

Derbyshire is a good place to set up or grow a business

I know how to stay healthy, safe and independent and where to go to get advice

Q2 How strongly do you agree or disagree with the each of the following statements about Derbyshire County Council? (Please select one option on each row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The Council is efficient and well run	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council does the best it can for Derbyshire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council stands up for Derbyshire nationally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council helps people to help themselves when they have problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council helps to protect our landscape and countryside	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council treats all types of people fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ADULT CARE

Adult Care wants to improve the information it provides to the public about the records it holds to help client and carers understand why records are kept and what steps are taken to maintain confidentiality. Answers to the next 4 questions will help Adult Care understand any current concerns about the security of the information we hold, who we share it with and how we share it.

Q3 How confident are you that Adult Care holds securely the records it holds on its clients and their carers?

Very confident	Fairly confident	Neither confident or not confident	Not very confident	Not at all confident	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 Do you think that Adult Care should be able to securely share information about you or the person you care for with each of the following:

(Please select one option on each row)

	Yes	No	Don't know
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private or voluntary care agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Derbyshire County Council departments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency services, e.g. police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 **How safe do you believe the following ways are for Adult Care to share information:**
*(Please select **one** option on **each** row)*

	Extremely safe	Fairly safe	Not at all safe
Face to face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Royal Mail/courier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SMS text message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared electronic records system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 **Thinking about the information Derbyshire County Council's Adult Care Department holds and how this could be shared, what general concerns might you have?**

Please use the space below to tell us about any concerns you may have.

ENERGY PROVIDERS

Derbyshire County Council is exploring how it can help residents take advantage of fairly priced gas and electricity tariffs in order to make sure nobody pays too much for their energy - whatever meter or payment method they have. These questions are about your gas and electricity supply.

Q7 **Have you switched gas or electricity supplier in the last three years?**
*(Please select **one** option on **each** row)*

	Yes	No	Don't know	Don't use gas
Switched electricity supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Switched gas supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 **What kind of meter do you have?** *(Please select **one** option on **each** row)*

	Standard digital meter	Standard dial meter	Pre-payment meter	Smart meter	Economy 7 meter	Don't use gas	Don't know
Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

Q9

How important are the following factors when choosing your energy supplier?

(Please select **one** box on **each** row)

	Very important	Fairly important	Not very important	Not at all important	No opinion
Cheapest gas and electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A proportion of profits going to local projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to buy 'green energy', e.g. energy from solar or wind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to buy fairly priced gas and electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a 'smart' electronic system for accessing bills, statements and payment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having paper billing and information through the post	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choosing my payment method, i.e. monthly, quarterly, direct debit, over the phone, by post etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fixed price deals available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying my energy from a company I have heard of before	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dual fuel package available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10

If you were to switch energy supplier in the future, would you ...

- ... need help switching over the telephone
- ... need help switching face to face
- ... could switch on my own
- ... wouldn't switch
- ... other

If '**Other**', please specify

Q11 Which of the following statements apply to you? (Please select **all** that apply)

- I don't understand my electricity or gas bill
- I think switching is simple and straightforward
- I don't think it would make much difference to my gas or electricity bills if I did switch
- I actively search for the cheapest energy provider
- My electricity provider does not respond to my satisfaction to any queries I have
- My gas provider does not respond to my satisfaction to any queries I have
- It's easier to keep paying the bill than find a new provider
- I think switching is too complicated
- My electricity provider responds to any queries I have promptly, clearly and to my satisfaction
- My gas provider responds to any queries I have promptly, clearly and to my satisfaction
- I am on a good deal already

Q12 **Some local councils have become gas and electricity suppliers to their local residents as a means of ensuring they have access to a fairly priced energy supply. Were Derbyshire County Council to do this, and assuming someone was available to help you switch if you wanted help, how likely would you be to switch to a Derbyshire County Council energy supply?** (Please select **one** box on **each** row)

	Very likely	Quite likely	Possibly	Not at all likely	Definitely not
If it was cheaper than my current supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If it was about the same price as my current supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Even if it was more expensive than my current supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 **From the list below please choose the three factors which you think a local authority should focus on if they start to offer gas and electricity to residents.**

*(Please select **three** boxes only)*

- Fairly priced tariffs
- Easy to contact via phone or on-line
- Someone available to help me face to face
- Friendly and helpful customer service via the phone or on-line
- 'Green' tariffs available
- Forward thinking with new technology and energy schemes
- Dual fuel package available
- 'Smart' ways of reading the meter and paying
- Fixed price deals available
- Sends bills and information through the post
- Cheapest gas and electricity tariffs on the market

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. Throughout this questionnaire a neighbourhood is defined as the roads, streets or blocks around your home.

