

Your Council Your Voice 2025

Residents Satisfaction Survey



Executive Summary

The 2025 Your Council Your Voice (YCYV) survey aimed to assess residents' satisfaction with their local area and the Council's services, ensure representation across the county, and identify areas for improvement in service delivery, communication, and overall quality of life.

Purpose of the Survey

The primary goal of this survey was to collect robust, representative feedback from Derbyshire residents regarding their perceptions of the local area and the County Council's performance. By analysing demographic variations, quality of life indicators, and preferences in communication and engagement, the Council seeks to align its strategic objectives and customer commitments with the lived experiences and priorities of its diverse communities.

Headlines

- **Resident Satisfaction:** 74% of respondents are satisfied with Derbyshire as a place to live, matching the national benchmark. However, only 39% are satisfied with how the Council runs things—well below the national average of 56%.
- **Safety:** 84% feel safe in their local area during the day, but this drops sharply to 55% after dark, which is significantly lower than national figures.
- **Council Communication and Engagement:** 31% believe the Council keeps residents informed about decisions, and only 22% agree the Council provides value for money.

- **Demographic Insights:** Satisfaction and perceptions vary by age, ethnicity, disability, sexual orientation, and locality. For instance, residents from BME backgrounds and the most deprived areas report higher satisfaction with the Council, even as overall satisfaction remains low.
- **Customer Experience:** Ease of contact is crucial—those who found it easy to contact the Council are significantly more likely to be satisfied and to trust the Council.
- **Quality of Life Priorities:** The top factors for making Derbyshire a good place to live are safety, quality health and social care, road and pavement repairs, clean streets, and good schools. Road and pavement repairs, healthcare access, and safety are the areas residents most want to see improved.
- **Spending and Savings:** Residents support joint working with other councils to save money, while increasing Council Tax is the least popular option.

Drivers of satisfaction

Several key measures have been identified as drivers of overall satisfaction with the Council. Analysis shows that a relatively large proportion of respondents who express positive views on these measures are also likely to be satisfied with how the Council runs things. Conversely, satisfaction with how the Council runs things declines amongst those who hold negative perceptions of these factors.

Key drivers of satisfaction with how the Council runs things are:

- **Provides value for money** (86% of those positive on this measure were very or fairly satisfied with how the Council runs things)
- **Works together to achieve positive outcomes** (81% of those positive on this measure were very or fairly satisfied with how the Council runs things)
- **Is responsible, open and honest** (80% of those positive on this measure were very or fairly satisfied with how the Council runs things)
- **Is open to new ideas** (80% of those positive on this measure were very or fairly satisfied with how the Council runs things)
- **Involves people in decision** making (77% of those positive on this measure were very or fairly satisfied with how the Council runs things)

Focusing activity to shift negative perceptions on these indicators towards a more positive outlook can potentially support work to improve overall satisfaction with how the Council runs things.

It is also encouraging to see that the latter three of these drivers align with the three customer commitments included within the Council Plan 2025 to 29.

Customer experience

Of those respondents who contacted the Council in the past 12 months the survey includes two measures which capture the level of satisfaction with their contact and ease of contact providing an understanding of their customer experience.

Ease of access strongly impacts respondent satisfaction with their contact with the Council, with 75% of respondents who found their contact easy being satisfied with how their contact was handled, while 64% who found it difficult to contact the Council were dissatisfied with their contact.

Respondents who were satisfied with their contact with the Council were also more satisfied overall with how the Council runs things (52%) and reported greater trust in the Council (54%) compared to 39% and 45% among all respondents.

High ‘middle ground’

As with the 2024 results, those measures with a middle ground option, such as ‘neither satisfied nor dissatisfied’ or ‘neither agree nor disagree’, have all received high levels of response. Examples include satisfaction with how the Council runs things (36%), value for money (38%), and involves people in decision making (31%). Focus groups arranged with respondents from the 2024 survey revealed that this was most likely due to a lack of clarity and information about the Council and what it does.

High proportion of ‘Don’t know’ responses

As is standard practice in experience/perception surveys many questions had an option for ‘Don’t know’ which in itself can be a strong response to a particular question, informing us where more work or information is needed. While some questions saw less than 5% ‘Don’t know’ responses, others exceeded 15%. Focus group feedback again points to insufficient information about the Council as the main cause and these results will be explored in more detail throughout the main report.

Conclusions

The survey reveals that while general satisfaction with living in Derbyshire remains high, there are clear areas for improvement in how the Council operates and communicates. Trust in the Council and perceptions of value for money are relatively low, and many residents remain uncertain or neutral on key performance measures. A significant portion of the public lack awareness of the Council's services and responsibilities, underlining the need for clearer, more proactive communication.

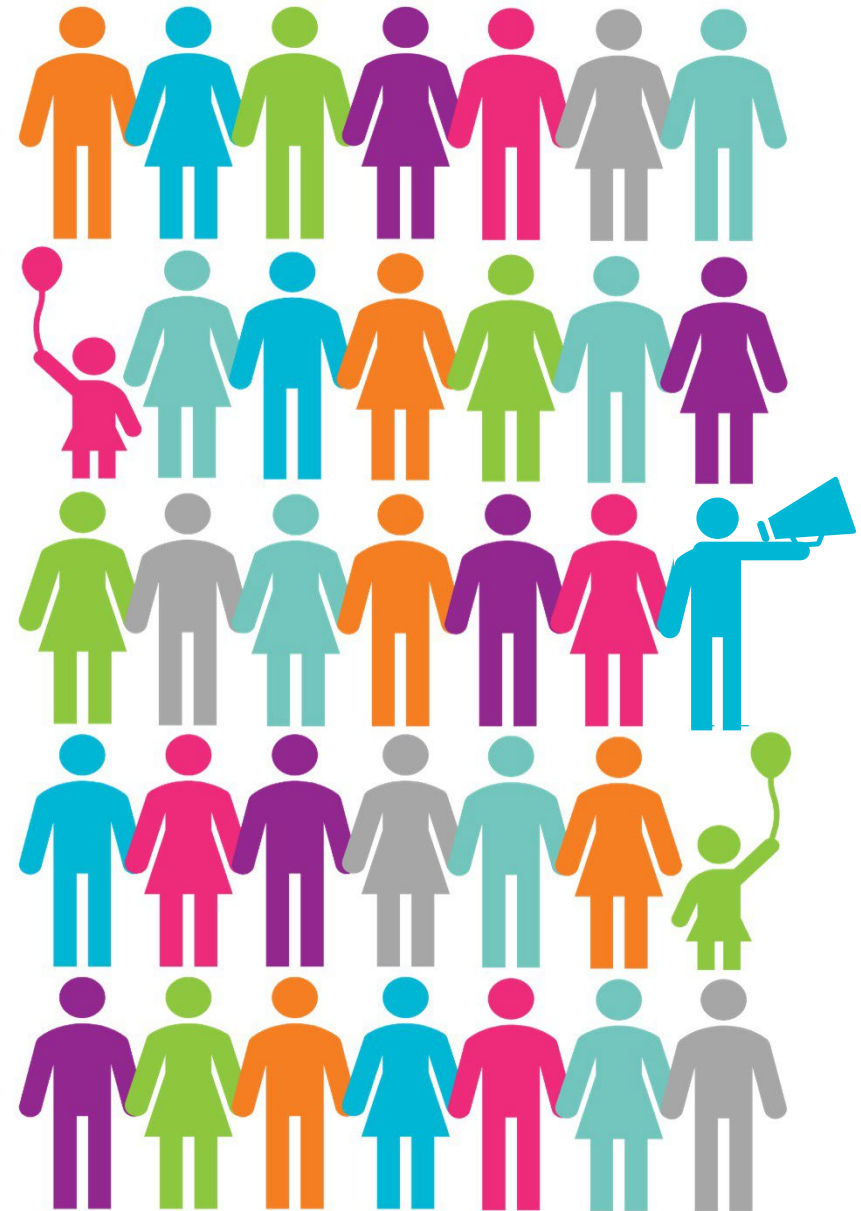
Recommendations

- Focus strategic efforts on five key drivers of satisfaction: value for money, achieving positive outcomes collaboratively, being responsible, open and honest, openness to new ideas, and involving residents in decision-making.
- Enhance customer experience by improving the accessibility and responsiveness of Council contact channels.
- Prioritise improvements in road and pavement repairs, healthcare services, and safety to address residents' most pressing quality of life concerns.
- Increase opportunities for engagement, feedback, and transparent communication to boost trust and clarify the Council's role and achievements.
- Continue to monitor and address the needs and perceptions of underrepresented and diverse demographic groups to ensure equitable service delivery and community cohesion.

In summary, this report provides a data-driven foundation for Derbyshire County Council's ongoing efforts to enhance public satisfaction, deliver effective services, and build stronger relationships with residents for the period 2025-2029 and beyond.

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Introduction

This report shares the main findings from the Your Council, Your Voice (YCYV) 2025 survey, which asked more than 2,200 people across Derbyshire about their views, experiences and priorities. It looks closely at important issues like how satisfied residents are with how the Council runs things, local services, how safe they feel, issues impacting their quality of life, how they prefer to communicate with the Council, what needs improving, and ideas for saving or raising money before the Council sets its budget. The report breaks down the results by different groups of residents and compares Derbyshire's results with national averages, highlighting both what the Council is doing well and where it needs to improve.

By focusing on what matters most to local people—such as fixing roads and pavements, access to health care, and feeling safe—this report gives useful information to help the Council make better decisions about future planning, spending, and how we deliver services.

As Derbyshire looks ahead, these findings will help support ongoing efforts to improve life for residents and create a Council that listens and responds to the needs of residents.

The survey results provide reliable evidence for checking how well the Council is doing. They will help shape the Council's plans for 2025 to 2029, guide financial decisions, and support strategies such as improving customer experience, improving service delivery, and other key policies across the Council.

Methodology

In 2025, the Council carried on its promise to listen to residents and be open about the way it works by running the Your Council Your Voice Survey (YCYV). Between 6 June and 10 August 2025, 2,266 residents took part, giving us valuable information to help plan and make decisions.

This survey, which first began in 2019, helps the Council better understand what matters to people living in Derbyshire. Like last year, an independent company, Information by Design (IByd) ran the survey using a 'knock and drop' method that helps reach a wide range of people aged 16 years and over, making sure that the group of people who took part (sample) was as representative as possible. Fieldworkers asked residents to fill out a paper questionnaire that was dropped off at selected households in Derbyshire. Help was available to anyone who needed it, and the company followed professional guidelines (MRS guidelines and Codes of Conduct) throughout. The survey is available as Appendix A.

The survey made sure to include people from different areas, backgrounds, ages, gender, ethnicities and people with disabilities (quotas). The results were adjusted to make sure no groups were over or under-represented (weighted). This method means we can be confident the results reflect the views of the whole population with a margin of error of +/- 2% at the 95% confidence interval¹, meaning that at a

¹ The confidence interval of 95% broadly means that if the methodology was repeated 100 times, 95% of the time the value for a particular question would fall within the margin of error.

county level, if 60% of residents said 'Yes' then the true figure is likely to be between 58% and 62%. The margin of error is larger for smaller areas, such as districts, ranging from about +/-5.6% in Amber Valley to +/-5.9% in Bolsover. More details are available in Appendix B.

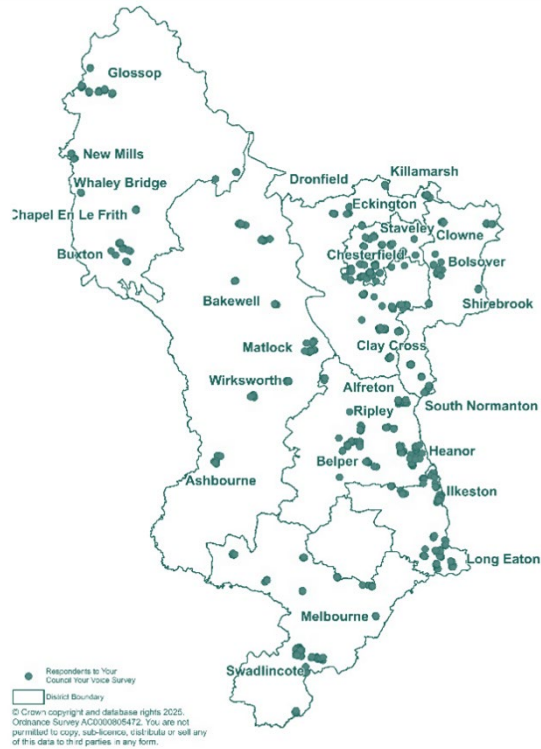
The survey sampled 122 of the 491 Lower layer Super Output Areas (LSOAs)² across Derbyshire which had been ranked by local authority, Electoral Division and deprivation score as identified in the 2019 English Indices of Deprivation³, ensuring both a representative and geographical spread across the county. From this ranked list, a systematic random sample of LSOAs was selected as the sampling points (locations where fieldwork was to take place). The map below shows where respondents to the survey live.

It should be noted that due to the methodological difference between the most recent 2024 to 2025 YCYV surveys and those carried out between 2019 to 2023, direct comparisons of the survey results are not possible. However, general trends can still be identified with a note of caution on the validity of the comparability.

² small statistical areas across England and Wales which comprise of between 400-1,200 households and a usual resident population of between 1,000 and 3,000 persons

³ Index of Multiple Deprivation, 2019 English Indices of Deprivation, MHCLG, September 2019

Locations of survey respondents 2025



Where available, Local Government Association (LGA) figures have been used as a national benchmark, though comparisons should be made with caution due to differences in methodology. The LGA use a representative random sample of 1,000 British adults (aged 18 or over), polled by telephone and covering county, unitary, district and, boroughs, not just county councils. Additionally, due to changes in the timing of the LGA survey from June to October 2025, any LGA comparison uses the October 2024 data from this national survey.

The survey asked 22 questions covering a wide range of topics from value for money to communication preferences with an additional nine questions on demographics which help to understand which issues are important for different groups of respondents.

The questions used (which are available in Appendix A) have been crafted to support the Council's strategies and as such are reviewed annually to keep pace with changing priorities. Additionally, minor modifications were made to a couple of questions in this year's survey meaning for those questions, comparisons may not be possible with 2024 or will need to be treated with caution. These instances are noted in the main body of the report.

Comparison with 2024

All results for the YCYV survey in 2025 are similar to those received in 2024 and sit within a +/-3% point difference. In many cases the results lie within, or close to, the +/-2% point margin of error.

The feedback from the survey will help guide the Council's main plans and strategies for the next few years, including how services are delivered and how we spend and save money. These results are important because they highlight what is working well and where improvements can be made to better serve our communities. More detail on the methodology can be found in Appendix B.

