twitter/facebook account..... | <input type="checkbox"/> |
| I don't have a Instagram or Flickr account..... | <input type="checkbox"/> |
| I don't want to use social media..... | <input type="checkbox"/> |
| Other (please choose and specify below)..... | <input type="checkbox"/> |

Other local media

Q43 Which of the following local media do you currently use?
 (Please choose all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| <i>The Council's magazine, "the NEWS".....</i> | <input type="checkbox"/> | <i>Image magazine</i> | <input type="checkbox"/> |
| <i>Derbyshire Times.....</i> | <input type="checkbox"/> | <i>Dronfield Eye magazine.....</i> | <input type="checkbox"/> |
| <i>Eckington Leader.....</i> | <input type="checkbox"/> | <i>Chesterfield Shoppers' Guide.....</i> | <input type="checkbox"/> |
| <i>Dronfield Advertiser</i> | <input type="checkbox"/> | <i>BBC Radio Sheffield.....</i> | <input type="checkbox"/> |
| <i>Sheffield Star.....</i> | <input type="checkbox"/> | <i>BBC Radio Derby</i> | <input type="checkbox"/> |
| <i>Sheffield Telegraph.....</i> | <input type="checkbox"/> | <i>Peak FM</i> | <input type="checkbox"/> |
| <i>Reflections magazine</i> | <input type="checkbox"/> | <i>Hallam FM</i> | <input type="checkbox"/> |
| <i>Wings magazine</i> | <input type="checkbox"/> | <i>Gem FM.....</i> | <input type="checkbox"/> |
| <i>Twist magazine</i> | <input type="checkbox"/> | <i>Chesterfield Post (website).....</i> | <input type="checkbox"/> |
| <i>Southside magazine</i> | <input type="checkbox"/> | <i>None of the above</i> | <input type="checkbox"/> |

Q44 How do you usually find out about North East Derbyshire District Council, the decisions it makes and the activities it promotes? (Please choose all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| <i>'The Council's magazine, "The NEWS".....</i> | <input type="checkbox"/> | <i>Image magazine</i> | <input type="checkbox"/> |
| <i>Derbyshire Times.....</i> | <input type="checkbox"/> | <i>Dronfield Eye</i> | <input type="checkbox"/> |
| <i>Eckington Leader</i> | <input type="checkbox"/> | <i>Chesterfield Shoppers' Guide.....</i> | <input type="checkbox"/> |
| <i>Dronfield Advertiser</i> | <input type="checkbox"/> | <i>BBC Radio Sheffield.....</i> | <input type="checkbox"/> |
| <i>Sheffield Star.....</i> | <input type="checkbox"/> | <i>BBC Radio Derby</i> | <input type="checkbox"/> |
| <i>Sheffield Telegraph.....</i> | <input type="checkbox"/> | <i>Peak FM</i> | <input type="checkbox"/> |
| <i>Reflections magazine</i> | <input type="checkbox"/> | <i>Hallam FM</i> | <input type="checkbox"/> |
| <i>Wings magazine</i> | <input type="checkbox"/> | <i>Gem FM.....</i> | <input type="checkbox"/> |
| <i>Twist magazine</i> | <input type="checkbox"/> | <i>Chesterfield Post (website).....</i> | <input type="checkbox"/> |
| <i>Southside magazine</i> | <input type="checkbox"/> | <i>Other.....</i> | <input type="checkbox"/> |

Q45 How would you prefer to find out about the Council, the decisions it makes and the activities it promotes? (Please choose all that apply)

- | | | | |
|---|--------------------------|------------------------------------|--------------------------|
| 'The Council's magazine, "the NEWS" | <input type="checkbox"/> | Image magazine | <input type="checkbox"/> |
| Derbyshire Times..... | <input type="checkbox"/> | Dronfield Eye magazine..... | <input type="checkbox"/> |
| Eckington Leader..... | <input type="checkbox"/> | Chesterfield Shoppers' Guide..... | <input type="checkbox"/> |
| Dronfield Advertiser | <input type="checkbox"/> | BBC Radio Sheffield..... | <input type="checkbox"/> |
| Sheffield Star | <input type="checkbox"/> | BBC Radio Derby | <input type="checkbox"/> |
| Sheffield Telegraph..... | <input type="checkbox"/> | Peak FM | <input type="checkbox"/> |
| Reflections magazine | <input type="checkbox"/> | Hallam FM | <input type="checkbox"/> |
| Wings magazine | <input type="checkbox"/> | Gem FM..... | <input type="checkbox"/> |
| Twist magazine | <input type="checkbox"/> | Chesterfield Post (website)..... | <input type="checkbox"/> |
| Southside magazine | <input type="checkbox"/> | Other (please specify below) | <input type="checkbox"/> |

Internet access

Q46 How do you access the internet? (Please choose all that apply)

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------------|----------------------------------|
| <i>Home PC</i> | <i>Work PC</i> | <i>Tablet</i> | <i>Mobile phone</i> | <i>Internet cafe/
library</i> | <i>I have no internet access</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q47 If you currently have no internet access, please choose one of the following answers which best describes you...? (Please choose one answer only)