Q14 **From the risk areas list below choose your five priorities:**

(Please select **five** boxes only)

- Serious acquisitive crime including robbery, burglary, theft of/from vehicles and shoplifting
- Domestic abuse
- Organised Crime Groups (OCGs)
- Organised immigration crime, human trafficking and exploitation (OICHTE)
- Rape and serious sexual assault
- Safeguarding adults
- Safeguarding children
- Substance misuse
- Terrorism and domestic extremism
- Cyber crime
- Anti-social behaviour
- Economic crime
- Killed and seriously injured road collisions

Q15 **Have you seen this Stop Hate UK logo?**



Yes

No

Q16 **Do you know about the domestic abuse 24 hour helpline - 08000 198 668?**

Yes

No

Q17 **If you are, or have been, a victim of domestic abuse have you ever reported it?**

Yes

No

Not been a victim of domestic abuse

SUBSTANCE MISUSE COMMISSIONING TEAM

The responses to the following questions will help to target Public Health and Community Safety related activity to improve the quality of life of Derbyshire residents.

New guidelines to help people make better choices about their drinking came into effect from 8 January 2016. The new alcohol guidelines state that individuals should consume no more than 14 units per week, equivalent to six pints of average strength beer, six 175ml glasses of average strength wine or fourteen 25ml glasses of spirits per week for both men and women.



Q18 **How many units of alcohol do you drink per week?**

- None 1-7 8-14 15-21 More than 21

Q19 **Thinking about other people you know, do you think that you drink:**

- Fewer units per week Same number of units per week More units per week

Q20 **If you were concerned about your drinking levels (or that of a family member or friend), would you know where to get ...** *(Please select **one** box on **each** row)*

- | | Yes | No |
|--|-----------------------|-----------------------|
| ...information (e.g. unit awareness, managing your drinking, the impact on health) | <input type="radio"/> | <input type="radio"/> |
| ... support (e.g. treatment, advice, support groups etc.) | <input type="radio"/> | <input type="radio"/> |

Q21 **If you needed to find a contact for alcohol/drug treatment and support services, where would you look?** *(Please select **all** that apply)*

- Local media (newspapers, television, and/or radio)
- National media (newspapers, television and/or radio)
- Library
- Internet
- Directory enquiries (e.g. 118 118)
- Telephone directory (e.g. Yellow Pages, Thomson Local)
- GP
- Family/friend
- Other

If '**Other**', please specify

Q22 **If you had a drug or alcohol issue, what might stop you from seeking help from drugs or alcohol services in your area?** (Please select **all** that apply)

- Lack of service in my local area
- Perception of what service could offer
- Service wouldn't meet my needs
- Negative comments about service from others
- Don't know what they could do for me
- Don't want people knowing my business
- Stigma/fear of being judged/labelled
- Other

If 'Other', please specify

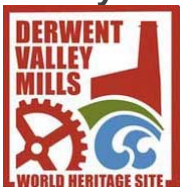
DERWENT VALLEY MILLS WORLD HERITAGE SITE

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 workers 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. For further information about the Site please see www.derwentvalleymills.org

Q23 **Have you heard of the Derwent Valley Mills World Heritage Site?**

- Yes No

Q24 **Have you seen this logo?**



- Yes
 No

Q25 **If you have answered 'Yes', where have you seen it?** (Please select **all** that apply)

- Website
- Leaflet/poster
- On a road sign
- At an attraction
- Newspaper
- Other

If '**Other**', please specify

Q26 **Have you or any member of your household visited any of the following attractions/events within the Derwent Valley Mills World Heritage Site in the last 12 months?** (Please select **all** that apply)

