

## 2019 Citizens' Panel & Residents Survey March 2019

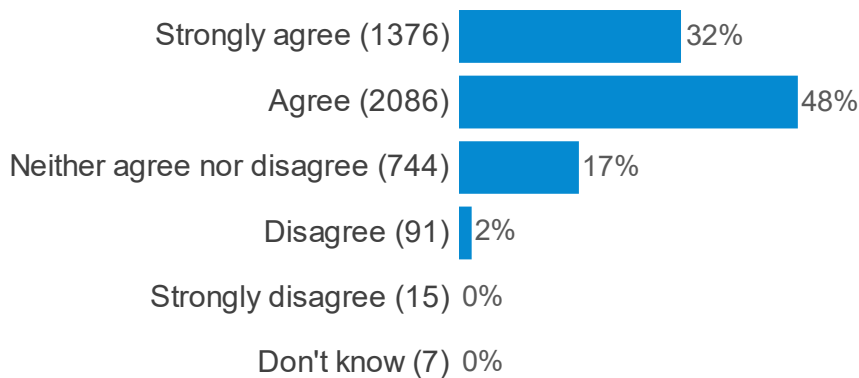
This report was generated on 24/04/19. Overall 4335 respondents completed the Citizens' Panel and Residents Survey questionnaires.

The report combines the results from the two surveys and has been filtered to show the responses for 'All Respondents'.

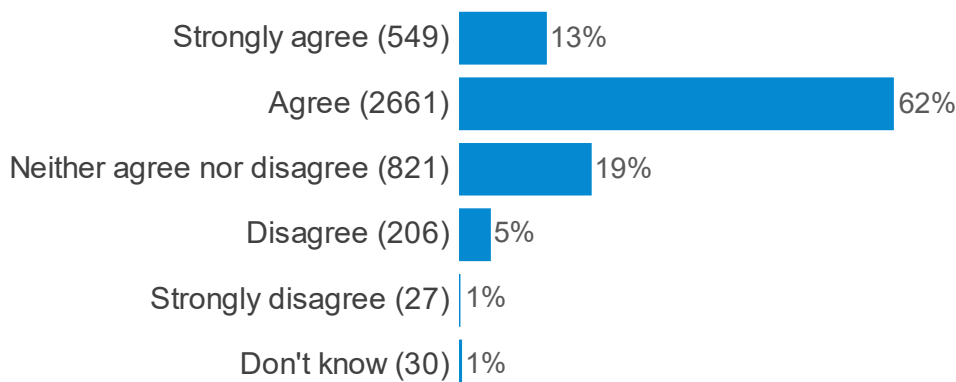
### Living in Derbyshire

The following questions are designed to help the Council understand resident's feelings about living in Derbyshire.

**How strongly do you agree or disagree with each of the following statements: (I am proud of Derbyshire)**

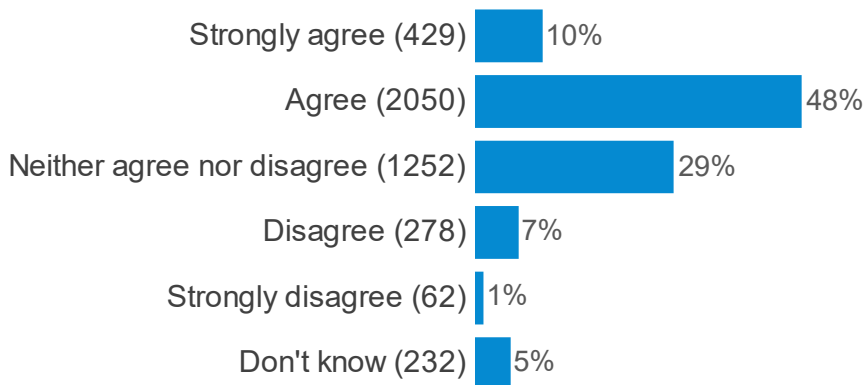


**How strongly do you agree or disagree with each of the following statements: (Derbyshire is a safe place to live)**

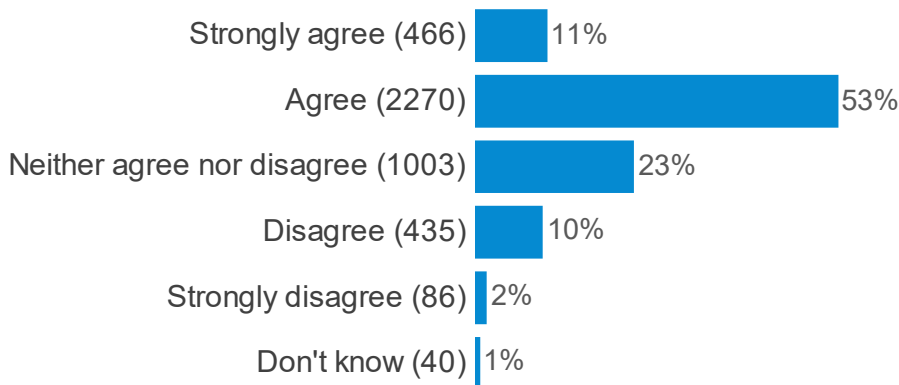


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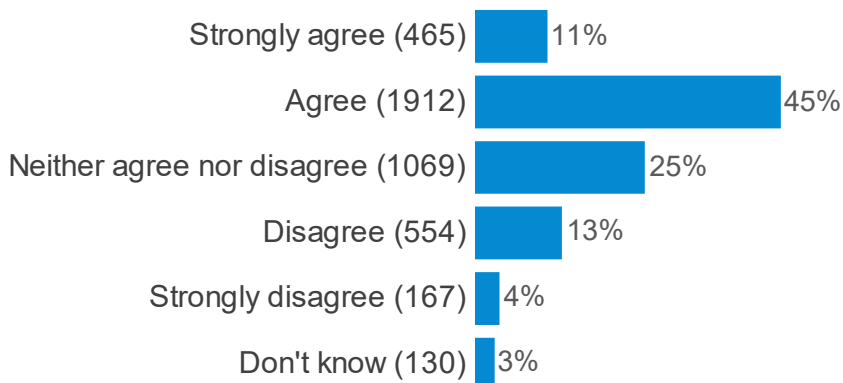
**How strongly do you agree or disagree with each of the following statements: (In my local area people from different backgrounds get on well together )**



**How strongly do you agree or disagree with each of the following statements: (In my local area people treat each other with respect and consideration )**

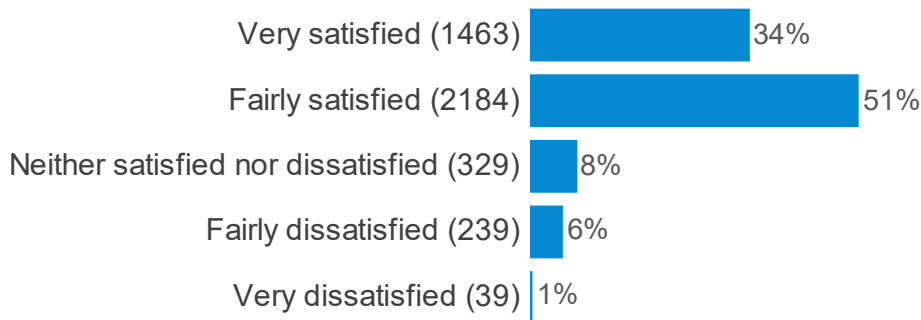


**How strongly do you agree or disagree with each of the following statements: (By working together people in my local area can influence decisions that affect the area )**

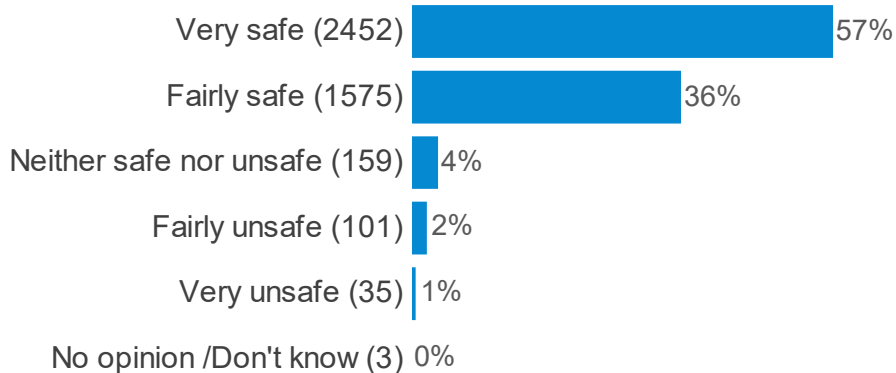


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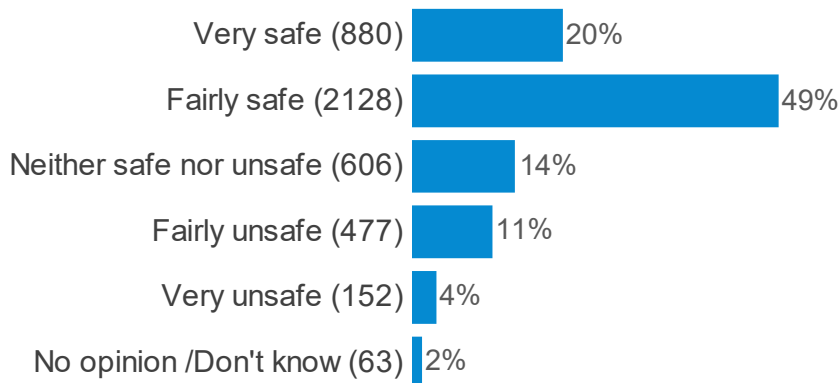
Overall, how satisfied or dissatisfied are you with your local area as a place to live?



