

**LISTENING BOLSOVER  
Bolsover District Citizens' Panel**

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**May 2017 Questionnaire Survey**

**Domestic Waste Collection**

**Information about your Council and its services**

**FINAL**

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9/8/2017

# Contents

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<b>Chapter</b>	<b>Pages</b>
<b>1 Methodology and profile</b>	<b>2-3</b>
<b>2 Domestic Waste Collection</b>	
• Introduction and Executive Summary	<b>4</b>
• Survey findings	<b>6-33</b>
• Open Ended responses in full	<b>34-45</b>
<b>3 Information about your Council and its services</b>	
• Introduction and Executive Summary	<b>46-47</b>
• Survey findings	<b>48-72</b>
 <b>Attached appendices</b>	
• Questionnaire	<b>73</b>

## **Document Control**

Project title: Bolsover Citizens' Panel May 2017

Document type: FINAL report

<b>Issue</b>	<b>Date</b>	<b>Distribution</b>
DRAFT	21/7/17	Steve Brunt Scott Chambers Kath Drury
FINAL	9/8/17	Steve Brunt Scott Chambers Kath Drury

# 1 Methodology and Profile

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## Background and Introduction

The Bolsover District Citizen Panel is now administered solely by Bolsover District Council. Previously, the panel was jointly administered by Derbyshire County Councils and the district.

In May 2017 Bolsover District Council conducted a postal and web survey with the newly created combined panel made up of approximately 500 Citizen Panel members and 212 online panel members in order to identify people's views on:

- **Domestic Waste Collection**
- **Information about your Council and its services**

This survey continued with the approach of asking for key demographic information (gender, age, ethnicity and disability) within the questionnaire survey, to allow comparison against the 2011 census data.

This report presents an analysis of the responses received. Once published, reports and newsletters are available to view and download at the Council's consultation website [www.askderbyshire.gov.uk](http://www.askderbyshire.gov.uk).

## Methodology

The questionnaire contained 12 sides of questions including a section of "about you" demographics questions. The survey was available to complete on-line, as well as via a paper questionnaire.

In total 712 questionnaires were sent out on Monday 22 May 2017 and respondents were given 3 weeks, until Friday 9 June, to return their responses. Each survey was accompanied by a covering letter and a newsletter. A total of 359 responses were received (140 paper, 219 web), giving a 50.4% response rate.

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 62,192 residents aged 16+ (2011 population census), and with the response rate to this survey, using a 95% confidence level, the margin of error is **5.0+/-%**. This result means that we can be 95% confident that the results are accurate to within **5.0+/-%**. It is important to take this into account when comparing these results with historical data.

Percentages may not add to exactly 100% due to rounding or multiple choice questions.

## 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 May 2017)	Population Figures (2011 Census)
<b>Respondent characteristic</b>	<b>%</b>	<b>%</b>
<b>Gender</b>		
Male	52	49
Female	48	51
<b>Age Group</b>		
		(age% as proportion of 2011 population aged 16+)
16 – 24 years	0	13
25 – 64 years	56	65
65 years and over	44	22
<b>Ethnicity</b>		
White British or Irish	99	97
Ethnic Minority (including white, other)	1	4
<b>Disability</b>		
Yes (day to day activity is limited 'a little' or 'a lot')	35	29*
No	65	71*

\*Percentage of residents aged 16+ years who said their day to day activity is limited 'a little' or 'a lot'.

Responses to this questionnaire are over representative of the age group 65 years and over to a wide degree, and is 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 response is also slightly over representative of males and people with a disability.

## 2. Domestic Waste Collection

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Bolsover 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. These questions were last asked in 2015. This survey enables the Council to monitor its progress since then.

### Executive Summary

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91% of respondents indicated satisfaction with the **black bin** service, which was the same result as 2015.

People find each of the refuse collection services easy to use and are satisfied with the information they are provided with about each service. 88% are satisfied with the information about the black bin, 86% are satisfied with the information about the burgundy bin and 84% are satisfied with the information about the green bin.

The results show that the satisfaction with reliability of the kerbside collection service has increased from 2015 with more people indicating very satisfied for each of the colour bins. Green bin satisfaction with reliability has increased by 7 percentage points to 92%, Burgundy bin reliability increased by 9 percentage points to 94% and Green bin increased by 6 percentage points to 94%.

People are generally satisfied with the attitude of the collectors (82% Black bin, 81% Green bin), however slightly less people are satisfied with this in respect to burgundy bins (78%).

The results show that people are generally satisfied that clean and tidy collections are performed, (86% total satisfied for Black bin, 84% total satisfied for Green bin), however there is more dissatisfaction (14%) with respect to burgundy bins in this area (78% total satisfied, and a 4% decrease on the 2015 result).

Between 16% and 17% of respondents were dissatisfied with the bins being returned to the correct location after emptying, however slightly more people are very satisfied with each colour bin in this respect compared to 2015.

The key concerns from open comments were around waste operatives not returning bins to the same location as presented (25 comments), rubbish left around, broken bins and inserts and specific concerns around burgundy bins and debris left after collection.

Some people felt that refuse collectors should generally take more care, however others feel that the service is excellent and the attitude of the refuse collectors has improved.

### Burgundy Bin – In detail

89% of respondents indicated satisfaction with the burgundy bin recycling service, compared with 6% indicated dissatisfaction. Satisfaction has declined slightly over the last four years: 93% in 2013, 90% in 2015 and 89% in 2017.

The overwhelming majority (97%) of respondents use their burgundy bin every fortnight. This is consistent with the results for the same question asked in 2015 and 2013.

Around 7 in 10 panel members felt that they already recycle what they can, however 36% of respondents felt that they would recycle more if they had more information on what could be recycled.

A number of comments were received about the burgundy bins, some negative and some positive. Some people commented that the bin is not always large enough, that contents are dropped leaving debris or sometimes the removable black trays or bins come back broken, or not returned to the correct position.

### **Green bin – in detail**

87% of respondents indicated satisfaction with the green bin composting service, which is the same result as 2015. Over half (54%) were very satisfied with the service.

76% of respondents indicate that they use the green bin service every fortnight collection, with 14% indicating they use the service monthly. 6% use the service less than monthly and 4% never use the service.

Just over half of respondents (51%) indicate they dispose of both garden and food waste; slightly less than the result in 2015 (55%). Just under half (47%) only dispose of garden waste in their green bin.

Around a third of respondents felt they already compost all they can (31%), although 25% would recycle more if they had more information on what they can put in the green bin. 17% feel nothing would persuade them to dispose of food in the green bin.

35% of respondents indicated there *are* certain things that stops them from recycling more garden waste and/or food waste with some people not feeling comfortable with disposing of food waste in their green bin. Common concerns include attracting maggots and vermin (59%), smells (53%), messiness (24%) and other reasons including perceived health risks.

Others comment that they would like the collection period to be extended in terms of start date i.e. one month earlier and extending the end date.

Indications show there has been a slight decline in regular food waste recycling (47% every fortnight in 2017 compared to 52% in 2015), with slightly more people indicating they never recycle food waste (39% 2017 compared to 36% 2015).

### **Bulky Household Waste**

Over 8 in 10 respondents were aware of the Bulky Household Waste collection service, with 40% having ever used the service. Of those 141 people, 81% were satisfied and 5% dissatisfied with the service. Satisfaction is 10 percentage points lower than in 2015 however the margin of error for this question of 8% +/- should be taken into account.

## Survey Findings

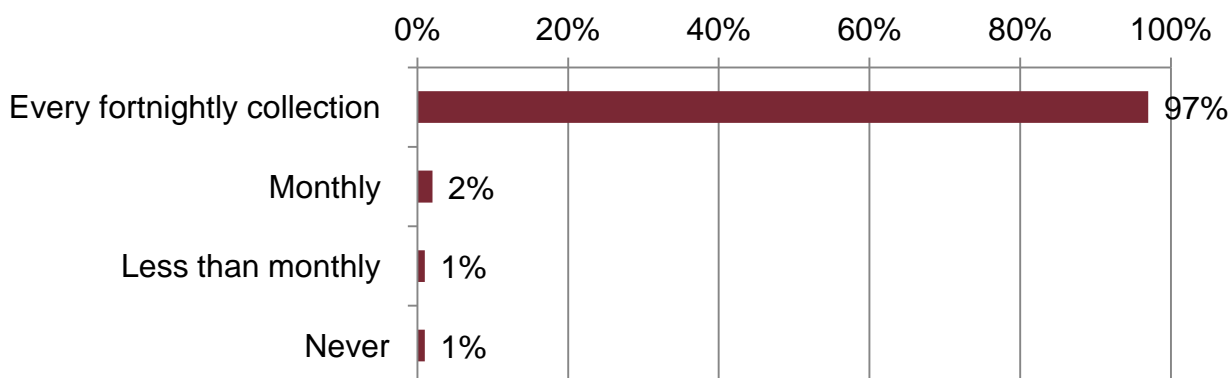
### Burgundy Bin Recycling Service

The Council operates an alternate weekly waste and recycling collection service. The burgundy bin is for recyclable waste. This service makes it easier for everyone to recycle a range of household items which in turn reduces what is sent to landfill.

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

The overwhelming majority (97%) of respondents use their burgundy bin every fortnight. This is consistent with the results for the same question asked in 2015 and 2013.

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

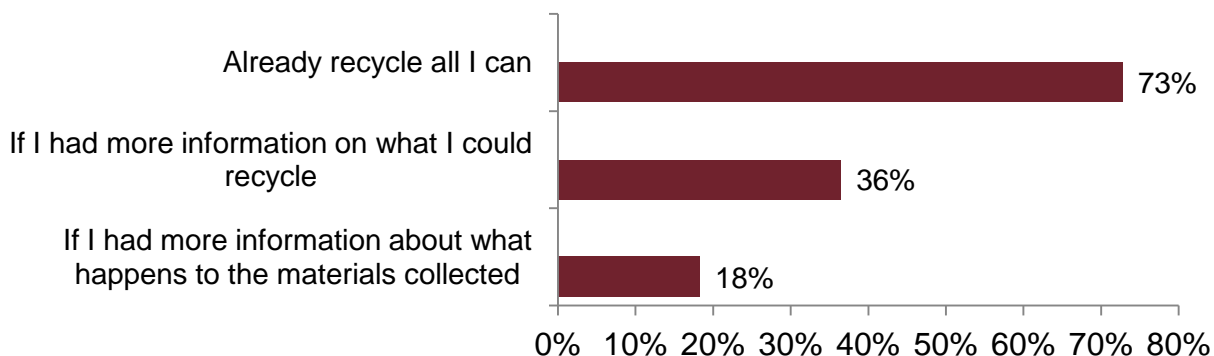


Q1 How often do you use the burgundy bin kerbside recycling service?			
	2017 (%)	2015 (%)	2013 (%)
Base:	359	492	520
<i>Every fortnightly collection</i>	97	95	95
<i>Monthly</i>	2	4	2
<i>Less than monthly</i>	1	0	2
<i>Never</i>	1	1	1

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

Around 7 in 10 panel members felt that they already recycle what they can, however 36% of respondents felt that they would recycle more if they had more information on what could be recycled. The result in 2015 for the same questions was 14%. 18% indicated they would recycle more if they had more information about what happens to the materials collected.

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



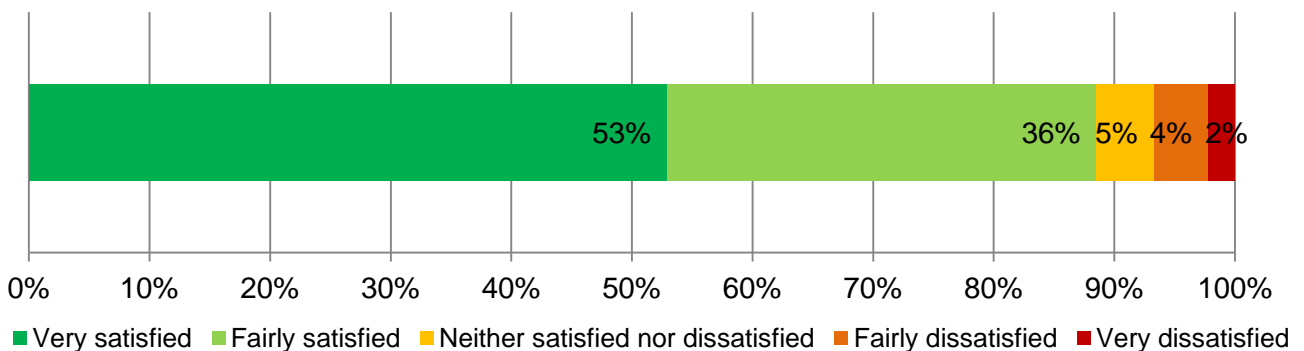
Q2 What would persuade you to start recycling or to recycle more?		
(Multiple choice question)	2017 (%)	2015 (%)
Base:	14	-
<i>If the bins were delivered to me</i>	0	0
<i>If the collection service was more reliable</i>	0	0
<i>If I had more information about what happens to the materials collected</i>	18	18
<i>If I had more information on what I could recycle</i>	36	14
<i>If I was better informed about the kerbside recycling services</i>	0	4
<i>If I had help presenting my bins on collection day</i>	0	0
<i>Nothing would persuade me to start recycling/recycle more</i>	0	0
<i>I already recycle all I can</i>	73	82
<i>Other</i>	0	11



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

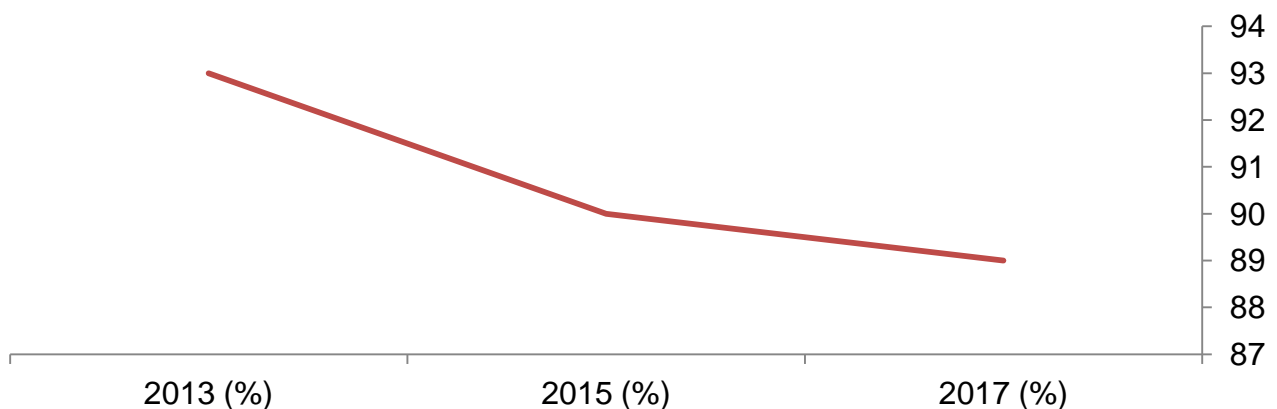
A total of 89% of respondents indicated satisfaction with the burgundy bin recycling service, compared with 6% indicated dissatisfaction. Satisfaction has declined slightly over the last four years: 93% in 2013, 90% in 2015 and 89% in 2017.

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



Q3. How satisfied or dissatisfied are you with your burgundy bin recycling service?			
	2017 (%)	2015 (%)	2013 (%)
Base:	357	-	-
<i>Very Satisfied</i>	53	59	66
<i>Fairly satisfied</i>	36	31	27
<i>Neither satisfied or dissatisfied</i>	5	5	4
<i>Fairly dissatisfied</i>	4	3	1
<i>Very dissatisfied</i>	2	2	2
<i>Not applicable*</i>	*Excluded from the calculations for consistency		

### Q3 How satisfied or dissatisfied are you with your burgundy bin recycling service? (Trends)



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

A number of comments were received about the burgundy bins, some negative and some positive. There are listed by the number of comments made about each category.

<b>Q4 Do you have any other comments about the burgundy bin recycling service?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
<b>Removable black tray</b>	X9	<p>A small caddy like the ones for compost &amp; kitchen waste for collecting batteries would be helpful</p> <p>Container for paper inside bin damaged, but replacement sack is much more convenient.</p> <p>Could do with a separate lid for papers as often the paper blows away when opening the bin despite where possible putting heavier paper items on top.</p> <p>Missing inside container or they come back broken</p>
<b>Positive comments</b>	X8	<p>Excellent that they will take surplus recycling that doesn't fit in the bins</p> <p>It is a marvellous service</p> <p>It is very good, Everyone should recycle as much as they can</p> <p>No - very satisfied</p>
<b>Damage to bins</b>	X6	<p>Bin has been returned broken 3 times in last year</p> <p>Bins get damaged when emptied</p> <p>Lack of care by bin men results in many broken bin inserts</p> <p>Collection team do sometimes break the bins or leave them with lids or inside box missing</p>
<b>Placement of bins after emptying</b>	X6	<p>Always have to fetch bin from further up/down street after emptying.</p> <p>Bins not returned to property and usually left blocking the pavement - bad for the elderly and disabled</p> <p>Always leave the bin over the drive so we can't get the car out. Very annoying.</p>
<b>Other</b>	X6	<p>I take the time to separate things into the descriptions you ask for and when the bin is collected everything gets tipped in together WHY?</p>

<b>Q4 Do you have any other comments about the burgundy bin recycling service?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
<b>Larger bin</b>	X4	<p>Bin not always big enough. Would be useful if small electrical items could be sent. Especially leads, remotes, anything up to say kettle size.</p> <p>My burgundy bin is often full each fortnight and I have hols some back or ask neighbours for space. With so much re-cycled materials my black bin can go 4 weeks now between collections.</p> <p>Could we add a clear polybag with extra waste in similar to what we do with cardboard?</p>
<b>Dropped Contents</b>	X4	<p>Items for recycling sometimes fall on the road/pavement and are not picked up by the bin men. Please instruct them to be tidy</p>
<b>Information</b>	X3	<p>Can we have more information about what is and isn't acceptable. For example, do tin cans need to be washed. Are pizza boxes acceptable?</p> <p>Difficult to know what can be put in/not put in</p>
<b>Frequency of collections</b>	X3	<p>I find fortnightly collections are sometimes a struggle. especially for families.</p> <p>I recycle more than I put in the black bin, after 1.5 weeks my burgundy bin is full to the top. Not often enough</p>
<b>Missed collection</b>	X2	<p>Burgundy bin collection is awful. I am missed more often than I can say-always on the phone to complain</p> <p>Forget to empty it occasionally</p>

A full list of comments is included in the appendix.

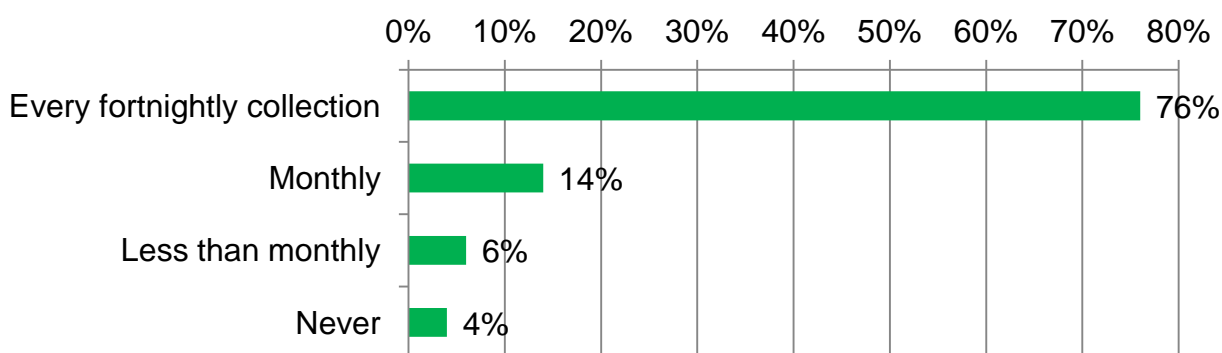
## Green Bin Composting Service

Bolsover 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. A range of questions were asked to measure satisfaction with the service.

