



North East Derbyshire District Council Citizens' Survey

**SUMMARY REPORT** 

**July 2024** 

Richard Shaw November 2024

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# Distribution

Recipient	Issue	<u>Date</u>
Lee Hickin	Final Report	12/11/24
Matt Broughton	Final Report	12/11/24
Jayne Dethick	Final Report	12/11/24
Sarah Sternberg	Final Report	12/11/24
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Cllr Barry	Final Report	12/11/24

# Background

The North East Derbyshire Citizens' Panel was established to obtain residents' views on a variety of topics. The panel is currently made up of 551 residents; Residents are typically mailed or emailed a questionnaire twice a year and July's survey contained 18 pages of information and questions including a section of demographics questions.

# Survey Methodology

In addition to the aforementioned Citizens' Panel members who were emailed or posted the survey as usual, it was decided to expand the survey this time (and build on the success of the 2023 Resident's Survey) by opening this survey out for all residents of North East Derbyshire by promoting through social media channels and emailing to residents' who are registered with the Communications Team mailing list.

The survey also offered an opportunity for participants to be entered into a £50 high street voucher prize draw.

In all cases, any resident who preferred to complete the survey via a paper questionnaire could call the council offices and request a copy.

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# Sample Size and Response Rate

The survey ran for 3 weeks in July and early August, closing on 4<sup>th</sup> August 2024. Members of the Citizens' Panel were emailed / posted the survey on 12<sup>th</sup> July and were sent a reminder on 26<sup>th</sup> July.

A total of 1099 responses were received (1027 online and 72 paper copies).

A copy of the questionnaire can be found on the <u>Ask Derbyshire</u> site and a copy of the Viewpoint Newsletter can be found on the <u>Council's website</u>.

The percentages throughout the report may not always add exactly to 100% due to rounding.

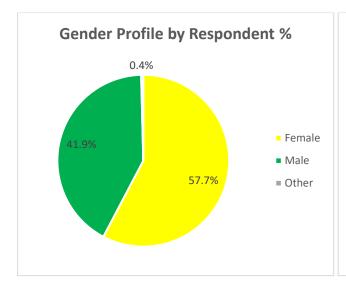
# **Customer Profiling Information**

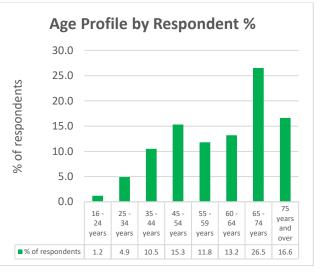
Key demographic information was captured in each survey to help build a customer profile and assist with equalities monitoring. A table of results is included below together with the summary of key points below which compares this information to the district's profile taken from the 2021 Population Census.

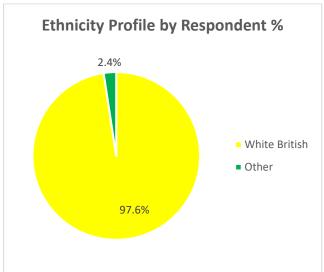
Respondent	Overall	% Population	
Characteristic	Respondent	Figures	
	Profile %	(2021 Census)	
Gender			
Male	42	49	
Female	58	51	
Age Group		(age % as	
		proportion of 2021	
		population aged	
16 24 voore	1	16+) 10	
16-24 years 25-34	5	13	
35-44	11	13	
45-54	15	17	
55-59	12	9	
60-64	13	8	
65-74	27	16	
75 & over	17	14	
Ethnicity			
White British or Irish	98	96	
Ethnic Minority	2	4	
(including white-	_	·	
other)			
Disability			
Yes, limited a lot	17	11	
Yes, limited a little	22	11	
No	61	78	
INO	01	70	

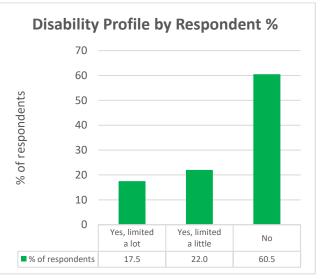
The profile of respondents was over representative of females and under representative of males when comparing to % population census figures. The survey was over representative of age categories above 55 years of age and under representative of population demographic under the age of 55 years old. The response is over representative of respondents with disabilities (both limited a little and limited a lot) and under representative of ethnic minority respondents.

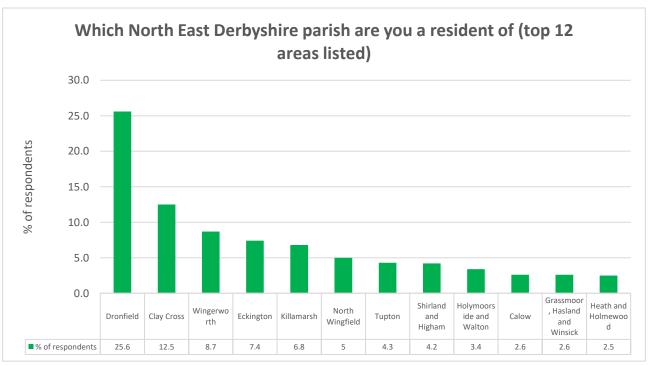
# **Demographic Profile**











# Executive Summary Local Plan Review

# Services / Facilities within the Community

The Council were keen to understand what facilities and services people think are the most important in supporting the day to day needs of their local community. The information will be used to inform a review of the Council's Local Plan.

- ➤ Doctors / G.P. Surgery (86.5%), a Chemist / Pharmacy (66.0%), a Post Office (59.0%), a Dentist (52.4%) and a Food Shop / Grocery Store (48.9%) were the most frequently chosen from a long list of 40 facilities and services of which respondents were asked to select up to ten priority options that they consider are important to supporting a local community.
- ➤ Doctors / G.P. Surgery (72.6%), a Chemist / Pharmacy (21.9%), a Food Shop / Grocery Store (20.6%), a Primary / Infant / Junior School (18.7%) and a Post Office (18.3%) were the most frequently chosen from the same long list of 40 facilities and services of which respondents were asked to select their three most essential options to supporting a local community.

# Planning for Recreation

The Council wished to understand the local needs of citizens in regard to open space, sport and/or recreation facilities.

- ➤ 39.6% of respondents use the open space, sport and/or recreation facilities in their local area three or more times a week, 17.9% use less than once a week, 16.6% use not at all and 14.0 use twice a week.
- ➤ 64.1% of respondents would like to do more sport / recreation in their local area, with 35.9% of respondents saying they would not.
- ➤ Walking was the most popular response (70.5%) in terms of activities that respondents undertake. followed by Gardening (51.1%), Walking the Dog (34.5%), Swimming (27.1%), Playgrounds Childs (19.2%) and Cycling (17.7%).
- From a list of facilities in their local area provided in the survey, satisfaction with the number of Green Spaces and Parks, and Countryside Parks, Woods and Trails was highest. Respondents felt that there were not enough Youth Facilities e.g. Skate Park (49.2% felt these insufficient), followed by Children's Play Areas (29.6%), Indoor Sport / Leisure Facilities (28.4%) and Allotments (27.4%).
- ➤ Walking / Cycling Routes (25.9%), followed by Park (11.0%), Children's Play Area (10.5%), Skate Park (9.5%) and Allotments (8.6%) were the most popular responses when asked what specific facility for open space, sport and/or recreation would respondents like to see more of.
- ➤ Youth Facilities ranked lowest in regard to whether the facilities are in the right place to be used, with 21.3% saying they were not correctly located, followed by Indoor Sport / Leisure Facilities (14.7%), Outdoor Sport Facilities E.g. Golf Course (10.6%) and Children's Play Areas (10.1%).

- ➤ When asked how they'd like to travel to recreation facilities in an ideal world, most people said they'd like to be able to walk and in a similar vein said they'd like the travel time to be less than 15 minutes ideally.
- ➤ Countryside Parks, Woods and Trails ranked the best with 65.8% of respondents rating either 'Very good' or 'Good' when asked to consider the quality (appearance, safety, fit for purpose etc.) of the facilities in their local area, followed by Green Spaces and Parks (62.4%), Indoor Sport / Leisure Facilities (61.4%) and Allotments (52.6%).
- ➤ Countryside Parks, Woods and Trails (71.8%), and Green Spaces and Parks (69.7%) had the highest result when respondents were asked if they would use the facilities more often if they were closer to where they live.
- ➤ Indoor sport / leisure facilities (23.4%) and outdoor sport facilities e.g. golf course (10.1%) had the highest percentages in terms of perceived restrictions on facilities which affect how and when they can be used.