How safe do you feel in your neighbourhood (i.e. the roads and streets around your home) in the following situations? (When outside during the day)



How safe do you feel in your neighbourhood (i.e. the roads and streets around your home) in the following situations? (When outside at night time)

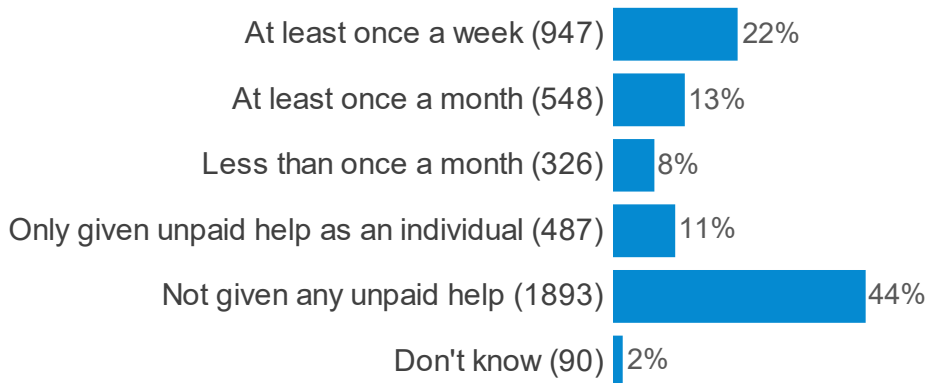


### Helping out

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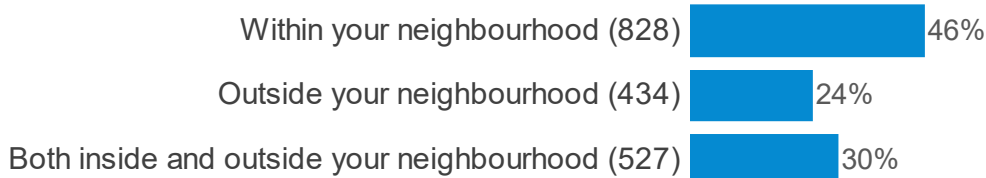
The following questions will help us understand how involved you are with organisations and clubs in your local area.

**(Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisations)**



**If you do give unpaid help to any group(s), club(s) or organisation(s), where are these groups located?**

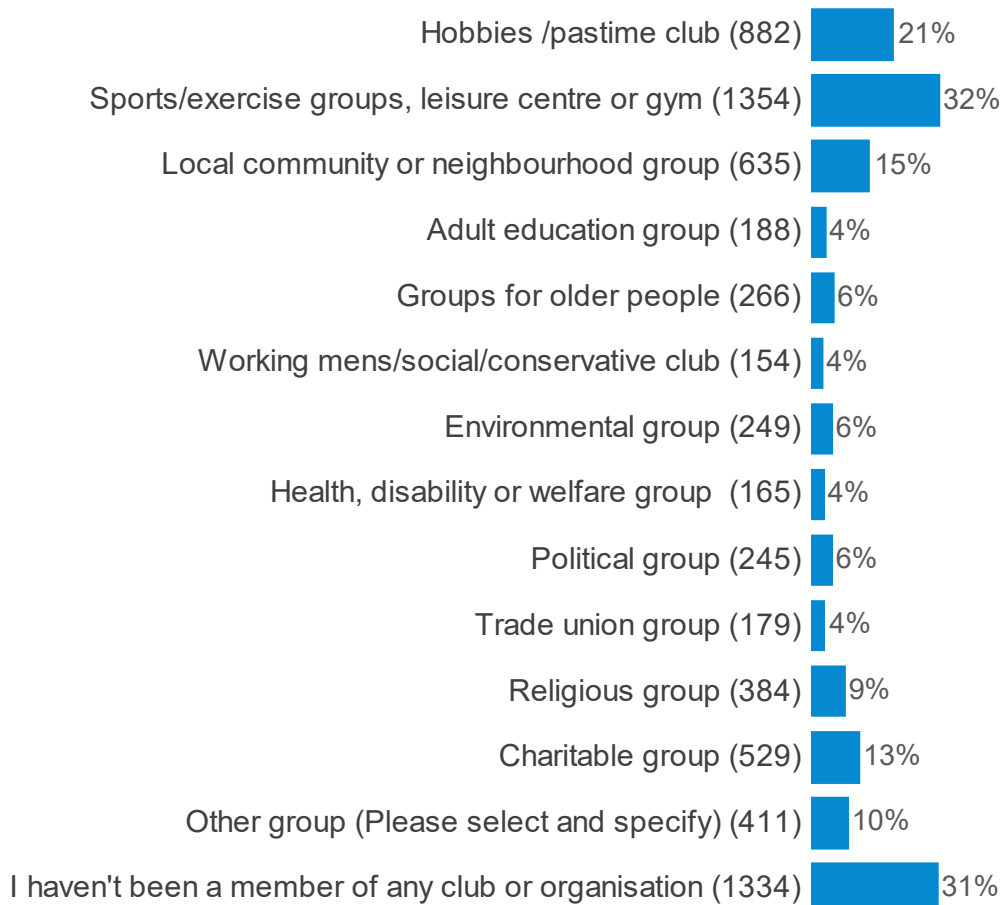
*(Please select **one** box only)*



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In the last 12 months, have you been a member of any of the following clubs or organisations?

(Please select all that apply)

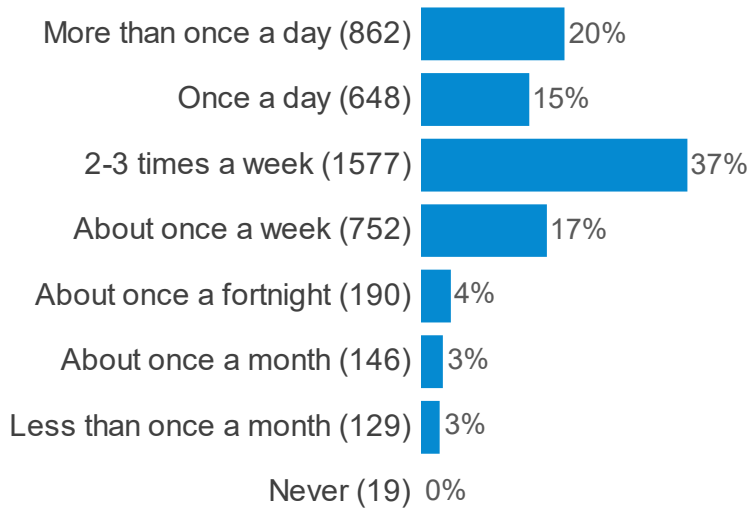


### Networks of support and local trust

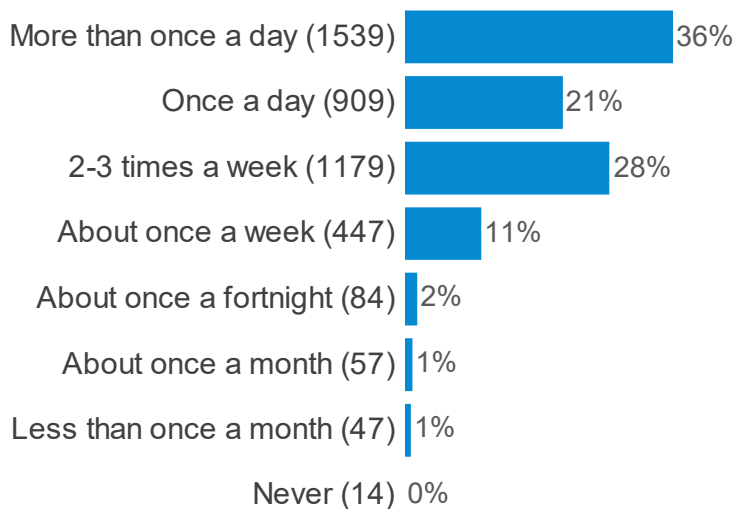
The following questions have been designed to measure the levels of trust in local areas and the types of friendships that people have, they will help us improve and target local services.