### Q5 How often do you use the green bin kerbside composting service during the collection period (March to November)?

76% of respondents indicate that they use the green bin service every fortnight collection, with 14% indicating they use the service monthly. 6% use the service less than monthly and 4% never use the service.

#### Q5 How often do you use the green bin kerbside composting service?



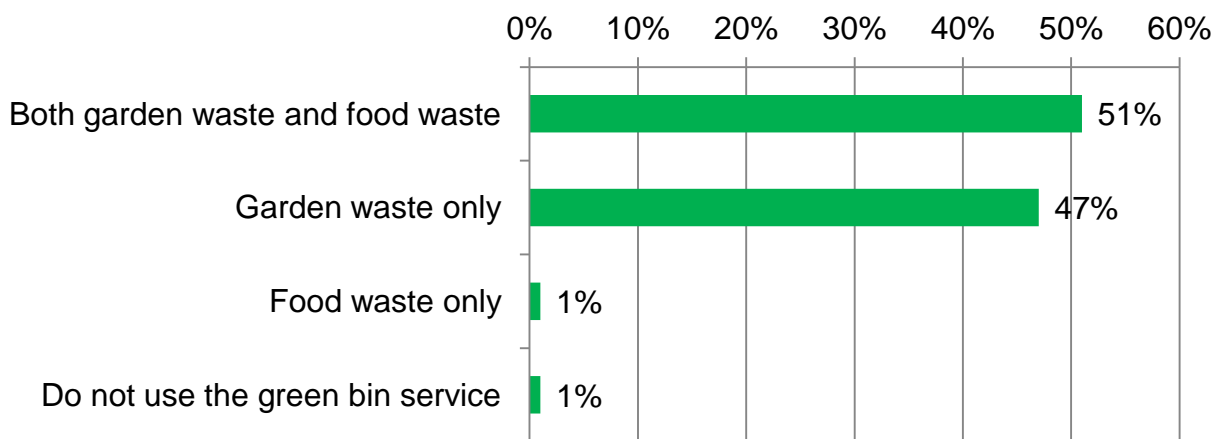
Q5. How often do you use the green bin kerbside composting service during the collection period (March to November)?		
	2017 (%)	2015 (%)
Base:	339	508
<i>Every fortnightly collection</i>	76	79
<i>Monthly</i>	14	13
<i>Less than monthly</i>	6	4
<i>Never</i>	4	5

**Q6 Do you use the green bin composting service to dispose of :-**

- Both garden waste and food waste
- Garden waste only
- Food waste only
- Do not use the green bin service

Just over half of respondents (51%) indicate they dispose of both garden and food waste; slightly less than the result in 2015 (55%). Just under half (47%) only dispose of garden waste in their green bin.

**Q6 What do you dispose of in your green bin?**

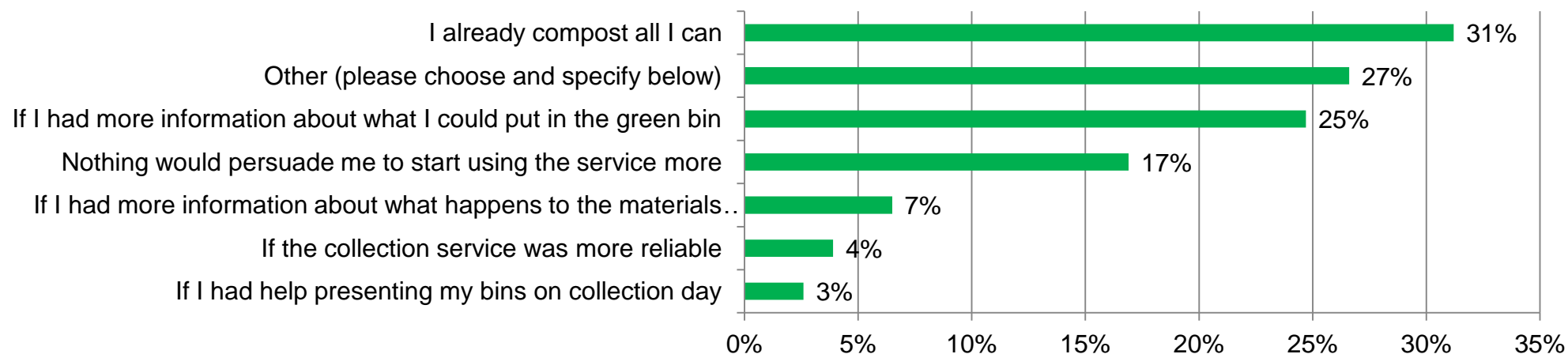


<b>Q6. Do you use the green bin composting service to dispose of...</b>		
	2017 (%)	2015 (%)
Base:	342	-
<i>Both garden waste and food waste</i>	51	55
<i>Garden waste only</i>	47	45
<i>Food waste only</i>	1	-
<i>Do not use the green bin service</i>	1	-

## Q7 If you answered 'garden waste only', what would persuade you to start using the green bin to dispose of your food waste too?

Around a third of respondents felt they already compost all they can (31%), although 25% would recycle more if they had more information on what they can put in the green bin. 17% feel nothing would persuade them to dispose of food in the green bin.

### Q7 What would persuade you to start using the green bin for food waste?



Q7. If you answered 'garden waste only', what would persuade you to start using the green bin to dispose of your food waste too?	
(Multiple choice question)	2017 (%)
Base:	173
<i>If the collection service was more reliable</i>	4
<i>If I had more information about what happens to the materials collected</i>	7
<i>If I had more information about what I could put in the green bin</i>	25
<i>If I had help presenting my bins on collection day</i>	3
<i>Nothing would persuade me to start using the service more</i>	17
<i>I already compost all I can</i>	31
<i>Other</i>	27

**Q7a What would persuade you to start using the green bin to dispose of your food waste too? Other please specify**

A range of other comments were made to what would persuade people to start using the green bin to dispose of your food waste:-

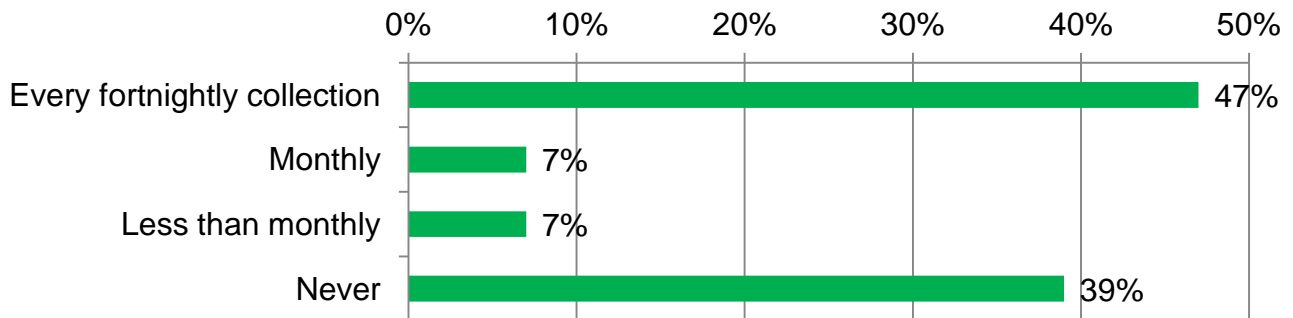
<b>Q7a What would persuade you to start using the green bin to dispose of your food waste too? Other please specify</b>		
<b>Theme</b>	<b>Number</b>	<b>Typical comments</b>
<b><i>Too messy/ smelly/ concern about flies and maggots</i></b>	X24	<p>Stale bread only, not happy putting food in</p> <p>Rotting food not in a sealed bag in summer = maggots!</p> <p>Potential health hazard and risk of vermin.</p> <p>It is not practice to have cooked and raw meat waste in the sun for two weeks. The smell is disgusting and the bin need washing every collection.</p> <p>To keep food in a container in a box/smell</p> <p>The smell of food waste</p>
<b><i>Minimal food waste</i></b>	X12	<p>There is not much food waste at our house</p> <p>We don't waste food</p>
<b><i>More frequent collections</i></b>	X5	<p>Weekly collection to prevent insect infestations, smells, etc.</p> <p>Weekly collection would encourage more</p> <p>Year round collections</p>
<b><i>Other</i></b>	X4	<p>Wasn't aware that food could be placed in the green bin, so will use it in the future.</p> <p>I didn't even know I could put food in my green bin!</p>

A full list of open comments is included in the appendix.

**Q8 How often during the collection period (March to November) do you use your green bin to recycle food waste?**

Indications show there has been a slight decline in regular food waste recycling (47% every fortnight in 2017 compared to 52% in 2015), with slightly more people indicating they never recycle food waste (39% 2017 compared to 36% 2015).

**Q8 How often do you use your green bin to recycle food waste?**



<b>Q8 How often during the collection period (March to November) do you use your green bin to recycle food waste?</b>		
	2017 (%)	2015 (%)
Base:	341	479
<i>Every fortnightly collection</i>	47	52
<i>Monthly</i>	7	7
<i>Less than monthly</i>	7	5
<i>Never</i>	39	36

**Q9 Does anything stop you from recycling more garden waste and/or food waste during the green bin collection period?**



<b>Q9 Does anything stop you from recycling more garden waste and/or food waste during the green bin collection period?</b>		
	2017 (%)	2015 (%)
Base:	350	-
Yes	35	38
No	65	62



**Q9 Does anything stop you from recycling more garden waste and/or food waste during the green bin collection period? (Continued)**

35% of respondents indicated there *are* certain things that stops them from recycling more garden waste and/or food waste during the green bin collection period. The most common reasons given (Q10 over the page) were:

**“I am concerned about maggots/ vermin” (59%)**

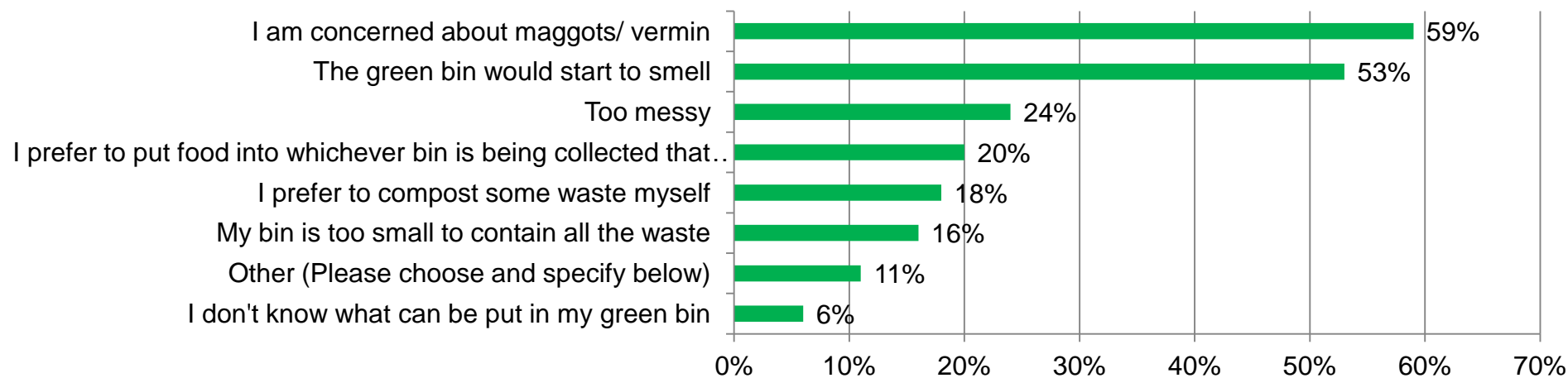
**“The green bin would start to smell” (53%)**

**“Too messy” (24%)**

**“I prefer to put food into whichever bin is being collected that week” (20%)**

## Q10 What stops you recycling more garden and food waste?

### What stops you recycling more garden and food waste?

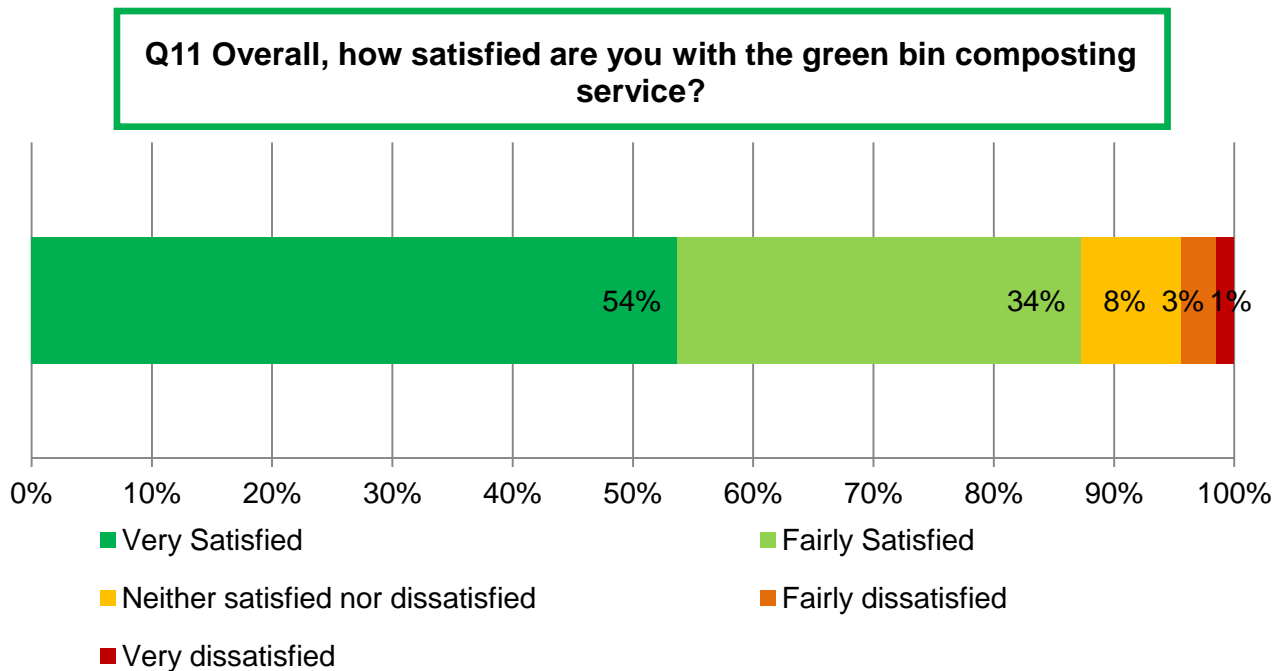


Q10 What stops you recycling more garden and food waste?	
(Multiple choice question)	2017 (%)
Base:	254
<i>Too messy</i>	24
<i>I am concerned about maggots/ vermin</i>	59
<i>The green bin would start to smell</i>	53
<i>I prefer to put food into whichever bin is being collected that week</i>	20
<i>I don't know what can be put in my green bin</i>	6
<i>My bin is too small to contain all the waste</i>	16
<i>I prefer to compost some waste myself</i>	18
<i>Other</i>	11

<b>Q10a What stops you recycling more garden and food waste? Other, please specify</b>	
<b>Vermin /smells</b>	<p>In really hot weeks the smell can get a little overpowering with a 2 week collection. + loads of maggots which attracts other vermin.</p> <p>I'm registered disabled and find it too heavy to move around much</p> <p>normally so concerned about maggots especially in the summer in summer time food waste goes off quick and smells</p> <p>We have a large garden and regularly take garden waste to the tip at Bolsover</p> <p>Tried it - maggots!</p>
<b>Compost own waste</b>	<p>I would prefer my own compost bin to put food waste into</p> <p>I only put woody and weedy waste in the green bin, I compost everything else</p>
<b>No green bin</b>	<p>I don't have a green bin / No bin take to tip</p> <p>No garden / Small garden / No garden live in a flat</p> <p>I don't have access to a green bin and I am not willing to spend a minimum of £37 on buying one.</p> <p>I don't have a green bin and the Council wants to charge me £35 for a bin. I'm not prepared to pay this on top of my Council Tax.</p>
<b>Bin gets too full</b>	<p>I have a large garden so the bin always gets full. the bin gets too heavy in the grass cutting season/ and too full</p> <p>I don't have enough waste to recycle every fortnight, so I recycle both garden and kitchen waste when the bin is full.</p> <p>Sometimes when both hedge and grass need cutting and then there are other plants to cut back as well as food waste the bin is not large enough.</p>
<b>Minimal waste</b>	<p>Food waste is minimal in our household and majority of that is fed to the dogs</p> <p>I do not have a lot of food waste as I am a single person, garden waste is just confined to hedge clippings as the gardens are communal cut by the council</p> <p>I live in a one person house and there is insufficient to collect</p> <p>We don't have enough green waste for fortnightly collection</p>
<b>Weight of bin</b>	<p>Weight of the bin!</p>
<b>Practicality</b>	<p>Too busy to spend time messing around with dirty food waste.</p> <p>Green bin is in the garden - too far away to take food scraps/waste. nowhere else to keep the bin</p>
<b>Other</b>	<p>I always use proper bin liners in my black bin which keeps it clean until emptying but this would not be suitable for the green bin, which would need cleaning after being emptied.</p> <p>I didn't know I could put waste food in the green bin</p>

### Q11 Overall, how satisfied are you with the green bin composting service?

87% of respondents indicated satisfaction with the green bin composting service, which is the same result as 2015. Over half (54%) were very satisfied with the service.