Survey respondents

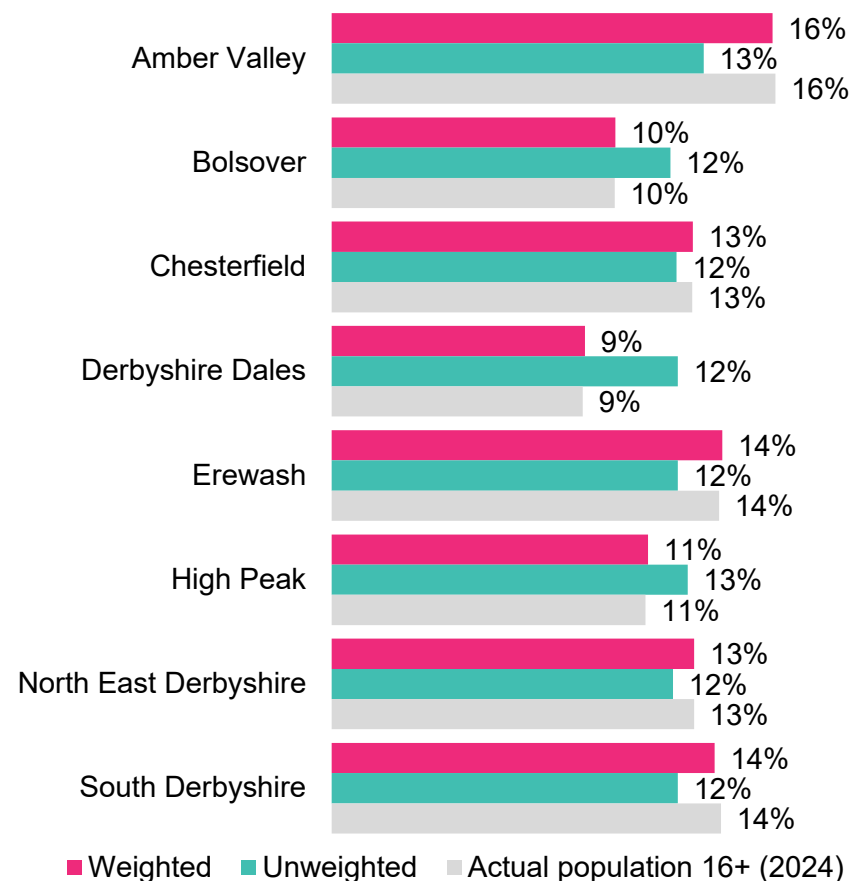
Response rates can vary across different demographic groups, and it is important to understand how the survey population compares with the actual population of Derbyshire to ensure that all residents are represented fairly. From the 2,266 responses, the older age groups for example, were generally overrepresented in the survey and the younger groups under-represented. This is also the case for males and those in work. Weighting has been used to ensure fair representation. This reduces the contribution of those groups that are overrepresented in the sample and boosts the contribution of those that are underrepresented, giving a more balanced picture.

The charts below show the distribution of results across the districts and by age group, showing the actual survey breakdown (unweighted) and the more balanced picture (as a result of weighting). The breakdown for the actual population of Derbyshire is also given in both charts. Any differences between the weighted and actual population will be because weighting can never fully account for all possible factors that might shape respondent views.

Local authority

In the unweighted responses, Amber Valley is the most under-represented by -3% points and Derbyshire Dales the most over-represented (by 3% points). Weighting has brought more balance to the district results compared with the actual population aged 16 years and over.

Population by local authority for weighted and unweighted data compared to mid-year population estimates (MYE) 2024



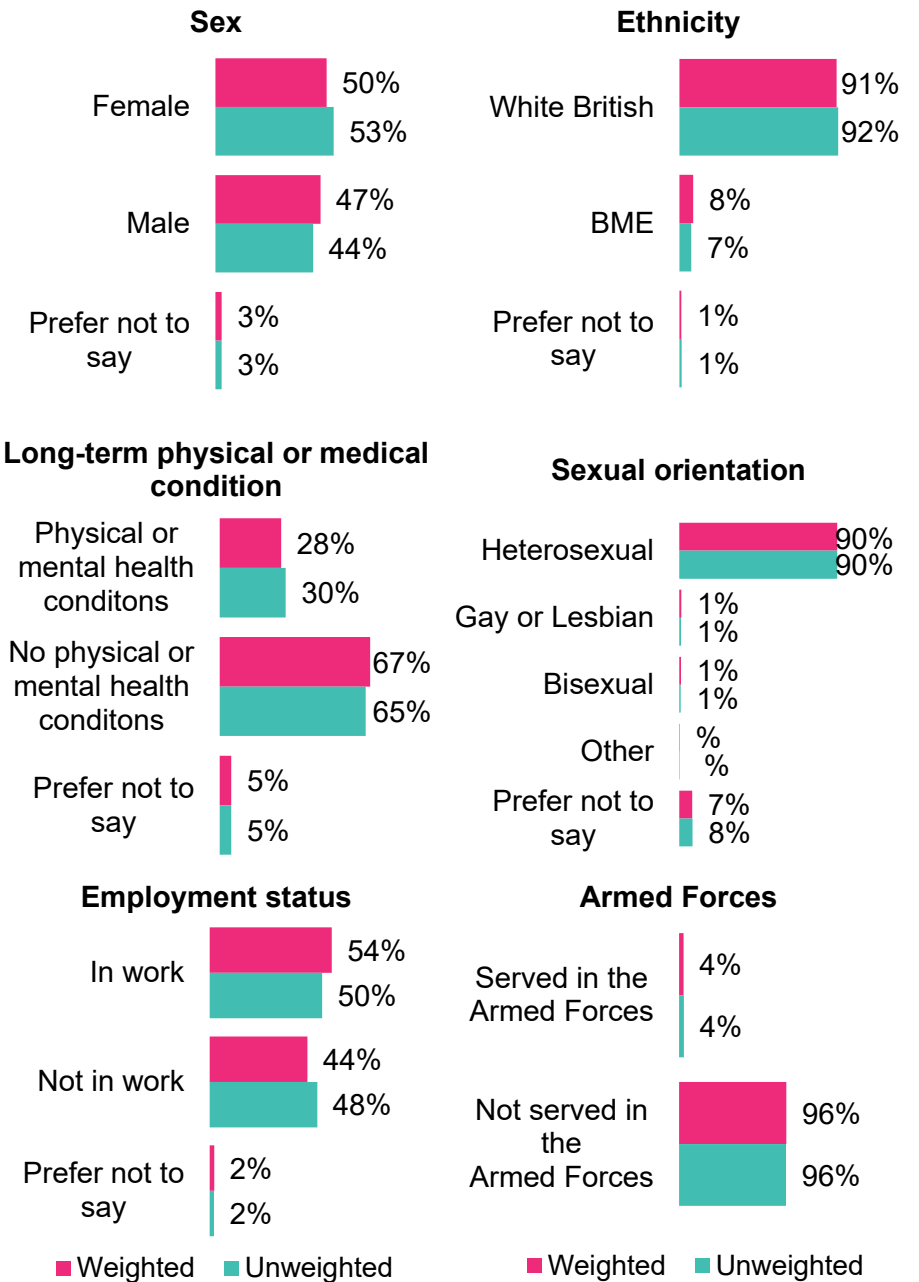
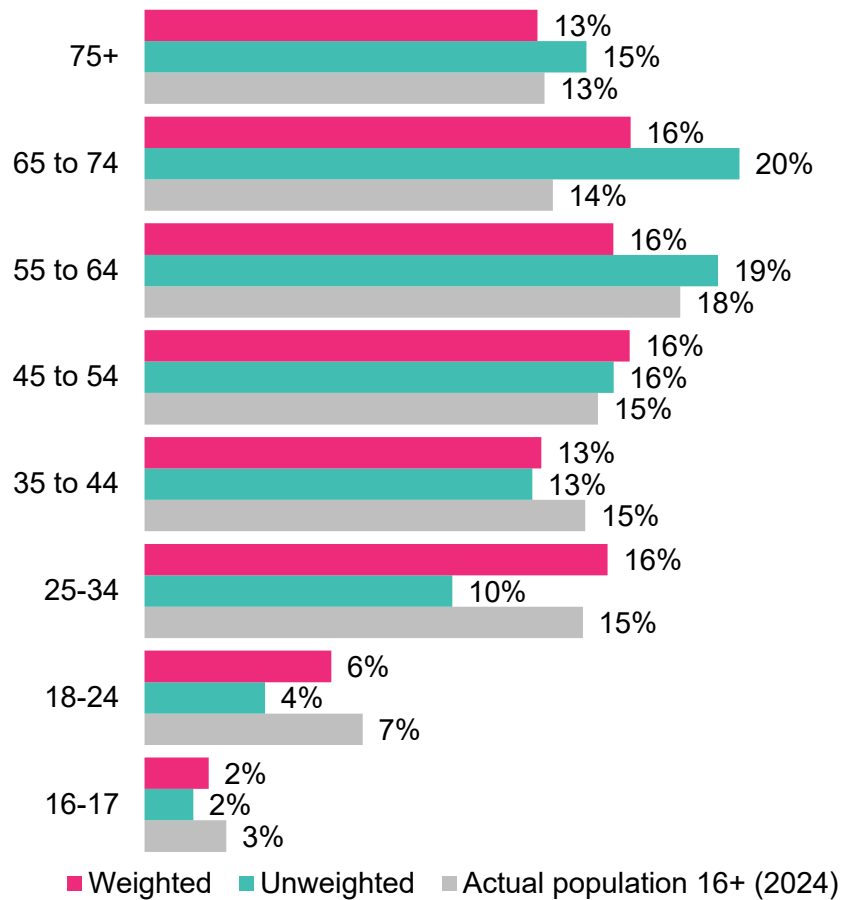
Age

In the unweighted responses, the age groups 18 to 24 years and 25 to 34 years were the most underrepresented (by -3% and -5% points respectively) and residents aged 65 to 74 overrepresented by 6% points. Weighting has adjusted

the age distribution of respondents to more closely reflect that of the overall population aged 16 years and over.

The unweighted and weighted breakdowns are also shown below for other demographic categories that the results in the survey are analysed by.

Population by age bands for weighted and unweighted data compared to mid-year population estimates (MYE) 2024



Demographic analysis

There is a wide variation in results across different groups of respondents. Exploring these can help the Council focus its activity. Some of the key differences are noted below:

Gender

There is very little difference between the responses of male and female respondents, with the most notable being that females (48%) have a much lower feeling of being safe outside in their local area after dark than males (64%).

Age

The youngest respondents (aged 16 to 24) are the most satisfied with how the Council runs things with the middle-aged groups (45 to 54 and 55 to 64) the least satisfied. This pattern is evident for the majority of the indicators.

However, on satisfaction with their local area, the youngest age groups are generally the least satisfied with the most satisfied being the oldest age group (aged 75+). Other issues of note are that the youngest respondents are the group feeling the least safe during the day whilst the oldest respondents are the group feeling least safe after dark. Those aged 65+ do the most volunteering and those aged 75+ are most aware of what their local councillor does.

Ethnicity

Respondents from BME backgrounds are much more satisfied (52%) with how the Council runs things than those from white British backgrounds (37%). BME communities are also more positive on virtually all of the indicators.



Disability

Although those respondents with long-term physical or mental health conditions have the same level of satisfaction for how the Council runs things as those without, they are less satisfied with their local area as a place to live (71%:75%). Also, they do not feel as safe in their local area either, particularly after dark, (45%:61%) and are less inclined to feel that people from different ethnic backgrounds get on well together (47%:51%). They also do not trust the Council as much, (43%:47%) or feel that the Council keeps them informed of services and benefits (34%:39%), or that the Council is as responsible, honest and open (23%:27%).

Sexual orientation

Respondents who are heterosexual are more positive on the majority of indicators, particularly being satisfied (40%) with how the Council runs things than those of other sexual orientations (17%).

Deprivation

Residents in the most deprived communities were much less satisfied with their local area in general and how safe it is than those from more affluent communities. However, those residents from the most deprived communities were the most satisfied with how the council runs things and virtually all of the other indicators.

Locality

There is no set pattern across the local authority districts by the different indicators although Derbyshire Dales comes out most positive or joint most positive on nine indicators with South Derbyshire top or joint top on five. However, High Peak is least positive on ten measures and Erewash on five.

Armed Forces

Those respondents who have previously served in the Armed Forces are less positive than those people who haven't on most measures, with the greatest differential being for satisfaction with their local area (14% points difference). The only exception is for volunteering for which those who have served in the Armed Forces do more of.

Employment status

There is very little difference on outcomes by employment status with those who are employed or self-employed and those who are out of work or doing something else, e.g. retired or caring, sharing similar responses for most indicators.

The analysis of responses to this survey by demographic groups reveals significant variations in satisfaction, perception, and priorities across different groups in Derbyshire. Factors such as age, ethnicity, disability, sexual orientation, locality, and deprivation all influence residents' experiences and views of the Council and their local area. These insights highlight the importance of tailored approaches to service delivery and engagement, ensuring that the diverse needs of Derbyshire's communities are recognised and addressed.

Analysis by theme

The analysis of the results has been split across the following sections:

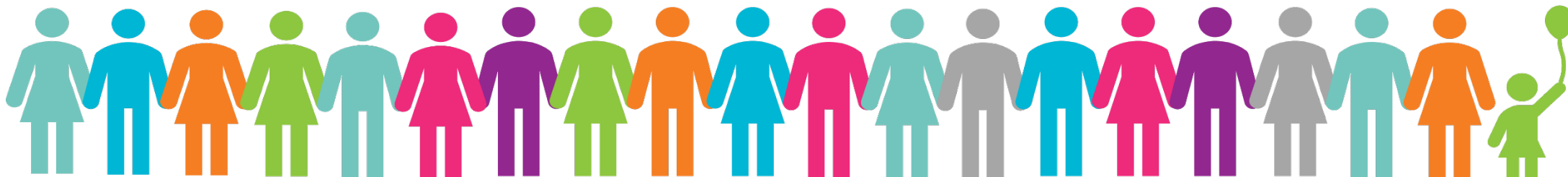
Derbyshire County Council – covering the Councils' strategic objectives; customer commitments; satisfaction with the way the Council runs things, provides value for money; acts on the concerns of residents; keeps people informed about benefits and services and council decisions; can be trusted; involves people in decision making; is responsible, open and honest; keeps people informed about their decisions; works together to achieve positive outcomes, and listens and is open to new ideas.

Communication – covers how well residents feel informed of benefits and services, their understanding of councillor roles, preferred methods of contact with the Council, most recent interaction details, ease of contact, and satisfaction with how their inquiry was handled.

Revenue and Savings – this covers how well various options the Council has put forward are supported to save money or raise additional revenue.

Living in Derbyshire – this section covers satisfaction of living in a local area, how safe residents feel during the day or night in Derbyshire, the amount of unpaid help given to groups, clubs or organisations and how well residents of different ethnic backgrounds get on together.

Quality of Life – covering the five top things that make a place a good area to live and what top five things most needs improving based on 20 topics such as clean streets, job opportunities, access to parks and open spaces.





Derbyshire County Council

Derbyshire County Council

This section provides analysis on respondents' views of Derbyshire County Council, covering aspects which inform part of the Councils' strategic objectives and customer commitments. Asking questions such as satisfaction with how the Council runs things, whether the Council provides value for money, and respondents' trust in the Council.

Strategic objectives

Seven YCYV questions have been chosen as Integrated Strategic Planning (ISP) measures for 2025 to 2029, including three Council Plan indicators: value for money, keep residents informed about decisions, and satisfaction with how the Council runs things. The results for these key indicators are summarised below:



74% of respondents are satisfied with their local area as a place to live, the same as the LGA national average of 74%, notwithstanding that all LGA results referenced in the report are from October 2024 as noted in the methodology section.



39% of respondents said they are satisfied with how the council runs things, lower than the LGA national average 56%.



55% of residents feel safe when outside in their local area after dark, much lower than the LGA figure of 71%.



55% of respondents are satisfied with the way their contact with the Council was handled.



50% of respondents say people from different backgrounds get on well together.



31% of respondents agree the Council keeps them informed about their decisions.



22% of respondents feel the Council provides value for money, lower than the LGA October 2024 figure of 36%.

Customer Commitments

In addition to the strategic outcomes, this year's survey asked people for their views on the three main customer commitments the Council made in its Plan for 2025 to 2029.

