

Organisation Scrutiny Committee

7 November 2018

Citizen Panel Results on The News



**VIEWPOINT
Citizens' Panel
June 2017 Survey**

3. Information About Your Council and its Services

Panel members were asked how they would rate the range of communication formats that North East Derbyshire District Council use to communicate with them. These formats include the magazine for residents called 'The NEWS', our website and social media sites. The survey also asked Panel members which other local media they use and about their internet usage. All of these questions are asked biennially.

3.1 Executive Summary

'The NEWS'

- Over 9 in 10 (93%) receive a copy of 'The NEWS'.
- Over 4 in 10 (44%) read all of 'The NEWS', while 29% read some of it and 15% just flick through.
- Response to the content of the magazine was very positive with very few considering the publication to be poor on any feature. The aspects most highly rated were that it is "easy to read", "informative" and "colourful".
- Overall, 'The NEWS' was considered to be very or fairly good by three-quarters (74%) of respondents.
- Respondents would like to see more about specific areas in the district, features on local parks, as well as more info on events and what's on (but with more lead time) and details about bin collections (collection schedules, collection rates, recycling rates etc.). Concern was expressed about the cost of the publication.

Council Website

- Half the respondents to the survey had visited the Council's website; slightly more than when we last asked the question in 2015.
- The top four reasons for visiting the website were: planning information (52%), leisure activities (34%), to report a problem (30% and to look up what events are taking place (14%). All of these issues had increased since 2015. People also reported using the website for information on bin collection schedules.
- Nine in ten (90%) found what they were looking for on the council website. Of the small group (12 people) who were not successful, 64% claimed the search function did not show the relevant information, 43% were unclear where to go and 7% said it was too slow.

- The majority found navigating around the website easy (79%). This is a reduction from results found in 2015 (86%). When comparing the results in 2017 to those from 2015 (which relate to the 'new' site and 'old' site) it appears that fewer respondents found it "very easy" in 2017 (20% in 2017 and 35% in 2015) but this could be as a result of unfamiliarity.

Social Media

- Almost four in ten (38%) of those who responded to the survey use social media. This proportion has increased by 5 percentage points since 2015 (33%).
- Those who used social media mostly use Facebook (93%, You Tube (32%) and Twitter (24%).
- Panel members primarily use these social media sites for: keeping in touch with family and friends (93%), general information (54%) and getting up to date news (27%). The main change from 2015 was a huge reduction in those using sites to make new friends.
- More people are aware of the Council's Facebook page with awareness increasing from 17% in 2015 to 24%. Awareness of our Twitter account has increased slightly over the same period from 15% to 19%.
- In terms of the newer social media platforms (Instagram and Flickr) very few panel members (8% and 7% respectively) were aware of the council's use of these.
- Only very low levels of use of the council's social media sites were measured.
- Panel members prefer to find information about the Council through our magazine, 'The NEWS', (80%). This was followed by the Derbyshire Times (33%).

Internet Access

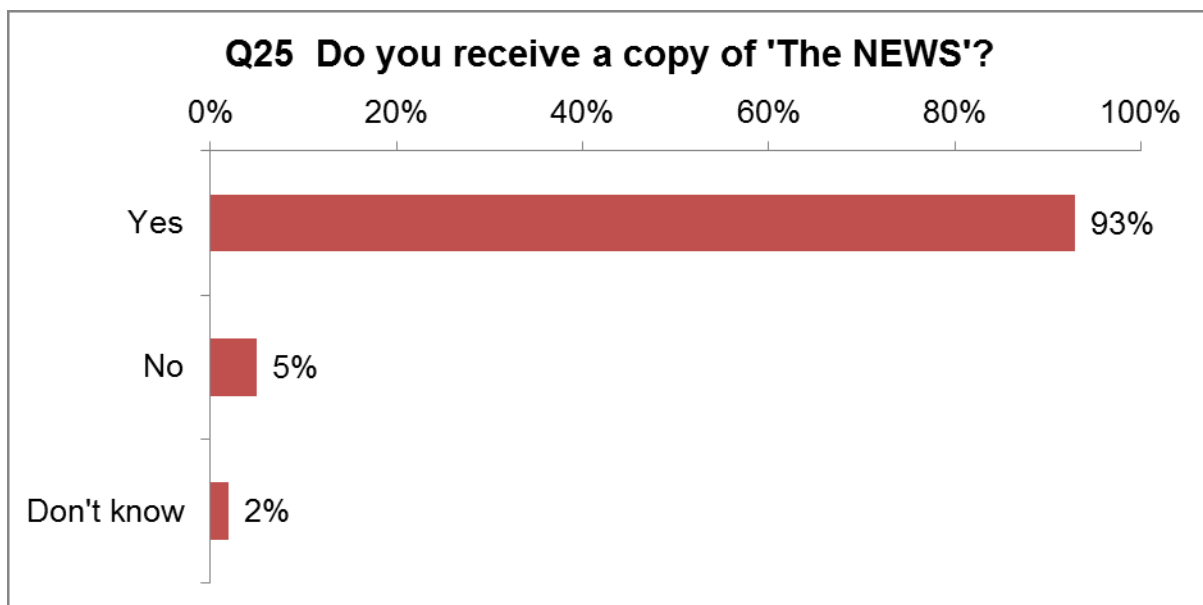
- 42 people said they had no internet access. Looking at those with access, most said they access the internet from a home PC (73%). This figure has reduced from 85% in 2015, with more people using mobile phones (41%) than in 2015.
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3.2 Survey Findings

The NEWS

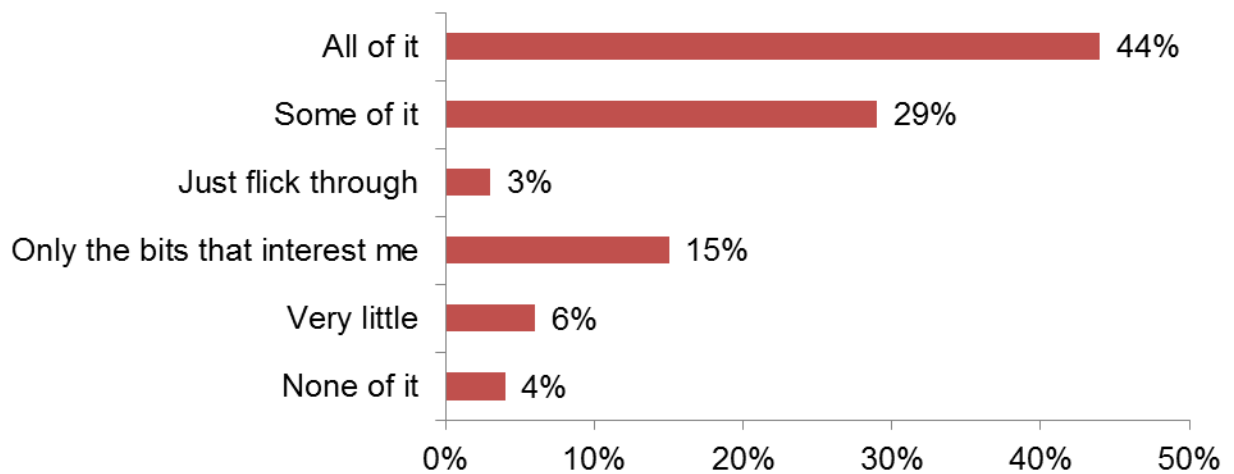
In 2003 NEDDC moved from a black and white newspaper format (called NED News) to a full colour magazine as its regular communication vehicle for residents of the area. The magazine is called 'the NEWS' and it is circulated to all homes in the NEDDC area. Before 2010 four editions of the magazine were circulated each year but since then, due to budget restrictions, there have been fewer editions (usually three each year).

We have asked questions about the format and content of the magazine via the Citizens' Panel since 2003. They are asked on a biennial basis so the questions were last asked of the Panel in 2015. The information gathered is used to inform decision making regarding improvements and changes to the publication. This year's results compared with previous years can be found in section 3.5 of this report.



Reassuringly, the vast majority (93%) of Panel members receive a copy of 'The NEWS'. This is the same proportion who claimed to be in receipt when the questions were last asked in 2015.

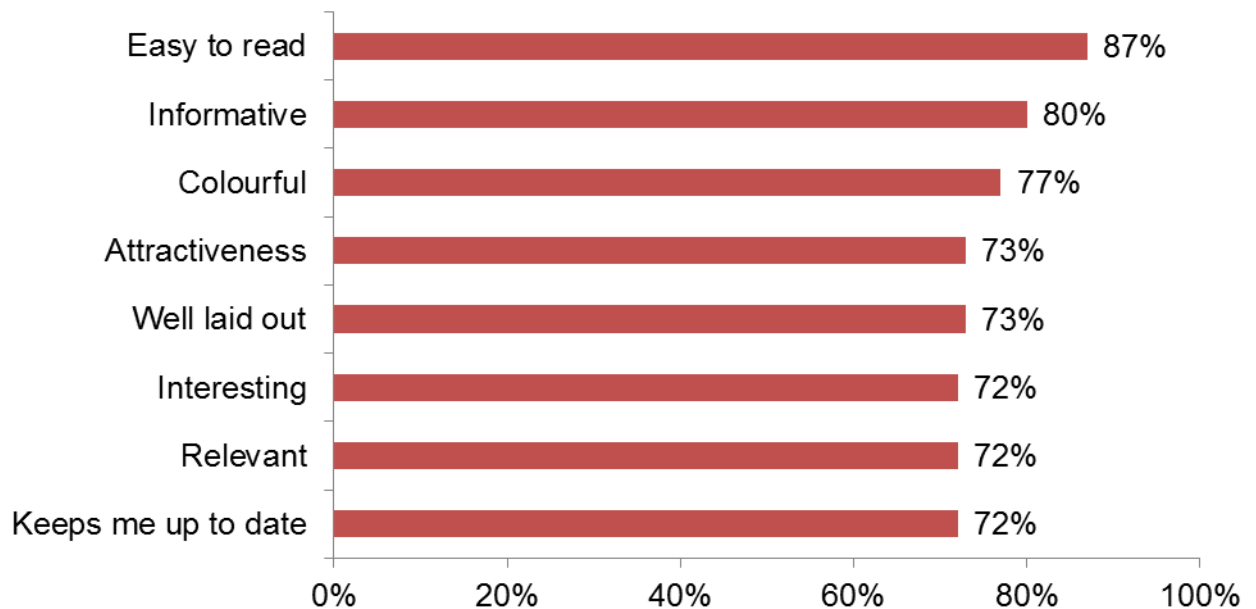
Q26 How much of 'The NEWS' do you usually read?



Over four in ten (44%) respondents read all of 'The NEWS', while 29% read some of it and 15% just flick through. The figures for 2015 show fewer people reading the entire magazine (34%) but more reading some of it (39%). Both of these figures have fluctuated around the 40% mark over the years.

Q27 How would you rate 'The NEWS'?

'The total of very and fairly good' responses by aspect



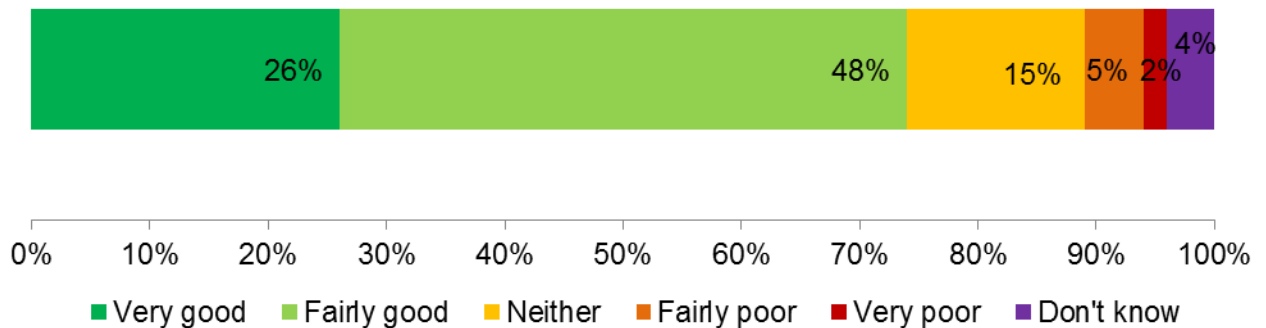
We asked respondents to rate 'The NEWS' on a range of aspects. The response was positive with very few considering the publication to be poor on any feature. The aspects of 'The NEWS' rated most highly were that it is "easy to read", "informative" and "colourful". This positivity has remained consistent over the years.