# Streetscene Services

The Council's Streetscene Team 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 sport and recreational areas. The survey sort to understand how satisfied or dissatisfied residents are with these services. This information will be used to inform service improvements.

#### Litter

- ➤ 65.5% were either 'Very satisfied' or 'Fairly satisfied' with cleanliness of their Street, 55.7% satisfied with Town Centres, and 57.9% with Green Open Spaces when asked how satisfied or dissatisfied they are with street cleanliness.
- ➤ 63.8% of respondents stated they were either 'Very satisfied' or 'Fairly satisfied' in regard to the emptying of litter bins in their area, with 14.4% stating they were either 'Fairly dissatisfied' or 'Very dissatisfied'.
- ➤ 57.2% stated they were either 'Very satisfied' or 'Fairly satisfied' in respect of satisfaction with their area being kept free from litter, with 26.8% stating they were either 'Fairly dissatisfied' or 'Very dissatisfied'.
- ➤ When asked to consider where they believe the main source of litter comes from in their local area, the highest response was Thrown from Vehicles (58.3%), followed by Pedestrians (58.1%), Take-aways (56.1%) and Shops (22.1%).
- ➤ The majority of people (49.8%) felt the amount of litter on footpaths and verges had stayed about the same over the last twelve months, followed by people who felt it had increased (38.0%).

#### Dog fouling

▶ 62.7% of respondents who expressed an opinion were satisfied with the emptying of dog waste bins.

- ➤ The majority of people (47.9%) felt the amount of dog fouling on footpaths and verges over the last twelve months had stayed about the same, followed by people who felt it had increased (42.4%).
- ➤ 37.8% of respondents where either 'Very satisfied' or 'Fairly satisfied' when asked to consider their satisfaction with the control of dog fouling in their local area, with the same amount of people (37.8%) being either 'Fairly dissatisfied' or 'Very dissatisfied'.

#### Grounds maintenance

- ➤ 56.0% were either 'Very satisfied' or 'Fairly satisfied' with their Street, 45.8% satisfied with Children's Playgrounds, 50.9% satisfied with Sports and Recreation Grounds and Parks, 57.9% satisfied with Green Open Spaces, 37.4% satisfied with Weed Control on Roads and Highways, and 38.5% satisfied with Road Verges, in respect of satisfaction with the performance of the Council's grounds maintenance services,
- ➤ 60.5% for Keeping Free of Weeds, 62.3% for being Well Stocked with Plants, 53.3% for being Litter Free, and 64.5% for Generally Being Kept Presentable, were the respondent's satisfaction with the Council's shrub and flower beds within the local area.
- ➤ The majority of respondents (54.0%) felt that the amount of shrub and flowerbeds the Council provides in their local area is 'About right'.
- ➤ Similarly, the majority of respondents (51.5%) felt that grassed verges and public open spaces maintained by the Council are 'Cut about the right amount', although 42.3% felt they weren't cut enough.
- ➤ 'Litter wardens to regularly empty litter and dog waste bins' (44.3%), followed by 'Use of mechanical sweepers to keep road edges clean' (38.0%), 'Children's play space maintained' (37.6%), 'Availability of dog waste bins' (36.9%) and 'Litter pickers to manually pick up litter (36.5%), were considered streetscene priorities from the list of options provided.
- ➤ The majority of respondents agreed (73.7%), when asked to consider whether they agree with the Council's policy of letting some of its grass verges grow a little longer to encourage bees and other pollinators.

# Parks and Recreation Grounds

- ➤ 66.8% of respondents who expressed an opinion were either 'Very satisfied' or 'Fairly satisfied' in regard to satisfaction with parks and recreation grounds in their local area, with 13.5% being either 'Fairly dissatisfied' or 'Very dissatisfied'.
- ➤ 'To take exercise' (52.1%), 'To walk / walk the dog' (50.9%), 'To appreciate nature' (42.9%), 'To sit and relax (40.1%) and 'To use children's play areas' (29.8%) were respondents' main reasons for visiting local parks and recreation grounds.
- ➤ Conversely, respondents main reasons for not visiting a park in the last 12 months are 'Not enough time' (16.7%), 'Don't feel safe' (12.5%), Anti-social behaviour (12.5%) and 'Use parks in other areas' (9.0%), in addition to 'Other' (30.6%) which was strongly made up of people citing 'Age / Mobility / Disability restrictions'.

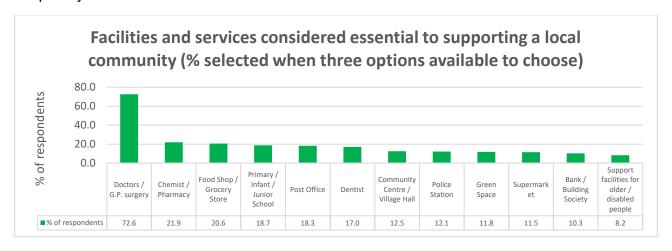
# Local Plan Review – Services / Facilities within the Community

#### Detail

Firstly, from a long list of 40 facilities and services, respondents were asked to select up to ten priority options that they consider are <u>important</u> to supporting a local community, of which a Doctors / G.P. Surgery (86.5% of respondents chose), a Chemist / Pharmacy (66.0%), a Post Office (59.0%), a Dentist (52.4%) and a Food Shop / Grocery Store (48.9%) were the most frequently chosen. Of people who selected 'Other' public transport provision and a skatepark had the most mentions.



Secondly, from the same long list of 40 facilities and services, respondents were asked to select their three most <u>essential</u> options to supporting a local community, of which the most popular option by some margin was Doctors / G.P. Surgery (72.6% of respondents chose), followed by a Chemist / Pharmacy (21.9%), a Food Shop / Grocery Store (20.6%), a Primary / Infant / Junior School (18.7%) and a Post Office (18.3%) were the most frequently chosen.



Please note that the over representation of 55+ years age categories and overrepresentation of respondents with disabilities may have an impact on the responses. E.g., the most frequently chosen services include doctors / GP surgeries, chemists/pharmacy and Post Office, which may be chosen more often by an older and/or disabled demographic.

# Local Plan Review – Planning for Recreation

#### Detail

Firstly, regarding how often respondents use the open space, sport and/or recreation facilities in their local area, 39.6% said they use them three or more times a week, 17.9% use less than once a week, 16.6% use not at all and 14.0 use twice a week.

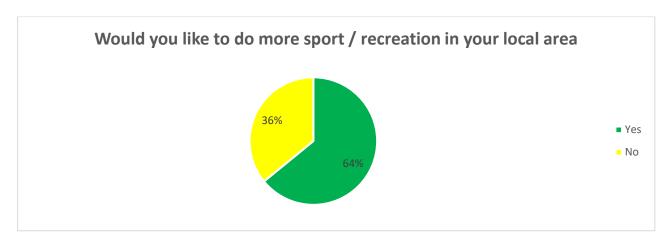


Of the respondents who do not use these facilities, their reasons broke down into the following categories: -

Category of Comments	Number of Comments
Age / mobility / health / disability limitations	45
Keep fit by other methods (walking, gardening etc.)	13
Lack of time / too busy	10
No suitable facilities nearby	9
Facilities have a lack of range / required options	8
Use facilities in another district / elsewhere	8
Anti-social behaviour / lack of security	6
Not interested	4
Cost limitations / too expensive	3
Facilities currently under redevelopment	3
Other comments	3
Facilities lack of cleanliness / run down	2
Lack of accessibility of facilities	2
Lack of safe cycling routes in the area	2
Lack of a swimming pool	1
Lack of a skate park	1
Lack of information / advertising	1

See Appendix 1 for further details.

When asked if they would like to do more sport / recreation in their local area, 64.1% of respondents said they would, with 35.9% of respondents saying they would not.