Q11 Overall, how satisfied are you with the green bin composting service?		
	2017 (%)	2015 (%)
Base:	339	
<i>Very Satisfied</i>	54	54
<i>Fairly satisfied</i>	33	33
<i>Neither satisfied or dissatisfied</i>	8	10
<i>Fairly dissatisfied</i>	3	2
<i>Very dissatisfied</i>	1	-
<i>Not applicable*</i>	*Excluded from the calculations for consistency	

**Q12 Do you have any other comments about the green bin composting service?**

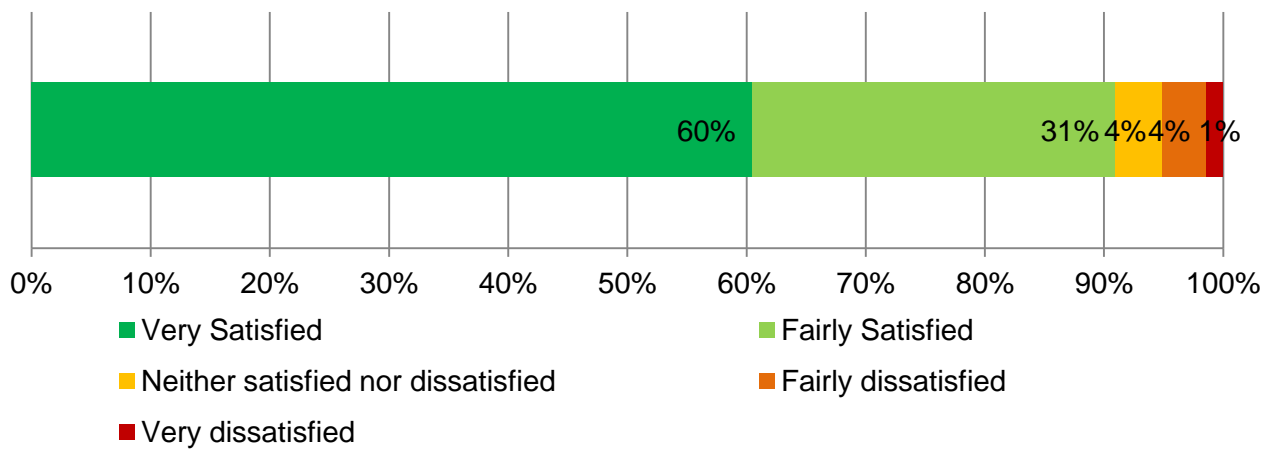
<b>Q12 Do you have any other comments about the green bin composting service?</b>		
<b>Theme</b>	<b>Number</b>	<b>Typical comments</b>
<b>More collections/ extended collection period</b>	X5	<p>A shame collections don't continue a little longer. should be all year round</p> <p>I would like the green bin service to start earlier in the year than it does now</p> <p>I would utilise it for longer now the seasons have changed. November is too early to stop as pruning and winter clear down not complete at that time. More frequent in summer</p> <p>Need more collections or bigger bin</p> <p>We need it to start collections 1 month earlier. I compost soft waste but bushes and thick vegetation have to into the bin. So cleaning up the garden after winter generates more 'hard' waste.</p>
<b>Praise</b>	X2	<p>A marvellous service Excellent service</p>
<b>Waste operatives</b>	X2	<p>Sometimes bin not fully emptied due to material sticking to bottom and nature of material and nature of material or bin men not checking</p> <p>The bins are thrown around by the staff, causing many breakages to bins</p>
<b>Improvements to service</b>	X1	<p>I would like the council to provide appropriate bags to use with the caddy, it would be cleaner and more healthy. I note that the council for Bakewell area do this</p>
<b>Information</b>	X2	<p>It would be good to know where to purchase the end product. Why doesn't the council promulgate this information?</p> <p>I would like to see bags of compost from OUR green bin waste available for sale <b>LOCALLY</b></p>
<b>Broken bins</b>	X3	<p>Bin quality/robustness seems only average. E.g. bin splitting as are numerous others seen. Liquid materials do can leek. As food items may be included increases unpleasantness and possible health risk.</p> <p>green broken when emptying but refused to replace</p> <p>The bins split easily</p>

## Black Bin Refuse Collection Service

### Q13 Overall, how satisfied are you with the black bin refuse collection service?

91% of respondents indicated satisfaction with the black bins service, which was the same result as 2015. 60% are very satisfied with the service.

#### Q13 Overall, how satisfied or dissatisfied are you with the black bin refuse collection service?



Q13 Overall, how satisfied are you with the black bin refuse collection service?		
	2017 (%)	2015 (%)
Base:	354	
<i>Very Satisfied</i>	60	59
<i>Fairly satisfied</i>	31	32
<i>Neither satisfied or dissatisfied</i>	4	6
<i>Fairly dissatisfied</i>	4	3
<i>Very dissatisfied</i>	1	1
<i>Not applicable*</i>	*Excluded from the calculations for consistency	

**Q14 Do you have any other comments about the black bin refuse collection service?**

<b>Q14 Do you have any other comments about the black bin refuse collection service?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
<b><i>Waste operative related</i></b>	X4	<p>Bins left blocking pavement bad for disabled and elderly</p> <p>Bins left in road, bins left outside other peoples houses</p> <p>I am disappointed that if a piece of refuse falls to the floor the bin men will leave it &amp; not but it in a bin</p> <p>The collectors should re-place the black bin to the correct address</p>
<b><i>Good service</i></b>	X1	Very good service
<b><i>Period of collection</i></b>	X6	<p>Needs to be weekly (x4) Prefer weekly collection in summer</p> <p>Fortnightly collection is entirely appropriate as most of our rubbish is now recycled</p>
<b><i>Larger bin</i></b>	X3	<p>Should be bigger bins for people with large families</p> <p>I fill my black bin every fortnight and worry about the size smaller of the new black replacement bins .</p> <p>I wish that black bagged side waste was accepted</p>

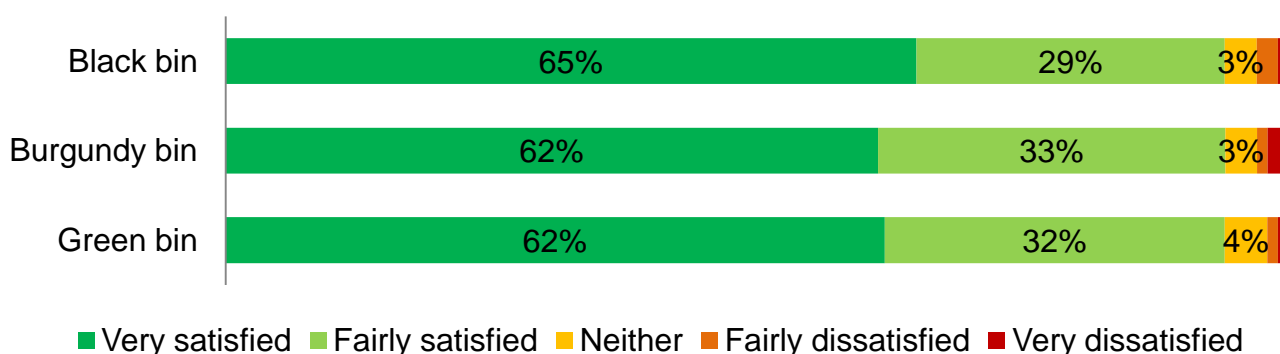
## Refuse Collection Service Satisfaction

The Panel was asked to think about the whole refuse collection service run by Bolsover District Council, including the burgundy bin, black bin and green bin collections, and were advised that different organisations collect each type of bin, which is why separate questions are asked for each.

\* Please note that *don't know* responses have been excluded from the calculations to provide a consist approach to reporting satisfaction. 2015 results are shown in the grey tables.

In general, results mirror those from 2015, however more people indicated that they are highly satisfied about the reliability of the kerbside collection service.

### Q15 The ease with which you can make use of the refuse collection service?



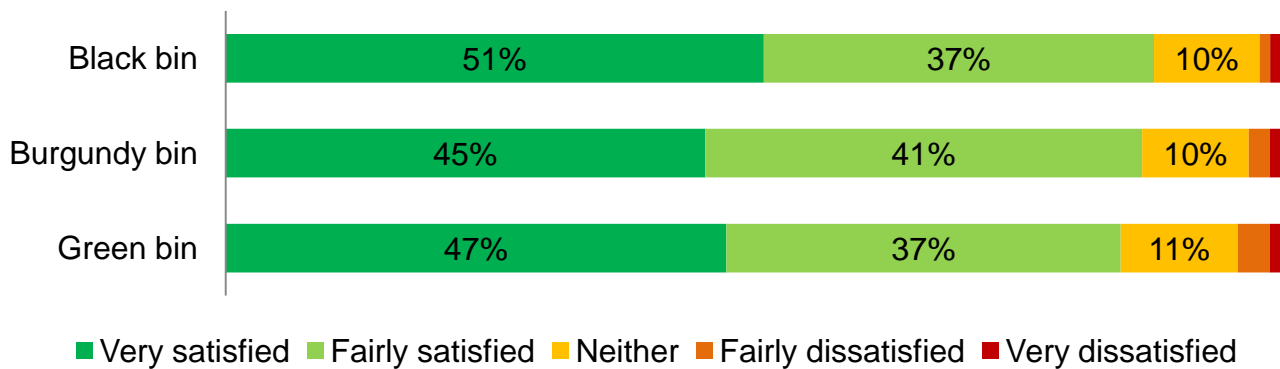
The results show that the refuse collection service is easy to use and that people are satisfied with each colour bin in this respect.

Q15 The ease with which you can make use of the refuse collection service?						
2017	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	358	65	29	3	2	1
Burgundy	349	62	33	3	1	2
Green	343	62	32	4	1	1

Q15 The ease with which you can make use of the refuse collection service?						
2015	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	-	67	28	3	2	1
Burgundy	-	64	29	4	2	1
Green	-	64	29	4	2	1



## Q16 Information about the service?

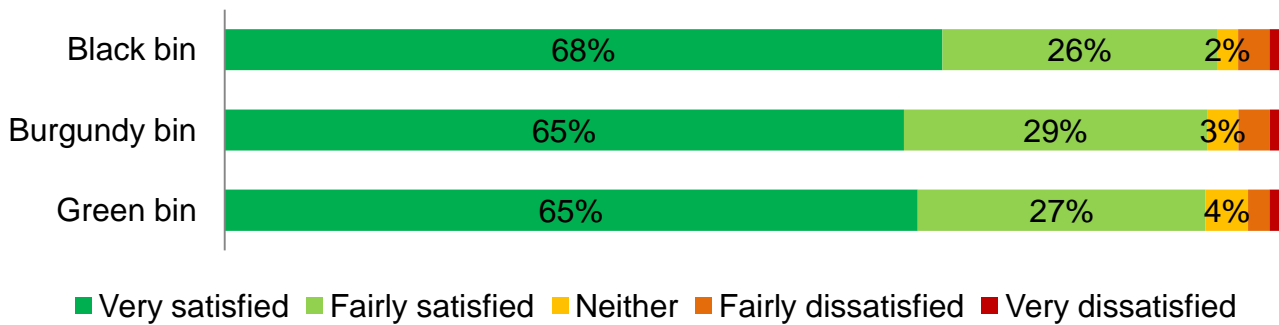


Panel members remain satisfied with the information they are provided with about the service for each colour bin. 88% are satisfied with the information about the black bin, 86% are satisfied with the information about the burgundy bin and 84% are satisfied with the information about the green bin.

Q16 Information about the service?						
2017	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	354	51	37	10	1	1
Burgundy	350	45	41	10	2	1
Green	345	47	37	11	3	1

Q16 Information about the service?						
2015	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	-	53	35	8	3	1
Burgundy	-	48	37	9	4	2
Green	-	49	36	10	3	2

## Q17 Reliability of the kerbside collection service?

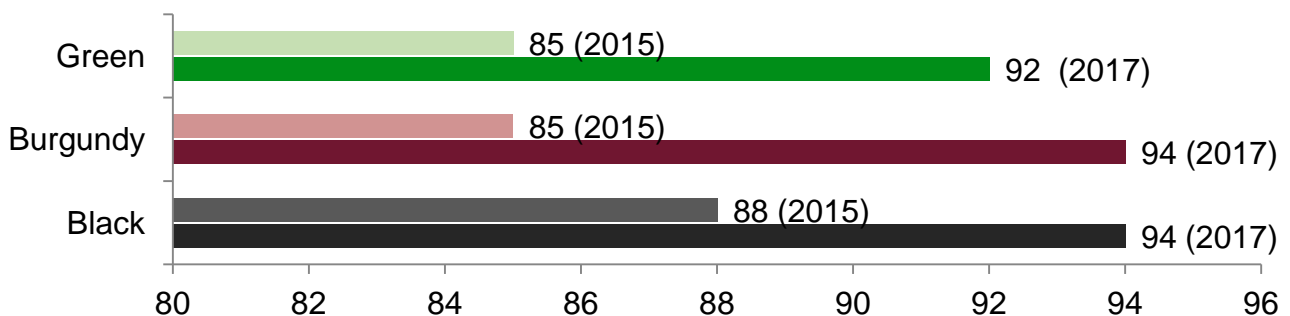


The results show that the satisfaction with reliability of the kerbside collection service has increased from 2015 with more people indicating very satisfied for each of the colour bins. Green bin satisfaction with reliability has increased by 7 percentage points (85% 2015, 92% 2017), Burgundy bin reliability increased by 9 percentage points (85% 2015, 94% 2017) and Green bin increased by 6 percentage points (88% 2015, 94% 2017).

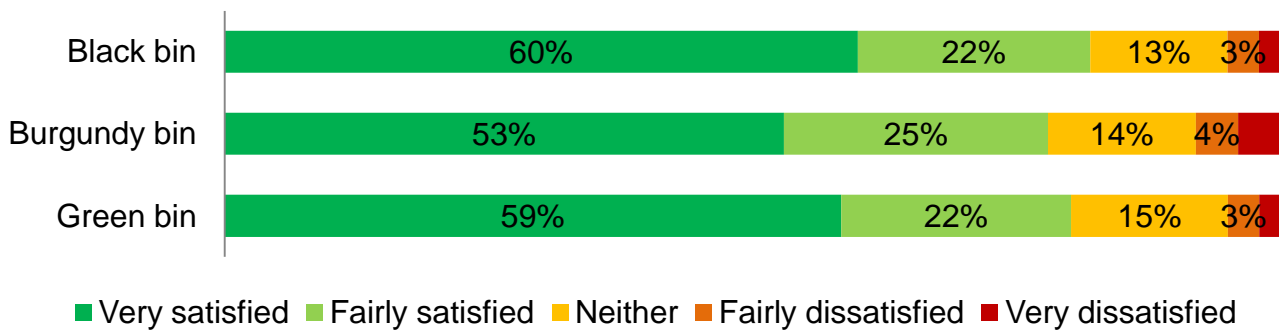
Q17 Reliability of the kerbside collection service?						
2017	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	354	68	26	2	3	1
Burgundy	350	65	29	3	3	1
Green	341	65	27	4	2	1

Q17 Reliability of the kerbside collection service?						
2015	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	-	53	35	8	3	1
Burgundy	-	48	37	9	4	2
Green	-	49	36	10	3	2

## Q17 Improvements of reliability of the kerbside collection service (% "satisfied")



## Q18 Attitude of the refuse and recycling collectors?

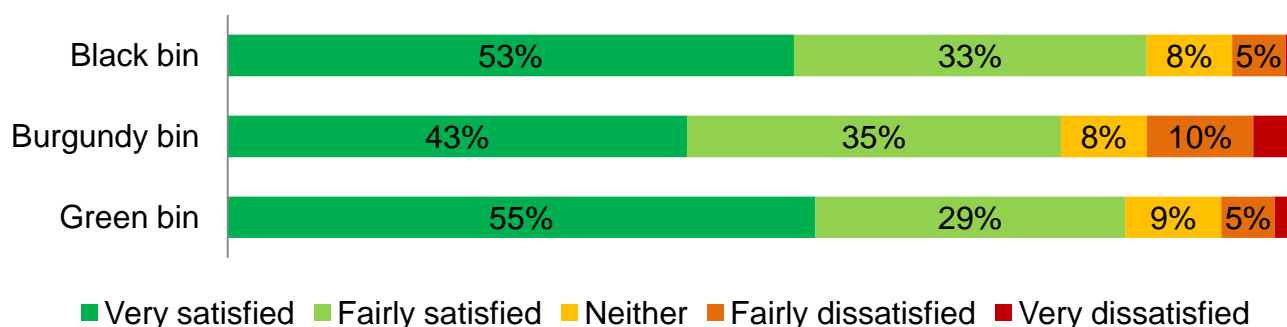


Results show that people are generally satisfied with the attitude of the collectors (82% Black bin, 81% Green bin), however slightly less people are satisfied with this in respect to burgundy bins (78%). Responses were slightly more spread out over the five point scale, but were not statistically different from those in 2015 and within the margin of error.

Q18 Attitude of the refuse and recycling collectors?						
2017	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	295	60	22	13	3	2
Burgundy	294	53	25	14	4	4
Green	287	59	22	15	3	2

Q18 Attitude of the refuse and recycling collectors?						
2015	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	-	57	28	10	5	1
Burgundy	-	51	30	10	6	3
Green	-	57	28	10	4	1

## Q19 The refuse and recycling collectors making clean and tidy collections?

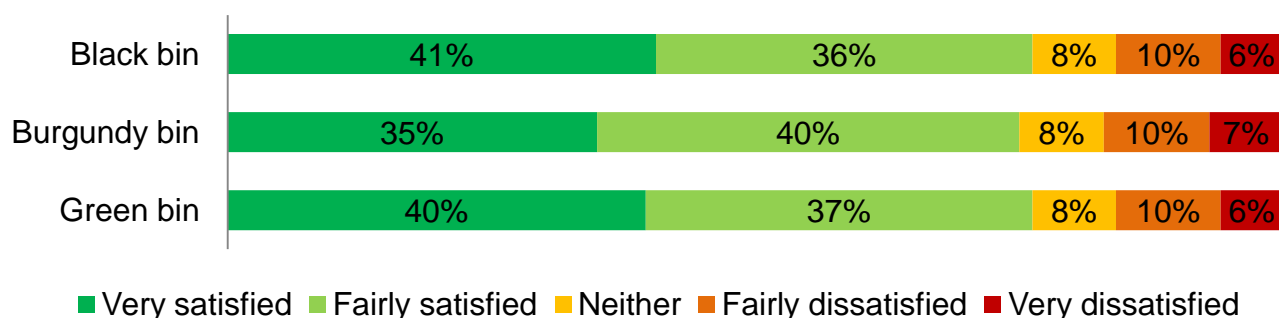


The results show that people are generally satisfied that clean and tidy collections are performed, (86% total satisfied for Black bin, 84% total satisfied for Green bin), however there is more dissatisfaction (14%) with respect to burgundy bins in this area (78% total satisfied, and a 4 percentage point decrease on the 2015 result).

Q19 The refuse and recycling collectors making clean and tidy collections?						
2017	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	355	53	33	8	5	1
Burgundy	348	43	35	8	10	4
Green	340	55	29	9	5	2

Q19 The refuse and recycling collectors making clean and tidy collections?						
2015	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	-	53	36	6	4	2
Burgundy	-	44	38	6	8	4
Green	-	55	35	6	3	1

## Q20 The bins being returned to the correct location after emptying?



Between 16% and 17% of respondents were dissatisfied with the bins being returned to the correct location after emptying, however more people are very satisfied with each colour bin in this respect compared to 2015. (Black bin up 7 percentage points, Burgundy bin up 1 percentage point and Green bin increasing by 3 percentage points).

Q20 The bins being returned to the correct location after emptying?						
2017	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	357	41	36	8	10	6
Burgundy	352	35	40	8	10	7
Green	344	40	37	8	10	6

Q20 The bins being returned to the correct location after emptying?						
2015	Base	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
		%*	%*	%*	%*	%*
Black	-	34	41	8	12	5
Burgundy	-	35	39	7	11	7
Green	-	37	40	8	10	5

## Q21 Refuse Collection Service - Do you have any other comments?

A large number of comments were received for this question. Key concerns were around waste operatives not returning bins to the same location as presented (25 comments), rubbish left around, broken bins and inserts and specific concerns around burgundy bins and debris left after collection.

Some people felt that refuse collectors should generally take more care, however others feel that the service is excellent and the attitude of the refuse collectors has improved. A categorised summary of comments is shown over the page.

