

North East Derbyshire

Viewpoint

- *Having your say on local services* •

June 2017

Thank you to everyone who completed the November 2016 survey and gave us their views, the response rate was 40%. This newsletter gives you feedback from this and previous North East Derbyshire District Council Citizens' Panel surveys and you can see the full report of the findings on www.askderbyshire.gov.uk

Feedback - Local Area and Council Services

The November 2016 survey asked panel members to think about the area where they live and about the range of services that North East Derbyshire District Council provides to the community and their household.

What you told us....

The vast majority (89%) are satisfied with their local area as a place to live.



89%

Majority (79%) are satisfied with the way North East Derbyshire District Council runs things.



79%

In the survey this month:

- Domestic waste collection service
- Information about your Council and its services
- Contacting the Council
- North East Derbyshire town centres

News and updates:

- Local Area and the services you receive from the Council feedback
- Diversity Monitoring feedback
- Local Plan feedback
- Contacting the Council further feedback
- Circulation of 'the NEWS' magazine - we need your help

The majority (82%) of panel members feel well informed about the services the Council provides.



Most feel well informed about the Council's performance (75%), how to complain (71%) and how to give their views (70%)



What we will do...

- The Council is particularly pleased to see that the satisfaction levels with our services are being maintained despite the budget pressures that the authority faces. The figures have been shared with key officers to ensure staff are aware of the positive results.
- We will continue to

improve the way we communicate with our customers to improve overall satisfaction. The recent changes to the design of our website are an example of this where we have tried to make it more user friendly and less detailed.

- We have also introduced 'Web Chat' which allows residents to interact on-line with a trained

Customer Service Advisor during normal working hours.

- We are also using social media more to interact with the public and ensure that we are communicating our services to a wider audience.
- We will continue to monitor satisfaction rates as we go forward.

Feedback - Local Plan consultation

North East Derbyshire District Council recently undertook public consultation and engagement on the Draft Local Plan and we would like to thank all those who took the time to attend a consultation event or complete and submit a representation form.

The Local Plan sets out the overarching vision and objectives that will guide the development of the District together with our spatial Strategy for where development should go. During a six week period from 24th February to 7th April, 7 public events were held around the District which over 800 people attended. Overall

the council has received written responses from over 1,000 individuals and organisations and these are now being analysed to identify the issues being raised. This information along with that from several evidence based studies will inform the final version of the Plan which it is intended to publish at the end of 2017.

Thanks again to all those resident who took the time to come along to the events or to submit comments.



Feedback - Diversity Monitoring

North East Derbyshire District Council hosts meetings of the Disabled People's Joint Consultative Group. This group has been established for over ten years and is a great mechanism to consult and receive feedback on service provisions.

The group added questions to the November 2016 Citizens' Panel survey to ask members' views on the levels of diversity and cohesion in the area. A similar survey had been conducted two years ago.

The group intends to analyse any trends in responses over the years. The results showed positive outcomes for all the questions asked and revealed no concerns about discrimination in the area.

What you told us....

- Almost nine in ten respondents (88%) felt that it is easy to access council services
- Almost two-thirds of respondents (64%) felt there were no physical barriers to accessing council premises.
- Six in ten (61%) agreed that the Council provides them with information in a suitable format.
- The vast majority (92%) of respondents felt that the local area is a place where people from different backgrounds get along. This is a similar level to that measured in 2014 and 2011.

What we will do...

The Disabled People's Joint Consultative group were pleased with the response from the survey and will repeat the questions in 2 years time to monitor the trend.

If you would like to read the full results of this and other question areas the report has been published on the Ask Derbyshire website www.askderbyshire.gov.uk

Join us

If the work of the Disabled People's Joint Consultative group has sparked your interest then please consider becoming a member. Membership is open to anyone who has an interest in local disabled people's issues - either as an interested individual (a disabled person or their carer or family member) or

as a representative of a local community group.

The group meets every quarter at the District Council Offices on Mill Lane, Wingerworth and transport (or other adjustments) can be arranged for anyone who needs it.

Recently the group has:

- Completed an access audit at the Council's Mill Lane offices resulting in an Action Plan of changes to be made.
- Advised on guidance that is currently being compiled for those who organise and run events to ensure that these are accessible to all.
- Explored the new "Web Chat" service
- Had a Q&A session with Rykneld Homes about the role of Housing and Support Officers.

If you would like to contribute to this important work and would like more information, please contact Amar Bashir, Improvement Officer on 01246 217047 or by email to amar.bashir@ne-derbyshire.gov.uk

If you want to inform us of a change to your contact details or you would like to receive surveys by email, call Debbie Whitehead, Improvement Officer on 01246 217018 or email consultation@ne-derbyshire.gov.uk

The full survey findings are available on www.askderbyshire.gov.uk

Feedback - Contacting the Council

In June 2016 we asked Panel members to tell us about their experiences of contacting the council and the results of this survey has recently been used as part of our assessment for a Government standard for service quality called, 'Customer Service Excellence'.

We are delighted to have gained this award and would like to thank everyone who gave us their views as part of the satisfaction survey. The information that you give us helps us to make changes and improvements to the service we provide, making sure that our customers have access to good quality information.

The assessment is quite rigorous with 57 indicators being judged. Along with the Citizens' Panel findings, an external assessor looks at the quality of the service provision, accessibility via the phone, internet and email and the information provided.

Thank you for taking part, as always your views are important to us.

Circulation of our magazine for residents, 'The NEWS' - we need your help

At North East Derbyshire District Council we publish a magazine for residents called 'The NEWS' three times each year featuring news about council services, local projects, councillor contact details and information from across the district. This is delivered to 45,000 homes and businesses within our area.

The next edition of 'The NEWS' will be delivered to our residents during the week of 10th - 15th July. If you haven't received your copy of the magazine by 18th July please let us know - we don't want anyone to be left out!

Contact the magazine editor, Nicola Smith, on 01246 217019 or by email at Nicola.smith@ne-derbyshire.gov.uk. You will need to provide your full



postal address, including postcode, for the distribution company to fully investigate your missed delivery.

North East Derbyshire District Council

We speak your language

Polish

Mówimy Twoim językiem

French

Nous parlons votre langue

Spanish

Hablamos su idioma

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

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

Don't forget to return your questionnaire. The deadline is Friday 30th June.