

North East Derbyshire

Viewpoint

- *Having your say on local services* •

November 2016

Thanks to everyone who completed the last survey and gave us their views. We received 451 questionnaires, a response rate of 45%. Don't forget that you can see the full report of the findings from the November survey on www.askderbyshire.gov.uk

In the survey this month:

- The services you receive from the Council
- Your local area
- Diversity monitoring

Feedback - Housing Ambition

Housing Ambition is a new project working across North East Derbyshire, Bolsover, Chesterfield and Derbyshire Dales. The project aims to prevent young people aged 16-24 becoming homeless and to streamline services for young people when homelessness cannot be prevented.

In the last survey we asked you for your views on homeless young people and the services available to them.



What you told us...

- Most people (67%) agreed that: "If someone is homeless the Council only has to provide somewhere for them to live in certain circumstances."
- The overwhelming majority (95%) felt that children should be taught about household budgeting at school.
- A further 82% believe that children should be taught about housing and homelessness at school.
- Panel members felt that homelessness amongst young people is caused by a range of factors and that the causes are complex. Many felt they were unqualified and didn't have enough knowledge to make a judgement. However, from the comments made, the family environment and parents in particular were identified as possible causes.

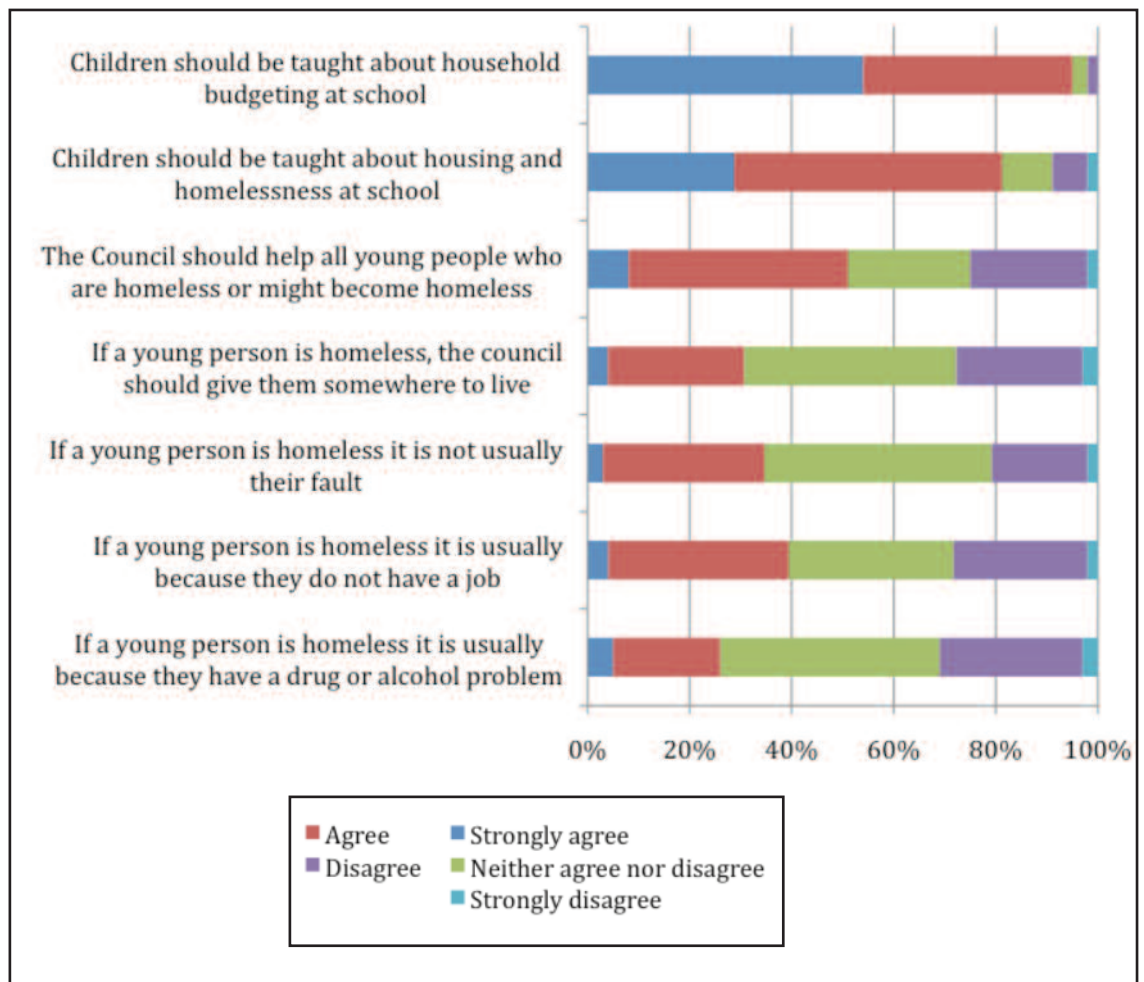
Continued overleaf

News and updates:

- Housing Ambition feedback
- Contacting the Council feedback
- Get Involved: join Disabled People's Joint Consultative Group

Don't forget to return your questionnaire. Deadline is Friday 2nd December.

- Opinion was split on whether youth homelessness is due to the person's own fault (35% agreed that it was not usually their fault, 45% neither agreed nor disagreed and 21% disagreed).