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**Not counting the people you live with, how often do you have... (... face-to-face contact with family or friends)**



**Not counting the people you live with, how often do you have... (... other types of contact with family and friends, eg phone, text message or internet)**



**Do you feel you have enough people around you to .... (... give you advice if you need it )**



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**Do you feel you have enough people around you to .... (... borrow things and exchange favours)**



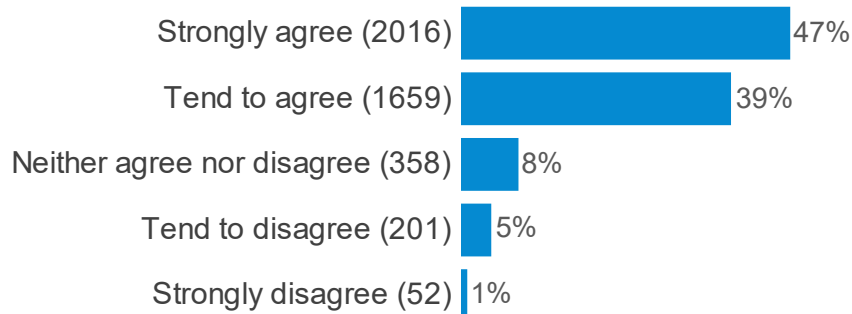
**Do you feel you have enough people around you to .... (... support you to avoid a crisis)**



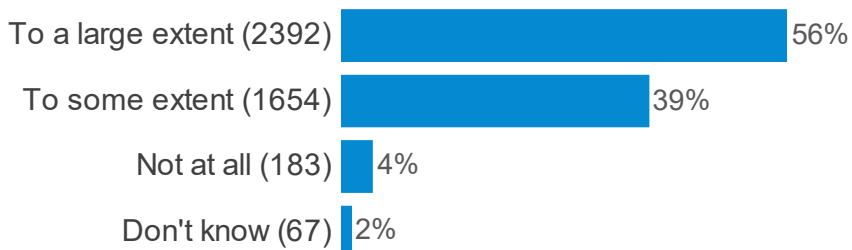
**Do you feel you have enough people around you to .... (... support you in a crisis)**



**How strongly do you agree or disagree that you have control over your life and personal choices?**

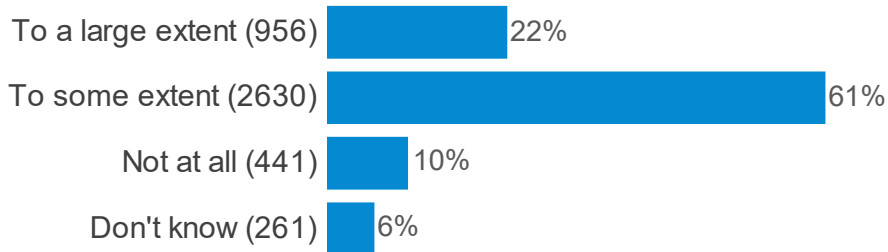


**How much do you trust each of the following... (... people living on your street or in your building)**

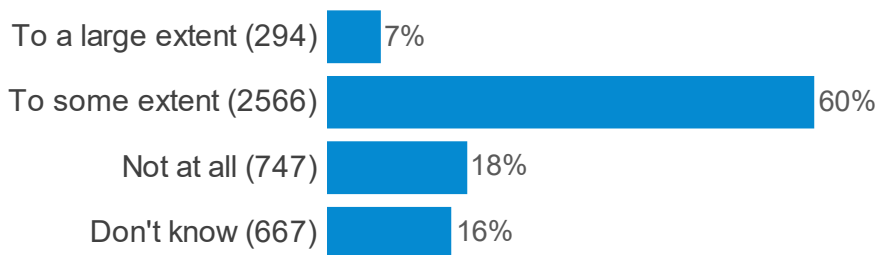


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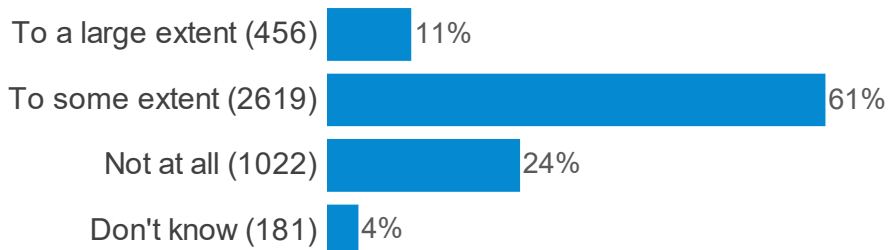
**How much do you trust each of the following... (... people living in your local area  
(within 10-15 minutes of your home))**



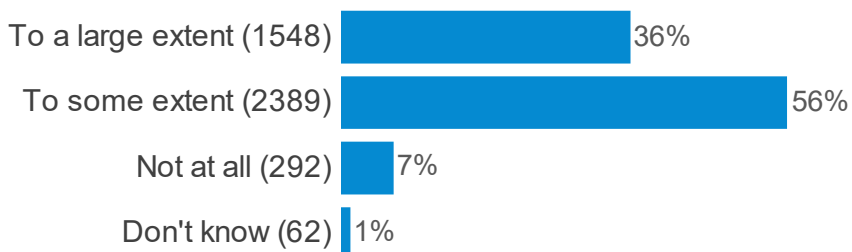
**How much do you trust each of the following... (... other people outside your local area)**



**How much do you trust each of the following... (... local councils)**



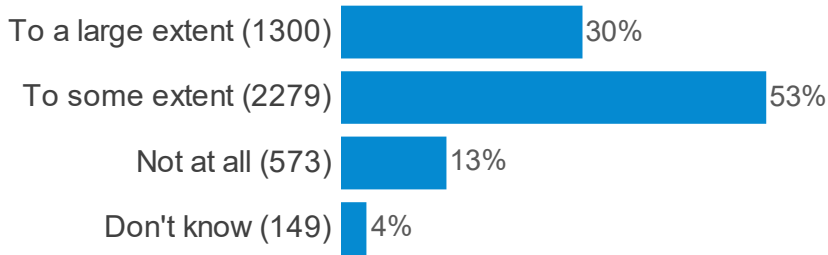
**How much do you trust each of the following... (... local health services)**





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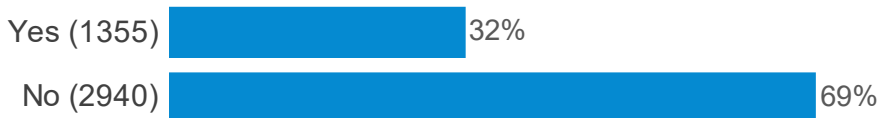
How much do you trust each of the following... (... police)



### Community Safety Partnerships

The results from the following questions will be used with data from partner agencies to monitor how residents in Derbyshire feel about crime and disorder.

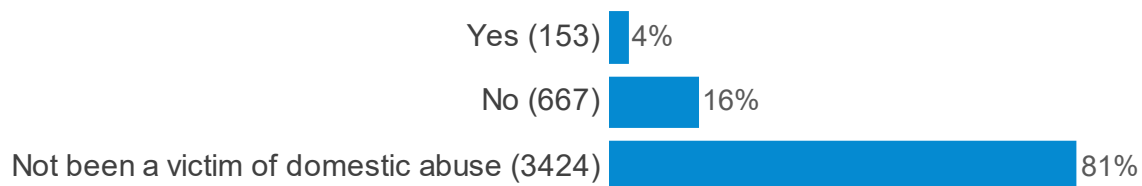
Have you seen this Stop Hate UK logo?



Do you know about the domestic abuse 24 hour helpline - 08000 198 668?



If you are, or have been, a victim of domestic abuse have you ever reported it?

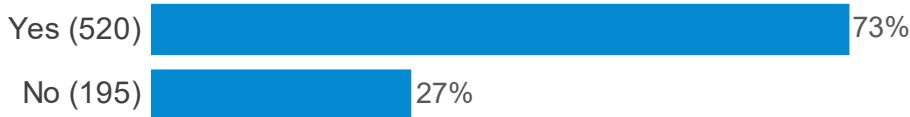


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### Have you been a victim of an on-line crime?