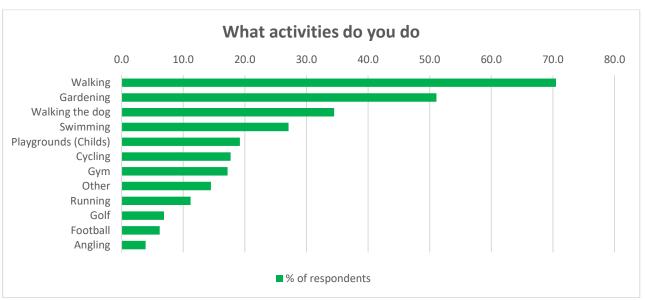


Of the 35.9% of respondents who would not wish to do more sport / recreation in their local area, their reasons broke down into the following categories: -

Category of Comments	Number of Comments
Age / mobility / health / disability limitations	105
Happy with current facilities / available recreation options	50
Already do enough sport / exercise	37
Not interested / not sporty	28
Walking / walking dogs / gardening etc.	17
Lack of time / too busy	15
Use and/or happy with facilities elsewhere	8
Lack of local allotment options	1
Concerns about unruly dogs	1
Facilities create anti-social behaviour outside them	1

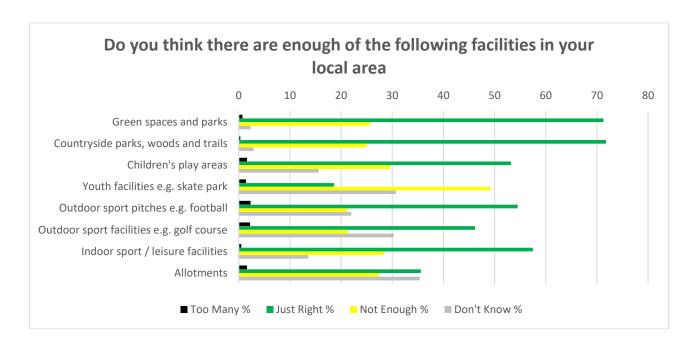
See Appendix 2 for further details.

In terms of activities that respondents undertake, Walking was the most popular response (70.5%) followed by Gardening (51.1%), Walking the Dog (34.5%), Swimming (27.1%), Playgrounds – Childs (19.2%), Cycling (17.7%) and Gym (17.2%).



Of the residents who responded 'Other', these activities included Exercise Classes (Keep fit, Zumba, Spinning etc.), Yoga / Pilates, Dancing, Bowls, Badminton and Pickleball.

From a list of facilities in their local area provided in the survey (see graph below), satisfaction with the number of Green Spaces and Parks, and Countryside Parks, Woods and Trails was highest. Respondents felt that there were not enough Youth Facilities e.g. Skate Park (49.2% felt these insufficient), followed by Children's Play Areas (29.6%), Indoor Sport / Leisure Facilities (28.4%) and Allotments (27.4%).

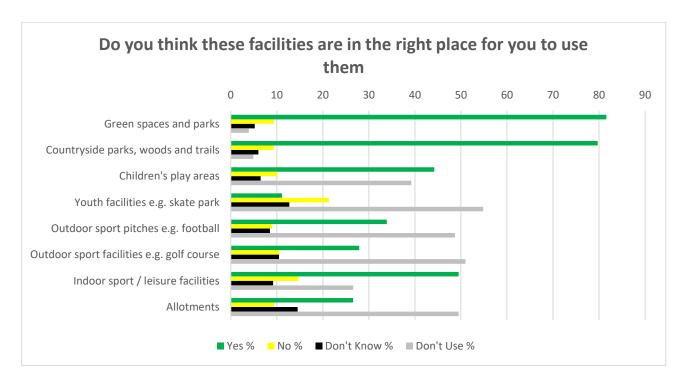


When asked what specific facility for open space, sport and/or recreation would they like to see more of, respondents most popular response was Walking / Cycling Routes (25.9%), followed by Park (11.0%), Children's Play Area (10.5%), Skate Park (9.5%) and Allotments (8.6%).



'Other' comments in this category included Football Pitches / 3G Pitches, Pump Track / Cycling Track, Gym / Fitness Classes / Weight Training facilities, Basketball / Netball Court, Tennis Court and Crown Green Bowls facilities.

In regard to whether the facilities are in the right place to be used (see below graph), satisfaction with the number of Green Spaces and Parks, and Countryside Parks, Woods and Trails was highest. Respondents again felt that Youth Facilities ranked lowest in this respect with 21.3% saying they were not correctly located, followed by Indoor Sport / Leisure Facilities (14.7%), Outdoor Sport Facilities E.g. Golf Course (10.6%) and Children's Play Areas (10.1%).



Respondents who answered 'No' to the above question were then asked as to why, the responses to this question have been split into the four 'area clusters' as there are some distinct variances between the reasons based on location (top 6 reasons listed for each cluster in the tables below). Based on respondent opinion, the North West lacks a skate park and other youth facilities, the North East lacks a golf course and children's play areas, the South & West generally lack facilities and have to travel and the East lacks green spaces or finds them poorly maintained, as well as a shortage of allotments. The redevelopment of Clay Cross Active currently means a lack of indoor gym / training facilities for residents in the East and South & West clusters, respectively.

#### North West Cluster

Category of Comments	Number of Comments
No skate park locally	34
Lack of older children / youth facilities	20
Lack of facilities for young children	15
No pump track locally	13
Lack of facilities / too far away (general)	13
Lack of allotment availability	3

# North East Cluster

Category of Comments	Number of Comments
Lack of a golf course	7
Lack of play areas for young children / poorly maintained	4
Lack of green spaces for walking / poorly maintained	3
Lack of facilities / too far away (general)	3
Lack of facilities for young children (general)	2
Lack of allotment availability	2

# South and West Cluster

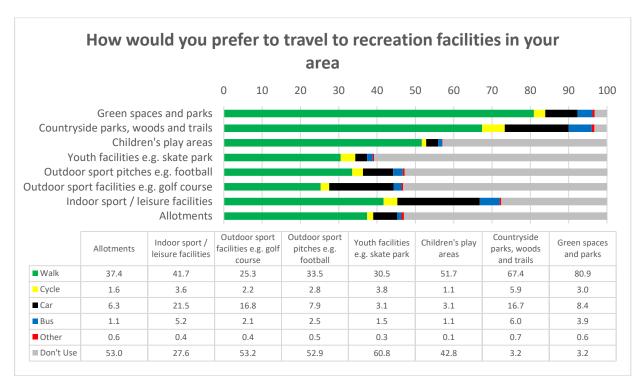
Category of Comments	Number of Comments
Lack of facilities / too far away (general)	19
Redevelopment of leisure centre / lack of indoor sports	8
facilities	
Lack of older children / youth facilities	6
Lack of allotment availability	6
Lack of facilities for young children (general)	3
Accessibility issues / restrictions for disabled people	3

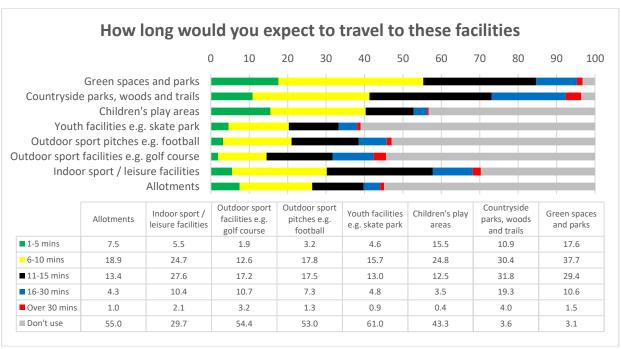
# East Cluster

Category of Comments	Number of Comments
Lack of facilities / too far away (general)	16
Lack of green spaces / poorly maintained / overgrown	14
Lack of allotment availability	14
Redevelopment of leisure centre / lack of indoor sports	10
facilities	
No skate park locally	10
Lack of children's play areas / poor quality / poorly maintained	9

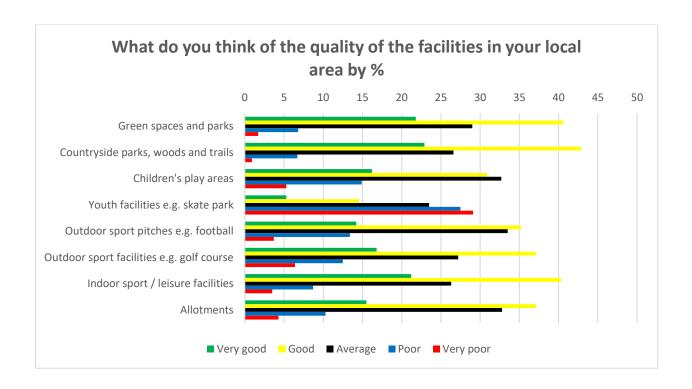
# See Appendix 3 for details.

It is perhaps not surprising that when asked how they'd like to travel to recreation facilities in an ideal world, most people said they'd like to be able to walk and in a similar vein said they'd like the travel time to be less than 15 minutes ideally.