Q27 How would you rate 'The NEWS' on the following aspects...?

	Total "good"	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
	%	%	%	%	%	%	%
Easy to read	87	44	43	9	-	1	4
Attractiveness	73	28	45	18	4	1	4
Relevant	72	28	44	17	4	1	6
Informative	80	34	46	10	4	1	5
Colourful	77	31	46	16	2	-	5
Interesting	72	21	51	17	5	2	5
Keeps me up to date	72	32	40	16	4	3	6
Well laid out	73	29	44	15	4	1	7

Overall, 'The NEWS' was considered to be 'Good' by almost three-quarters of respondents (74%) and was rated 'Very Good' by over a quarter of respondents (26%). Only 7% considered the publication to be poor. These results have been consistent over recent years.

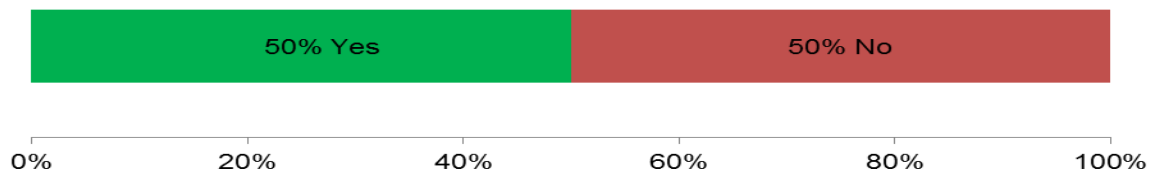
Q28 Overall, how would you rate 'The NEWS'?



Council Website

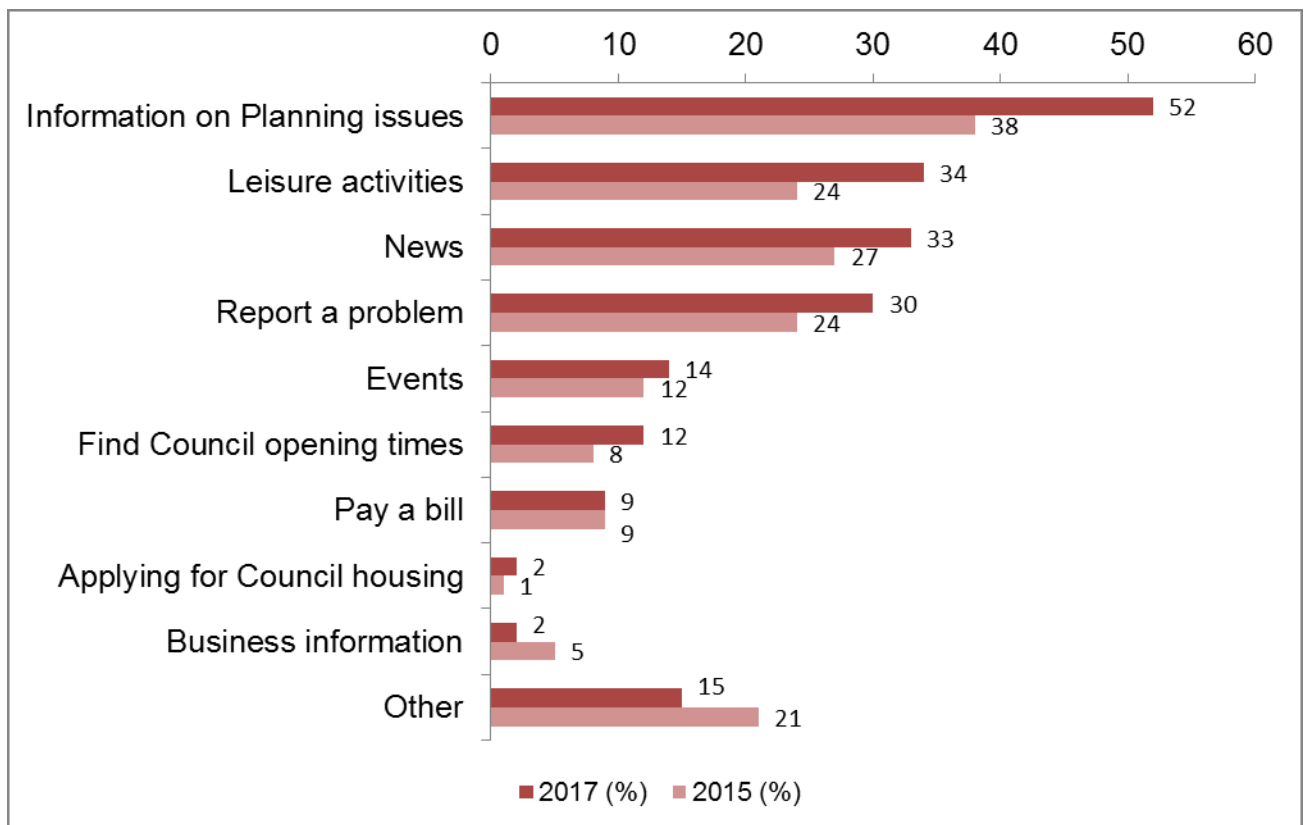
The North East Derbyshire District Council website was completely redesigned and re-launched in November 2016. The questions in this section were previously asked in 2015 so this enables us to compare the results for the old website against the new one.

Q30 Have you ever visited North East Derbyshire District Council's website?



Half of the respondents to the survey (50%) have visited the Council's website. This is slightly more than when we last asked the question in 2015 (44%). Those that had visited were asked what they visited the website for. Broadly mirroring the findings of 2015, the top four reasons given were: planning information (52%), leisure activities (34%), to report a problem (30%) and to look up what events are taking place (14%).

Q31 What did you visit the website for?



Within the “Other” category to this question, respondents were allowed to write in other reasons for their visits to the website. Many of these were actually Derbyshire County Council issues such as the Trusted Trader scheme, Gold cards, recycling centres and schools. However the largest grouping of comments was around the schedule for the domestic waste collections.

All open comments are detailed in section 3.3.

Q32 Did you find the information you were looking for?

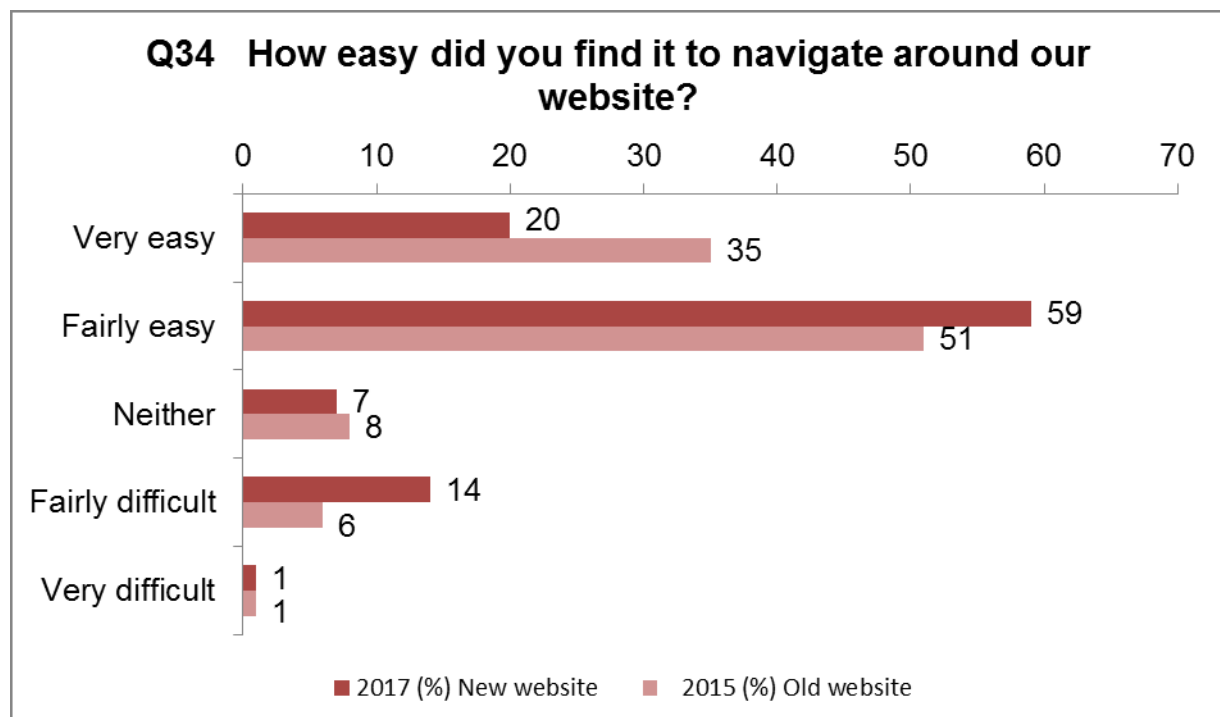
Nine in ten people (90%) managed to find the information they were looking for on the website. Of the small group (12 people) who were not successful, 64% said the search did not show the relevant information, 43% were unclear where to go to find the information and 7% said the process was too slow.

Panel members who had visited the NEDDC website were asked how easy they found navigating around and the vast majority (79%) claimed they found it easy. This is, however, a reduction from results found in 2015 (86%).

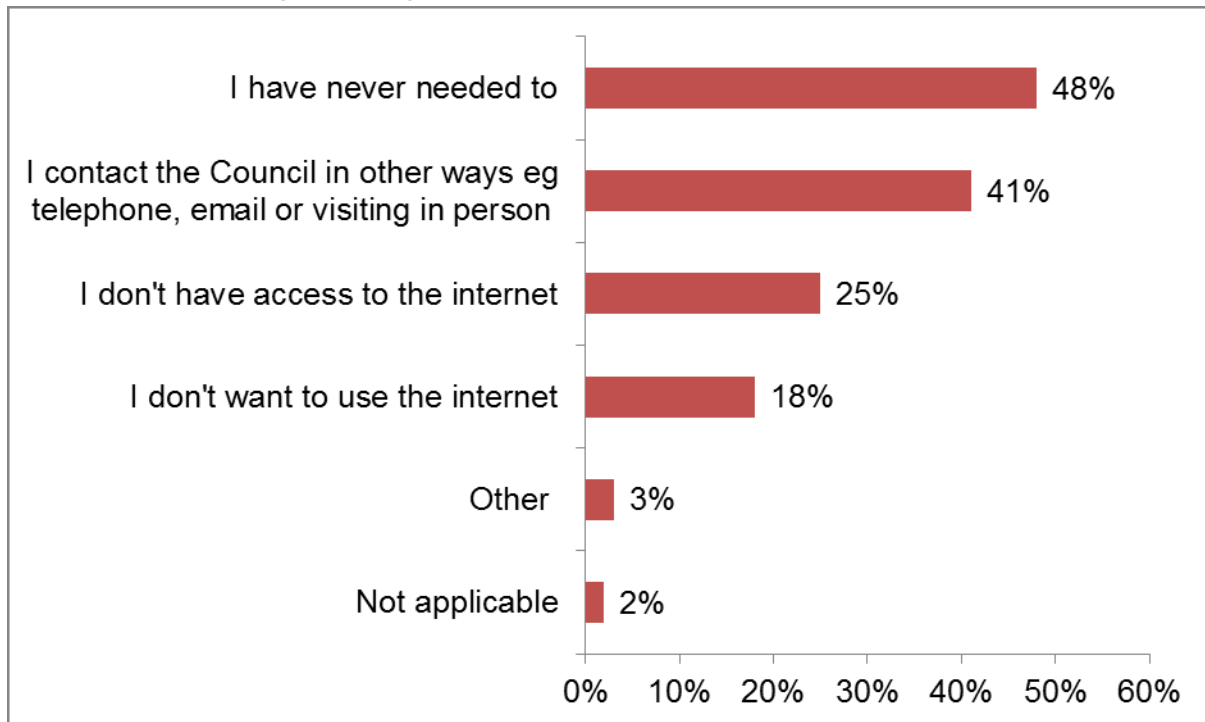
When we compare the results with those from 2015 and in doing so, reactions to the old website and new website, it appears that fewer respondents found it “very easy” - 20% in 2017 compared with 35% in 2015 – but this could be a result of unfamiliarity. Indeed, this was mentioned by a respondent , when asked for further suggestions and improvements.

“Like any website the first time you use it is slow. Next time it won’t (take) as long as I have an idea of where to look. Easier dropdown tabs for different departments might help. Other than that leave it well alone.”

All comments are detailed in section 3.3.



Q36 Why have you never visited the Council website?