<b>Q21 Refuse Collection Service - Do you have any other comments?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
<b><i>Placement of bins after collection</i></b>	X25	<p>They don't care less were they return them</p> <p>ins are often left blocking view to get off drive &amp; blocking pavements</p> <p>Bins left at road side when its windy they blow into cars parked there</p> <p>Bins left in center of pavements. Even worse, left in front of drive especially when car not there! Obvious pain on return home.</p>
<b><i>Refuse operatives</i></b>	X25	<p>They drop rubbish on the floor and don't pick it up</p> <p>Burgundy bin collectors tend to mis place inner bin into any bin,that's how for the second time I have no inner bin. However I find that I can get more in my bin without it.</p> <p>The man broke our bin, but did not replace or mend it!</p> <p>The refuse collectors have sometimes left broken glass, plastic bottles, plastic bags and tin cans on the street</p> <p>Inner bins from the burgundy bins placed back in any bin by collectors. They never pick up spilt recycling refuse if it blows out of the bins.</p> <p>Bins being swapped about and inside trays on burgundy bin - do not know if it is the collectors!</p> <p>Left in poor conditions ie. Broken or parts missing. Sometimes have to go outside other houses to collect my bin</p>
<b><i>Information from the council</i></b>	X5	<p>The information that we receive regarding collection dates is not always compatible with the rural route and so a separate schedule of dates would be useful.</p> <p>Would like information stickers to stick on inside of lid <b>AND STAY ON!!</b></p> <p>Often when we ring the council to report that our bins have</p>

<b>Q21 Refuse Collection Service - Do you have any other comments?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
		<p>not been collected on several occasions the response has not been helpful.</p> <p>Need better knowledge about what to put where</p> <p>I would like more information about the time of the collection it seems to vary greatly sometimes early morning, sometimes late afternoon.</p>
<b>Praise</b>	X13	<p>Very efficient service</p> <p>Very nice people always pleasant</p> <p>Brilliant services! :)</p> <p>Well organised service - top marks</p> <p>You provide excellent refuse collection</p> <p>Reliable service</p> <p>Has improved in recent years especially attitude</p> <p>The collection Gents are very good &amp; their attitude excellent.</p>
<b>Burgundy Bin</b>	X10	<p>The burgundy bins seem to cause a lot of mess with items blowing around the street afterwards. Much more so than any other collection</p> <p>Has the 'newspaper bucket' within the bin been discontinued? Ours has previously gone missing and has done so again.</p> <p>Although bins have to be put out early our red bin is regularly not emptied until late afternoon.</p> <p>On windy day the paper is all over</p> <p>On windy days the burgundy bin contents do get blown about leaving the street messy</p> <p>The box inside the red bin is showing signs of wear-as collectors bang it by refuse lorry to empty it</p> <p>The Burgundy Bins are just "thrown" anywhere when put back</p> <p>The inner waste paper bin gets bashed about when emptied. It soon will not stay on the bin sides because it is getting broken.</p> <p>There always appears to be more litter after the burgundy bins</p>

<b>Q21 Refuse Collection Service - Do you have any other comments?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
		have been collected.
<b><i>Bin Lorries / parking</i></b>	X2	The bin lorries can block the roads for quite a length of road instead of pulling in sometimes it's as if they enjoy being in charge  Some neighbours park their cars on the road causing the lorry to have to mount the curb on my side of the road damaging the curb and curbstones which I have reported several times.
<b><i>Cleaning of bins</i></b>	X3	The bins have also never been cleaned in the 35 years that we have lived at this address. Is this service available?  Two weeks ago the bin I had back wasn't mine it was disgusting I had to wash and bleach it out  Sometimes waste is left in bottom of bin, stuck, maybe a extra lift is needed sometimes to dispose of all waste in bins,
<b><i>Kerbside collection</i></b>	X1	black bin collectors are dictatorial about bins location to the kerbside.
<b><i>Overfilled bins / lids</i></b>	X2	If the bins are not left correctly such as overfilled this is left and usually gets emptied upon the streets by children  Worry about making sure bin lid in closed in case the collectors do not take the bin
<b><i>Missed collections</i></b>	X1	Collectors missed a collection a few weeks ago- I was told I would have to wait another week. The bin didn't smell to good after 3 weeks.
<b><i>Collection period</i></b>	X1	Green bin collection stops over winter which then means food waste isn't put into the bin
<b><i>Noise</i></b>	X1	My bins are collected at 6:20am- Wakes the whole Avenue up.
<b><i>Don't see refuse collectors</i></b>	X5	Never see them (to early in the am)
<b><i>Removable insert</i></b>	X1	Inserts constantly damaged!
<b><i>Larger bin</i></b>	X2	My black bin was lost in the truck and was very annoyed my replacement was 2/3 the size of the original

A full list of comments is shown in the appendix.



## Bulky Household Waste Collection

The Council offers a service for the removal of bulky items from outside people's homes. This is known as the Bulky Household Waste Collection Service. The service has been created to help people who cannot take larger items of furniture, household and garden equipment to their Civic Amenity Site. There is a charge for this service.

### Q22 Did you know that Bolsover District Council runs a Bulky Household Waste collection service?

Over 8 in 10 respondents were aware of the Bulky Household Waste collection service, with 40% having ever used the service. Of those 141 people, 81% were satisfied and 5% dissatisfied with the service.



Q22 Did you know that Bolsover District Council runs a Bulky Household Waste collection service?			
	2017 (%)	2015 (%)	2013 (%)
Base:	354		
Yes	86	94	86
No	14	6	14

### Q23 Have you ever used the Council's Bulky Household Waste collection service?



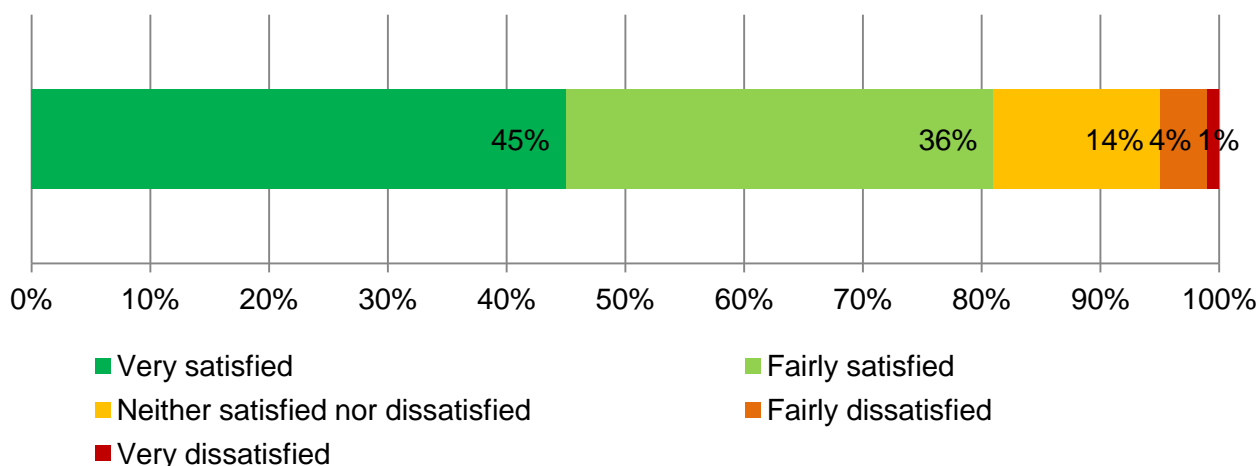
Q23 Have you ever used the Council's Bulky Household Waste collection service?			
	2017 (%)	2015 (%)	2013 (%)
Base:	355	508	519
Yes	40	44	47
No	58	55	52
Don't know / not sure	3	2	1

## Q24 How satisfied or dissatisfied were you with the Bulky Household Waste collection service?

This question was only asked to those answering yes to question 23.

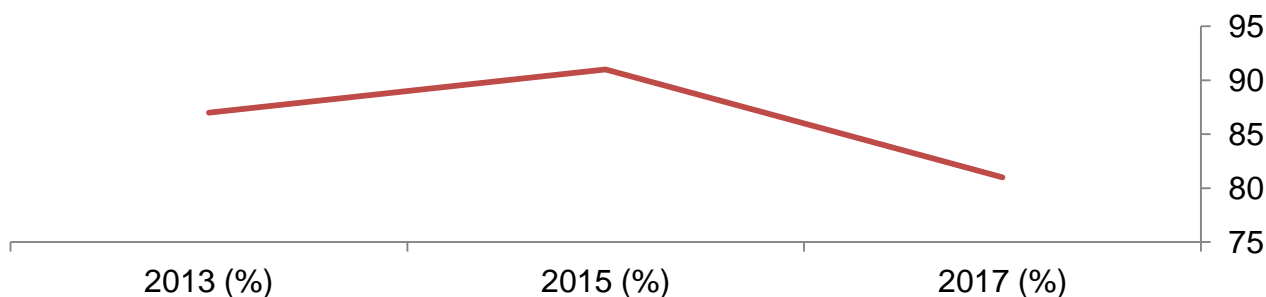
81% of respondents are satisfied with the Bulky Household Waste collection service with 14% neither satisfied or dissatisfied.

The satisfaction result is 10 percentage points lower than in 2015, however as only 141 people gave an answer, the margin of error for this question is 8% + / -, so less weight can be placed on this than other satisfaction indicators in the report.



How satisfied or dissatisfied were you with the Bulky Household Waste collection service?			
	2017 (%)	2015 (%)	2013 (%)
Base:	141	-	-
<i>Very Satisfied</i>	45	62	49
<i>Fairly satisfied</i>	36	29	38
<i>Neither satisfied or dissatisfied</i>	14	6	8
<i>Fairly dissatisfied</i>	4	3	3
<i>Very dissatisfied</i>	1	1	3
<i>Not used*</i>	*Excluded from the calculations for consistency		

### Satisfaction Trends (%) - Bulky Household Waste Collection



## Appendix – Full list of open comments

<b>Q4. Do you have any other comments about the burgundy bin recycling service?</b>		
<b>Category</b>	<b>Number</b>	<b>Full list of categorised comments</b>
Access	X1	Access to bin is a problem for lorry
Missed collection	X2	Burgundy bin collection is awful. I am missed more often than I can say-always on the phone to complain  Forget to empty it occasionally
Damage to bins	X6	Bin has been returned broken 3 times in last year  Bins get damaged when emptied  Paper collection bin broken  Lack of care by bin men results in many broken bin inserts  Collection team do sometimes break the bins or leave them with lids or inside box missing  My burgundy bin has had a broken lid for several months now, the combined result I believe of rough treatment by the operatives and a particularly windy period blowing the lid open forcibly. I have secured it for the time being with duct tape. Previous communications indicate that if a bin is found to be defective it will be reported by the operatives and replaced but this has not happened.
Contents of bin dropped	X4	Bin collectors seem selective about whose bins with folded cardboard excess at side of the bin they will take.  Bins left in road. bins being broken, lids being torn off, caddies going missing, debris left in road by spillage  Happy with the frequency, not happy that the contractors sometimes drop some of the contents on the road.  Items for recycling sometimes fall on the road/pavement and are not picked up by the bin men. Please instruct them to be tidy
Placement of bins after emptying	X6	Always have to fetch bin from further up/down street after emptying.  Bins not returned to property and usually left blocking the pavement - bad for the elderly and disabled

<b>Q4. Do you have any other comments about the burgundy bin recycling service?</b>		
<b>Category</b>	<b>Number</b>	<b>Full list of categorised comments</b>
		<p>Bins could be left nearer to own home at times.</p> <p>Always leave the bin over the drive so we can't get the car out. Very annoying.</p> <p>Bin is normally left , along with many others down the street , in the middle of the pavement.</p> <p>Bins being left in inappropriate places</p>
<i>Other</i>	X6	<p>I support the burgundy bin facility for ethical and practical reasons. In other council areas I've come across a blue bin and even a compartmentalised purple bin for separating types of recycling. It would cost to set up but might prove beneficial in other part of the process.</p> <p>I take the time to separate things into the descriptions you ask for and when the bin is collected everything gets tipped in together WHY?</p> <p>Just don't understand about the box the bin when bin men through everything in together to me it's redundant.</p> <p>if people put the incorrect waste in these and the staff don't empty them sometimes this bin is emptied on the street by children/animals</p> <p>If the wrong items are in the bin as has happened to us once, why can your workers not just remove, place neatly by the bin the wrong items and empty the rest as usual. By refusing to take any recycle waste you force us to have to put it in the normal household waste as the recyle bin is then full for a whole month, which seems bonkers if you want to encourage recycling.</p> <p>Need a recycling centre near South Normanton as the Notts ones charge. I use Heanor at present which is not near enough for regular visits</p>
<i>Information</i>	X3	<p>Can we have more information about what is and isn't acceptable. For example, do tin cans need to be washed. Are pizza boxes acceptable?</p> <p>Difficult to know what can be put in/not put in Men are helpful with advise</p> <p>More clarity about what types of plastic containers are suitable for</p>

Q4. Do you have any other comments about the burgundy bin recycling service?		
Category	Number	Full list of categorised comments
		recycling
<i>Removable black tray</i>	X9	<p>A small caddy like the ones for compost &amp; kitchen waste for collecting batteries would be helpful</p> <p>Black plastic liner for paper is easily broken by handlers. Collectors just pick up the paper containers &amp; puts the paper in the rest of recycling, so there is no point separating the paper from the rest!!</p> <p>Container for paper inside bin damaged, but replacement sack is much more convenient.</p> <p>Could do with a separate lid for papers as often the paper blows away when opening the bin despite where possible putting heavier paper items on top.</p> <p>Due to usage inside caddy broken and now missing If the insert gets lost you don't get a new one inner box is missing not sure how to replace</p> <p>Inner plastic box not returned on one collection. Phoned up for replacement and was sent a bag. Not easy useable.</p> <p>Lost the inner box when dustbin men tipped into lorry</p> <p>Missing inside container or they come back broken</p> <p>My paper recycling box disappeared for most of 2016 but is now back. There seems to be a general shortage of these boxes</p>
<i>Good service</i>	X8	<p>Always collect extra cardboard at side very helpful especially first collection after Christmas</p> <p>Excellent that they will take surplus recycling that doesn't fit in the bins</p> <p>It is a marvellous service It is a very useful and works very well. Our Household would not want to be without it! It would be very interesting to know how much Volume of space that it saves in Landfill and how much is fully recycled. Bolsover seems far more efficient, from what I have seen in adjoining Council areas.</p> <p>It is very good, Everyone should recycle as much as they can</p> <p>No - very satisfied</p> <p>It's a shame more people don't use it.</p>

<b>Q4. Do you have any other comments about the burgundy bin recycling service?</b>		
<b>Category</b>	<b>Number</b>	<b>Full list of categorised comments</b>
		<p>Its Great</p> <p>It's great how they will take extra bags if the bin is full</p>
<i>More variety of materials collected</i>	X1	I would like to see more items being recycled
<i>Frequency of collections</i>	X3	<p>Could do with it weekly</p> <p>I find fortnightly collections are sometimes a struggle. especially for families.</p> <p>I recycle more than I put in the black bin, after 1.5 weeks my burgundy bin is full to the top. Not often enough</p>
<i>Larger bin</i>	X4	<p>Bin not always big enough. Would be useful if small electrical items could be sent. Especially leads, remotes, anything up to say kettle size.</p> <p>I have a lot of recycled waste sometimes my burgundy bin is overflowing and I have to put some in my grey bin-maybe there should be some side waste taken in that situation</p> <p>More collections or bigger bins</p> <p>My burgundy bin is often full each fortnight and I have hols some back or ask neighbours for space. With so much re-cycled materials my black bin can go 4 weeks now between collections. Could we add a clear polybag with extra waste in similar to what we do with cardboard?</p>

<b>Q7a What would persuade you to start using the green bin to dispose of your food waste too? Other please specify</b>		
<b>Theme</b>	<b>Number</b>	<b>Typical comments</b>
Too messy/ smelly/ concern about flies and maggots	X24	<p>Stale bread only, not happy putting food in</p> <p>Rotting food not in a sealed bag in summer = maggots!</p> <p>When I can stop flies entering and causing maggots in my bin</p> <p>Think the bin would smell particularly in warm weather, if food waste was added.</p> <p>I tried once putting for waste in the little grey bin, it was</p>

**Q7a What would persuade you to start using the green bin to dispose of your food waste too? Other please specify**

Theme	Number	Typical comments
		<p>disgusting after one day and I was concerned about the hygiene and potential spread of germs. We compost all uncooked food waste anyway.</p> <p>Seeing as you don't collect all year round despite the fact that we have leaves deposit and the fact that the little caddy you gave us is if no use it broke within a month of issue</p> <p>Having a tiny bucket - which was missing when we bought our house is hopeless and having food sat rotting in a bin without a bag for two weeks isn't very hygienic and will lead to rats flies etc. A weekly collection of this would help/provide compostable bags</p> <p>I don't like emptying the caddy. Makes me feel unwell. I do put large items in green bin like pumpkin at Halloween</p> <p>Free cleaning of the bin after it has been used for food waste disposal</p> <p>Sealable bin to stop maggots flies and smell im trying not to waste my food</p> <p>Potential health hazard and risk of vermin.</p> <p>I would consider if the green bin was emptied more frequently it is not hygienic to leave food waste in a bin for a two week period. Also we have a larger than average garden and find out bin is not big enough for the garden waste never mind food waste as well!</p> <p>biodegradable bags to put food waste in as the flies and smell put me off using it</p> <p>something to put the food waste in to stop it smelling Rotting food within the bin resulting in maggots etc. prevent us from using this service</p> <p>It is not practice to have cooked and raw meat waste in the sun for two weeks. The smell is disgusting and the bin need washing every collection.</p> <p>It would make the bin smell</p> <p>I fill it with garden waste</p> <p>To keep food in a container in a box/smell</p> <p>The smell of food waste</p>

**Q7a What would persuade you to start using the green bin to dispose of your food waste too? Other please specify**

Theme	Number	Typical comments
		<p>More collections not large enough bin for both wastes</p> <p>If the green bins were collected more often. Fortnightly only leads to smells if the bin is used for food</p> <p>If was weekly in summer as gets full quickly and food starts to go off</p> <p>We have 2 garden composting bins &amp; use these for food waste &amp; occasionally lawn clippings. when my green bin is full.</p> <p>In the summer once a fortnight is too long you end up with maggots</p> <p>The problem with food waste is that when you use the small bin in kitchen - it doesn't stop the smell and maggots in the kitchen before it goes in green bin</p> <p>Food waste causes maggots in the bin and it smells bad If the collection was wklly because of the smell &amp; flies</p> <p>On assisted bins scheme collections can be erratic and already can have a rotting food problem</p> <p>We tried having the small food bin in the kitchen for a number of months but we had problems with smells and maggots. Maybe the solution would be to have a small bin which could be hung on the inside of the door under the sink.</p>
Minimal food waste	X12	<p>There is no food waste ie The dog eats all the scraps, we don't waste much anyway</p> <p>Do not have any food waste</p> <p>I don't really have any compost waste</p> <p>I live on my own and make sure I have no food waste</p> <p>I live alone so don't have much waste</p> <p>There is not much food waste at our house</p> <p>Don't waste food</p> <p>We don't waste food</p> <p>We are vegetarian so have no meat waste. Veg and fruit waste go to our chickens or own compost bins</p>



**Q7a What would persuade you to start using the green bin to dispose of your food waste too? Other please specify**

Theme	Number	Typical comments
		<p>No Food Waste</p> <p>Don't waste food</p> <p>I already compost and I don't to have food waste for too long</p> <p>Cooked waste is normally eaten by my dog</p>
More frequent (weekly) collections	X5	<p>Weekly collection to prevent insect infestations, smells, etc.</p> <p>This collection would have to be more frequent than every fortnight.</p> <p>Weekly collection would encourage more</p> <p>Year round collections</p> <p>If it was weekly</p>
Insufficient space in the bin	X1	<p>Never received a container to put food waste into.</p>
Other	X3	<p>Wasn't aware that food could be placed in the green bin, so will use it in the future.</p> <p>Can't be bothered to separate food waste, and go round the side of the [house to] specifically just to use another bin.</p> <p>If someone stole my big composting bin!</p> <p>I didn't even know I could put food in my green bin!</p> <p>Was unsure we could put cooked food into the green bin, but will start to do so now!</p>