### If you have been a victim of an on-line crime, did you report it?



### Who did you report it to?



### Have you seen this website?

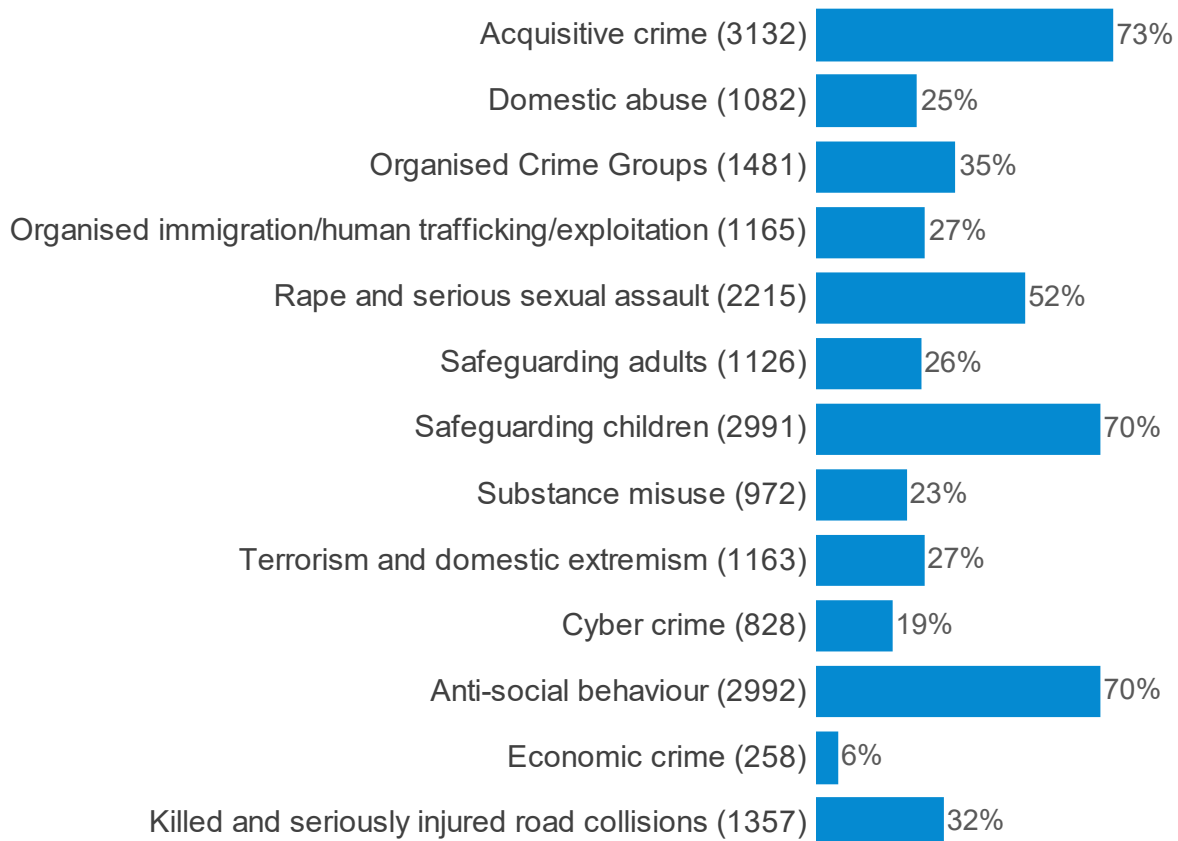


Get Safe Online  
Free expert advice



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(Please choose your top five Community Safety priorities from the list below:)



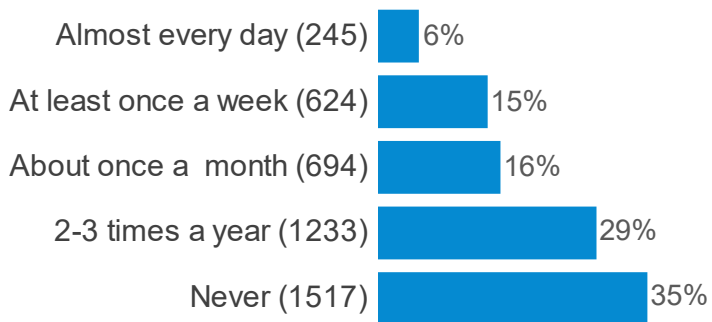
### Transport and Travel

The results from the following questions will be used to help plan and improve the future of bus services in Derbyshire.

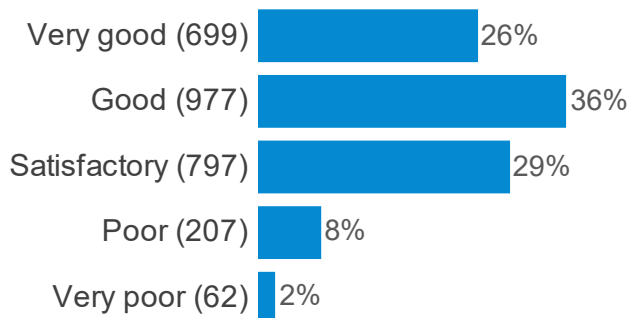
### Bus Services

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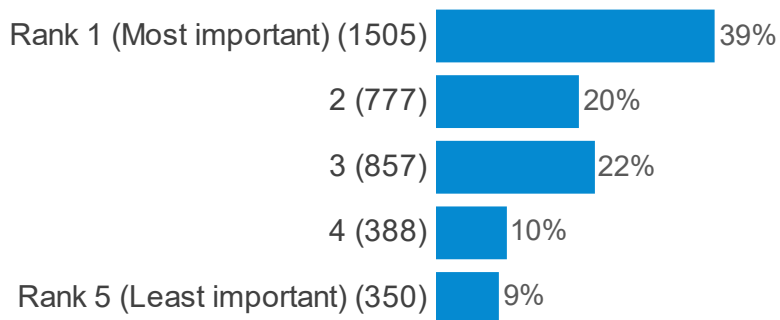
How often do you use bus services?



If you have used a bus in the past year what did you think of the experience?

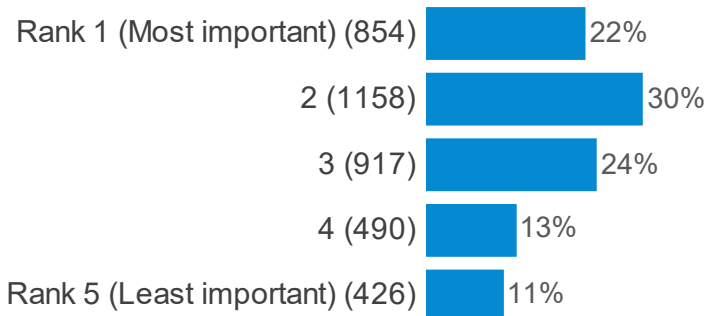


Please rank the suggestions below from 1 to 5 in order of importance on what could be done to improve bus services in Derbyshire? (More frequent bus services on existing routes)

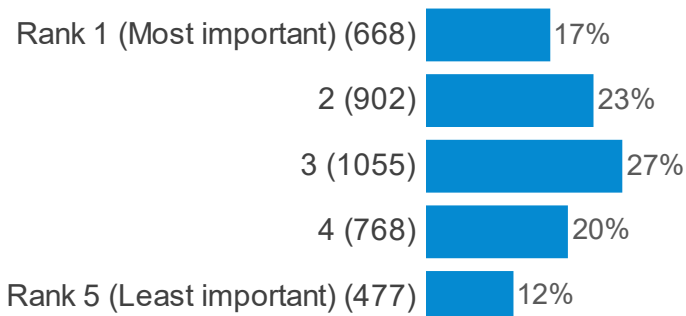


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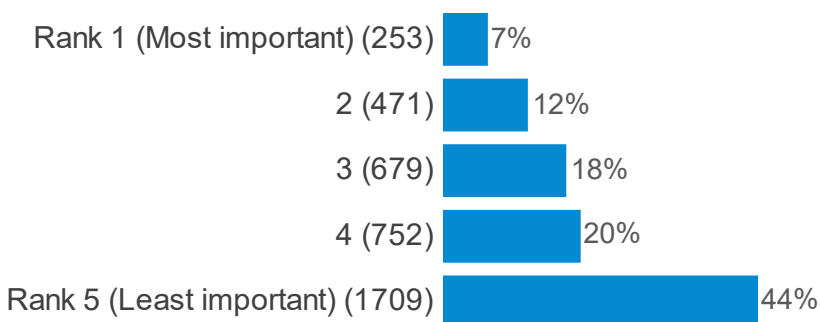
Please rank the suggestions below from 1 to 5 in order of importance on what could be done to improve bus services in Derbyshire? **(More flexible bus services, such as Derbyshire Connect, which allow people to travel between any 2 points in an area rather than sticking to a specific route or timetable)**



Please rank the suggestions below from 1 to 5 in order of importance on what could be done to improve bus services in Derbyshire? **(More information on bus services)**

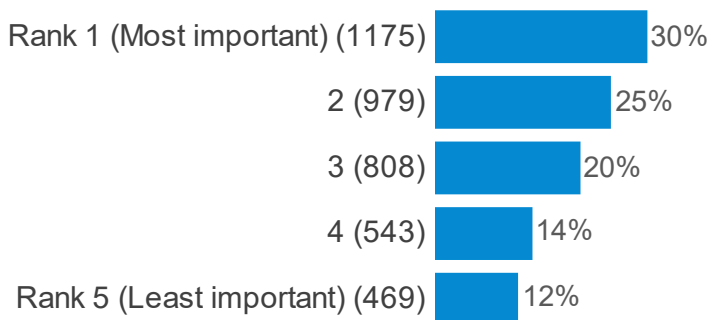


Please rank the suggestions below from 1 to 5 in order of importance on what could be done to improve bus services in Derbyshire? **(New buses with features such as Wifi)**



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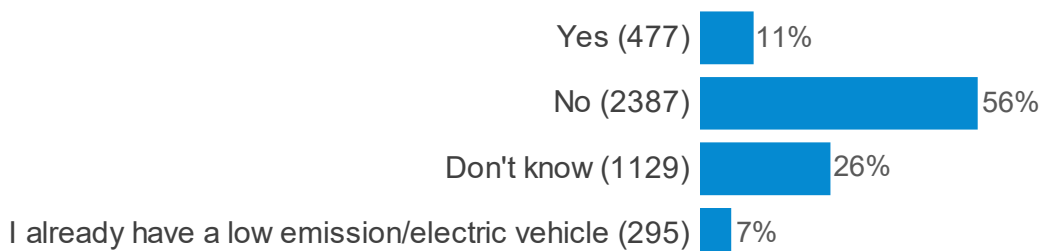
Please rank the suggestions below from 1 to 5 in order of importance on what could be done to improve bus services in Derbyshire? (**More flexible ticketing, i.e. smart card which allows you to travel on any companies buses using the same ticket**)



### Sustainable Travel

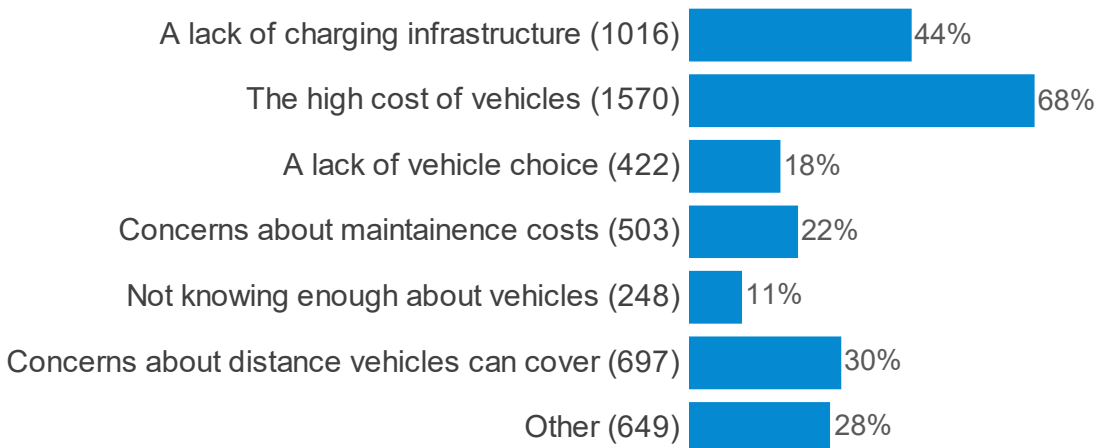
The results from the following questions will help the Council to understand the needs of Derbyshire's residents regarding the potential for low emission/electric vehicles, including e-bikes and will help inform how best to help Derbyshire's residents reduce their overall transport-related carbon footprint.