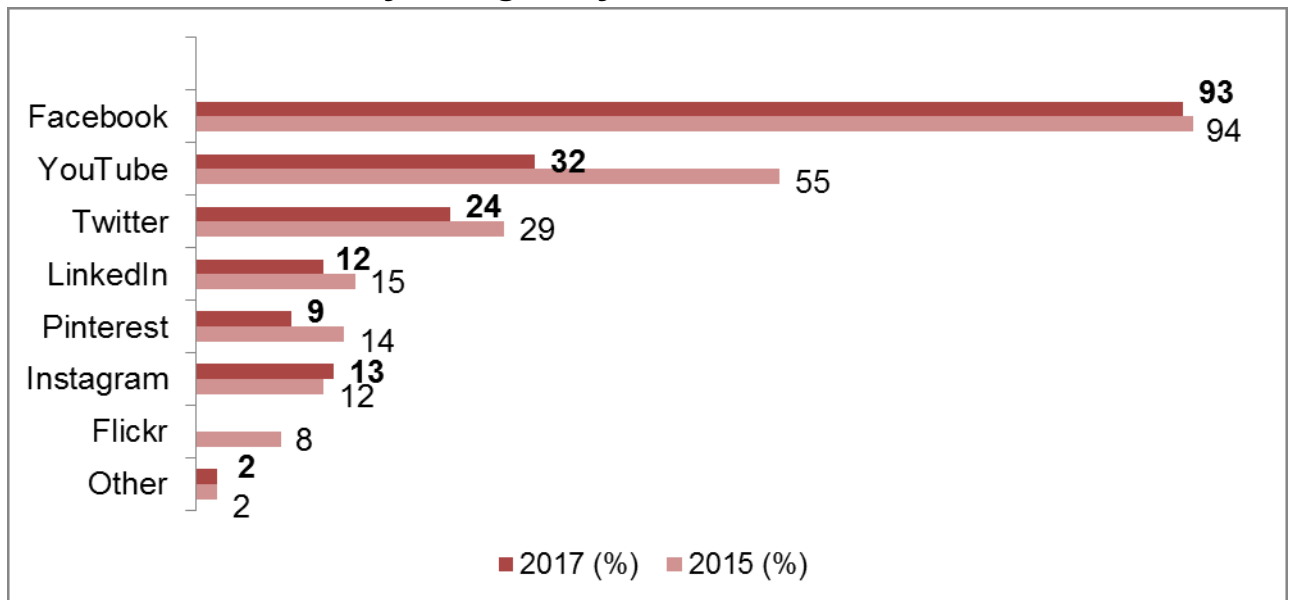


For those panel members who had never visited the site, most said they have never needed to (48%) or they contact the council in other ways (41%). A quarter of those who hadn't visited NEDDC's website (25%) did not have access and 18% did not want to use the internet. The results for each of these categories was lower than in 2015 when the questions were last asked.

Social Media

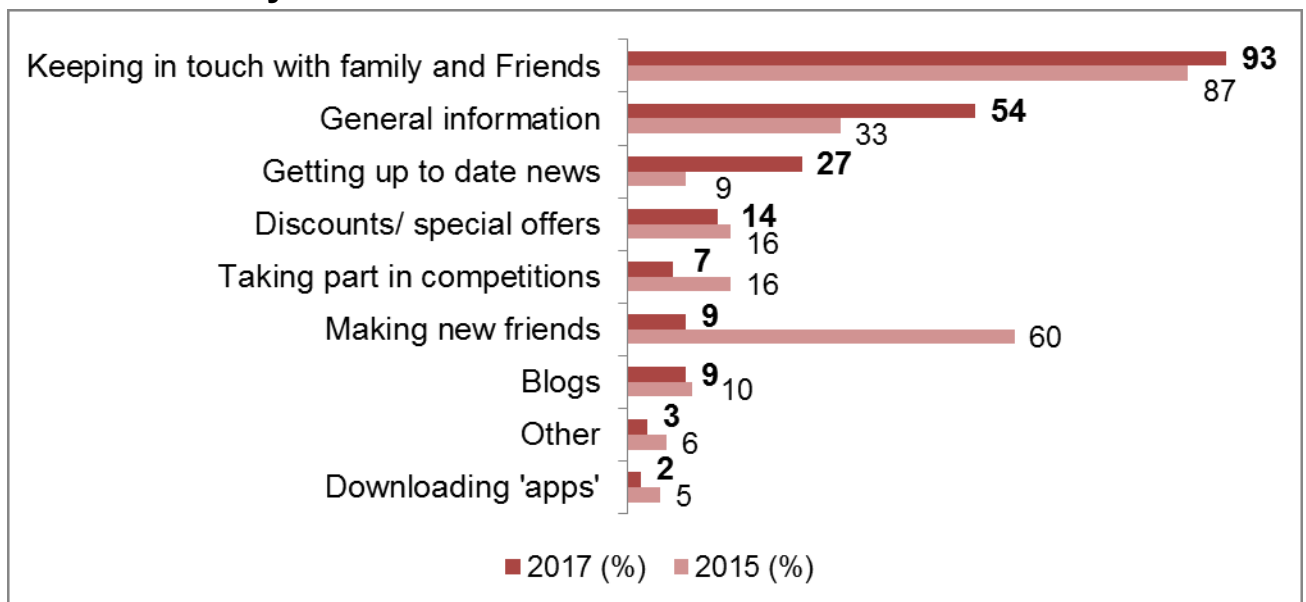
Almost four in ten (38%) of those who responded to the survey use social media. This proportion has increased by 5 percentage points since 2015 (33%). Those who used social media mostly use Facebook (93%, YouTube (32%) and Twitter (24%).

Q38 Which sites do you regularly use?



Panel members primarily use these social media sites for: keeping in touch with family and friends (93%), general information (54%) and getting up to date news (27%). The main change from 2015 was a huge reduction in those using sites to make new friends.

Q39 What do you use these sites for?

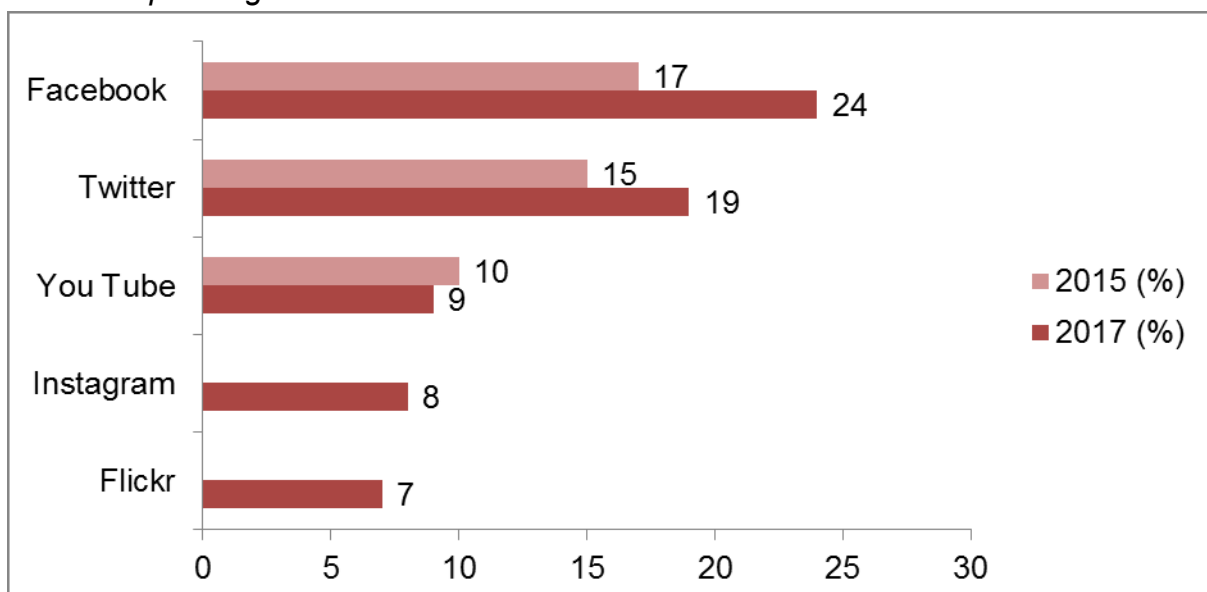


More people are aware of the Council’s Facebook page with awareness increasing from 17% in 2015 to 24%. Awareness of our Twitter account has increased slightly over the same period from 15% to 19%.

In terms of the newer social media platforms (Instagram and Flickr) very few panel members (8% and 7% respectively) were aware of the council’s use of these.

Q40 Are you aware North East Derbyshire District Council has the following social media sites?

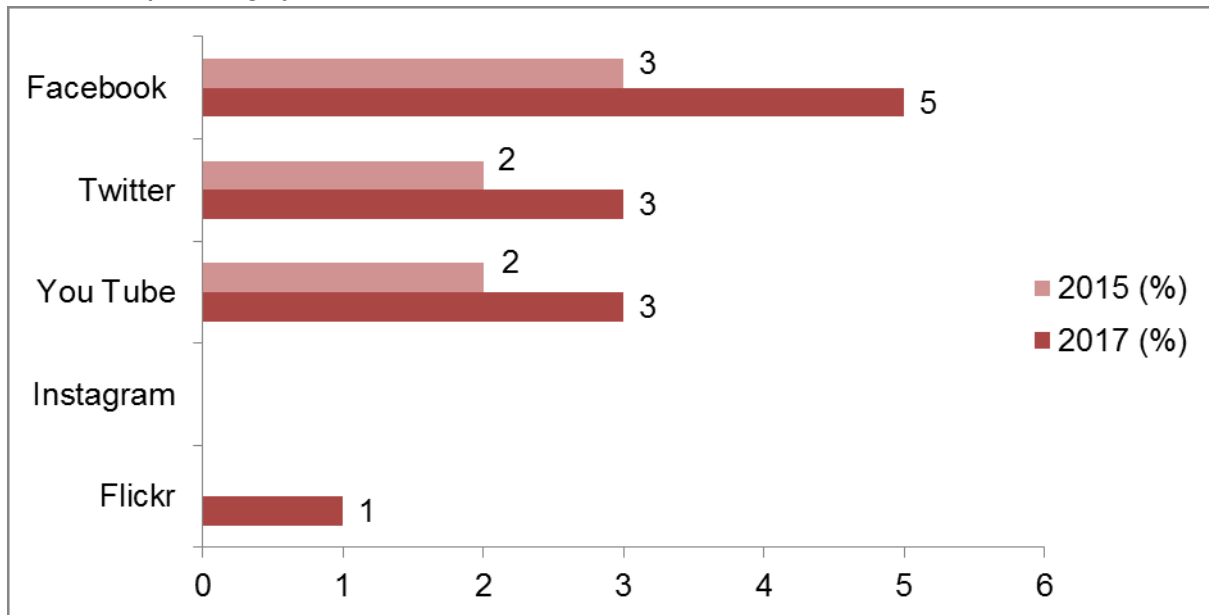
Those responding “Yes”



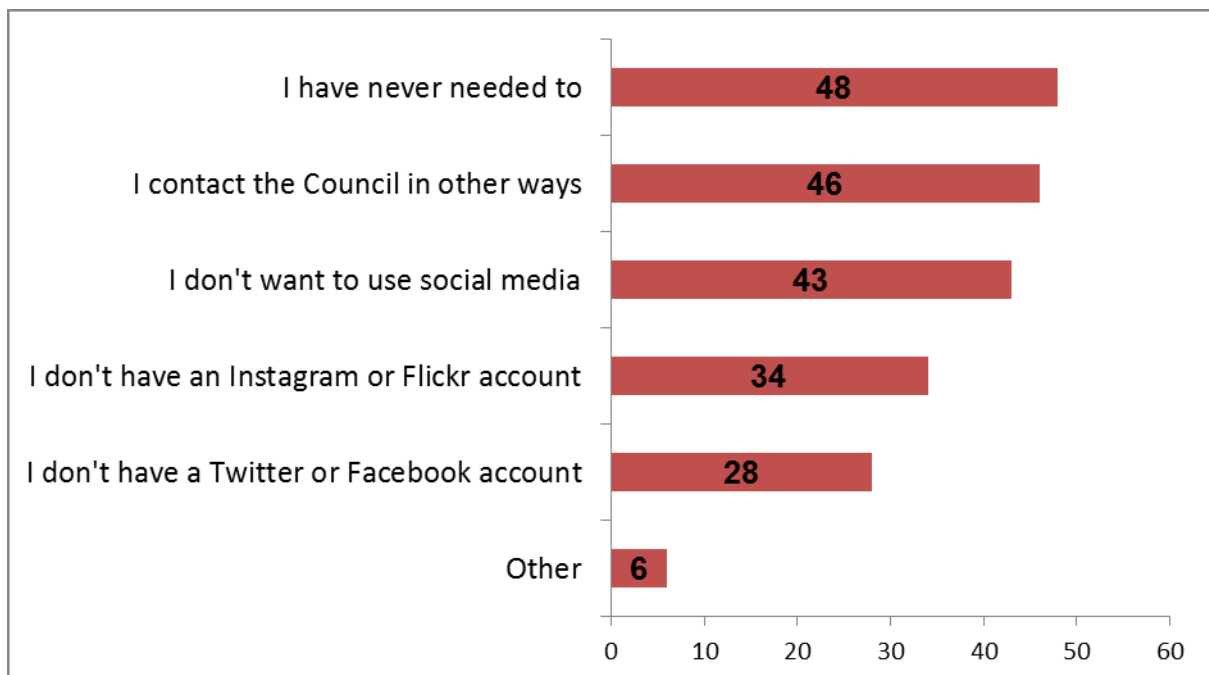
Only very low levels of use of the council’s social media sites were measured.

