

Bolsover District Council Citizens' Panel

January 2020 Survey

- **Contacting the Council**
- **Customer Service Standards**
- **Complaints**
- **Streetscene Services**
- **Town Centres**

FINAL REPORT

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Attached appendices

Questionnaire

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Methodology and Profile

Background and Introduction

Bolsover District Citizens' Panel was established as a means of obtaining residents' views and currently consists of **341 residents** who are mailed (or emailed) a questionnaire twice a year covering a variety of subjects. Previously it was jointly administered by Derbyshire County Councils and the district but it is now self-administered.

In January 2020 Bolsover District Council conducted a survey with its Citizens' Panel to identify people's views on:

- **Contacting the Council**
- **Customer Service Standards**
- **Complaints**
- **Streetscene Services**
- **Town Centres**

The questionnaire also asked respondents for key demographic information (gender, age, ethnicity and disability), which enables us to analyse the survey results using current information.

This report presents an analysis of the responses received. Within the report all figures are rounded and so may not add to 100%. Once published, reports, questionnaires and newsletters are available to view and download at the Council's consultation website www.askderbyshire.gov.uk.

Methodology

The questionnaire contained eight sides of questions including one side of demographic questions. The survey was available to complete online, as well as via a paper questionnaire.

A total of 341 questionnaires were sent out during w/c 13th January and respondents were given 3 weeks, until Friday 7th February 2020, to return their responses. Each survey was accompanied by a covering letter and a newsletter. A total of **209** replies were received (**84 paper, 125 online**) making the response rate to this survey **61%**.

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 5.9 +/-%. This result means that we can be 95% confident that the results are accurate to within 5.92+/-%. It is important to take this into account when comparing these results with historical data.

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 January 2020)	Population Figures (2011 Census)
Respondent characteristic	%	%
Gender		
Male	53	49
Female	46	51
Prefer not to say	-	-
Age Group		
		(age % as a proportion of 2011 population aged 16+)
16 – 24 years	-	13
25 – 64 years	46	65
65 years and over	53	22
Ethnicity		
White British or Irish	99	97
Ethnic Minority (including white, other)	1	4
Prefer not to say	-	-
Disability		
Yes, limited a lot	16	10
Yes, limited a little	23	19
No	57	71

Responses to this questionnaire are over representative of the age group 65 years and over, and are 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 group whose disability 'limits their life a little' is also slightly over-represented.

2. Contacting the Council

To help improve customer access to our services, we have increased the ways residents can contact us online by providing self-booking, payment and reporting facilities through the website and 'web-chat' which provides immediate help and support. These services are designed to be an additional way that residents can contact the Council and to enhance the customer experience. The results of this section will be used to make further improvements to the service.

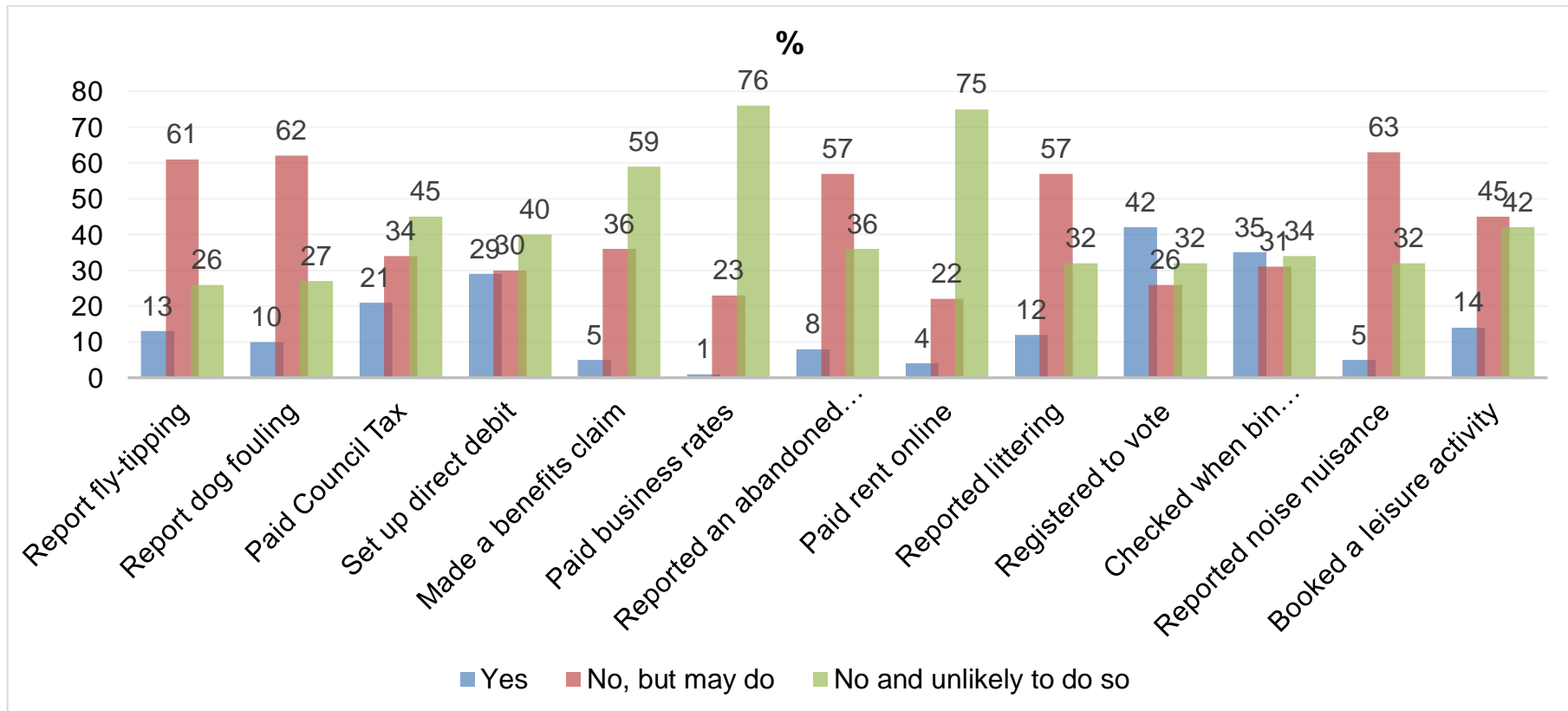
2.1 Executive Summary

- The majority of respondents have not used the online services for booking, payment and reporting. However, some feel they may use the facility in the future while many say they are unlikely to do so.
- The topics that most people who had already used the system mentioned were: registering to vote, checking bin collection dates, setting up a direct debit to pay bills, booking a leisure activity and paying their Council Tax bill.
- The topics where they most think they will use in future are: reporting noise nuisance, dog fouling and fly-tipping.
- Only 5% of respondents have used 'web chat' but a further 45% were optimistic about using it in future. Half of the respondents (50%) said they are unlikely to use 'web chat' in the future.

2.2 Survey Findings

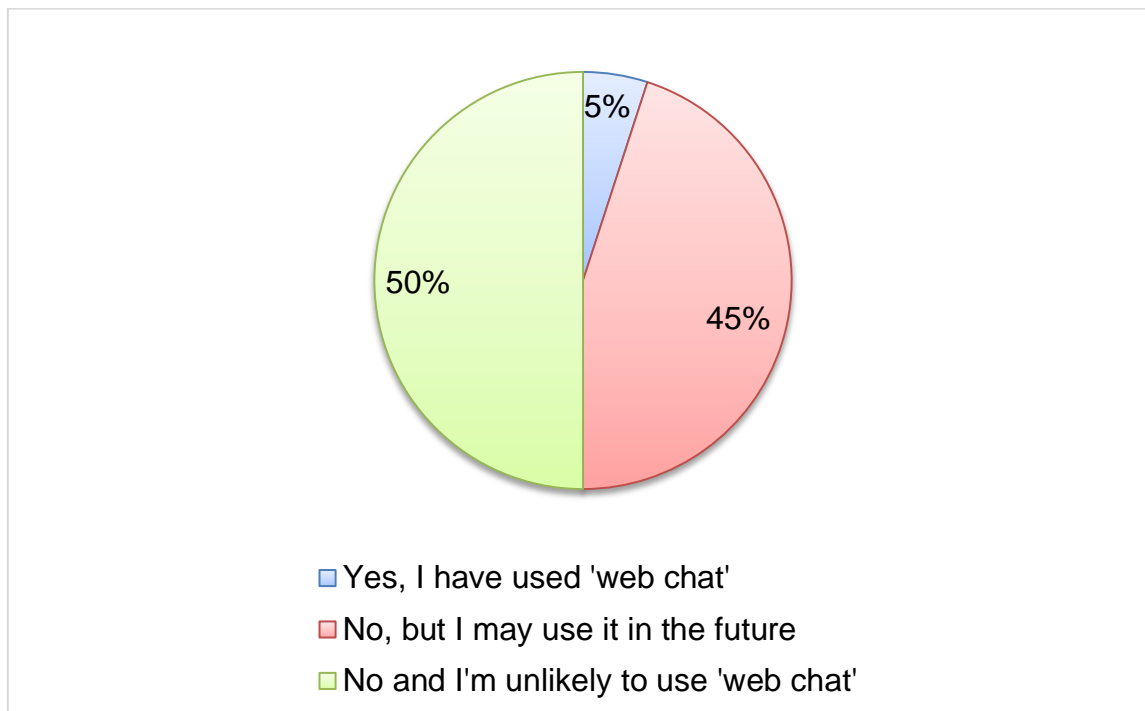
The majority of respondents have not used the online services for booking, payment and reporting but many feel they may do so in the future. A higher percentage of respondents showed an unwillingness to pay business rates, rent or make a benefits claim online; the demographics should be taken into consideration in light of these findings.

Q1 Have you ever booked, paid for, or reported, any of the following services online through our council website?



Respondents had already used: registering to vote, checking bin collection dates, setting up a direct debit to pay bills, booking a leisure activity and paying their Council Tax bill. The topics that most think they will use in the future are: reporting noise nuisance, dog fouling and fly-tipping. Suggestions for other topics which could make use of online interactive technology related to antisocial behaviour, parking issues, bulky waste collection, bins, pest control, blue badge information, poor road maintenance and lack of disabled parking space at the Arc.

Q2 Have you ever used 'web chat'?



Only 5% of respondents said they used 'web chat' and a further 45% were optimistic about doing so in the future. The majority 50% said they were unlikely to use the service in the future. (Please note the age profile of respondents when considering these results).

2.3 Open Comments - Contacting the Council

Q Which other services or issues would you like to be able to book, pay for, or report online?
1. Would prefer the web site to work better than it does as it is very clumsy. I'd suggest you spend time evaluating its current options and links before adding to it.
2. Anti-social behaviour such as kids emptying the dog mess bin all over the road
3. Would like to be able to report and get action on problem in Bolsover that may be county council related without being fobbed off.
4. Nuisance car parking.
5. Bulky refuse collection.
6. Wheelie bin replacement. Large waste collection.
7. Car parking space. I was a frequent swimmer, have failed on last three occasion to find safe parking space, ARC has lost a customer. I have a disabled badge. I have mentioned this before.
8. Damage to Wheelie Bins by Council and Contract collectors.
9. Overgrown plants blocking footpaths. Use of buses too wide for our roads. Poor road maintenance.
10. Report/request pest control e.g. rats, wasps.
11. Prefer to telephone and speak to someone.
12. To collect a bulky items such as a sofa, an old fridge or old microwave?
13. Do not have mobile phone or internet.
14. Collection of large rubbish.
15. Other environmental issues.
16. Request bin repair/replacement, completing panel surveys.
17. Damage to Council property e.g. fencing on steps, health and safety issues connected to above.
18. Collection of unwanted/bulky items.
19. I care for my Mum part time who is disabled, I recently need to renew her blue badge. I've tried calling in for support on how to do this, the information required is proof of benefits and to be honest I have no clue how to gain this information. I tried to gain guidance from the blue badge team but they couldn't help. I'm actually in limbo on how I can sort this out and mum has hospital appointments which I'll not have access to disabled parking as the blue badge has expired. It would be nice to be able to call in and gain some help on how to provide the relevant info.
20. I would like to be able to access my rent/council tax accounts online.
21. I prefer to ring if I need to contact you. Could you publish forthcoming events so that people are aware of them e.g. in the little free booklets that we receive. I know some events are put in there but a more comprehensive list would be nice. This would encourage community spirit. Especially could you do something for young people like a Youth Club? Somewhere to play but also teach them how to be a good citizen. Either a new building or use the community hall or school, a church or the local council offices. There must be some way of doing something for young people. You'd have to employ a youth worker or two but this would be money well spent.
22. Online isn't always reliable. Nottingham City have an excellent on line service for complaints - I've been amazed how efficient they are at dealing with them and following up straightaway - BDC ought to work at their system and acquire something similar.

Q Do you have any comments about the 'web chat' service?
1. Very generic when used trying to gain certain info.
2. I often use web chat with companies that offer it but have not used the council service.
3. I wasn't aware of this service.
4. I was given good advice.
5. Sounds like a good idea.
6. I'm not sure what it means, it sounds too complicated, do you actually speak to someone or do you have to type messages back and forth?
7. Great idea - would save lots of time for you and members of the public.
8. I will have to check this out.
9. Seems an unnecessary duplication of existing services. Young 'uns will approve though.
10. I'm not interested in web chat with any organisation.
11. Wasn't aware it existed.
12. Sorry but I am happy to do what I do best.
13. That is ok for some people but older people are not likely to use it.
14. Web chat service poor for retailers, so need to see that web chat actually offers answers to questions. Seems to be used by other businesses to be barrier when system inadequate.
15. It's a good thing which everyone can use.
16. I like the idea, but need confidence to use a computer iPad.
17. I've not seen not heard about it - then again, I rarely use the council website.
18. I haven't used it.
19. I have used webchat for other things like Gas supplier. They state you are able to have a transcript of your chat, please offer this if you do not do it.
20. I have used it with a different company and found it helpful.
21. I can see that it is a very useful tool, but I personally don't use the web much.
22. Not a regular computer user.
23. Set up but our issue couldn't be reported on there.
24. I don't know about the webchat service, we could do with a presentation at our Neighbourhood Watch in Shirebrook.
25. I think that's a good idea.
26. Good idea!
27. Never used it but a good idea.
28. Don't have internet.

3. Customer Service Standards

Bolsover District Council has a set of customer service standards which we call the Customer Service Code of Practice and Standards. These standards are based on best practice, and are in line with North East Derbyshire District Council and they are in place to help us to communicate with our customers in a consistent manner and we are asking for residents' views to help us in this work.

3.1 Executive Summary

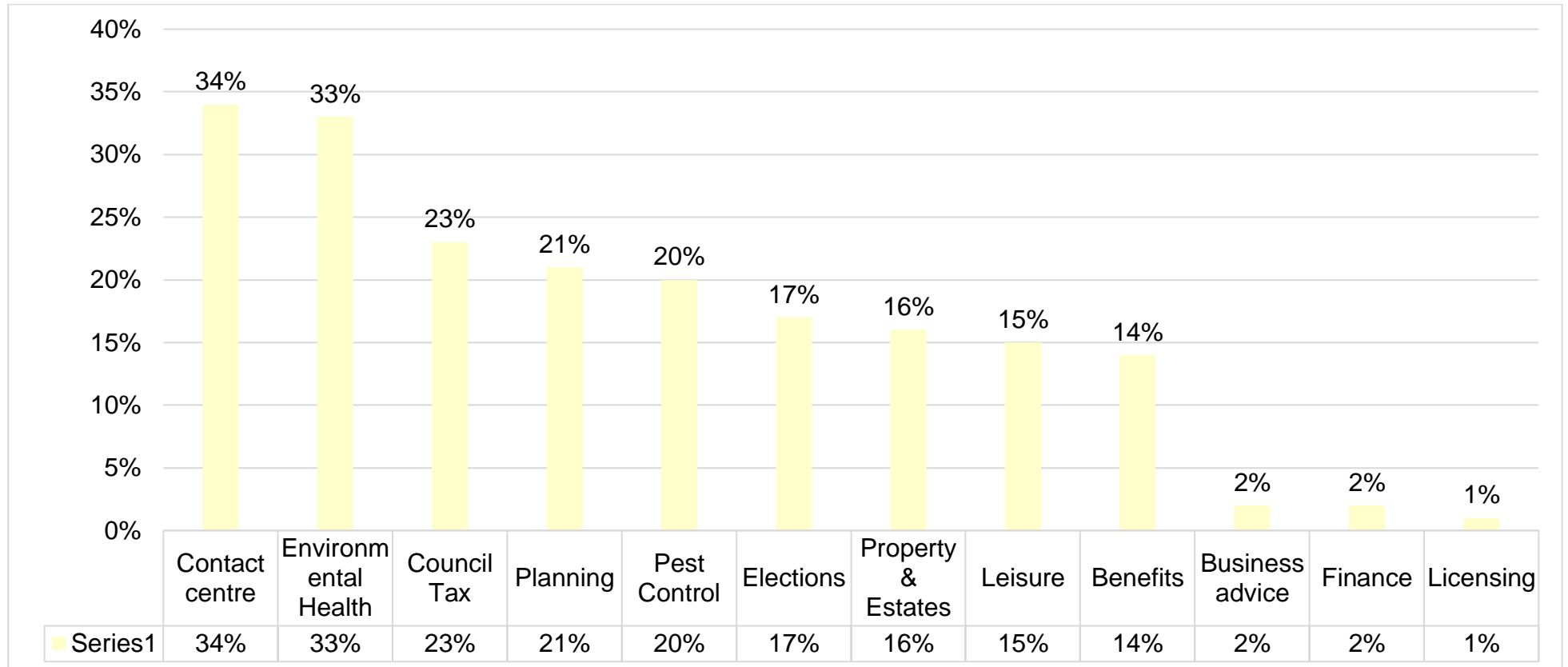
Service Standards

- Most **important** priorities for respondents are **having personal data kept secure** (9.29), receiving **accurate information** (9.26) and **being listened to** (9.24).
- Survey respondents are most **satisfied** with having their personal data kept secure (8.36), officers using 'plain English' (8.07) and officers having the right attitude (7.94).
- The **top priorities** for customer service **improvement** are:
 - receiving accurate information (-2.09)
 - being kept informed (-2.00)
 - officers having relevant knowledge (-1.90)
- Respondents are **most happy** with the opening times of offices, opening times for telephones, disabled access and e-mail enquiries while they are **least happy** with Twitter feeds (68%), webchat (64%) and website payments (54%).
- The top three service enquiries were to Contact Centres (34%), Environmental Health (33%) and Council Tax (23%) reflecting a *substantial increase* (17%) in *contact centre* activity since 2017.

3.2 Survey Findings

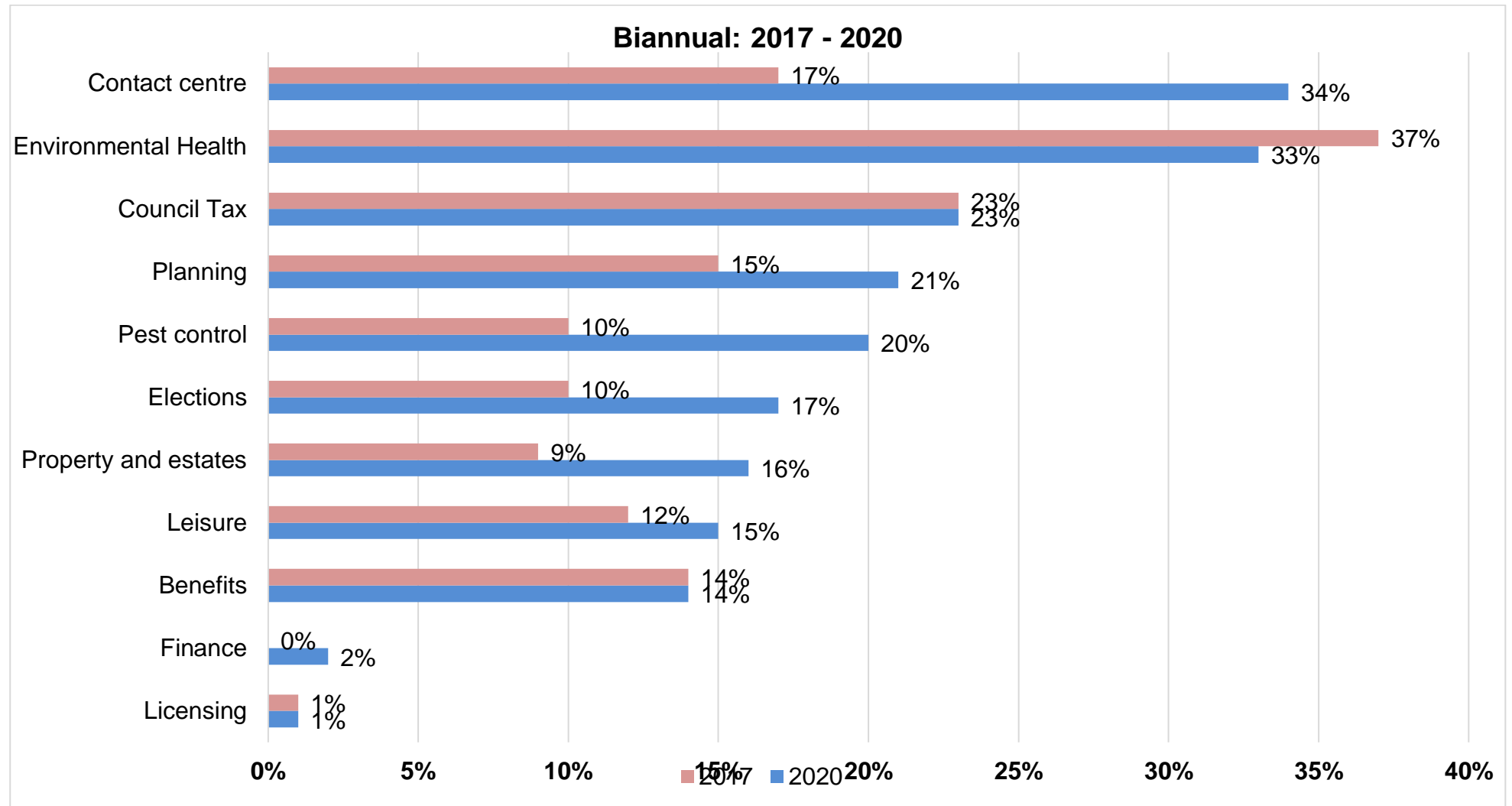
Q Which service did you need?