**Q21 Refuse Collection Service - Do you have any other comments?**

Category	Number	Summary of main comments
<i>Placement of bins after collection</i>	X25	<p>Whilst the bins are usually returned to your property - the bins are usually left in a most inconvenient location such as smack bang in the middle of your drive entrance. This is most annoying when you have to essentially block the road in order to move your bin - to then be able to park your car on your own drive.</p> <p>Half way up street usually</p>

Q21 Refuse Collection Service - Do you have any other comments?		
Category	Number	Summary of main comments
		<p>Can be left anywhere</p> <p>They don't care less were they return them</p> <p>A little disappointed that the collectors find it ok to put the bins back over shared driveways rather than the kerbside which they got them from.</p> <p>After being emptied the bins are often left in the middle of the pavement or outside the next door neighbours. This isn't a problem if the binmen arrive before I go to work but if it's after i've gone to work the bins could be left blocking the pavement all day hindering pushchair users and the elderly.</p> <p>Bins are often left blocking view to get off drive &amp; blocking pavements</p> <p>Bins left at road side when its windy they blow into cars parked there</p> <p>Bins left in center of pavements. Even worse, left in front of drive especially when car not there! Obvious pain on return home.</p> <p>Bins not returned to same collection point</p> <p>Just put the bins back in a place that does not stop you getting on or off your drive, and make sure that you don't have to walk to Timbuktu and back to get your bin ( i've had that before).</p> <p>They are all usually left blocking the footpath rather than returned to their original position</p> <p>We live on a narrow road which is used as a cut through for vehicles. The bins are regularly left in the road when emptied causing problems. I have in the past had to leave my vehicle to remove bins from the middle of the road</p> <p>Living on a main road it's very dangerous to leave the bins blocking the drive as I have to leave the car in the road when I get home from work to be able to move the bin. It doesn't happen as often as it used to but does still happen on occasions</p> <p>Not put back where they should be</p>

Q21 Refuse Collection Service - Do you have any other comments?		
Category	Number	Summary of main comments
		<p>Occasionally it is necessary to fetch bins back from where left</p> <p>Occasionally leave them in the middle of the drive access</p> <p>Occasionally the bins are left blocking the access to my drive instead of on the kerb.</p> <p>On some occasions bins are left obstructing the driveway</p> <p>Sometimes block my drive when been emptied</p> <p>The bins are generally left tidily but sometimes they're across the drive entrance</p> <p>Our bins are usually not returned to the driveway but left in the road as we have no pavement.</p>
<i>Information</i>	X5	<p>The information that we receive regarding collection dates is not always compatible with the rural route and so a separate schedule of dates would be useful.</p> <p>Would like information stickers to stick on inside of lid AND STAY ON!!</p> <p>Often when we ring the council to report that our bins have not been collected on several occasions the response has not been helpful.</p> <p>Need better knowledge about what to put where</p> <p>I would like more information about the time of the collection it seems to vary greatly sometimes early morning, sometimes late afternoon.</p>
<i>Refuse operatives</i>	X25	<p>They drop rubbish on the floor and don't pick it up Burgundy bin collectors tend to mis place inner bin into any bin,that's how for the second time I have no inner bin. However I find that I can get more in my bin without it. I think recycling is very important both for the planet and financially for the council.</p> <p>Burgundy bin sometimes has paper collection box missing ( put in someone elses bin ) and have had lid missing</p> <p>The man broke our bin, but did not replace or mend it!</p>

Q21 Refuse Collection Service - Do you have any other comments?		
Category	Number	Summary of main comments
		<p>The refuse collectors have sometimes left broken glass, plastic bottles, plastic bags and tin cans on the street after collecting the refuse. These should be picked/swept up.</p> <p>Inner bins from the burgundy bins placed back in any bin by collectors. They never pick up spilt recycling refuse if it blows out of the bins.</p> <p>Bins being swapped about and inside trays on burgundy bin - do not know if it is the collectors!</p> <p>Left in poor conditions ie. Broken or parts missing. Sometimes have to go outside other houses to collect my bin</p> <p>Has improved in recent years especially attitude</p> <p>The collection Gents are very good &amp; their attitude excellent.</p> <p>The executives are great chaps.</p> <p>A little more care when emptying the burgundy bin caddies Would save litter blowing around the village on collection days.</p>
<i>Bin Lorries / parking</i>	X2	<p>The bin lorries can block the roads for quite a length of road instead of pulling in sometimes it's as if they enjoy being in charge</p> <p>Some neighbours park their cars on the road causing the lorry to have to mount the curb on my side of the road damaging the curb and curbstones which I have reported several times.</p>
<i>Praise</i>	X13	<p>Very efficient service Very nice people always pleasant We are very happy with the service</p> <p>Brilliant services! :) Well organised service - top marks</p> <p>I find the whole refuse &amp; recycling collection service excellent.</p> <p>The collectors are very good and always leave the street Clean and tidy.</p> <p>I live here since 2013, i never have any problems with Waste collections. People doing good job</p>

Q21 Refuse Collection Service - Do you have any other comments?		
Category	Number	Summary of main comments
		<p>Generally very happy with the refuse collection service here in the Bolsover District area. Thank you. You provide excellent refuse collection</p> <p>Overall good service provided</p> <p>Reliable service</p> <p>I reckon the service is pretty brilliant! Your lads are always working hard and at high speed - that is why bins sometimes end up in strange places along the road. They are easy to catch though and rarely escape!</p>
		<p>One question re the burgundy: Has the 'newspaper bucket' within the bin been discontinued? Ours has previously gone missing and has done so again.</p> <p>Although bins have to be put out early our red bin is regularly not emptied until late afternoon.</p> <p>On windy day the paper is all over</p> <p>Sometimes on windy days the burgundy bin contents do get blown about leaving the street messy but I don't know what could be done to rectify this.</p> <p>The block box inside the red bin is showing signs of wear-as collectors bang it by refuse lorry to empty it</p> <p>The burgundy bin inner box is sometimes missing</p> <p>The Burgundy Bins are just "thrown" anywhere when put back The burgundy bins seem to cause a lot of mess with items blowing around the street afterwards. Much more so than any other collection</p> <p>The inner waste paper bin gets bashed about when emptied. It soon will not stay on the bin sides because it is getting broken.</p> <p>There always appears to be more litter after the burgundy bins have been collected, although this is not just the collectors fault but also the householder who try to put far to much cardboard and paper in, the lid does not close allowing paper to blow about.</p>
<i>Burgundy Bin</i>	X10	<p>Throwing the paper tray into the burgundy bin-breaks and chips it</p>
<i>Cleaning of bins</i>	X3	<p>The bins have also never been cleaned in the 35 years that we have lived at this address. Is this service available?</p>

<b>Q21 Refuse Collection Service - Do you have any other comments?</b>		
<b>Category</b>	<b>Number</b>	<b>Summary of main comments</b>
		<p>Everything I put in the red bin is washed, keeping the bin clean so I want my own bin back. Two weeks ago the bin I had back wasn't mine it was disgusting I had to wash and bleach it out</p> <p>Sometimes waste is left in bottom of bin, stuck, maybe a extra lift is needed sometimes to dispose of all waste in bins,</p>
Kerbside collection	X1	As already mentioned the black bin collectors are dictatorial about bins location to the kerbside. God forbid they have to walk 3 extra metres.
Lids / Overfilled bins	X2	<p>If the bins are not left correctly such as overfilled this is left and usually gets emptied upon the streets by children</p> <p>Worry about making sure bin lid in closed in case the collectors do not take the bin</p>
Missed collections	X1	I put incontinence waste in the black bin, the bin men missed a collection a few weeks ago. When I rang I was told I would have to wait another week. The bin didn't smell to good after 3 weeks. The bags were sealed well. I find this a fault in your service.
Collection period	X1	Green bin collection stops over winter which then means food waste isn't put into the bin
Noise	X1	My bins are collected at 6:20am if I forget to place them outside the house I have no time at that time of the morning to get them outside the house. Wakes the whole Avenue up its far to early wouldn't dream of utting the grass or making a noise outside my house at that time of the day.
Don't see refuse collectors	X5	<p>Never see them (to early in the am)</p> <p>Do not see collectors most visits</p> <p>I've given a "don't know" answer to the "attitude" question because I never see them, but I'm sure they're a decent set of chaps!</p> <p>Dont normally see collectors so cannot comment on their attitude</p>
Removable insert	X1	Inserts constantly damaged!
Larger bin	X2	My black bin was lost in the truck and was very annoyed my replacement was 2/3 the size of the original

## **3. Information about your Council and its services**

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Panel members were asked how they rate the various forms of communication Bolsover District Council use, including the newsletter, web pages and social media sites. The survey also asked what other local media people use as well as questions on access to the internet.

### **Executive Summary**

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#### **“In Touch” Publication**

8 in 10 respondents receive a copy of “In Touch”. 12% did not receive the publication and 8% did not know if they received it or not.

4 in 10 respondents read all of the In Touch publication, 28% read some of it 14% just flick through and 12% only read the bits they are interested in.

82% found the readability of the publication to be fairly good or very good and 72% found it to be informative. The lowest rating was regarding the layout (63% very or fairly good).

67% rated in touch very or fairly good, 24% neither and 5% fairly or very poor. The very good and the total of very / fairly good responses have dropped by 7 percentage points from 2015.

Respondents said they would like to see a range of other topics in the publication including: Dates of Council meetings, More information on local groups, food banks, fracking, recycling information, a Q&A section and a list of contacts. Some concern was expressed as to the amount of money spent on the publication.

#### **Council Website**

Just under 7 in 10 respondents from the panel have visited the Council’s website, with around 3 in 10 not having visited it.

Roughly following the trends from 2015, the top four reasons for visiting the website were: 1) To report a problem (45%); 2) Planning information (43%) 3) Leisure activities (43%) and News (33%). More people report using the site for leisure activities (17 percentage point increase) and reporting a problem (14 percentage point increase). People also report using the website for information on bin collections and planning applications.

Over 9 in 10 people found what they were looking for on the council website, however for those who did not find the information, 57% said that the search did not show relevant information and 48% were unclear where to find the information. Some comments were made about the layout of the site being poor or confusing and that the new leisure facilities were not up to date and not easy to find.

Panel members are generally finding navigation less easy than the old site. 11% report that the site is difficult to navigate compared to 3% in 2015, and 20% report finding the site very easy, compared to 31% in 2015. As the new site is very new, having only been launched in March 2017, it is possible that new layout is causing some problems with people adapting to the new format.

Half of respondents from the panel use social media and half do not. Usage of social media has risen by 8 percentage points from 2015.

Respondents indicated that they mostly use Facebook (95%), YouTube (32%) and Twitter (23) on a regular basis.

Citizens' Panel members report that they primarily use social media for: Keeping in touch with family and Friends (93%), General information (60%) and Getting up to date news (30%)

More people are aware of the Council's Facebook and Twitter page, with Facebook awareness increasing from 23% in 2015 to 38% Twitter awareness from 16% in 2015 to 23%. Awareness of the Council's YouTube account remains the same at only 9%.

Very few panel members (6%) were aware of the council's use of Instagram and Flickr.

Indications suggest increased engagement coming from the Council's Facebook, Twitter and YouTube accounts, however there has been no take-up of Instagram and Flickr by panel members. 16% of respondents have used the Council's Facebook page, compared to 11% in 2015. 6% have used the Council's Twitter compared to 1% in 2015. 6% have used the Council's YouTube site compared to 4% in 2015.

Panel members prefer to find their information about the Council from 'In Touch' newspaper (65%), Council website (45%) and the Derbyshire Times (23%). Results show the Council is using the correct methods to promote itself, in line with the preferences of the Citizens' Panel.

### **Internet access**

32 people said they had no internet access. Looking at those with internet access, most people said they access the internet from a home PC (80%), this is down from 87% in 2015, with more people starting to use tablets (52%) and phones (51%).

The majority of panel members prefer to complete online surveys on a PC (48%), followed by Tablet (20%). 15% would prefer to complete on a mobile phone.

91% of respondents who have no internet access have no plans to get it in the future.

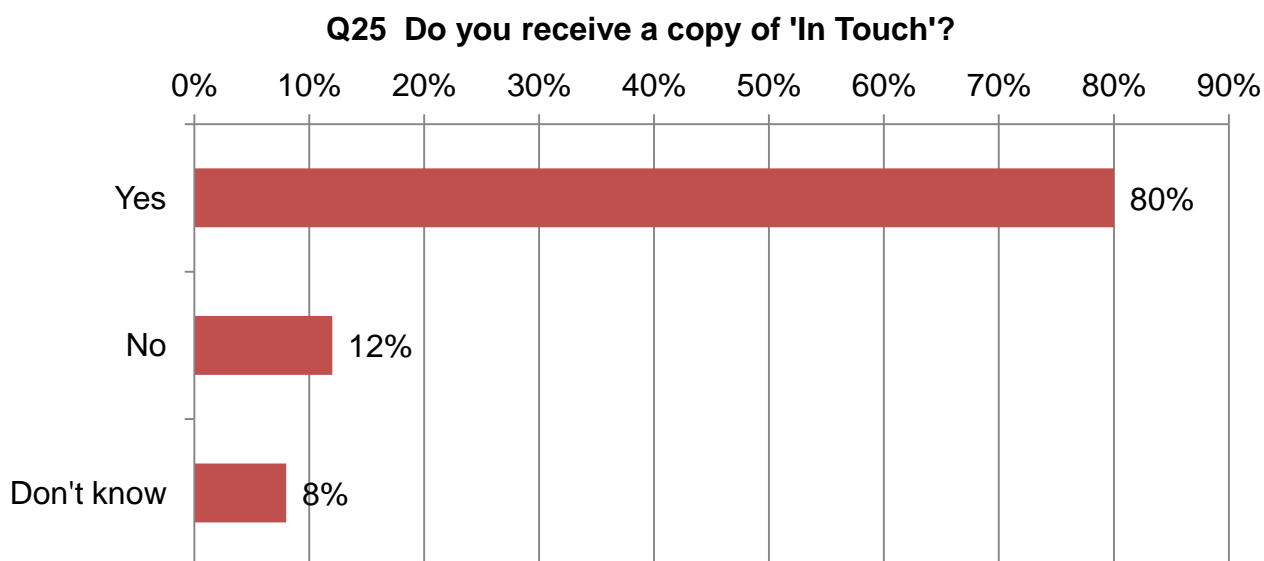


## Survey Findings

### In Touch Newspaper

#### Q25 Do you receive a copy of Bolsover District Council's newspaper for residents 'In Touch'?

8 in 10 respondents receive a copy of "In Touch". 12% did not receive the publication and 8% did not know if they received it or not.

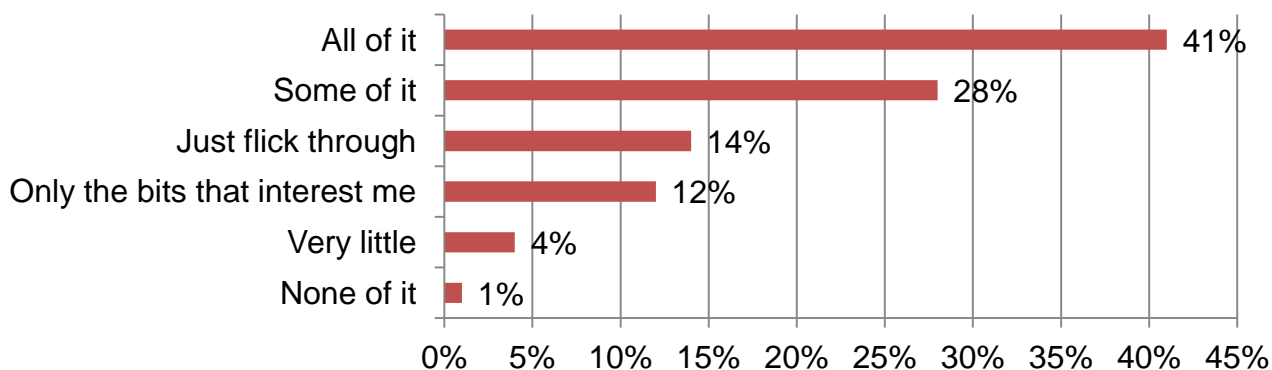


Q25 Do you receive a copy of Bolsover District Council's newspaper for residents 'In Touch'?		
	2017 (%)	2015 (%)
Base:	355	
Yes	80	80
No	12	14
Don't know	8	6

## Q26 How much of 'In Touch' do you usually read?

4 in 10 respondents read all of the In Touch publication, 28% read some of it 14% just flick through and 12% only read the bits they are interested in.

### How much of 'In Touch' do you usually read?

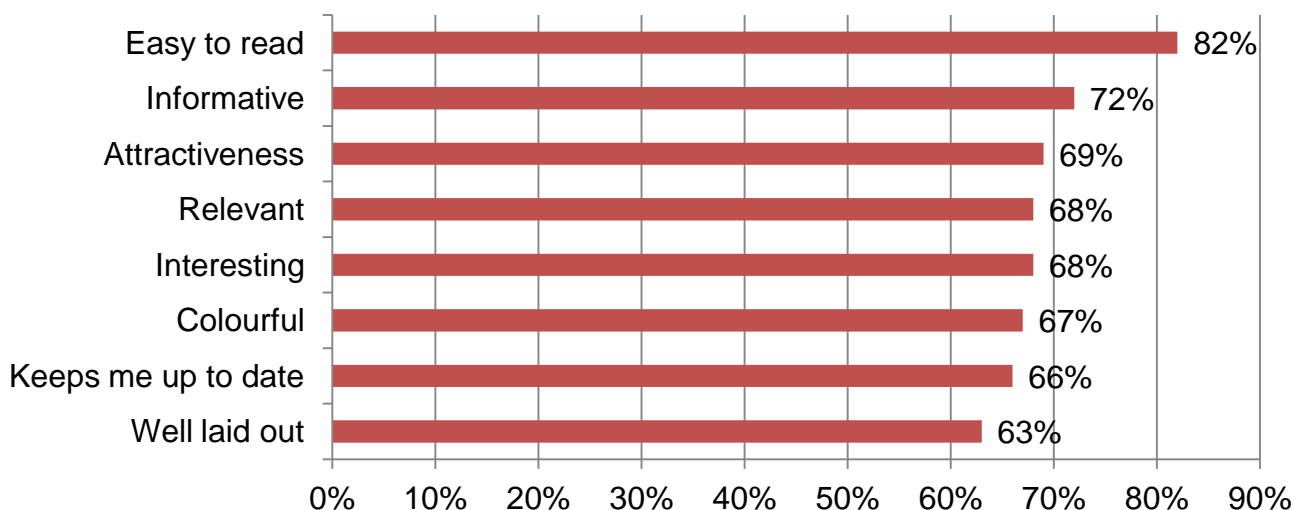










Q26 How much of 'In Touch' do you usually read?		
	2017 (%)	2015 (%)
Base:	281	-
<i>All of it</i>	41	40
<i>Some of it</i>	28	23
<i>Very little</i>	4	4
<i>Just flick through</i>	14	19
<i>Only the bits that interest me</i>	12	13
<i>None of it</i>	1	2

## Q27 How would you rate 'In Touch' on the following aspects...?

82% found the readability of the publication to be fairly good or very good and 72% found it to be informative. The lowest rating was regarding the layout (63% very or fairly good).