Q41 Have you ever used any of our social media sites before?

Those responding "yes"



Q42 Why have you never visited these sites/this site?



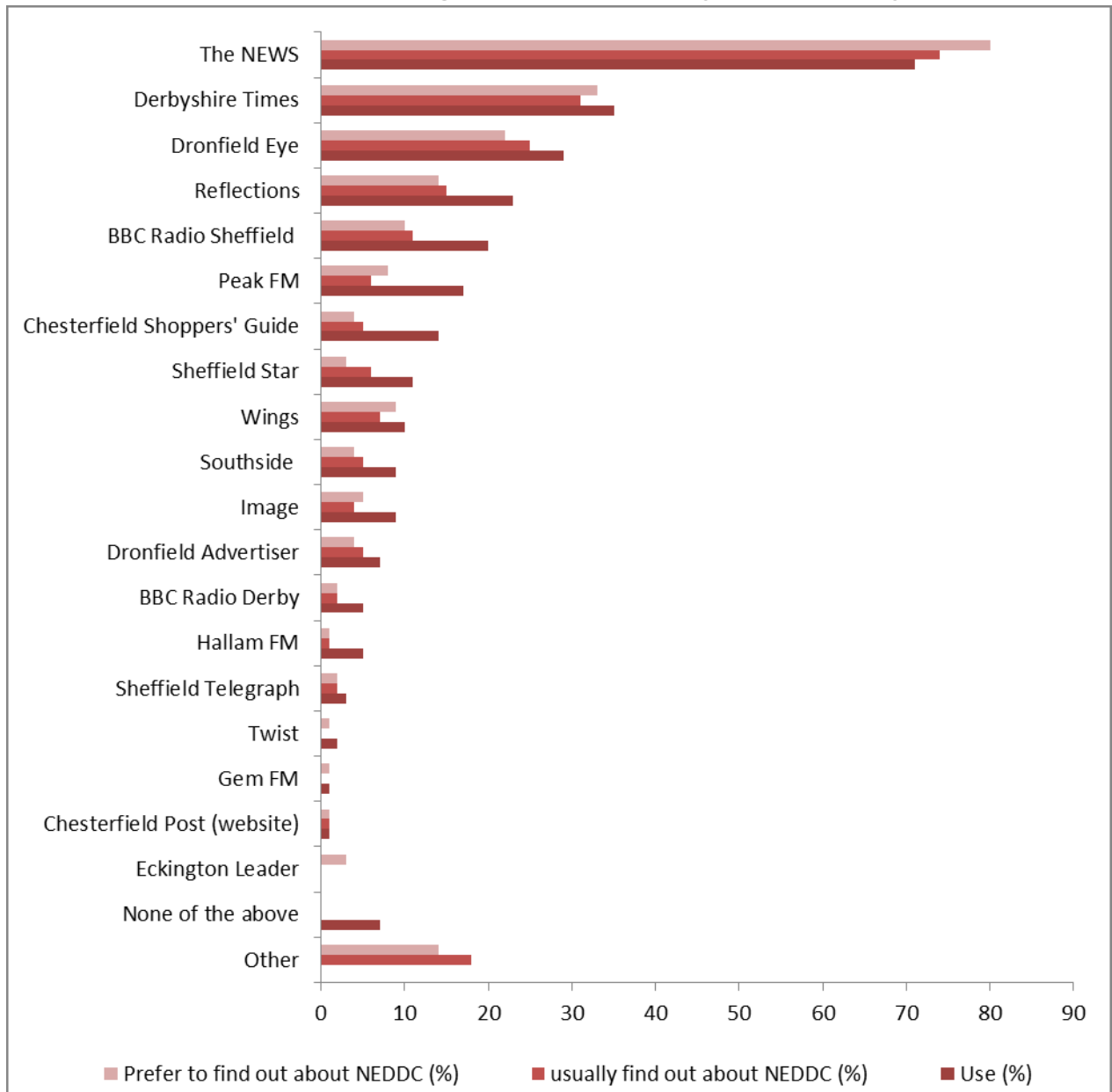
Some panel members do not visit the council's social media sites because they have never needed to (48%) or because they contact the council in other ways (41%). Others don't want to use social media (43%) or don't have an Instagram or Flickr account (34%) or a Twitter or Facebook account (28%).

Q 43 Which of the following local media do you currently use?

The panel were asked to choose which of a list of local media they currently use. They could choose as many sources from the list as applied to them. By far the most popular was the Council's magazine, "The NEWS" (71%), followed by The Derbyshire Times (45%) and "Dronfield Eye" (28%).

We then asked how they usually found out about NEDDC (Q44), the decisions it makes and the activities it promotes and also how they would prefer to find out (Q45). Again they were able to choose as many options as they felt applied. The response to both of these questions was also overwhelmingly 'The NEWS' (74% and 80% respectively).

Q 43 Which of the following local media do you currently use?

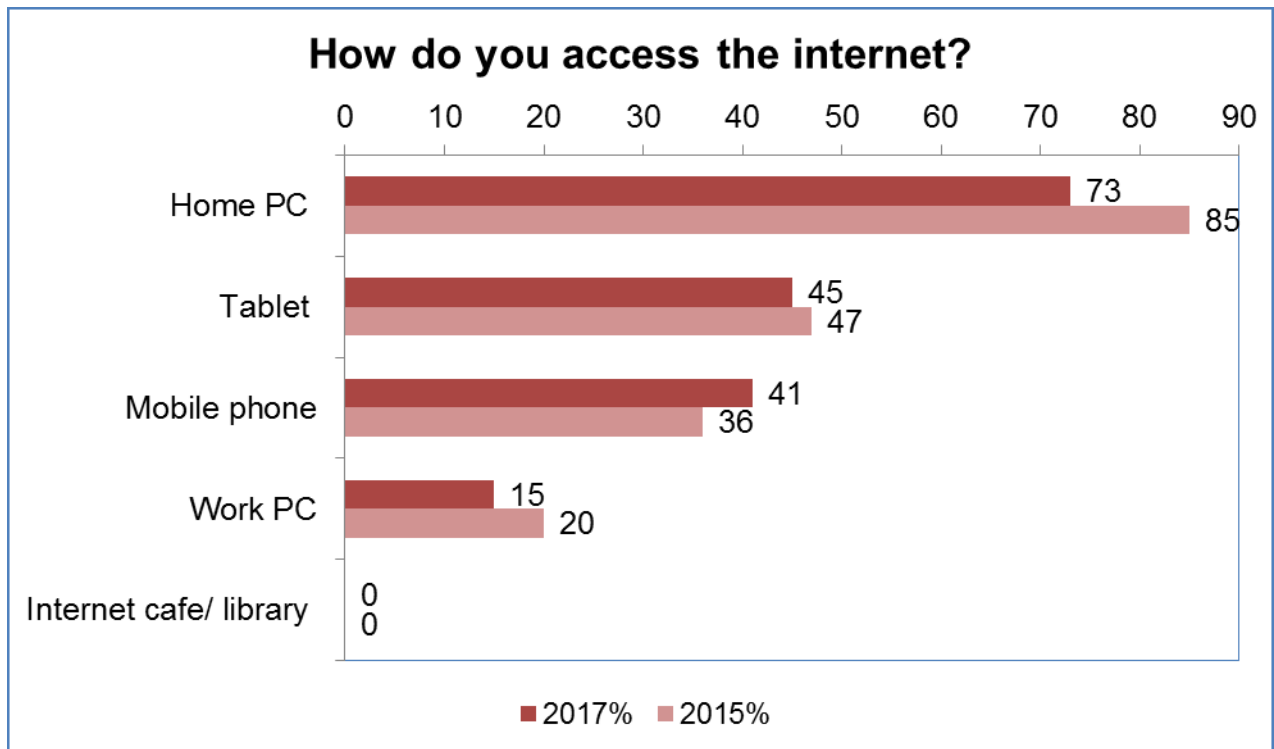


Other 'open' comments to these questions included 11 mentions of the council website and 6 that they would prefer to receive emails. There were 3 mentions of social media.

Internet access

Q46 How do you access the internet?

42 people said they had no internet access. Of the respondents with access, the most frequently mentioned method of access is from a home PC (73%) although this has fallen from 85% in 2015, with more people using mobile phones (41%).



Q47 If you currently have no internet access, please choose one of the following options which best describes you....?

The vast majority (89%) of those with no internet access have no plans to get it in the future. The remaining 11 % aimed to get access but had no timescale in mind.

3.3 Open Comments

Information about your Council and its services

Q29 Is there any other information or subject matter that you would like to see covered in future editions of 'The NEWS'? 48 comments
Include as much information as possible to help residents understand all that NEDDC offers.
How about putting the bin collection schedules in it? That'd save some money and time.
Ask each area if they want to put an article in and rotate it to different areas
Day in the life off? Looking at different work areas and see what's actually involved in people's jobs. By the time we receive the News, its history and I've found out about a lot of things before hand from other sources.
Why some parts of a village get an estate clean up but others don't. Everyone has got waste to throw away somewhere and would save people fly tipping. Do this once a month.
Feels very lightweight in content but I appreciate you are trying to reach a wide audience.
Not so many pictures of the same male councillor
Too much about people on benefits and how to get benefits
Vehicles parking on pavements
Too much self congratulation, not enough promotion of service/s (one off or regular) offered in the area. Not remotely interested in seeing the faces of Councillors or Council representatives.
Seems to be politically led.
More about Dronfield.
Given the percentage of owner occupiers within NE Derbyshire there should be more put in for these and less for council tenants as these people have access to all the information via Rykneld Homes.
No
The problem with the magazine production is that the information is not always relevant as news and information changes from week to week and with the reduced publication dates mean that there is 'old news' regularly advertised. Is it time to relook at the NEWS and produce it monthly online only, the monies saved on print production could be used in the increased design time. Install NEDDC screens in libraries and associated community buildings to allow and encourage people to view.
Features on local parks ie one edition Eastwood, next Linacre etc
Often seems like political trumpet blowing. I don't need photos of smiling people in care homes!
More family events information
A complete waste of money
Propaganda content is too high
Just flick through it
What types of waste can be put into each bin, a full page three bold columns with three bold colours full list of can put in separate page for cannot. It is quite clear from speaking with others this needs to be made clear! A little education of bins and waste! especially for the young people
No
Keep your readership up to date with current issues.