Are you likely to switch to a low emission/electric vehicle in the next two years?

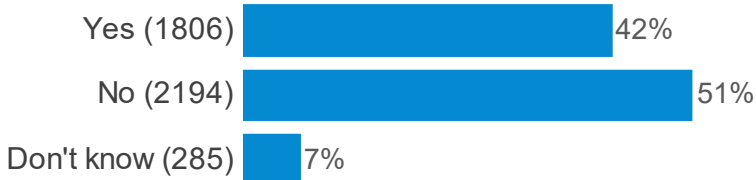


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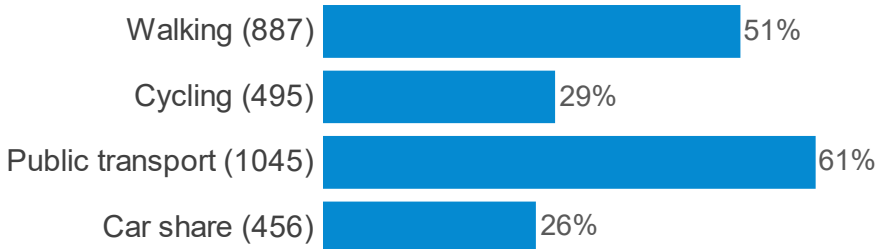
(If 'No', is this because)



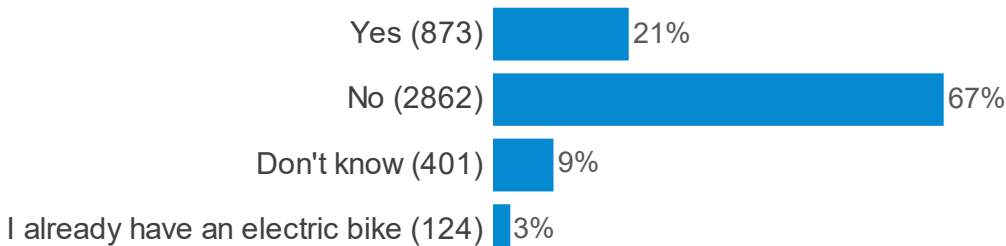
Are you concerned about your own carbon footprint in terms of the way you travel to work or for leisure?



If 'Yes', what method of transport would you consider using more to help reduce your carbon footprint? *(Please select all that apply)*

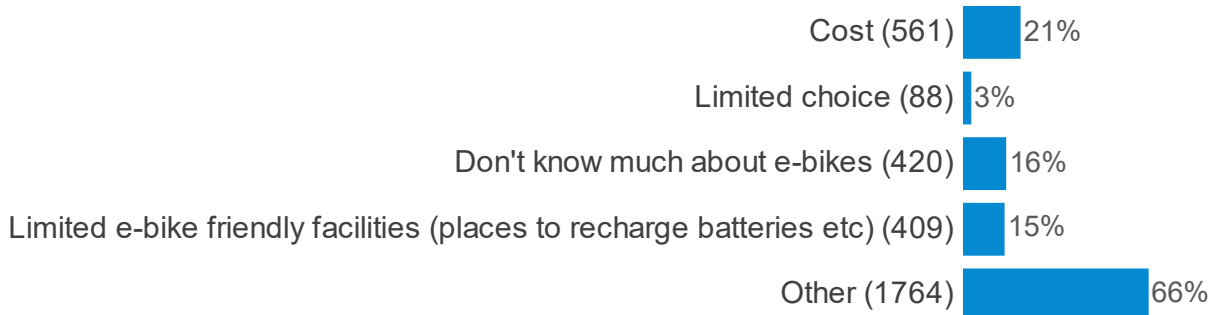


Would you consider buying an electric bike?

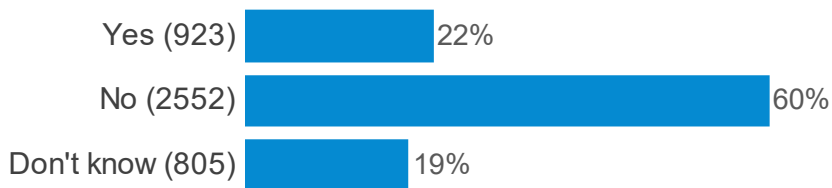


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If 'No', is this because of: *(Please select all that apply)*



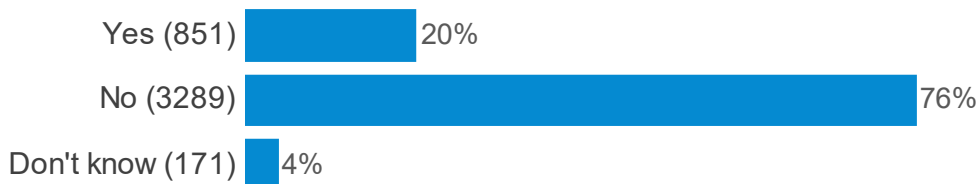
If e-bike hire was available would you consider using this facility?



### Highways

The results from the following questions will enable Derbyshire County Council to make informed decisions about how we communicate information about our Highways Services to the general public.

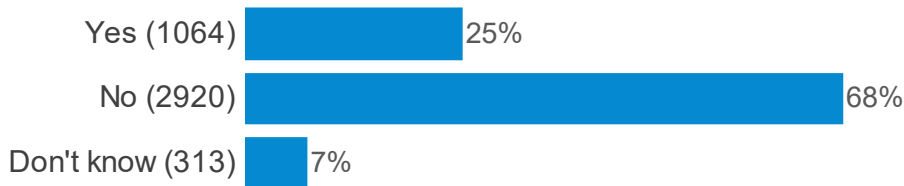
Have you heard about how much investment is being made on Derbyshire highways?



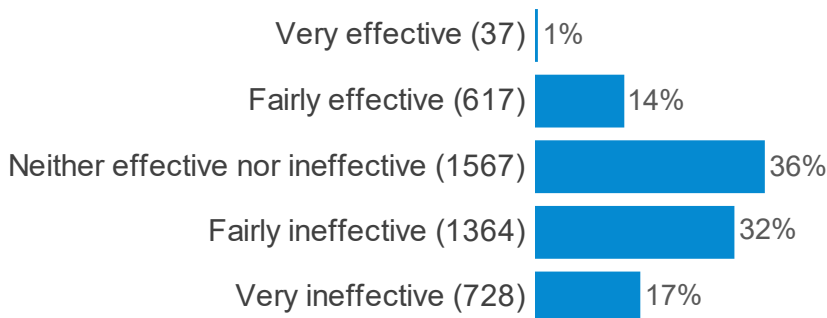


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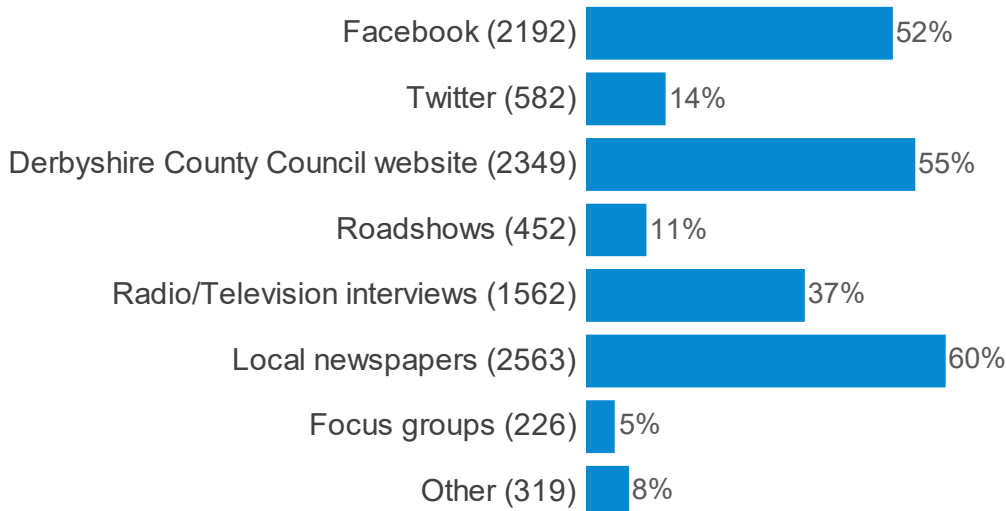
Do you think that the County Council maintains Derbyshire roads so they are fit for purpose?



