

RESULTS FROM RESIDENTS SURVEY

Business Scrutiny

The Council undertook a Residents Survey in November 2023 to help further understand resident perceptions of their local area and local services.

A total of 3,269 responses were received.

The results will help the Council improve our services and communications and provide valuable resident insight to help shape priorities for making North East Derbyshire a great place.

The results have been broken down to fit into each Committees remit.

The Committee now need to determine if there are elements from the survey findings that they wish to explore further and include on the Work Programme going forward.

Executive Summary

- Of the 3,269 responses to the survey, 2,732 respondents (83.6%) stated they were satisfied with their local area as a place to live.
- 2,108 respondents (64.5%) felt that they 'belong' to their local neighbourhood, 864 respondents (26.4%) neither agreed nor disagreed.
- 2,251 respondents (68.9%) agreed that people in their local area treat one another with respect, 638 respondents (19.5%) neither agreed nor disagreed.
- 1,953 respondents (59.7%) agreed that people from different backgrounds get on well together in their local area, 1,044 respondents (31.9%) neither agreed nor disagreed.
- 3,007 respondents (92.0%) felt safe when outside in their local area during the day, with 2,003 respondents (61.3%) stating they feel safe outside during the evening after dark and a further 595 respondents (18.2%) stating neither safe nor unsafe.
- From the 16 options provided within the survey, the respondents felt that the top 5 most important things in making somewhere a great place to live were 'feeling safe/low crime rate' (69.8%), 'access to nature/open spaces' (62.2%), 'access to health services' (57.3%), 'shops' (36.8%) and 'clean streets' (33.7%).
- From the 16 options provided within the survey, the respondents felt that the top 5 areas where improvement is required are: 'public transport provision' (41.8%), 'activities for older children/teenagers' (40.0%), 'shops' (32.2%), 'access to health services' (31.0%), 'feeling safe low crime rate' (29.4%).

- In respect of public services, most respondents were satisfied with their Local Hospital (62.1%), followed by Derbyshire Fire and Rescue Service (61.6%) and GP Service/Family Doctor (54.7%). Respondents were least satisfied with Derbyshire Police (44.2%), Local Bus Services (34.0%) and NHS Dental Services (28.6%).
- 2,135 of 3,050 respondents who expressed an opinion (70.0%), felt either 'very well' or 'fairly well' informed by North East Derbyshire District Council in respect of keeping residents informed about the services and benefits it provides.
- The top 5 methods respondents use to find out about the council's services and benefits provision are Council's 'The News' magazine (47.9%), Council's website (36.2%), Council's email bulletin (20.7%), Council's social media (18.0%) and Local newspaper/magazine (17.3%).
- 1,891 respondents (57.9%) were satisfied with the way North East Derbyshire District Council runs things, with 940 respondents (28.8%) being neutral and 438 respondents (13.4%) being dissatisfied. This would rank the council third in the list of local public service providers.

Findings

The findings from the survey have been extracted to what is potentially relevant to this Committee, and are below.

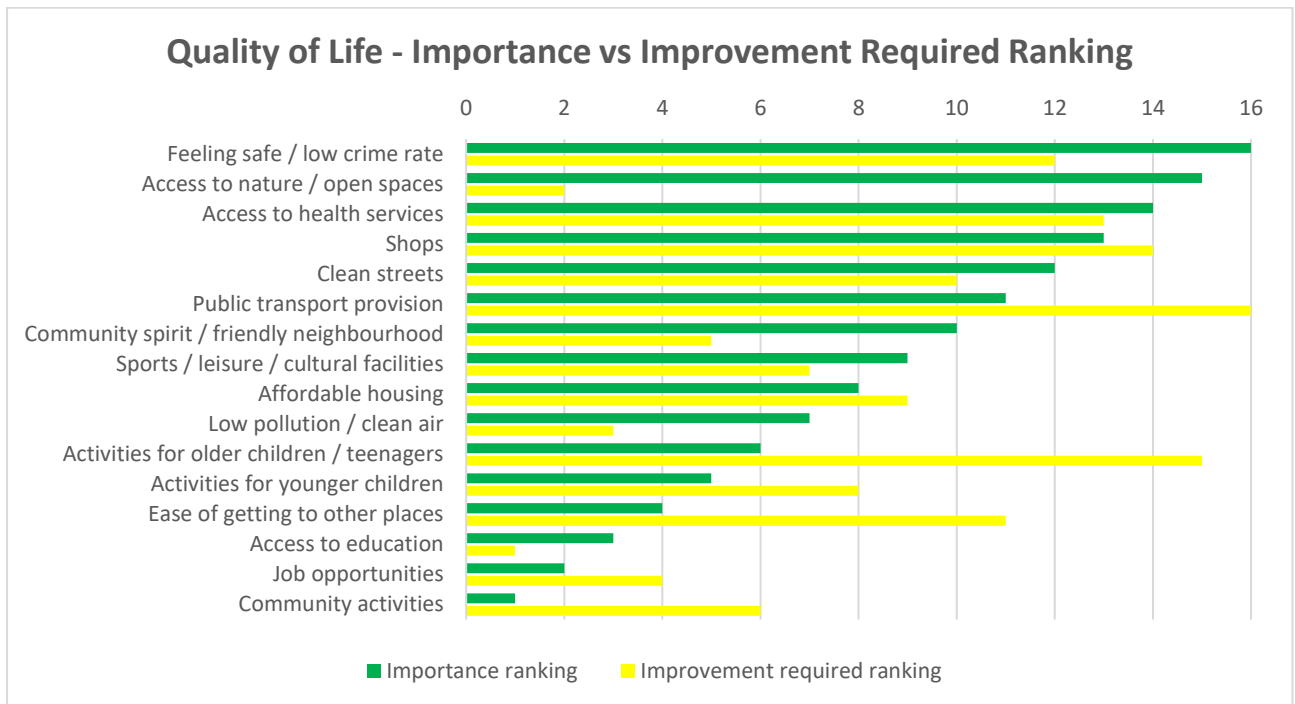
Quality of life

Respondents were given a list of 16 options and asked to select up to five that they felt were the most important in terms of making somewhere a great place to live. They were also asked to consider which, if any, of the list of 16 options where they felt improvement was required.

The table and graph below give an indication of the difference between the importance placed against the options criteria and the improvement required ranking.

Options	Importance ranking	Improvement required ranking	Differential
Feeling safe / low crime rate	1	5	4
Access to nature / open spaces	2	15	13
Access to health services	3	4	1
Shops	4	3	-1
Clean streets	5	7	2
Public transport provision	6	1	-5
Community spirit / friendly neighbourhood	7	12	5
Sports / leisure / cultural facilities	8	10	2

Affordable housing	9	8	-1
Low pollution / clean air	10	14	4
Activities for older children / teenagers	11	2	-9
Activities for younger children	12	9	-3
Ease of getting to other places	13	6	-7
Access to education	14	16	2
Job opportunities	15	13	-2
Community activities	16	11	-5



For the purpose of this Committee, *shops* was within the top 5 as being most important. With *job opportunities* also being selected as one of the top 16.

Items for Consideration

Given the remit of this Committee, the areas that have been flagged up in the survey as an area of importance were:

- Shops
- Job opportunities

The Committee need to determine whether they want to actively progress these areas as part of the future Work Programme.