The **top three** enquiries were related to Contact Centre (34%), Environmental Health (33%) and Council Tax (23%).

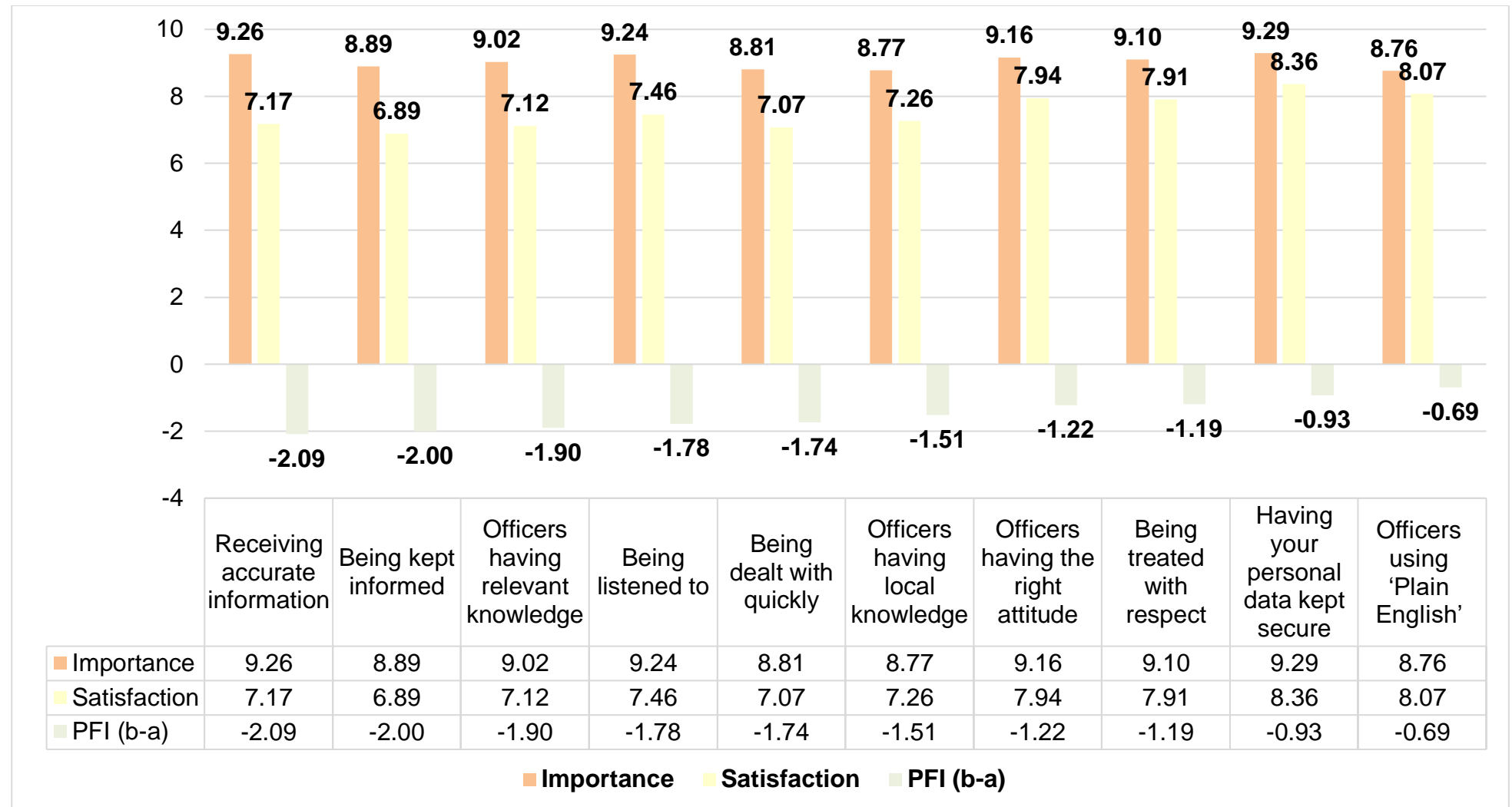


Service needs comparison

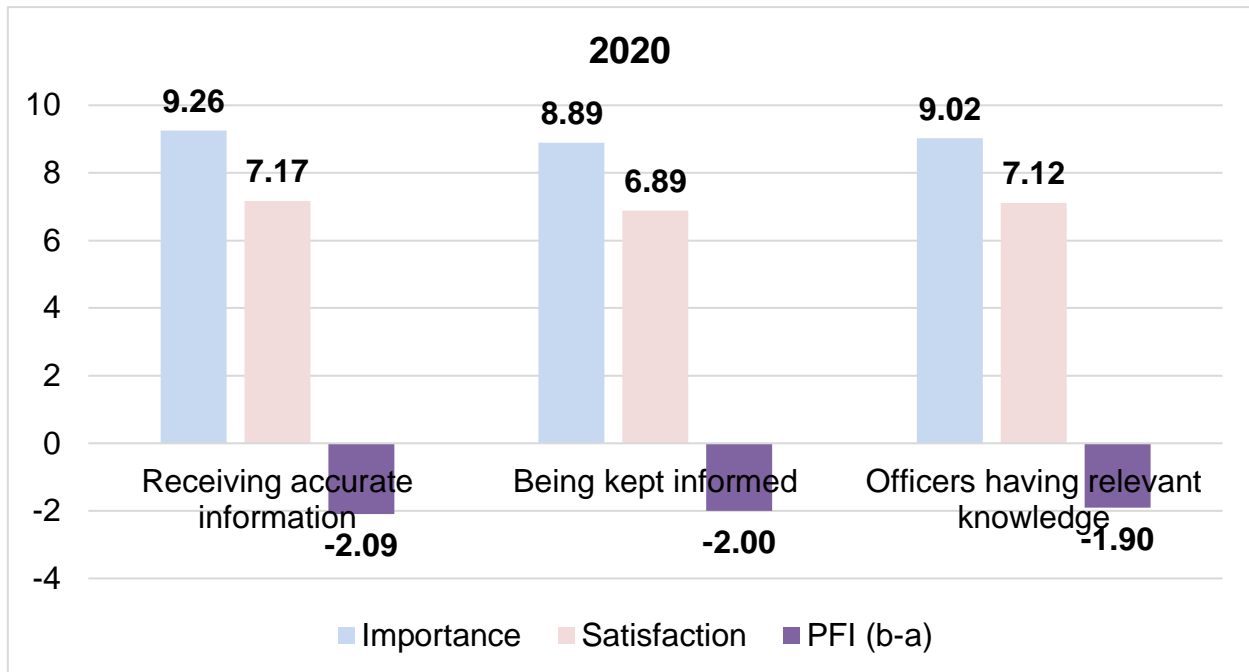
There has been a substantial increase (17%) in **contact centre activity** since 2017.



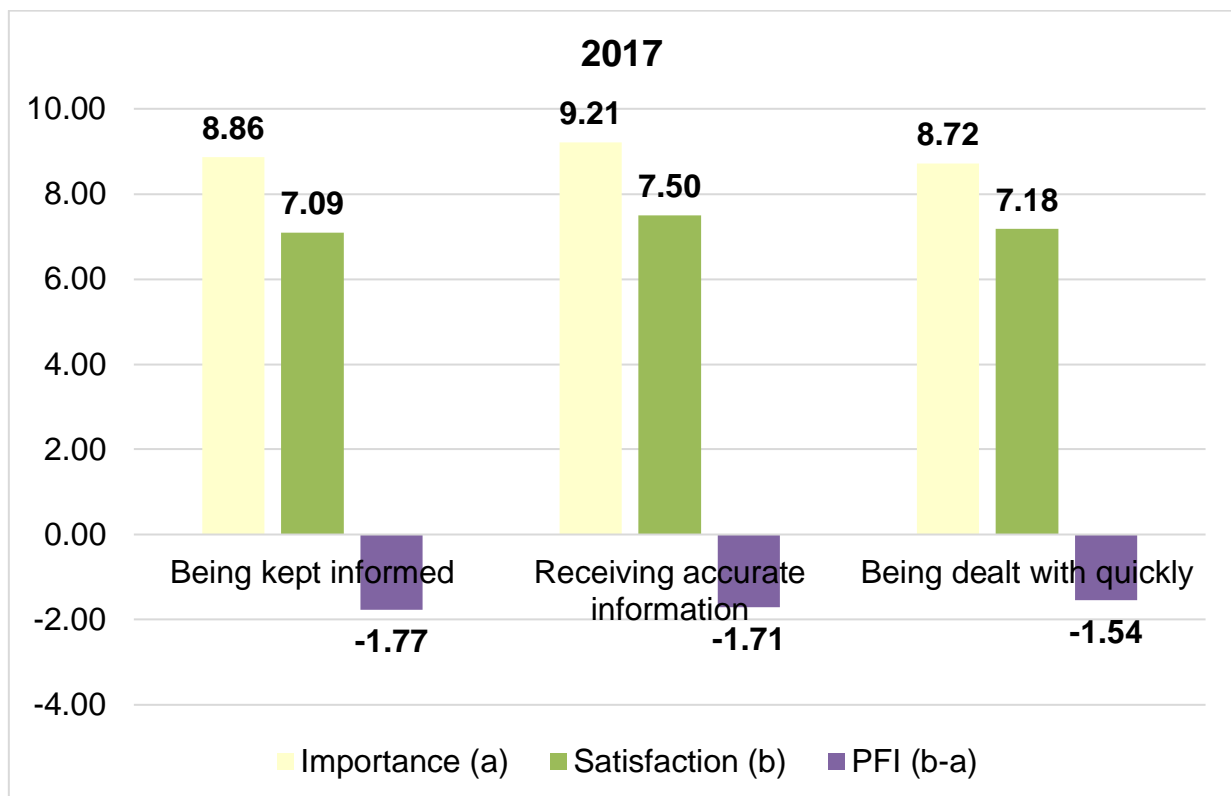
Q. When contacting the Council, how important are the following to you? and Q. How satisfied were you with the following?



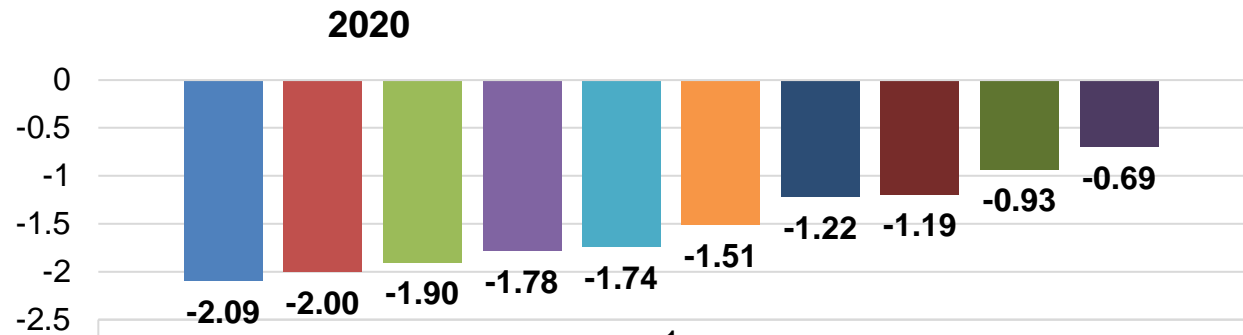
Priorities for Improvement (PFI) are calculated by asking how important each requirement is, asking how satisfied people are with those requirements and then subtracting the importance from the satisfaction levels. The top three priorities for improvement in 2020 are **receiving accurate information** (-2.09), being **kept informed** (-1.98) and officers having **relevant knowledge** (-1.90).



The top three priorities in 2017 were **being kept informed**, receiving **accurate information** and being **dealt with quickly** (-1.54).



Full list of Priorities for Improvement (PFI):

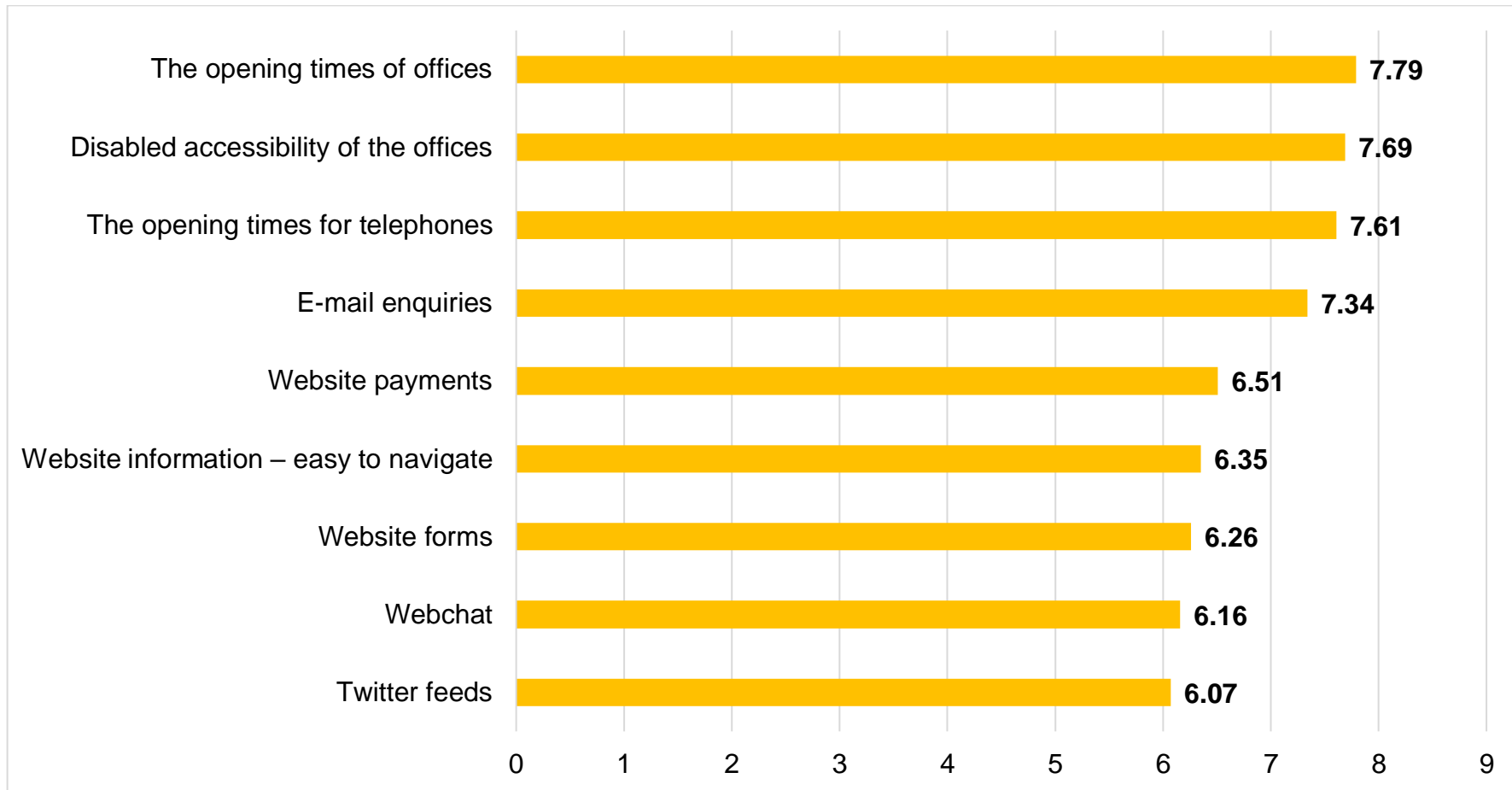


	1
■ Receiving accurate information	-2.09
■ Being kept informed	-2.00
■ Officers having relevant knowledge	-1.90
■ Being listened to	-1.78
■ Being dealt with quickly	-1.74
■ Officers having local knowledge	-1.51
■ Officers having the right attitude	-1.22
■ Being treated with respect	-1.19
■ Having your personal data kept secure	-0.93
■ Officers using 'Plain English'	-0.69

- Receiving accurate information
- Being kept informed
- Officers having relevant knowledge
- Being listened to
- Being dealt with quickly
- Officers having local knowledge
- Officers having the right attitude
- Being treated with respect
- Having your personal data kept secure
- Officers using 'Plain English'

Q Thinking about the services the Council offers, how happy are you with the following aspects?

Respondents are **most happy** with the opening times of offices and phones, disabled access and e-mail enquiries and **least happy** with Twitter feeds, webchat and website payments.



3.3 Open Comments

Customer Service Standards

Q Are your requirements being met or have you anything else that you would like to make us aware of?
1. 100% brill.
2. Accessible parking at the Arc is limited because they are being used by NON-BLUE BADGE drivers.
3. An inspector came out to see the damp patches in my kitchen but nothing had been done so far.
4. ARC car parking needs to be addressed urgently.
5. At present all my requirements are met.
6. Everything is okay.
7. Service is good.
8. did not know about all of the above but do now
9. Everything ok.
10. Fly tipping.
11. Have very little need to contact.
12. I am fairly satisfied.
13. I am quite happy with all aspects of Bolsover District Council, and have no complaints.
14. I do not feel it is correct for the Council to make residents pay for Wheelie Bins that have been damaged when being emptied. The Council decided how we would have our rubbish and recycling collected. Therefore the Council should replace the damaged bins. I have watched bin collections in several areas and I do not understand why the bins are not treated with more respect by the workers? Why do the lorriy ave such violent actions? It is not the house holder's responsibility to pay for this damage. We already pay Council Tax to have them emptied.
15. I do not have computer so my contact with you is telephone/letter and always satisfied with response.
16. I haConcerning the web it is quite some time since I have looked at it. At that time I found it difficult o find what I wanted I hope you have improved it. I've not answered some questions as I have not used those services.
17. I have no problems at the moment.
18. I have not needed to contact you about any of the services listed and so have no comments to make.
19. I know of a few issues where noisy tenants have been moved from one area to another which is quiet and respectable and they cause trouble, noisy and spoil the area!
20. I live at 6 Park View Clowne. My house and 3 of my neighbours have no parking access because of a grass area, our road gets jammed often we can't park. I have tried for over 16 years but can't get any interest.
21. I recently needed to purchase new wheelie bins. I contacted the council via email and got a very fast response (thank you) asking me to use a web form... which then

<p>didn't work. After a few more emails I eventually just called in on the phone to make the request and payment.</p>
<p>22. I think you are trying hard to meet needs. Witness this survey.</p>
<p>23. In the example I gave about trying to sort out my Mum's blue badge, my requirements weren't met at all. I needed assistance on providing the information required, I still don't know how to gain the information.</p>
<p>24. I've noticed that now the new regime is in place attitudes amongst officers are changing for the better and I'm hopeful for the future.</p>
<p>25. I've only just moved recently into this area.</p>
<p>26. My complaints have never been looked after, over the years I have reported them. IE the hedge on Creswell Rd near the bus stop and pathway to Cavendish Drive.</p>
<p>27. New system of contact requiring the complainant to be registered is totally user unfriendly</p>
<p>28. None have been met. Neither, Whitwell Parish Council or Bolsover District Council are fit for purpose.</p>
<p>29. Not had to use any services.</p>
<p>30. Nothing at this present time.</p>
<p>31. Old persons don't use webmail facebook etc.</p>
<p>32. On enquiring about planning matters I was told to do it on the Internet send photos etc. Do not use internet so I was extremely disappointed with this service.</p>
<p>33. Poor information on your website. Often can't find what I'm looking for and it is isn't kept up to date. Often have to contact our local Councillor directly to find out what I want.</p>
<p>34. Public don't have computers/phones.</p>
<p>35. Q7 - The service I used was for the bins.</p>
<p>36. Requirements have been met.</p>
<p>37. See my parking comment.</p>
<p>38. Still prefer personal contact ie telephone for specific enquiry but website good for general information which does not require personal answer pertaining to your own situation.</p>
<p>39. Street cleaning on Castle Lane, Bolsover with leaves on pavement during Autumn winter is none-existent but very dangerous with wet slimy surfaces that the council and English Heritage constantly pass responsibility around Bolsover Castle pavements and road.</p>
<p>40. Street services level of service was poor and not customer focussed. This service was not listed above in your list of services for feedback not sure if property services includes this service?? Ratings of the based on their service.</p>
<p>41. The District of Bolsover Council being sited in Clowne is remote. I would like to know why The Council is sited in such a remote place such as Clowne and not somewhere central such as Glapwell. For someone living in South Normanton or even Shirebrook that use public transport to go to your offices (if necessary) need a full days planning for a round trip, disgusting!!!</p>
<p>42. The office should not be closed so long over the Xmas/New Year period.</p>
<p>43. They are being met, thank you.</p>
<p>44. This survey made me aware of more ways in which I can contact you, so I am more likely to do so in the future.</p>

45. V. good service from your Customer Advisors-officer staff and repair personnel.

46. Web site not of a good quality, check its performance before spending more money on a second rate web site.

47. Webchat and Twitter not used.

48. When using the phone-kept on hold and then cut off for quite a long time. We still get charged for our call.

49. Yes that big tree at back of bungalow it's a nuisance the guttering is full of leaves and I have had to get someone to clean back of bungalow.