A list of roads and footways that are due to be resurfaced or surface dressed in the area. A breakdown of the number of road accidents showing change from previous years. A list of any air pollution monitors with results, current recycling and incineration rates, some of these are DCC responsibilities but could be shown in the District news. I would also like to see the option of not receiving the paper in hard format but by e mail.
it's a complete waste of money which we are told is in short supply - it should be dropped
I could think of better things to spend the money on... Could it be digitally delivered?
I would like 'The NEWS' to highlight litter problems and inconsiderate parking on grass verges.
I do feel in these times of cutbacks it is extravagant. However, I do appreciate it and make a point of reading it.
I think you should cover the possibility of fracking in this area.
How to stop maggots and flies in food waste that is two weeks old when collected.
I would like to have somewhere to show all the Eckington and Renishaw history. I have paperwork, postcards and photos.
All pretty boring. Title is contradiction terms. By the time we get the magazine it's all old "News". Total waste of public money.
You always ask about "the NEWS" when we have not received one recently. It would be easier to answer soon after receipt.
More news of Killamarsh
Killamarsh is rarely mentioned. Waste of Council money.
More about all villages etc. not just Arkwright!
No. Save money and dispense with it.
A lot of people's bins are split.
News of Council costcutting i.e. redundancies
Information about upcoming events instead of info after the event - which often I've thought I would have gone to if I'd known about it! Re Bulky Waste service. Too expensive! We lived in Germany for years and once a month you could leave out large rubbish and it was collected (sofas, tales etc.) Free of charge.
Subjects other than renting from Council/Rykneld, people on benefits and school kids. I know these are probably biggest groups for you, but they don't include me. Hence the reason why I flick through 'the NEWS'. What else does my Council Tax pay for that I use or can use?
'The NEWS' focuses too much on 'happy' events and 'nice' decisions. It should cover all decisions - popular or not and have advice on how to complain e.g. about the Council using weedkiller.
It would be interesting to see something of our schools - what they used to be like from the 1960's upto what they are like now. My children finished during the late 1970's.
More of what's on. Perhaps encourage more organisations to feature what is coming up. Such as events, festivals, etc. Maybe courses at Eco-centre and other localities.
Local crime and issues. Good news stories. What's on. Hit and miss if delivered to household.
How much costing for the NEWS?
I would really like there to be a greater emphasis on young people in NE Derbyshire. I love in Eckington as the play ground facilities Are poor

Q31. What did you visit the website for? Other comments
26 comments

To find a trusted trader

Trusted Trader

To see the bin schedule because I've not been given one :-)

About partial road closures in the village ie traffic lights appearing without any warning.

Road side waste fly tipping

Trusted Trader is brilliant, found excellent tradesmen through the site.

Recycling centre opening times

School information

Information about bus passes

Parking information

Recycling calendar Library services

Gold card

How and where to view the latest electoral register.

Refuse collection dates

Information on pest control

Read council meeting agenda and minutes

Checking when Green Waste collection service restarting

Refuse collection times around Bank Holidays

Double check bin collection days

Look for phone numbers

On the results of local and general elections - didn't find the result.

Information about the bin service.

Can't remember - it was ages ago.

Bin collection - didn't get leaflet as didn't put bins out that week. Happened a couple of times.

To advise of an address amendment

Bin collections library service

Q33 Why didn't you find the information you were looking for? Other comments
6 comments

Unable to access relevant part of site

Found you had to put the right wording in, did not like bus pass preferred gold card, ended up emailing.

Site not up to date and difficult to navigate for some people, especially the older resident. It's a site designed by officers of the council for themselves and not for the residents.

Found relevant phone number to ring for information.

No response to request ie damaged internal burgundy bin.

Too many options

Q35 If you have any suggestions for improvement or other information you would like to see on our website, please note these below.

11 comments

Your website is excellent!

Like any website the first time you use it is slow. Next time it won't as long as I have an idea of where to look. Easier dropdown tabs for different departments might help. Other than that leave it well alone.

it is always difficult to get to the right page as none of the options seem right, I can never get to the library page or school page with a lot of searching

Were the views of the residents taken into consideration when developing the site?

The site has been designed by the IT / for the IT. It is very user unfriendly and in my view not fit for purpose.

Council Agenda and Minutes should be easily found from the home site as these are the basis of the councils work and progress.

I object strongly to a local authority website having adverts in place. Whilst I understand these possibly go some way towards meeting the cost of running the site, they have no place on a LA information portal. If they were on the national govt web site, there would be a hell of a furore.

It is very complicated.

simplify

It was slow and timed out. Would be better if it looked more like the Government site Gov.com so people were familiar with a layout.

Too corporate looking.

Q36 Why have you never visited the Council website? Other comments

3 comments

I am not computer orientated

Did not know about it.

Do not have a computer

Q38 Which sites do you use on a regular basis? Other comments

1 comment

Local news websites

Q39 What do you use these sites for? Other comments

3 comments

Sport update

Q39 What do you use these sites for? Other comments
3 comments

Making professional contacts

Selling sites

Q42 Why have you never visited this site? Other comments
15 comments

I strongly disapprove of social media for various reasons. Nothing beats the personal touch!

Wasn't away

Unaware of their existence.

Never thought about it

Because I didn't know about it. See answer to previous question!

Not sure social media sites are the place for local government. The home website should be sufficient providing it has a chat page for conversations.

I wasn't aware of its existence. Never needed to.

Did not know you were on them.

Didn't know you used these sites.

Wasn't aware of the NEDDC use of these sites

Didn't know about it.

I do not have a computer.

Didn't know

Website visited when information needed.

Q45 How would you prefer find out about the Council, the decisions it makes and the activities it promotes? Other comments
42 comments

Children advise me.

By direct access - possibly via local member

Stalls at various Shows & Events where residents can talk to real human beings.

Your web site

For important decisions I think it should be emailed where possible

I get news from the Parish Council meetings and the TARA group who both use facebook and I attend meetings

We never now receive the Eckington Leader. I would say we have not had a copy for about 2 years.

Website

Email

Twitter

Would ring the Council or look on line if I needed any particular information.

TV News

Q45 How would you prefer to find out about the Council, the decisions it makes and the activities it promotes? Other comments
42 comments

Not really bothered

Internet search

website

Doorstopper

Leaflets. How do you know what is updated via the news.

Council website

Web Site

Social Media

online, via email

Website

The internet

A small mag in the summer promoting all the good things the council does.

specific newsletters / a user friendly web site

Direct communication via the postal system

E mails from the council dedicated to topics I choose. eg council decisions, planning, environmental.

Council's website

email or council website

THE COUNCIL WEB SITE!!

e-mail in certain circumstances

Doorsteppa

I don't receive the Eckington Leader but it would be nice if I did.

We no longer get the 'Leader' magazine in Killamarsh

Need the Eckington Leader delivered to Killamarsh again. Very useful info in it.

Not really interested

Facebook

library

We don't receive the free magazines ie Twist, Reflections or Image

A Council own website constantly updated.

by post

Newsletter

3.4 Data Tables

Information about your Council and its Services

'The NEWS' Magazine

Q25 Do you receive a copy of North East Derbyshire District Council's magazine for residents 'The NEWS'?

<i>Base: Valid responses (239)</i>	%	Number
Yes	93	222
No	5	13
Don't know	2	4

Q26. How much of 'The NEWS' do you usually read?

<i>Base: Valid responses (222)</i>	%	Number
All of it	44	97
Some of it	29	64
Very little	3	6
Just flick through	15	33
Only the bits that interest me	6	13
None of it	4	9

**Excluded from the calculations are those not answering (17)*

Q27 How would you rate 'The NEWS' on the following aspects...?

	Very good		Fairly good		Neither good nor poor		Fairly poor		Very poor		Don't know	
	%	No	%	No	%	No	%	No	%	No	%	No
<i>Base: Valid responses</i>												
Easy to read (base: 216)	44	95	43	92	9	19	-	-	1	1	4	9
Attractiveness (base: 213)	28	59	45	96	18	39	4	9	1	1	4	9
Relevant (base: 215)	28	60	44	95	17	37	4	9	1	2	6	12
Informative (base: 216)	34	73	46	100	10	22	4	8	1	2	5	11
Colourful (base: 215)	31	67	46	98	16	2	2	4	-	-	5	11
Interesting (base: 216)	21	46	51	109	17	36	5	11	2	4	5	10
Keeps me up to date (base: 216)	32	69	40	86	16	35	4	8	3	6	6	12
Well laid out (base: 214)	29	63	44	93	15	32	4	8	1	3	7	15

**Excluded from the calculations are those stating 'don't know' or not answering.*

Q28. Overall, how would you rate 'The NEWS'?

<i>Base: Valid responses (221)</i>	%	Number
Very good	26	57
Fairly good	48	106
Neither good nor poor	15	34
Fairly poor	5	11
Very poor	2	4
Don't know	4	9

**Excluded from the calculations are those not answering (18)*

Council Website

Q30 Have you ever visited North East Derbyshire District Council's website?

<i>Base: Valid responses (238)</i>	%	Number
Yes	50	118
No	50	120

**Excluded from the calculations are those not answering (1).*

Q31. What did you visit the website for?

Please choose all that apply

	%	Number
Report a problem	30	35
Pay a bill	9	10
News	13	15
Business information	2	2
Information on Planning issues	52	61
Leisure activities	34	40
Events	14	17
Applying for Council housing	2	2
Find Council opening times	12	14
Other	15	18

Q32 Did you find the information you were looking for?

<i>Base: Those that had visited website: valid responses (116)</i>	%	Number
Yes	90	104
No	10	12

**Excluded from the calculations are those not answering (123).*

Q33 Why didn't you find the information you were looking for?

Please choose all that apply

	%	Number
Search did not show relevant information	64	9
Unclear where to go to find the information	43	6
Too slow – timed out/gave up	7	1
Other	29	4

Q34 How easy did you find it to navigate around our website?

<i>Base: Those who had visited the website: valid responses (118)</i>	%	Number
Very easy	20	24
Fairly easy	59	69
Neither easy nor difficult	7	8
Fairly difficult	14	16
Very difficult	1	1

**Excluded from the calculations are those not answering (121)*

Q36 Why have you never visited the Council website?

<i>Base: Those who had not visited the website: valid responses* (161)</i>	%	Number
I have never needed to	48	57
I contact the Council in other ways	41	48
I don't have access to the internet	25	30
I don't want to use the internet	18	21
Not applicable	2	2
Other	3	3

**Excluded from the calculations are those not answering (78).*

Social Media

Q37 Do you use social media e.g. Facebook, Twitter etc?

<i>Base: Valid responses (238)</i>	%	Number
Yes	38	91
No	62	147

**Excluded from the calculations are those not answering (1).*

Q38 Which sites do you use on a regular basis?

<i>Base: Those who use social media: valid responses* (168)</i>	%	Number
Facebook	93	84
Twitter	24	22
LinkedIn	12	11
Instagram	13	12
Flickr	-	-
Pinterest	9	8
YouTube	32	29
Other	2	2

**Excluded from the calculations are those not answering (71).*

Q39 What do you use these sites for?

Please choose all that apply

	%	Number
Keeping in touch with family and friends	93	84
Making new friends	9	8
General information	54	49
Discounts/special offers	14	13
Taking part in competitions	7	6
Blogs	9	8
Getting up to date news	27	24
Downloading 'apps'	2	2
Other	3	3

Q40 Are you aware North East Derbyshire District Council has the following pages/accounts on social media sites?

	Yes		No	
	%	Number	%	Number
Facebook	24	56	76	179
Twitter	19	45	81	189
You Tube	9	21	91	213
Instagram	8	18	92	214
Flickr	7	15	93	214

**Excluded from the calculations are those not answering.*

Q41 Have you ever used any of our social media sites before?

	Yes		No	
	%	No.	%	No.
Facebook	5	11	95	224
Twitter	3	8	97	224
You Tube	3	7	97	224
Instagram	-	1	100	230
Flickr	1	2	99	227

**Excluded from the calculations are those not answering.*

Q42 Why have you never visited this site(s)?

Please choose all that apply

	%	Number
I have never needed to	48	112
I contact the Council in other ways	46	106
I don't have a Twitter/Facebook account	28	66
I don't have an Instagram or Flickr account	34	78
I don't want to use social media	43	99
Other	6	15

Other Local Media

Q43 Which of the following local media do you currently use?

Please choose all that apply

Q44 How do you usually find out about North East Derbyshire District Council, the decisions it makes and the activities it promotes?

Please choose all that apply

Q45 How would you prefer to find out about the Council, the decisions it makes and the activities it promotes?

Please choose all that apply

	Q43		Q44		Q45	
	%	No.	%	No.	%	No.
The Council's magazine, "The NEWS"	71	166	74	167	80	174
Derbyshire Times	35	83	31	69	33	71
Dronfield Advertiser	7	17	5	11	4	8
Sheffield Star	11	26	6	13		
Reflections magazine	23	53	15	33	14	31
Wings magazine	10	24	7	16	9	20
Southside magazine	9	20	5	11	4	9
Image magazine	9	21			5	10
Dronfield Eye magazine	29	69	25	57	22	48
Chesterfield Shoppers' Guide	14	33	5	12	4	9
BBC Radio Sheffield	20	48	11	25	10	21
Peak FM	17	39	6	14	8	18
Eckington Leader	-	1	-	1	3	6
Sheffield Telegraph	3	8	2	4	2	4
Twist magazine	2	4	-	1	1	2
BBC Radio Derby	5	11	2	4	2	5
Hallam FM	5	11	1	2	1	2
Gem FM	1	2	-	-	1	1
Chesterfield Post (website)	1	3	1	2	1	3
None of the above	7	17	-	-	-	-
Other	-	-	18	40	14	30

Internet Access

Q46 How do you access the internet?

