

Panel Number



June 2021 Citizens' Panel Survey

Please return your completed questionnaire by/before **Friday 25th June 2021**

Please remember to enter your individual panel number in the top-right-hand box of this page before continuing to the questions.



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Domestic Waste Collection Service

The Council provides a range of domestic waste collection services to all local residents. These include burgundy bin, black bin and green bin collections as well as collections of bulky household waste. We last asked how satisfied you were with these services in June 2019 and would like to continue monitoring to see if satisfaction levels have changed since then.

Burgundy Bin Recycling Service

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

- Every fortnightly collection
- Monthly
- Less than monthly
- Never

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

(Please choose all that apply)

- If the bins were delivered to me
- If the collection service was more reliable
- If I had more information about what happens to the materials collected
- If I had more information on what I could recycle
- If I was better informed about the kerbside recycling services
- If I had help presenting my bins on collection day
- Nothing would persuade me to start recycling/recycle more
- Already recycle all I can
- Other (please state below)

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- N/A

Q4 On 22nd February 2021, the Council brought the burgundy bin collection service in-house following the prior service provider (contractor) ceasing trading. Following this, have you noticed a change in service?

- Yes - **improvement** in service
(please state below)
- Yes - **reduction** in service
(please state below)
- No - it's the same

Green Bin Composting Service

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

- Q5** How often do you use the green bin kerbside composting service during the collection period (March to November)?
- Every fortnightly collection
 - Monthly
 - Less than monthly
 - Never
- 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
- Q7** If you answered 'garden waste only', what would also persuade you to start using the green bin to dispose of your food waste?
(Please choose all that apply)
- | | |
|--|--|
| <input type="checkbox"/> If the collection service was more reliable | <input type="checkbox"/> If I had help presenting my bins on collection day |
| <input type="checkbox"/> If I had more information about what happens to the materials collected | <input type="checkbox"/> Nothing would persuade me to start using the service more |
| <input type="checkbox"/> If I had more information about what I could put in the green bin | <input type="checkbox"/> I already compost all I can |
| | <input type="checkbox"/> Other (Please state below) |
-
- Q8** How often during the collection period (March to November) do you use your green bin to recycle food waste?
- Every fortnightly collection
 - Monthly
 - Less than monthly
 - Never

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

- Yes
- No

Q10 What stops you recycling more garden and food waste?

(Please choose all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Too messy | <input type="checkbox"/> I don't know what can be put in my green bin |
| <input type="checkbox"/> I am concerned about maggots/vermin | <input type="checkbox"/> My bin is too small to contain all the waste |
| <input type="checkbox"/> The green bin would start to smell | <input type="checkbox"/> I prefer to compost some waste myself |
| <input type="checkbox"/> I prefer to put food into whichever bin is being collected that week | <input type="checkbox"/> Other (Please state below) |

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- N/A

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

Black Bin Refuse Collection Service

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- N/A

Q14 Do you have any other comments regarding the black bin refuse service?

Bulky Household Waste Collection

The Council offers a service for the removal of bulky items from outside your home. 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 and there is a charge for this service.

- Q21** Did you know that the Council runs a Bulky Household Waste Collection service?
- Yes
- No
- Q22** Have you ever used the Council's Bulky Household Waste Collection service?
- Yes
- No
- Q23** How satisfied satisfied or dissatisfied were you with the Bulky Household Waste Collection service?
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- N/A

Council and Committee Meetings

Over the last year, the Council has been livestreaming all Council and Committee meetings as a way to meet the requirements of the Coronavirus Act 2020 and the virtual meeting regulations. These meetings have been streamed via YouTube and the Council's website. In addition, and public speakers at Council or Planning have joined the meeting remotely with safeguards in place to ensure that any technical difficulties do not inhibit what they wished to say, and technical support was given (where required) to join the meeting.

- Q24** As we look to move back to physical/hybrid meetings for Members, do you feel that an option to join a meeting remotely to speak is something that should be continued?
- Yes
 No
 Not sure
- Q25** Bearing in mind that livestreaming has additional costs in terms of resources to undertake, is there a future need to live stream ALL meetings?
- Yes
 No
 Not sure
- Q26** Would it be a suitable balance between cost and accessibility to livestream Council and Planning meetings and to record other meetings for upload/viewing after the event?
- Yes
 No
 Not sure
- Q27** Do you think remote meetings provide a barrier for attendance by the public?
- Yes (please state why below)
 No
 Not sure

About You

The following questions will help us to understand the views of the different people living in the District; information will only be used to help us analyse the results of the survey and is used anonymously.

Q28 Are you...?

Male

Female

Prefer not to say

Prefer to self-describe

Q29 What is your age?

16-24 years

25-34 years

35-44 years

45-54 years

55-59 years

60-64 years

65-74 years

75+years

Prefer not to say

Q30 What is your current employment status?

Employed full-time (30 hours or more a week)

Employed part-time (Less than 30 hours a week)

Self-employed

On a Government supported training scheme

Student

Unemployed - looking for work

Unemployed - not looking for work

Looking after the home

Retired

Not able to work

Q31 How would you describe your ethnic background?

- White Chinese
 Mixed heritage Prefer not to say
 Asian or Asian British Other (please state below)
 Black or Black British

Q32 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot No
 Yes, limited a little Prefer not to say

Q33 What is your post code?

Thank you for taking the time to complete this questionnaire.