



**North East  
Derbyshire**  
District Council



## **North East Derbyshire District Council Citizens' Panel SUMMARY REPORT**

**JUNE 2021**

**Authored by: Kellie Bradford**

## Contents

---

Page

**Domestic Waste Collection** **4-7**

**Council and Committee Meetings** **8-9**

---

<u>Distribution</u>	<u>Issue</u>	<u>Date</u>
Kath Drury	Final Report	09/09/21
Nicola Calver	Final Report	09/09/21
Steve Brunt	Final Report	09/09/21
Lee Hickin	Final Report	09/09/21
Gill Callingham	Final Report	09/09/21

---

Cc:

Cllr Dale  
Cllr Cupit  
Cllr Foster  
Scrutiny and Elections Officer

## Methodology

---

The North East Derbyshire Citizens' Panel was established to obtain residents' views on a variety of topics; the panel is currently made up of 76% retired residents, 13% full-time, employed residents, 3% part-time employed residents, 3% self-employed residents, 3% unemployed residents and 2% not being able to work.

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 252 questionnaires were sent out on Monday 14<sup>th</sup> June and respondents were given two weeks to complete/return their responses.

A total of **161 responses** were received (88 paper, 73 emails), reflecting a response rate of 64%.

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/335?view=consultation](http://www.askderbyshire.gov.uk/index.php/component/consultation/335?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.

<b>Respondent characteristic</b>	<b>Respondents to Survey (CP June 2021)</b>	<b>Population Figures (2011 Census)</b>
	<b>%</b>	<b>%</b>
<b>Gender</b>		
Male	<b>49</b>	49
Female	<b>51</b>	51
Prefer not to say	-	-
<b>Age Group</b>		
16 – 24 years	-	(age % as a proportion of 2011 population aged 16+) 12
25 – 64 years	<b>32</b>	63
65 years and over	<b>68</b>	25
<b>Ethnicity</b>		
White British or Irish	<b>99</b>	97
Ethnic Minority (including white, other)	-	3
Prefer not to say	<b>1</b>	-
Other	-	-
<b>Disability</b>		
Yes, limited a lot	<b>17</b>	11
Yes, limited a little	<b>23</b>	11
No	<b>59</b>	78
Prefer not to say	<b>1</b>	-

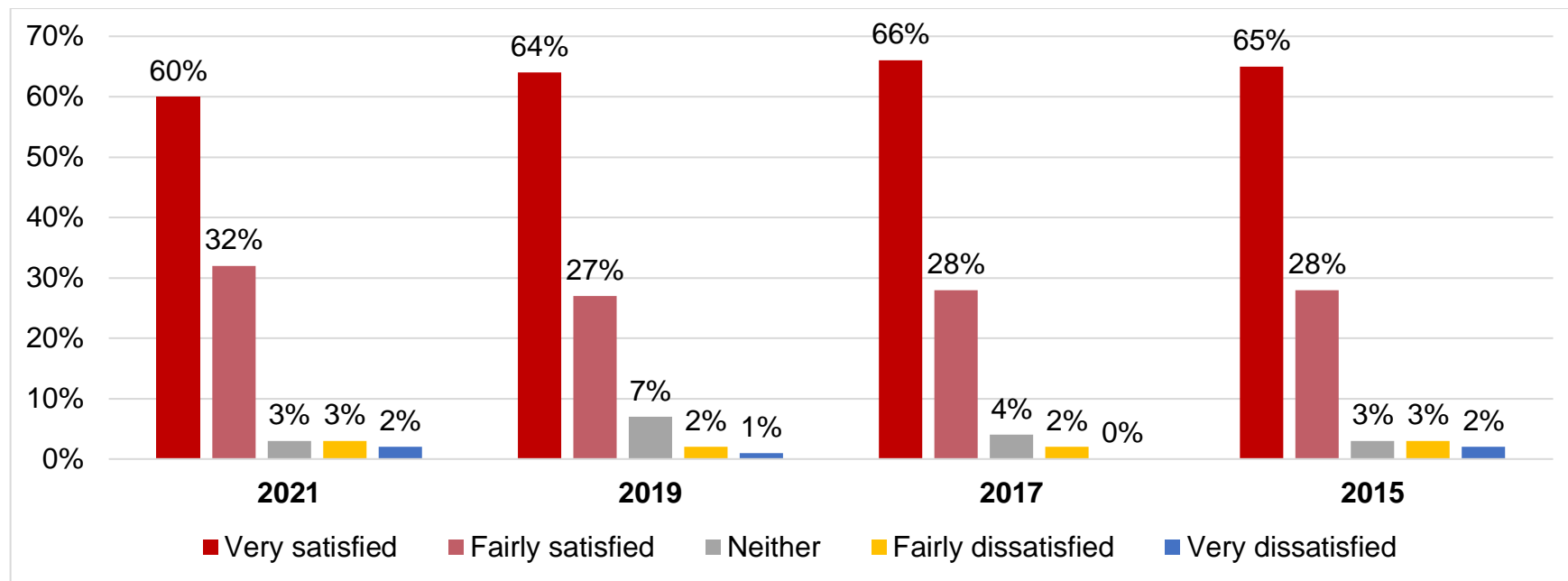
Responses to this questionnaire are over-representative of the age group 65 years and over, and is under representative of the younger age groups compared to the age profile of those aged 16+ in the District at the time of the 2011 population census.