Please choose all that apply

<i>Base: all with internet access* (218)</i>		
	%	Number
Home PC	73	159
Work PC	15	32
Tablet	45	98
Mobile phone	41	90
Internet café/library	-	2

**Excluded from the calculations are those not answering and those having no internet access*

Q47 If you currently have no internet access, please choose one of the following answers which best describes you....?

<i>Base: Valid responses* (37)</i>	%	Number
I have no plans to get access to the internet	89	33
I plan to get internet access in the next year	-	-
I plan to get internet access but not in the next year	-	-
I am thinking of getting internet access but have no timescale in mind	11	4

**Excluded from the calculations are those not answering (194) and those answering 'not applicable' (8)*

3.5 Trend Data

Information about your council and its services

The Council's Magazine For Residents, "the NEWS"

Q Do you receive a copy of "the NEWS"?

	2017	2015	2013	2012	2011	2010	2009	2008	2007	2005	2004	2003*
	%	%	%	%	%	%	%	%	%	%	%	%
Yes	93	93	87	91	93	91	93	93	91	82	78	79
No	5	4	4	7	5	8	5	4	6	12	13	15
Don't know	2	3	9	2	3	2	1	3	3	4	9	6

* Publication was called NED News at this time

Q How much of each issue of "the NEWS" do you generally read?

	2017	2015	2013	2012	2011	2010	2009	2008	2007	2004
	%	%	%	%	%	%	%	%	%	%
All of it	44	34	51	40	38	36	40	40	39	32
Some of it	29	39	36	41	42	38	43	38	41	52
Very little	3	2	2	4	5	3	4	4	3	5
Just flick through	15	15	6	8	9	13	8	12	11	10
None of it	4	3	3	3	2	3	1	2	2	1
Only the bits that interest me**	6	8	-	-	-	-	-	-	-	-
Do not receive a copy*	-	-	3	5	4	7	4	3	4	n/a

*This option was added in 2007 and last asked in 2015

** option added in 2015

Q How would you rate “the NEWS” on the following aspects?

(Please X one box per row)

	Very Good				Fairly Good				Neither				Fairly Poor				Very Poor				Don't know			
	17	15	13	12	17	15	13	12	17	15	13	12	17	15	13	12	17	15	13	12	17	15	13	12
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Easy to read	44	41	41	38	43	46	45	46	9	10	7	10	-	2	3	2	1	-	1	1	4	-	3	5
Attractiveness	28	27	27	24	45	49	48	43	18	20	17	22	4	4	3	4	1	1	1	2	4	-	3	5
Relevant	28	27	23	23	44	47	51	47	17	20	18	18	4	3	3	5	1	2	2	2	6	-	3	6
Informative	34	35	29	26	46	47	47	46	10	14	16	17	4	3	3	4	1	2	2	2	5	-	4	5
Colourful	31	31	25	23	46	41	40	38	16	25	26	28	2	2	3	4	-	1	2	1	5	-	4	6
Interesting	21	25	21	18	51	44	43	43	17	24	25	25	5	5	4	7	2	2	3	3	5	-	4	5
Keeps me up to date	32	29	23	23	40	44	46	44	16	20	20	21	4	3	5	5	3	3	3	2	6	-	4	5
Well laid out	29	32	26	21	44	39	39	42	15	24	26	26	4	3	5	4	1	2	2	1	7	-	3	6

Q Overall, how would you rate “the NEWS”?

	2017	2015	2013	2012	2011	2010	2009	2008	2007	2005
	%	%	%	%	%	%	%	%	%	%
Very good	26	26	25	21	21	18	22	23	20	19
Fairly good	48	51	50	49	49	54	56	56	56	56
Neither	15	15	16	20	17	13	13	10	13	20
Fairly poor	5	4	4	2	7	6	5	4	3	4
Very poor	2	2	2	3	1	3	1	2	2	1
Don't know*	4	3	3	5	6	7	4	5	6	-

**This option was added in 2007*

Council Website

Q30 Have you ever visited North East Derbyshire District Council's website?

	June 2017	June 2015
<i>Base: Valid responses</i>	238 %	504 %
Yes	50	44
No	50	56

Q31. What did you visit the website for?

Please choose all that apply

	June 2017	June 2015
	%	%
Information on Planning issues	52	38
Leisure activities	34	24
Report a problem	30	24
Events	14	12
News	13	17
Find Council opening times	12	8
Pay a bill	9	9
Business information	2	5
Applying for Council housing	2	1
Other	15	21

Q32 Did you find the information you were looking for?

	June 2017	June 2015
<i>Base: Those that had visited website</i>	116 %	212 %
Yes	90	90
No	10	10

Q33 Why didn't you find the information you were looking for?

Please choose all that apply

	June 2017	June 2015
	%	%
Search did not show relevant information	64	59
Unclear where to go to find the information	43	36
Too slow – timed out/gave up	7	18
Other	29	9

Q34 How easy did you find it to navigate around our website?

	June 2017	June 2015
<i>Base: Those who had visited the website</i>	118	209
	%	%
Very easy	20	35
Fairly easy	59	51
Neither easy nor difficult	7	8
Fairly difficult	14	6
Very difficult	1	1

Q36 Why have you never visited the Council website?

	June 2017	June 2015
<i>Base: Those who have not visited the website</i>	161	364
	%	%
I have never needed to	48	48
I contact the Council in other ways	41	39
I don't have access to the internet	25	26
I don't want to use the internet	18	18
Not applicable	2	3
Other	3	3

Social Media

Q37 Do you use social media e.g. Facebook, Twitter etc?

	June 2017	June 2015
<i>Base: Valid responses</i>	238	503
	%	%
Yes	38	33
No	62	67

Q38 Which sites do you use on a regular basis?

	June 2017	June 2015
<i>Base: Those who use social media</i>	168	251
	%	%
Facebook	93	94
Twitter	24	29
LinkedIn	12	15
Instagram	13	12
Flickr	-	8
Pinterest	9	3
YouTube	32	2
Other	2	1

Q39 What do you use these sites for?

Please choose all that apply

	June 2017	June 2015
	%	%
Keeping in touch with family and friends	93	87
Making new friends	9	60
General information	54	33
Discounts/special offers	14	16
Taking part in competitions	7	16
Blogs	9	10
Getting up to date news	27	9
Downloading 'apps'	2	5
Other	3	6

Q40 Are you aware North East Derbyshire District Council has the following pages/accounts on social media sites?

	Yes		No	
	June 2017	June 2015	June 2017	June 2015
	%	%	%	%
Facebook	24	17	76	83
Twitter	19	15	81	85
You Tube	9	10	91	90
Instagram*	8	n/a	92	n/a
Flickr*	7	n/a	93	n/a

*First asked in 2017

Q41 Have you ever used any of our social media sites before?

	Yes		No	
	June 2017	June 2015	June 2017	June 2015
	%	%	%	%
Facebook	5	3	95	98
Twitter	3	2	97	99
You Tube	3	2	97	98
Instagram*	-	n/a	100	n/a
Flickr*	1	n/a	99	n/a

*First asked in 2017

Q42 Why have you never visited this site(s)?

Please choose all that apply

	June 2017	June 2015
	%	%
I have never needed to	48	39
I contact the Council in other ways	46	38
I don't have a Twitter/Facebook account	28	28
I don't have an Instagram or Flickr account*	34	n/a
I don't want to use social media	43	48
Other	6	7

*Statement introduced in 2017

Internet Access

Q46 How do you access the internet?

Please choose all that apply

	June 2017	June 2015
	%	%
Home PC	73	85
Work PC	15	20
Tablet	45	47
Mobile phone	41	36
Internet café/library	-	-

Q47 If you currently have no internet access, please choose one of the following answers which best describes you....?

	June 2017	June 2015
<i>Base: Valid responses</i>	37	195
	%	%
I have no plans to get access to the internet	89	79
I plan to get internet access in the next year	-	1
I plan to get internet access but not in the next year	-	1
I am thinking of getting internet access but have no timescale in mind	11	18

4. Contacting the Council

To help improve customer access to our services, North East Derbyshire District Council have increased the ways you 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 you can contact the Council and to enhance your customer experience. We asked the views of the Panel to help guide us when making further improvements to the service.

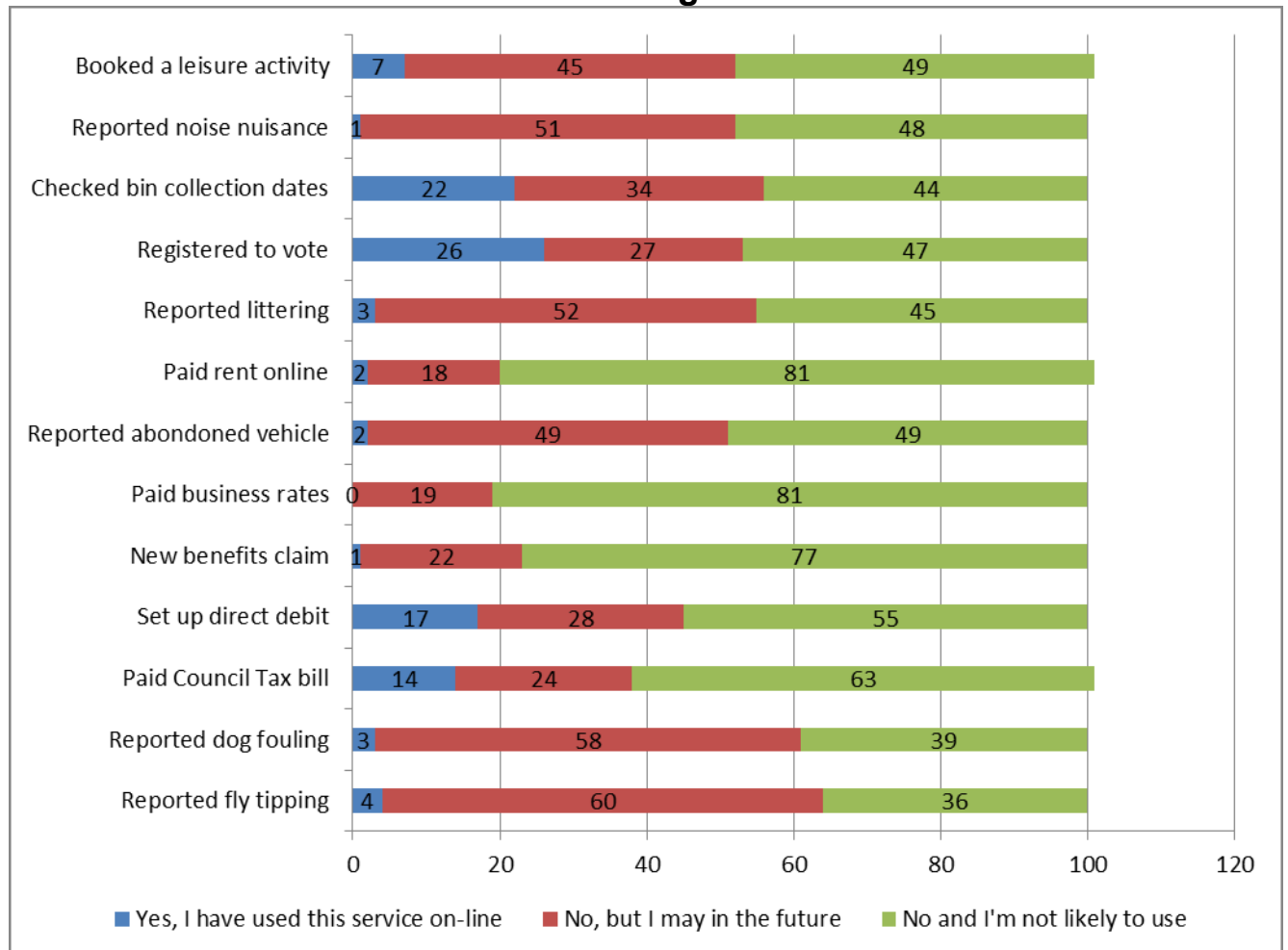
4.1 Executive Summary

- The majority of respondents claim not to have used the NEDDC on-line services for booking, payment and reporting. However, many feel they may use the facility in the future.
 - 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 and paying their Council Tax bill.
 - The topics that most think they will use in the future are: reporting fly-tipping, reporting dog fouling, reporting littering reporting noise nuisance and reporting an abandoned vehicle.
 - Only four people claimed to have used 'web chat' and a further 78 think they may do in the future. The majority (108 people) say they are unlikely to use 'web chat' in the future.
 - Respondents felt that 10 working days was an acceptable time to wait for a response following an investigation into a formal complaint.
-

4.2 Survey Findings

The majority of respondents claim not to have used the NEDDC on-line services for booking, payment and reporting. However, many feel they may use the facility in the future.