4. Complaints

Bolsover District Council has a joint 'Compliments, Comments and Complaints' policy with Bolsover District Council, which sets out a standardised and centralised approach to handling complaints. This aims to help us 'get it right first time'; with a clear escalation process ensuring that complaints are investigated by neutral officers. We would like a quicker, simpler and more streamlined compliments, comments and complaints handling process with local, early resolution by capable, well-trained officers.

We are currently reviewing the policy and wanted residents' views to help us shape the service.

4.1 Executive Summary

- Over a quarter of respondents (18%) were aware of how to make a second stage/formal complaint while 36% were not aware and nearly half (46%) had never made a complaint.
- The top three Priorities for Improvement (PFI) were for responses to **cover all the issues raised** (-4.70), for there to be a **review process** (-3.90) and for there to be a **clear response** (-3.86).

4.2 Survey Findings

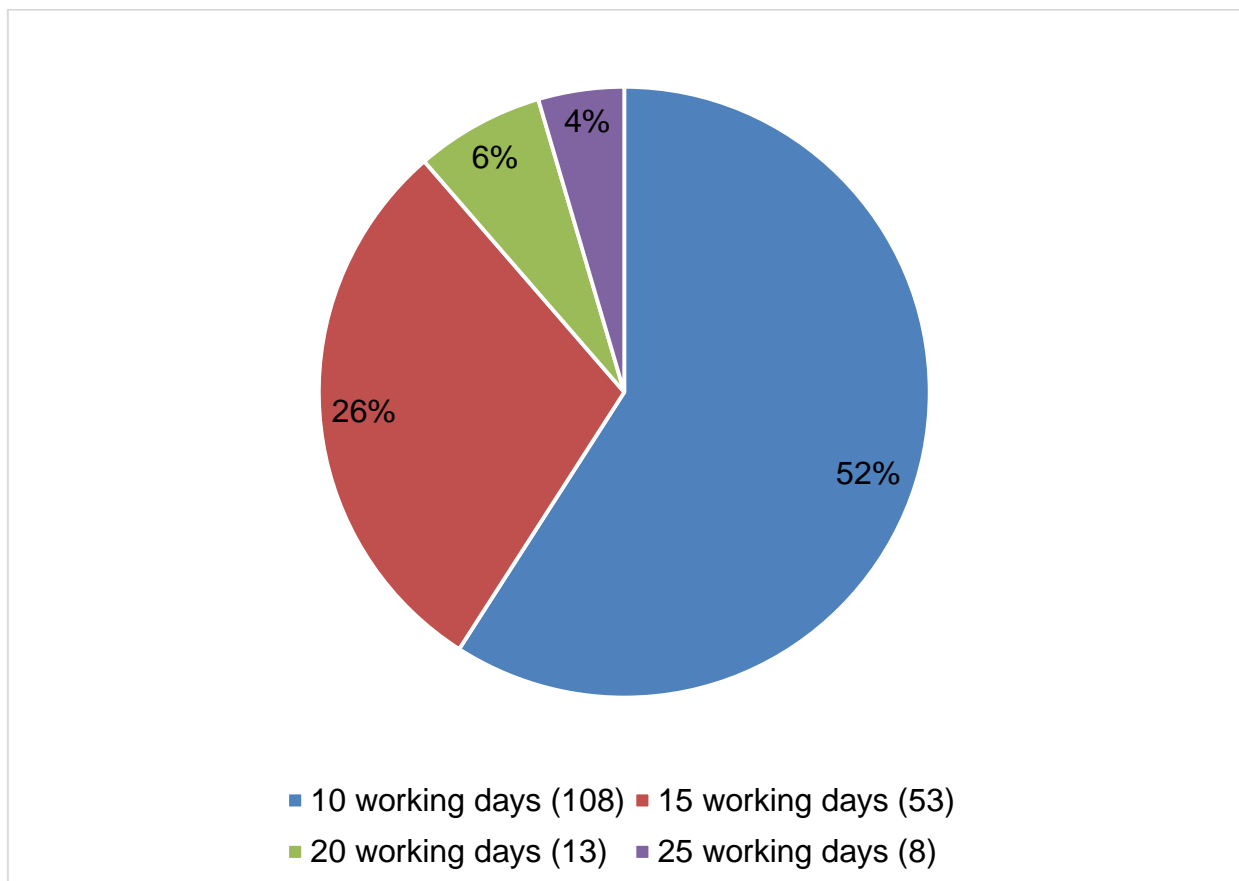
Q Are you aware of how you can make a second stage/formal complaint?

Criteria	%	Number
Yes	18	37
No	36	74
Never made a complaint	46	94

Most notably, the figures show that *lack of awareness* about how to make a second stage/formal complaint has increased by 10% since 2017.

Q. When making a formal complaint, what amount of time would be acceptable to wait for a response following a formal investigation?

The majority of respondents (52%) felt that 10 working days was an acceptable time to wait for a response following an investigation into a formal complaint, however this is a substantially lower level (24% less) than found in 2017 (76%).



Q How important are these aspects of complaint handling to you? and Q If you have complained in writing to the Council in the last three years, how satisfied were you with those aspects?

In terms of the different aspects of complaint handling, importance exceeds satisfaction in each area. The most important areas and top three priorities for improvement is the expectation for the **response to cover all the issues (-4.70)**, for **there to be a review process (-3.90)** and for there to be **a clear response (-3.86)**.

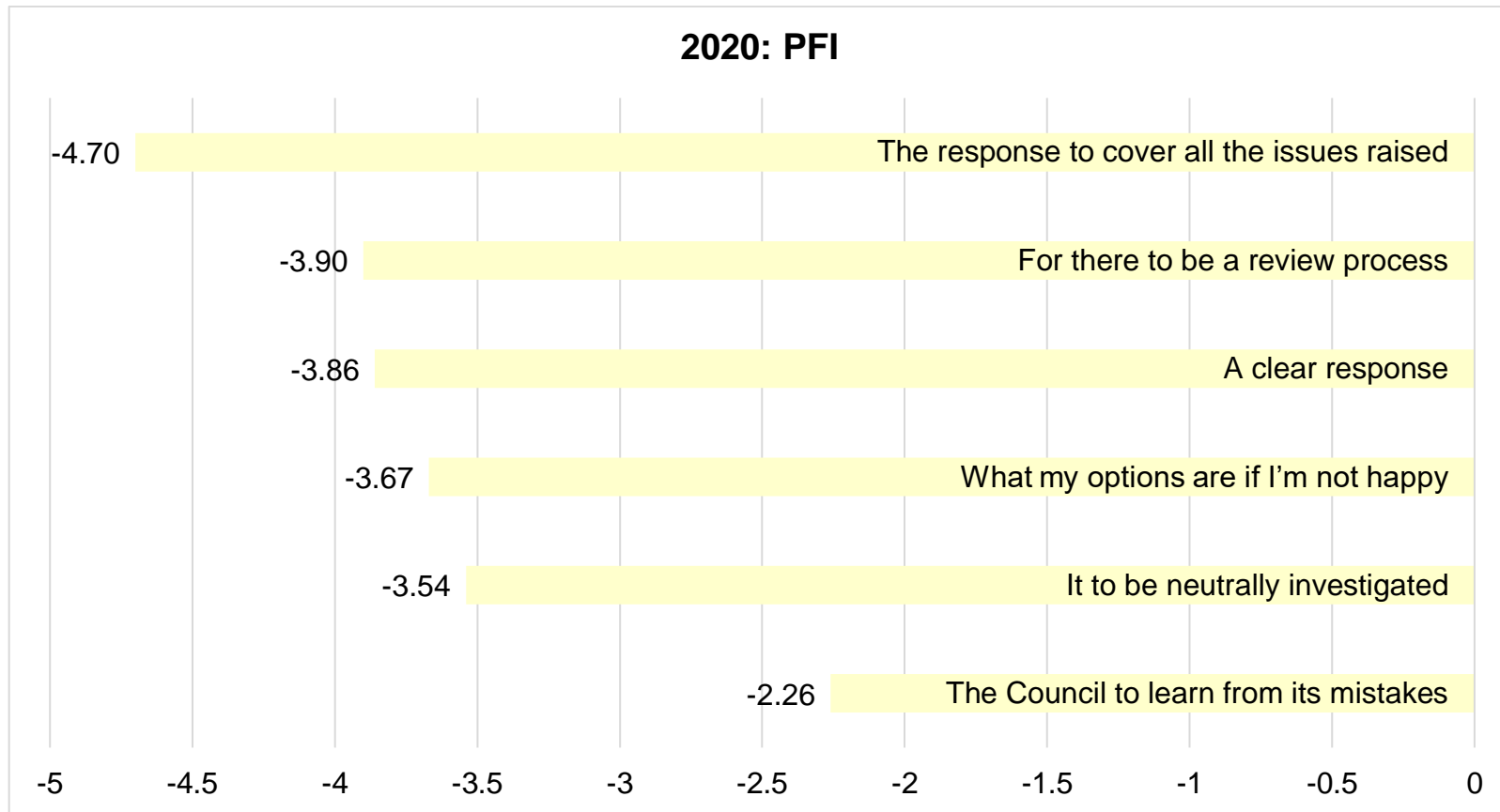
Criteria	Importance (a)	Satisfaction (b)	PFI (b-a)
1. The response to cover all the issues raised	9.29	4.59	-4.70
2. For there to be a review process	8.99	5.09	-3.90
3. A clear response	9.31	5.45	-3.86
What my options are if I'm not happy	9.12	5.45	-3.67
It to be neutrally investigated	8.77	5.23	-3.54
The Council to learn from its mistakes	9.39	7.13	-2.26

How do the latest results compare with those from 2017?

Criteria	Importance (a)	Satisfaction (b)	PFI (b-a)
1. The Council to learn from its mistakes	9.35	5.79	-3.56
2. The response to cover all the issues raised	9.33	5.90	-3.43
3. A clear response	9.35	6.16	-3.18
What my options are if I'm not happy	9.19	6.15	-3.04
For there to be a review process	9.08	6.19	-2.89
It to be neutrally investigated	9.02	6.45	-2.57

The second-highest priority from 2017 has become the top priority in 2020.

Full list of Priorities for Improvement (PFI):



4.3 Open Comments

Complaints

Q Are there any important aspects we have not considered?

1. Being fobbed off.
2. Cannot think of any.
3. Empathy and respect.
4. I have never complained in writing I have never been asked.
5. I have not complained.
6. I have not commented on the above as I have had no issues.
7. It is important to the people complaining that they have an acknowledgement of the complaint and if it is passed on to another authority that they are told who/when and why plus any reference numbers of note.
8. Not complained in writing.
9. Not to my knowledge.
10. Online complaint/comment tracking would be good. It should be possible to have customer-only facing data shown on a web page where the comment/complaint status is clear. i.e., received, assigned, in review etc.
11. Poor parking around Clowne which causes partial blocking of the roads exacerbating the current poor traffic flow. Poor parking in the car park opposite the Salvation Army hall, especially at the time for collecting children from school. Drivers leaving their engines running when waiting to collect children from school and creating more air pollution.
12. State of roads/pathways very poorly maintained.
13. That Councillors are held responsible for the actions of staff within the portfolios they have.
14. The complaints procedure are investigated by council staff working with the staff being complained about. It is not a complaints procedure it's a tick box exercise so you can fiddle your statistics.
15. Village litter louts and "Dog Pooh." especially on the field at the top of my street.
16. When a complaint has been passed from Bolsover Council to Derby, the Bolsover Council should be our port of update and not Derbyshire County Council.
17. You would need to acknowledge receipt of the complaint within one week of receiving it. Then working on resolving the issue, keeping complainants informed of progress if you are unable to resolve it in a timely manner.

Q Are there any other comments you wish to add?

1. Yes what does a person have to do as regards to having a complaint, not thank you we will look into it?
2. Why is the very unsafe ex-Miners Welfare in Tibshelf still in derelict & dangerous condition after 40 year!! Or will a child enter & get injure or lodge his/her life before something is done!!
3. We are not always complaining for ourselves or for the sake of it.
4. Waste of time answering these questions as they'll be treat with contempt
5. Very bad street lighting for walking and driving
6. There seems to be problems with internal communications with in the council. Particularly were department members are sending communication to residents and the department manager not being aware of this. Ref my sister-in -law, a resident of Whaley Common who is in discussion with the Council about repairs to footpaths outside her property. PS I only have second hand knowledge of this matter but if what I have been told is correct the situation needs to be looked into.
7. That we copy the German system for removal of large items no longer required. ie one day is allocated for uplifting of white goods; a second day for soft furnishings; another day for unwanted miscellaneous items; and a day for items removed from a house during renovation by the owner/tenant. The items to be put out by 6 pm the night before collection and a rule that no-one interferes with third parties removing items put out. It will surprise you how much will be taken before the council collectors arrive. The days could be split over 3 months and would save a lot of money and time caused by fly tippers.
8. Require an appropriate reference number of complaint and the department ultimately responsible to action it for update.
9. Offices should be open on Saturday mornings
10.No complaints and I have been a tenant since 2011. Keep up the good service
11.Mutual respect and trust is the most important issue.
12.Keeping your end customer informed regularly is vital. I work in the communications industry and "KCI - Keeping Customer Informed" is top of our agenda. If the customer has to chase for an update - ever - then you are not doing your job right. Even if there is nothing new to say, get in contact and let them know it is still going through the motions
13.It would be nice to get a response I'm still waiting from a complaints months ago.....some of your staff are so lazy.
14.I have no complaints about Council services, you all do a brilliant job & services are far better than others.
15.I have never complained.
16.How can the council give planning consent to build on Greenfield lane!
17.I tried today to raise a complaint about illegal parking via the CAN ranger.Your website was impossible to navigate, I ended up passing my complaint to reception. Whoever designs your websites needs sacking.

<p>18. Feeling very cut off from the Council since moving to Clowne from Bolsover. Don't think the Council have any interest in Bolsover now and are letting the town just fade away. The access for the new Morrisons through the town is appalling and is always congested. No thought seems to have been given to the lights, or traffic trying to filter and also the fact that the buses still seem to use that area for a 'terminus'. A real mess.</p>
<p>19. Feedback spasmodic from the CAN Rangers, also reluctance to include civil powers to enforce a positive outcome. Council tenants must be made aware of the consequences of breaching the conditions of their lease.</p>
<p>20. Dog fouling is an utter disgrace. There are signs all over the district saying owners will be fined. How many have been fined? How many people have been fined for dropping litter? Most people think the council is just paying lip service to the problem. We never see any council workers or street cleaners anymore. When people drop litter, whether it is bottles, plastic, glass or any other rubbish, this is run over and migrates to the drains, eventually blocking them up. Several times a week, I pick litter around Chestnut Drive, the kids play area and Skinner Street. If I go the next day, it is the same again! It is a modern day problem and we should start by closing Macdonalds and then KFC. Yes I know it will never happen, the only other way is education.</p>
<p>21. Did not feel that it was worth pursuing issues when received responses clear not going to have an affect on the service being given to the customer.</p>
<p>22. Council tenants should have proper appointment system for repair team's inspection and repair.</p>
<p>23. Can't think of any at the moment.</p>

5. Streetscene Services

The Streetscene section of the Council undertakes street cleaning services including litter picking, providing litter and dog waste bins, removal of fly tipping and highway cleaning. They also provide grounds maintenance services such as landscaping, planting and grass cutting in public areas; highway weed control; and tending to sports and recreational areas.

Every two years we place Streetscene questions on the Citizens' Panel survey to evaluate how satisfied residents are with the way they carry out these tasks. The information collected enables them to assess and improve their service.

Panel members were asked to rate how satisfied they were with specific aspects of the service. These questions have been asked previously and this report will draw comparisons from June 2017 and November 2015 respectively.

5.1 Executive Summary

Litter

Respondents believe the **main sources of litter** are takeaways (81%), followed by litter being thrown from vehicles (78%) and pedestrians (71%) littering. These results are fairly consistent with those from both 2017 and 2015.

- Overall, half were satisfied with the **sweeping of streets** both on their own street (53%) and in town centres (50%).
- Respondents were less satisfied with the **number of litter bins** in their street (29%) compared with town centres (43%) or green open spaces (43%). Almost a quarter (24%) were neither satisfied nor dissatisfied with the number on their street. The trend in satisfaction over the last three surveys has remained consistent since 2015. Satisfaction with the number of litter bins in "town centres" remains highest.
- Over half (53%) of respondents indicated they were very or fairly satisfied with the **emptying of litter bins** in their area.
- Almost half (48%) of the respondents indicated they were very or fairly satisfied that their area is **kept free from litter**, while again, nearly half (42%) indicated they were very or fairly dissatisfied.
- Over half of respondents (53%) felt that the **amount of litter** on footpaths and verges has stayed about the same, with 50% indicating that it has increased or significantly increased. Only 9% indicated that it had decreased or significantly decreased. The amount of respondents believing that the amount of litter has "increased" has grown by 9 percentage points since 2017.
- Respondents overwhelmingly support enforcement against both individuals (99%) and businesses (99%) for littering offences.

Dog Fouling

- 37% of respondents indicated that they were either very or fairly satisfied with the **number of dog waste bins** on their street. A similar proportion (30%) were satisfied in town centres and slightly more (41%) in green open spaces.
- Nearly half (47%) of respondents indicated they were very or fairly satisfied with the **emptying of dog waste bins** in their local area. A quarter (25%) of respondents were fairly or very dissatisfied.
- Over half of the panel members were dissatisfied (51%) with the **control of dog fouling** than were satisfied (30%). Satisfaction has decreased by 3 percentage points since 2017.

Grounds Maintenance

Panel members were most satisfied with:

- Green open spaces (61%)
- Children's playgrounds (60%)
- Their street (58%)
- Sports and recreational grounds (57%)

Satisfaction levels received for the Council's shrub and flower beds were positive with the majority of respondents stating they were pleased they were kept free of weeds (64%), generally kept presentable (63%) and well stocked with plants (62%).

The majority of respondents (61%) indicated that grassed verges and public open spaces are cut about the right amount.

The top four areas of importance were results were litter pickers (64%), dog waste bins (57%) litter/environmental wardens (50%) and grass cutting (32%).

Parks and Recreation Grounds

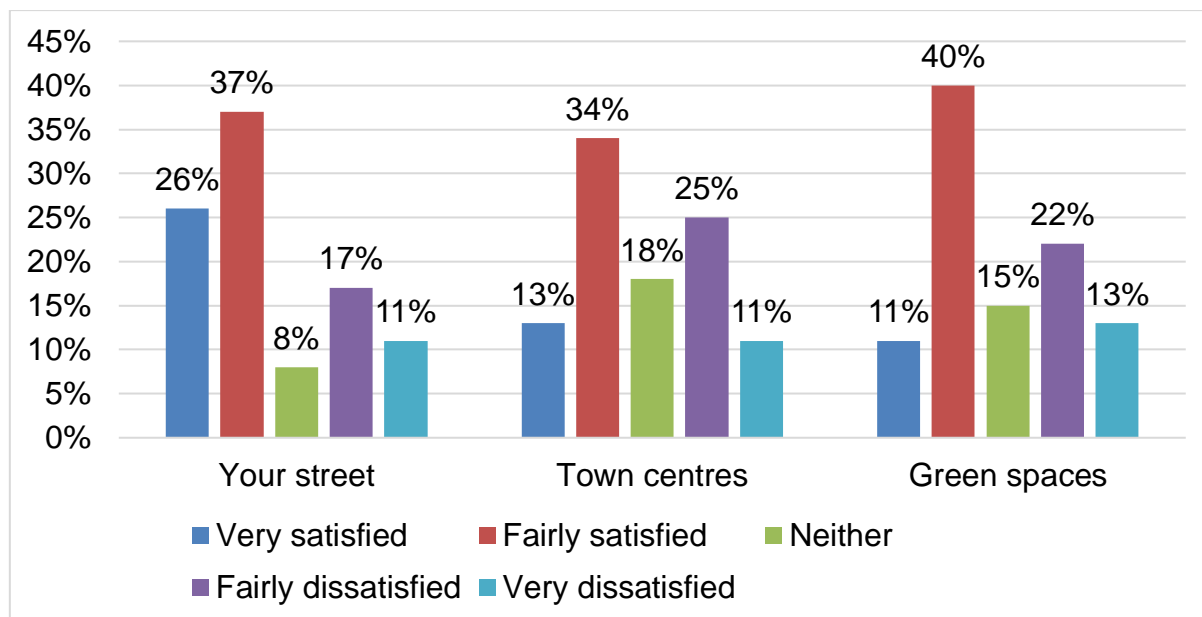
- The most popular reasons for visiting local parks is 'to take exercise' (43%), 'walking/dog walking' (40%) and 'to appreciate nature' (35%).
- Just over a third (31%) indicated they haven't visited a local park in the last year.
- The top reasons why people haven't visited a park or recreation ground in Bolsover in the last 12 months was because 'it was not applicable' (48%), because of 'anti-social behaviour' (21%) and 'lack of / poor facilities' (16%).

5.2 Survey Findings

Litter Control

Q How satisfied/dissatisfied are you with the litter control in your area?

The majority of respondents were satisfied with litter control in the area; they were particularly satisfied when asked about their street (63%). Less than half (43%) were either very or fairly satisfied with litter control in town centres and just over half (51%) were either very or fairly satisfied with litter control in green open spaces.