# 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 91%-94%.

2021	2019	2017	2015
92%	91%	94%	93%

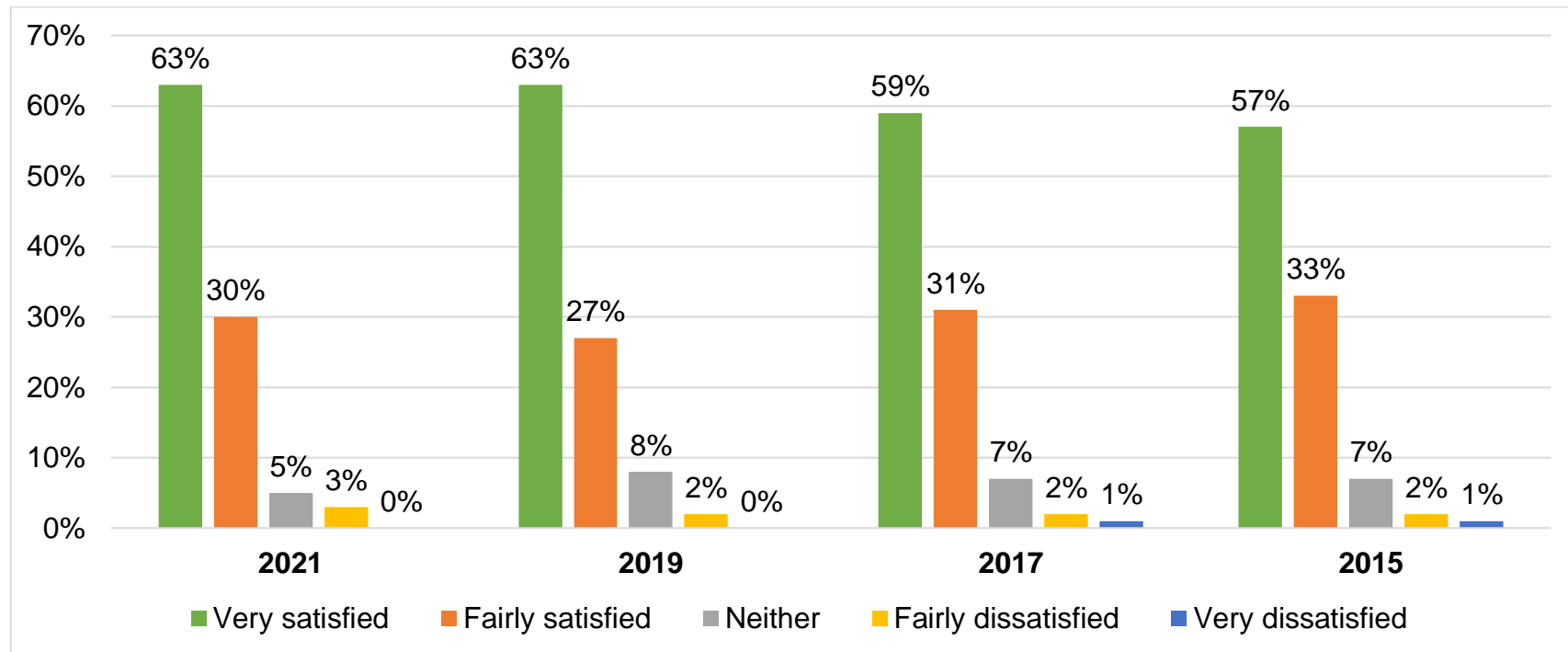


Respondents were also asked if they had noticed a change in service since the Council had brought the burgundy bin collection service in house following the prior service provider (contractor) ceasing to trade in February 2021. The vast majority of respondents (80%) had not noticed a change in service while one sixth (15%) said they had noticed improvements such as: “The bins are put out more tidily”, “The collection time has been more consistent than it had become with the previous contractor”, “Less mess than previously” and “Bins are collected earlier.”

## Green Bin

Overall satisfaction ('very' + 'fairly satisfied') with the green bin collection service has also remained steady since 2015 with scores consistently ranging between 90%-93%.