- People generally agreed that the Council should help young homeless people (51%), but a smaller percentage (31%) felt that they should provide housing to young homeless people.



What we will do...

The Housing Ambition project will be delivered throughout North East Derbyshire, Bolsover, Chesterfield and Derbyshire Dales.

The information gained from the Citizens' Panel will be fed into the projects steering group as part of our development of a county wide schools project to educate young people on the issues around homelessness. The planned future developments are to create a Hub or Single Point of Access and a housing pathway for

young people and services to access advice and support and where appropriate housing. This Hub will act as the starting point for their journey down the pathway which will be dependent upon that individual person's needs.

It requires a partnership approach across a range of statutory and non statutory sectors including voluntary and community sector partners. The main objective is usually to keep the young person accommodated within the family home where it is

safe to do so, however, where it is not appropriate to do this we will seek other alternatives such as supported accommodation for example.

The main focus is that we are a preventative service and attempt to resolve any conflict early, possibly through mediation and establish a stable and safe environment for young people to live. We can then link this to employment, education and training support services to further develop their independence.

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

So that we can improve our contact centre service we asked for your views on contacting the Council and the service you expect to receive. We use this information to monitor and improve our performance.

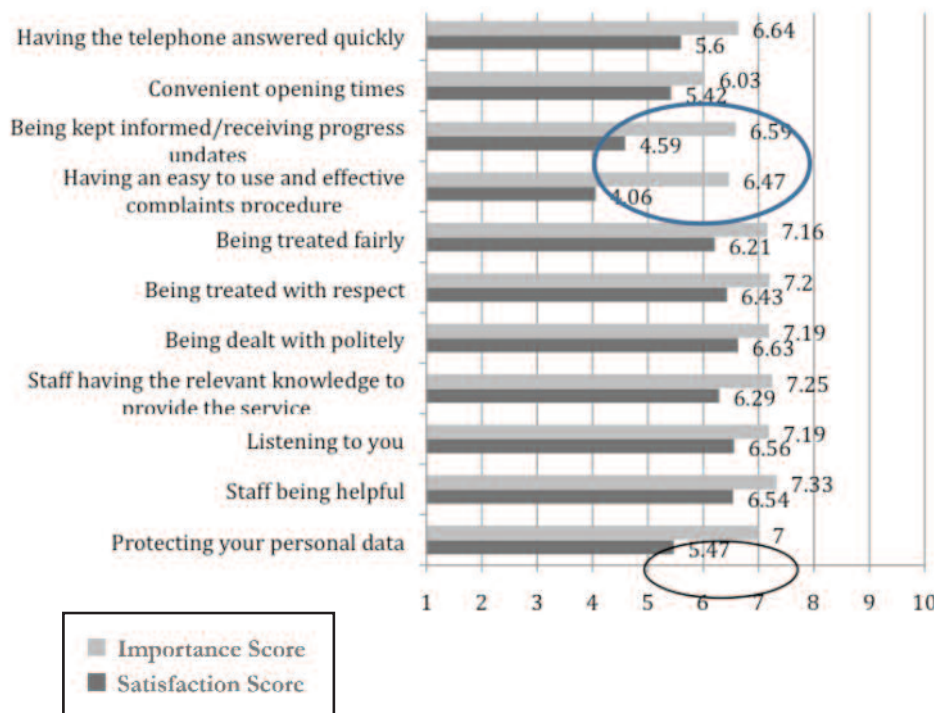
What you told us....