- We will be responsible, open and honest
- We will work together to achieve positive outcomes
- We will listen and be open to new ideas

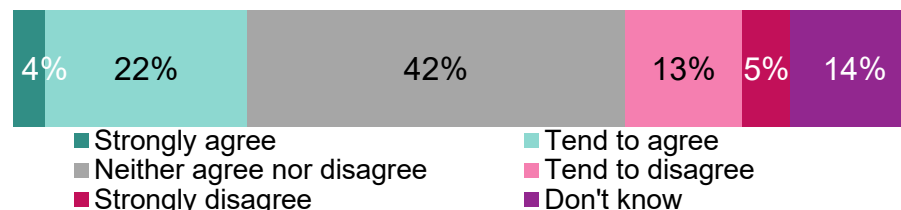
More people agreed than disagreed that the Council acts responsibly, is open, and honest (26% agreed, 18% disagreed). However, more people disagreed than agreed that the Council works together for good results (27% disagreed, 22% agreed) and listens to new ideas (27% disagreed, 18% agreed). Most people were unsure, choosing neither agree nor disagree for each promise.

The Council is also running focus groups to learn more about how it is meeting its promises to customers and service users.

Responsible, open and honest

26% of people in the survey think the Council is responsible, open, and honest. 42% were unsure, 18% disagreed, and 14% didn't know. Over half of respondents either didn't know or were unsure, suggesting more information is needed and that focus groups might help.

The Council is open and honest



Age: Young people aged 16-24 agreed most (38%), while those aged 55-64 agreed least (18%).



Ethnicity: 41% of people from Black and Minority Ethnic (BME) backgrounds agreed, compared to 24% of white British respondents.



Disability: 23% of people with a disability agreed, compared to 27% without a disability



Sexual orientation: 26% of heterosexual respondents agreed, compared to 14% of those who are not heterosexual.



Deprivation: 32% in the most deprived areas agreed, more than in other areas



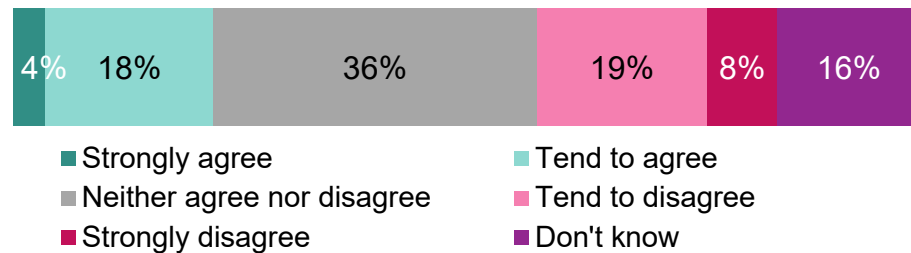
Locality: Bolsover residents agreed most (30%), High Peak residents least (18%).

No clear differences were seen by sex, armed forces status, or work status.

Works together to achieve positive outcomes

22% of respondents feel that the Council works together to achieve positive outcomes. Additionally, 36% neither agreed nor disagreed, 27% disagreed and 16% didn't know. It is clear from the high level of middle ground and don't know answers (51%) that further investigation into these responses is required.

The Council works together to achieve positive outcomes



Ethnicity: 38% of BME respondents agreed, while 21% of white British people agreed.



Deprivation: 25% in the most deprived areas agreed, but only 20% in the most affluent areas.



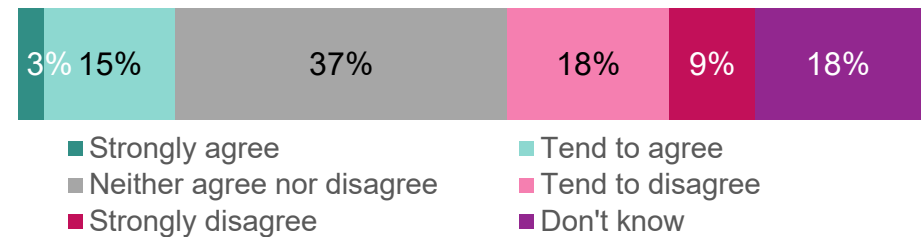
Locality: Bolsover had the highest agreement (28%), High Peak the lowest (16%).

No clear differences were found by sex, disability, sexual orientation, armed forces, or work status.

Listens and be open to new ideas

18% of respondents feel that the Council listens and is open to new ideas, 37% neither agreed nor disagreed, 27% disagreed and 18% didn't know. Again, most people were unsure or didn't know, which means more investigation is needed.

The Council listens and is open to new ideas



Sex: 19% of women agreed, compared to 16% of men



Age: Young people aged 16-24 agreed most (28%), while those aged 55-64 agreed least (12%).



Ethnicity: 24% of BME respondents agreed, compared to 17% of white British people.



Deprivation: 26% in the most deprived areas agreed, more than in other areas



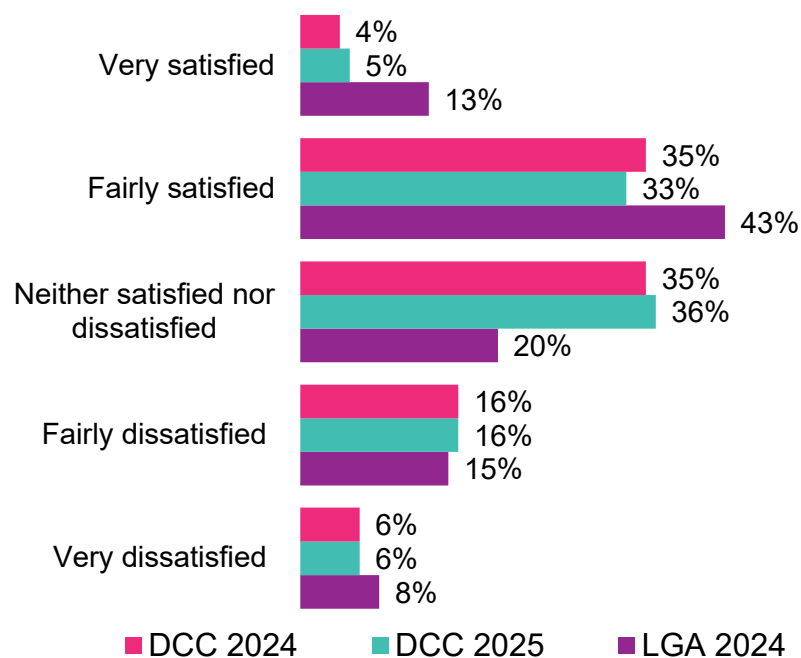
Locality: North East Derbyshire had the highest agreement (23%), High Peak the lowest (13%).

No clear differences were seen by disability, sexual orientation, armed forces, or work status.

Satisfaction with the way the Council runs things

Of the 2,250 residents who expressed a view, 39% are very or fairly satisfied with the way the Council runs things, which is significantly worse than the LGA benchmark (2024 data and different methodology) of 56% when tested at the 95% Confidence Interval. There were 36% of respondents neither satisfied nor dissatisfied and 22% were dissatisfied. Also, 4% responded don't know on this measure.

Satisfaction with the way the Council runs things



At 39%, satisfaction with the Council's operations has decreased since 2022 (previous methodology) and is equal to the baseline for this Council Plan Measure in 2024. There was a 1 percentage point increase in those who are 'very satisfied', reaching 5%.



Age: Respondents aged 16–24 were the most satisfied (48%), while those aged 45–54 reported the lowest satisfaction (33%).



Ethnicity: Satisfaction among respondents from BME communities was 52%, compared to 37% for white British respondents.



Sexual orientation: Heterosexual respondents reported 40% satisfaction, while respondents identifying with other sexual orientations reported 17%.



Deprivation: Residents in the most deprived areas reported 42% satisfaction, those in the middle band reported 35%.



Locality: Highest satisfaction was among residents of South Derbyshire and Derbyshire Dales (both 45%), while High Peak residents reported the lowest (30%).

There are no clear differences in the views by sex, disability, being in the armed forces, or work status.

Residents' views on the Council

Residents were asked how much they agreed or disagreed with statements about the Council which include the new customer commitments. As well as asking residents their level of trust in the Council, they were also asked: 'To what extent does Derbyshire County Council...'

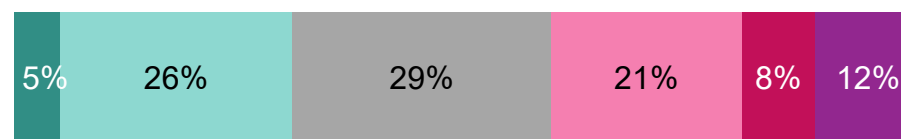
- keep people informed about their decisions
- involve people in decision making
- provide value for money
- act on the concerns of local residents
- keep them informed about the services and benefits it provides

The split of those who 'Agree' or 'Disagree' is fairly similar across the statements, however, there are a lot of residents who 'neither agree nor disagree' or 'Don't know' – giving a high middle ground of responses which is similar to the position in 2024 and this is something to investigate further.

Keeps people informed about their decisions

31% of respondents feel that the Council keeps people informed about their decisions, the same as in 2024. Additionally, 29% neither agreed nor disagreed, 29% disagreed and 12% didn't know.

The Council keeps people informed about their decisions



- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know



Sex: 33% of female respondents agreed that people are kept informed about decision making, compared to 29% of male respondents.



Age: The highest level of agreement was from the 16-24 age group (53%), while mid-range age bands were lower, such as those aged 55-64, that showed 22% agreement.



Ethnicity: 46% of BME respondents agreed that the Council keeps people informed about their decisions, in contrast to 29% of white British respondents.



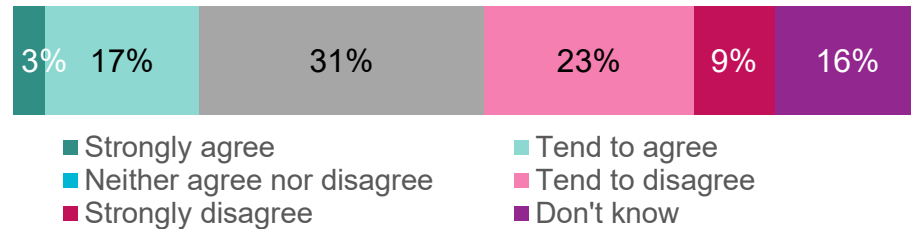
Locality: Agreement was highest among residents in Derbyshire Dales and North East Derbyshire (both at 37%) and lowest among those in High Peak (23%).

There are no clear differences in the views by disability, sexual orientation, being in the armed forces, or work status.

Involves people in decision-making

20% of respondents feel that the Council involves people in decision-making, similar to the 21% in 2024. Additionally, 31% neither agreed nor disagreed, 32% disagreed and 16% didn't know.

The Council involves people in decision-making



Age: Respondents aged 16 to 24 reported the highest agreement at 39%, followed by lower percentages in older age groups, with those aged 55-64 at 15%.



Ethnicity: 32% of BME respondents agreed that the Council involves people in decision-making, compared to 19% of white British respondents.



Deprivation: Those in the most deprived areas recorded the highest agreement at 26%, compared to other deprivation bands.



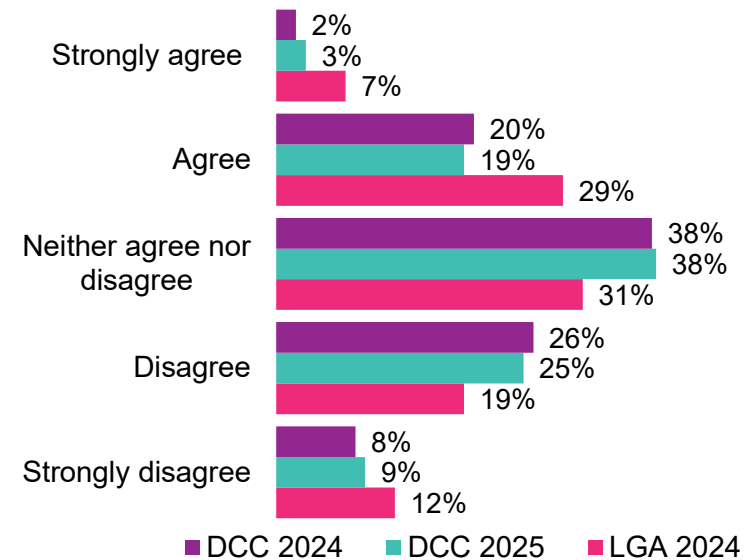
Locality: Agreement was highest among residents in Derbyshire Dales (25%) and lowest among those in High Peak (17%).

There are no clear differences in the views by sex, disability, sexual orientation, being in the armed forces status, or work/activity status.

Provides value for money

Only 22% of the 2,247 residents surveyed agreed that the Council provides value for money, 14 percentage points below the LGA benchmark of 36%. Just 6% stated that they 'don't know'. Since 2024, agreement has held at 22%, remaining low since 2021.

Extent to which people feel the Council provides value for money



Age: Agreement was highest among 16-24 year-olds (30%), dropping to 19% in the 55-64 group.



Ethnicity: 30% of BME respondents agreed, compared to 21% of white British.



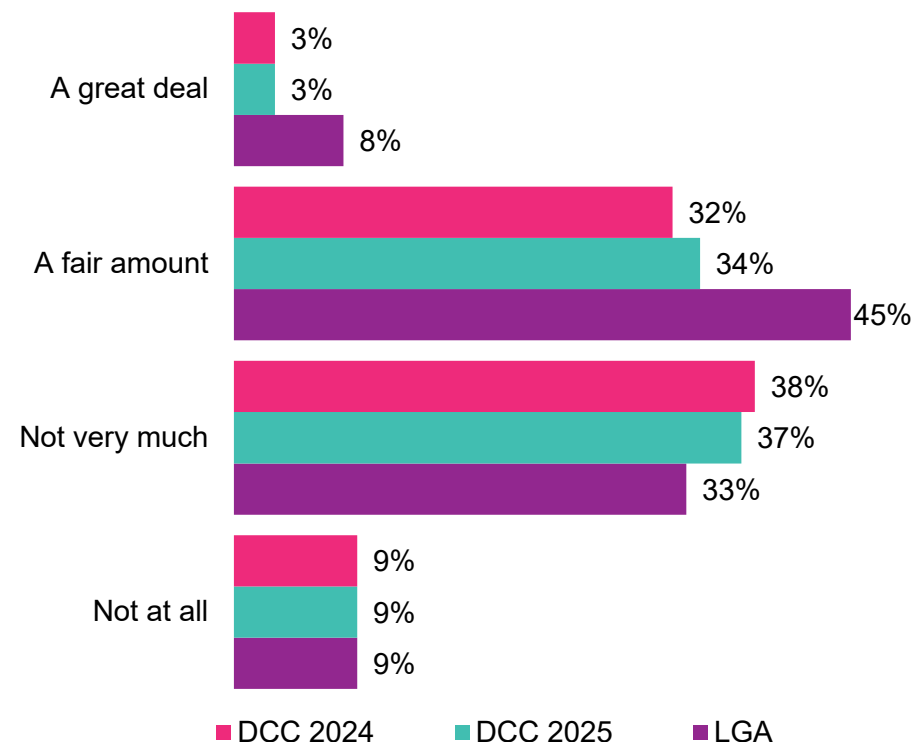
Locality: The highest agreement came from Bolsover and South Derbyshire (26%), lowest from High Peak (16%).

There are no clear differences in the views by sex, disability, sexual orientation, armed forces status, or work status.

Acts on the concerns of local residents

Of the 2,245 residents who expressed a view, 36% of residents agree that the Council acts on the concerns of local residents, significantly worse than the LGA benchmark (2024 data and different methodology) of 53% when tested at the 95% Confidence Interval and has remained the same since 2024. 17% of respondents answered 'don't know' on this measure.

