

RESULTS FROM RESIDENTS SURVEY

Services 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.

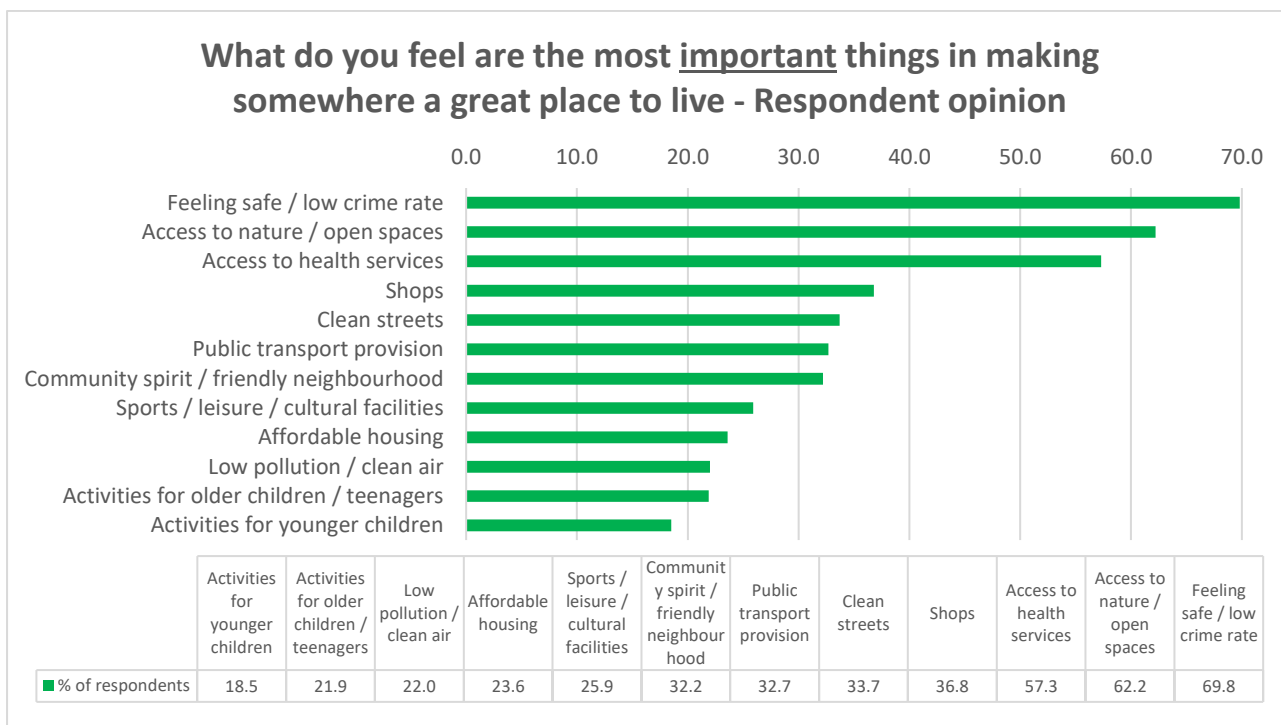
Quality of life

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.

For the purpose of this Committee, one of the top 5 options from the respondents' replies included *access to health services*, with *public transport provision* coming in as 6th most important. The table and graph below highlight the top 12 options selected by respondents.

Quality of Life Options	No. of respondents	% of respondents
Feeling safe / low crime rate	2282	69.8
Access to nature / open spaces	2032	62.2
Access to health services	1874	57.3
Shops	1203	36.8
Clean streets	1103	33.7
Public transport provision	1070	32.7
Community spirit / friendly neighbourhood	1052	32.2
Sports / leisure / cultural facilities	846	25.9
Affordable housing	771	23.6

Low pollution / clean air	718	22.0
Activities for older children / teenagers	715	21.9
Activities for younger children	606	18.5