Q Have you ever booked, paid for, or reported, any of the following NEDDC services on-line through our council website?

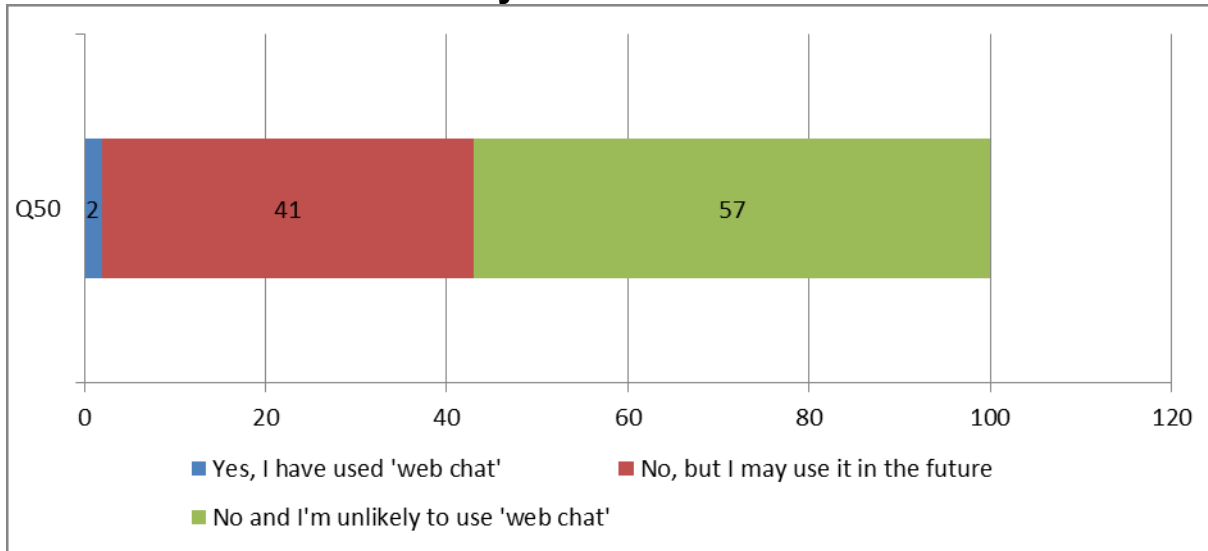


The topics that respondents had already used were: registering to vote, checking bin collection dates, setting up a direct debit to pay bills and paying their Council Tax bill.

The topics that most think they will use in the future are: reporting fly-tipping, reporting dog fouling, reporting littering reporting noise nuisance and reporting an abandoned vehicles.

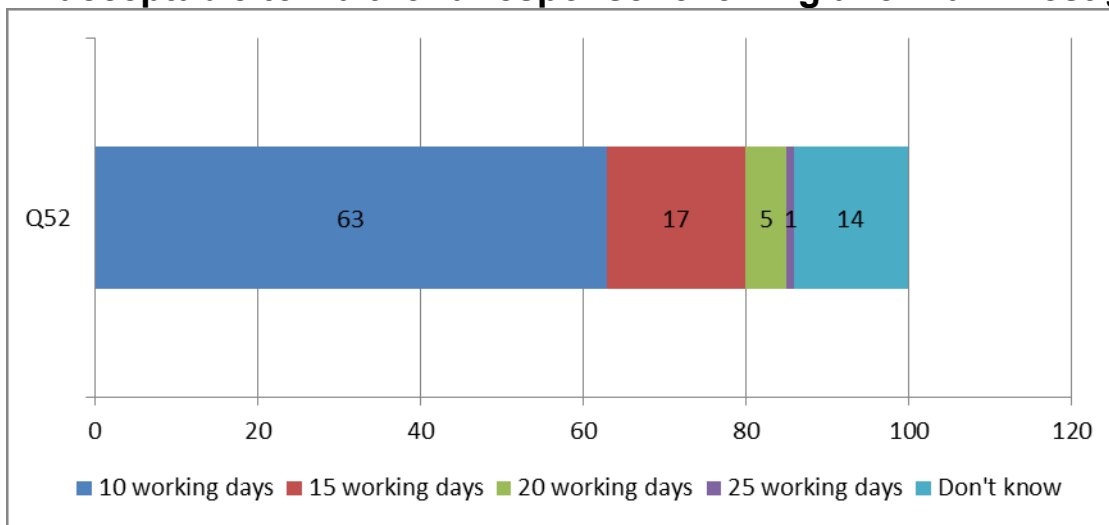
Suggestions for other topics which could make use of on-line interactive technology related to planning, bulky waste collection and making an appointment to see a councillor. Other suggestions tended to relate to topics which are mainly the responsibility of County Council such as pot-holes, pavement repairs, roads and traffic and parking issues.

Q Have you ever used 'web chat'



Only four people (2% of those responding) claimed to have used 'web chat' and a further 78 respondents (41%) think they may do in the future. The majority (108 people, 57%) say they are unlikely to use 'web chat' in the future.

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 (63%) felt that 10 working days was an acceptable time to wait for a response following an investigation into a formal complaint.

4.3 Open Comments

Contacting the Council

Q49 Which other services or issues would you like to be able to book, pay for or report on-line? 21 comments
Anything where it is feasible for this method to be used.
Potholes using maps?
Parking issues
Environment around us - parking, state of pavements, roads and traffic.
Anything. Much prefer online than telephone
I have used the council web site for tracking etc Planning Applications which directly impact my property and have processed therein my comments. I need to make the point it is user unfriendly and not fit for purpose
Bulky waste pick up.
pavement parking - the Police say it's a council responsibility but the council seems to take no action
Suspected breach of planning
Report noise nuisance
To see the councillor
Unsure
None
None - you can't beat the personal touch & your phone staff are always friendly, efficient & helpful.
None I would rather speak to someone then I know it's been logged.
None. Would use telephone.
None (at present)
None
None
None
None that I can think of
Q51. Do you have any comments about the 'web chat' service? 8 comments
Only used it once but it served its purpose.
Wasn't aware it was available
Never heard of it before, more information would be useful
It was slow, I had to keep clicking on many times before it went through.
Not always good
Related to Q52- I would expect an acknowledgement in 10 days- but could wait longer for the outcome to the formal investigation
No
Not yet

June Citizen Panel Number



North East Derbyshire District Council CITIZENS' PANEL - JUNE 2017

**Please return completed questionnaires
by Friday 30th June 2017**

Each survey form is scanned electronically so it is important to complete your form in the following way:-

Write clearly using BLOCK CAPITALS like this **J O E B L O G G S**

Use black or blue pen not pencil. Use a cross and please keep the mark in the box

like this not like this

Ensure your comments are written inside the boxes provided, text outside the boxes will not be picked up when the forms are scanned,


like this not like this

If you make a mistake, just cross it out and mark the right box like this

If the question or page is not applicable, please leave it BLANK unless a 'non-applicable'

option is provided like this not like these **N/A**

Please mark one box only for each question unless otherwise stated.

 We will treat all information that you give in the strictest confidence. Your identity will never be revealed, or passed to another agency outside the partnership.

Domestic Waste Collection Service

North East Derbyshire District Council provides a range of domestic waste collection services to all local residents. These include burgundy bin, black bin and green bin collections as well as collections of bulky household waste. We last asked how satisfied you were with these services in June 2015 and would like to continue monitoring to see if satisfaction levels have changed since then.

Burgundy Bin Recycling Service

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

(Please choose one answer only)

- Every fortnightly collection (go to Q3)
- Monthly (go to Q2).....
- Less than monthly (go to Q2)
- Never (go to Q2).....

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

(Please choose all that apply)

- | | |
|---|---|
| <p>If the bins were delivered to me..... <input type="checkbox"/></p> <p>If the collection service was more reliable..... <input type="checkbox"/></p> <p>If I had more information about what happens to the materials collected <input type="checkbox"/></p> <p>If I had more information on what I could recycle..... <input type="checkbox"/></p> | <p>If I was better informed about the kerbside recycling services..... <input type="checkbox"/></p> <p>If I had help presenting my bins on collection day..... <input type="checkbox"/></p> <p>Nothing would persuade me to start recycling/ recycle more <input type="checkbox"/></p> <p>Already recycle all I can..... <input type="checkbox"/></p> <p>Other (please select and then write in below) <input type="checkbox"/></p> |
|---|---|

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

(Please choose one answer only)

- | | | | | | |
|--------------------------|--------------------------|---|----------------------------|--------------------------|--------------------------|
| <i>Very Satisfied</i> | <i>Fairly Satisfied</i> | <i>Neither satisfied nor dissatisfied</i> | <i>Fairly dissatisfied</i> | <i>Very dissatisfied</i> | <i>Not applicable</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q4 Do you have any other comments about the burgundy bin recycling service?

Green Bin Composting Service

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

Q5 How often do you use the green bin kerbside composting service during the collection period (March to November)? (Please choose one answer only)

- Every fortnightly collection (go to Q6).....
- Monthly (go to Q6).....
- Less than monthly (go to Q6)
- Never (go to Q9).....

Q6 Do you use the green bin composting service to dispose of... (Please choose one answer only)

- Both garden waste and food waste (go to Q8).....
- Garden waste only (go to Q7)
- Food waste only (go to Q8)
- Do not use the green bin service (go to Q9).....

Q7 If you answered 'garden waste only', what would persuade you to start using the green bin to dispose of your food waste too? (Please choose all that apply)

- If the collection service was more reliable
- If I had more information about what happens to the materials collected.....
- If I had more information about what I could put in the green bin.....
- If I had help presenting my bins on collection day
- Nothing would persuade me to start using the service more
- I already compost all I can.....
- Other (please choose and specify in the box below).....

Q8 How often during the collection period (March to November) do you use your green bin to recycle food waste? (Please choose one answer only)

- | | | | |
|-----------------------------------|--------------------------|------------------------|--------------------------|
| Every fortnightly collection..... | <input type="checkbox"/> | Less than monthly..... | <input type="checkbox"/> |
| Monthly..... | <input type="checkbox"/> | Never..... | <input type="checkbox"/> |

Q29 Is there any other information or subject matter that you would like to see covered in future editions of 'The NEWS'?

Council Website

Q30 Have you ever visited North East Derbyshire District Council's website?
(Please choose one answer only)

- Yes (go to Q31)
- No (Go to Q36)

Q31 What did you visit the website for? *(Please choose all that apply)*

- | | | | |
|-------------------------------------|--------------------------|--|--------------------------|
| Report a problem..... | <input type="checkbox"/> | Events..... | <input type="checkbox"/> |
| Pay a bill..... | <input type="checkbox"/> | Applying for Council housing..... | <input type="checkbox"/> |
| News..... | <input type="checkbox"/> | Find Council opening times..... | <input type="checkbox"/> |
| Business information..... | <input type="checkbox"/> | Other (please choose and specify below)..... | <input type="checkbox"/> |
| Information on Planning issues..... | <input type="checkbox"/> | | |
| Leisure activities..... | <input type="checkbox"/> | | |

Q32 Did you find the information you were looking for? *(Please choose one answer only)*

- Yes (go to Q34)
- No- why not? (Go to Q33)

Q33 Why didn't you find the information you were looking for? *(Please choose all that apply)*

- Unclear where to go to find the information.....
- Too slow- timed out/ gave up.....
- Search did not show relevant information.....
- Other (please specify below).....

Q34 How easy did you find it to navigate around our website?

(Please choose one answer only)

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very easy | Fairly easy | Neither | Fairly difficult | Very difficult |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q35 If you have any suggestions for improvement or other information you would like to see on our website, please note these below.

Q36 Why have you never visited the Council website? (Please choose all that apply)

- I have never needed to*.....
- I contact the Council in other ways eg telephone, email or visiting in person*.....
- I don't have access to the internet*.....
- I don't want to use the internet*
- Not applicable*.....
- Other (please choose and specify below)*

Social Media

Q37 Do you use social media e.g. Facebook, Twitter, Instagram etc (Please choose one answer only)

- Yes (go to Q38)*
- No (Go to Q40)*.....