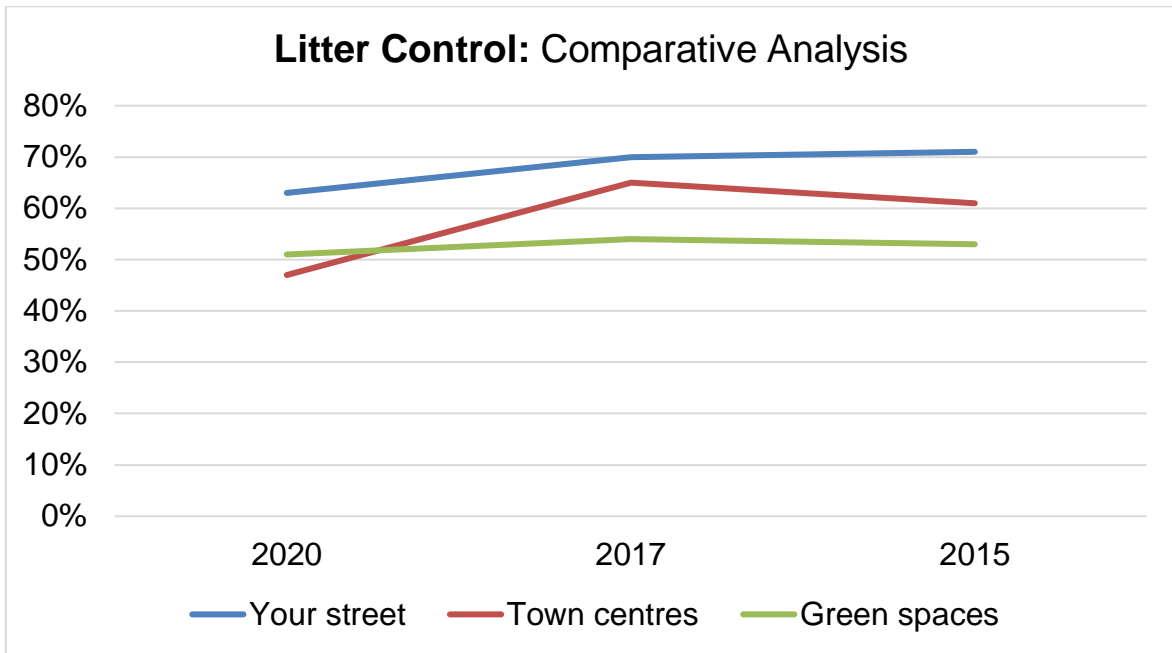


Satisfaction with litter control: Trends

Reviewing the last three surveys, the trend in satisfaction has remained fairly consistent across the board however, it should be noted that satisfaction with town centres has reduced by 18% since 2017.

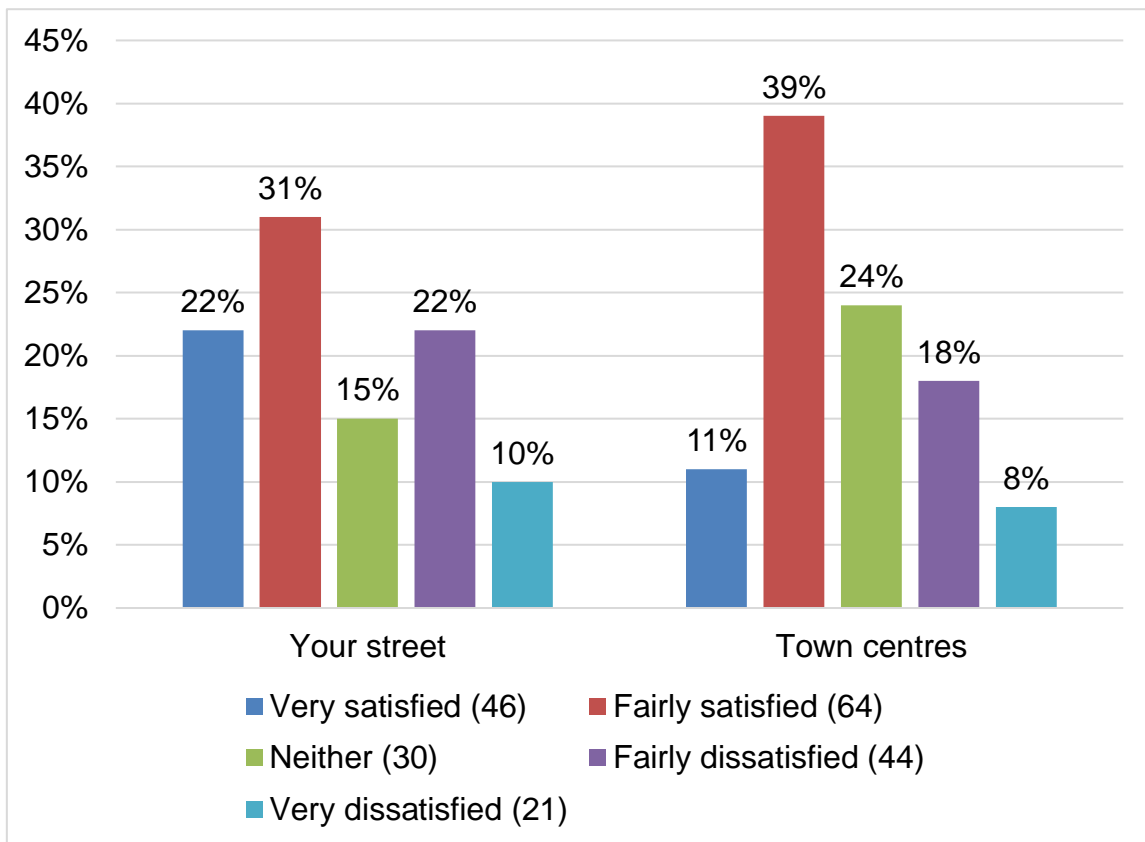
Q How satisfied or dissatisfied are you with the litter control in your area?

<u>Litter control trends</u>	Your street			Town centres			Green open spaces		
	%	%	%	%	%	%	%	%	%
	2020	2017	2015	2020	2017	2015	2020	2017	2015
Very satisfied	26	29	25	13	13	12	11	13	11
Fairly satisfied	37	41	46	34	52	49	40	41	42
Neither	8	7	7	18	15	16	15	17	16
Fairly dissatisfied	17	12	15	25	13	17	22	20	23
Very dissatisfied	11	11	7	11	7	6	13	10	8



Q How satisfied or dissatisfied are you with the sweeping of streets in your area?

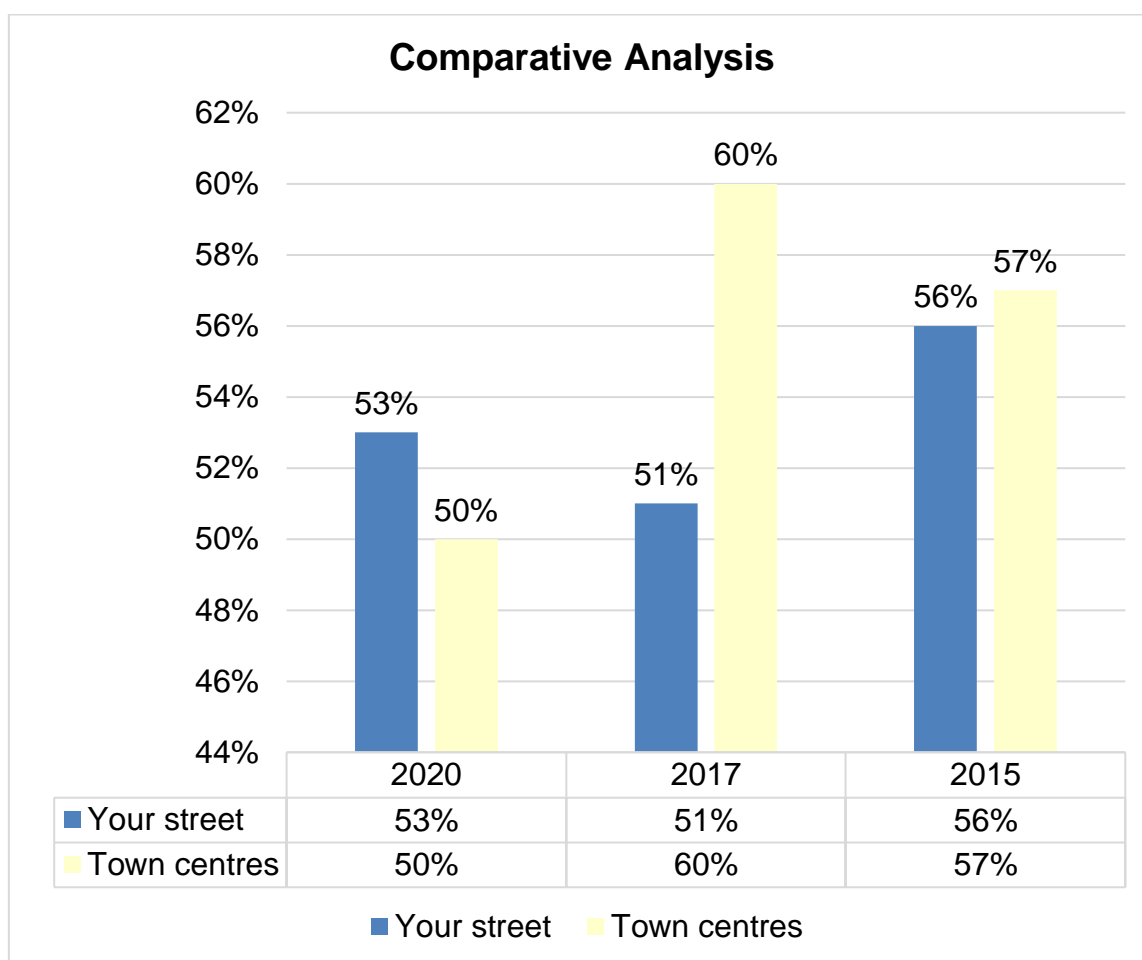
Overall, half of respondents were satisfied with the sweeping of streets, both on their own street (53%) and in the town centre (50%).



Satisfaction with Sweeping of streets: Trends

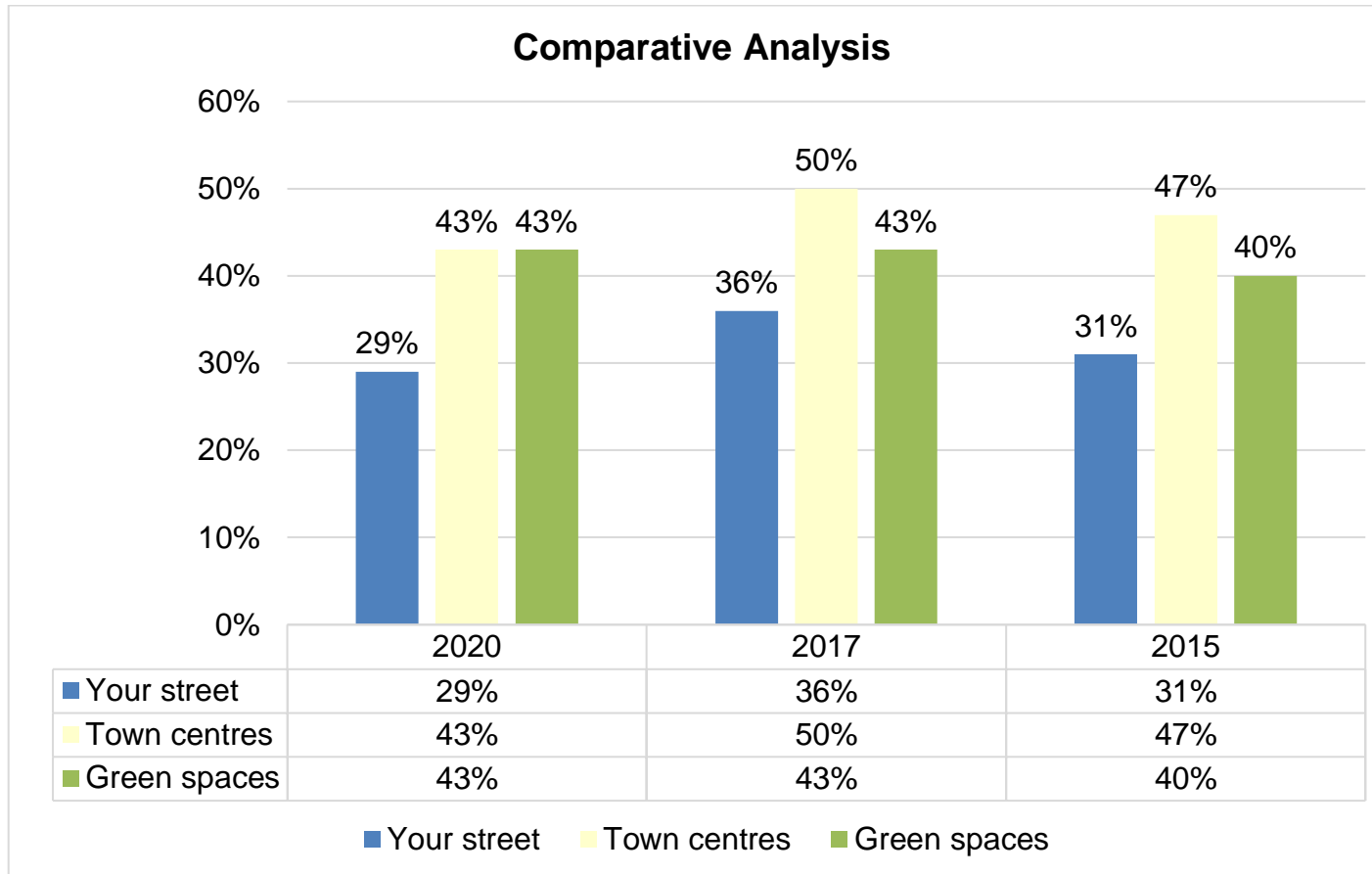
Satisfaction trends have fluctuated since 2015.

Sweeping of streets trends	Your street			Town centres		
	%			%		
Citizens Panel:	2020	2017	2015	2020	2017	2015
Very satisfied	22	21	18	11	16	12
Fairly satisfied	31	40	38	39	44	45
Neither	15	10	12	24	20	23
Fairly dissatisfied	22	18	21	18	14	15
Very dissatisfied	10	10	11	8	6	5



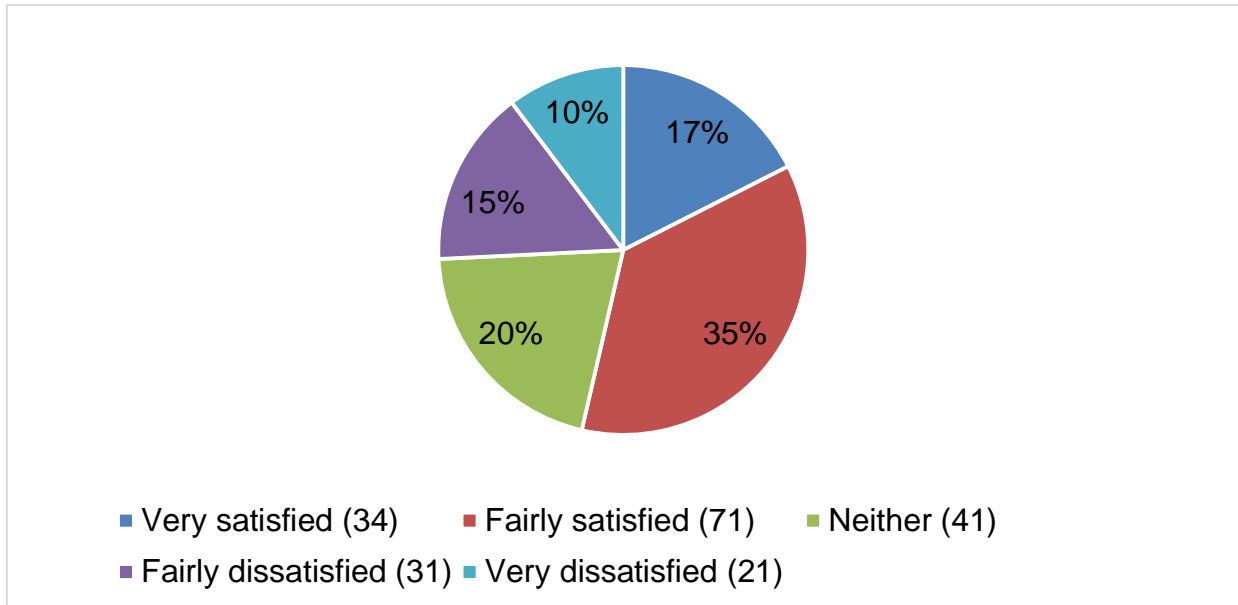
Q How satisfied or dissatisfied are you with the number of litter bins in your area?

Respondents were less satisfied with the number of litter bins in their street (29%) compared with town centres (43%) or green open spaces (43%).

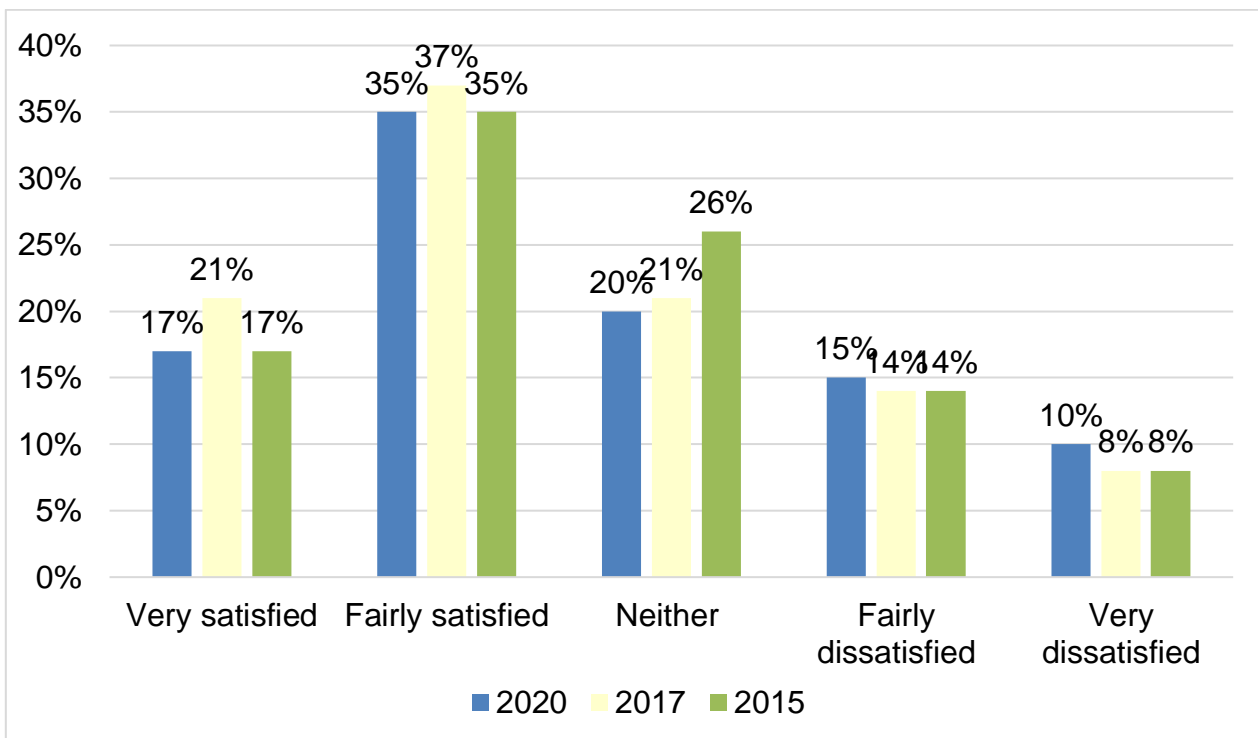


Q How satisfied/dissatisfied are you with the emptying of litter bins in your area?

Jus over half (52%) of respondents indicated they were very or fairly satisfied with the emptying of litter bins in their area while a quarter (25%) were dissatisfied with the emptying of litter bins and 21% were neither satisfied nor dissatisfied.

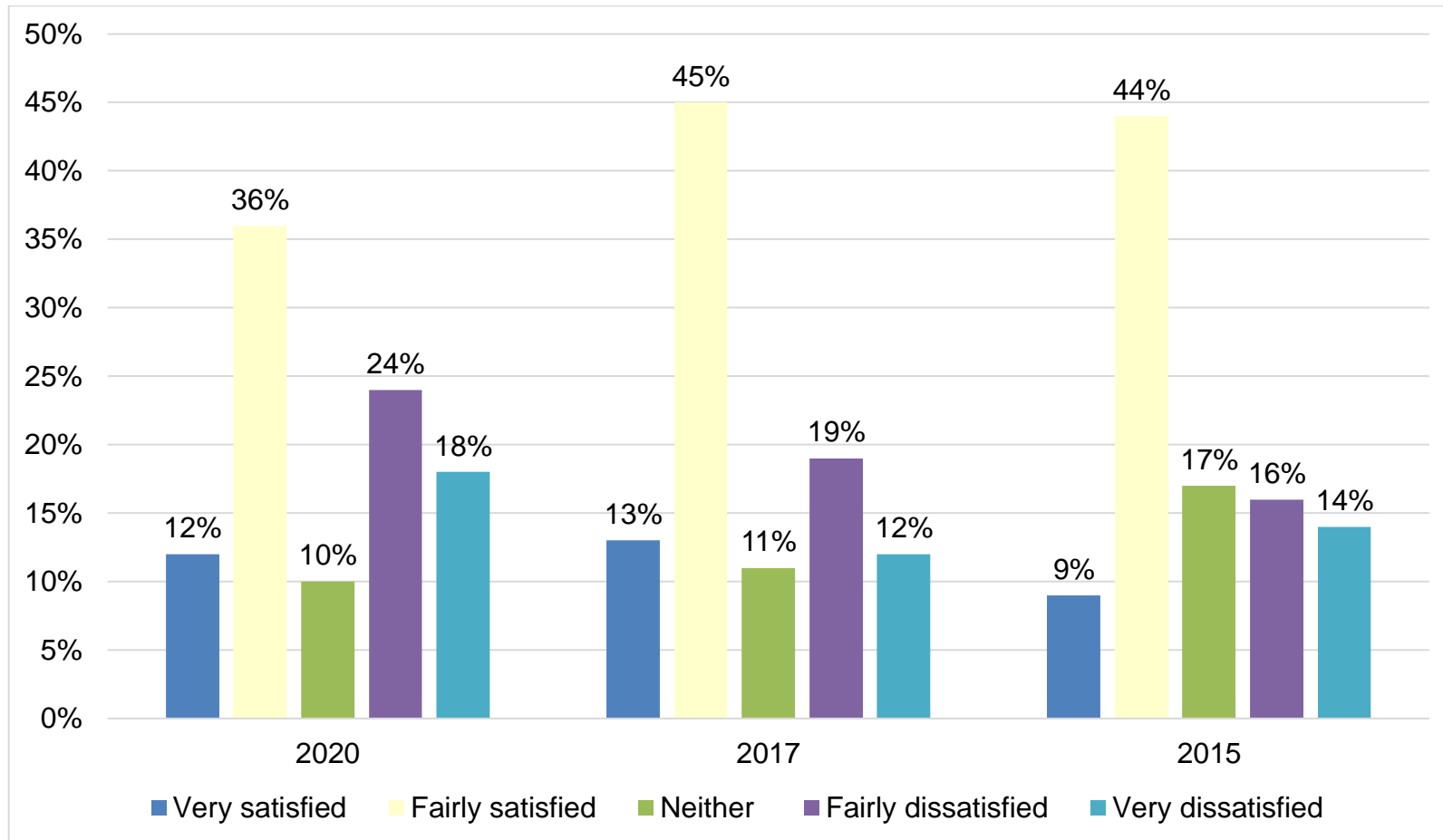


Q How satisfied/dissatisfied are you with the emptying of litter bins in your area?