Extent to which people feel Derbyshire County Council acts on the concerns of local residents



Age: youngest age groups showed the greatest level of agreement, with those aged 16-24 (43%) and 25-34 (45%) the highest, followed by the older age bands of 65-74, (36%) and 75+ (38%).



Ethnicity: BME respondents (48%) are more likely to agree that the Council acts on concerns of local residents than white British respondents (36%).



Disability: respondents with a disability (33%) are less likely to agree the Council acts on concerns of local residents than those without (38%).



Sexual Orientation: respondents who are heterosexual are more likely to agree (38%), than those who aren't (24%).



Locality: residents in South Derbyshire (44%) and Derbyshire Dales (41%) had the highest level of agreement whereas those in High Peak (29%) and Chesterfield (31%) had the lowest.



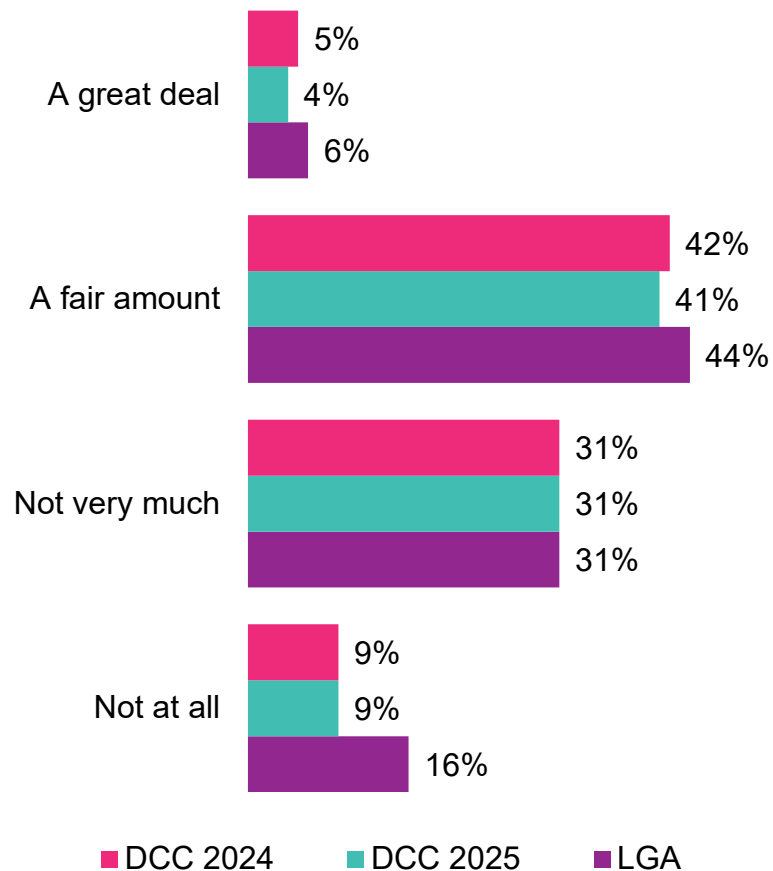
Armed forces: people who have served have lower agreement (33%) than those who have not served (37%).

There are no clear differences in the views by sex, disability, deprivation or work status.

Trust in the Council

Of 2,241 respondents, 45% indicated 'a great deal' or 'a fair amount' of trust in the Council, which is below the 2024 LGA benchmark of 50% and a 2-percentage point decline compared to 2024. While trust levels have generally been high since 2021, they continue to show a downward trend following a decrease last year. Additionally, 14% of respondents selected 'don't know'.

Extent to which people trust the Council



Age: The highest trust was observed among respondents aged 16-24 and 25-34 (both at 49%), followed by those aged 75 and above (47%). The lowest level of trust was among those aged 55-64 (41%).



Ethnicity: Respondents from BME backgrounds reported higher trust in the Council (58%) in comparison to white British respondents (44%).



Disability: Individuals with disabilities expressed lower trust (43%) than those without disabilities (47%).



Sexual Orientation: Heterosexual respondents were more likely to express trust (47%) than non-heterosexual respondents (27%).



Locality: Highest trust levels were reported by residents in South Derbyshire (52%) and Bolsover (50%), while the lowest was found in High Peak (39%).

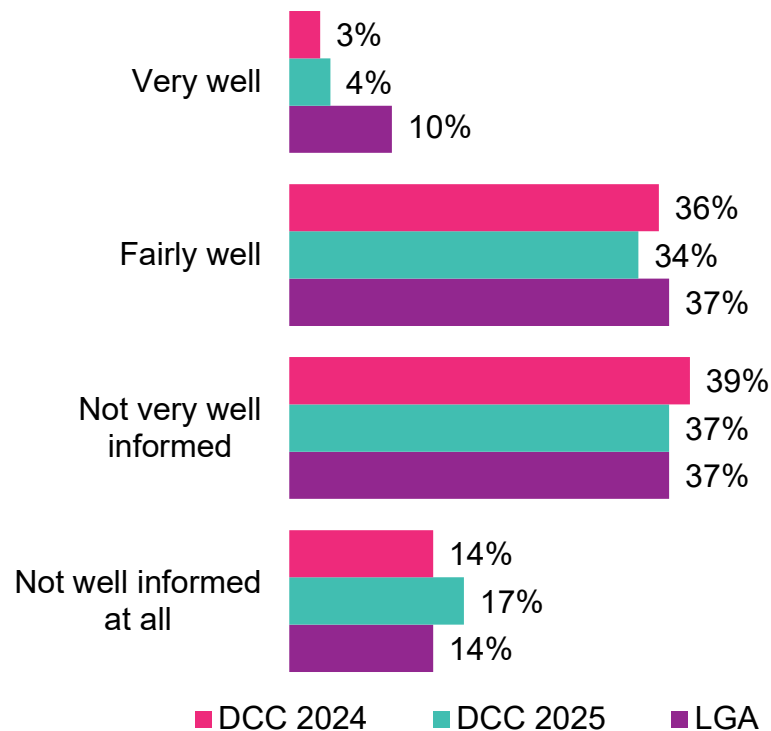
There are no clear differences in the views by sex, being in the armed forces, or work status.

Informed about the services and benefits provided

Of the 2,195 residents who expressed a view, 38% of residents agree that the Council keeps residents informed about services and benefits it provides, which is significantly below the LGA benchmark of 47% at the 95% Confidence Interval. There are 8% who responded Don't know.

Agreement on this measure has remained consistent since 2021, this year shows a slight decline since last year (1% point) continuing the trend in 2024 which showed a sharp decline on previous years.

Extent to which people feel the Council keeps them informed about the services and benefits it provides



Age: the younger age group showed the greatest level of agreement (16-24 with 53%), followed by those aged 65-74 (40%). Those aged 45-54 (33%) and 55-64 (34%) were least satisfied.



Disability: 34% of respondents with a disability are less likely to feel informed than those without, 39%.



Sexual Orientation: respondents who are heterosexual felt more informed (38%) than those who aren't (29%).



Locality: residents in Derbyshire Dales (50%) had the highest level of agreement whereas those in High Peak (27%) had the lowest.



Armed forces: people who have served in the Armed Forces (28%) had a lower level of agreement than those who haven't (38%).

There are no clear differences in the views by sex, deprivation or work status.

Drivers of Satisfaction

The extent to which residents are satisfied with how the Council runs things is a key overarching measure which provides context for the delivery of services, enabling comparison with the national picture and indicating a direction of travel. Understanding how satisfaction levels might be improved can inform future actions. The 2025 YCYV survey includes a range of questions about council performance and respondents' perceptions of their local area. Analysis has been done to identify the degree to which those expressing positive opinions on specific indicators are also satisfied with how the Council runs things.

Out of the 14 measures identified in the table below, five stand out with at least 75% of respondents expressing both positive opinions and satisfaction with the Council. Value for money leads at 86%, followed by working together (81%), being responsible, honest, and open to new ideas (both 80%), and involving people in decisions (77%). These factors likely contribute to overall satisfaction and align with commitments in the Council Plan 2025–2029.

While those who are positive on the five measures above are also satisfied with how the Council runs things, conversely satisfaction with the Council for those who are negative for them falls away sharply. For example, in the table only 10% of those who do not think the Council provides value for money are satisfied with how the Council runs things.

Levels of satisfaction with how the Council runs things for both positive and negative responses on key survey measures

Measure	How the Council runs things	
	Positive	Negative
Provides value for money	86%	10%
Acts on the concerns of residents	72%	16%
Trust	68%	10%
Responsible, open and honest	80%	9%
Involves people in decision making	77%	14%
Keeps people informed about their decisions	70%	14%
Works together to achieve positive outcomes	81%	12%
Listens and is open to new ideas	80%	15%
Keeps residents informed about the services and benefits it provides	66%	23%
Aware of what their local councillor does	64%	38%
Satisfied with their local area	46%	20%
Safe during day	42%	23%
Safe after dark	45%	29%
Get on well together	48%	25%

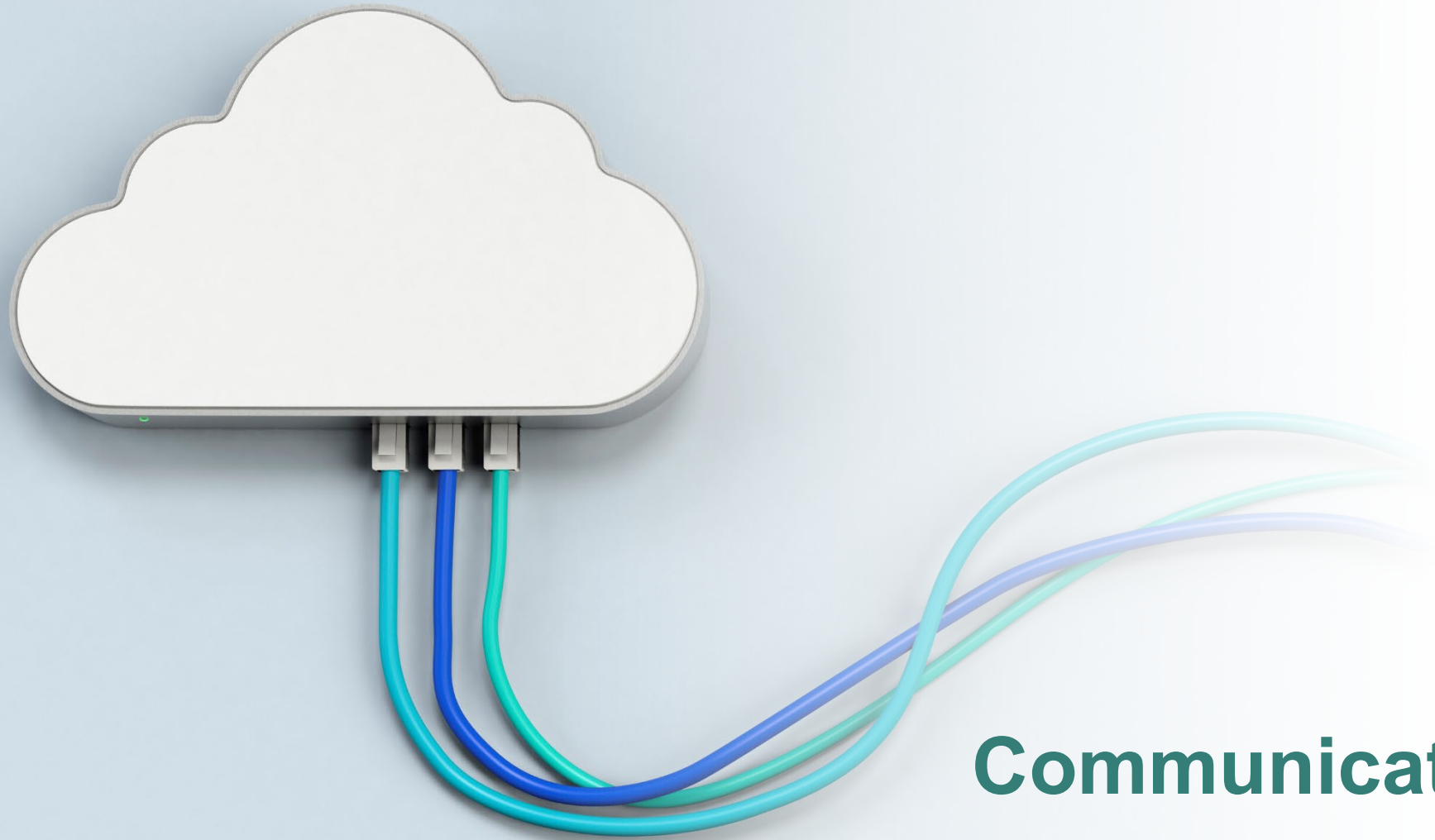
Focusing activity to change the views of residents on these indicators who are negative, or in the middle ground, into having a more positive standpoint can potentially support work to improve overall satisfaction.

It is important to note that there are relatively low proportions of positive respondents on these five measures (ranging from 17% to 26%). However, there are large proportions of people in the middle ground (ranging from

31% to 42%) so there is a potential pool of positive respondents who may also feel more disposed to be satisfied with the Council overall.

In the YCYV report last year, two factors were identified as having an impact on satisfaction, perceptions of value for money and trust. Whilst value for money comes through as a factor again, trust appears less so this time.

The results of this survey show that while Derbyshire County Council is recognised for being trustworthy, there remain challenges around providing value for money, involving residents in decision-making and listening and is open to new ideas. Many residents expressed middle-ground neutral or uncertain views on key measures, highlighting the need for clearer communication and greater engagement with communities. These insights will help guide the Council's ongoing efforts to improve services, strengthen relationships, and better meet the needs of Derbyshire's diverse communities.



Communications

Communications

Effective communication between Derbyshire County Council and its residents is central to building trust, transparency, and engagement. This section explores how residents prefer to receive information about council services, decisions, and benefits, and assesses how well the Council is meeting these expectations.

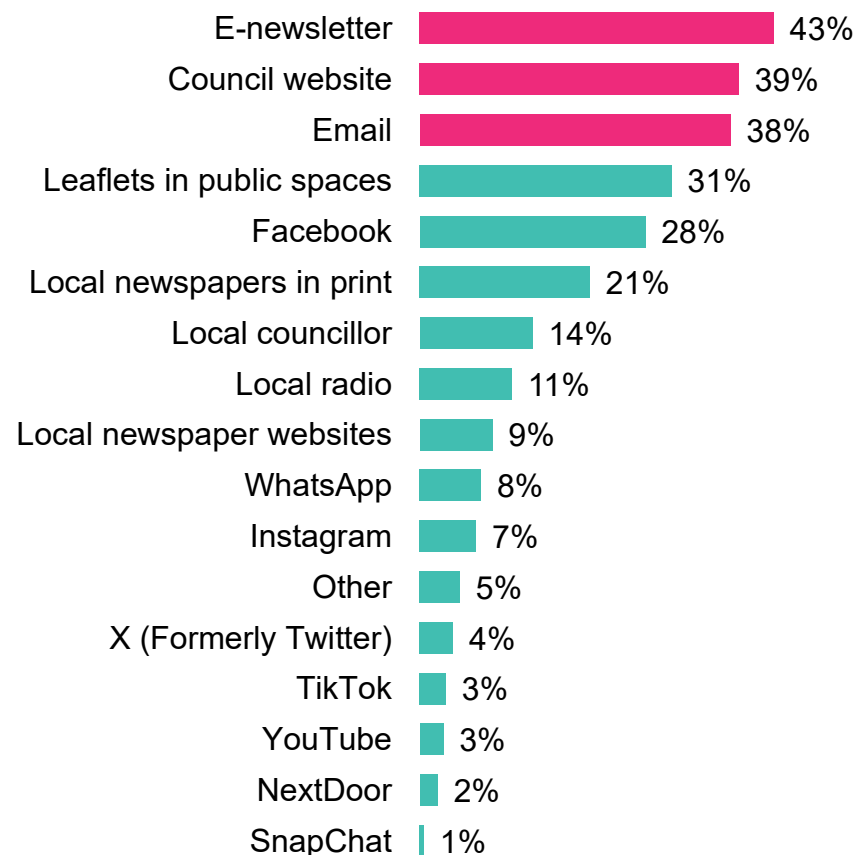
Drawing on survey responses from a diverse cross-section of the community, the report examines the strengths and challenges in current communication practices, including the use of different media channels, and residents' satisfaction with enquiries and their contact with the Council.