2021	2019	2017	2015
93%	90%	90%	90%

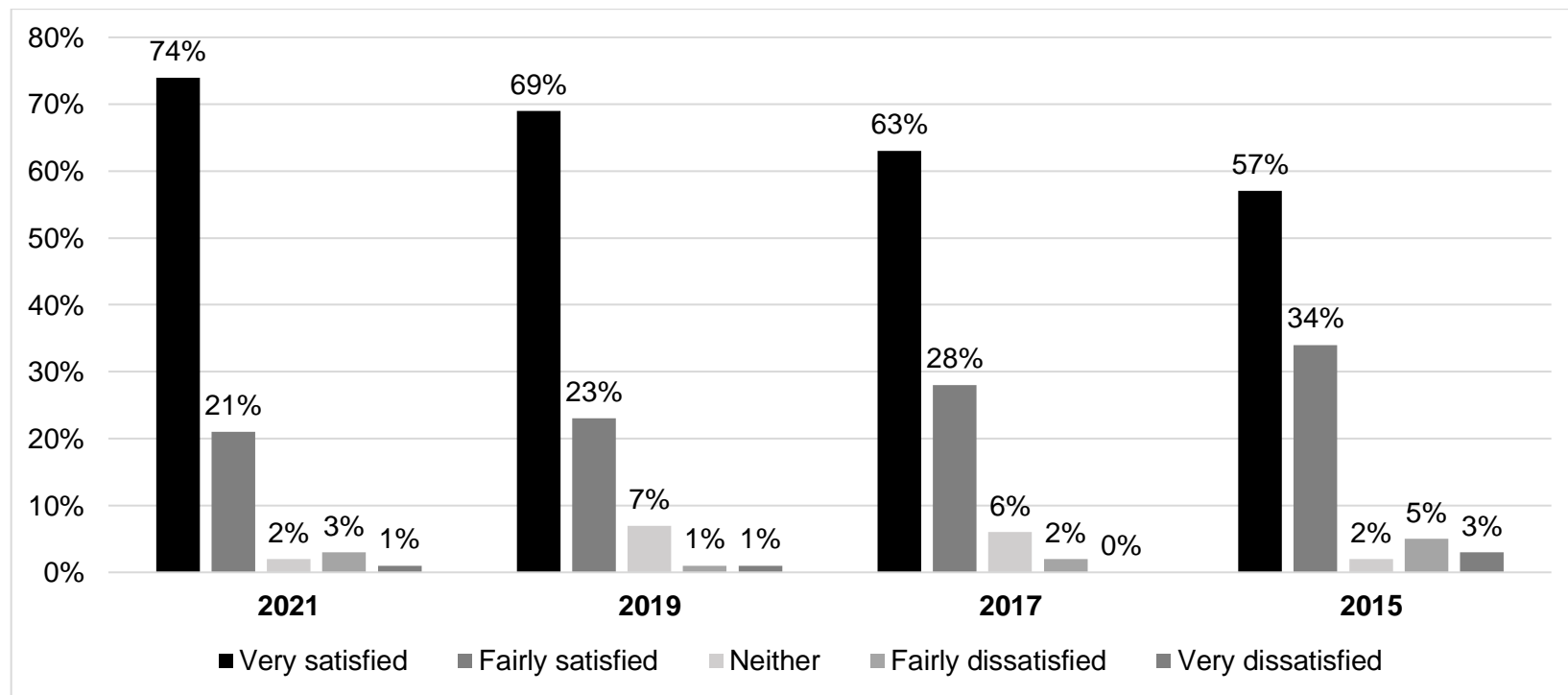


When asked if respondents had any other comments to make about the green bin composting service, the following comments were included: “Excellent service as long as it remains a free service”, “Why can’t this continue during the winter period the same as Chesterfield Borough Council, even it was just