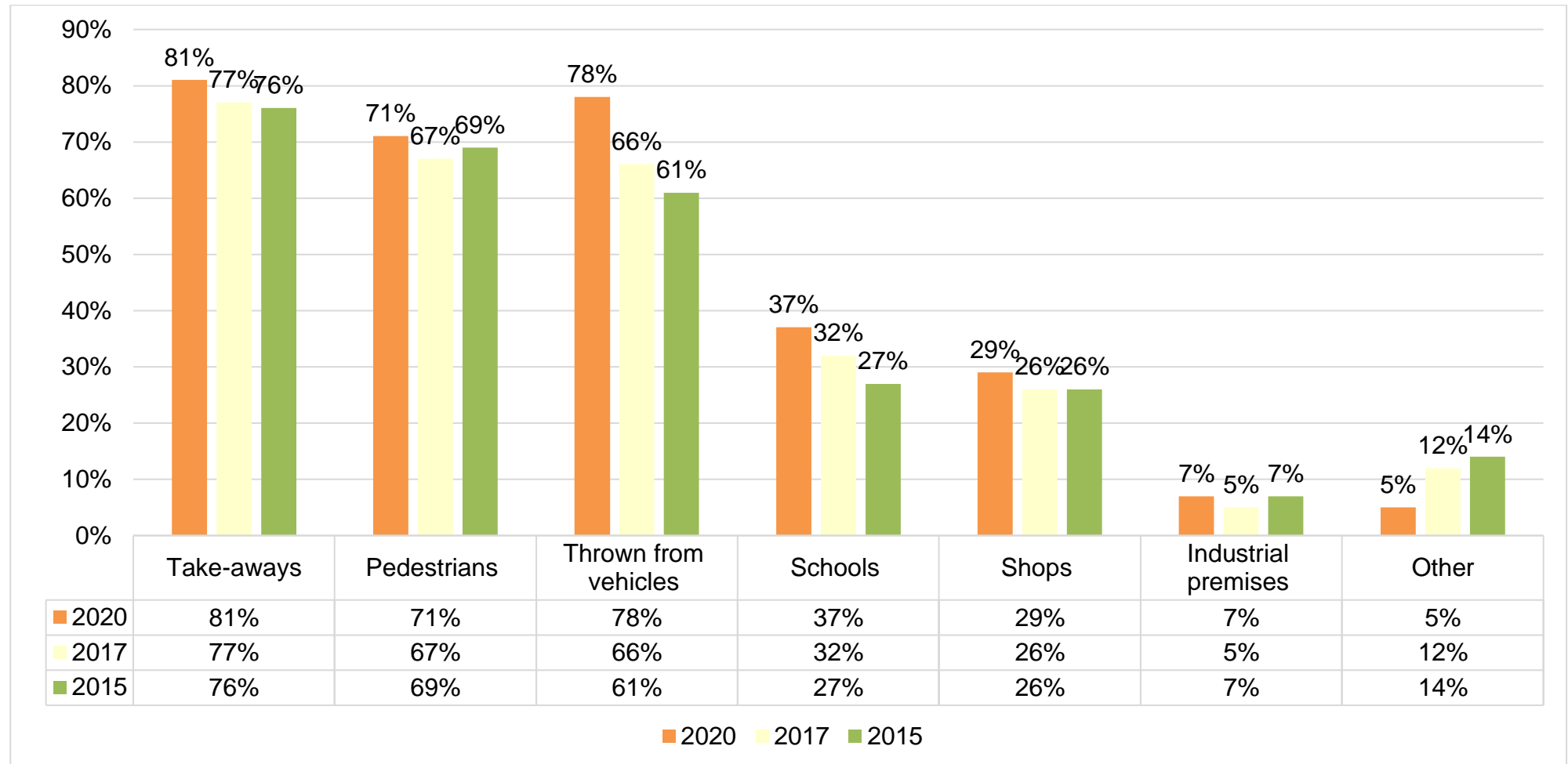
Q Overall, how satisfied/dissatisfied are you that your area is kept free from litter?

Nearly half (48%) of respondents indicated they were very/fairly satisfied that their area is kept free from litter, whilst nearly the same proportion (42%) of respondents indicated they were very/fairly dissatisfied. Satisfaction has reduced by 10 % from 2017.



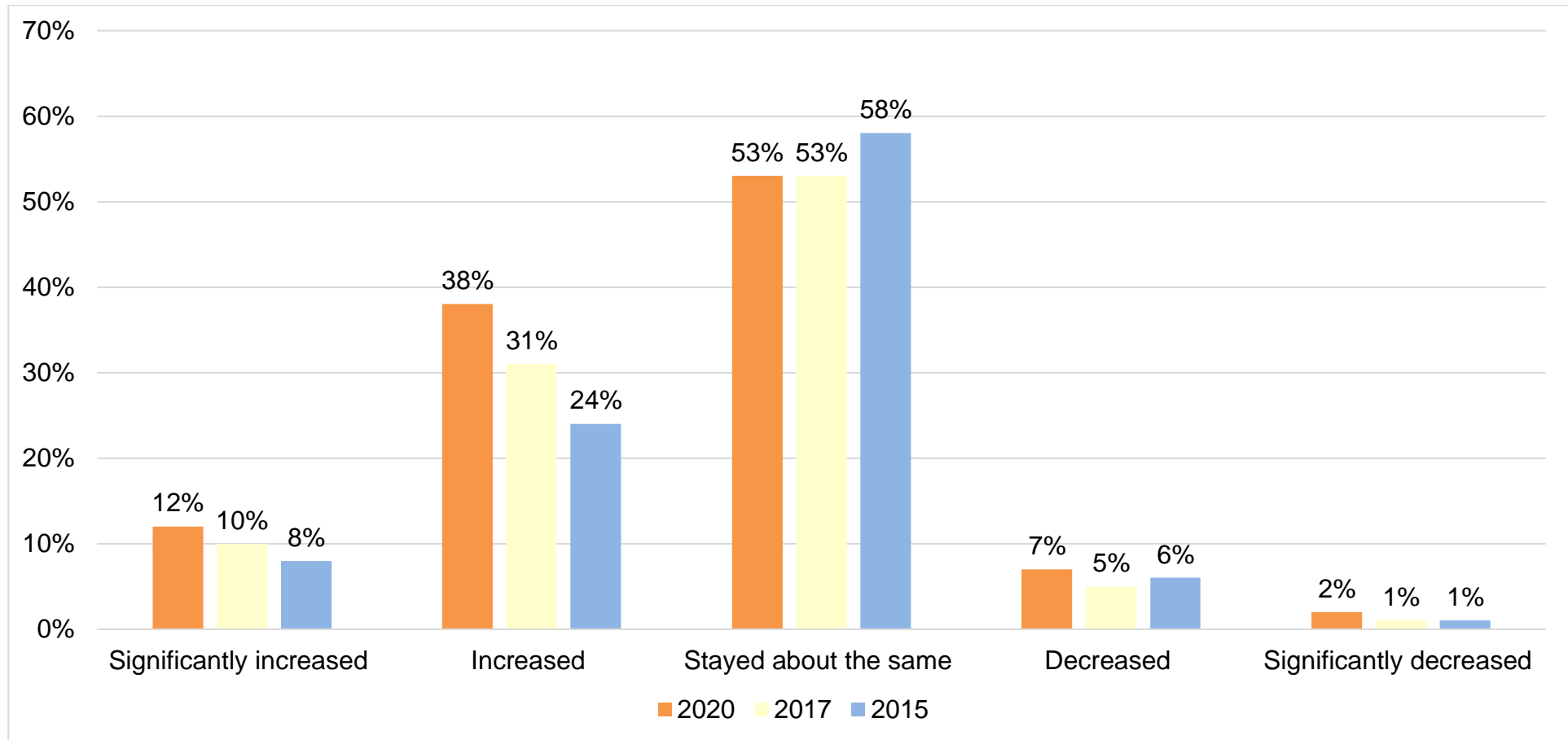
Q Where do you believe the main source of litter comes from?

Respondents believe the main sources of litter are takeaways (81%), followed by litter being thrown from vehicles (78%) and pedestrians (71%) littering. These results are fairly consistent with those from both 2017 and 2015.



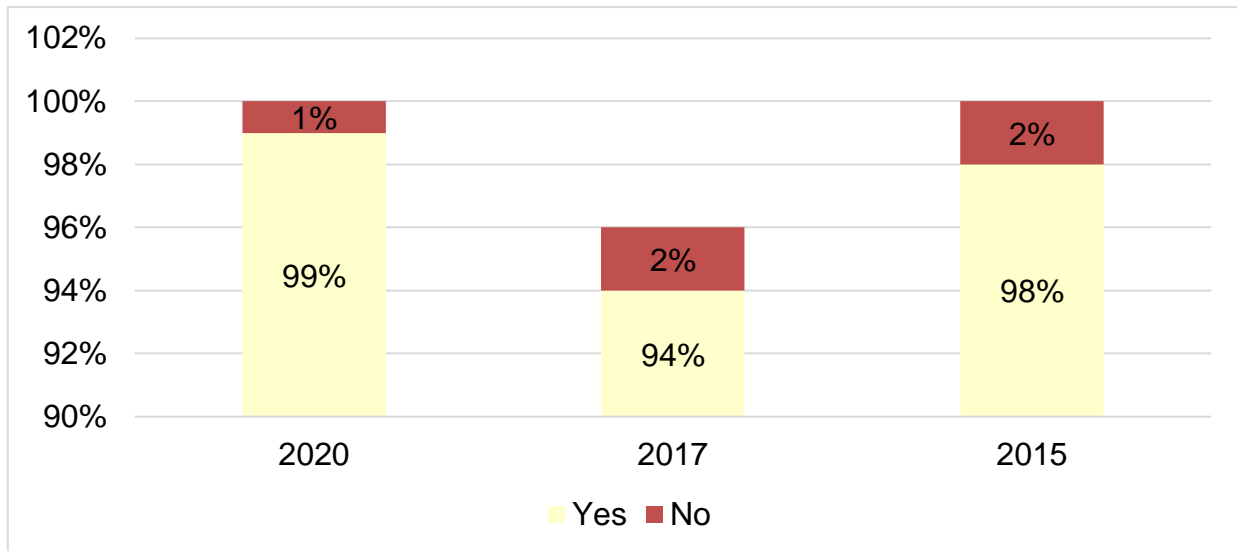
Q Do you think that over the last twelve months the amount of litter on footpaths and verges has...?

Over half of respondents (53%) felt that the amount of litter on footpaths and verges has stayed about the same, with 38% indicating that it has increased or significantly increased. Some 7% indicated that it had decreased or significantly decreased.



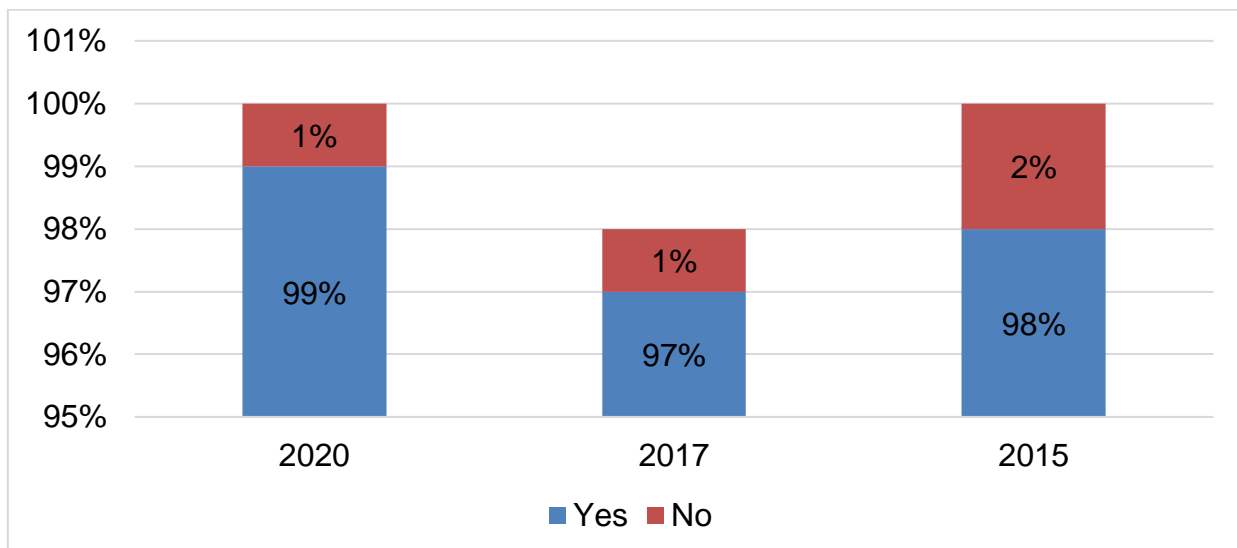
Q Do you agree that enforcement action should be taken against people who drop litter in your neighbourhood?

The overwhelming majority of respondents since 2015 are in agreement that enforcement action should be taken against **people** who drop litter.



Q Do you agree that enforcement action should be taken against businesses in your neighbourhood that do not dispose of their waste in a proper and legal manner?

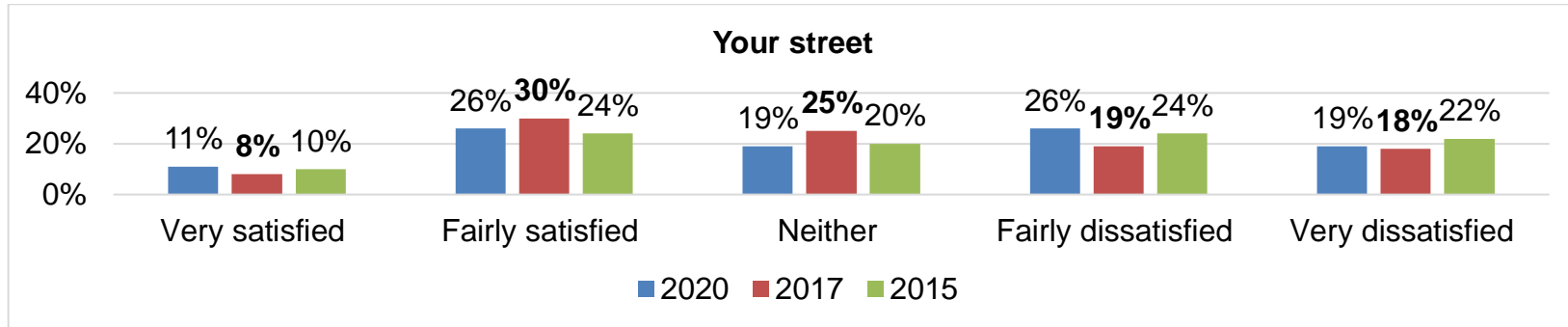
Almost all respondents (99%) felt that enforcement action should be taken against **businesses** who do not dispose of their waste in a proper and legal manner. Similar results were found in 2017 and 2015.



Dog Fouling

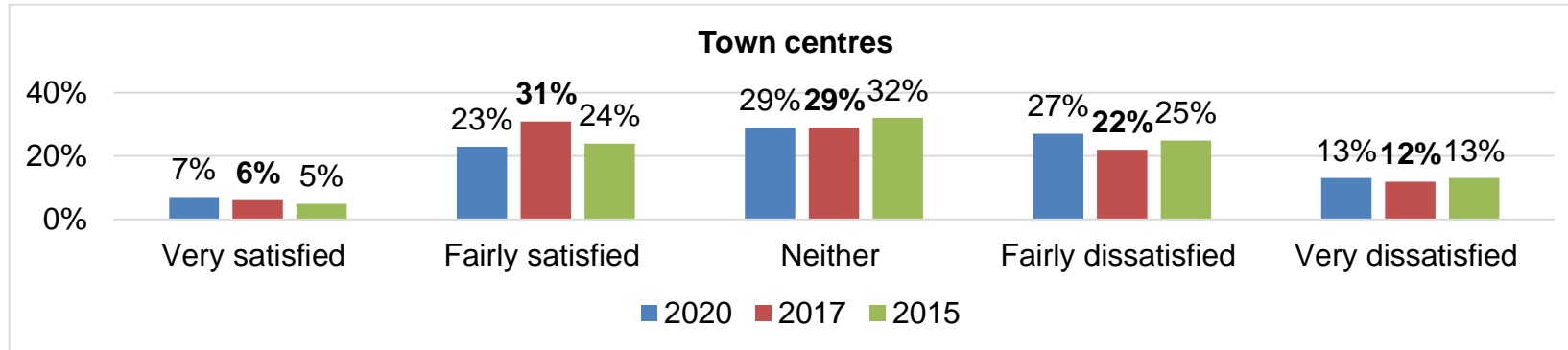
Q How satisfied or dissatisfied are you with the number of dog waste bins in your area?

Comparing the last three surveys, satisfaction has remained fairly consistent, only increasing or decreasing marginally.

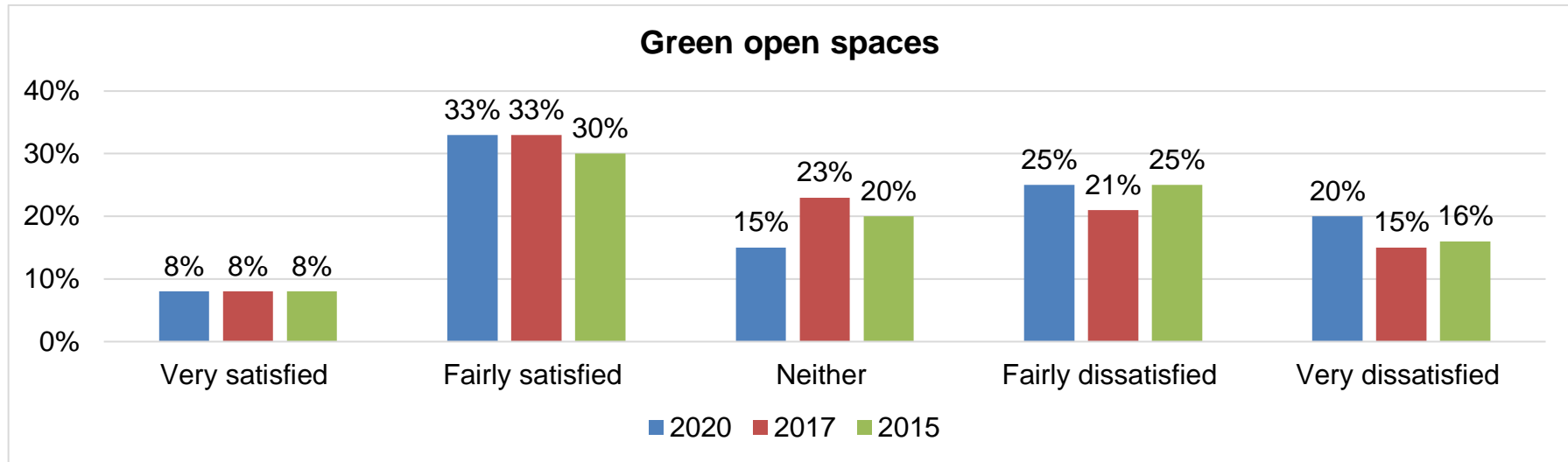


Q How satisfied/dissatisfied are you with the number of dog waste bins in your area?

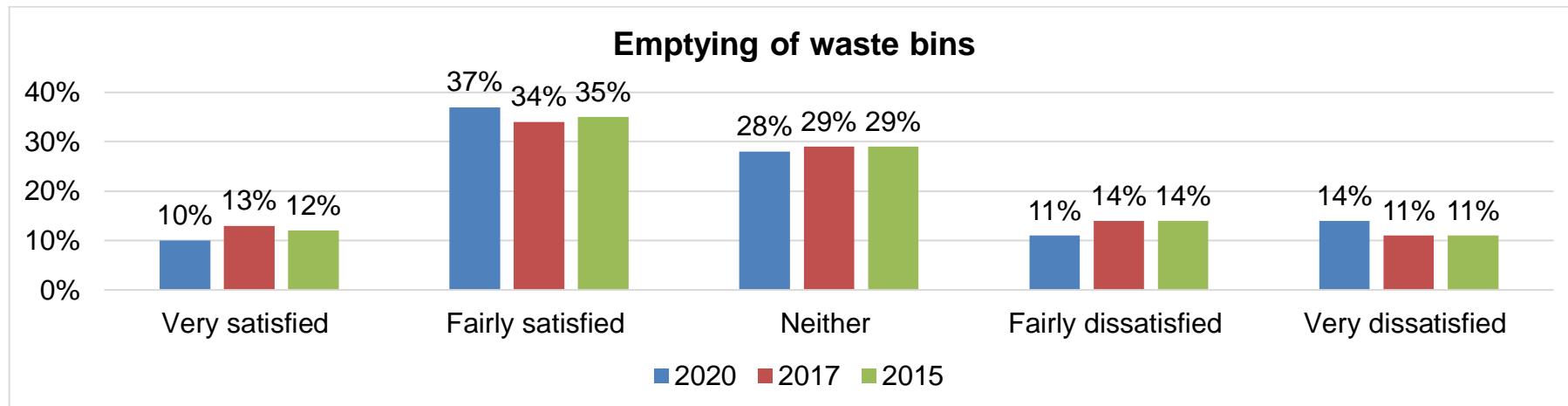
Comparing the last three surveys, results have not fluctuated and are generally similar.