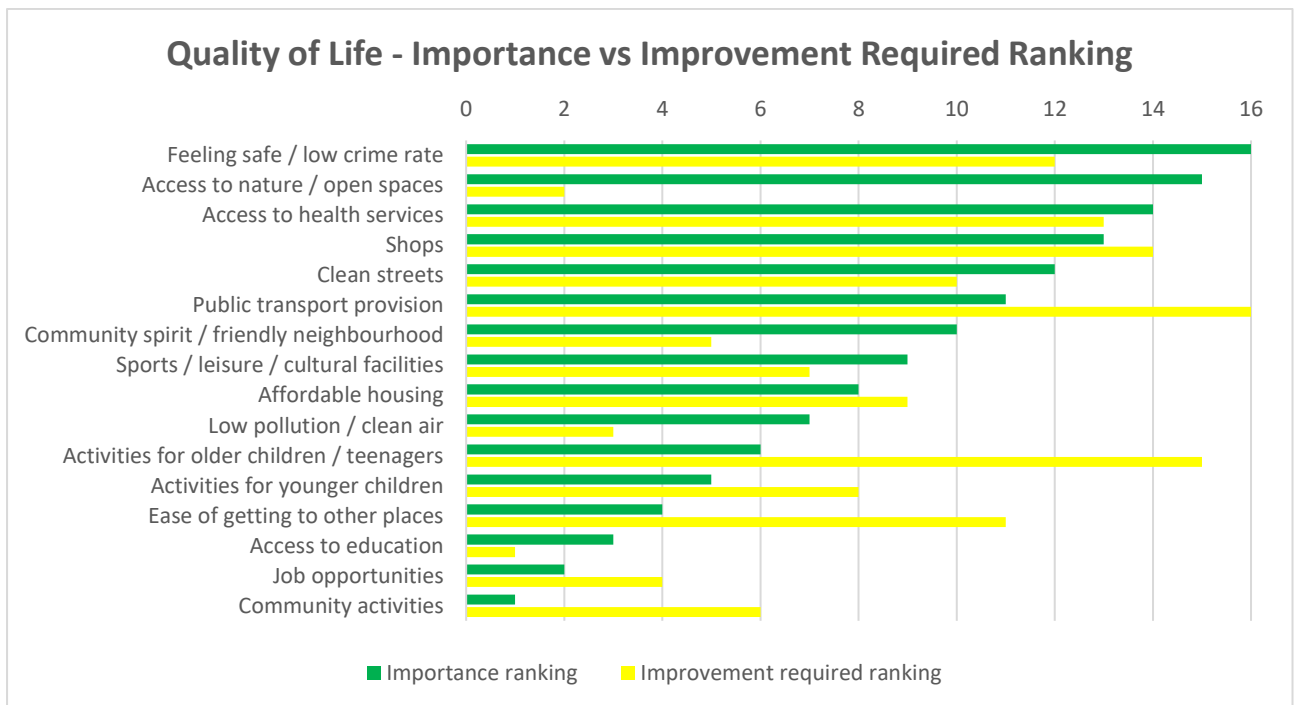


Respondents were also asked to consider which, if any, of the list of 16 options where they felt improvement was required. Both areas highlighted as important areas fell within the top 5 as areas needing improvement.

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

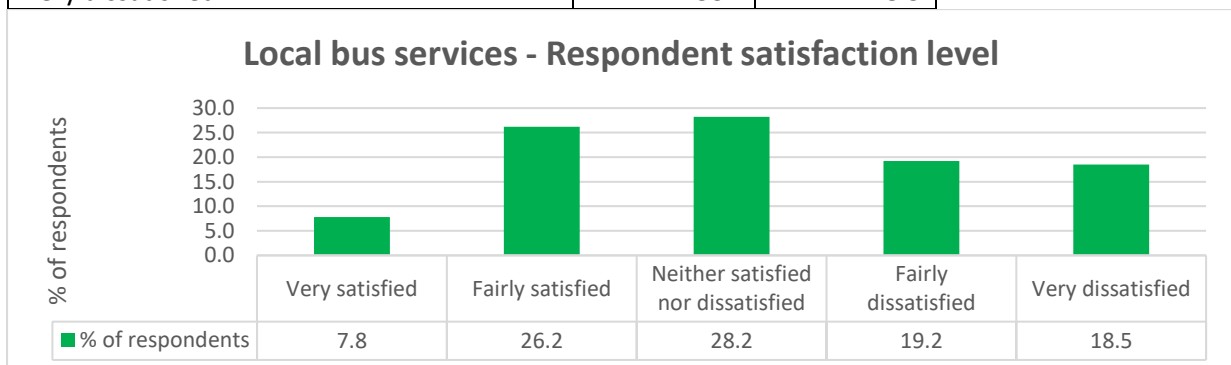
Access to education	14	16	2
Job opportunities	15	13	-2
Community activities	16	11	-5