Q38 Which sites do you use on a regular basis? (Please choose all that apply)

- | | |
|---|---|
| <i>Facebook</i> <input type="checkbox"/> | <i>Pinterest</i> <input type="checkbox"/> |
| <i>Twitter</i> <input type="checkbox"/> | <i>YouTube</i> <input type="checkbox"/> |
| <i>LinkedIn</i> <input type="checkbox"/> | <i>Other (please choose and specify below)</i> <input type="checkbox"/> |
| <i>Instagram</i> <input type="checkbox"/> | |
| <i>Flickr</i> <input type="checkbox"/> | |

Q39 What do you use these sites for? (Please choose all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| Keeping in touch with family and friends..... | <input type="checkbox"/> | Blogs..... | <input type="checkbox"/> |
| Making new friends..... | <input type="checkbox"/> | Getting up to date news..... | <input type="checkbox"/> |
| General information..... | <input type="checkbox"/> | Downloading 'apps'..... | <input type="checkbox"/> |
| Discounts/ special offers..... | <input type="checkbox"/> | Other (please choose and specify below)..... | <input type="checkbox"/> |
| Taking part in competitions..... | <input type="checkbox"/> | | |

Q40 Are you aware North East Derbyshire District Council has the following pages/ accounts on social media sites?

(Please choose one answer for each form of social media)

	Yes	No
Facebook	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>
YouTube	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>
Flickr	<input type="checkbox"/>	<input type="checkbox"/>

Q41 Have you ever used any of our social media sites before? (Please choose one answer for each social media site)

	Yes (Go to Q43)	No (Go to Q42)
Facebook	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>
YouTube	<input type="checkbox"/>	<input type="checkbox"/>
Instagram	<input type="checkbox"/>	<input type="checkbox"/>
Flickr	<input type="checkbox"/>	<input type="checkbox"/>

Q42 Why have you never visited this site(s)? (Please choose all that apply)

- I have never needed to.....
- I contact the Council in other ways eg telephone, email or visiting in person.....
- I don't have a twitter/facebook account.....
- I don't have a Instagram or Flickr account.....
- I don't want to use social media.....
- Other (please choose and specify below).....

Other local media

Q43 Which of the following local media do you currently use?
 (Please choose all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| <i>The Council's magazine, "the NEWS".....</i> | <input type="checkbox"/> | <i>Image magazine</i> | <input type="checkbox"/> |
| <i>Derbyshire Times.....</i> | <input type="checkbox"/> | <i>Dronfield Eye magazine.....</i> | <input type="checkbox"/> |
| <i>Eckington Leader.....</i> | <input type="checkbox"/> | <i>Chesterfield Shoppers' Guide.....</i> | <input type="checkbox"/> |
| <i>Dronfield Advertiser</i> | <input type="checkbox"/> | <i>BBC Radio Sheffield.....</i> | <input type="checkbox"/> |
| <i>Sheffield Star</i> | <input type="checkbox"/> | <i>BBC Radio Derby</i> | <input type="checkbox"/> |
| <i>Sheffield Telegraph.....</i> | <input type="checkbox"/> | <i>Peak FM</i> | <input type="checkbox"/> |
| <i>Reflections magazine</i> | <input type="checkbox"/> | <i>Hallam FM</i> | <input type="checkbox"/> |
| <i>Wings magazine</i> | <input type="checkbox"/> | <i>Gem FM.....</i> | <input type="checkbox"/> |
| <i>Twist magazine</i> | <input type="checkbox"/> | <i>Chesterfield Post (website).....</i> | <input type="checkbox"/> |
| <i>Southside magazine</i> | <input type="checkbox"/> | <i>None of the above</i> | <input type="checkbox"/> |

Q44 How do you usually find out about North East Derbyshire District Council, the decisions it makes and the activities it promotes? (Please choose all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| <i>'The Council's magazine, "The NEWS".....</i> | <input type="checkbox"/> | <i>Image magazine</i> | <input type="checkbox"/> |
| <i>Derbyshire Times.....</i> | <input type="checkbox"/> | <i>Dronfield Eye</i> | <input type="checkbox"/> |
| <i>Eckington Leader</i> | <input type="checkbox"/> | <i>Chesterfield Shoppers' Guide.....</i> | <input type="checkbox"/> |
| <i>Dronfield Advertiser</i> | <input type="checkbox"/> | <i>BBC Radio Sheffield.....</i> | <input type="checkbox"/> |
| <i>Sheffield Star</i> | <input type="checkbox"/> | <i>BBC Radio Derby</i> | <input type="checkbox"/> |
| <i>Sheffield Telegraph.....</i> | <input type="checkbox"/> | <i>Peak FM</i> | <input type="checkbox"/> |
| <i>Reflections magazine</i> | <input type="checkbox"/> | <i>Hallam FM</i> | <input type="checkbox"/> |
| <i>Wings magazine</i> | <input type="checkbox"/> | <i>Gem FM.....</i> | <input type="checkbox"/> |
| <i>Twist magazine</i> | <input type="checkbox"/> | <i>Chesterfield Post (website).....</i> | <input type="checkbox"/> |
| <i>Southside magazine</i> | <input type="checkbox"/> | <i>Other.....</i> | <input type="checkbox"/> |

Q45 How would you prefer to find out about the Council, the decisions it makes and the activities it promotes? (Please choose all that apply)

- | | | | |
|---|--------------------------|------------------------------------|--------------------------|
| 'The Council's magazine, "the NEWS" | <input type="checkbox"/> | Image magazine | <input type="checkbox"/> |
| Derbyshire Times..... | <input type="checkbox"/> | Dronfield Eye magazine..... | <input type="checkbox"/> |
| Eckington Leader..... | <input type="checkbox"/> | Chesterfield Shoppers' Guide..... | <input type="checkbox"/> |
| Dronfield Advertiser | <input type="checkbox"/> | BBC Radio Sheffield..... | <input type="checkbox"/> |
| Sheffield Star | <input type="checkbox"/> | BBC Radio Derby | <input type="checkbox"/> |
| Sheffield Telegraph..... | <input type="checkbox"/> | Peak FM | <input type="checkbox"/> |
| Reflections magazine | <input type="checkbox"/> | Hallam FM | <input type="checkbox"/> |
| Wings magazine | <input type="checkbox"/> | Gem FM..... | <input type="checkbox"/> |
| Twist magazine | <input type="checkbox"/> | Chesterfield Post (website)..... | <input type="checkbox"/> |
| Southside magazine | <input type="checkbox"/> | Other (please specify below) | <input type="checkbox"/> |

Internet access

Q46 How do you access the internet? (Please choose all that apply)

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------------|----------------------------------|
| <i>Home PC</i> | <i>Work PC</i> | <i>Tablet</i> | <i>Mobile phone</i> | <i>Internet cafe/
library</i> | <i>I have no internet access</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q47 If you currently have no internet access, please choose one of the following answers which best describes you...? (Please choose one answer only)

- | | |
|--|--------------------------|
| <i>I have no plans to get access to the internet.....</i> | <input type="checkbox"/> |
| <i>I plan to get internet access in the next year.....</i> | <input type="checkbox"/> |
| <i>I plan to get internet access but not in the next year.....</i> | <input type="checkbox"/> |
| <i>I am thinking of getting internet access but have no timescale in mind.....</i> | <input type="checkbox"/> |
| <i>Not applicable.....</i> | <input type="checkbox"/> |

Contacting the Council

To help improve customer access to our services, North East Derbyshire District Council have increased the ways you can contact us on-line 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 you can contact the Council and to enhance your customer experience. We would like your views on these methods to help guide us when making further improvements to the service.

Q48 Have you ever booked, paid for or reported, any of the following North East Derbyshire District Council services on-line through our council website?

(Please choose one answer for each service)

	<i>Yes, I have used this service on-line</i>	<i>No, but I may do in the future</i>	<i>No and I'm not likely to book or pay for Council services on-line</i>
Reported fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid my Council Tax bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set up a direct debit to pay a bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made a new benefits claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid business rates on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported an abandoned vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid my rent on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported littering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registered to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checked when my bin collection will be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reported noise nuisance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booked a leisure activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q49 Which other services or issues would you like to be able to book, pay for or report on-line?

Q50 North East Derbyshire District Council have set up a new online access channel called 'web chat' on their website which customers can use to contact us and have their queries answered.

Have you ever used 'web chat'? (Please choose one answer only)

Yes I have used 'web chat'

No, but I may use it in the future

No, I'm not likely to use 'web chat'

Q51 Do you have any comments about the 'web chat' service?

Formal Complaints

Q52 When making a formal complaint through the Council's 'Comments, Compliments or Complaints' system, what amount of time do you feel would be acceptable to wait for a response following a formal investigation?

(Please choose one answer only)

- 10 working days
- 15 working days
- 20 working days
- 25 working days
- Don't know.....

North East Derbyshire Town Centres

In 2015, North East Derbyshire District Council published its Housing and Economic Development Strategy for the district. A key element of this strategy was the regeneration of the 4 key town centres in the district - Clay Cross, Dronfield, Eckington and Killamarsh.

To help us to better understand the problems that each town centre is facing, as well as to help monitor how succesful regeneration projects have been in tackling these problems, the Council has created an annual 'Health Check' questionnaire. We are asking users of each town centre to complete the questionnaire and their responses will be analysed to help us to develop a picture of how each town centre is viewed, as well as help us to shape the work we will undertake, along with partners, to improve the towns and people's perceptions of them.

Q53 Which North East Derbyshire District town centre do you visit the most?

(Please choose one answer only)

- Clay Cross.....
- Dronfield
- Eckington
- Killamarsh.....
- None of these.....

Please answer the following questions based on the town you selected at Q53.

Q54 On average, how often do you visit this town centre (the one that you chose in Q53)? *(Please choose one answer only)*

- Daily
- Weekly
- Monthly.....
- Less frequently.....

Q59 **Would you say that the town centre you chose in Q53 is pedestrian friendly?**
 (Please choose one answer only)

Yes Don't know.....
 No

Q60 **What is your opinion of the number, type and variety of shops available in the town centre?** (Please choose one answer for each aspect)

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
Number of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q61 **What is your opinion of the number, type and variety of services available in the town centre (ie. Doctors, Banks, Hairdressers, Opticians etc.)?**
 (Please choose one answer for each aspect)

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
Number of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q62 **What is your opinion of the number, type and variety of places to eat and drink in the town centre?** (Please choose one answer for each aspect)

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>Don't know</i>
Number of places to eat and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of places to eat and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of places to eat and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q63 **What changes would you most like to see made to the town centre?**
 (Please choose all that apply)

Wider variety of shops
 More small-scale independent shops
 More large national stores
 Improved community facilities (e.g. community halls, libraries)
 More town centre living accomodation
 A wider range of better quality leisure facilities
 A wider range of services (e.g. doctors, banks, opticians etc)
 Better quality services
 Other (please specify below)

- Q64 Overall, would you say that the town centre is....?** *(Please choose one answer only)*
- Improving*.....
- Staying the same*.....
- Getting worse*
- Don't know*.....

About You

The following questions are about you and will help us to understand the views of different people living in the district. The information will only be used to help us analyse the results of the survey.

- Q65 Are you...?**
- Male*.....
- Female*.....

- Q66 How old are you?**
- | | | |
|---|---|---|
| <i>16-24 years</i> <input type="checkbox"/> | <i>45-54 years</i> <input type="checkbox"/> | <i>65-74 years</i> <input type="checkbox"/> |
| <i>25-34 years</i> <input type="checkbox"/> | <i>55-59 years</i> <input type="checkbox"/> | <i>75+years</i> <input type="checkbox"/> |
| <i>35-44 years</i> <input type="checkbox"/> | <i>60-64 years</i> <input type="checkbox"/> | |

- Q67 How would you describe your ethnic background?**
- White*
- Mixed heritage*.....
- Asian or Asian British*.....
- Black or Black British*.....
- Chinese*
- Other (Please specify below)*.....

- Q68 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?**
- Yes, limited a lot*
- Yes, limited a little*.....
- No*.....

- Q69 What is your postcode?**
-

**Thank you for completing the questionnaire.
Please return it using the freepost envelope provided by
Friday 30th June 2017**

This questionnaire is available in other formats. If you require a different format, have any queries or comments or would like to tell us of a change in your contact details please email:

**Debbie Whitehead, Customer Service & Improvement, North East Derbyshire District Council, Mill Lane, Wingerworth, Chesterfield, S42 6NG
Tel: 01246 217018 Email: debbie.whitehead@ne-derbyshire.gov.uk**