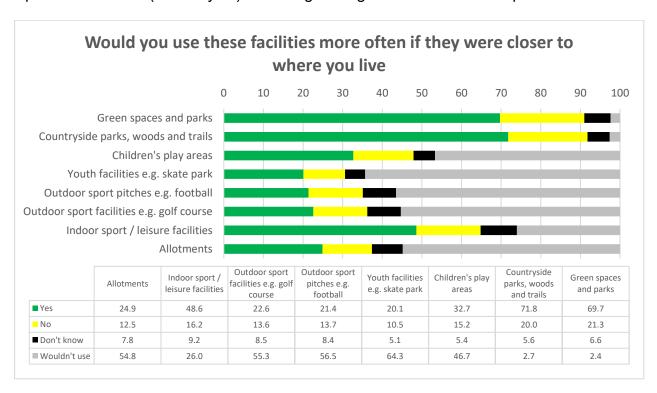




When asked to consider the quality (appearance, safety, fit for purpose etc.) of the facilities in their local area, of the respondents who expressed an opinion Countryside Parks, Woods and Trails ranked the best with 65.8% of respondents rating either 'Very good' or 'Good', followed by Green Spaces and Parks (62.4%), Indoor Sport / Leisure Facilities (61.4%) and Allotments (52.6%). Youth facilities ranked lowest with only 19.9% rating them 'Very good' or 'Good'.



Respondents were asked if they would use the facilities more often if they were closer to where they live, with Countryside Parks, Woods and Trails (71.8% 'yes'), and Green Spaces and Parks (69.7% 'yes') achieving the highest result in this respect.



The respondents who answered 'No' to the above, were asked to explain their reasons, these split into the categories below with 'Current facilities are close enough already', 'Age / mobility / health / disability limitations' and 'Not interested in facilities listed / wouldn't use' being the most frequently cited.

Category of Comments	Number of Comments
Current facilities are close enough already	92
Age / mobility / health / disability limitations	42
Not interested in facilities listed / wouldn't use	28
Already do enough sports / exercise	19
Don't have younger children / grandchildren so wouldn't use	18
Happy to travel (drive / walk) when required	11
Have own garden so no need for allotment / park etc.	8
Time restrictions / too busy	5
Wouldn't use personally, but youth facilities encouraged	3
Only use facilities when children / grandchildren visit	3
Quality / maintenance of facilities would need to improve	3
Anti-social behaviour / safety concerns	3
Other comments	3
Facilities are too expensive to use	2

# See Appendix 4 for details,

In respect of there being any restrictions on facilities which affect how and when they can be used, of the respondents who did answer 'Yes', indoor sport / leisure facilities (23.4%) and outdoor sport facilities e.g. golf course (10.1%) had the highest percentages in terms of perceived restrictions.



Of the respondents who felt there were restrictions and had answered accordingly to the above question, when asked for their reasons the following were quoted with 'Cost / too expensive', 'Opening hours / time restrictions' and 'Availability issues / bookings etc.' being the most frequently cited.

Category of Comments	Number of Comments
Cost / too expensive	73
Opening hours / time restrictions	33

Availability issues (bookings, lessons etc.)	28
No skate park locally	24
Lack of facilities / too far to travel (general)	21
Lack of allotment availability	17
Lack of older children / youth facilities	12
Accessibility issues / restrictions for disabled	11
Play areas – lack of quality / poorly maintained	11
Parking issues / cost	10
Redevelopment of leisure centre	9
Poor lighting / safety concerns	7
Green spaces poorly maintained / overgrown	7
Anti-social behaviour and vandalism	7
Age / mobility / health / disability limitations	6
Public transport restrictions	4
Lack of / variety of exercise classes	4
Facilities not appealing / cleanliness issues	3
Lack of facilities for young children	3
Lack of time / too busy	3
No golf course locally	3
No padel court / pickleball court locally	3
No football pitches / 3G pitches locally	3
Other comments	2
Difficult terrain on green spaces	1
Dog walking restrictions	1

# See Appendix 5 for details.

Please note as a caveat to these results that the planning for recreation responses may be impacted by a lower representation of younger and/or respondents without a disability than the census population.

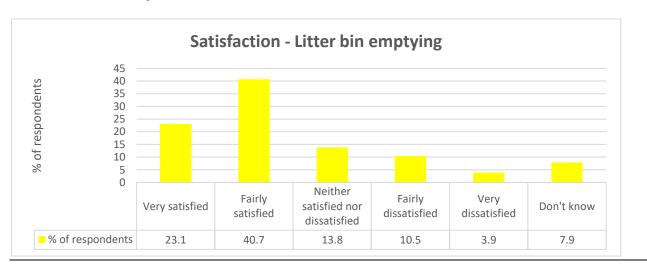
#### Streetscene Services

#### Detail - Litter

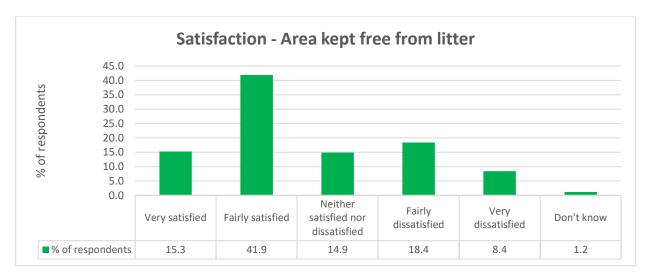
Firstly, respondents were asked how satisfied or dissatisfied they are with street cleanliness, 65.5% were either 'Very satisfied' or 'Fairly satisfied' with cleanliness of their Street, 55.7% satisfied with Town Centres, and 57.9% with Green Open Spaces.



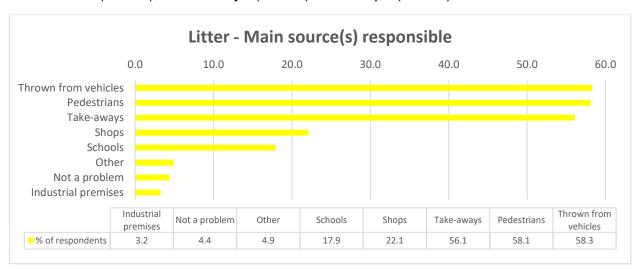
In regard to the emptying of litter bins in their area, 63.8% of respondents stated they were either 'Very satisfied' or 'Fairly satisfied', with 14.4% stating they were either 'Fairly dissatisfied' or 'Very dissatisfied'.



In respect of satisfaction with their area being kept free from litter, 57.2% stated they were either 'Very satisfied' or 'Fairly satisfied', with 26.8% stating they were either 'Fairly dissatisfied' or 'Very dissatisfied'.



When asked to consider where they believe the main source of litter comes from in their local area, the highest response was Thrown from Vehicles (58.3%), followed by Pedestrians (58.1%), Take-aways (56.1%) and Shops (22.1%).



Of the respondents who answered 'Other', these reasons included Refuse / Bin Collections, Youths / Children, Dog Waste / Dog Walkers, Public Houses and Fly-tipping.

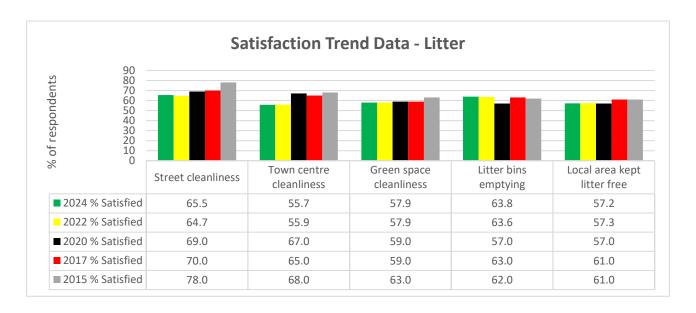
Regarding the consideration of the amount of litter on footpaths and verges over the last twelve months, the majority of people (49.8%) felt it had stayed about the same, followed by people who felt it had increased (38.0%).



Regarding trend data for customer satisfaction with the street cleanliness and litter picking services within streetscene, the results are very similar to those from 2022, with 2 positive, 2 negative and 1 non-moving trend, although in all cases these are less than 1 percentage point.