Local public services

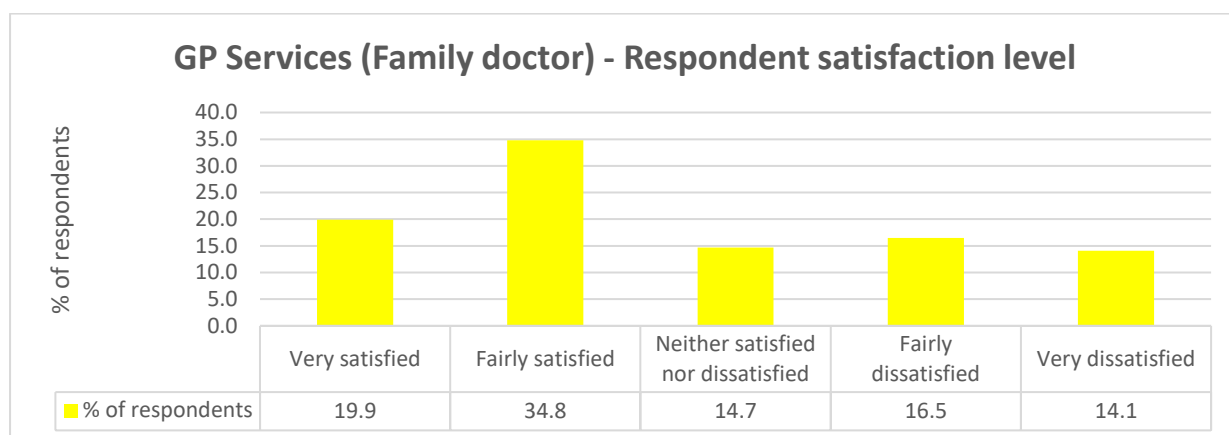
Respondents were asked to consider their satisfaction with various public services. Firstly, looking at local bus services, 34.0% were either 'very' or 'fairly' satisfied, 28.2% of respondents were neutral and 37.7% of respondents were either 'fairly' or 'very' dissatisfied.

	No. of respondents	% of respondents
Local bus services		
Very satisfied	226	7.8
Fairly satisfied	757	26.2
Neither satisfied nor dissatisfied	814	28.2
Fairly dissatisfied	554	19.2
Very dissatisfied	534	18.5



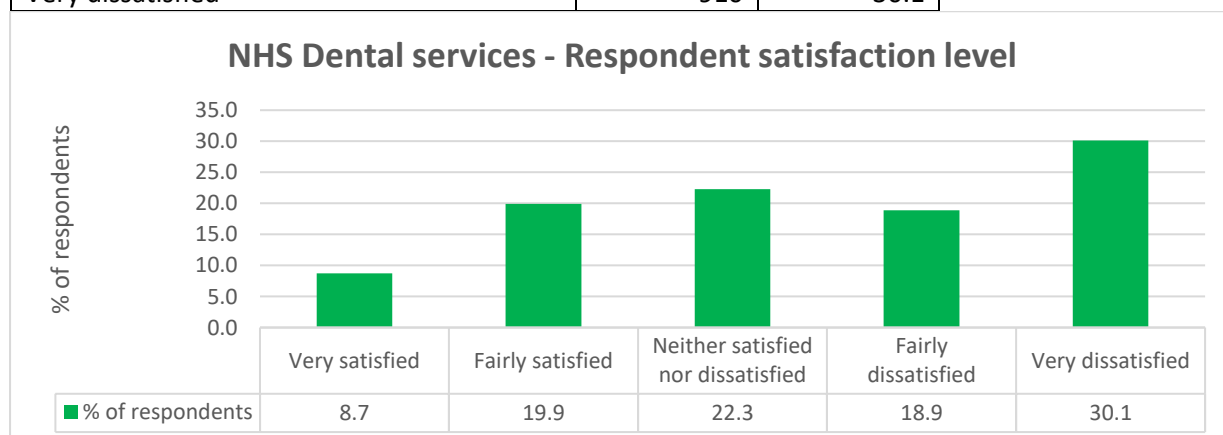
In respect of GP services/family doctor, 54.7% were either 'very' or 'fairly' satisfied, 14.7% of respondents were neutral and 30.6% of respondents were either 'fairly' or 'very' dissatisfied.