- Those members responding to the survey said their preferred way of contacting the council is by telephone (46%). From the comments made, this method is preferred because it is quick and convenient and mainly provides immediate and direct answers.
- The top three reasons for contacting the council were; an enquiry about the refuse service (24%), to request a service (18%) and to obtain information (18%).
- The most important of the eleven customer requirements were “Staff being helpful”, “Staff having the relevant knowledge to provide the service” and “Being treated with respect”.
- Priorities for improvement are ‘Having an easy to use and effective complaints procedure’, ‘Being kept informed/receiving progress updates’ and ‘Protecting your personal data’.
- Overall, the service scored a Customer Satisfaction Index (CSI) of 58.36%. It should be remembered that the Panel is made up of a cross-section of the population of the district who will have made contact in a range of ways and across a wider period than when usually conducting a



service satisfaction survey where the sample is normally confined to those who had contacted us within the last 6 months. Such a survey was conducted in April 2016 amongst recent users of the service. The results from this were: telephone contact scored a CSI of 90.06%, Personal callers 90.70%, Email contact 83.41% and reception visitors 99.09%.

Priorities for Improvement



What we will do...

The service will be taking on board the scores and comments people made along with those of the survey amongst recent users of the service (637 people responded). An Action Plan for improvements for the future is currently being developed and we will include this in a future newsletter.

Both surveys will be repeated every two years to help us stay aware of how customers perceive this important service.

Get Involved

New members needed

Spread the word we need more Citizens' Panel members!

Thank you and welcome to all the residents that have recently joined the Citizens' Panel.

We are still recruiting to the Panel and need more members to take part so it's not too late for everyone to take part. Please spread the word by telling your friends, family and neighbours all about the Panel and encouraging them to join.

The Panel is open to all residents who live in the area covered by North East Derbyshire District Council who are aged 18+. You can have questionnaires sent to you in the post, or receive an email link to complete them online.

As a thank you for giving your time, all Citizens' Panel members (while they sit on the panel) will be offered the corporate membership rate at our leisure centres. This means you can have access to all of the facilities at our three leisure centres (excluding court hire) from as little as £22 a month (contact our leisure centres for more details).

New members can join up by visiting www.snapsurveys.com/wh/s.asp?k=146529082641 or by emailing consultation@ne-derbyshire.gov.uk or contacting Debbie Whitehead on 01246 217018.

Tell your friends to join our Citizens' Panel and together we will make our voices heard on local issues.

People with disabilities have your say!

We are also looking for new members to join our Disabled People's Joint Consultative Group.

The group acts as a champion of disabled people's issues in the District and a consultative body on key Council policies that impact on disabled residents' lives.

The main aims of the group are to:

- Advise the council's Cabinet on the

implementation of legislation with regard to the delivery of council services.

- Identify and promote equality of opportunities for disabled people.
- Raise awareness of equal opportunities and disability.
- Make formal representations to other bodies on matters relating to all disability issues.

The group, which meets every quarter at the District Council Offices on Mill Lane, Wingerworth, 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. Transport, sign language interpretation or other adjustments can be arranged for anyone who needs it.

The next meeting will take place in December.

If you are interested in joining the group or would just like more information, please contact Amar Bashir, NEDDC's Improvement Officer, on 01246 217047 or by email to amar.bashir@ne-derbyshire.gov.uk



We speak your language

Polish

Mówimy Twoim językiem

French

Nous parlons votre langue

Spanish

Hablamos su idioma

Slovak

Rozprávame Vaším jazykom

Chinese

我们会说你的语言

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