How effective or ineffective do you think the Council is in communicating with the public about its highway services, their delivery and how they set their priorities?

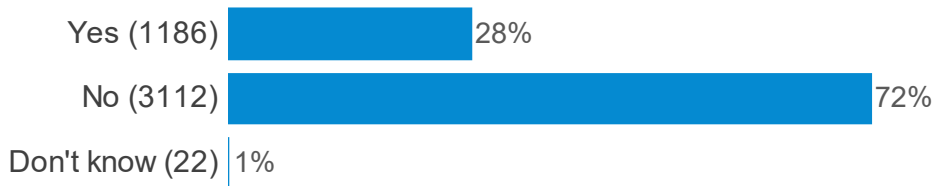


Which of the following do you think are the best ways to keep you informed about the highway service? *(Please select a maximum of 3 options)*

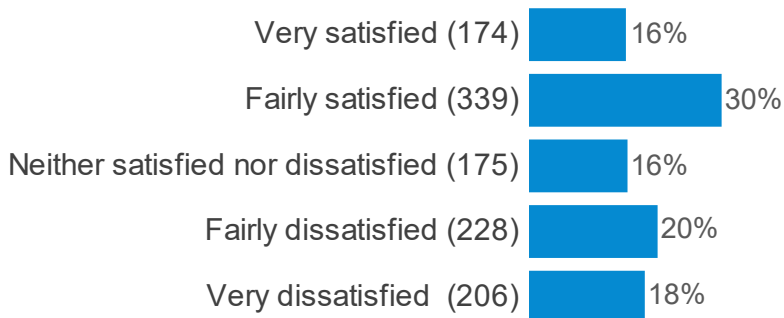


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Have you made contact with the Council in the last 12 months in relation to a highway issue?



If 'Yes', how satisfied or dissatisfied were you with the level of service?



The Council offer a web reporting system called 'Do It Now'. You can use this service to report and track a variety of highways issues such as road and pavement faults, flooding issues, vegetation and gritting issues.

Have you heard of the Council's 'Do It Now' web reporting service?

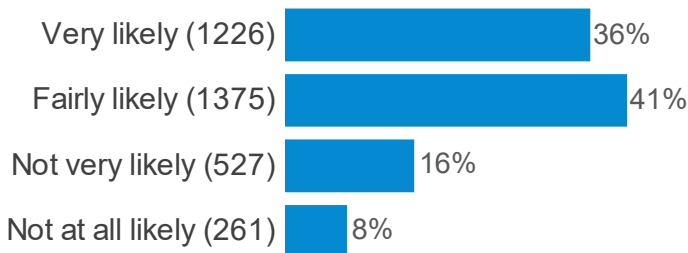


If 'Yes', have you used the 'Do It Now' service?



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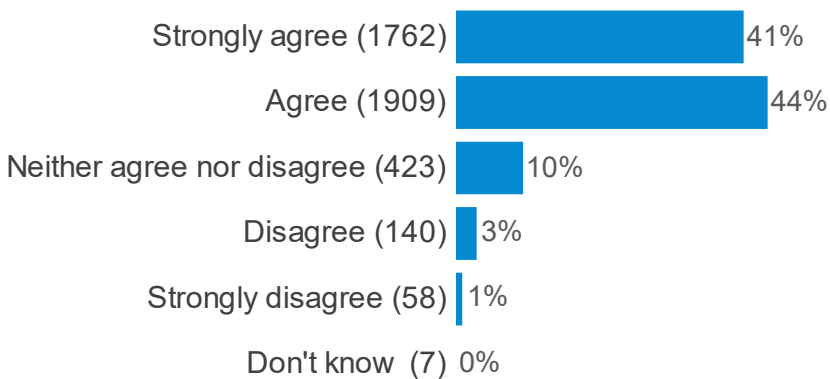
If 'No', how likely are you to use a web based reporting system rather than traditional methods such as email, telephone, social media in the future to report highway issues?



### Waste and Recycling

The responses to the following questions will be used to help assess the effectiveness of waste awareness education and campaigns. This will help us to develop future campaigns and waste services.

How strongly do you agree or disagree that you understand how you can reduce your rubbish and recycle more?  
(I understand how I can reduce my rubbish and recycle more)

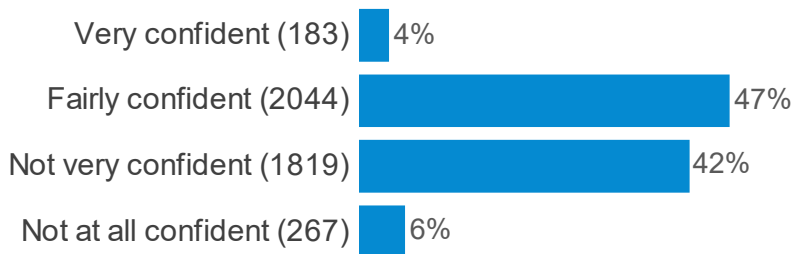


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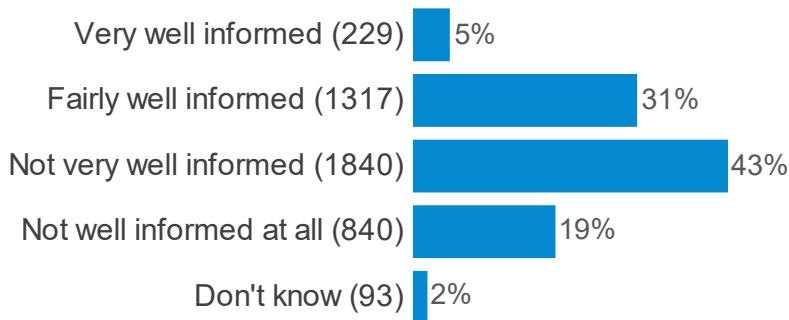
Have you heard of the 'What Happens to Recycling' tool/campaign  
[www.derbyshire.gov.uk/yourrecycling?](http://www.derbyshire.gov.uk/yourrecycling?)



How confident are you that your recycling is turned into new materials?

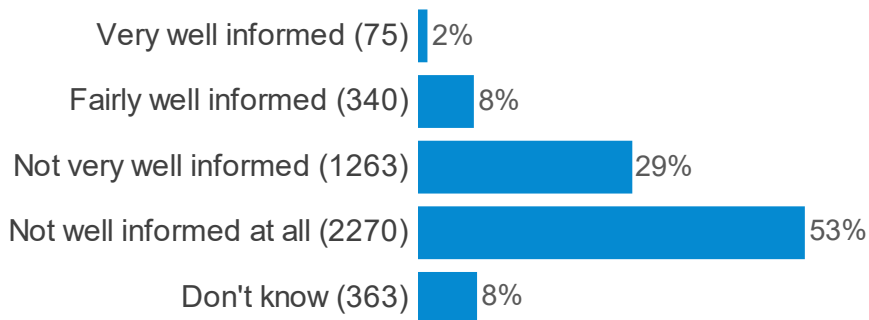


How well informed do you feel about each of the following: (What happens to waste (non-recycling) when you throw it away)

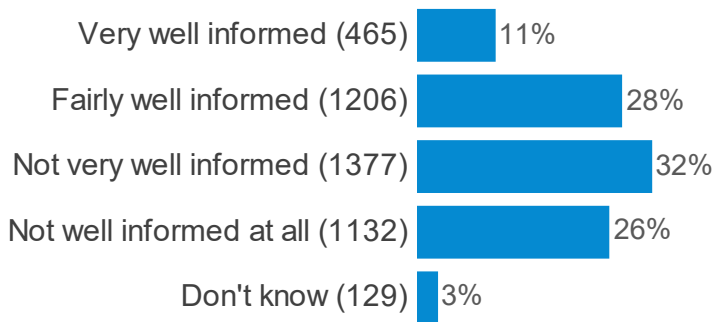


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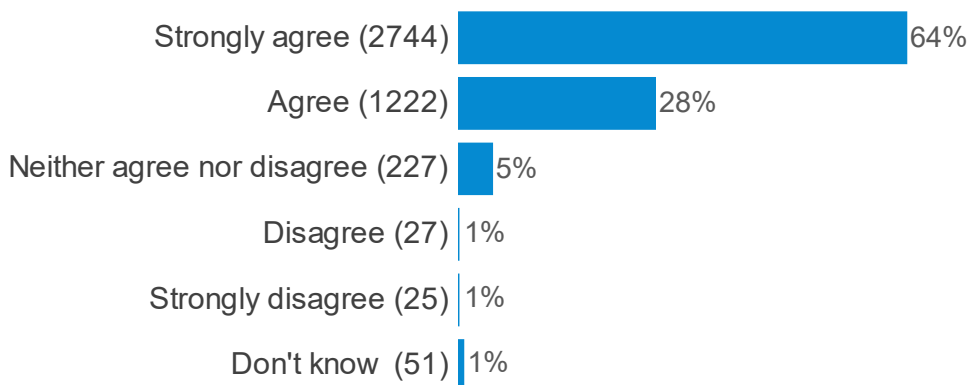
How well informed do you feel about each of the following: (The new waste treatment centre being built in Sinfin, Derby)



How well informed do you feel about each of the following: (The advantages of treating waste (non-recycling) rather than sending it to landfill )



To what extent do you agree or disagree with waste (non-recycling) being used to create energy instead of being sent to landfill?