By analysing communication preferences and experiences across different demographic groups and districts, this section provides information on how the Council can improve its outreach and responsiveness. It provides valuable insight into how well the Council delivers its customer service and where we need to do more to help improve residents' experience of contacting the Council.

Preferred method of communication

When asked how they would prefer to find out about the Council and the services it provides respondents could choose up to three options. 43% of the responses identified a preference for information provided by e-newsletter, 39% identified accessing information via the Council website and 38% by e-mail. With leaflets in public spaces (31%) and Facebook (28%) also in the top five results.

How residents prefer to find out about the Council



Analysis of how respondents prefer to find out about the Council against how well informed the Council keeps residents about services and benefits shows that respondents who prefer to find out via the Council website are more likely to agree the Council keeps residents well informed about the services and benefits it provides (48%), followed by residents who prefer to find out via leaflets in public spaces (40%) and local radio (39%).

How respondents prefer to find out about the Council and the services it provides by demographic group



Young people aged 16 to 24 prefer finding out about the Council through the Council website (43%) but also use Instagram (21%), TikTok (14%), X (formerly Twitter) (13%) and YouTube (6%) more than other age groups.



Respondents aged 16 to 24 and 25 to 34 were the only age groups to use Snapchat (4% and 1%).



Respondents aged 25 to 74 preferred method of finding out about the Council and Services is via e-newsletter.



Those aged 75 years and over, prefer to find out through their local newspapers (42%) and leaflets in public places (42%).



E-newsletter (45%) is the preferred method for people who have contacted the Council in the last 12 months followed by e-mail (42%).



People from the most deprived areas prefer leaflets in public spaces (38%) and e-newsletters (37%). People from the least deprived areas prefer e-newsletter (49%) and email (39%).



E-newsletter (50%) and Council website (41%) are the preferences of those in work. People not in work prefer e-mail (36%) and e-newsletter (36%).

Contact with the Council in the last 12 months

Respondents were asked whether they had contacted the Council within the last year and if so, the reason why. Of the 2,090 individuals who answered this question, 29% indicated that they had contacted the Council*.

Analysis of three of the Council's key perception measures (value for money, acts on the concerns of local residents and trust) has been done for those respondents who have been in contact with the Council. Specifically, the extent to which customers who are positive on each of these are also satisfied with how the Council runs things. The analysis shows in each case that satisfaction is higher for Council customers compared with other respondents in the survey.



Among those positive regarding 'value for money,' 89% of Council customers reported satisfaction, versus 86% of all respondents.



For 'acts on the concerns of local residents,' 76% of customers expressed satisfaction, compared to 72% of all respondents.



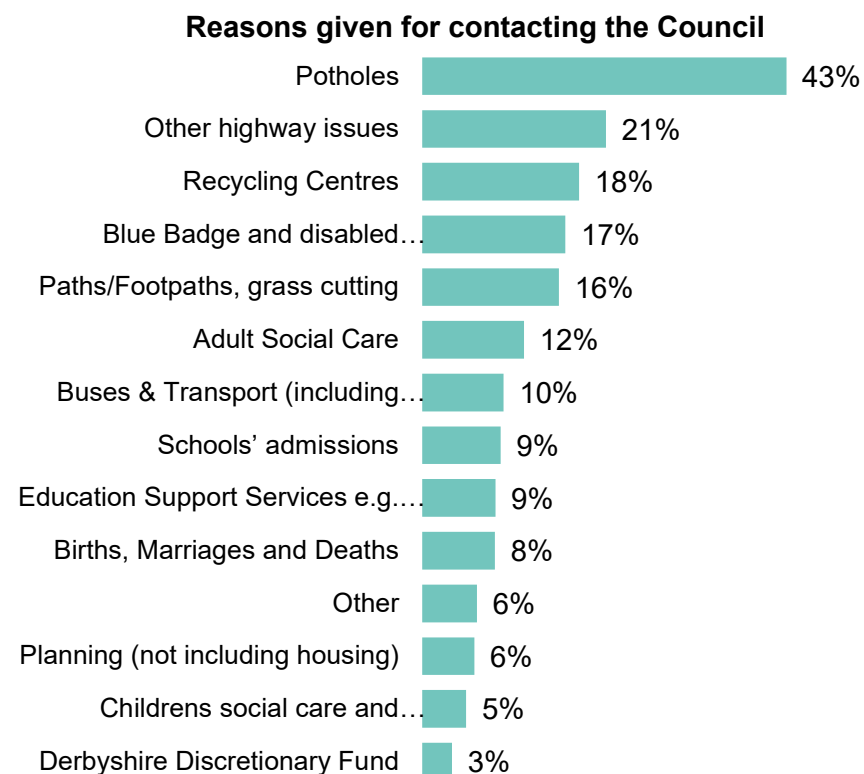
Regarding 'trust': 72% of Council customer were satisfied, as opposed to 68% of all respondents.

These results suggest that customers who are positive on these measures may be more likely to be satisfied with the Council than respondents more widely. Reinforcing the view that a positive experience in contacting the Council can impact positively on satisfaction with the Council.

*Note: These figures are based solely on those respondents who confirmed accessing services delivered by the Council. Those who referred to services delivered by district or borough councils, were excluded from the analysis.

Reasons given for contacting the Council

Of the 610 people who had contacted the Council in the last 12 months, the reason given by most was potholes, at 43%. This is followed by other highways issues, e.g. road signs/markings and street lighting, 21%. then recycling centres at 18%. The results are shown in the chart below. The results do not add up to 100% because respondents may have contacted the Council for more than one reason.

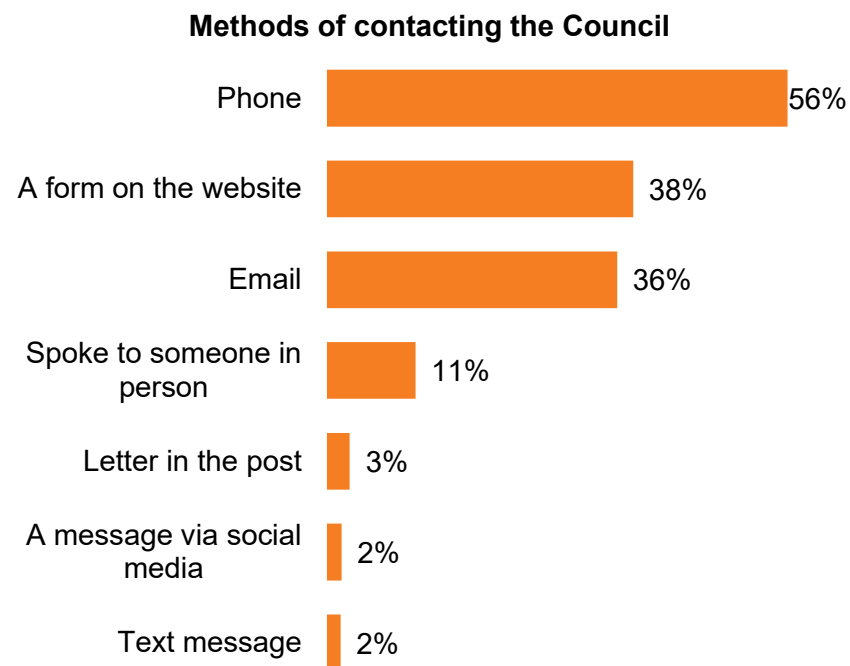


The top two reasons are the same as in 2024, whereas adult social care which was ranked third last time has moved down and been replaced by recycling centres.

How respondents contacted the Council

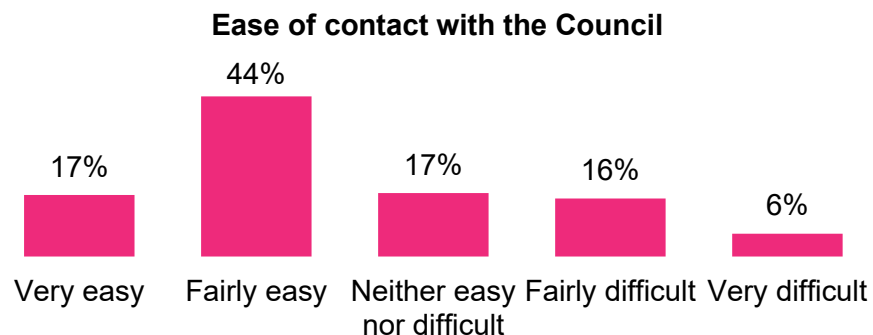
Respondents were asked how they had contacted the Council. Of the 607 people who had done so, phone was given by more than 50% of people, followed by a website form (38%) and then e-mail (36%). These top three reasons are unchanged from 2024. Given the widespread use of mobile phones and social media it is interesting that text messages and social media were ranked lowest, both at 2%. Again, respondents may have used more than one method contact so the figures add up to more than 100%.

The top three ways of communicating were the same in 2024, although both website form and e-mail have increased their share slightly whereas there has been a slight reduction in the use of phone contact.



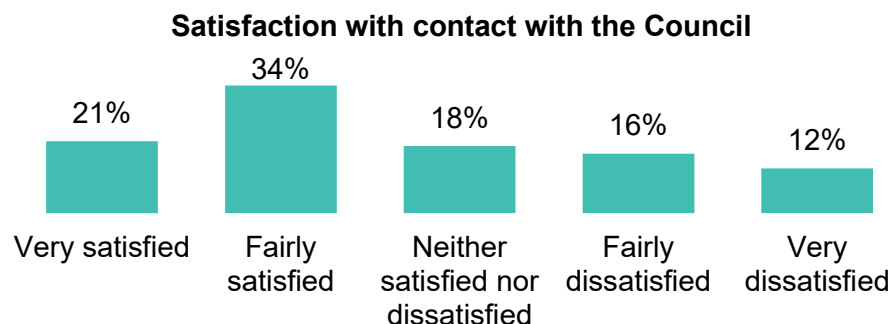
Ease of contact with the Council

It is not possible to compare with last year's results as these included people who may have been contacting district and borough councils and not the County Council. The chart below shows that 61% of respondents thought contact was very or fairly easy, with 17% choosing 'neither easy nor difficult' and 22% fairly or very difficult.



Satisfaction with contact with the Council

It is not only important that respondents are able to access the Council easily when they need to but that they are satisfied with their contact. The chart below shows that 55% of people were very or fairly satisfied with their contact, with 18% in the middle ground and 28% fairly or very dissatisfied. Again comparison is not possible with last year.



As can be seen from the table below, when analysing the extent to which respondents found it easy to contact the Council compared with their satisfaction or dissatisfaction with their contact, 75% of those respondents who found their contact easy were satisfied with their contact. However, 64% of respondents who found it difficult to contact the Council were dissatisfied with their contact overall. The results suggest that ease of access is an important factor in respondent satisfaction with contact.

Satisfaction with contacting the Council versus ease of contact

Satisfaction with how contact with the Council was handled?	When you contacted the Council, did you find it easy or difficult?		
	Very easy/ Fairly easy	Neither easy nor difficult	Very difficult/ Fairly difficult
Very satisfied/ Fairly satisfied	75%	35%	12%
Neither satisfied nor dissatisfied	11%	35%	24%
Very dissatisfied/ Fairly dissatisfied	14%	30%	64%
Total	100%	100%	100%

Further analysis of those respondents who had contacted the Council in the past 12 months has identified several key findings.

Respondents satisfied with their Council contact reported 52% overall satisfaction, compared to 39% for all respondents. Those dissatisfied with Council contact showed only 20% overall satisfaction, and 51% of dissatisfied respondents were also unhappy with how the Council runs things.

Satisfaction with contacting the Council versus satisfaction with how the Council runs things

Satisfaction with the way the Council runs things?	How satisfied or dissatisfied were you with the way in which your contact with the Council was handled?		
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
Very satisfied/ Fairly satisfied	52%	25%	20%
Neither satisfied nor dissatisfied	28%	43%	29%
Fairly dissatisfied/ Very dissatisfied	18%	30%	51%
Don't know	2%	2%	1%
Total	100%	100%	100%

Respondents satisfied with Council contact showed higher trust (54%) than the overall survey group (45%). Most dissatisfied respondents (72%) had little trust in the Council, while 55% of those neutral toward their Council contact also expressed little trust.

Satisfaction with contacting the Council versus satisfaction with how much people trust Derbyshire County Council

How much do you trust Derbyshire County Council?	How satisfied or dissatisfied were you with the way in which your contact with the Council was handled?		
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
A great deal/ Fair amount	54%	37%	22%
Not very much/ Not at all	34%	55%	72%
Don't know	12%	8%	5%
Total	100%	100%	100%

Analysis of respondents satisfied with their contact with the Council indicates that 32% agreed the Council provides value for money. This percentage is higher than the 22% reported by all survey respondents. Among those dissatisfied with their contact, 59% disagreed that the Council offers value for money. Additionally, 53% of respondents who were neither satisfied nor dissatisfied also disagreed that the Council provides value for money.

Satisfaction with contacting the Council versus extent to which the Council provides value for money

Extent of agreement the Council provides value for money?	How satisfied or dissatisfied were you with the way in which your contact with the Council was handled?		
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
Strongly agree/ Tend to agree	32%	11%	14%
Neither agree nor disagree	33%	34%	24%
Tend to disagree/ Strongly disagree	30%	53%	59%
Don't know	4%	2%	3%
Total	100%	100%	100%

These results highlight that while many residents value clear and accessible communication from Derbyshire County Council, there is room to improve how information is shared and how residents are kept informed about services and decisions. Enhancing awareness and making contact channels more responsive are crucial for building trust and ensuring residents are informed and included in local decision-making.



Revenue and savings

Revenue and savings

This section looks at residents' views on how Derbyshire County Council can save money and generate additional revenue. Exploring the level of support for different options, such as joint working with other councils, changes to council tax, and how the Council delivers services.

By analysing respondents' preferences and suggestions these results provide valuable insights to guide future financial decisions and ensure the Council delivers value for money while maintaining effective and efficient services.

Respondents' agreement with options for cost saving or revenue generation

Respondents were presented with seven potential options that the Council could use to save money or raise additional income. Of the survey participants, 2,188 provided feedback on at least one option within this section. As with the results of the 2024 survey the most highly supported option at 68% of respondents (21% strongly agree, 47% tend to agree), was 'working with other councils to deliver services jointly'. Conversely, increasing Council Tax received the lowest level of support, with 77% of those responding to this question expressing strong or moderate disagreement and only 9% indicating agreement.



Support for expanding online services was high among younger respondents (74% for ages 16–24) but dropped to 30% for those aged 75 and over. Older respondents (26%) were also more likely to favour higher service charges than younger ones (11%).