### How would you rate 'In touch' (total very / fairly good responses)

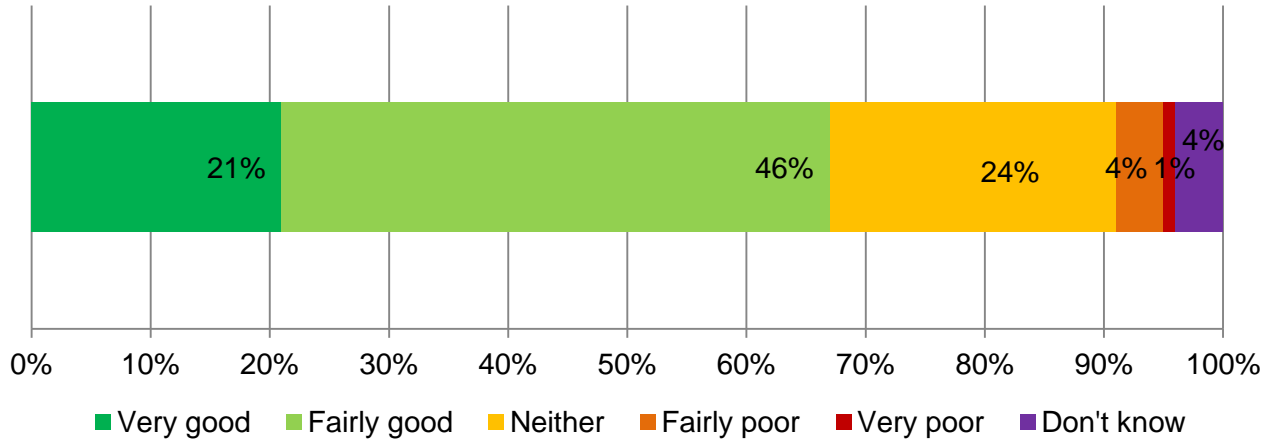


Q27 How would you rate 'In Touch' on the following aspects...?							
	Total "good"	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
	%	%	%	%	%	%	%
 <i>Easy to read</i>	82	39	43	11	2	-	5
 <i>Attractiveness</i>	69	20	49	24	3	-	4
 <i>Relevant</i>	68	22	46	22	3	2	5
 <i>Informative</i>	72	29	43	19	3	1	5
 <i>Colourful</i>	67	24	43	25	1	1	6
 <i>Interesting</i>	68	18	50	20	6	1	4
 <i>Keeps me up to date</i>	66	26	40	23	5	2	4
 <i>Well laid out</i>	63	23	40	28	3	1	4

## Q28 Overall, how would you rate 'In Touch'?

67% rated in touch very or fairly good, 24% neither and 5% fairly or very poor. The very good and the total of very / fairly good responses have dropped by 7 percentage points from 2015.


### Q28 Overall, how would you rate 'In Touch'?



Q28 Overall, how would you rate 'In Touch'?		
	2017 (%)	2015 (%)
Base:	285	
<i>Very good</i>	21	28
<i>Fairly good</i>	46	46
<i>Neither</i>	24	15
<i>Fairly poor</i>	4	6
<i>Very poor</i>	1	1
<i>Don't know</i>	4	4

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

A number of suggestions and comments were given and are shown in the table below:-

Q29 What would you like to see in future editions of 'In Touch'?		
 <p><b>Word-cloud</b></p>		
Category	Number	Summary of main comments
Information or subject matter	X 21	<ul style="list-style-type: none"> <li>A Q and A section</li> <li>Dates of Council meetings</li> <li>More information on local groups</li> <li>Fracking updates</li> <li>More space for community groups to be able to share their information so that residents can know what is on offer in their community</li> <li>list of council houses that can be bid on</li> <li>Info on local forthcoming events</li> <li>Planning activities / developments</li> <li>Local cycling routes info</li> <li>Promote the local recycling centres</li> <li>More about the older population of the area</li> <li>Section for contacts</li> <li>Info for local sports</li> <li>Hobby clubs</li> </ul>

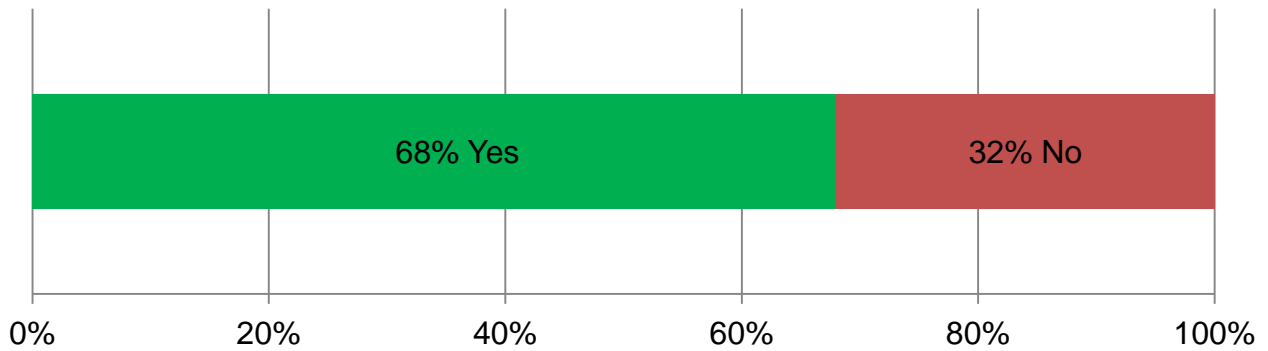
<b>Q29 What would you like to see in future editions of 'In Touch'?</b>		
		<p>Crime rate in areas</p> <p>Dog fines</p> <p>Litter</p> <p>Homelessness</p> <p>Food banks</p> <p>CAN Rangers</p> <p>Parking on the causeway</p>
<b>Cost</b>	X 4	<p>Waste of time and money</p> <p>In touch is a waste of Council Tax payers money</p> <p>Colour [print] must be expensive. It could be produced with less orange &amp; burgundy</p> <p>Could do without it and possibly save money.</p>
<b>Information on specific areas</b>	X 3	<p>As a Shirebrook resident, much of the content is irrelevant to me.</p> <p>The is never much information about Shirebrook</p> <p>Never seems to be much about Whitwell, Creswell Hodthorpe areas. Loads of stuff about South Normanton area.</p>
<b>Style of content</b>	X 3	<p>Less self congratulations of Council and more about problems and solutions used to resolve</p> <p>less 'agenda' type content, more on local infrastructure and environment</p> <p>I prefer factual reporting rather than 'life' stories.</p>
<b>Praise</b>	X 1	<p>You seem to cover most things</p>
<b>Other</b>		<p>Activities and how to find out what's on. Noone in the village seems to advertise so as an incomer it is very difficult to integrate</p> <p>More emphasis on stopping people dropping litter</p>

## Council Website

### Q30 Have you ever visited Bolsover District Council's website?

Just under 7 in 10 respondents from the panel have visited the Council's website, with around 3 in 10 not having visited it.

#### Q30 Have you ever visited Bolsover District Council's website?

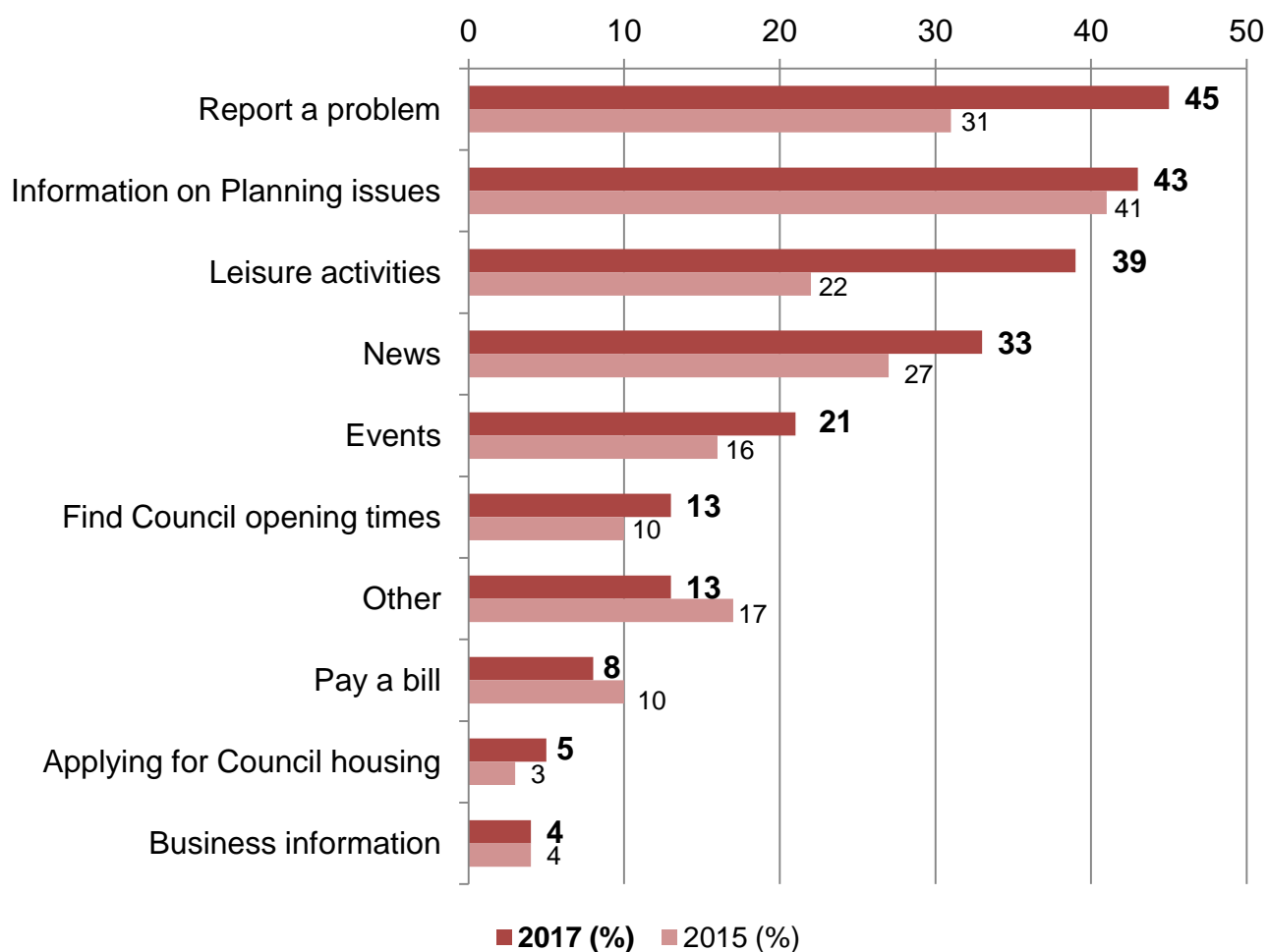


Q30 Have you ever visited Bolsover District Council's website?		
	2017 (%)	2015 (%)
Base:	366	-
Yes	68	62
No	32	38

### Q31 What did you visit the website for?

Roughly following the trends from 2015, the top four reasons for visiting the website were: 1) To report a problem (45%); 2) Planning information (43%) 3) Leisure activities (43%) and News (33%). More people report using the site for leisure activities (17 percentage point increase) and reporting a problem (14 percentage point increase).

### Q31 What did you visit the website for?



Q31 What did you visit the website for?		
	2017 (%)	2015 (%)
Base:	240	
<i>Report a problem</i>	45	31
<i>Pay a bill</i>	8	10
<i>News</i>	33	27
<i>Business information</i>	4	4
<i>Information on Planning issues</i>	43	41
<i>Leisure activities</i>	39	22
<i>Events</i>	21	16
<i>Applying for Council housing</i>	5	3
<i>Find Council opening times</i>	13	10
<i>Other</i>	13	17



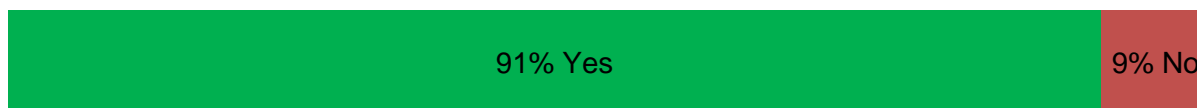
### Q31a What did you visit the website for? (other, please specify)

A number of other reasons were given for visiting the website, with the most common other reason being about bin collections, shown below:-

Q31a What did you visit the website for? (other, please specify)	
Category	Number
Bin Collections	X 12
<i>Planning Applications</i>	X 5
<i>Benefits</i>	X 3
<i>To find a phone number</i>	X 3
<i>Opening times</i>	X 2
A full list of comments is included in the appendix	

### Q32 Did you find the information you were looking for?

Over 9 in 10 people found what they were looking for on the council website, however for those who did not find the information, 57% said that the search did not show relevant information and 48% were unclear where to find the information. Some comments were made about the layout of the site being poor or confusing and that the new leisure facilities were not up to date and not easy to find.



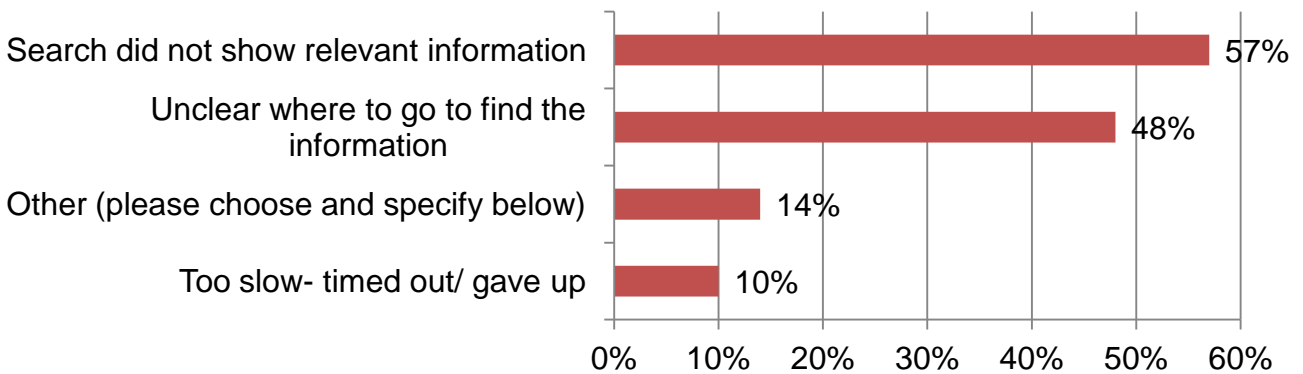
■ Yes ■ No

Q32 Did you find the information you were looking for?		
	2017 (%)	2015 (%)
Base:	246	
Yes	91	89
No	9	11

### Q33 Why didn't you find the information you were looking for?

57% said they did not find the information they were looking for because the search did not show relevant information. 48% were unclear where to find the information and 10% said the site was too slow / timed out or gave up.

#### Q33 Why did you not find what you were looking for?



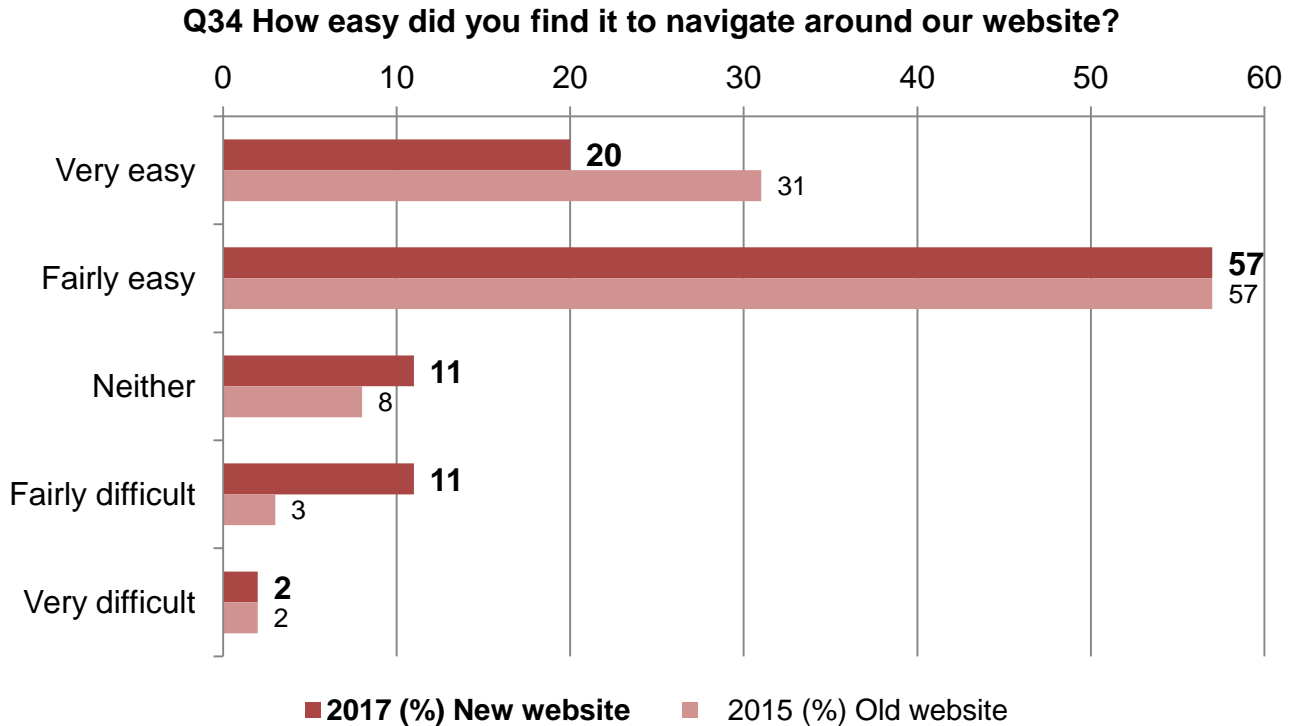
Q33 Why didn't you find the information you were looking for?		
	2017 (%)	2015 (%)
Base:	21	261
<i>Unclear where to go to find the information</i>	48	41
<i>Too slow- timed out/ gave up</i>	10	15
<i>Search did not show relevant information</i>	57	59
<i>Other</i>	14	19

### Q33a Why didn't you find the information you were looking for? (Other please specify)

Q33a Why didn't you find the information you were looking for? (Other please specify)
<b>All comments</b>
Very poor site
Because it is not on your website.
The point I made has not been dealt with
The new leisure facilities were not up to date and not easy to find. Would expect to see a link to the classes, prices etc
Could not find the budget details
I think that the new lay-out is poor and confusing
No reply from my local councillor on issue of no longer being able to use my nearest household waste centre in Kirkby in Ashfield

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

Panel members are generally finding navigation less easy than the old site. 11% report that the site is difficult to navigate compared to 3% in 2015, and 20% report finding the site very easy, compared to 31% in 2015. As the new site is very new, having only been launched in March 2017, it is possible that new layout is causing some problems with people adapting to the new format.



