



Bolsover District Council Citizens' Panel SUMMARY REPORT

JUNE 2021

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Cc:

Leader

Deputy Leader

Scrutiny and Elections Officer

Methodology

The Bolsover District Citizens' Panel was established to obtain residents' views on a variety of topics; the panel is currently made up of 61% retired residents, 18% full-time, employed residents, 6% part-time employed residents, 5% self-employed residents, 4% who look after their home, 4% not being able to work and 2% unemployed residents.

Residents are typically mailed or emailed a questionnaire twice a year and June's questionnaire contained nine sides of questions including a section of demographics questions.

A total of 336 questionnaires were sent out on Monday 14th June and respondents were given two weeks to complete/return their responses.

A total of **292 responses** were received (89 paper, 203 emails), reflecting an *outstanding* response rate of **87%**.

Both a copy of the questionnaire and the [June 2021 Viewpoint Newsletter](#) can be found on the Ask Derbyshire site as follows:

www.askderbyshire.gov.uk/index.php/component/consultation/334?view=consultation

Profile

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 June 2021)	Population Figures (2011 Census)
Respondent characteristic	%	%
Gender		
Male	54	49
Female	46	51
Prefer to self-describe	1	0
Prefer not to say	0	0
Age Group		
		(age% as proportion of 2011 population aged 16+)
16 – 24 years	0	13
25 – 64 years	44	65
65 years and over	54	22
Prefer not to say	1	0
Ethnicity		
White British or Irish	96	97
Ethnic Minority	1	4
Prefer not to say	3	0
Disability		
Yes, limited a lot	19	29*
Yes, limited a little	28	
No	52	71*
Prefer not to say	2	0

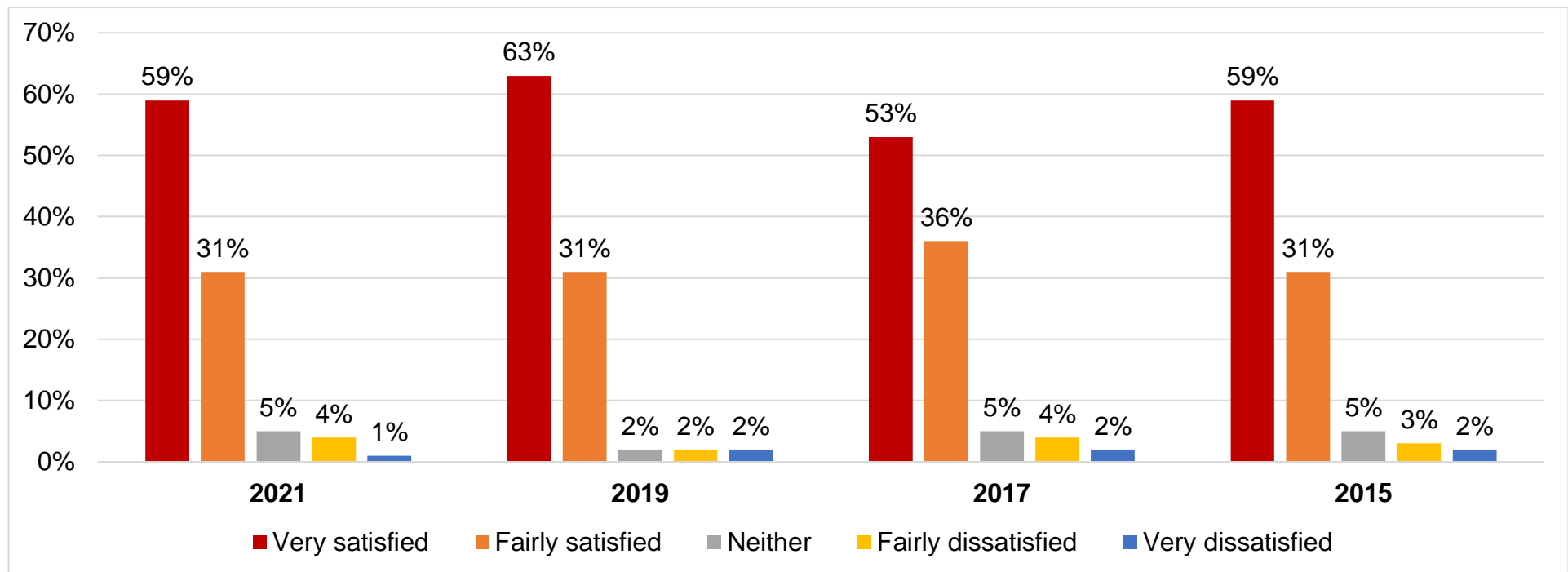
*Responses to this questionnaire are widely over-representative of the 65 years age group and under-representative of the younger age groups compared to the age profile of those aged 16+ in the District at the time of the 2011 population census.