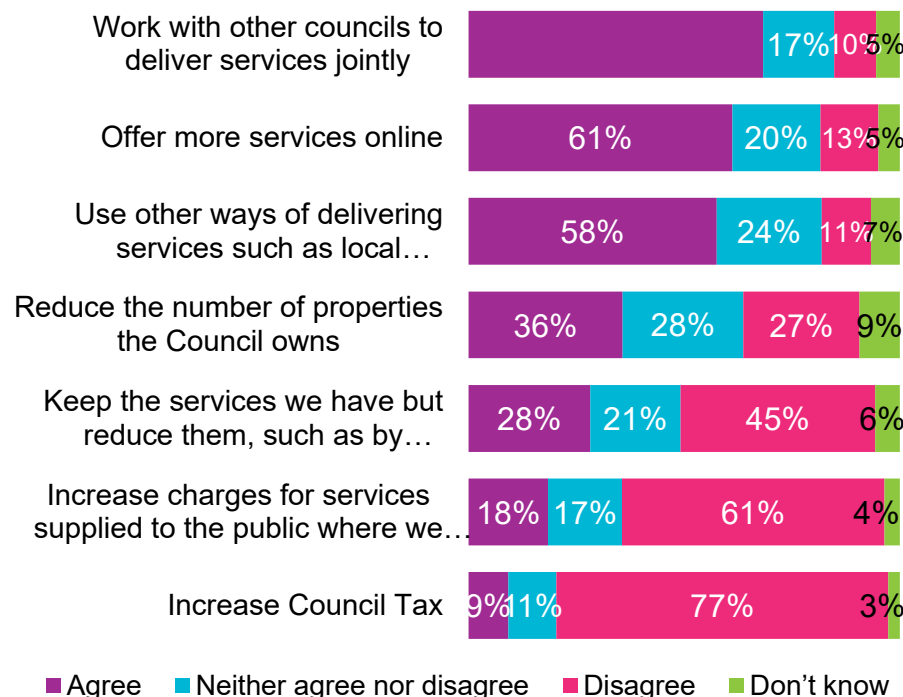


Respondents from the most deprived areas were less likely (10%) to support increased charges for services compared to those from the least deprived (25%). Conversely, those in the most deprived areas were more likely (34%) to disagree with reducing the number of properties than the least deprived areas (24%).



Respondents with a disability were more likely to disagree (35%) the Council should reduce the number of properties than those without a disability (23%).

Extent of agreement with options for the Council to save money or raise additional revenue



Additional Suggestions for Financial Improvement

Respondents were also asked if they had any other suggestions for how the Council could save money or raise additional revenue. Over one fifth of respondents (22%) provided suggestions, which covered multiple themes. The main categories identified include:

- Staffing and workforce management
- Operational efficiency
- Social services
- Community engagement and initiatives
- Infrastructure improvement
- Asset and property management.

Not all of the suggestions related directly to cost saving or revenue generation measures within the Council's remit; some suggestions related to national government policy, new housing developments, and other public services. These have been categorised under 'other suggestions'.

Many comments focused on staffing and workforce, such as reducing staffing levels, reviewing pay and benefits, and restructuring to streamline senior and middle management. Suggestions for improving operational efficiency included adopting private sector practices, eliminating duplication, prioritising essential programmes, focusing on core deliverables, and reviewing procurement processes.

For social services, respondents recommended prioritising support for children and vulnerable adults, ensuring appropriate entitlement, streamlining services to encourage collaboration, and enhancing monitoring to eliminate unnecessary expenditure.

Infrastructure-related suggestions centred on comprehensive road resurfacing, coordinating utility works to minimise disruption, and discontinuing investment in underused cycle lanes.

Proposals regarding asset and property management primarily involved repurposing facilities, sharing spaces, leasing to local businesses, closing County Hall, consolidating assets, and reducing heating in public buildings to lower costs.

Suggestions for saving money or raise additional revenue

Category	%
Staffing and workforce management	24%
Operational efficiency	23%
Social services	13%
Community engagement and initiatives	12%
Infrastructure improvement	12%
Asset and property management	12%
Government and local collaboration	6%
Revenue generation	5%
Economic development	5%
Local government reorganisation	1%
Other suggestions	23%

The outcomes from this consultation will inform the Council's forthcoming financial strategy and actions to enhance value for money. Key themes indicate robust resident support for joint service provision with other councils as a means to realise savings. Increasing Council Tax remains the least favoured approach. Other recurring recommendations highlight the importance of enhancing staff efficiency, operational procedures, and proactive asset management.

A large crowd of people is shown from behind, looking towards a bright, sunlit area. The people are mostly wearing light-colored clothing, and the scene is filled with a sense of a busy outdoor event. The background is heavily blurred, emphasizing the foreground figures. A teal bar is at the bottom of the page.

Living in Derbyshire

Living in Derbyshire

This section explores residents' experiences and perceptions of life across the county, providing a valuable picture of what makes Derbyshire a good place to live and the challenges that communities face. Examining issues such as satisfaction with the local area, feelings of safety during the day and after dark, community cohesion, and the extent residents provide volunteering and unpaid help.

By analysing responses across districts and demographic groups, this section highlights both the strengths and areas for improvement in factors which impact the lives of the residents of Derbyshire. These insights are intended to guide the Council's future planning and resource allocation, ensuring that actions are closely aligned with the needs and aspirations of local residents.

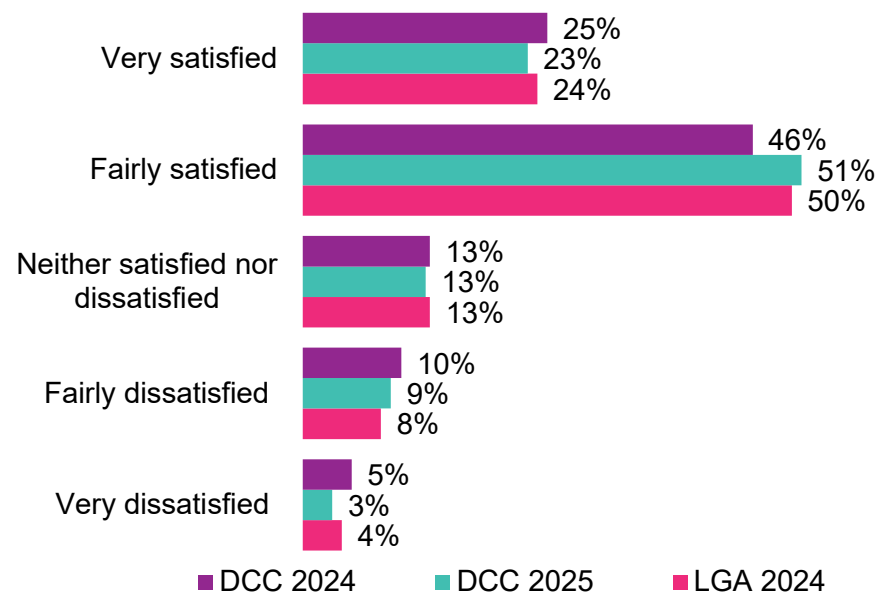
This section also identifies the factors that contribute most to residents' sense of wellbeing and belonging, offering a foundation for targeted improvements and ongoing engagement with communities across Derbyshire.

Satisfaction with the local area as a place to live

Of the 2,219 residents who expressed a view, 74% are very or fairly satisfied with their local area as a place to live, the same as the LGA benchmark of 74% (October 2024 data and different methodology), with the result statistically similar at the 95% Confidence Interval. Additionally in 2025, 13% of respondents were neither satisfied nor dissatisfied and 13% were dissatisfied. Only 13 respondents (0.6%) responded with 'Don't know' on this measure.

Satisfaction on this measure has been consistently high in Derbyshire since 2020 (previous methodology), with the result also showing an increase on the 2024 figure of 72% which provided the baseline for this Council Plan Measure.

Satisfaction with the local area as a place to live



Sex: there is no difference in satisfaction between males and females, both showing a satisfaction figure of 74% with their local area as a place to live.



Age: generally, older age groups are more satisfied than the younger ones. Respondents aged 75+ were the most satisfied (82%) whilst those aged 16-24, 25-34 and aged 45-54 all had satisfaction levels of 70%.



Ethnicity: people from BME communities have a similar level of satisfaction (75%) as white British respondents (74%).



Disability: people with a disability (71%) have a lower level of satisfaction with their local area than those without (75%). The gap is closer than in 2024 though (by 5% points).



Deprivation: respondents living in the most deprived areas have lower levels of satisfaction (58%) than those in the least deprived areas (82%).



Locality: residents in Derbyshire Dales (84%) have the highest levels of satisfaction whilst those from Erewash (63%) have the lowest.



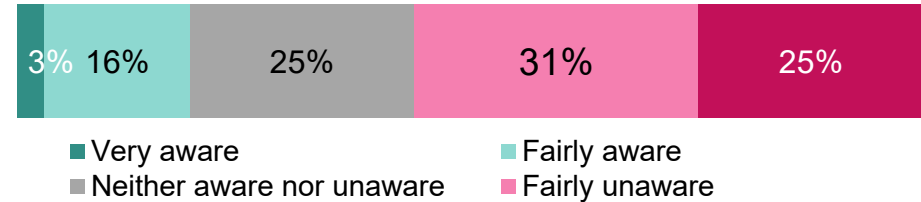
Armed Forces: people who have served in the Armed Forces have a lower level of satisfaction (60%) than those who haven't (75%).

There are no clear differences in the views by sex, ethnicity, disability, sexual orientation or work status.

Awareness of what their local councillor does in their local area

19% of respondents are aware of what their local councillor does in their local area which is significantly worse than the LGA benchmark (2024 data and different methodology) at 45% at the 95% Confidence Interval, although similar to the 2024 value of 20%. Additionally In 2025, 25% of respondents were neither aware nor unaware whilst 56% were unaware. Don't know wasn't an option on this question.

To what extent are you aware of what your local councillor does in your local area?



Age: younger and older age groups were more aware of what their local councillor does than those in the middle. Respondents aged 75+ were the most aware (27%), whilst those aged 25-34 had the lowest awareness (12%).



Ethnicity: people from BME communities had a higher level of awareness (24%) than white British respondents (18%). This has decreased from last year for white British (20%) but increased for BME communities (32%).



Deprivation: respondents living in the most deprived areas have the highest levels of awareness (21%) of what their local councillor does.



Locality: residents in Derbyshire Dales (26%) have the highest levels of awareness whilst those from Erewash and South Derbyshire (both 16%) have the lowest.

There are no clear differences in the views by sex, disability, sexual orientation, being in the armed forces, or work status.

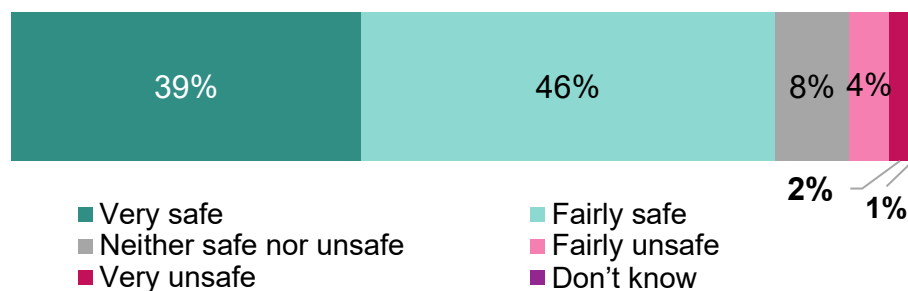
Feeling Safe

There are two questions relating to feeling safe: during the day and after dark. The questions were previously asked in the winter of 2024 and when moving the 2025 survey to the summer, it was felt that there may be an improvement in the results. However, there has been no significant improvement for either question.

Feeling safe in your local area during the day

84% of respondents say they feel safe when outside in their local area during the day. Although similar to the 85% result in 2024 this is significantly worse at the when compared to the LGA benchmark of 91%. Additionally in 2025, 8% felt Neither safe nor unsafe whilst 7% felt unsafe. Just 1% answered don't know in 2025.

How safe or unsafe do you feel when outside in your local area during the day



Age: there is no real pattern across the seven age bands. The youngest group aged 16-24 have the lowest figure at 80% whilst those aged 25-34 and 35-44 feel most safe at 87% each.



Disability: people with a disability (80%) felt less safe during the day than those respondents without a disability (87%).



Deprivation: those respondents living in the most deprived areas (72%) had the lowest figure for feeling safe during the daytime.



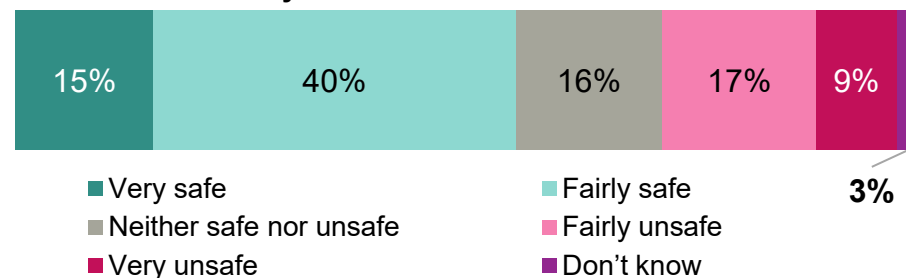
Locality: residents in Derbyshire Dales and High Peak (both 91%) felt most safe during the daytime, with those in Erewash at 76%.

There are no clear differences in the views by sex, ethnicity, sexual orientation, being in the armed forces, or work status.

Feeling safe in local area after dark

55% of respondents say they feel safe when outside in their local area after dark. This is significantly worse at the 95% Confidence Interval when compared to the LGA benchmark (2024 data and different methodology) of 71%, although a slight increase on the result of 52% in 2024. Additionally in 2025, 16% felt neither safe nor unsafe whilst 26% felt unsafe and 3% answered don't know.

How safe or unsafe do you feel when outside in your local area after dark?





Sex: males were much more likely to feel safe than females out in the local area after dark (64%:48%).



Age: generally, those in the middle age bands felt most safe after dark, e.g. 65% of those aged 45-54 felt safe after dark, compared to 43% of those aged 75+.



Ethnicity: people from BME communities (62%) feel safer after dark in their local areas than those from white British communities (55%).



Disability: people with a disability (45%) had a lower score for feeling safe after dark than those respondents without a disability (61%).



Sexual orientation: respondents who are heterosexual (57%) felt safer after dark than those who aren't (44%).



Deprivation: there is a similar pattern here to safety during the day, with those respondents living in the most deprived areas (44%) having a lower safety level after dark.



Locality: residents in Derbyshire Dales (67%) felt safest after dark, whereas in Erewash the figure was only 42%.



Armed Forces: people who have served in the Armed Forces (49%) had a lower feeling of safety after dark than those who haven't (56%).

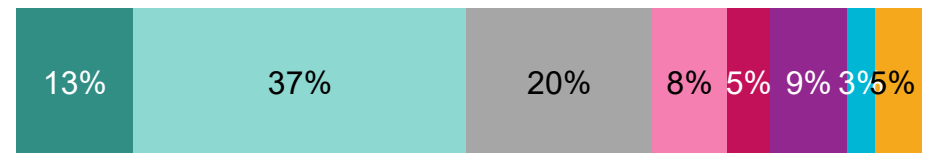


Employment status: people in work (61%) felt slightly safer than those not in work (49%).

How well people from different ethnic backgrounds get on together in their local area

In 2025, 50% of people said that their local area is a place where people from different ethnic backgrounds get on well together—this is a little less than the 52% who said the same in 2024. Another 20% were unsure, 13% disagreed, and 9% didn't know. About 5% said everyone in their area was from the same ethnic background, and 3% felt there weren't enough people around to have an opinion.