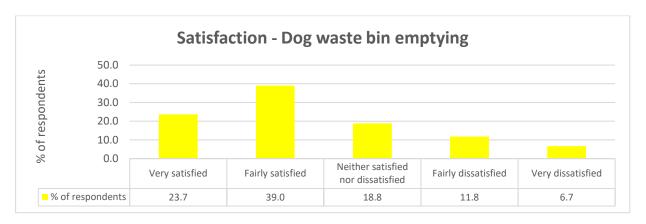
Satisfaction Trend Comparison				
	2020 %	2022 %	2024 %	2 Year Trend
Litter	Satisfied	Satisfied	Satisfied	(2022 - 24)
Street cleanliness	69.0	64.7	65.5	<b>→</b>
Town centre cleanliness	67.0	55.9	55.7	<b>→</b>
Green space cleanliness	59.0	57.9	57.9	<b>→</b>
Litter bins emptying	57.0	63.6	63.8	<b>→</b>
Local area kept litter free	57.0	57.3	57.2	<b>→</b>

Trend Key	
Greater than 2% positive shift	<b>^</b>
Less than 2% positive or negative shift	<b>→</b>
Greater than 2% negative shift	•

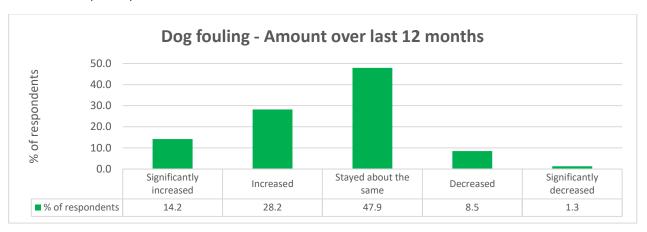


# Dog Fouling

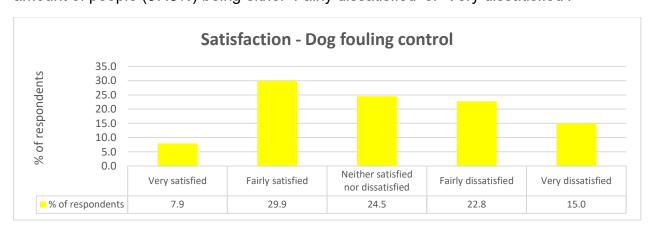
Looking at dog fouling in their local area, 62.7% of respondents who expressed an opinion were satisfied with the emptying of dog waste bins.



Regarding the consideration of the amount of dog fouling on footpaths and verges over the last twelve months, the majority of people (47.9%) felt it had stayed about the same, followed by people who felt it had increased (42.4%) and respondents who felt it had decreased (9.8%).



When asked to consider their satisfaction with the control of dog fouling in their local area, 37.8% of respondents where either 'Very satisfied' or 'Fairly satisfied' with the same amount of people (37.8%) being either 'Fairly dissatisfied' or 'Very dissatisfied'.



Additionally, respondents were asked to add areas of specific concern, and / or any addition comments, these responses broke down into the following categories: -

Category of Comments	Number of Comments
Comments highlighting areas where dog fouling issues occur	150
Irresponsible dog owners not picking up after the dog /	99
dropping bags etc.	
No concerns	68

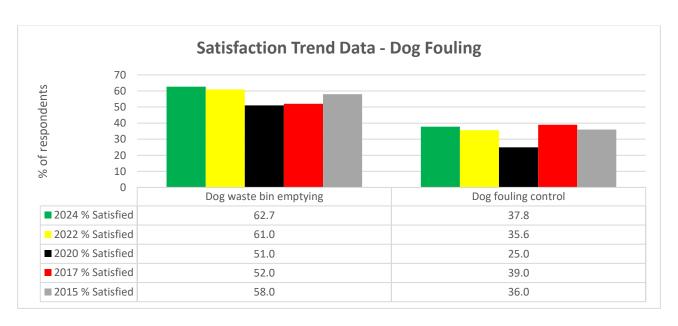
More dog waste bins required / emptied more often	39
Increase prosecutions / fines etc.	17
Lack of dog wardens / greater presence required	15
Lack of information / signage re. dog fouling	11
Lack of education / people need educating more	11
Other comments	5
Dog smell / health issue concerns	4
Positive neighbourhood schemes	2
Horse riding / horse fouling concerns	2
Too many dogs	2
Fenced dog friendly areas required	1
Praise to the council re. dog fouling services	1
Cat / cat fouling concerns	1

# See Appendix 6 for details.

Regarding trend data for customer satisfaction with the dog waste and dog fouling control services within streetscene, both elements have seen small positive improvements when compared to 2022, with dog waste bin emptying satisfaction up by 1.7% and satisfaction with dog fouling control up by 2.2%.

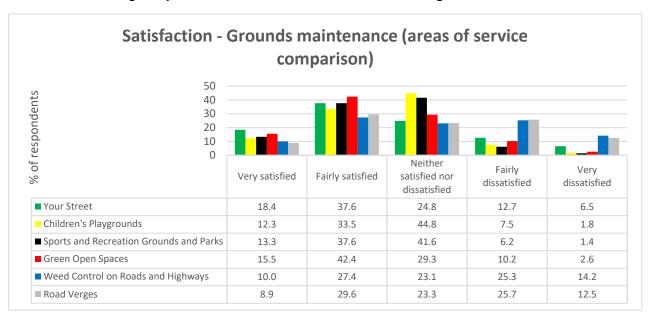
Satisfaction Trend Comparison				
Dog fouling	2020 % Satisfied	2022 % Satisfied	2024 % Satisfied	2 Year Trend (2022-24)
Dog waste bin emptying	51.0	61.0	62.7	<b>→</b>
Dog fouling control	25.0	35.6	37.8	<b>^</b>

Trend Key	
Greater than 2% positive shift	<b>^</b>
Less than 2% positive or negative shift	<b>→</b>
Greater than 2% negative shift	•

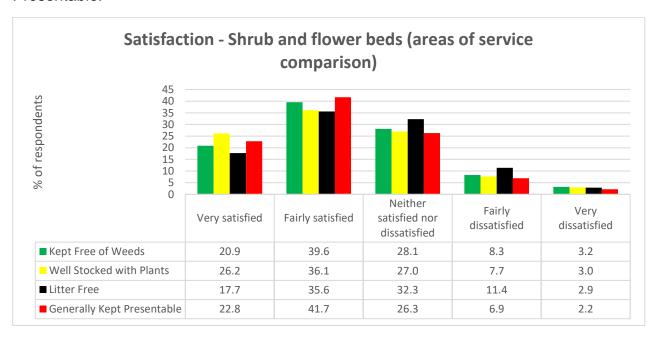


#### Grounds maintenance

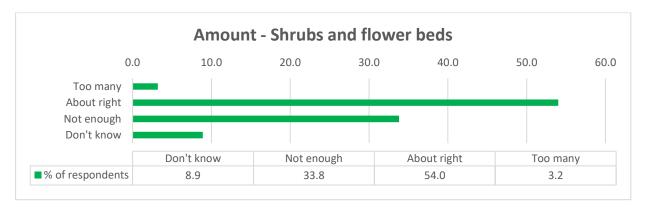
In respect of satisfaction with the performance of the Council's grounds maintenance services, 56.0% were either 'Very satisfied' or 'Fairly satisfied' with their Street, 45.8% satisfied with Children's Playgrounds, 50.9% satisfied with Sports and Recreation Grounds and Parks, 57.9% satisfied with Green Open Spaces, 37.4% satisfied with Weed Control on Roads and Highways, and 38.5% satisfied with Road Verges.



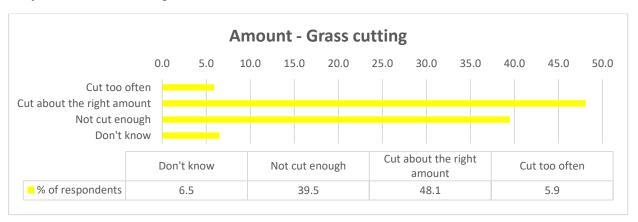
Looking at satisfaction with the Council's shrub and flower beds within the local area, respondent satisfaction was 60.5% for Keeping Free of Weeds, 62.3% for being Well Stocked with Plants, 53.3% for being Litter Free, and 64.5% for Generally Being Kept Presentable.



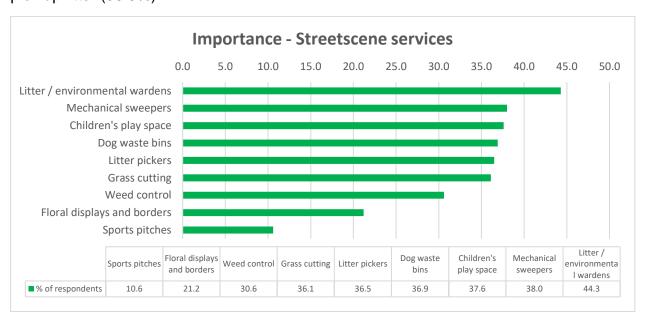
The majority of respondents (54.0%) felt that the amount of shrub and flowerbeds the Council provides in their local area is 'About right'.