Domestic Waste Collection

Burgundy Bin

Overall satisfaction ('very' + 'fairly satisfied') with the burgundy bin collection service has remained steady since 2015 with scores consistently ranging between 89%-94%.

2021	2019	2017	2015
90%	94%	89%	90%

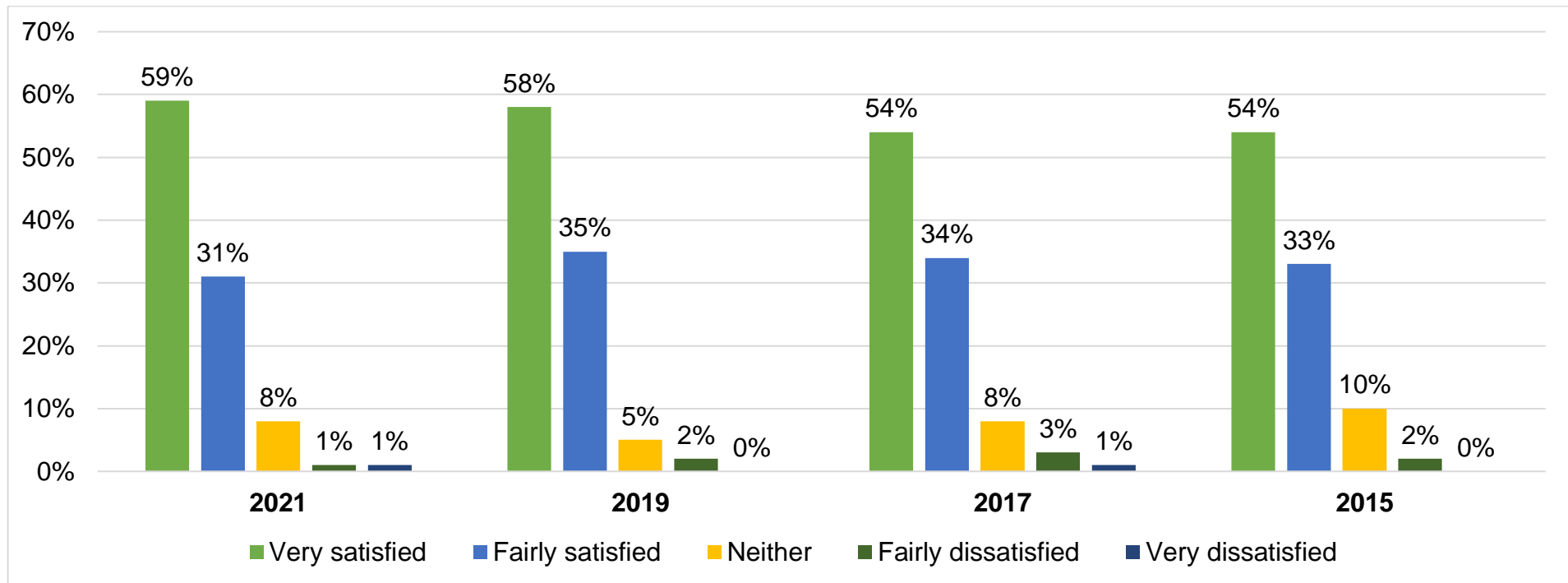


Respondents were also asked if they had noticed a change in service since the Council had brought the burgundy bin collection service in house following the prior service provider (contractor) ceasing to trade in February 2021. The vast majority of respondents (69%) had not noticed a change in service while almost a third (28%) said they had noticed improvements such as: “The bins being handled more professionally”, “staff seem to have more time and take more care with the collections”, “more timely service” and “earlier collections.”