To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together



- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same ethnic background



Sex: Women (53%) were more likely than men (47%) to feel their area is good for people from different backgrounds getting along.



Age: People aged 35-44 were the most likely to agree (56%), while those aged 45-54 were the least likely (43%).



Ethnicity: People from Black and Minority Ethnic (BME) backgrounds (63%) were much more likely to say people get on well than white British people (48%).



Deprivation: People in the most deprived areas were less likely to agree (42%) compared to those in the least deprived areas (58%).



Locality: South Derbyshire had the highest agreement (56%), while Erewash had the lowest (43%).



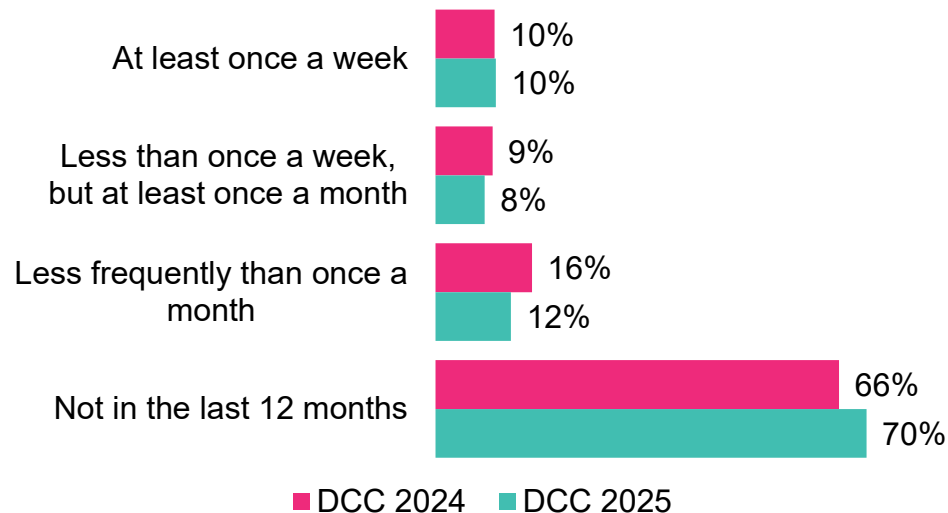
Armed Forces: People who have served in the Armed Forces (49%) were less likely to feel positive than those who have not (56%).

There are no clear differences in the views by disability, sexual orientation or work status.

Unpaid help to any group, club or organisation

30% of people gave unpaid help in the past year, which is down from 34% last year. However, the number of people helping at least once a week stayed the same at 10%.

Frequency with which respondents have provided unpaid help over the last year



Age: People aged 65-74 were most likely to help at least once a week (15%), and those aged 25-34 were least likely (2%).



Deprivation: People living in the most deprived areas were least likely to help weekly (4%), and those in the least deprived areas were most likely (14%).



Locality: Residents in Derbyshire Dales and High Peak helped most often (12%), while Bolsover had the lowest rate (6%).



Armed Forces: 24% of people who had served in the Armed Forces helped weekly, compared to 10% of those who hadn't.



Employment status: People in work were less likely to help weekly (8%) than those not in work (13%).



Contact with the Council: People who had contact with the council were more likely to help weekly (14%) than those who hadn't (8%).

There are no clear differences in the views by sex, ethnicity, disability or sexual orientation.

Overall, most people are satisfied with their local area as a place to live, with safety, community cohesion, and opportunities for volunteering. However, concerns persist around feeling safe after dark and knowing what local councillors do, highlighting areas for further improvement. These findings help the Council plan ways to improve life and address community needs across Derbyshire.



Quality of Life

Quality of Life

This section of the report explores what things matter most to the quality of life of Derbyshire residents and identifies the areas they feel most need improvement. Identifying residents' top priorities—such as safety, access to good health and social care, road and pavement repairs, clean streets, and quality education—as well as other things that shape residents' everyday experiences and wellbeing.

By analysing responses across different districts and demographic groups, the results provide an understanding of how quality of life can vary throughout the county. As well as the specific factors residents believe should be addressed to enhance their quality of life.

Helping to guide the Council's strategic planning by offering a clear direction for improvements, ensuring that future actions are developed to address the needs and aspirations of local communities.

Residents answered two questions on their quality of life. From a list of 20 options; residents were asked what five things make somewhere a good place to live and what most needs improving.

The same three factors emerged as the top three for both what is most important and what needs most improving.

- Access to good quality health services
- Safety and low levels of crime
- Road and pavement repairs

What makes somewhere a good place to live

The five things residents said were most important for making their area a good place to live in 2025 were: safety and low crime (60%), good health and social care services (58%), road and pavement repairs (51%), clean streets (36%), and good schools (34%). These were the same top five as in 2024, but safety and low crime moved into the top spot, swapping places with health and social care.

Top five things that somewhere a good place to live	2025		2024	
	Rank	%	Rank	%
Safety and low levels of crime	1	60%	2	59%
Access to good quality health and social care services	2	58%	1	61%
Road and pavement repairs	3	51%	3	53%
Clean streets	4	36%	4	35%
Quality education and schools	5	34%	5	34%



Age: Younger people (aged 16-34) rated quality education and schools (40%) as more important than older respondents (aged 75 years and over), at 23%.



Disability: People with a disability (55%) rated roads and pavement repair as more important than those respondents without a disability (49%).



Locality: High Peak residents (69%) rated access to good quality health and social care as more important than other localities (52% to 61%)

What needs improving

The top five ‘things’ residents ranked as most needs improving included three of the five things residents ranked as most important. Road and pavement repairs ranked first (66%) followed by access to good quality health services (33%), safety and low levels of crime (32%), activities for teenagers (27%) and affordable housing (25%). The top three things residents ranked as needs most improving in 2025 were the same as 2024, while affordable housing moved to 5th below activities for teenagers.

Top five things most need improving	2025		2024	
	Rank	%	Rank	%
Road and pavement repairs	1	66%	1	67%
Access to good quality health and social care services	2	33%	2	38%
Safety and low levels of crime	3	32%	3	31%
Activities for teenagers	4	27%	5	27%
Affordable housing	5	25%	4	30%



Disability: people with a disability rated access to good quality health and social care services (41%) and access to affordable housing (31%) as most needs improving than those respondents without a disability (30% and 22% respectively).



Deprivation: Respondents from the most deprived areas (38%) were more likely to rate safety and low levels of crime as most needs improving than respondents from the least deprived areas (29%).



Locality: Erewash residents (43%) were more likely to rate safety and low levels of crime as most needs improving than respondents from Derbyshire Dales (23%) and High Peak (25%).

The scatter plot below shows the relationship between the aspects respondents think are important in making somewhere a good place to live and what they think most needs improving in their local area. For example, ‘road and pavement repairs’ is seen as important in making somewhere a good place to live and seen as most in need of improving by a high proportion of respondents. ‘Good relations between different communities’ is seen as important in making somewhere a good place to live and seen as most in need of improving by a low proportion of respondents.

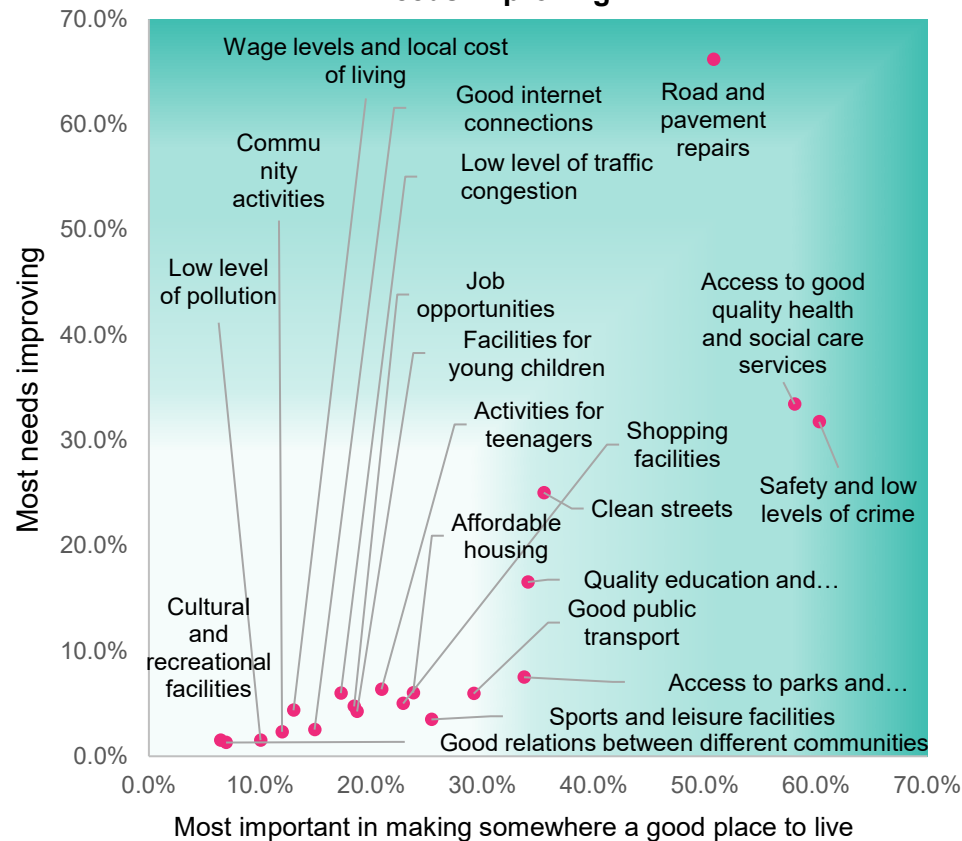


Sex: males (69%) were more likely to rate roads and pavement repair as most needs improving than females (63%).



Age: older respondents (55+) rated access to good quality health and social care services as more important than younger respondents.

Residents quality of life factors which makes somewhere a good place to live against what most needs improving



Residents were given opportunity to leave further comments on what they think makes somewhere a good place to live and what most needs improving. Suggestions made included:

Making somewhere a good place to live

- Improved parking spaces
- Attractive, well-kept buildings and greenery
- Tackling substance misuse
- More Police presence
- People looking after each other
- More local recycling areas
- Strong local business economy including cafe, pubs, restaurants

Most needs improving:

- Tackling anti-social behaviour
- Roadside grass maintenance
- Recycling centres
- Gritting in winter/grit boxes
- Noisy and speeding cars/traffic through local area
- Flood defences
- Improved broadband and mobile reception
- Improved public transport
- Mental health support and facilities
- Infrastructure improvement to support new housing
- Improve parking areas for residents to avoid street congestion

Results show that safety, access to good health and social care, road and pavement repairs, clean streets, and quality education are the top factors shaping residents' quality of life in Derbyshire. While also identifying that further work is needed to address residents' priorities for improvement, particularly in road repairs, healthcare access, and community safety.

Recommendations for action

The following recommendations provide a data-driven foundation for Derbyshire County Council's ongoing efforts to enhance residents' satisfaction, deliver effective services, and build stronger relationships with communities.

Focus on Key Drivers of Satisfaction

- Increase activity to improve perceptions of value for money, collaboration, responsibility, openness and resident involvement in decision-making.
- Target communication and engagement activity to reach residents with neutral or negative views and encourage more positive perspectives.

Enhance Customer Experience

- Improve accessibility and responsiveness across Council communication channels.
- Simplify the process for residents to contact the Council and ensure enquiries are managed efficiently, as ease of contact is linked with satisfaction and trust.

Prioritise Quality of Life Improvements

- Allocate resources and strategic planning towards road and pavement repairs, healthcare service enhancements, and community safety.
- Address primary concerns raised by residents to improve satisfaction with local areas and Council services.
- Collaborate with other councils and partners for joint service delivery and cost savings.

Increase Opportunities for Engagement and Feedback

- Increase opportunities for residents to participate in consultations, focus groups, and feedback initiatives.
- Ensure follow-up by reporting actions taken and outcomes, supporting transparency.

Strengthen Communication and Awareness

- Provide clear and regular communication regarding Council services, responsibilities, and achievements.
- Utilise multiple channels (e-newsletters, website, social media, local councillors) to connect with varied audiences and address uncertain responses.
- Customise communications to reflect local priorities and satisfaction levels.

Monitor and Address Needs of Underrepresented Groups

- Continue to assess and respond to the needs and views of different demographic groups (age, ethnicity, disability, sexual orientation, locality, deprivation).
- Support equitable service delivery and community cohesion through tailored approaches.

Review Survey Methodology and Question Set

- Review the survey format and question set to ensure robust, high-quality, and meaningful results.
- Adjust the methodology as needed to strengthen comparability and relevance for future surveys.

Conclusion

The 2025 Your Council Your Voice survey has provided Derbyshire County Council with a robust, representative understanding of residents' views, experiences, and priorities across the county. The findings reveal that while overall satisfaction with living in Derbyshire remains high, there are clear and persistent challenges in how the Council operates, communicates, and delivers services. Trust in the Council and perceptions of value for money are relatively low, and many residents remain uncertain or neutral on key performance measures.

The survey has identified five key drivers of satisfaction—value for money; works together to achieve positive outcomes; is responsible, open and honest; open to new ideas; and residents are involvement in decision-making. Focusing strategic efforts on these areas, alongside targeted improvements in road and pavement repairs,

healthcare access, and community safety, will be essential for enhancing public satisfaction and quality of life.

Importantly, the survey highlights the need for clearer, more proactive communication, greater opportunities for engagement, and a commitment to addressing the needs of underrepresented groups. By acting on these insights and maintaining an ongoing dialogue with residents, Derbyshire County Council can build stronger relationships, deliver more effective services, and ensure that its plans for 2025–2029 are truly aligned with the priorities of its diverse communities.

In summary, this report provides a data-driven foundation for continuous improvement, organisational learning, and meaningful change—ensuring Derbyshire remains a great place to live, work, and thrive.

Appendix A – 2025 YCYV Questionnaire

Your Council Your Voice

This survey is being conducted by Information by Design (IbyD) on behalf of Derbyshire County Council. IbyD are an independent market research company, are members of the Market Research Society (MRS) and abide by the MRS Code of Conduct.

WHAT ARE WE ASKING?

- We are asking you some questions about Derbyshire County Council and your area. It is really important that we know your views about the Council so that we can improve what we do.
- Please follow the instructions for each question carefully. They ask you to tick one or more boxes or to write something in.

DATA PROTECTION AND CONFIDENTIALITY

- We will treat your data confidentially and use it only for research purposes and to create reports. We won't pass it on to anyone else
- Data will initially be held by IbyD and you can see our privacy policy at www.ibyd.com/privacypolicy. IbyD will transfer the data to Derbyshire County Council who will hold it in line with their privacy policy. You can see information on how the Council treat your data on the following link: <https://www.derbyshire.gov.uk/council/gdpr/general-data-protection-regulation-gdpr.aspx>
- This survey asks questions about Derbyshire County Council, and also collects personal data. This includes data on your ethnicity and sexual orientation, which are optional questions. Please tick the box below to confirm that you agree to take part in the survey and to the use of your survey responses as described above.
- **Please tick this box to agree to take part**

YOUR VIEW OF DERBYSHIRE COUNTY COUNCIL

Your local area receives services from two councils - your borough or district council and Derbyshire County Council.

- This survey asks about Derbyshire County Council which is responsible for services such as education, social care services and road maintenance.
- The District or Borough Councils are Amber Valley, Bolsover, Chesterfield, Derbyshire Dales, Erewash, High Peak, North-East Derbyshire, and South Derbyshire.

When answering these questions we want you to think about **Derbyshire County Council**, not your district or borough Council.