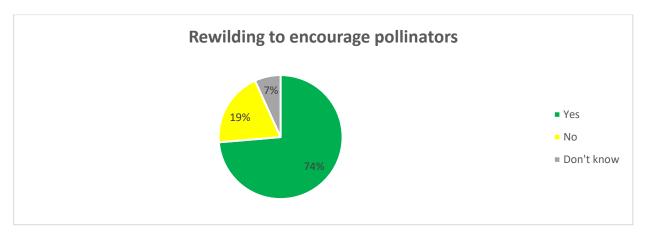
Similarly, the majority of respondents (51.5%) felt that grassed verges and public open spaces maintained by the Council are 'Cut about the right amount', although 42.3% felt they weren't cut enough.



From a list of options provided to respondents to consider streetscene priorities, the most popular was 'Litter wardens to regularly empty litter and dog waste bins' (44.3%), followed by 'Use of mechanical sweepers to keep road edges clean' (38.0%), 'Children's play space maintained' (37.6%), 'Availability of dog waste bins' (36.9%) and 'Litter pickers to manually pick up litter (36.5%).



Asked to consider whether they agree with the Council's policy of letting some of its grass verges grow a little longer to encourage bees and other pollinators, the majority of respondents (73.7%) agreed.



Respondents were then asked if they had any additional comments in regard to the rewilding policy, these responses broke down into the following categories with comments re. 'Agree – but ensure no risk to road users / pedestrians', 'Agree – but not too high or unkempt', 'Agree fully' and 'Disagree – dangerous for road users' being the most cited replies.

Category of Comments	Number of Comments
Agree – but ensure no risk to road safety / pedestrians	104
Agree – but not too high or unkempt	53
Agree fully	47
Disagree – dangerous for road users	33
Disagree – looks messy / unsightly	24
Agree – but more wild flowers needed	19
Disagree – cost cutting exercise	12
Disagree – already sufficient green areas for bees etc.	8
Agree – but for a restricted time	7
Agree – but add signage to explain	6
Other comments	5
Agree – but consultation needed	2
Agree – but litter picking needed	2
Agree – but do not use herbicides	1

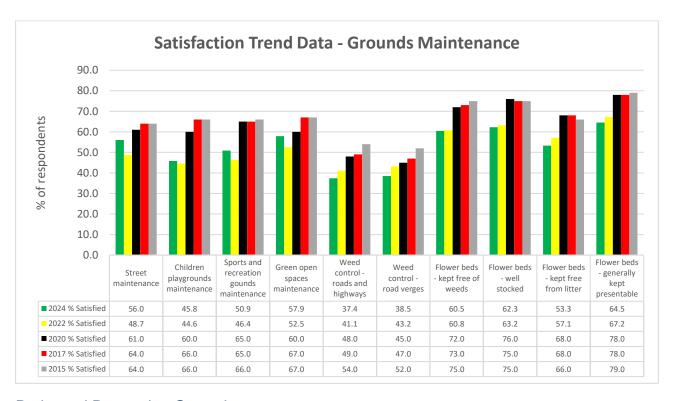
#### See Appendix 7 for details.

Regarding trend data for customer satisfaction with the ground's maintenance services such as landscaping, planting and grass cutting in public areas; highway weed control; and tending to sport and recreational areas within streetscene, 4 trends have improved with street maintenance seeing a 7.3% satisfaction improvement and green open spaces maintenance seeing a 5.4% increase. Conversely, 6 trends have worsened, although most are fairly minor with weed control of road verges being the largest at negative 4.7%.

Satisfaction Trend Comparison				
Grounds maintenance	2020 % Satisfied	2022 % Satisfied	2024 % Satisfied	2 Year Trend
Street maintenance	61.0	48.7	56.0	<b>^</b>
Children playgrounds maintenance	60.0	44.6	45.8	<b>→</b>
Sports and recreation grounds maintenance	65.0	46.4	50.9	<b>^</b>
Green open spaces maintenance	60.0	52.5	57.9	<b>^</b>

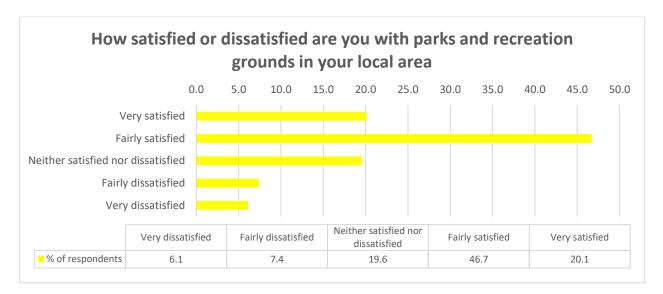
Weed control - roads and highways	48.0	41.1	37.4	•
Weed control - road verges	45.0	43.2	38.5	•
Flower beds - kept free of weeds	72.0	60.8	60.5	<b>→</b>
Flower beds - well stocked	76.0	63.2	62.3	<b>→</b>
Flower beds - kept free from litter	68.0	57.1	53.3	•
Flower beds - generally kept presentable	78.0	67.2	64.5	•

Trend Key	
Greater than 2% positive shift	<b>^</b>
Less than 2% positive or negative shift	<b>→</b>
Greater than 2% negative shift	•

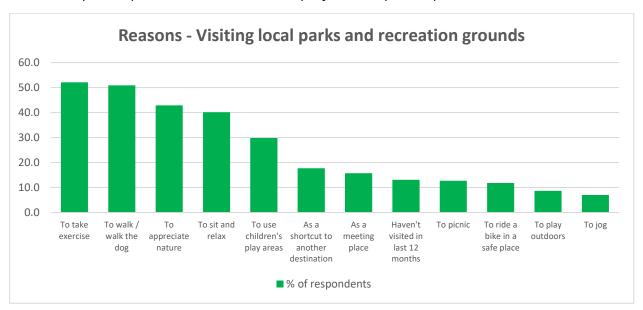


# Parks and Recreation Grounds

In regard to satisfaction with parks and recreation grounds in their local area, 66.8% of respondents who expressed an opinion were either 'Very satisfied' or 'Fairly satisfied', with 13.5% being either 'Fairly dissatisfied' or 'Very dissatisfied'.

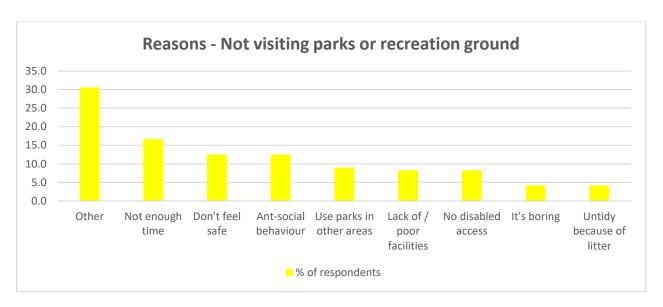


Respondents' main reasons for visiting local parks and recreation grounds were 'To take exercise' (52.1%), 'To walk / walk the dog' (50.9%), 'To appreciate nature' (42.9%), 'To sit and relax (40.1%) and 'To use children's play areas' (29.8%).



Other reasons for visiting included attending events, visiting cafes / for coffee and to play sport / recreation activities (bowls, cricket, fishing etc.).

Conversely, respondents' main reasons for not visiting a park in the last 12 months are 'Not enough time' (16.7%), 'Don't feel safe' (12.5%), Anti-social behaviour (12.5%) and 'Use parks in other areas' (9.0%), in addition to 'Other' (30.6%) which was strongly made up of people citing 'Age / Mobility / Disability restrictions'.



The full list of 'Other' reasons for not visiting parks and recreation grounds is detailed below: -

Category of Comments	Number of Comments
Age / mobility / health / disability limitations	23
Distance / too far away / no local park	8
Prefer countryside / Peak District etc.	3
Have garden / open space at home	2
Concern about dogs off leads / irresponsible dog owners	2
No reason to visit	2
Socialise elsewhere	1

# **Appendices**

**Please note**: - it is not practical to include every comment within the report appendices, however, the comments below reflect the general feeling of the respondents with positive and negative responses (where applicable) for balance and focus on the more popular response categories (top 6 categories from each question). A full list of comments has been sent to the stakeholder group and should be read in association with this summary report.

Appendix 1 – Reasons for not using recreation facilities.