once a month?” and “Absolutely outstanding, thank you so much, long may our service remain.”

## Black Bin

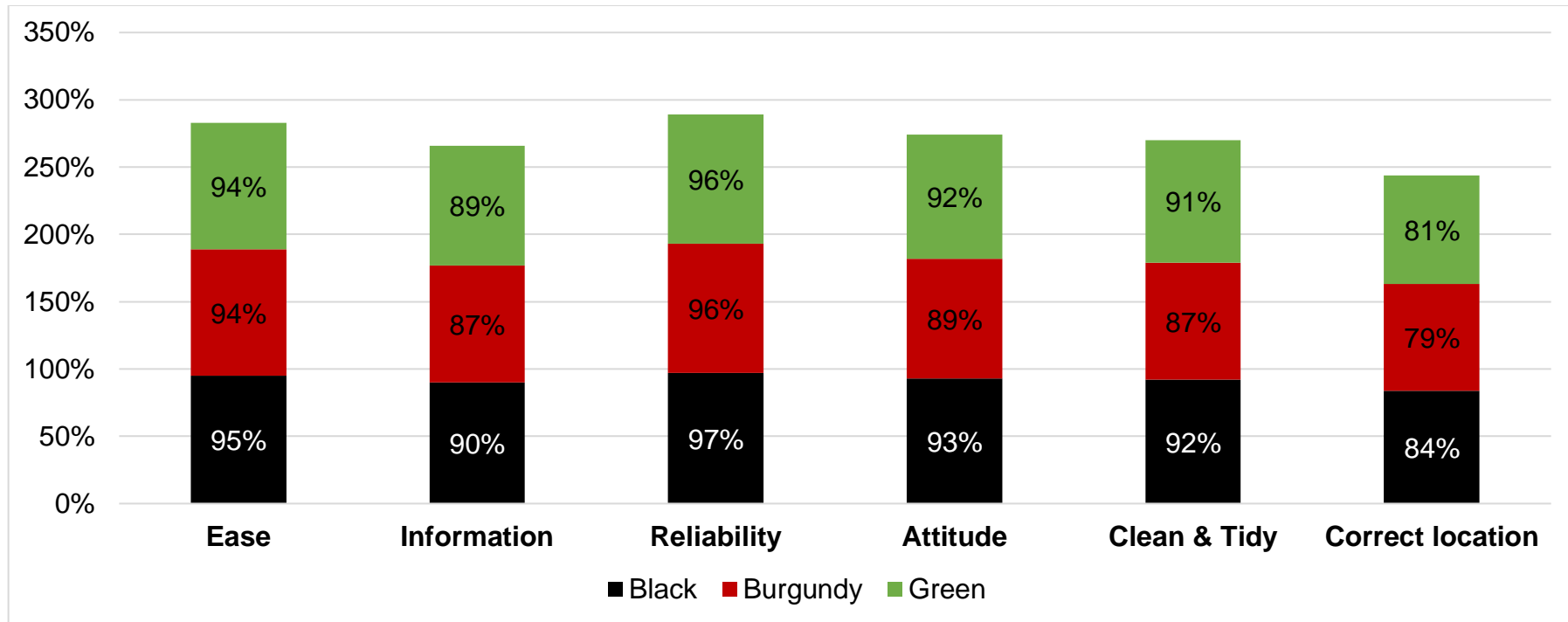
Overall satisfaction ('very' + 'fairly satisfied') with the black bin collection service remains very high with scores consistently scoring between 91%-95% with the most reason satisfaction rating higher than in the last six years.