Q34 How easy did you find it to navigate around our website?		
	2017 (%) New website	2015 (%) Old website
Base:	246	
Very easy	20	31
Fairly easy	57	57
Neither	11	8
Fairly difficult	11	3
Very difficult	2	2

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

A number of suggestions and improvement were made and shown in the table overleaf:-

**Q35 ...Suggestions for improvement or other information you would like to see on our website**

<b>Category</b>	<b>Number</b>	<b>Summary of suggestion</b>
<b>Other information</b>	X 7	<p>Online application form for a small lotteries licence</p> <p>PARKING</p> <p>Would be beneficial to have an online account to update details, supply documents etc.</p> <p>More info on changes by Universal Credit and also how residents can help others by support and also in giving free furniture etc. to those in need!</p> <p>Any confusion comes from my lack of knowledge of what layer of local government is responsible for what; i.e. district, local, parish.</p> <p>Is there an organogram style of display of whom to contact for a particular concern or issue?</p>
<b>Ease of use</b>	X 5	<p>Make it easier to use - not a secret service</p> <p>Site is not user friendly - obviously not designed by someone who has consulted the public FIRST!!</p> <p>Not the easiest of sites</p> <p>Needs to be easier to find leisure activities and information about them on the site.</p> <p>It's ok if you're computer savvy, but it needs to be made more idiot proof.</p>
<b>Design</b>	X 3	<p>It's very a very busy design</p> <p>Sometimes get stuck with links, could be made easier.</p> <p>Needs testing on people who don't work for the Council!</p>
<b>Signposting / Site search</b>	X 3	<p>Basic signposting. Just needs to be made easier to navigate</p> <p>links to information booklets etc not very easy to find to ensure questions are at least acknowledged and a reply given</p> <p>It's not always easy to find the information I'm looking for so a better search facility would be helpful</p>
<b>Navigation</b>	X 2	<p>keeps directing you to other pages and back to stating point</p> <p>I did get a reply to my enquiry but I was still a little unsure as to how much I could actually do online</p>

### Q36 Why have you never visited the Council website?

For those panel members who had never visited the site, most said they never needed to (49%) or they contact the council in other ways (44%). 24% don't have access, and 13% don't want to use the internet. Results generally mirror those from 2015 although less people report not having internet access.

Q36 Why have you never visited the Council website?		
Multiple choice question	2017 (%)	2015 (%)
Base:	108	239
<i>I have never needed to</i>	49	42
<i>I contact the Council in other ways</i>	44	45
<i>I don't have access to the internet</i>	24	29
<i>I don't want to use the internet</i>	13	10
<i>Not applicable</i>	6	-
<i>Other</i>	-	6

Q36a Why have you never visited the Council website? (other)	
No reason to visit the site (x2)	I don't have a computer
Not sure of the pathways all seems complicated	Phone
Live within easy distance of offices	

### Social Media

#### Q37 Do you use social media e.g. Facebook, Twitter, Instagram etc ?

Half of respondents from the panel use social media and half do not. Usage of social media has risen by 8 percentage points from 2015.



■ Yes

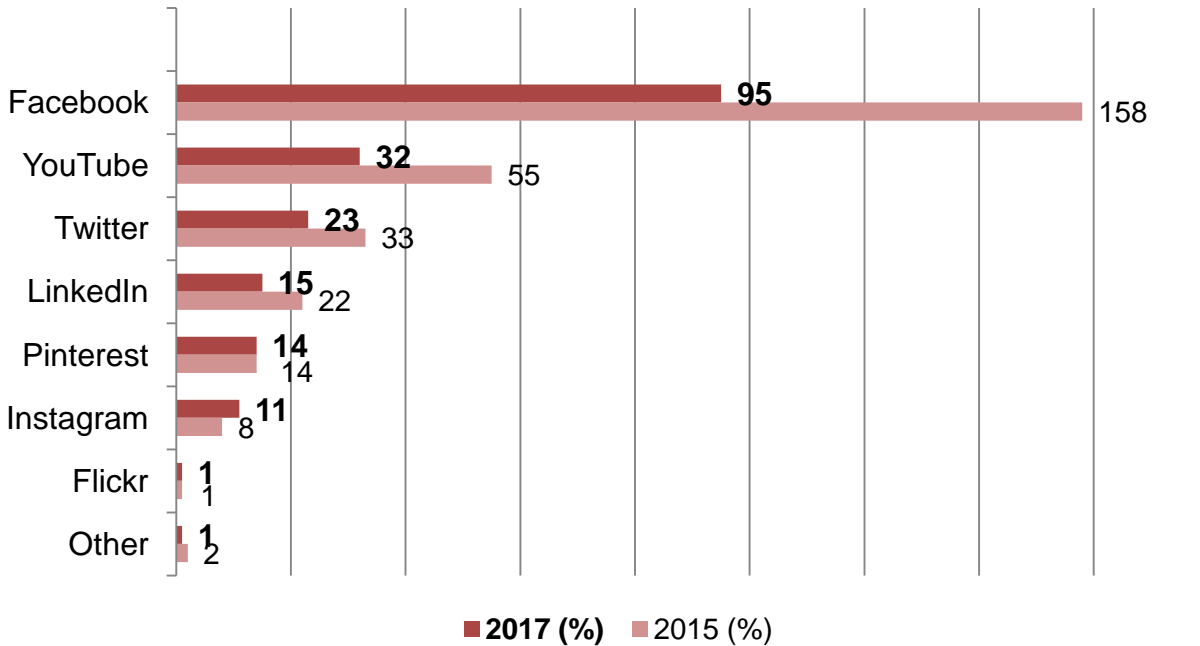
■ No

Q37 Do you use social media e.g. Facebook, Twitter, Instagram etc ?		
	2017 (%)	2015 (%)
Base:	363	
Yes	50	42
No	50	58

### Q38 Which sites do you use on a regular basis?

Respondents indicated that they mostly use Facebook (95%), YouTube (32%) and Twitter (23) on a regular basis. This follows the same pattern from 2015 however Facebook usage has dropped considerably 95% 2017 compared with 158%\* in 2015 and YouTube usage has dropped by 23 percentage points. Instagram is the only platform reported to have increased in usage (3 percentage point increase). \*Figures do not add to 100% as question was multiple choice.

Q38 Which sites do you use on a regular basis?

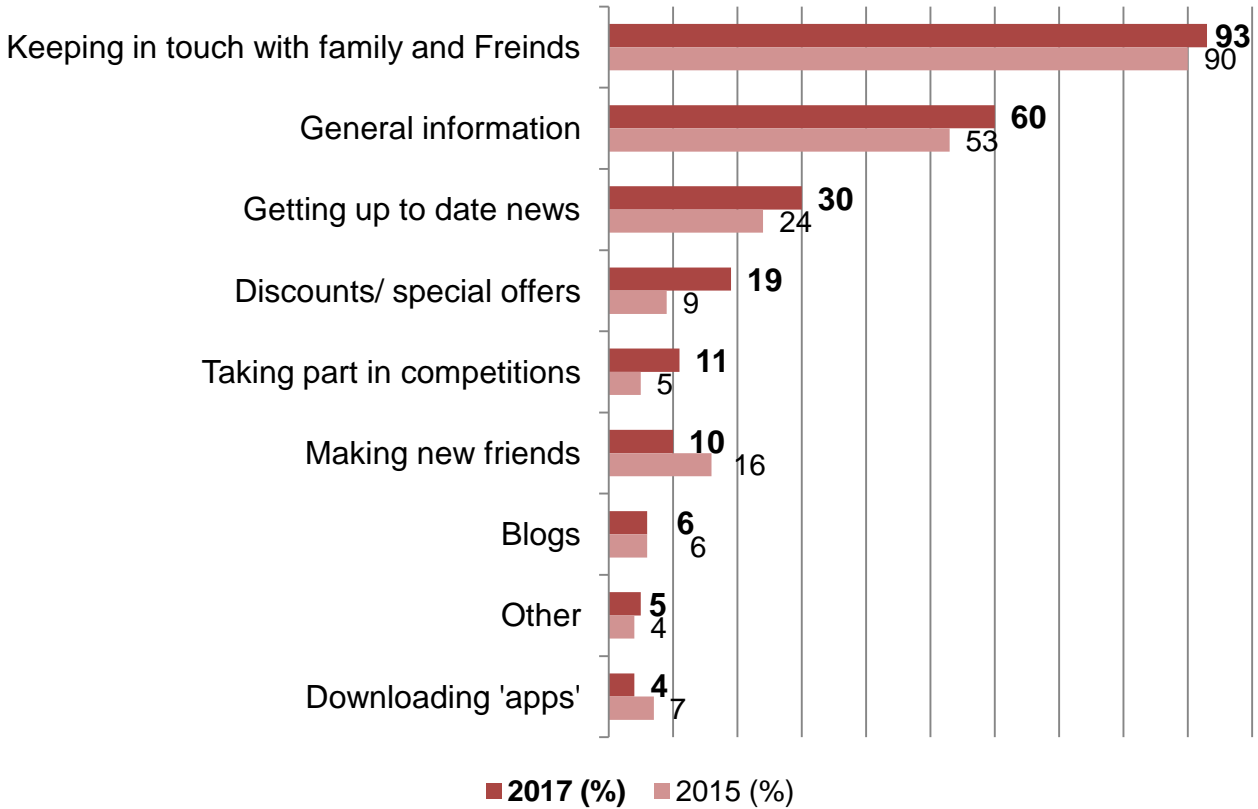


Q38 Which sites do you use on a regular basis?		
Multiple choice question	2017 (%)	2015 (%)
Base:	177	164
<i>Facebook</i>	95	158
<i>Twitter</i>	23	33
<i>LinkedIn</i>	15	22
<i>Instagram</i>	11	8
<i>Flickr</i>	1	1
<i>Pinterest</i>	14	14
<i>YouTube</i>	32	55
<i>Other (dogpile, messenger)</i>	1	2

### Q39 What do you use these sites for?

Citizens' Panel members report that they primarily use social media for: Keeping in touch with family and Friends (93%), General information (60%) and Getting up to date news (30%), and this follows trends from 2015.

**Q39 What do you use the sites for?**



Q39 What do you use these sites for?		
Multiple choice question	2017 (%)	2015 (%)
Base:	180	165
<i>Keeping in touch with family and friends</i>	93	90
<i>Making new friends</i>	10	16
<i>General information</i>	60	53
<i>Discounts/ special offers</i>	19	9
<i>Taking part in competitions</i>	11	5
<i>Blogs</i>	6	6
<i>Getting up to date news</i>	30	24
<i>Downloading 'apps'</i>	4	7
<i>Other</i>	5	4

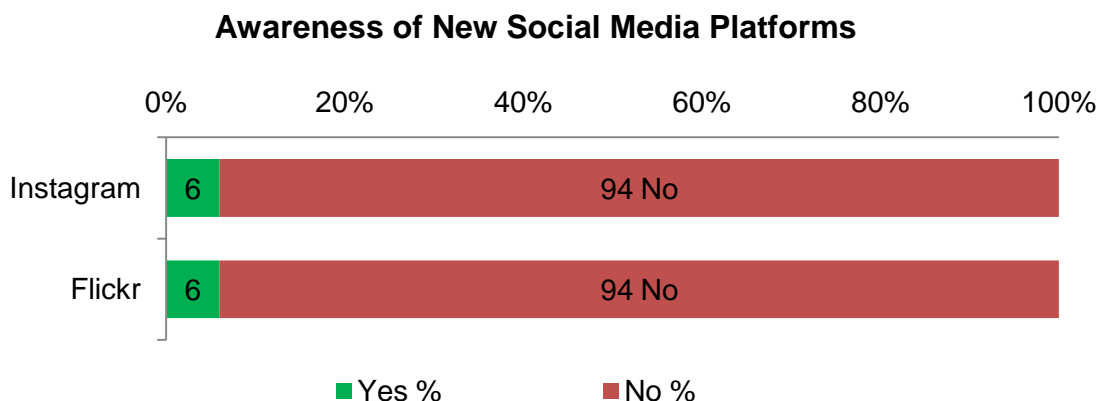
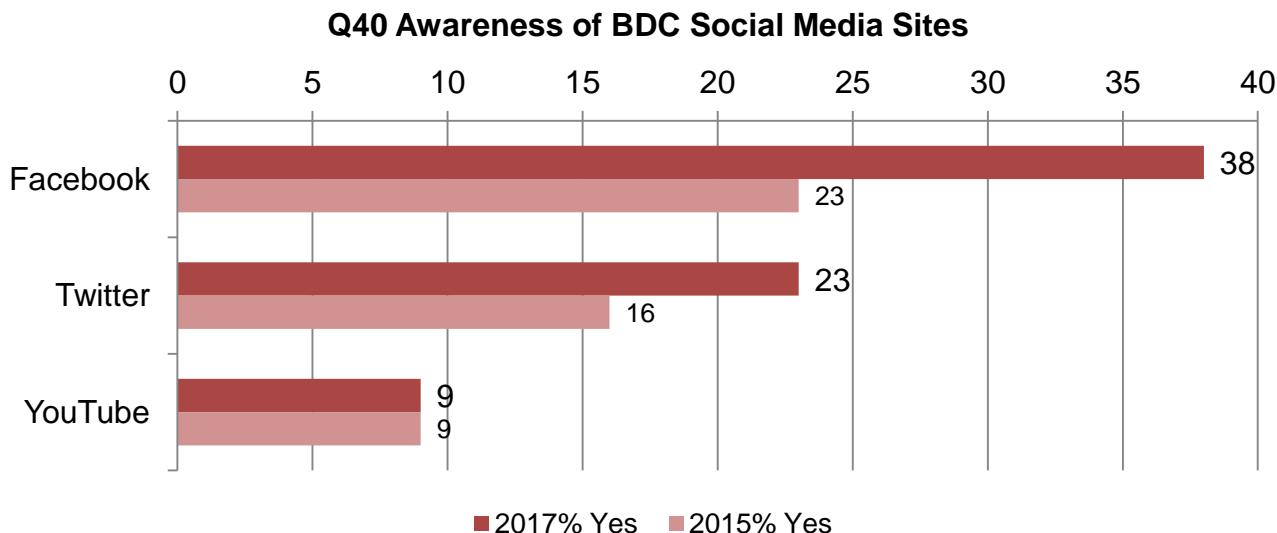
**Q39a What do you use these sites for? (other please specify)**

<b>Q39a What do you use these sites for? (other please specify)</b>	
<b>Use</b>	
<b><i>Know how</i></b>	Specific information, "know how" Use YouTube to solve problems on fixing things
<b><i>Local community</i></b>	To keep in touch with what is going on in the community. Variety of Facebook pages relating to Bolsover Area New Photographs
<b><i>Business</i></b>	LinkdIn for business contacts and networking Emailing contacts and businesses. Business networking Business interests
<b><i>Local groups and hobbies</i></b>	Pinterest- crafting ideas Information sharing for local clubs Keep up to date on YouTube with needlework hobbyists Notification for drama group Supporting my hobby Hobby interest groups



## Q40 Are you aware Bolsover District Council has the following pages/ accounts on social media sites?

More people are aware of the Council's Facebook and Twitter page, with Facebook awareness increasing from 23% in 2015 to 38% Twitter awareness from 16% in 2015 to 23%. Awareness of the Council's YouTube account remains the same at only 9%.

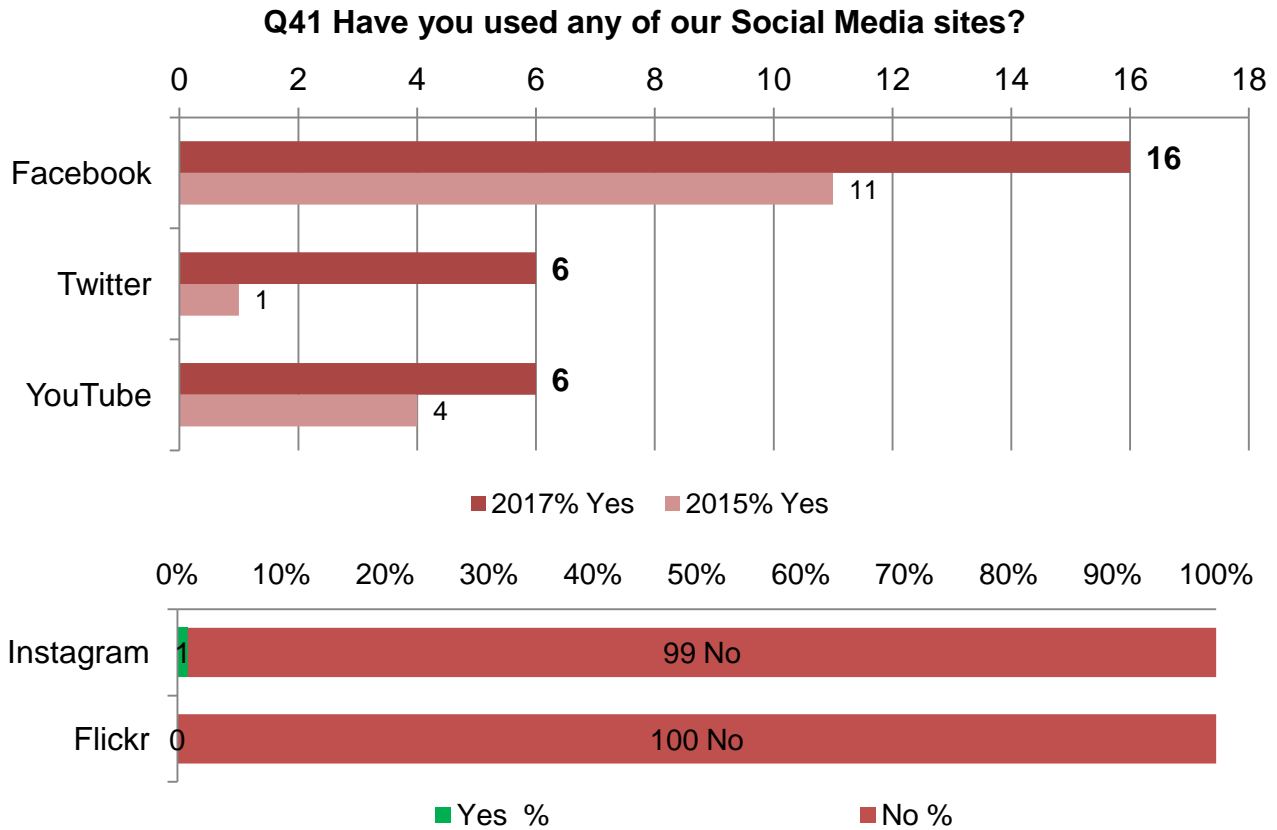


In terms of the newer social media platforms (Instagram and Flickr) very few panel members (6%) were aware of the council's use of these.