Green Bin

Overall satisfaction ('very' + 'fairly satisfied') with the green bin collection service has also remained steady since 2015 with scores consistently ranging between 87%-93%.

2021	2019	2017	2015
90%	93%	88%	87%

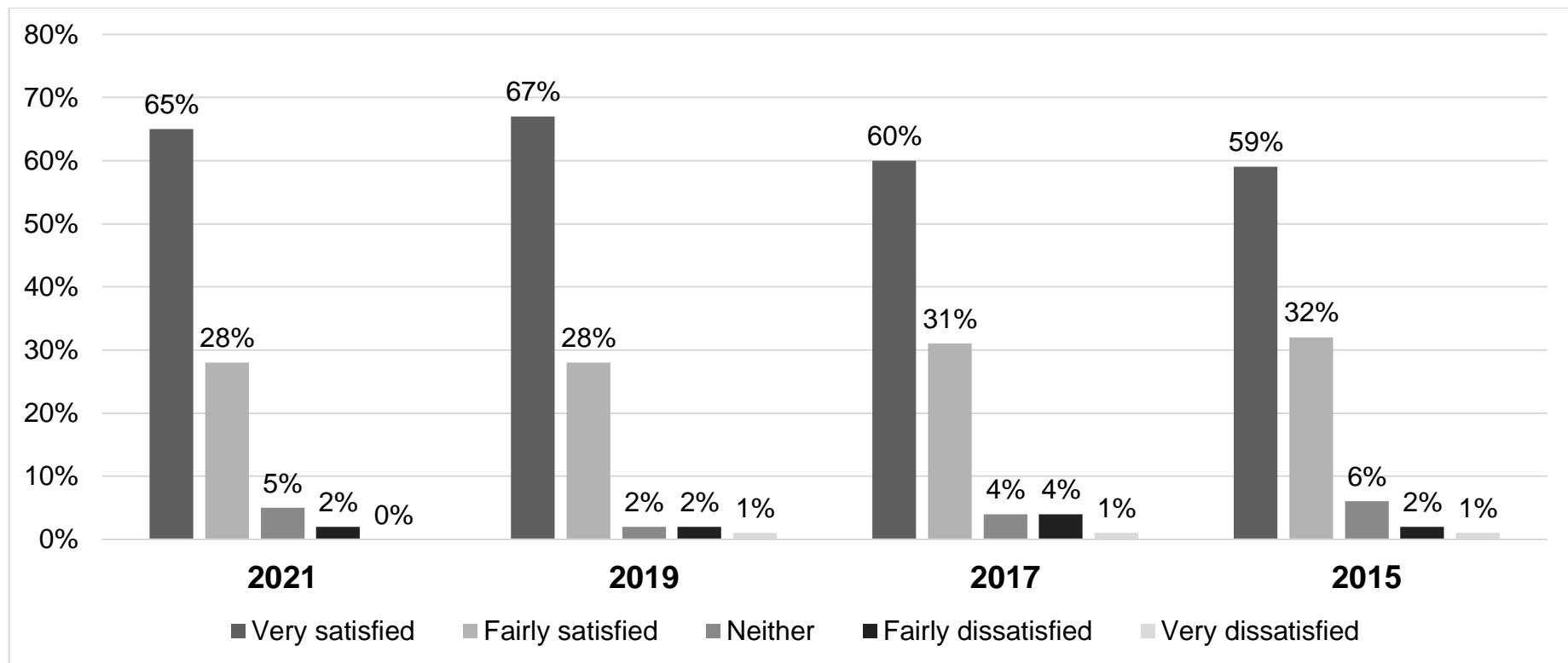


When asked if respondents had any other comments to make about the green bin composting service, the following comments were included: “It would be good if we could purchase the compost at a reasonable price”, “Compost would be very welcome if purchases were possible – why don’t you offer this service?” and “It would be helpful if disposable small bags, that fit the silver kitchen bin, could be supplied then each time it was full it could be dropped into the green bin, with no mess; these are supplied to households in other areas.”