GP Services (Family doctor)	No. of respondents	% of respondents
Very satisfied	641	19.9
Fairly satisfied	1122	34.8
Neither satisfied nor dissatisfied	474	14.7
Fairly dissatisfied	533	16.5
Very dissatisfied	456	14.1



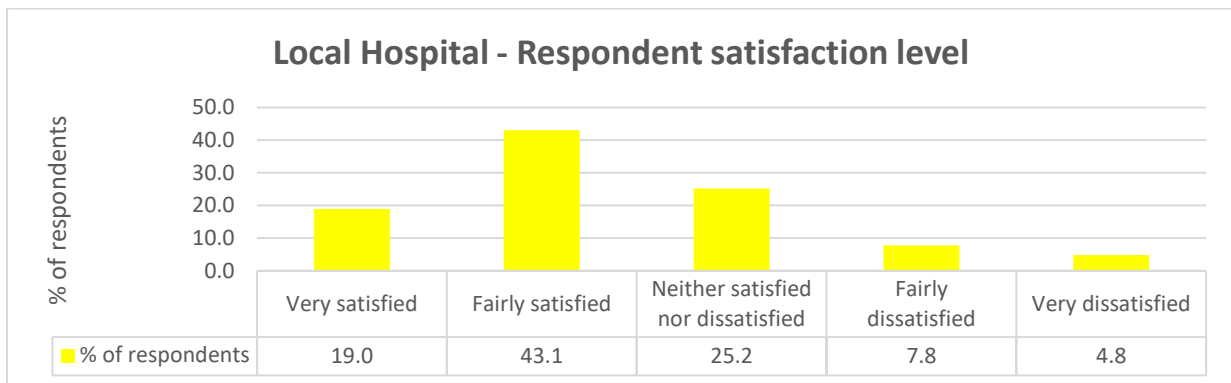
Looking at NHS Dental services, 28.6% were either 'very' or 'fairly' satisfied, 22.3% of respondents were neutral and 49.0% of respondents were either 'fairly' or 'very' dissatisfied.

NHS dental services	No. of respondents	% of respondents
Very satisfied	264	8.7
Fairly satisfied	600	19.9
Neither satisfied nor dissatisfied	674	22.3
Fairly dissatisfied	571	18.9
Very dissatisfied	910	30.1