Q40 Are you aware Bolsover District Council has the following pages/ accounts on social media sites?				
	2017 %		2015 %	
	Yes	No	Yes	No
Facebook	38	62	23	77
Twitter	23	77	16	84
YouTube	9	91	9	91
Instagram	6	94	Not asked	
Flickr	6	94	Not asked	

### Q41 Have you ever used any of our social media sites before?

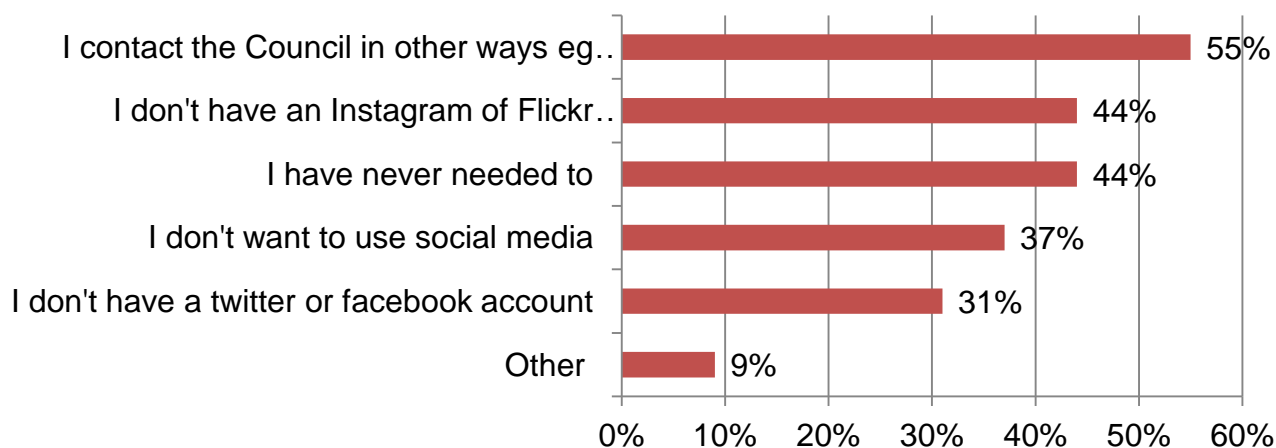
Indications suggest increased engagement coming from the council’s Facebook, Twitter and YouTube accounts, however there has been no take-up of Instagram and Flickr by panel members. 16% of respondents have used the Council’s Facebook page, compared to 11% in 2015. 6% have used the Council’s Twitter compared to 1% in 2015. 6% have used the Council’s YouTube site compared to 4% in 2015.



Q41 Have you ever used any of our social media sites before?				
	2017 %		2015 %	
	Yes	No	Yes	No
Facebook	16	84	11	89
Twitter	6	94	1	99
YouTube	6	94	4	96
Instagram	1	99	Not asked	
Flickr	0	100	Not asked	

## Q42 Why have you never visited these sites / this site?

Some panel members do not use social media because they contact the Council in other ways eg telephone, email or visiting in person (55%), some have never needed to (44%) and others don't have an Instagram or Flickr account (44%). 37% report not wanting to use social media. 31% report not having a twitter or facebook account. 9% report other reasons.



Q42 Why have you never visited these sites / this site?	
Base 342	%
<i>I have never needed to</i>	44
<i>I contact the Council in other ways (e.g. telephone, email or visiting in person)</i>	55
<i>I don't have a twitter or facebook account</i>	31
<i>I don't have an Instagram or Flickr account</i>	44
<i>I don't want to use social media</i>	37
<i>Other</i>	9

### Q42a Why have you never visited these sites / this site? (other please specify)

Q42a Why have you never visited these sites / this site? (other please specify)	
Did not know about these sites (x14)	Concerns about security / privacy (x2)
Age related	Only use Facebook / restrict use
Prefer other methods (i.e. phone)	Sight poor
Don't have a computer	Better things to do
Don't want junk	It is much easier talking to a person
Social media sites are an unnecessary evil. Address your problems or comments to the correct BDC website itself.	Not secure regarding information about the individual concerned. not prepared to share my profile with BDC
Don't agree with politicians using social media	

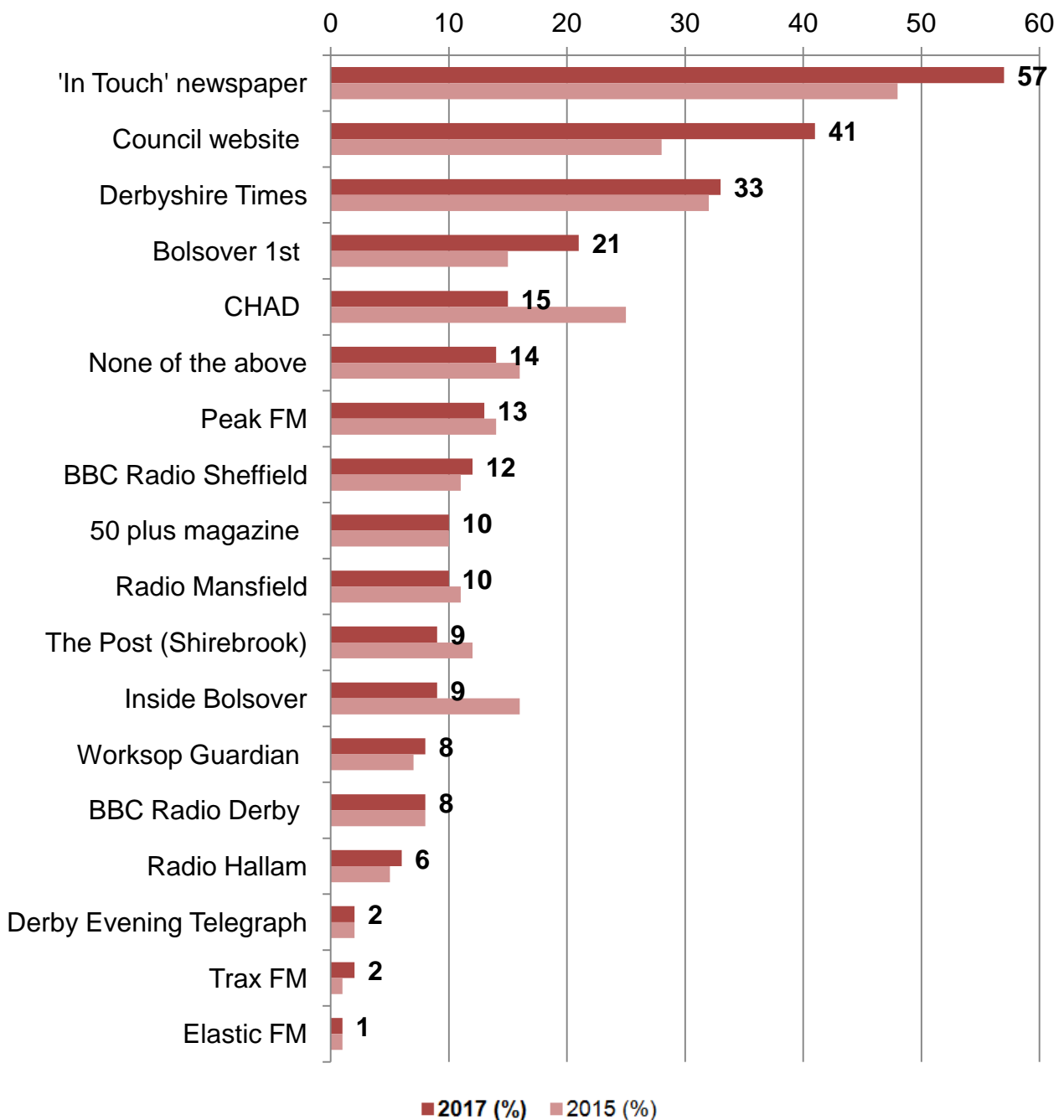
## Other local media

### Q43 Which of the following local media do you currently use?

The most popular local media sites used are 'In Touch' newspaper (57%), Council website (41%) The Derbyshire Times (33%) and Bolsover 1st (21%). Fewer people report using the Council website than in 2015 (41% 2015 compared with 28% in 2017).

Bolsover 1<sup>st</sup> is more popular than it was two years ago 21% compared with 15% in 2015. CHAD is less popular than it was two years ago (10% compared with 25%).

### Q43 Which of the following local media do you currently use? (%)



<b>Q43 Which of the following local media do you currently use?</b>		
	2017 (%)	2015 (%)
Base:		
<i>'In Touch' newspaper</i>	57	48
<i>Council website</i>	41	28
<i>Derbyshire Times</i>	33	32
<i>CHAD</i>	15	25
<i>Worksop Guardian</i>	8	7
<i>Derby Evening Telegraph</i>	2	2
<i>The Post (Shirebrook)</i>	9	12
<i>50 plus magazine</i>	10	10
<i>Bolsover 1st</i>	21	15
<i>Inside Bolsover</i>	9	16
<i>BBC Radio Sheffield</i>	12	11
<i>Peak FM</i>	13	14
<i>Radio Hallam</i>	6	5
<i>Trax FM</i>	2	1
<i>Radio Mansfield</i>	10	11
<i>BBC Radio Derby</i>	8	8
<i>Elastic FM</i>	1	1
<i>None of the above</i>	14	16

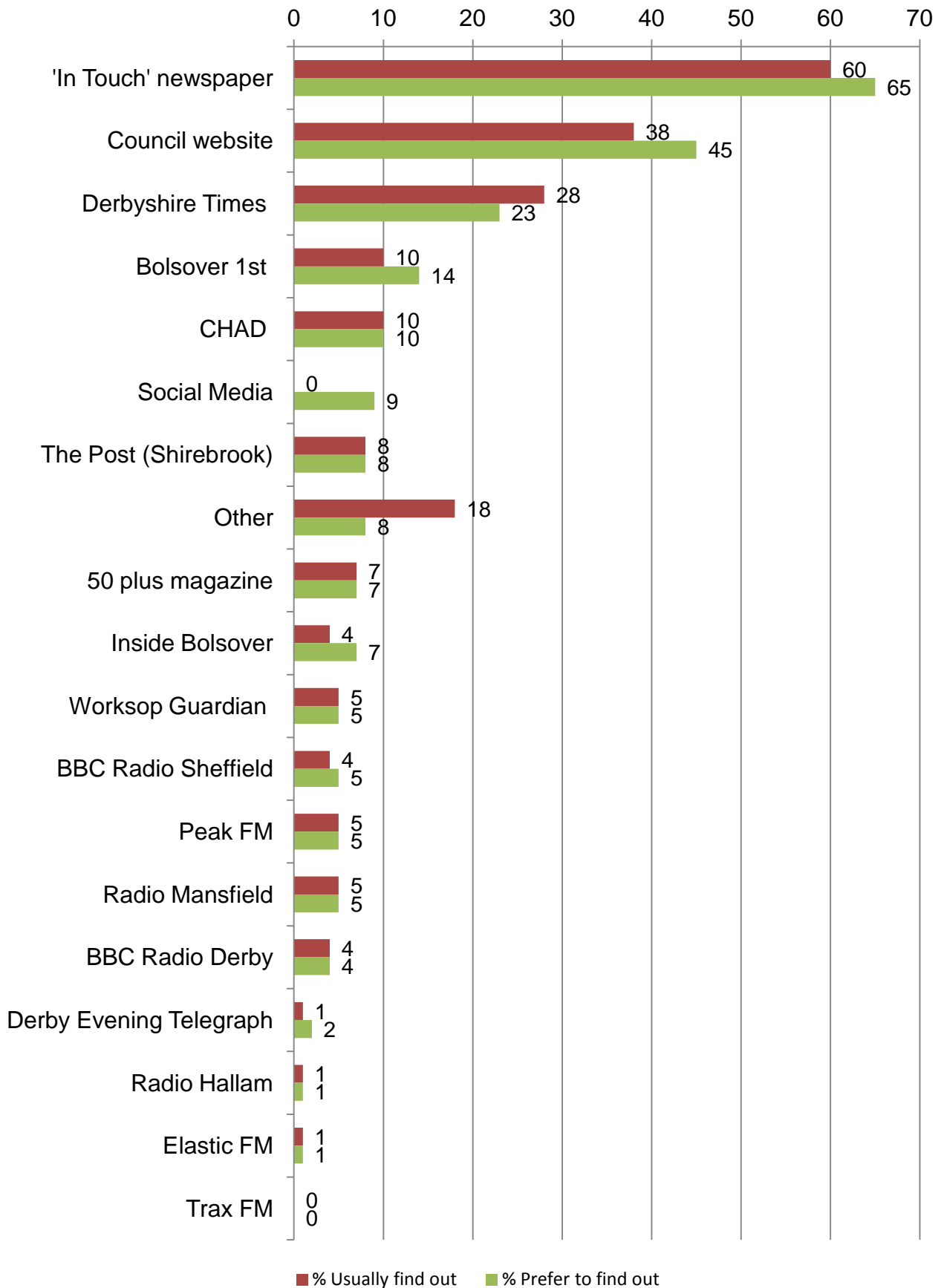
**Q44 How do you usually find out about Bolsover District Council, the decisions it makes and the activities it promotes? / Q45 How would you prefer to find out about the Council, the decisions it makes and the activities it promotes?**

When comparing the data for Q44 and Q45 (how do you usually find out.. vs how you would like to find out..), it is shown that the Council is using the correct methods to promote itself, in line with the preferences of the Citizens' Panel.

Panel members prefer to find their information about the Council from the following:- (top 6 in order of preference)

	%
'In Touch' newspaper	65
Council website	45
Derbyshire Times	23
Bolsover 1st	14
CHAD	10
Social Media	9

## Q44/45 Finding out about the Council



**Q44** How do you usually find out about Bolsover District Council, the decisions it makes and the activities it promotes? / **Q45** How would you prefer to find out about the Council, the decisions it makes and the activities it promotes?

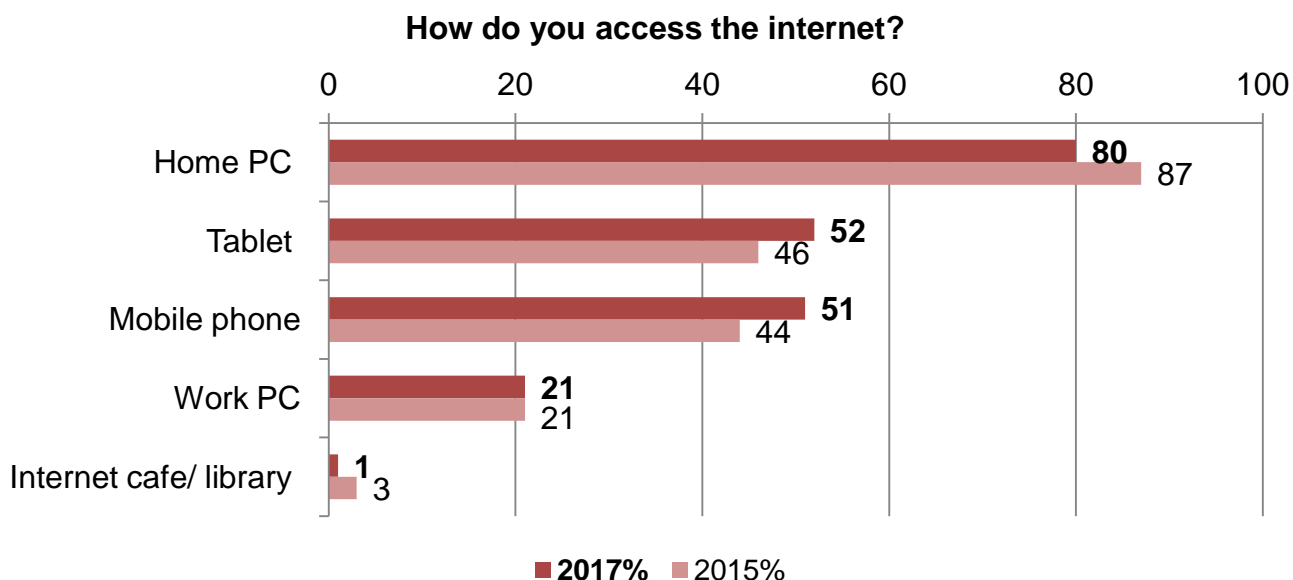
	Q 44 Usually find out	Q 45 Prefer to find out
	%	%
<i>'In Touch' newspaper</i>	60	65
<i>Council website</i>	38	45
<i>Derbyshire Times</i>	28	23
<i>CHAD</i>	10	10
<i>Worksop Guardian</i>	5	5
<i>Derby Evening Telegraph</i>	1	2
<i>The Post (Shirebrook)</i>	8	8
<i>50 plus magazine</i>	7	7
<i>Bolsover 1st</i>	10	14
<i>Inside Bolsover</i>	4	7
<i>BBC Radio Sheffield</i>	4	5
<i>Peak FM</i>	5	5
<i>Radio Hallam</i>	1	1
<i>Trax FM</i>	0	-
<i>Radio Mansfield</i>	5	5
<i>BBC Radio Derby</i>	4	4
<i>Elastic FM</i>	1	1
<i>Social Media</i>	NA	9
<i>Other</i>	18	8

Other please specify responses for Q45 (prefer to find out) included *email (x10), Facebook (x3) by post (x2) local library, word of mouth, Parish Councils, Local council offices, Notice boards.*

## Internet access

### Q46 How do you access the internet?

32 people said they had no internet access. Looking at the rest of the responses, most people said they access the internet from a home PC (80%), this is down from 87% in 2015, with more people starting to use tablets (52%) and phones (51%).







<b>Q46 How do you access the internet?</b>		
	2017 (%)	2015 (%)
Base:	321	
Home PC	80	87
Work PC	21	21
Tablet	52	46
Mobile phone	51	44
Internet cafe/ library	1	3
I have no internet access*	*Excluded from calculations	



### Q47 How would you prefer to complete online questionnaire surveys from the Council?

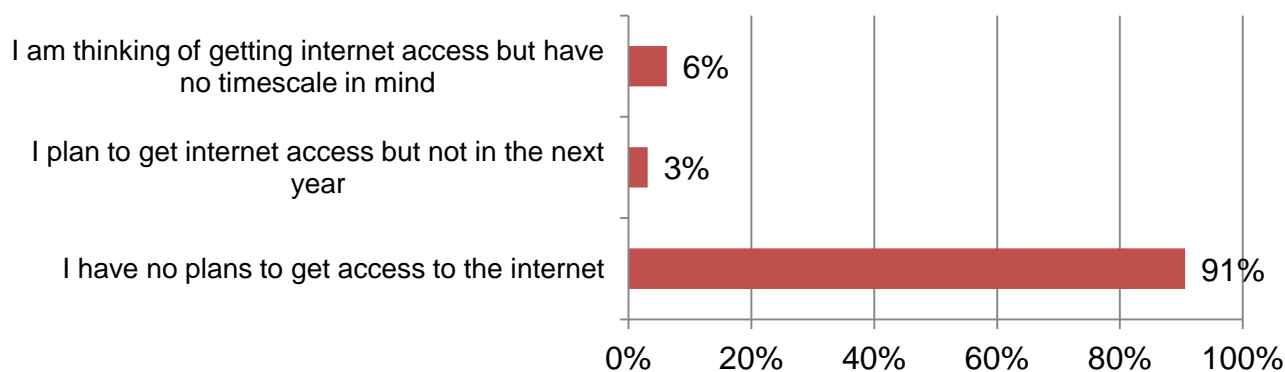
The majority of panel members prefer to complete online surveys on a PC (48%), followed by Tablet (20%). 15% would prefer to complete on a mobile phone.

Q47 How would you prefer to complete online questionnaire surveys from the Council?		
Base: 321	2017 (%)	
On my mobile phone	15	
On a tablet	20	
On a PC	48	
I wouldn't want to complete an online survey	17	

### Q48 If you currently have no internet access, please choose one of the following options which best describes you...?

91% of respondents who have no internet access have no plans to get it in the future.

#### Q48 Future internet access



Q48 If you currently have no internet access, please choose one of the following options which best describes you...?		
	2017 (%)	2015 (%)
Base:	32	-
<i>I have no plans to get access to the internet</i>	91	73
<i>I plan to get internet access in the next year</i>	-	8
<i>I plan to get internet access but not in the next year</i>	3	2
<i>I am thinking of getting internet access but have no timescale in mind</i>	6	17