Black Bin

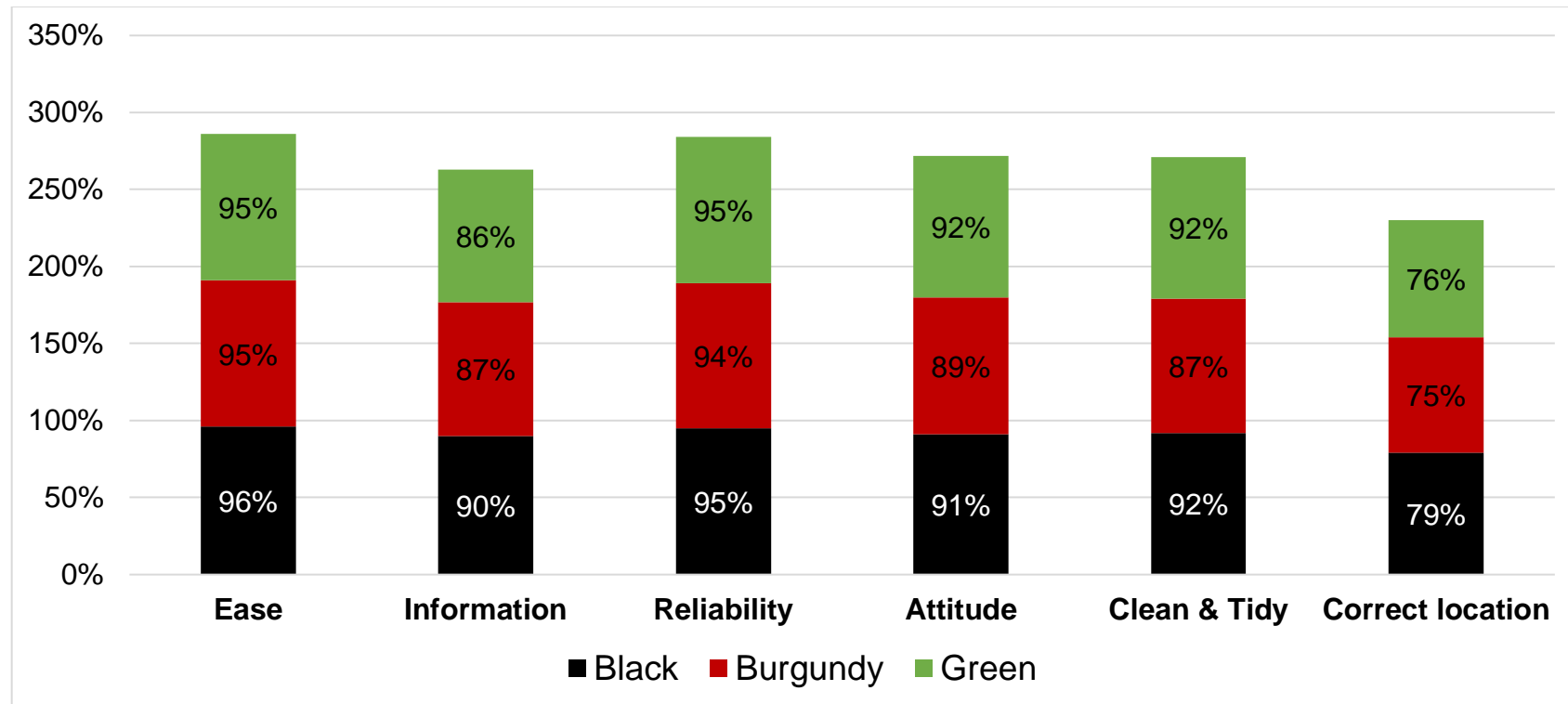
Overall satisfaction ('very' + 'fairly satisfied') with the black bin collection service remains very high with scores consistently scoring between 91%-95%,

2021	2019	2017	2015
93%	95%	91%	91%



When asked if respondents had any other comments to make about the black bin service, the following comments were included: "Compliments to the collectors of bins for their efficiency", "Very reliable and efficient" and "A great service, can't fault it."

