

# Viewpoint

Have your say on local services

November 2017

North East  
Derbyshire  
District Council



## Welcome

Welcome to the November 2017 issue of the Viewpoint newsletter which keeps you up to date with the results of the North East Derbyshire Citizens' Panel surveys.

Thank you to everyone who completed the June 2017 survey and gave us their views; the response rate was 53%.

To see the full report of the findings for the June 2017 survey, visit [www.askderbyshire.gov.uk](http://www.askderbyshire.gov.uk)

## In the survey this month:

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

## In this issue are results from the June 2017 survey on:

- Domestic waste collection.
- Information about the council and its services.
- Contacting the council.
- North East Derbyshire town centres.

# North East Derbyshire Citizens' Panel Survey Results - June 2017

## Refuse Collection



...of respondents are satisfied with the black bin service.



...of respondents are satisfied with the green bin composting service.



...of respondents are satisfied with the burgundy bin recycling service.

### Refuse Collection You said...

*"Bins are never put back where they are left."*

*"Excellent service - please do not change the system"*

### You said, We did:

#### Domestic waste collection

While the responses to the service were overwhelmingly positive, there were some mentions of bins being left obstructing pavements, driveways etc. and also of damaged bins and recycling containers. These comments are currently being analysed and feedback will be given to our service providers.



**95%** of respondents are satisfied with the reliability of the black, burgundy and green bin services.



**93%** of respondents who have used the bulky waste collection service were satisfied.

## The NEWS



**74%** of respondents rated 'the NEWS' publication as very or fairly good.

The NEWS magazine was respondents' first preference for hearing information about the council.



**38%** of respondents use social media, with Facebook being the most popular platform.



**50%** of respondents have visited the council's website.

...and **90%** found what they were looking for.

### Information You said...

#### The NEWS should include:

- More about specific areas of the district
- Local parks
- Events and what's on
- Details of bin collections



**79%** of those who had visited the council website found it very or fairly easy to navigate.

## Contacting the Council

To help improve customer access to our services, we have increased the ways you can contact us online 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 us and to enhance your customer experience.

### Do it online

While few had used the on-line services for booking, payment and reporting, many feel they may use the facility in the future.

Those that had used the service had, registered to vote, checked their bin collection dates and set up a direct debit or payment.

4 people had used 'web chat'

78 may do in the future.

## North East Derbyshire Town Centres



80 respondents visit Clay Cross most often, 79 Dronfield, 23 visit Eckington and 21 visit Killamarsh most often.



...travel to the town they visit by car.

77% satisfied with the amount of parking.

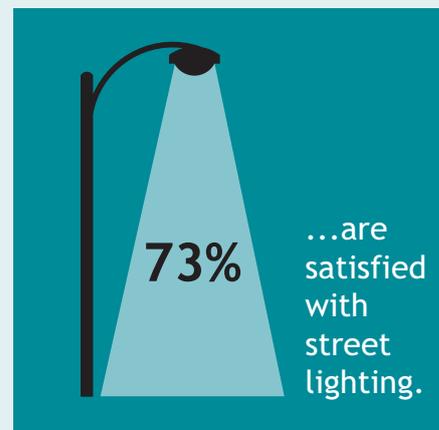
77% think the town centres are pedestrian friendly.



85% feel safe in the town centre.



73% are satisfied with cleanliness.



...are satisfied with street lighting.

### You said, We did: Town centres in the district

These findings are now being added to those received through an online survey and will be reported through [www.askderbyshire.gov.uk](http://www.askderbyshire.gov.uk) Once this information is available this will enable us to develop a picture of how each town centre is viewed and to help us shape the work that needs to be undertaken to improve the towns and people's perceptions of them.

# Leisure centre users have their say...

Between Monday 23 October and Friday 10 November 2017 users of the three North East Derbyshire District Council leisure centres were invited to complete a customer satisfaction survey. Many thanks to all those who completed the survey.

The survey will be repeated every 6 months and questionnaires will be available in all three of the leisure centres. Look out for them on reception and for the posters with the QR codes if you would like to complete the survey online.

If you use our leisure centres please spare a few moments of your time to tell us about your experience.



The full survey findings are available on [www.askderbyshire.gov.uk](http://www.askderbyshire.gov.uk)



*We speak your language*

**Polish**

*Mówimy Twoim językiem*

**French**

*Nous parlons votre langue*

**Spanish**

*Hablamos su idioma*

**Slovak**

*Rozprávame Vaším jazykom*

**Chinese**

我们会说你的语言

If you require this publication in **large print** or another format please call us on **01246 231111**

**Don't forget to return your Citizens Panel questionnaire. The deadline is Friday 1st December 2017.**