Q How satisfied/dissatisfied are you with the number of dog waste bins in your area?

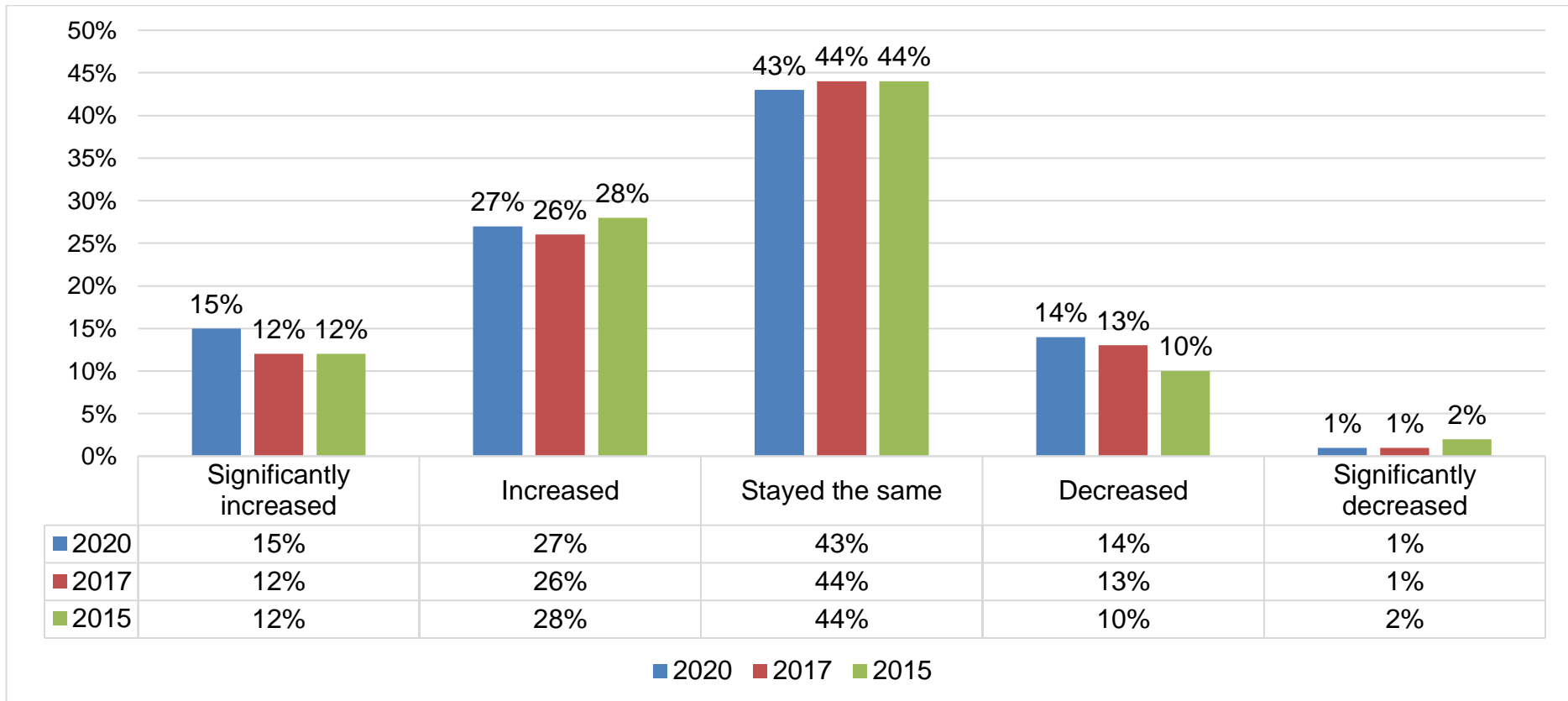


Q How satisfied/dissatisfied are you with the emptying of dog waste in your area?



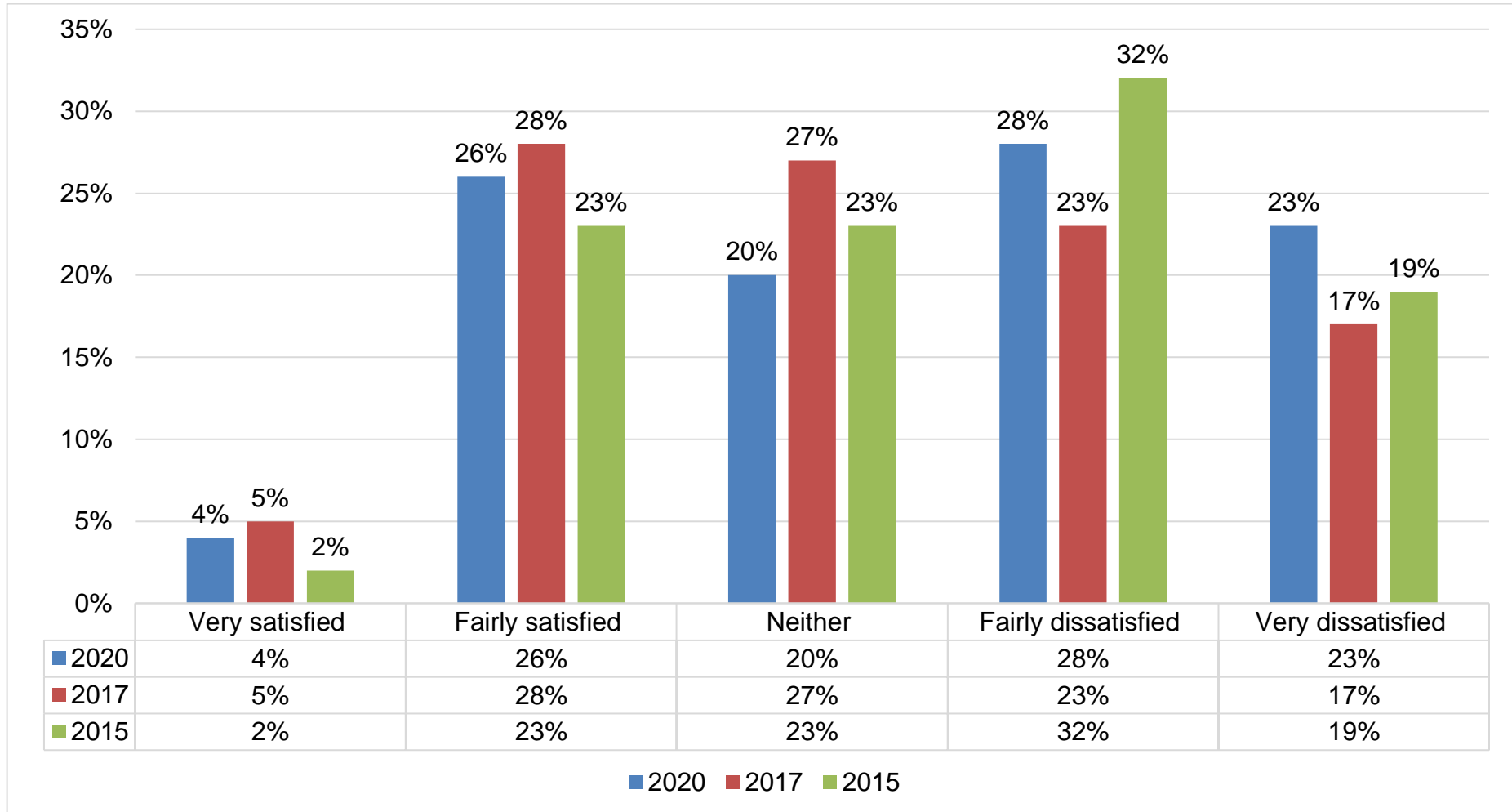
Q Do you think that over the last twelve months the amount of dog fouling on footpaths and verges has....?

While 42% of respondents believed there has been an increase in the amount of dog fouling on footpaths and verges in the last twelve months, the slight majority (43%) believe it has stayed the same.



Q How satisfied are you with the control of dog fouling in your local area?

More respondents were dissatisfied (51%) with the control of dog fouling than were satisfied (30%).



Grounds Maintenance

Respondents were advised that grounds maintenance services include: landscaping; planting and grass cutting in public areas; highway weed control and tending to sports and recreational areas.

Panel members were most satisfied with:

- Green open spaces' (61%)
- Children's playgrounds (60%)
- Their street (58%)
- Sports and recreational grounds (57%)

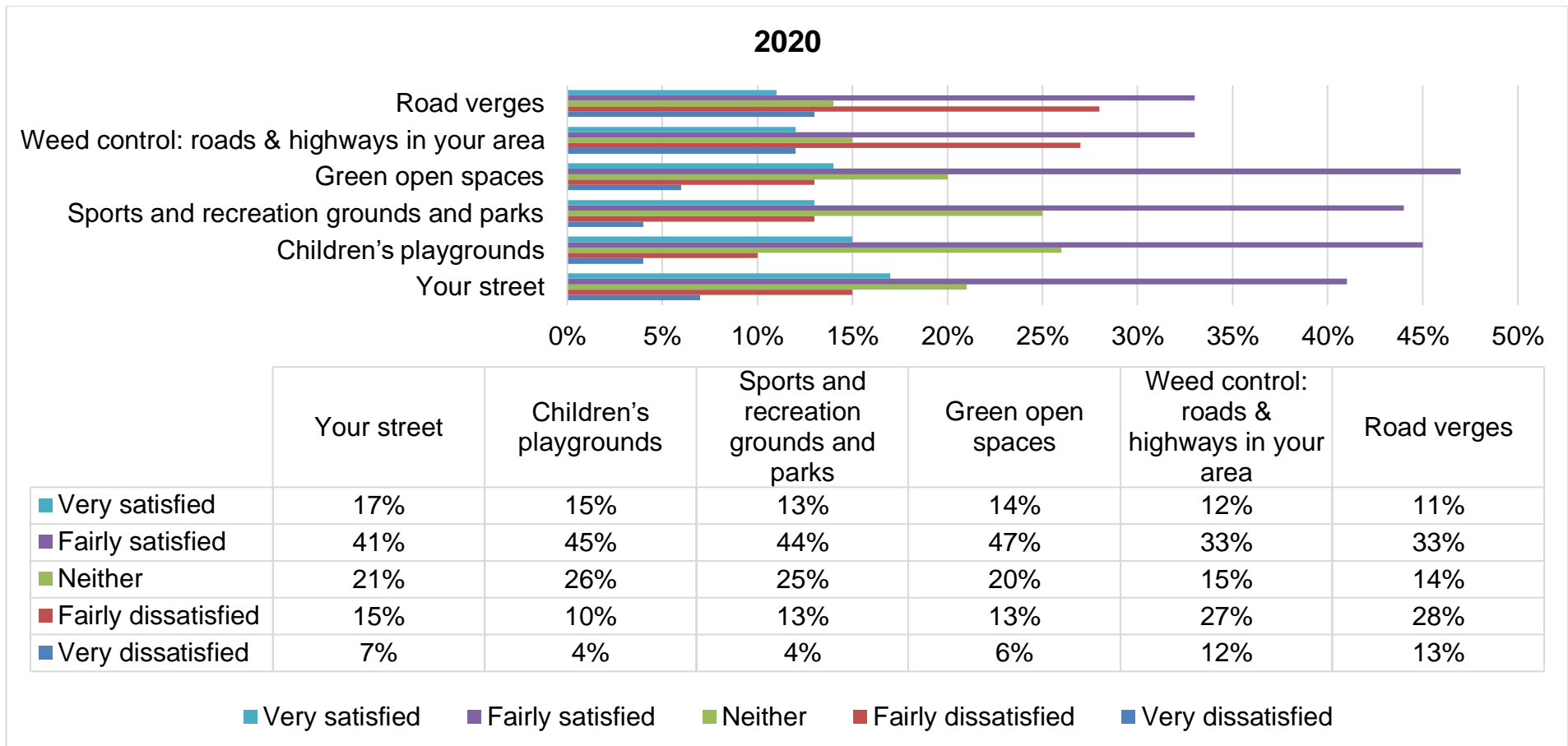
Satisfaction levels received for the Council's shrub and **flower beds** were good with the majority of respondents stating they were pleased they were kept free of weeds (64%), generally kept presentable (63%) and well stocked with plants (62%).

The majority of respondents (61%) indicated that grassed verges and public open spaces are cut about the right amount.

The **top four areas of importance** were results were litter pickers (64%), dog waste bins (57%) litter/environmental wardens (50%) and grass cutting (32%).

Q Generally, how satisfied or dissatisfied are you with the performance of the Council’s grounds maintenance services in the following areas…?

Panel members were most satisfied with ‘green open spaces’ (61%), children’s playgrounds (60%), their street (58%) and ‘sports and recreational grounds’ (57%) while least satisfied with road verges (44%), weed control on roads and highways (45%).



Q How satisfied or dissatisfied are you that the Council's shrub and flower beds within your area meet the following criteria?

Satisfaction levels received for the Council's shrub and flower beds were positive where the majority of respondents were satisfied that they were kept free of weeds (64%) and generally kept presentable (63%), well stocked with plants (62%), and that they are litter free (53%). In general, results are very similar to those found in 2017 and 2015.

Q Do you think that the amount of shrub and flowerbeds the Council provides in your area are....?

The majority of respondents (56%) indicated that the amount of shrub and flower beds is about right, however, almost half (43%) claimed there are not enough.

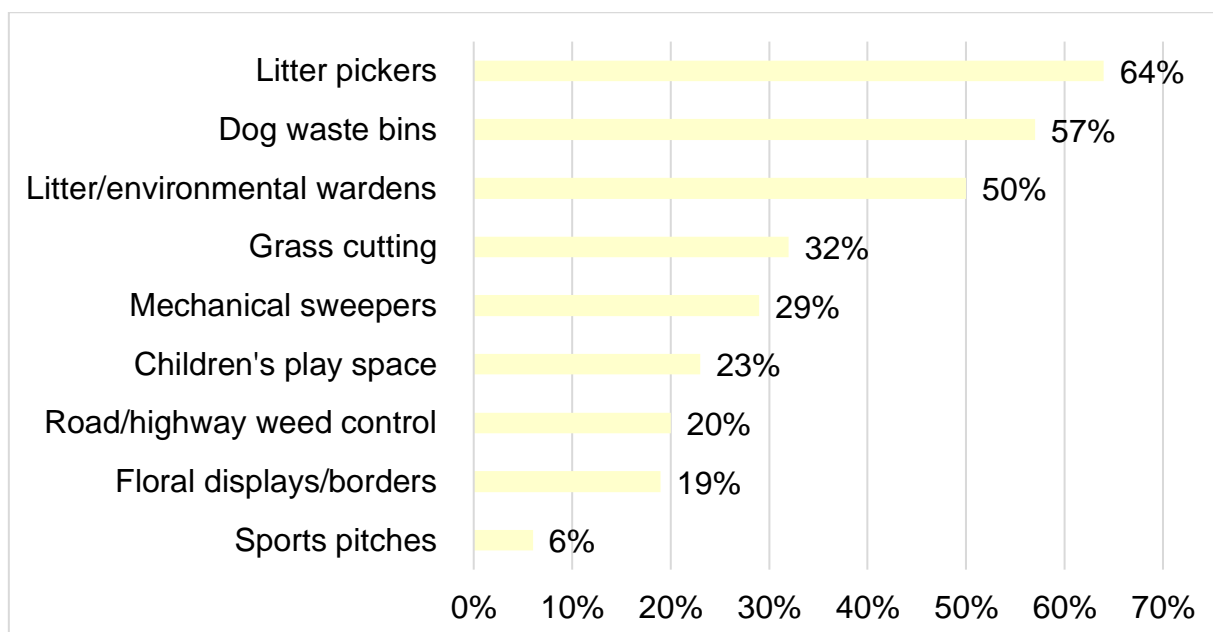
Q Do you think that grassed verges and public open spaces which the Council maintain are.....?

The majority of respondents (61%) indicated that grassed verges and public open spaces are cut about the right amount, with over a quarter (34%) indicating they are not cut enough. The result is similar to that found in in previous years.

Q To help the Council prioritise which improvements to make to its Streetscene services, please use the list below and tick the three services most important to you.

The **top four areas of importance** were results were litter pickers (64%), dog waste bins (57%) litter/environmental wardens (50%) and grass cutting (32%).

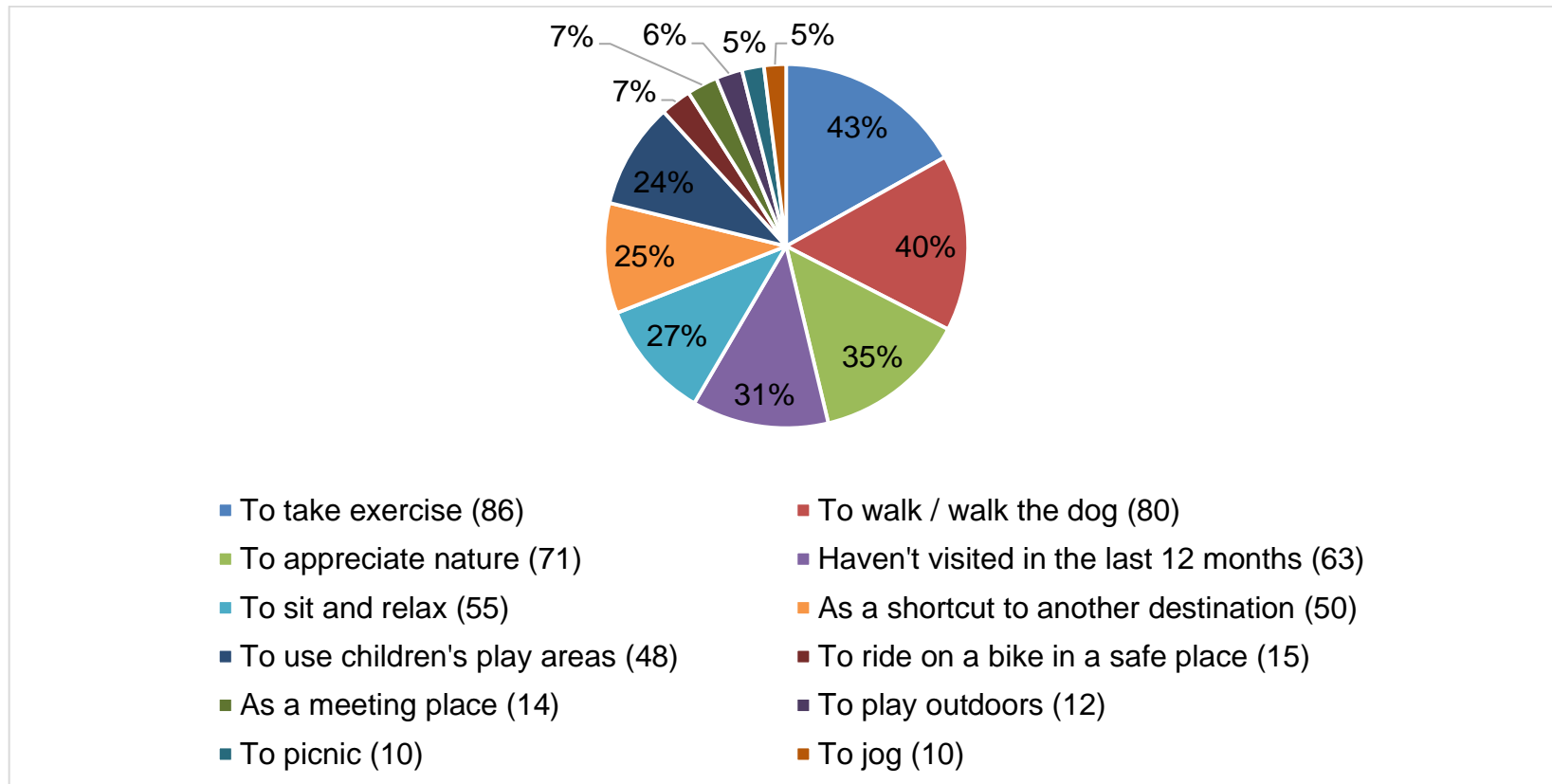
The least important were sports pitches (6%) and floral displays/borders (19%).