- | | |
|--|--------------------------|
| <i>I have no plans to get access to the internet.....</i> | <input type="checkbox"/> |
| <i>I plan to get internet access in the next year.....</i> | <input type="checkbox"/> |
| <i>I plan to get internet access but not in the next year.....</i> | <input type="checkbox"/> |
| <i>I am thinking of getting internet access but have no timescale in mind.....</i> | <input type="checkbox"/> |
| <i>Not applicable.....</i> | <input type="checkbox"/> |

Contacting the Council

To help improve customer access to our services, North East Derbyshire District Council have increased the ways you can contact us on-line by providing self-booking, payment and reporting facilities through the website and 'web-chat' which provides immediate help and support. These services are designed to be an additional way that you can contact the Council and to enhance your customer experience. We would like your views on these methods to help guide us when making further improvements to the service.

Q48 Have you ever booked, paid for or reported, any of the following North East Derbyshire District Council services on-line through our council website?

(Please choose one answer for each service)

	<i>Yes, I have used this service on- line</i>	<i>No, but I may do in the future</i>	<i>No and I'm not likely to book or pay for Council services on-line</i>
Reported fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid my Council Tax bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set up a direct debit to pay a bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made a new benefits claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid business rates on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported an abandoned vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid my rent on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported littering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registered to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checked when my bin collection will be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported noise nuisance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booked a leisure activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q49 Which other services or issues would you like to be able to book, pay for or report on-line?

Q50 North East Derbyshire District Council have set up a new online access channel called 'web chat' on their website which customers can use to contact us and have their queries answered.

Have you ever used 'web chat'? (Please choose one answer only)

Yes I have used 'web chat'

No, but I may use it in the future

No, I'm not likely to use 'web chat'

Q51 Do you have any comments about the 'web chat' service?

Formal Complaints

Q52 When making a formal complaint through the Council's 'Comments, Compliments or Complaints' system, what amount of time do you feel would be acceptable to wait for a response following a formal investigation?

(Please choose one answer only)

- 10 working days
- 15 working days
- 20 working days
- 25 working days
- Don't know.....

North East Derbyshire Town Centres

In 2015, North East Derbyshire District Council published its Housing and Economic Development Strategy for the district. A key element of this strategy was the regeneration of the 4 key town centres in the district - Clay Cross, Dronfield, Eckington and Killamarsh.

To help us to better understand the problems that each town centre is facing, as well as to help monitor how succesful regeneration projects have been in tackling these problems, the Council has created an annual 'Health Check' questionnaire. We are asking users of each town centre to complete the questionnaire and their responses will be analysed to help us to develop a picture of how each town centre is viewed, as well as help us to shape the work we will undertake, along with partners, to improve the towns and people's perceptions of them.

Q53 Which North East Derbyshire District town centre do you visit the most?

(Please choose one answer only)

- Clay Cross.....
- Dronfield
- Eckington
- Killamarsh.....
- None of these.....

Please answer the following questions based on the town you selected at Q53.

Q54 On average, how often do you visit this town centre (the one that you chose in Q53)? *(Please choose one answer only)*

- Daily
- Weekly
- Monthly.....
- Less frequently.....

Q59 **Would you say that the town centre you chose in Q53 is pedestrian friendly?**
 (Please choose one answer only)

Yes Don't know.....
 No

Q60 **What is your opinion of the number, type and variety of shops available in the town centre?** (Please choose one answer for each aspect)

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
Number of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q61 **What is your opinion of the number, type and variety of services available in the town centre (ie. Doctors, Banks, Hairdressers, Opticians etc.)?**
 (Please choose one answer for each aspect)

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
Number of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q62 **What is your opinion of the number, type and variety of places to eat and drink in the town centre?** (Please choose one answer for each aspect)

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
Number of places to eat and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of places to eat and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of places to eat and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q63 **What changes would you most like to see made to the town centre?**
 (Please choose all that apply)

Wider variety of shops
 More small-scale independent shops
 More large national stores
 Improved community facilities (e.g. community halls, libraries)
 More town centre living accomodation
 A wider range of better quality leisure facilities
 A wider range of services (e.g. doctors, banks, opticians etc)
 Better quality services
 Other (please specify below)

Q64 Overall, would you say that the town centre is....? (Please choose one answer only)

- Improving.....
- Staying the same.....
- Getting worse
- Don't know.....

About You

The following questions are about you and will help us to understand the views of different people living in the district. The information will only be used to help us analyse the results of the survey.

Q65 Are you...?

- Male.....
- Female.....

Q66 How old are you?

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

Q67 How would you describe your ethnic background?

- White
- Mixed heritage.....
- Asian or Asian British.....
- Black or Black British.....
- Chinese
- Other (Please specify below).....

Q68 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

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

Q69 What is your postcode?

**Thank you for completing the questionnaire.
Please return it using the freepost envelope provided by
Friday 30th June 2017**

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

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