**Derwent Valley Mills World Heritage Site**

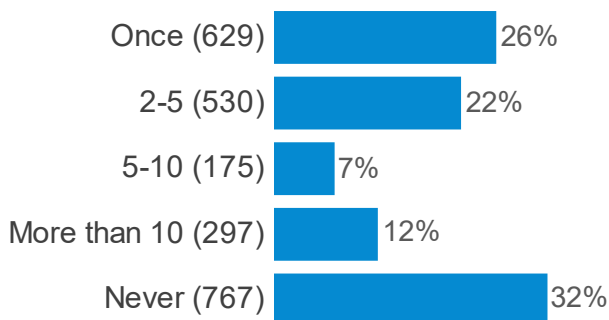
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Derbyshire has the only World Heritage Site in the East Midlands. Stretching from Matlock Bath to Derby, the Derwent Valley World Heritage Site has been designated by UNESCO as it is the site of the world's earliest modern factories and worker's housing. These include the mills and housing at Cromford, Belper, Milford, Darley Abbey and Derby which pioneered the factory system in the late 18th century. The Site is co-ordinated by a partnership of local authorities and organisations which include Derbyshire County Council. The following questions will help the partner organisations plan for the future.

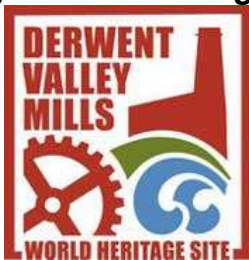
### Have you heard of the Derwent Valley Mills World Heritage Site?



### If 'Yes', how many times have you visited the site in the last 2 years?

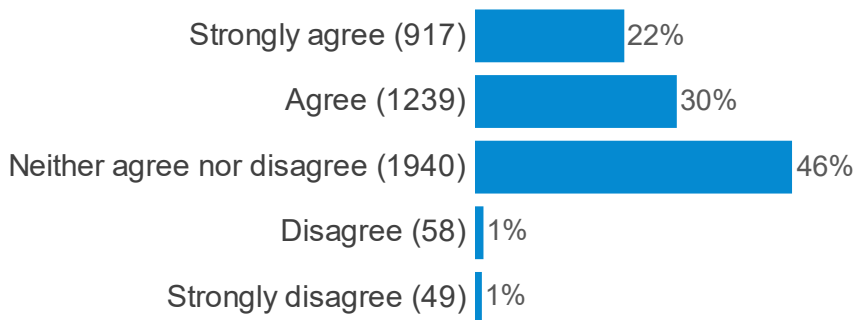


### Have you seen this logo?

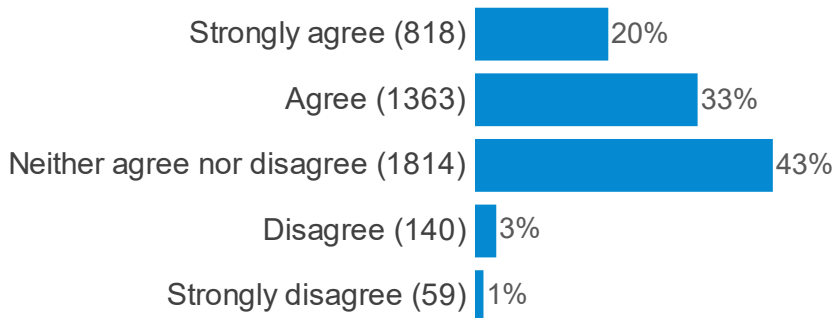


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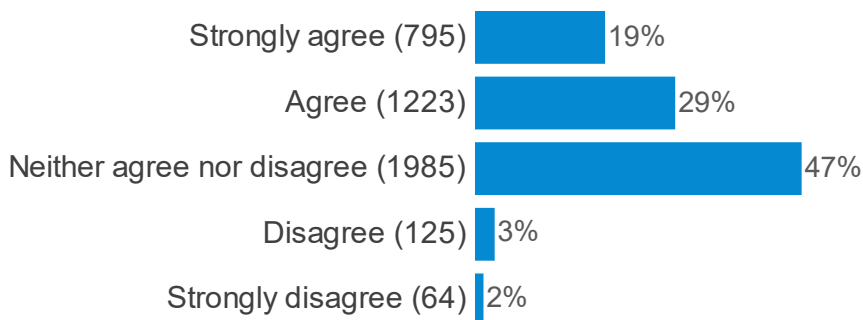
How strongly do you agree or disagree with each of the following statements? (I am proud of the Derwent Valley Mills World Heritage Site as an area)



How strongly do you agree or disagree with each of the following statements? (Having the Derwent Valley Mills World Heritage Site is part of what makes Derbyshire special as an area )



How strongly do you agree or disagree with each of the following statements? (I would recommend Derwent Valley Mills World Heritage Site as a destination to friends and family)

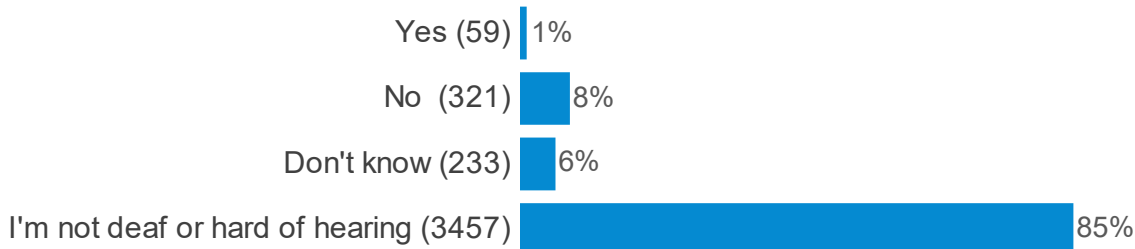


## Equalities

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Derbyshire County Council has signed up to the Charter for British Sign Language, part of mechanisms to improve access to Council services for all service users. The following question asks about access to services.

**If you are deaf or hard of hearing are there any Council services that you find it difficult to access?**



**Questions for current CP members only to consider how we can improve Panel**

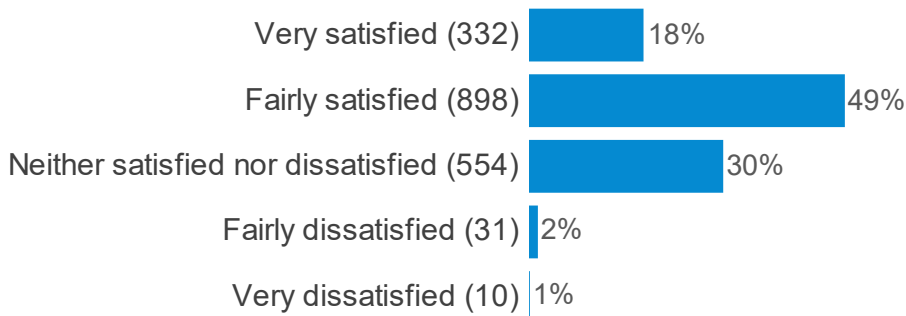
**The Citizens' Panel** *(only Citizens' Panels were asked these questions about the Panel)*

The County Council set up the Citizens' Panel in 2000. A number of changes have been made since then in how the Panel is run but we want to ensure it continues to meet the needs of the Council and maintains the interest of Panel members. We are keen to hear how satisfied you are with the Panel and to also understand how you think the Panel can be improved.