Respondents were asked about overall satisfaction levels with criteria relating to all three bin services such as: **ease** with which they can make use of the service, **information** about the service, **reliability** of the kerbside service, **attitude** of the collectors, collectors making **clean and tidy** collections and collectors returning bins to the **correct locations** after emptying. The following combined satisfaction results ('very' + 'fairly' satisfied) reflect that satisfaction remains high (87%-96%) across all criteria with exception to 'collectors returning bins to the **correct locations**' which is the only category that completely falls into the 70% satisfaction quartile.



Bulky Household Waste Collections

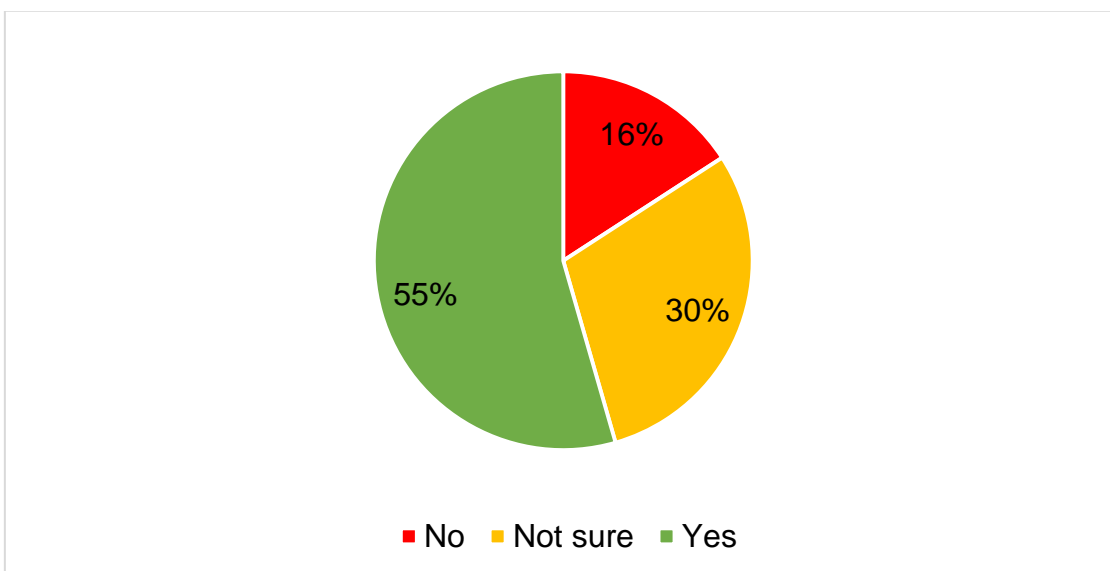
The vast majority of respondents (90%) are aware that the Council runs this service, while less than half (47%) have made use of it. Those who have made use of the service expressed an overall satisfaction rate of **83%** ('very' (46%) + 'fairly satisfied' (37%).

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. Public speakers at Council or Planning have joined meetings remotely with safeguards in place to ensure that any technical difficulties do not inhibit what participants wished to express and technical support was given (where required) to join the meeting. Residents were asked a number of questions relating to these livestreamed meetings.