# Age / mobility / health / disability limitations

I'm severely limited with my mobility, and whilst I have a wheelchair, I'm not confident.

Housebound.

Difficulty walking to it.

Health issues.

It's an age thing.

Health reasons.

I am disabled.

Now to old but if were much younger then I would use.

As pensioners, one of us in a wheelchair, it is not possible to use the facilities.

# Keep fit by other methods (walking, gardening etc.)

I have a very big garden.

Too old for sports - plenty of walks and garden to keep me active.

Walk instead as it's free.

Never been into any kind of outdoor activity except gardening which I do at home.

Restricted to just walking my dog due to age.

#### Lack of time / too busy.

Never have time.

Lack of time.

No time, I'm always working.

No free time.

Got a baby to look after.

# No suitable facilities nearby.

Am not aware of anything nearby.

I live in a rural environment.

Nothing close enough to where I live.

Lack of facilities.

Too far away, need transport.

#### Facilities have a lack of range / required options.

Not a great range available.

None of the facilities suit my needs.

Nothing suitable.

Do not cater to my interests.

#### Use facilities in another district / elsewhere.

Use facilities in Chesterfield.

I use my car to go to better facilities, rather than are available in my local area.

Members of gym in Sheffield.

Member of private health club.

# Appendix 2 – Reasons for not wanting to do more sport / recreation in your area.

# Age / mobility / health / disability limitations

Health conditions restrict my ability to undertake sport.

I'm too old and infirm.

Unable to partake any more.

My playing days are over.

I am a pensioner whose main exercise is walking.

Cannot utilise it due to disability.

Too old but am in favour of more of these for younger people.

# Happy with current facilities / available recreation options.

Happy with existing provision.

We have plenty of facilities already.

Already sufficient.

There's enough already for the size and mix of population.

Happy with current facilities.

I do enough and once the new leisure centre is open, I have good facilities.

I think the facilities we have in Dronfield are good, so don't need more.

# Already do enough sport / exercise.

I feel I am doing all I can, given my age and level of fitness.

Think I already do enough in the current well run leisure centre in Dronfield.

I believe that I do sufficient activity.

I cycle & run so can meet needs without extra facilities.

I get enough exercise.

# Not interested / not sporty.

# Not sporty anymore.

Not interested.

I don't want to play sport.

Not into sport

More things of greater priority

I do not like sport, especially football.

# Walking / walking dogs / gardening etc.

Go walking every day already.

Walking is enough for me.

Green spaces and parks for walking are sufficient for me.

Walk the dog three times per day.

I enjoy gardening.

I prefer to walk and garden.

# Lack of time / too busy.

#### Lack of time.

I work so I'm really not interested.

I am busy in other ways.

Limited time.

Other priorities.

Work commitments.

Appendix 3 – Comments from respondents who don't feel facilities are in the right place to use them.

#### North West Cluster

#### No skate park locally.

Dronfield residents have campaigned for years to try to bring g a skatepark to the town. Pretty galling to see the skate facility in Killamarsh whilst yet again, Dronfield gets nothing.

Dronfield doesn't have a Skate Park, kids love skateboarding they need to burn off energy.

The skate park doesn't exist in Dronfield.

We do not have a skate park in the area, I do think that we need a skate park/pump track for all ages to enjoy.

We desperately need a skate park and/or pump track but the town council keep blocking it.

#### Lack of older children / youth facilities.

There is very little in the way of youth facilities in Dronfield.

Dronfield Town Council refuse anything that might be for young people, denying them the facilities that are provided in other, often smaller, towns in the area.

I don't feel that there are any good youth facilities.

There are a large number of the community aged 11-18 that are interested and have a passion for bikes, skateboards, scooters etc and do not have the facility to enjoy.

There is a need for more recreational activities for young people.

# Lack of facilities for young children

Not enough that's accessible and not aimed at children.

There is a need for more recreational activities for young people.

In my area children now have only one play park.

There isn't anything provided for young people in Dronfield.

There is no provision this is a problem as kids need to play outside for their physical and mental health.

# No pump track locally.

We don't have any skate/biking areas at all sadly.

A skate park or pump track in Dronfield would benefit so many young people who just hang around the area.

In Dronfield there's no bike pump track or areas for my child to train on his bike.

Would be nice to have a pump track within short riding distance of my house (with my kids).

Sadly, there is no pump track in Dronfield. We currently have to travel to Sheffield, Eyam or Rotherham.

#### North East Cluster

# Lack of a golf course.

There aren't any golf courses to use in Eckington.

Local golf course closed.

No golf courses now.

Renishaw Golf Club has closed.

I used to play golf, but I am unable to do now.

We do not have a golf course.

# Lack of play areas for young children / poorly maintained.

The village is bisected by a main road. There are hardly any children's play areas on the North side of the road.

Poor children's play area in Ridgeway.

The children's play areas in the area are covered in broken glass and unusable a lot of the time.

Children's parks tend to be in less tidy areas.

#### Lack of green spaces for walking / poorly maintained.

There are not enough open spaces with good footpaths for walking, they are overgrown or inaccessible, especially if you are disabled or infirm.

No designated good areas.

The only open/green spaces such as parks or fields where one may be able to take a stroll are not accessible to me as a mobility aid user. There are also massive issues with the state of these areas, with fly-tipping, dog fouling.

# Lack of facilities / too far away (general)

Too far away.

We haven't these facilities in Eckington.

Facilities are too far to travel.

#### South and West Cluster

# Lack of facilities / too far away (general)

Have to travel far.

None in the village.

There's more needed in the community which are accessible to all.

Not near enough to be convenient.

Unless you have access to a car, the nearest facility is Clay Cross and there is a limited bus service.

Have to make car or bus journey to access.

We have very little availability in our local community.

# Redevelopment of leisure centre / lack of indoor sports facilities.

Since Sharley Park closed, indoor sports facilities in the area are very limited. There is a concern that the facilities will be smaller when rebuilt.

No indoor sports facilities.

Leisure centre has closed for refurbishment.

Temporarily without access to a close leisure centre and pool

Not enough local indoor facilities like weight training.

No indoor facilities in parish.

#### Lack of older children / youth facilities.

No specific facility for youths in Wingerworth.

Nearest BMX park is Mickley, we just have a small child's play ground. It is only suitable for children of less than 10 years.

I'm not aware of youth faculties but it's a growing population for the area with lots of children - feel it's the teens that need more than a playground.

There are no youth facilities in Wingerworth.

#### Lack of allotment availability.

# More allotments needed in village.

Have to use car to get to my allotment and worry about cost of keeping car on the road. No allotments in Old Brampton.

Many benefits for having more allotments e.g. fresh air, exercise, sociable company, raise low mood etc.

There are no allotments in my area.

#### East Cluster

# Lack of facilities / too far away (general).

Few or none within walking distance, not proportional to population.

Too far away to use.

There is nothing in Danesmore.

Not close enough to the decent ones.

It would be good to have more opportunities to join the five pits trail as there aren't many places to get on without driving or walking far, depending on where you live in North Wingfield.

Where are these facilities in Calow?

I would need to use a car to access one, which rather defeats the object.

# Lack of green spaces / poorly maintained / overgrown.

Green spaces promised as part of our new estate not delivered yet.

Too many houses being built, so less green space to even try to enjoy.

Unfortunately, they are not maintained the walls and trails and some of them are disgusting.

Clay Cross has lost so much green space with areas lost for leisure centre and Clay Cross Hall being sold.

Because the local housing that had a plan 20 years ago for a country park was ignored and houses were built on the land.

Parks, woods, trails, where are they? Nearest play area a mile away.

# Lack of allotment availability.

I am not aware of any allotments in my area.

I only know of one allotment patch in the whole of my local area, it's a large area and there should be the opportunity for more households to grow their own produce.

Need more accessible allotments and disabled access for older people.

Not enough available allotments near me.

Would like to see more community allotments.

#### Redevelopment of leisure centre / lack of indoor sports facilities.

Would like a gym closer to where I live that I can walk to.

The local facility is under construction and other leisure centres areas are too far to go. Awaiting new leisure centre.

There are no indoor sports facilities near us.

We don't have any leisure facilities in Holmewood or Heath.

Appendix 4 – Comments/reasons from respondents who said they would not use leisure or recreation facilities more if they were located closer to where they live.

# Current facilities are close enough already.

I have a couple of play areas close enough that I wouldn't use them any more frequently. I already have a park within easy walking distance of my home.

Childrens area and park are opposite my house and allotments are behind it so they couldn't be closer.