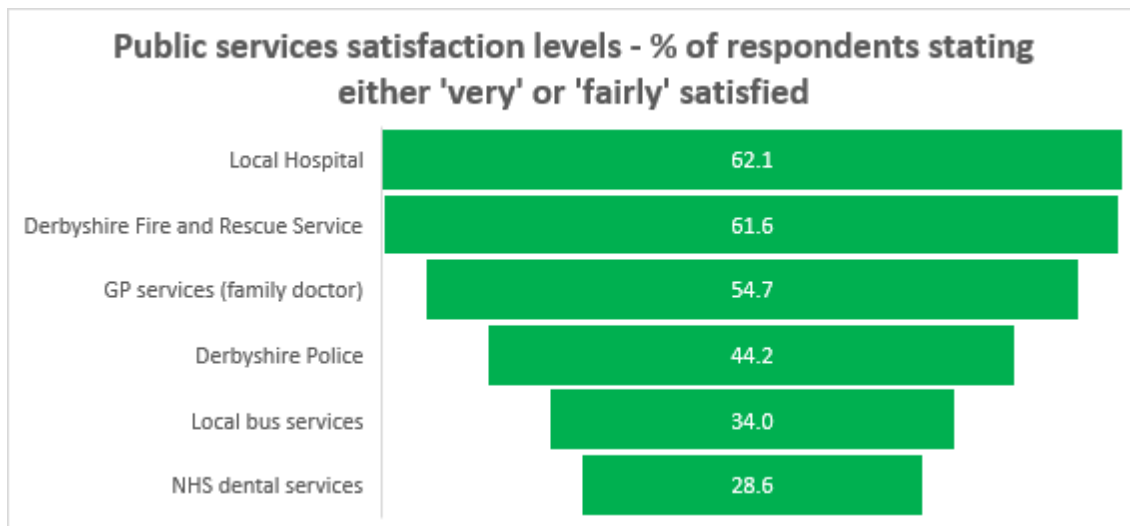


In respect of their Local hospital, 62.1% were either 'very' or 'fairly' satisfied, 25.2% of respondents were neutral and 12.6% of respondents were either 'fairly' or 'very' dissatisfied.

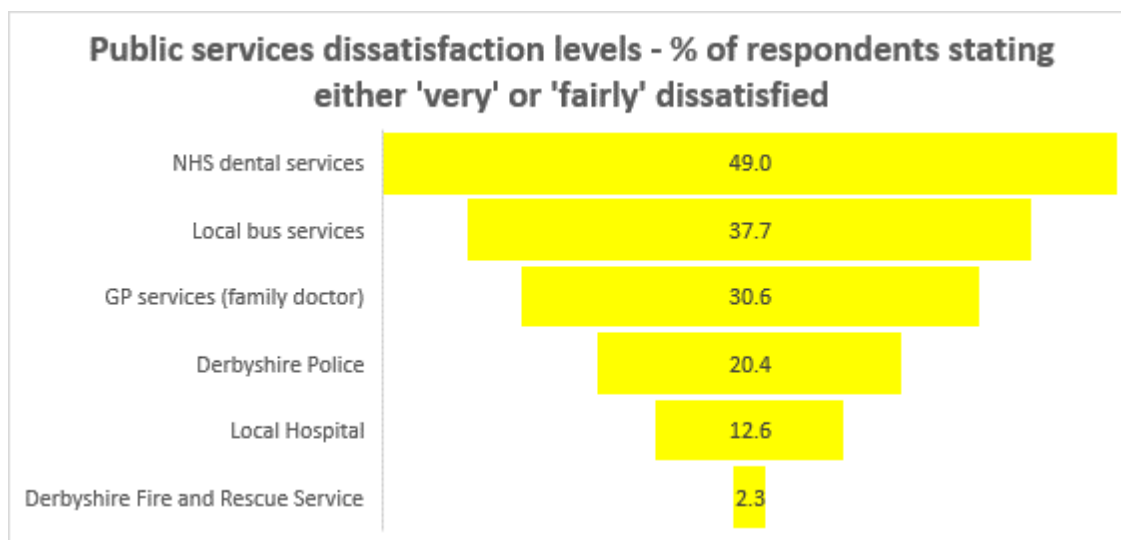
Local hospital	No. of respondents	% of respondents
Very satisfied	600	19.0
Fairly satisfied	1359	43.1
Neither satisfied nor dissatisfied	796	25.2
Fairly dissatisfied	247	7.8
Very dissatisfied	153	4.8



In terms of satisfaction comparisons of the six public service areas reviewed, respondent satisfaction was highest with the Local hospital, followed by Derbyshire Fire and Rescue Service and GP services/family doctor.



Conversely, of the six public service areas reviewed, respondent dissatisfaction was highest with NHS Dental services, followed by Local bus services and GP services.



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:

- Access to health services (with *NHS dental services* and *GP services/family doctor* being high on the list)
- Public transport provision

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