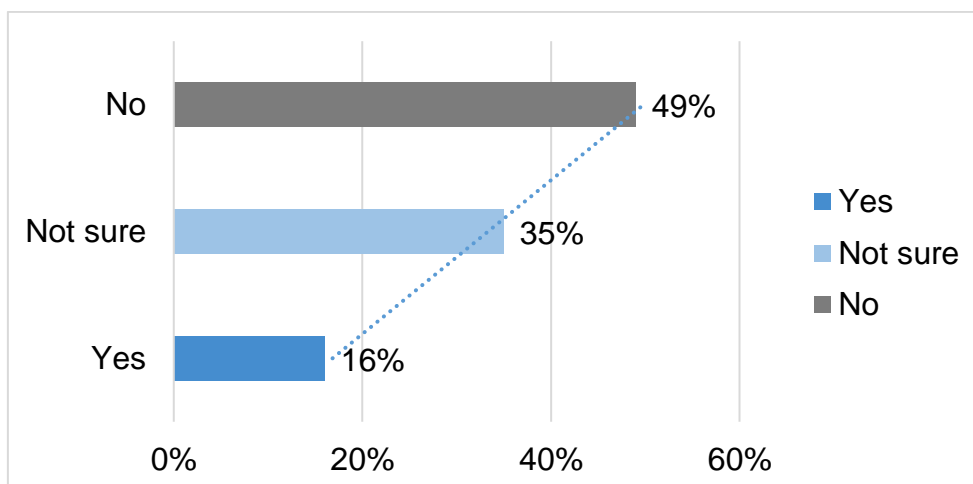
As we look to move back to physical/hybrid meetings for Members, do you feel that an option to join a meeting remotely to speak is something that should be continued?

More than half the respondents (55%) felt joining meetings remotely should be continued while a third (30%) were not sure.



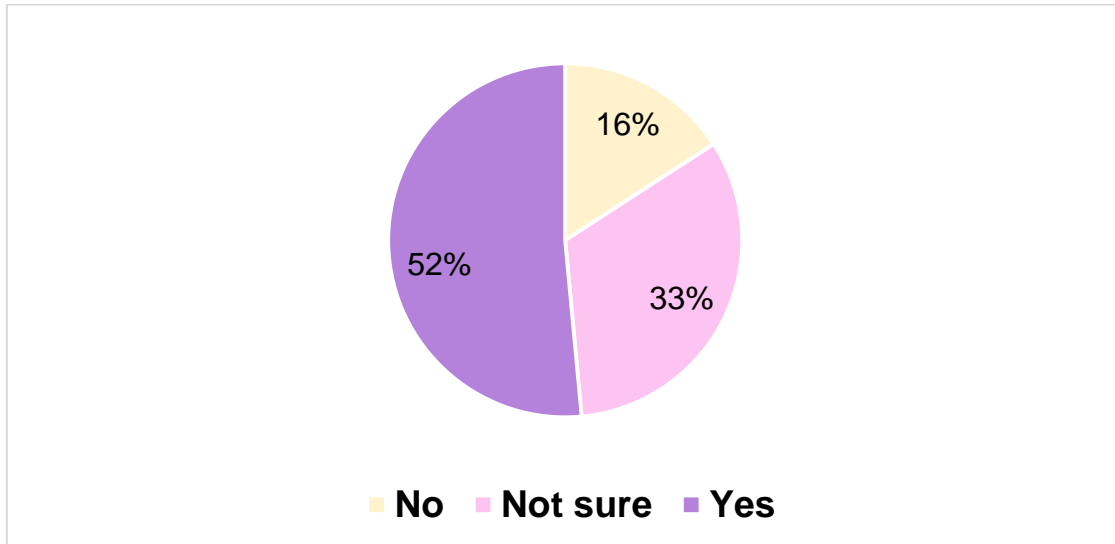
Bearing in mind that livestreaming has additional costs in terms of resources to undertake, is there a future need to live stream ALL meetings?

Almost half the respondents (49%) agreed there was **no** need to livestream all meetings.



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?

Over half the respondents (52%) thought it would be a suitable balance between cost and accessibility to livestream and record other meetings for viewing after the event while a third (33%) were not sure.



Do you think remote meetings provide a barrier for attendance by the public?

The vast majority (47%) were **not sure** while almost a third (29%) thought remote meetings did not provide an attendance barrier and over a fifth (24%) felt remote meetings did provide an attendance barrier because of many residents not having internet access or access to the necessary devices, while others would not wish to be identified. Some residents also expressed their discomfort at the prospect of using latest technologies as they may not have the necessary online skills to be able to participate.