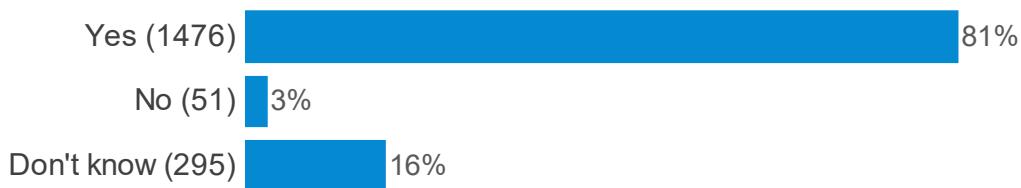


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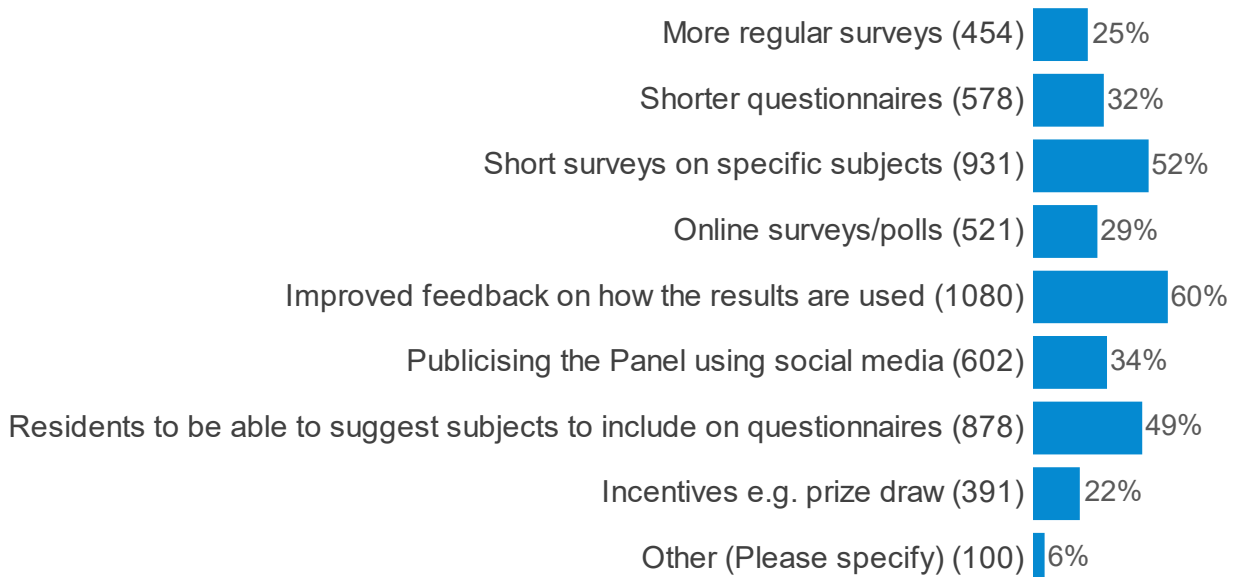
### How satisfied or dissatisfied are you with the Citizens' Panel?



### Do you think the Council should continue to run the Citizens' Panel?



### Which of the following, if any, do you think would encourage more people to take part in the Citizens' Panel? *(Please select all that apply)*



### Question to be asked on general survey not Citizens' Panel members

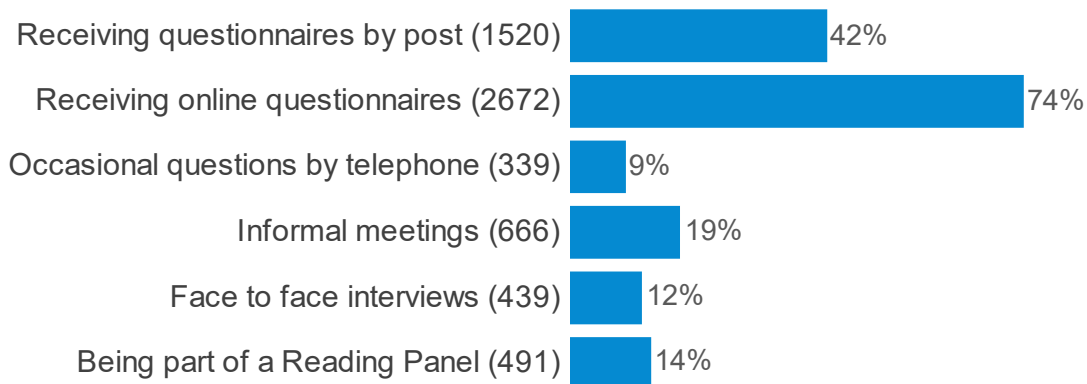
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### Further consultation

#### Would you be interested in taking part in further consultation with the County Council?

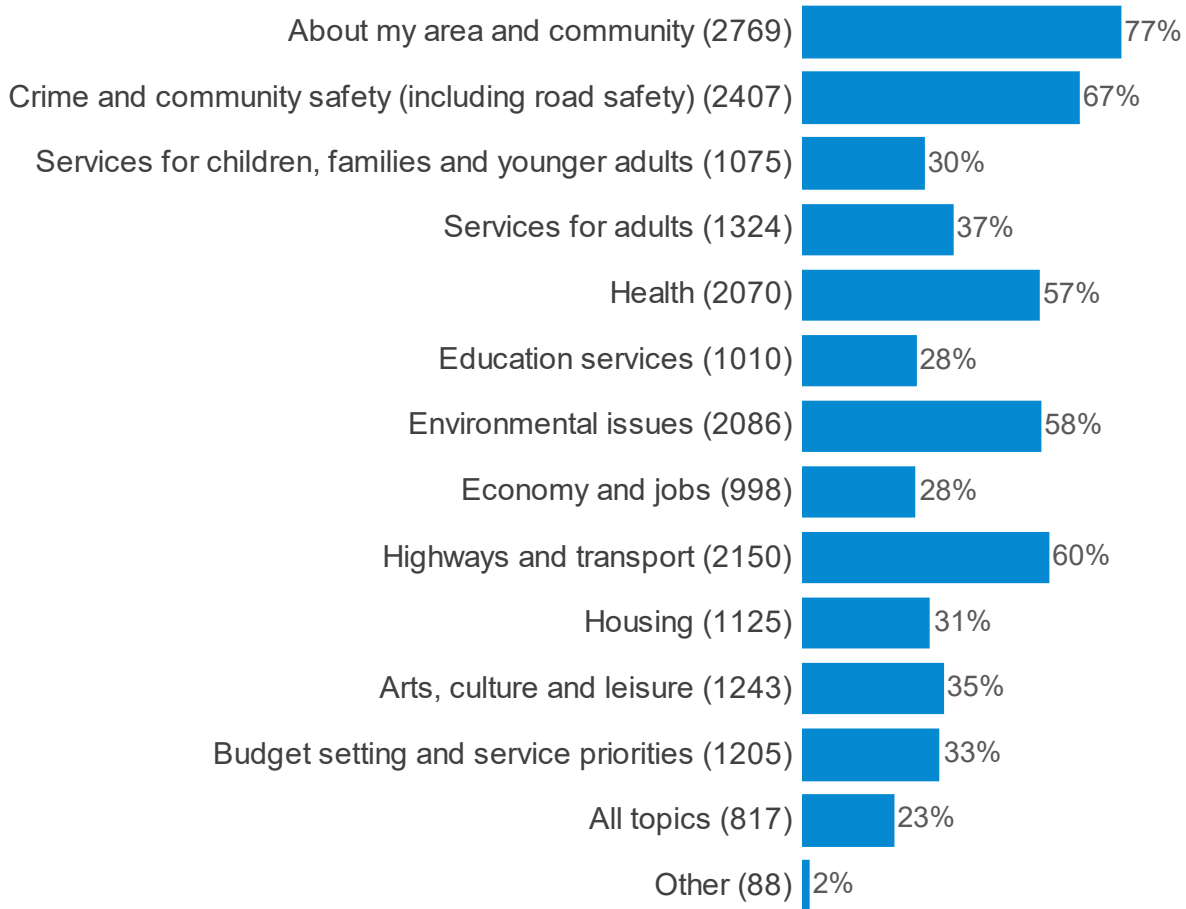


#### (How would you like to be involved in consultation with the County Council?)

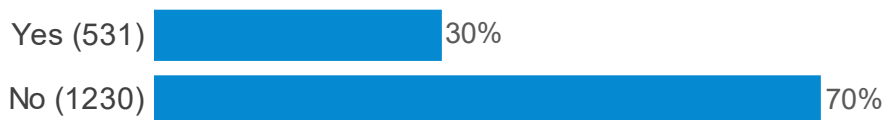


## 2019 Citizens' Panel & Residents Survey March 2019

What topics are you interested in being consulted on? (Please select **all** that apply)



Would you be interested in taking part in a focus group to discuss how the County Council should consult with residents?



### About you

Can you please answer the following questions so that we can check we currently hold the right information about you.

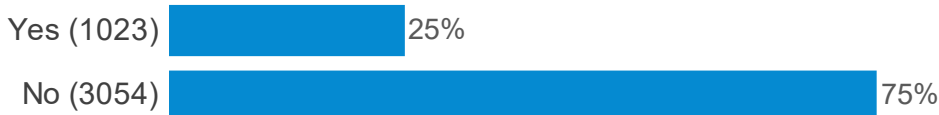
## 2019 Citizens' Panel & Residents Survey March 2019

The following questions are about you and will help us understand the views of different demographic groups and of people living in different areas of Derbyshire.

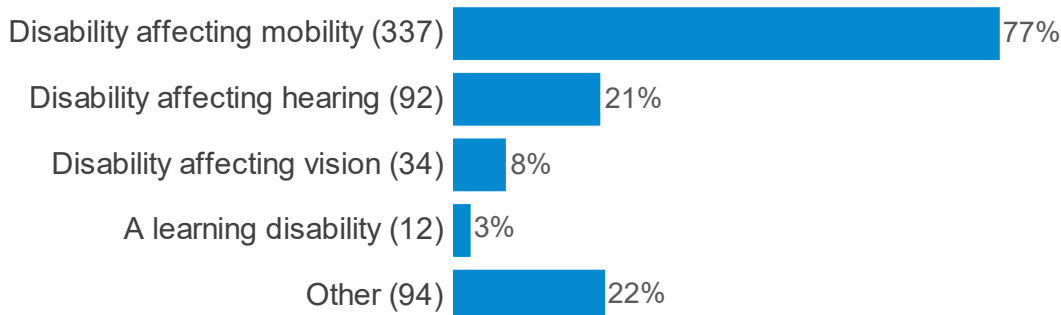
Are you:



A disabled person is someone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities. Do you consider yourself disabled?



If you do consider yourself disabled, what type of disability do you have? *(Please select **all** that apply)*



What is your ethnic group?