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



When asked if respondents had any other comments to make about the black bin service, the following comments were included: "What happens to the contents?", "Refuse collection is brilliant, so tidy", "Very friendly and efficient" and "Excellent service."

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 consistently high between 87%-97% across all criteria with exception to 'collectors returning bins to the **correct locations**' which is the only category that dips into the 70% satisfaction quartile between 79%-84%.



### Bulky Household Waste Collections

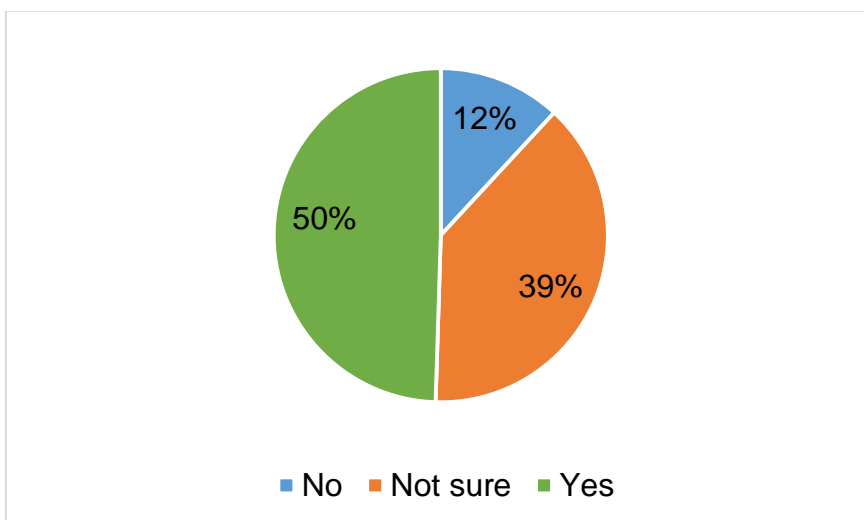
The vast majority of respondents (90%) are aware that the Council runs this service and more than half of respondents (51%) have made use of it. Those who have made use of the service expressed an overall satisfaction rate of **89%** ('very' (51%) + 'fairly satisfied' (38%).