Live within 15 minutes' walk of green spaces and park.

I live right next to a green space and parks so it wouldn't change my usage.

They are close enough and I use them regularly, so I don't need to use them more.

No, as I already live 10 minutes from them, luckily!

I am generally happy about the distance to the facilities I use.

# Age / mobility / health / disability limitations.

Personal health issues mean I am unable to do much physically.

I am retired with no young children or grandchildren, and I have mobility issues.

Simply because of my age.

Disabled and poor mobility.

I am unable to leave home without help and I would be unable to participate in these activities.

#### Not interested in facilities listed / wouldn't use.

The only outside sport I do is fishing.

Not interested in these activities.

Don't have a need to use such facilities.

Not something I'm interested in.

Not activities that I take part in.

# Already do enough sport / exercise.

I already use them enough.

I would not use these more often, I use to them to the full of my lifestyle choices.

The question asks "... more often...". I already use these facilities daily, not enough time to add more hours to my usage.

Already use them frequently.

Already use them as much as I want to.

# Don't have younger children / grandchildren so wouldn't use.

Haven't got grandchildren to use.

Don't have children or grandchildren.

It's about children's facilities, I don't use them.

I don't have your children anymore, so tend to be in my garden.

No children, poor mobility.

# Happy to travel (drive / walk) when required.

I do not mind walking to them.

I am retired and prepared to travel by car to anywhere.

Prepared to travel to enjoy these things.

I expect a little longer travel as they aren't something that can be everywhere.

Happy to travel the distances at this time.

Appendix 5 – Comments/reasons from respondents who felt there were restrictions on facilities affecting when they can use them.

# Cost / too expensive.

Cost is a big factor.

Limited income means that any extra expenses have to be affordable.

Membership is needed which is expensive.

Leisure centre prices.

Local swimming and indoor facilities are too expensive.

Affordability is an issue as with the cost of living, I am limited in my expenditure for fun activities.

Monthly pass at leisure centre is expensive.

# Opening hours / time restrictions.

The local leisure centre does not open early enough to get the most use.

Indoor facilities are not open 24/7 like the rest.

Leisure centre opening hours clashes with work a little.

Earlier opening for swimming pool.

I'd love to be able to swim later.

Dronfield leisure centre closes at 10pm when sometimes I am working until 7 or 8pm depending on if I need to support at work.

The hours of the gym in Eckington aren't late enough for people who work 12-hour shifts until 8pm (doctors, nurses, health care assistants).

### Availability issues (bookings / lessons etc.)

Availability of children's swimming lessons limited.

Swimming is restricted in the evenings due to a swimming club.

Very limited availability.

Use by 'clubs' preventing use by general public.

Restricted access in the evenings due to swimming club's use.

Waiting list too long.

#### No skate park locally.

Dronfield doesn't have a skate park.

The skate park is far from home.

There isn't any youth provision. they want somewhere to go with their friends like a skate park or pump track.

We don't have a skate park locally.

Availability of skate park is restrictive as there isn't one in Dronfield.

#### Lack of facilities / too far to travel.

None of these are available in our village.

Just don't exist.

We don't have facilities, so not able to comment.

Not any nearby.

There are not enough outdoor and indoor sport facilities in my area, therefore they are not available.

Distance to access.

# Lack of allotment availability.

Lack of allotments.

Lack of availability of allotments.

Allotment availability is very limited and you're waiting for quite a while.

Need more allotments available.

Not enough allotments in the local area.

Appendix 6 – Dog fouling, areas of specific concern.

Comments highlighting area where dog fouling issues occur.

Seems to be target areas down public footpaths between houses.

Dog fouling around school gates is guite common and a concern.

Grassed verges, park area pavement.

Footpaths at the sides of roads.

Footpaths up to the local school.

Main footpaths, outside people's gates.

Often dogs running loose on play areas and five pits trail.

Fouling on foot paths and in wooded areas has increased.

Grass verges and pavement in residential areas

# Irresponsible dog owners not picking up after the dog / dropping bags etc.

The number of dog bags attached to fences is amazing.

Irresponsible dog owners who allow dogs to foul on other peoples' spaces, driveways and footpaths.

Lazy dog walkers not picking up and hanging bags on trees.

People out of the village who don't think it's their responsibility to pick it up.

Owners must know that their dogs have stopped and are fouling the pathways and green areas they just need to pick it up, so lazy.

I suspect it's a small number of dog owners who are responsible for the majority of fouling.

A few irresponsible dog owners spoil enjoyment of open spaces and footpaths for others.

#### No concerns.

No, the villagers are very good at picking up and we have a few dog waste bins around to put waste in.

Generally, not a problem

No concerns

Never been a problem for me, never really come across dog mess on the pavements. No problem in my immediate area.

More dog waste bins required / emptied more often.

More bins would help overall.

Some dog bins need emptying more often.

Could do with more bins around green spaces such as 5 pits trail, but appreciate time and access needs to be considered.

Full dog waste bins aren't helpful.

Bins overflowing with dog owners trying to keep within the law.

More bins need to be available, stop relying on the good will if local residents to pick up discarded rubbish.

# Increase prosecutions / fines etc.

More should be done to catch, prosecute and publicly shame irresponsible dog owners.

Tougher fines if people responsible are ever caught.

Dog owners should be held accountable.

Not picking up dog litter needs to be policed better and fined more significantly.

Would like there to be more consequences or fines issued to making sure it doesn't happen.

# Lack of dog wardens / greater presence required.

Never see a dog warden.

Isn't sufficiently policed.

No dog wardens patrolling.

Never seen anyone checking.

Don't see any enforcement by NEDDC or visible presence of officers or publicity regarding dog fouling.

Appendix 7 – Comments re. the council's policy of encouraging bees and other pollinators.

#### Agree – but ensure no risk to road safety / pedestrians.

Yes, as long as it's not dangerous to drive because you can't see over the grass.

I like the idea of keeping some areas left for bees and other pollinators, apart from when it blocks or restricts causeways from being accessible to pedestrians.

As long as long grass doesn't block the view of traffic.

Yes, agree just like to see areas kept cut where road safety is an issue.

I understand the need to encourage bees and other pollinators, but some verges and hedges do need cutting back for safety especially at road junctions.

Accept in principle but there needs to be control when the grass verge is left to grow high at junctions as this causes danger to see on-coming traffic.

I agree with the policy in principle but not where it risks road safety, so it depends on the criteria for leaving the verges grow.

# Agree – but not too high or unkempt.

Yes, but not to the extent where it looks totally untidy, i.e. cut the edges.

A little longer is fine, the grass verge opposite where I live is left uncut for years at a time though.

I agree with the country park being left to grow for a while but the verges in the park are overgrown.

This year they were left uncut for too long, allowing nettles and other such weeds to encroach into footpaths.

But not at the expense of footpath access.

But needs to look tidy and be weed free.

To a certain degree yes but areas over 3 feet are a menace.

# Agree fully.

Biodiversity is very important in this day and age.

More nature friendly places are essential, and the ecological benefits should take priority over aesthetics. Wild hedgerows and verges with grasses and wildflowers are just as beautiful.

It is vital that the council looks after the environment. More should be done e.g. wildflowers planted on verges not just grass.

Strongly agree with this policy and it looks better also.

A massive YES! In a climate crisis, we cannot afford to do otherwise. It might take a little getting used to for some, but the proliferation of wildflowers is beautiful,

Definitely agree with all steps to help save the bees.

#### Disagree – dangerous for road users.

Long grass is dangerous in too many places locally where it obscures vision when driving.

It's potentially dangerous at corners or junctions.

Road safety issue in many places.

Residential property hedges which encroach on pavements cause problems for people who use wheelchairs and mobility scooters.

Can't see traffic on most junctions, dangerous.

Generally, this lack of action causes road sings to be obscured and creates blind spots at junctions and bends.

# Disagree – looks messy / unsightly.

#### Just looks a mess.

It looks a mess, and it hides dog waste.

Encourages litter and untidy neighbourhood, it brings the area down.

It looks untidy, doesn't encourage bees (they prefer hedges) but does encourage dog fouling as it is much more difficult to pick up.

I'm sorry, don't agree as it's always looking an eye sore and especially at cemeteries where our loved ones are there.

# Agree – but more wildflowers needed.

It would be okay if more wildflowers were introduced.

Would like to see wildflower areas like they have in Dronfield.

I'd like to see more wildflowers.

Consider planting wildflower seeds in these areas.

Native wildflowers could be added to give a much prettier appearance to the un-mowed area.