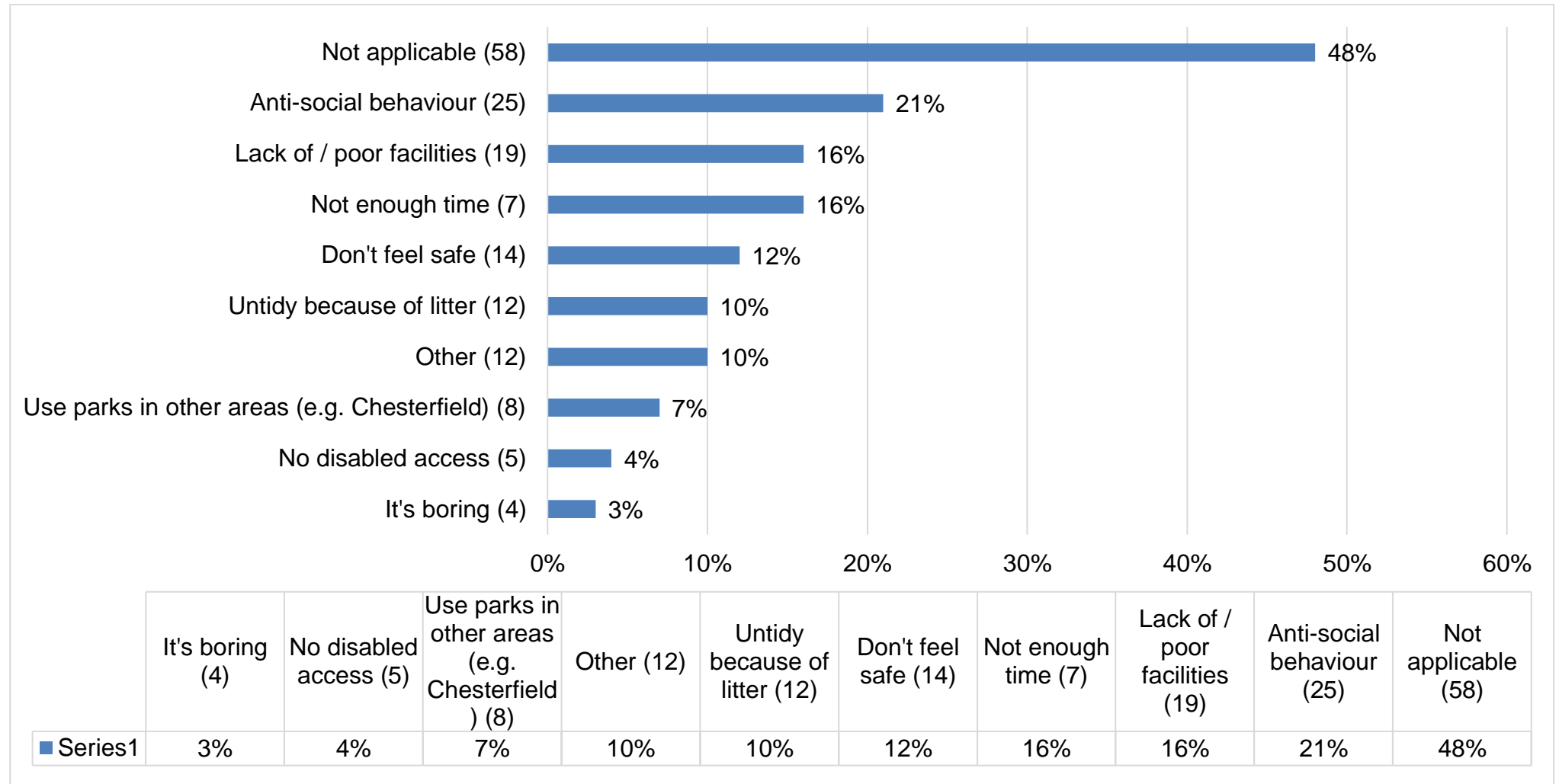
Parks and Recreation Grounds

Q Thinking specifically about local parks and recreation grounds. What are your reasons, if any, for visiting local parks and recreation grounds?

The most popular reasons for visiting local parks is 'to take exercise' (43%) or 'walking / dog walking' (40%), followed by 'to appreciate nature' (35%). A third (31%) indicated they haven't visited a local park in the last year. Results are consistent with those found in previous years.



Q If you haven't visited a park or recreation ground in Bolsover District in the last 12 months, please say why?



5.3 Open Comments

Respondents were asked to mention other sources of litter in addition to the list we gave them to choose from and the comments are as follows:
1. Dog mess.
2. Although takeaways provide the potential to litter it is ultimately the choice of the individual on how to dispose of their rubbish and unfortunately not everyone has a pride in where they live and see litter as someone else's responsibility.
3. An amount of rubbish is lost from bins, some residents just do not care.
4. Bus driving drivers.
5. Dog mess and bags of dog mess.
6. Dog muck.
7. Especially dumped from A38
8. Fly tipping on paths & bridleways.
9. I live in a heavily treed area, and the litter from falling leaves can be quite a nuisance.
10. If the litter bins are kept an eye on and not overflowing that will reduce any problem by a great deal.
11. It's the dog crap bins - they always seem to be full.
12. Litter from bin emptying, Black&Red.
13. Local litter bin blown into my garden/vicinity.
14. McDonalds.
15. McDonalds litter is the worst - could they not be made to pick it up?
16. McDonalds South Normanton. Fly tipping in 'no mans land'.
17. People who don't dispose of it properly and considerately.
18. Road sides seem to be getting worse.
19. Shirebrook Market place is a disgrace, too many people smoking outside book makers.
20. Shops, schools and takeaways are not responsible, it's the people who throw the litter! My kids go to school, I use shops... we don't litter.
21. Spills from rubbish collections and bins that get blown over or tipped over.
22. The summit local in Shirebrook as got numerous skips bins all overflowing with paper / plastic waste that blows all over the place when it's windy, the skips / bins need emptying.
23. Thinking of my street I would like to hazard a guess as to where my nearest litter bin is!
24. Which take away in Clowne dumps their rubbish in Tesco recycling area??

Q Do you have any other comments to make on dog fouling?

1. 1) Many dog owners will NOT walk far to dispose correctly 2) Some maintain that it is only necessary to pick up on streets, on paths and allow fouling on open spaces or fields etc 3) Why not CAMERAS in well-known hot spots 4) More education needed to get it across to all dog owners
2. A difficult problem to solve.
3. A known dog walking area my road has no dog bin
4. All waste green areas in Pleasley including play areas used as dog toilets
5. Anyone allowing dog fouling should be exposed publicly
6. Bins I see around Bolsover are often full.
7. Black banks in Stanfree - dog owners flick the poo in a plastic bag into the hedges. When the council cut the hedge it's everywhere!! A bin here would be ideal.
8. Clowne Branch Lane Development is in desperate need of dog foul bins
9. definitely has increased recently probably due to dark and bad weather
10. Do you have any other comments to make on dog fouling?
11. Dog fouling has always been a problem, it really does need improvement
12. Dog mess being left on bridleways
13. Dog mess on pavements, footpath area in general is disgusting. It is inconsiderate dog owners who don't pick up. Needs addressing and stricter/enforceable rules.
14. Dog wardens need to be out at 05.00 - 09.00 hrs to catch those who open the door and let their dogs out to crap. Local bins are sometimes (less often these days) brimming. Does the council use capacity used data to specify the frequency of emptying? How about the 'strange fruit' enforcement? To many this is worse than dung on the ground!
15. Dog wardens should patrol all green spaces and challenge dog-walkers i.e dogs on a lead and carrying dog bags!
16. Dogs not on leads with owners walking in front so no observance of the dogs done.
17. Enforcement needs to happen during the evenings and early mornings, which is when dog owners tend to walk their dogs. Maybe CCTV in known black spots would help. Fox Road, Whitwell, is particularly bad at the moment. We would be happy to have a camera installed on our house.
18. fines should be given out for people who don't pick up after their dogs
19. Get plain clothed dog wardens out on patrol and fine the culprits heavily.
20. Have any of the public been fined for dog fouling?
21. I don't think dog owners are currently put off by the threat of fines, which rarely seem to be used. The amount of dog dirt around the pavements of Clowne is currently very noticeable (it gets worse in winter). It is unsightly and to be frank, a disgrace to the area.
22. I have a dog and three times a day I walk her. I always pick up if she fouls on our street, Selwyn, it is dodge the dog mess... You Council, do nothing to stop it!!
23. I have a dog but am disgusted with some dog owners
24. I live next to a large green area, and there isn't any dog waste disposal provision. I never see a dog warden patrolling the area. Although that could be my fault for not watching will end
25. I think this issue is very difficult to police but I think if more people were caught and fined I think it would make others more responsible.
26. I'm disgusted with the dog owners who bag up their dogs mess and then leave the bag on the floor or hung in a bush/tree for someone else to dispose of. Unbelievable!
27. If the bins provided were emptied more often they would be more useable.

28. Increase the fines for dog fouling, the path between Springfield Crescent and Blind lane are being fouled by dogs each and everyday.
29. It is a health hazard. I definitely think people should be prosecuted if their animal has fouled an area and the owner has not cleaned it up.
30. It is difficult to report, because the culprit are usually people you don't know. I think prosecution should be used more.
31. It is problem in some areas.
32. It seems to be more significant in certain areas and there seems to be a big increase of dogs in area.
33. It's hard to implement when the person leaves it on the pathway and you don't know who they are, so they will never be prosecuted.
34. It's not the Councils fault it's the owners of the dogs most of whom can't be bothered to pick it up.
35. It's very difficult to control dog fouling unless you catch someone failing to pick up after their dog and possibly taking a photo but this could probably lead to aggression.
36. I've just moved to Barlborough amd I'm very impressed with the amount of dog poo bins (I've got 2 dogs myself) but I'm shocked about the amount of dog poo left on the ground, inforcement officer should patrol the area and hand out fines to people not picking up their dogs poo.
37. Monnies End has a lot of dog fouling as dog walkers use it to access Clowne Common.
38. More dog bin emptied.
39. Moor dog bins and pooper scoops.
40. More bins and fines to stop it ... I have noticed more dog fouling in my street and surrounding areas these last 6 months where I have had to clean dog fouling from outside my own gate to gain access to my property ... it really isn't expectable
41. My neighbours have dogs, as do I, but I pick up after my dog & they don't & it's trod all up the footpaths.
42. Need more bins and better lighting on the green spaces.
43. Not enough dog waste bins on rights of way / walking routes around castle.
44. Not enough prosecutions.
45. On my street people walk dogs every day, not everyone cleans up after.
46. People should be fined heavily if caught.
47. Posters telling people to pick up dog waste in green areas. People let their dogs run and play on open land and should be told that if the dog leaves waste on the grass they must pick it up as if it were a footpath.
48. Requires persistence on the enforcement team's part and making public that offenders will be fined - action in giving out penalty fines - use your mobile cameras.
49. Serious problem on the Clowne branch line and streets near it. Children throwing bin contents at my car and our driveway. It's absolutely disgusting. Poo bags left everywhere and thrown in trees. I hate living here. It's foul.
50. Some dog owners are just filthy, they even go out in the early hours so they do not have to clean up their dogs mess.
51. Springfield/Park Ave area particularly bad.
52. Start fining owners.
53. Stenciling on the main routes has been very effective in problem areas.
54. Still having to dodge it when walking on border lane.
55. Stockley trail!!!! People actually throw poo bags in the trees.

56. Take action against the people responsible.
57. The cricket field at the top of my street where lots of dog walkers go is full of it.
58. There are areas where people put dog fouling in a bag then throw the bag in the hedge. Surely this means that there should be a dog fouling bin provided in that area?
59. There are no dog litter bins on my road, a magnet for dog walkers going into the crags at Creswell.
60. There does not seem to be any control - I have had to tell some dog walkers to pick up as they were walking away and just leaving it on the pavement. Also many dogs are just running around without supervision.
61. There is a lot near the schools which is bad for children's health.
62. there needs to be more action against people who either don't pick up or pick up and then throw the bag into hedges & trees quite common in my area- I have picked up after others several times.
63. There seems to be no action taken on offenders.
64. There should be more advertising about where to get free dog-bags from.
65. They never seem to catch these people.
66. This part of the survey is totally pointless. No matter how many times you ask nothing ever gets done, the enforcement is a joke. I live in Whitwell and despite the fouling being prevalent am not aware of any prosecution.
67. To reiterate a response to previous surveys NOTHING happens to the many people who persistently allow their dogs to foul. I am not aware of any prosecution in my area of the miscreants. The repeated inclusion of this issue in your surveys is simply to create an illusion of caring.
68. Wandering cats at night: fouling and disturbing security systems.
69. We have a problem on my street, and we have only are bin at the top, we live halfway down the lane and have dog fouling outside our house every 2 days
70. We have two dogs and most people I meet while out with our dogs clean up after them, recently I have noticed that someone is not cleaning up after their dog when using the King George IV Park.
71. What i've noticed is that some people seem to pick up there dog's waste then throw the poo bag into the hedge; send you man down the access track from Recreation Road to the Bowling Green at Langwith Junction, the hedge there is littered with poo bags, sometimes they even have sufficient energy to throw the poo bags over the hedge and on to our lane.
72. Yes I would like to see more bins in strategic places IE at the end of every pathway (of which there are many) around Broadmeadows Estate.
73. Yes the problem with dog fouling is the owners have started to exercise their dogs after dark and they are not all picking it up.

Other comments included:

1. I do not play outdoor sport any longer due to old age but still use indoor.
2. Of an age where going to a park for recreation isn't appropriate.
3. Always got better things to do than hang about in Shirebrook.
4. There's always older kids (16+) hanging around, causing trouble and not safe for children of the right.
5. Just not safe.
6. Unable to visit due to ill health.
7. Craggs & Whitwell Woods nearby.
8. Don't feel the need to visit.
9. I would love to ride my bike on the new Clowne Greenway but I have no idea where to access it. Can we have some signs please?
10. I am a senior citizen.
11. Ill-health.
12. Nothing to see in Bolsover Council area depressing, I go further afield.
13. I tend not to go out much.
14. The recreation ground behind us is used by idiots on screaming motorbikes.
15. Dog droppings.
16. Not elderly friendly.
17. Use trails etc.
18. No first aid posts/equipment.
19. None close by.

6. Town Centres in the District

Bolsover District Council acknowledges the key role that town centres play in the social and economic life of the District, acting as the employment, leisure and cultural hubs for their surrounding areas. However, many town centres across the country are struggling to meet the changing demands of the 21st century since residents now have many choices when considering where and how to do their shopping – from online to out of town shopping.

In this report, the Council has touched on how our residents experience their town centres using a questionnaire and the information gathered is going to be collated and analysed before deciding on next steps.

While it is acknowledged that there is wider scope to consult on this subject, the results below are from the Citizens' Survey only.

6.1 Executive Summary

The most popular towns visited by respondents were Clowne (42%) and Bolsover (25%) respectively.

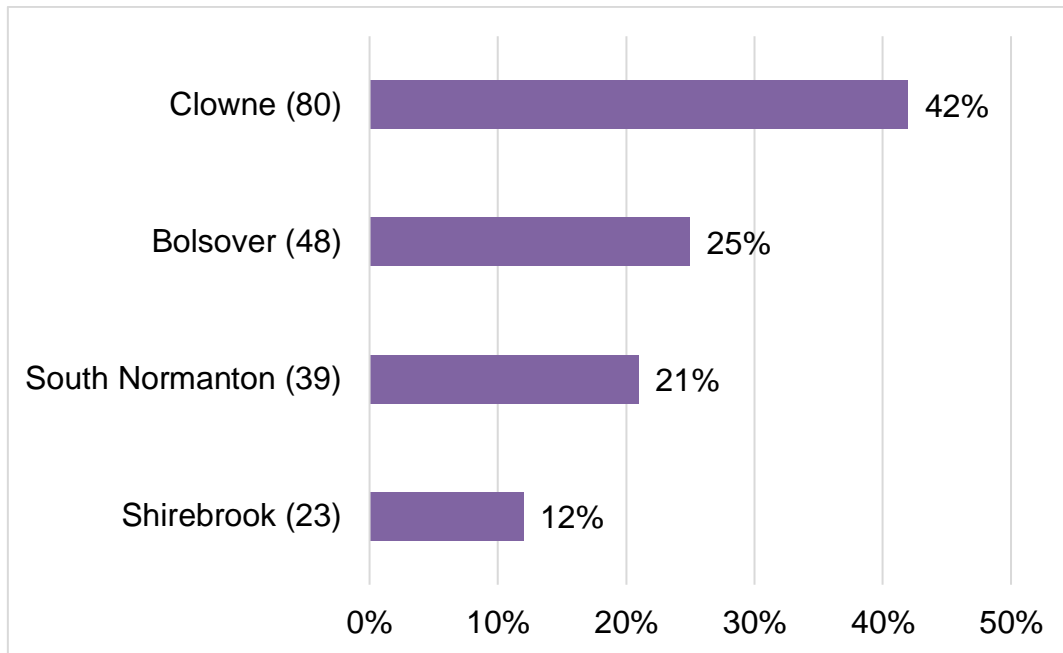
- Those who visited the town centres tended to do so on a weekly basis (51%).
- The majority of respondents visited town centres in the mornings (58%).
- The majority (70%) of those who visit one of the local towns travel there by car or van.
- Over two-thirds of respondents (68%) felt the town they visit is pedestrian-friendly.
- The majority of respondents felt safe in the town centre (68%). Most were satisfied with the amount of car parking (66%) and street lighting (66%).
- The most popular change that those using the town centres would like to see was a wider variety of shops (65%) and more small-scale independent shops (62%).
- Overall respondents felt that the town centres were 'staying the same' (49%).

6.2 Survey Findings

Q Which town centre do you use the most?

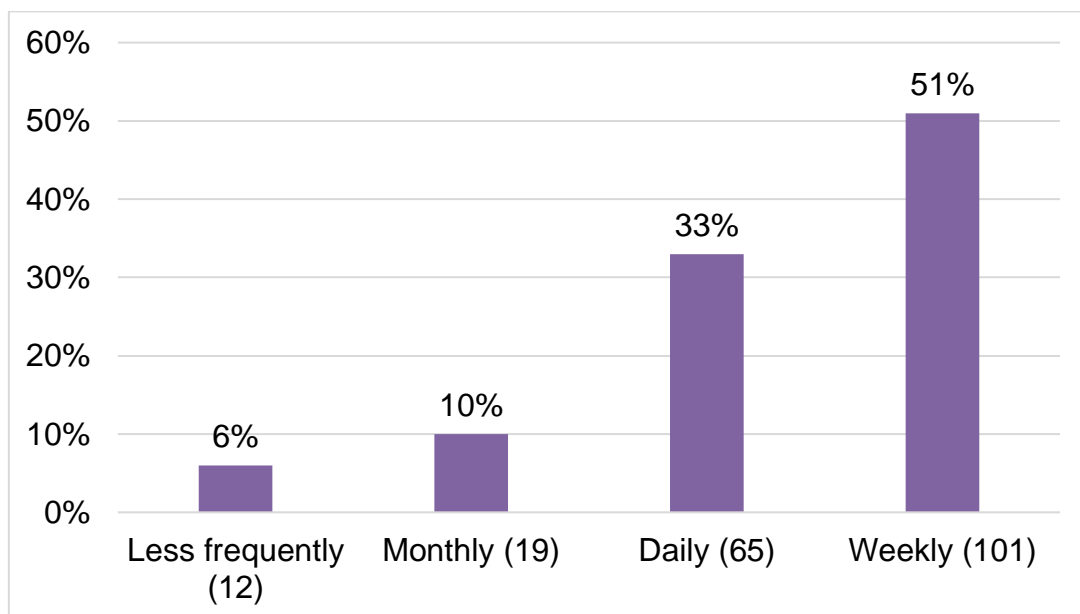
The town centres visited by most Citizens' Panel members who responded were Clowne and Bolsover. The town centres least visited were Shirebrook and South Normanton.

Q Which town centre do you visit the most?



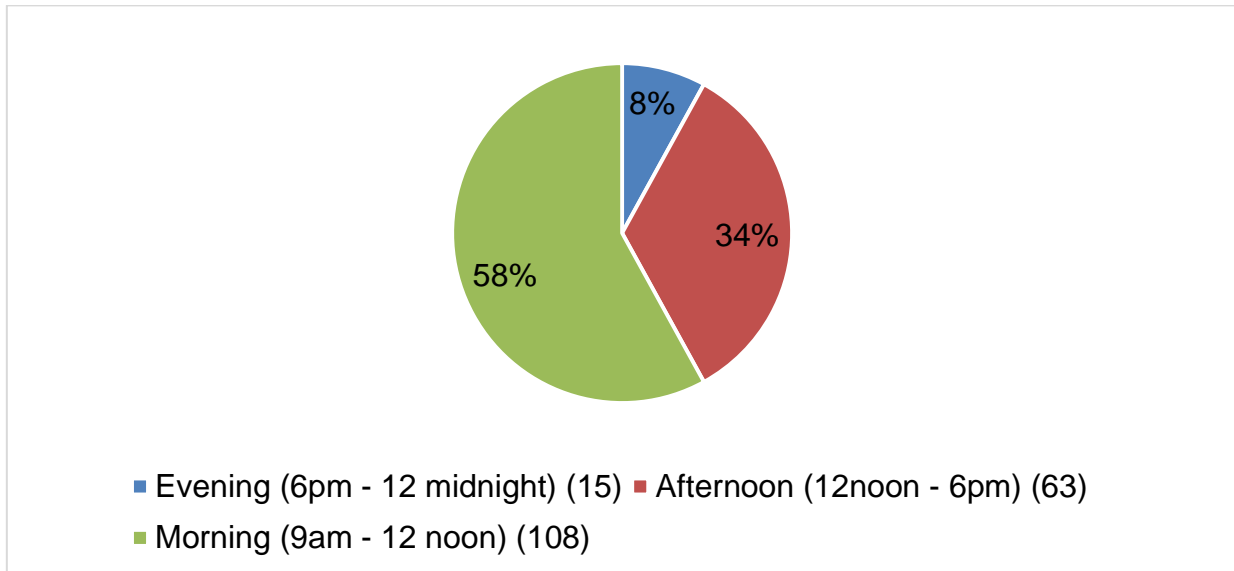
Q On average, how often do you visit this town centre?

Those who visited the town centres tended to do so on a weekly basis.