# 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.

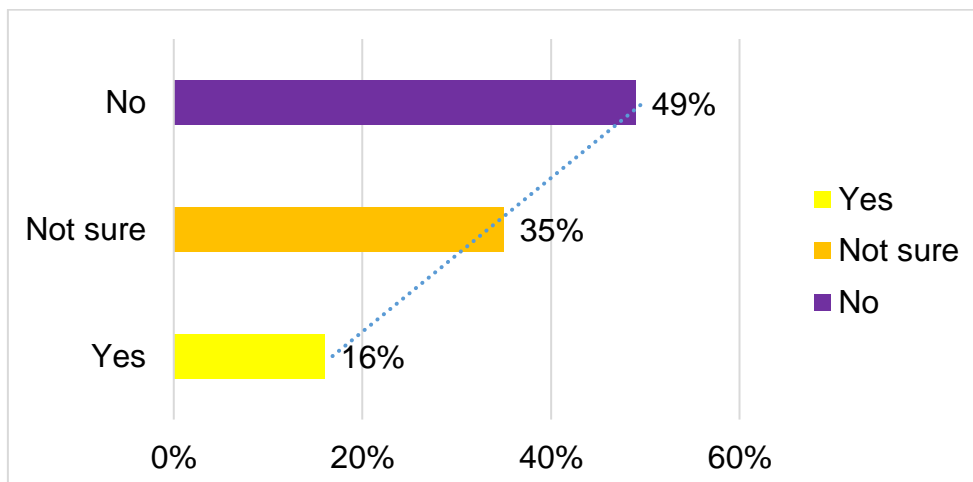
## As we look to move back to physical/hybrid meetings for Members, do you feel that an option to join a meeting remotely to speak is something that should be continued?

Half the respondents (50%) felt joining meetings remotely should be continued while a high percentage - more than a third (39%) 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?

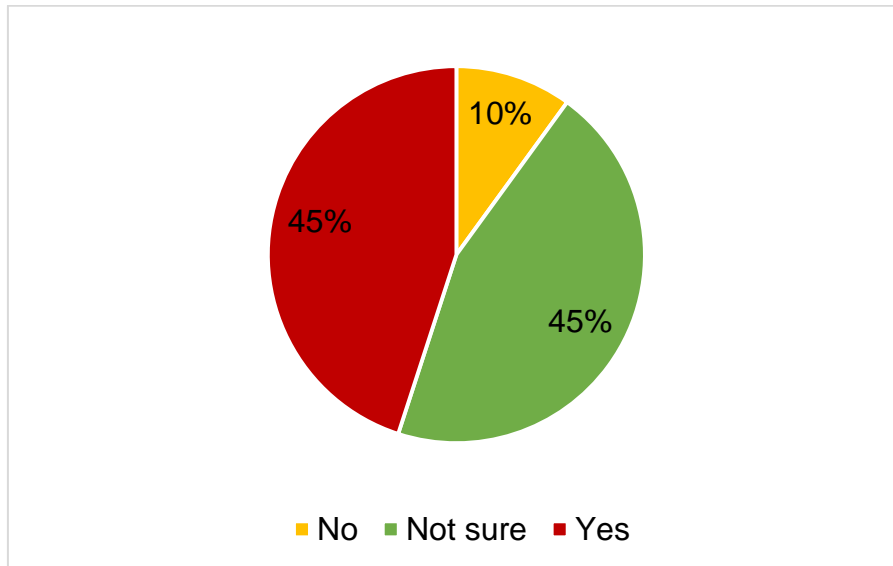
Almost half the respondents (48%) were not sure about livestreaming all meetings while almost half (45%) agreed there was **no** need to livestream all meetings.





**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?**

Almost half the respondents (45%) thought it would be a suitable balance between cost and accessibility to livestream and record other meetings for viewing after the event and the same amount (45%) were not sure.



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

The vast majority (46%) were **not sure** while a third (33%) thought remote meetings did not provide an attendance barrier and over a fifth (21%) felt remote meetings did provide an attendance barrier. Those who did think remote meetings would provide a barrier for attendance by the public said so because of the following reasons: "Not all people are IT savvy", "Not everyone has access to computers and/or internet", "Not feeling confident in using technology", "Not having IT knowledge/equipment", "Lack of computer literacy."