1. Overall, how satisfied or dissatisfied are you with the way **Derbyshire County Council** runs things? **Please tick one box**
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Don't know
2. To what extent do you agree or disagree that Derbyshire County Council provides value for money? **Please tick one box**
 - Strongly agree
 - Tend to agree
 - Neither agree nor disagree
 - Tend to disagree
 - Strongly disagree
 - Don't know

3. To what extent do you think Derbyshire County Council acts on the concerns of local residents? **Please tick one box**

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

4. How much do you trust Derbyshire County Council? **Please tick one box**

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

5. To what extent do you agree or disagree with each of the following statements about Derbyshire County Council:
Please tick one box on each line

Respondents were asked to selection from 'Strongly agree', 'Tend to agree', 'Neither agree nor disagree', 'Tend to disagree', 'Strongly disagree' and 'Don't know'.

Derbyshire County Council...

- Is responsible, open and honest
- Involves people in decision making
- Keeps people informed about their decisions
- Works together to achieve positive outcomes
- Listens and is open to new ideas

KEEPING YOU INFORMED

6. Overall, how well informed do you think Derbyshire County Council keeps residents about the services and benefits it provides? **Please tick one box**

- Very well informed

- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

7. To what extent are you aware of what your local councillor does in your local area? Would you say you are: **Please tick one box**

- Very aware
- Fairly aware
- Neither aware nor unaware
- Fairly unaware
- Very unaware

8. How would you prefer to find out about Derbyshire County Council and the services it provides? You can choose up to 3 options. **Please tick up to 3 boxes.**

- E-newsletter
- Council website
- Leaflets in public spaces
- Email
- Facebook
- X (Formerly Twitter)
- Instagram
- YouTube
- Other: please state what in the box
- WhatsApp
- SnapChat
- TikTok
- NextDoor
- Local councillor
- Local newspapers in print
- Local newspaper websites
- Local radio

We're striving to balance our budget despite financial pressures. This includes higher demand for adult social care and children's services, reduced Government grants, inflation, and the impacts of the increase in the National Living Wage. Before next year's budget is set, we want your views on the options that Derbyshire County Council could bring in to save money or generate extra revenue to fund services.

Derbyshire County Council has several options for saving money or increasing revenue. We'd like to know how much you support the options below.

9. To what extent do you agree or disagree with the following options for how the Council could save money or raise additional revenue? **Please tick one box on each line**

Respondents were asked to select from 'Strongly agree', 'Tend to agree', 'Neither agree nor disagree', 'Tend to disagree', 'Strongly disagree' and 'Don't know'. For each of the following:

- Keep the services we have but reduce them, such as by reducing opening times or doing things less often
- Increase charges for services supplied to the public where we can
- Increase Council Tax
- Work with other councils to deliver services jointly
- Offer more services online
- Use other ways of delivering services such as local community groups or charities
- Reduce the number of properties the Council owns

10. If you have any other suggestions for how you think Derbyshire County Council could save money or raise additional revenue please provide details below:



Please make sure you continue to think about Derbyshire County Council in the next question, not your local borough or district council.

11. Have you contacted Derbyshire County Council in the last 12 months? **Please tick one box**

- Yes
- No

If you have contacted the council more than once in the last 12 months, please think about the last time you contacted them.

12. Why did you contact the Council? **Please tick all that apply**

- Potholes
- Other highway issues (including road signs/markings, street lighting)
- Blue Badge and disabled parking bays
- Buses & Transport (including bus pass)
- Paths/Footpaths, grass cutting
- Recycling Centres
- Adult Social Care
- Planning (roads, schools not including housing)
- Births, Marriages and Deaths
- Schools' admissions
- Education Support Services e.g. SEND
- Childrens social care and safeguarding
- Derbyshire Discretionary Fund
- Other (please state what in the box)

13. How did you contact the Council? **Please tick all that apply**

- By phone
- By email
- Text message
- A form on the website
- A message via social media
- Letter in the post
- Spoke to someone in person

14. When you contacted the Council, did you find it easy or difficult? **Please tick one box**

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult

15. How satisfied or dissatisfied were you with the way in which your contact with the Council was handled? **Please tick one box**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

16. In the last 12 months, how often have you given any unpaid help to any group, club or organisation? **Please tick one box**

This might be helping out, formally or informally with a local community group, arts, museums, sport, or a charity.

- At least once a month
- Less than once a week, but at least once a month
- Less frequently than once a month
- Not in the last 12 months

In these questions we ask you to think about 'your local area'. When answering, please think about the area within 15-20 minutes walking distance from your home.

17. Overall, how satisfied are you with your local area as a place to live? **Please tick one box**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

18. To what extent do you agree or disagree that your **local area** is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect. **Please tick one box**

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same ethnic background

19. How safe or unsafe do you feel when outside in your local area during the day? **Please tick one box**

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

20. How safe or unsafe do you feel when outside in your local area after dark? **Please tick one box**

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

We want to know what you think makes somewhere a good place to live.

21. Thinking generally, which five things would you say are most important in making somewhere a good place to live? **Please tick up to a maximum of five boxes.**

- Sports and leisure facilities
- Road and pavement repairs

- Activities for teenagers
- Clean streets
- Facilities for young children
- Community activities
- Good internet connections
- Shopping facilities
- Affordable housing
- Low level of pollution
- Access to good quality health and social care services
- Cultural and recreational facilities
- Safety and low levels of crime
- Good public transport
- Good relations between different communities
- Low level of traffic congestion
- Job opportunities
- Quality education and schools
- Access to parks and open spaces
- Wage levels and local cost of living
- Other (Please write in)
- None of these
- Don't know

22. Thinking about this local area, which five things, if any, do you think most need improving? **Please tick up to a maximum of five boxes**



The following questions are voluntary. Below we ask you about you. This is to help us to make sure that we understand the views of all the people living in the different areas of Derbyshire.

23. What is your home postcode? **Please write in the box below**

24. What age group are you in? **Please tick one box**

- 16-17
- 45-54

- 18-24
- 25-34
- 35-44
- Prefer not to say
- 55-64
- 65-74
- 75+

25. What is your sex? **Please tick one box**

- Female
- Male
- Prefer not to say

26. a) Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please tick one box

- Yes
- No
- Prefer not to say

b) Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities? **Please tick one box**

- Yes, a lot
- Yes, a little
- Not at all
- Prefer not to say

27. If you consider yourself to be disabled, what type of disability do you have? **Please tick all that apply**

- Disability affecting mobility
- Disability affecting vision
- Disability affecting hearing
- A learning disability
- Other (please write in below)
- I do not consider myself disabled

28. Which of the following best describes your sexual orientation? **Please tick one box**

- Straight/Heterosexual
- Gay or Lesbian

- Bisexual
- Other (please write below)
- Prefer not to say

29. What is your ethnic group? Please tick one box

White	<ul style="list-style-type: none"> • English, Welsh, Scottish, Northern Irish or British • Irish • Gypsy or Irish Traveller • Roma • Any other White background
Mixed or Multiple ethnic groups	<ul style="list-style-type: none"> • White and Black Caribbean • White and Black African • White and Asian • Any other Mixed or Multiple background
Asian or Asian British	<ul style="list-style-type: none"> • Indian • Pakistani • Bangladeshi • Chinese • Any other Asian background
Black, Black British, Caribbean or African	<ul style="list-style-type: none"> • Caribbean • African background • Any other Black, Black British or Caribbean background
Other ethnic group	<ul style="list-style-type: none"> • Arab • Other ethnic group
Prefer not to say	

30. Which of these activities best describes what you are doing at present? Please tick one box

- Employee in full-time job (30 hours plus per week)
- Employee in part-time job (under 30 hours per week)
- Self-employed full or part-time

- On a government supported training programme e.g. Modern Apprenticeship
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home or family
- Doing something else (please write in below)
- Other

31. Have you served in the UK Armed Forces? Please tick all that apply

- Yes, previously served in Regular Armed Forces
- Yes, previously served in Reserve Armed Forces
- Yes, currently serving in Regular Armed Forces
- Yes, currently serving in Reserve Armed Forces
- No

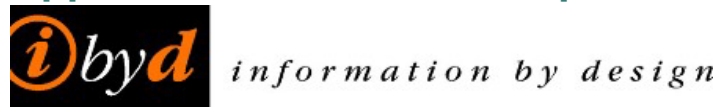
32. For our quality control, or in case we need to check anything you have written, please would you give us your name and a telephone number or email below? We will not pass on your details to anyone else.

- Name
- Telephone number
- Or Email address

Please note this data is collected in line with the UK General Data Protection Regulations. For more information please look at the front of this questionnaire.



Appendix B – Technical Report



DERBYSHIRE COUNTY COUNCIL - YOUR COUNCIL, YOUR VOICE - TECHNICAL REPORT

Background

- 1.1 This technical report contains information about the methodology used for the 'Your Council, Your Voice' survey conducted with residents of the Derbyshire County Council (DCC) area in 2024/25. A separate report will be available containing the full results from the survey.
- 1.2 The survey was commissioned by DCC and conducted by Information by Design (IbyD), with fieldwork taking place between November 2024 and January 2025. The research was conducted in compliance with the guidelines and Codes of Conduct of the MRS.

Methodology

- 1.3 IbyD used a face-to-face assisted self-completion approach to fieldwork, with a team of trained fieldwork staff administering the survey. In this approach, on the doorstep, the member of fieldwork staff gave the respondent the questionnaire, offered support to complete it, and where it was needed, stayed with the respondent. Where support was not needed, the interviewer moved to another household and then returned to collect the completed questionnaire at an agreed time.

- 1.4 To increase the proportion of younger people in the sample, a small number of schools with sixth forms and one college (Chesterfield) were also contacted, to ask some of their 16+ students to complete the survey. The schools and colleges that took part used either an online version of the survey, or asked students to complete paper copies of the questionnaire which were then collected by IbyD. In addition, a small number of 'on street' interviews were used to increase the number of young people included in the sample.

Sample

- 1.5 Each of the eight Local Authority areas⁴ contains a number of Lower-Level Super Output Areas (LSOAs). The IbyD door-to-door fieldwork aimed to provide a sample of respondents which was broadly representative in terms of geography and deprivation and provide coverage of all Electoral Divisions. To achieve this, the following method was used to select the geographical areas where fieldwork was conducted:
 - A list was formed of the 491 LSOAs in the Derbyshire Country Council area.
 - The list was ordered by the 8 Local Authority areas that make up the DCC area.
 - Within each of the Local Authority areas, the LSOAs were ranked by Electoral Division and then by deprivation (using 2019 IMD).

⁴ The DCC area is made up of 8 District or Borough Councils: Amber Valley, Bolsover, Chesterfield, Derbyshire Dales, Erewash, High Peak, North-East Derbyshire, and South Derbyshire.

- From this ranked list, a systematic random sample of LSOAs was selected as the sampling points (locations where fieldwork was to take place).
- The actual sampling scheme used included one-in-four LSOAs in the Derbyshire Country Council area.

1.6 This approach provided coverage of the LSOAs in the DCC area, with a good geographical spread and with the sample selected to be 'representative' in terms of deprivation in the county. In addition, at least 1 LSOA in each of the 64 Electoral Divisions was selected. In total, 122 LSOAs were selected as sampling points for the lbyD door-to-door fieldwork.

	Total number of LSOAs	Number of LSOAs sampled	Number of Electoral Divisions
Amber Valley	78	19	10
Bolsover	48	12	6
Chesterfield	69	17	8
Derbyshire Dales	43	11	6
Erewash	73	18	9
High Peak	59	15	8
North East Derbyshire	63	16	8
South Derbyshire	58	14	9
Total	491	122	64

1.7 A target sample of 2,200 completed questionnaires was set for the research, with 275 in each of the eight District or Borough Council areas. This target was set to achieve a confidence interval of approximately $\pm 2\%$ at Derbyshire County Council area level and $\pm 6\%$ at District or Borough Council area level.

1.8 In total, the achieved sample in the research was 2,309 respondents (109 over target). The overall confidence interval for the overall sample of 2,309 respondents is

$\pm 2.0\%$. The confidence intervals by District or Borough Council area range from $\pm 5.7\%$ (Amber Valley) to $\pm 5.9\%$ (Bolsover). Strictly speaking each question will differ as the confidence interval is also dependent on the individual responses to the question. The table below shows the number achieved by District or Borough Council.

	Respondents
Amber Valley	297
Bolsover	280
Chesterfield	295
Derbyshire Dales	296
Erewash	282
High Peak	287
North East Derbyshire	286
South Derbyshire	286
Total	2,309

Weighting and analysis

1.9 The final data set from the survey was weighted to correct for the disproportionate sampling scheme used and to ensure data matches latest estimates of the Derbyshire County Council population. The initial sample from the survey set targets of 275 respondents per District or Borough Council area, irrespective of the size of the population. Weighting was therefore used to ensure that the final dataset was representative in terms of size of the District or Borough Council area and in terms of age and gender. Weighting was based on the ONS mid-2023 population estimates for age and gender at District or Borough Council area level.

1.10 The targeted activity to increase the proportion of younger residents in the sample was successful. As a result, the survey weights were reasonable and all weights for age bands (18-34, 35-54, 55-74, 75+) by gender in each local authority district were less than 3.

1.11 Tables comparing the weighted sample and the Derbyshire Population are shown in Appendix 1. These show that the weighted sample closely matches the Derbyshire population. The survey shows a higher proportion of residents who are disabled under the Equality Act than the 2021 Census. This is in-line with surveys conducted in other local authority areas.

Information by Design

31 January 2025

Appendix - Comparison of the Weighted Sample to the Derbyshire Population

Age Group	Mid-2023 estimates	Weighed sample
16-24	10%	10%
25-34	15%	15%
35-44	15%	15%
45-54	16%	15%
55-64	18%	17%
65-74	14%	15%
75+	13%	13%

Sex	Mid-2023 estimates	Weighed sample
Female	51%	51%
Male	49%	49%

Disability	2021 Census	Weighed sample
Disabled under the Equality Act	20%	26%
Not disabled under the Equality Act	80%	74%

Limited day-to-day activities	2021 Census	Weighed sample
Day-to-day activities limited a lot	9%	10%
Day-to-day activities limited a little	12%	15%
Day-to-day activities are not limited	8%	4%
No long term physical or mental health conditions	72%	70%

Sexual Orientation	2021 Census	Weighed sample
Straight or Heterosexual	91%	83%
Gay or Lesbian	1%	2%
Bisexual	1%	2%
All other sexual orientations	0%	0%
Not answered	6%	13%
Sexual Orientation Excluding "not answered"	2021 Census	Weighed sample
Straight or Heterosexual	97%	95%
Gay or Lesbian	1%	2%
Bisexual	1%	2%
All other sexual orientations	0%	0%

Ethnic Group	2021 Census	Weighed sample
White British	94%	95%
White Other	3%	2%
Mixed or Multiple ethnic groups	1%	1%
Asian, Asian British or Asian Welsh	1%	2%
Black, Black British, Black Welsh, Caribbean or African	1%	0%
Other ethnic group	0%	0%

Activity	2021 Census	Weighed sample
Employee in full-time job (30+ hrs/week)	35%	38%
Employee in part-time job (under 30 hours per week)	13%	11%
Self-employed full or part-time	9%	6%
On a government supported training programme e.g. Modern Apprenticeship	0%	0%
Full-time education at school, college or university	5%	6%
Unemployed and available for work	2%	2%

Permanently sick/disabled	4%	5%
Wholly retired from work	26%	28%
Looking after the home or family	4%	3%
Doing something else	2%	1%

Armed forces	2021 Census	Weighed sample
Previously served in UK regular armed forces	3%	4%
Previously served in UK reserve armed forces	1%	1%