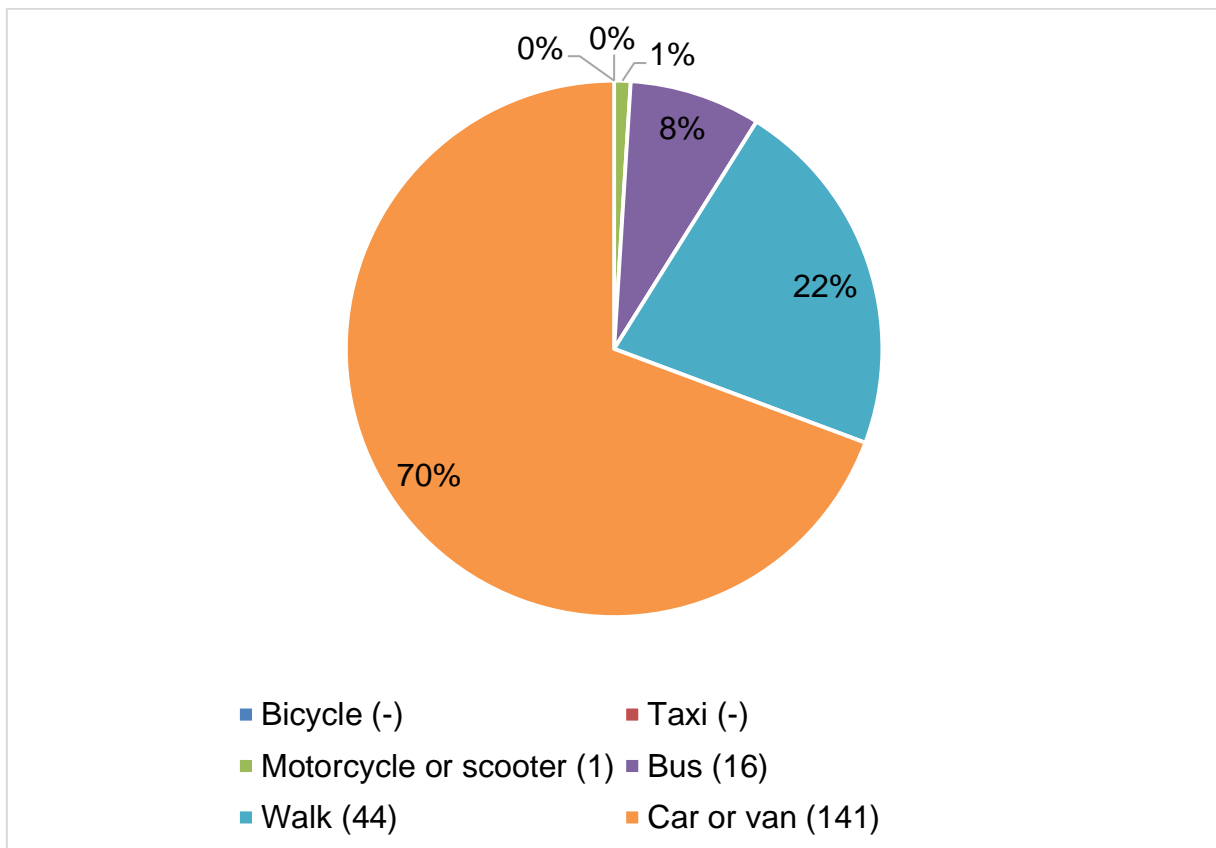
Q At what time of day would you say you most often visit the town centre?

The time of day that respondents visited the town centres was clearly defined with the majority visiting in the mornings (58%) and then afternoons (34%).



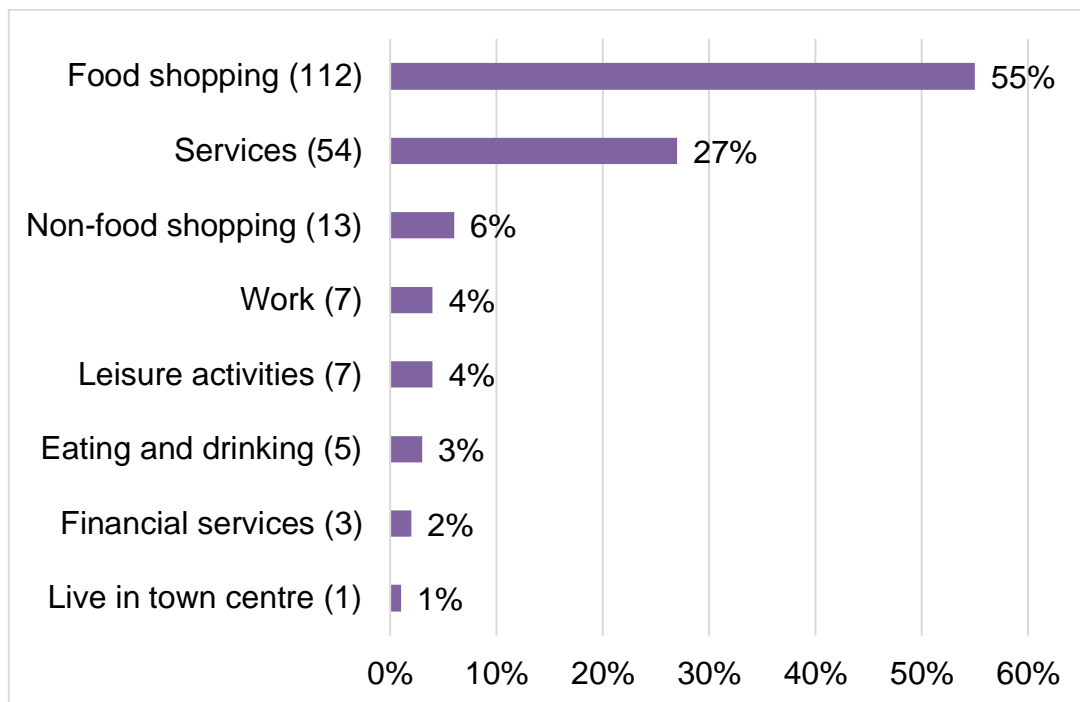
Q How do you usually travel to the town centre?

The clear majority of town centre visitors use their own vehicles (70%) when visiting to



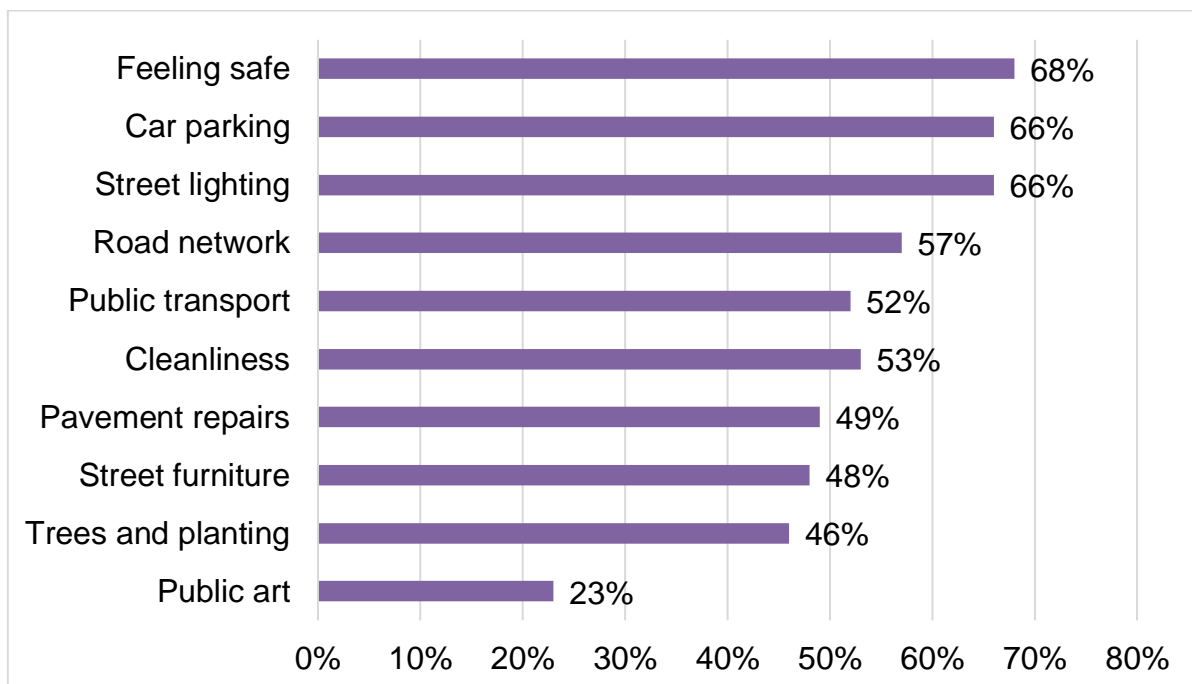
Q What is your main purpose for visiting the town centre?

More than half of respondents stated the reason for their visit was to do food shopping.



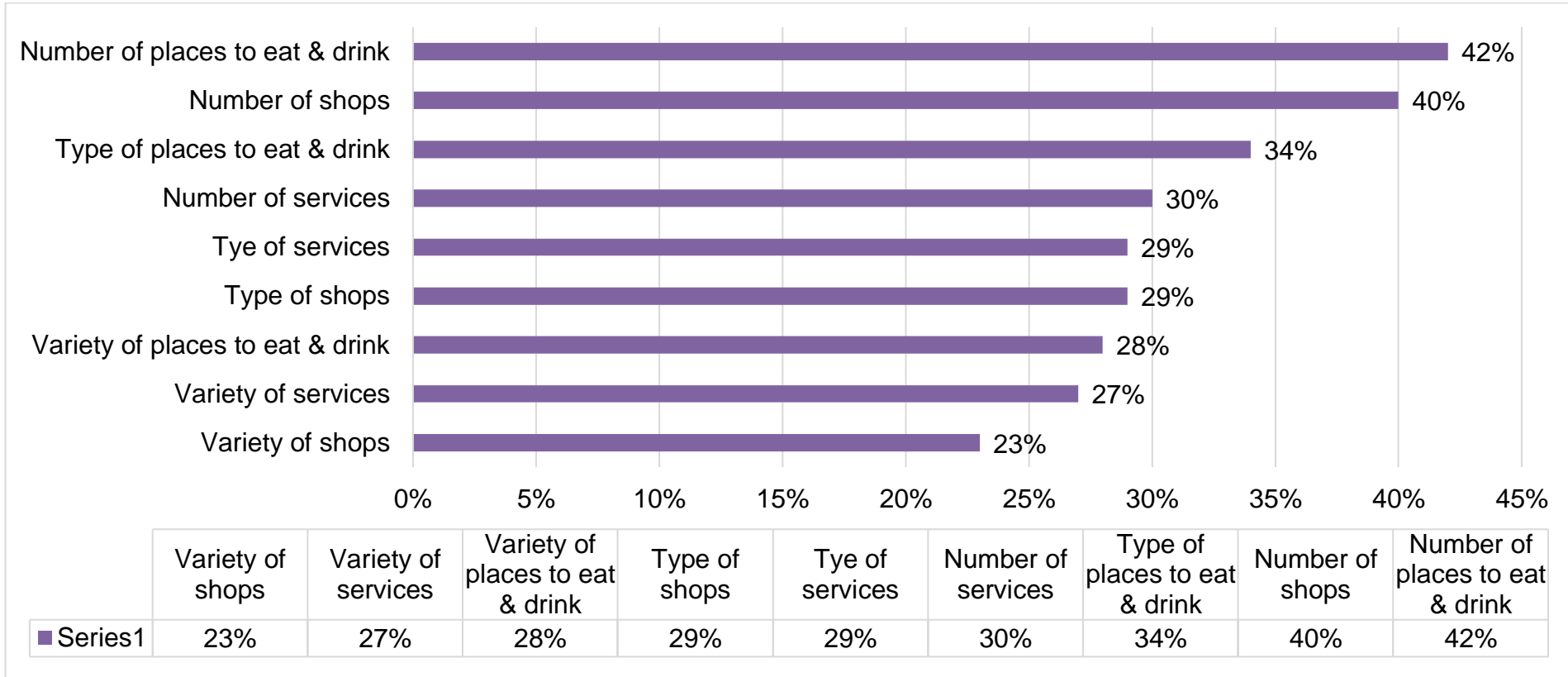
Q How satisfied are you with each of the following elements of the town centre that you visit most often?

Respondents were asked how satisfied they are with particular aspects of the town centre they visit most often. The majority of respondents felt safe in the town centre (68%) while most were satisfied with the amount of car parking (66%) and street lighting (66%). In addition, **67%** of respondents said they thought town centres was pedestrian-friendly.



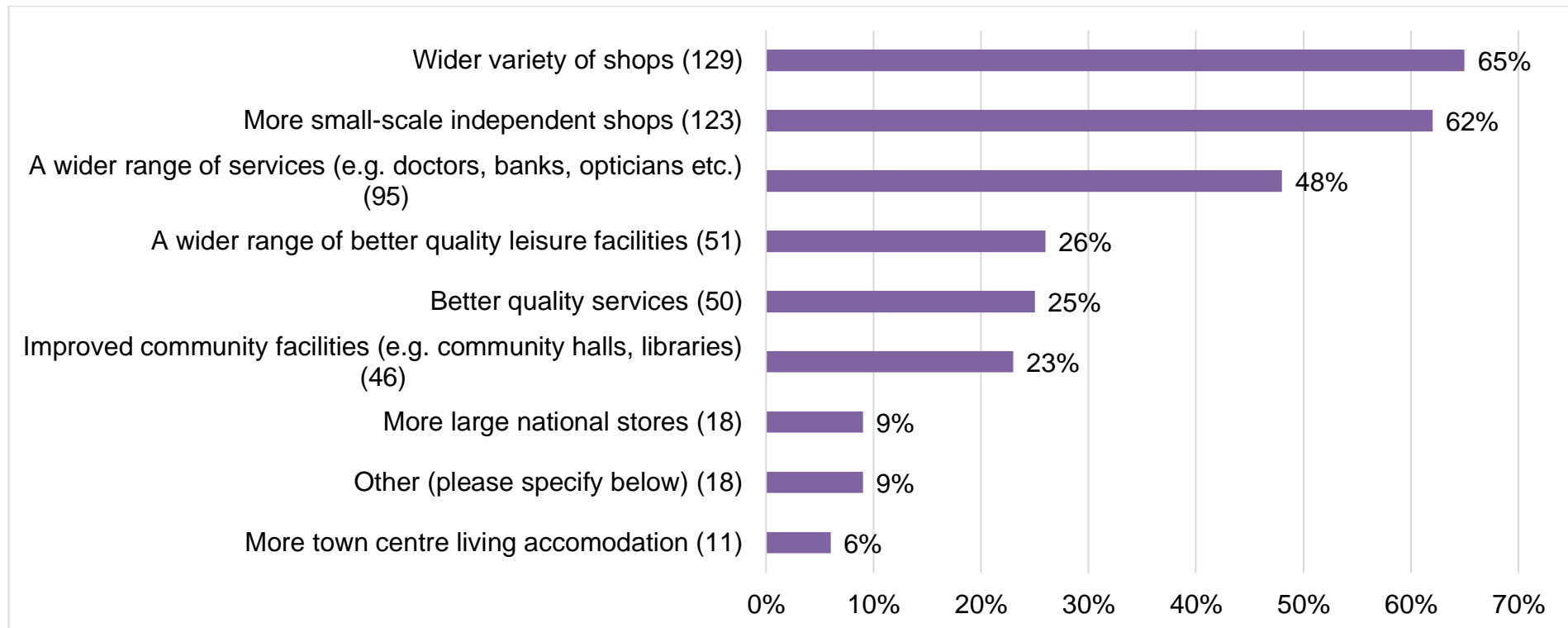
Q What is your opinion of the number, type and variety of services available in the town centre? (How good?).

While the **satisfaction** ratings are fairly low across the spectrum, respondents were most positive about the number of places to eat and drink (42%), the number of shops (40%) and the type of places to eat and drink (34%).



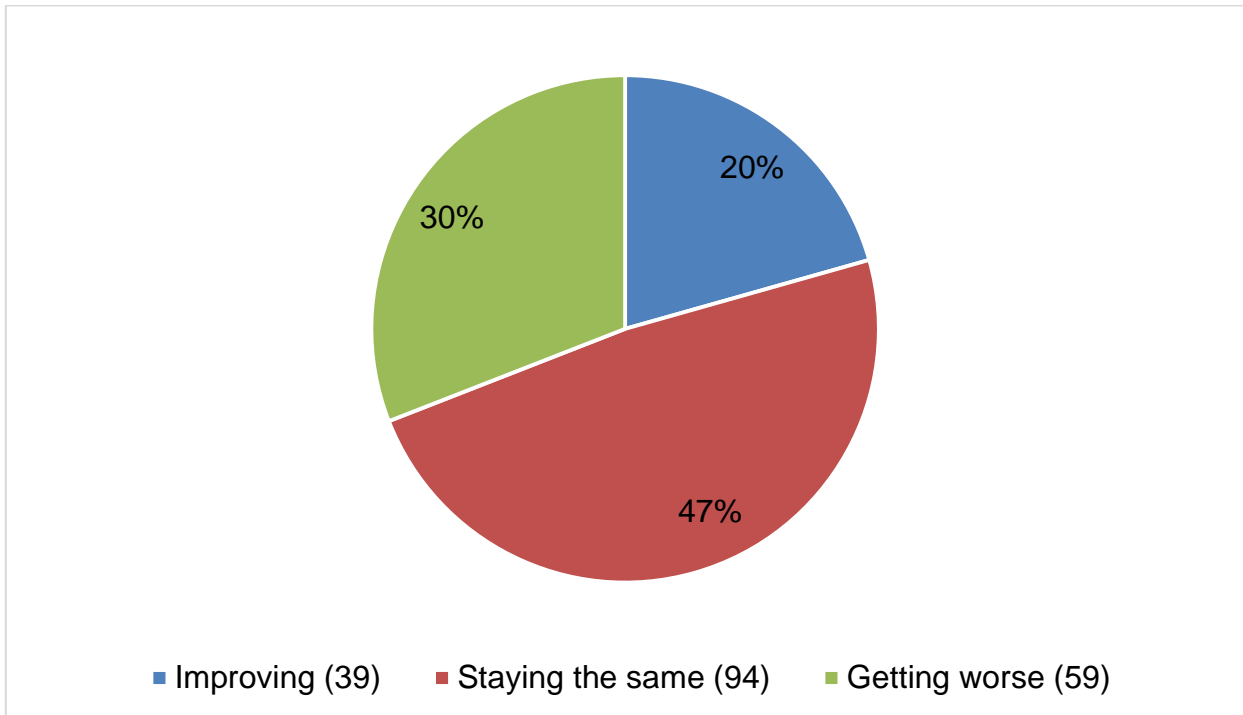
Q What changes would you most like to see made to the town centre?

The most popular change which respondents would like to see to across each of the town centres was a **wider variety of shops** (65%). Having **more small-scale independent shops** (62%) was also a popular change as was having a **wider range of services** (48%) such as doctors, banks, etc.



Q Overall, would you say that the town centre is...?

The majority of respondents thought the town centre was staying the same (47%) while a third (30%) thought they were getting worse while only one-fifth (20%) thought they were improving.



6.3 Open Comments

Q What changes would you most like to see made to the town centre? (Other comments)

41 Comments

1. We have no independent butcher or fishmonger. Other than an Italian restaurant we have no "eateries" other than fast food outlets.
2. Too much house building. Not enough parks to walk in. No Leisure facilities in Bolsover!
3. Toilets- Morrisons just have 1 disabled toilet A foodbank which is more like a shop where people with a voucher can choose a no of items they need. Also to have a shop with dented cans/cans which don't get sold in shop & sold at a cheap price to those on benefits. In a London shop called Deptford they have a shop selling out of date cans etc.
4. To see less shutters.
5. There needs to be a gym, and the town center is now so busy with extra housing and more people using it as a cut through on top of overcrowded parking.
6. There are too many hairdressers.
7. The market place in Shirebrook is a disgrace. The amount of cars on it is an accident waiting to happen. It is not a nice place after 4pm as there is always gangs of youths harassing people. It is a disgrace.
8. The crowds of young people outside the few open shops in the evening are intimidating.
9. Satisfied with what on offer already
10. Recognise that south Normanton is not a viable town centre and focus on access to Alfretton/Sutton in the south.
11. Public toilets.
12. Please! No more take-aways!!!
13. No interest in Clowne to visit socially.
14. No banks available.
15. More restaurant type places to eat.
16. More crossing points. It's very dangerous and difficult to cross safely especially with a pushchair. Cars travel way too fast.
17. More car parking.
18. Less Takeaways, there are far too many in South Normanton.
19. Less takeaways less litter.
20. Its time you focused less on the small towns and more on our villages it is disgusting the way you treat our villages as 2nd class citizens. INVEST MORE TO THE EAST OF CLOWNE & BOLSOVER, you have raped Creswell and replaced it with NOTHING.
21. I would like to be able to catch a bus to Mansfield.

22. I think there are too many take away shops. I think it cheapen an area.
23. I am worried that local services eg schools, doctors, bus links will not keep up with the expansion of the town and its population when the massive new housing developments are finished.
24. Get the market stall storage are relocated, why is this there? The council should have made provision for this when the developed the old storage yard. It now like this eyesore is becoming a permanent feature.
25. Free and available Car Parking.
26. Factory shop sad loss to Bolsover.
27. Eating places could be better for folk not everyone likes Wetherspoons.
28. Do not use or visit any of the Town Centres you mentioned due to lack of bus services.
29. Disabled access not good.
30. Cotton St. Bolsover is a pedestrian only, yet cars use it as a road even parking there. Please prosecute drivers who ignore the signs to drive to the bank, Chinese takeaway etc.
31. Cleaner town centre less litter and made more attractive for shoppers.
32. Burger King.
33. Better transport route in and out.
34. Better road access - particularly with all the housing development etc.
35. Better footpaths for mobility scooters etc.
36. Better bus services to Alfreton, then on to Alfreton railway station.
37. A town that has a "centre", a focus to it.
38. A Public Toilet!!
39. A nice Restaurant would be welcome again.
40. A lot of empty premises over years.
41. A bank would be nice.