- | | |
|---|--|
| <input type="checkbox"/> Belper North Mill (Derwent Valley Visitors Centre) | <input type="checkbox"/> Cromford Canal |
| <input type="checkbox"/> Cromford Mill | <input type="checkbox"/> Darley Abbey |
| <input type="checkbox"/> Derby Silk Mill and Industrial Museum | <input type="checkbox"/> Derwent Valley Heritage Way |
| <input type="checkbox"/> St Mary's Church, Cromford | <input type="checkbox"/> Belper River Gardens |
| <input type="checkbox"/> Discovery Days | <input type="checkbox"/> High Peak Junction |
| <input type="checkbox"/> John Smedley's Mill | <input type="checkbox"/> Masson Mills Working Textile Museum |
| <input type="checkbox"/> Middleton Top and Leawood Pumphouse Group | <input type="checkbox"/> Willersley Castle |
| <input type="checkbox"/> Not visited any sites (Please go to Q31) | <input type="checkbox"/> Other |

If '**Other**', please specify

Q27 **Why did you or a member of your household visit these sites?** (Please select **all** that apply)

- | | |
|---|--|
| <input type="checkbox"/> Family visit | <input type="checkbox"/> School trip |
| <input type="checkbox"/> Organised trip | <input type="checkbox"/> Shopping trip |
| <input type="checkbox"/> Other | |

If '**Other**', please specify

Q28 **How did you travel to the sites you visited?** (Please select **all** that apply)

Walk

Car

Train

Cycle

Bus

Other

If 'Other', please specify

Q29 **How likely are you to visit the site again?**

Definitely

Very likely

Fairly likely

Fairly unlikely

Very unlikely

Q30 **Would you recommend a visit to the site to friends/family?**

Definitely

Very likely

Fairly likely

Fairly unlikely

Very unlikely

Q31 **As a result of previous consultation with residents and partner organisations the following have been identified as key issues for the Derwent Valley Mills World Heritage Site. We would like to know how important you consider each of these issues are.** (Please select **one** box on **each** row)

Very
important

Fairly
important

Neither

Not very
important

Not at all
important

Don't
know

Protecting and conserving the buildings and landscapes within the site

Promoting public awareness and access to the site

Promoting sustainable tourism within the site

Supporting the local economy

Encouraging research into the site and producing publications

Promoting education and learning

Building partnerships at local, regional and national levels

Gaining funding from grants and sponsors to deliver projects

The Derbyshire Cycling Plan has been developed by a range of partners across all of Derbyshire. The Plan is committed to getting more people on bikes, by 2030.

Q32 **Have you heard of the Derbyshire Cycling Plan?** Yes



No

Q33 **If you answered 'Yes' to the previous question, are you aware of its principle ambition to encourage more people to cycle regularly?**

Yes

No

Q34 **Do you cycle on a regular basis?**

Yes

No

Q35 **If you answered 'No' to the previous question, what would motivate and encourage you to take up cycling regularly for health, wellbeing and other benefits?**
(Please select ***all*** that apply)

Improved cycling infrastructure

Cycle training

Cycle friendly workplaces

Electric bikes

Other

If 'Other', please specify

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.

Q36 **Have you heard of the 'What Happens to Recycling' tool/campaign www.derbyshire.gov.uk/yourecycling?** Yes

No

Don't know



Q37 **How strongly do you agree or disagree that you understand how you can reduce your rubbish and recycle more?**

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q38 **How confident are you that your recycling is turned into new materials?**

Very confident	Fairly confident	Not very confident	Not at all confident
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q39 **How well informed do you feel about each of the following:**

	Very well	Fairly well informed	Not very well informed	Not well informed at all	Don't know
What happens to waste (non-recycling) when you throw it away	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The new waste treatment centre being built in Sinfin, Derby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The advantages of treating waste (non-recycling) rather than sending it to landfill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q40 **To what extent do you agree or disagree with waste (non-recycling) being used to create energy instead of being sent to landfill?**

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q41 **Have you heard of the 'Love Food Hate Waste' campaign that encourages everyone to throw less food away?**



Yes

No

Don't know

Q42 **Have you taken steps to reduce food waste as a result of the 'Love Food Hate Waste' campaign? e.g. by using up leftovers, portion control or making lists before you go shopping?**

- Yes No Don't know

Q43 **Approximately how much food, overall, would you say your household throws away?**

- A plateful every day 5-6 platefuls every week
 2-4 platefuls every week A plateful every week
 A plateful every two weeks Hardly any
 None

Q44 **If your council provides a food waste collection service for composting, how often do you use it?**

- Always Most of the time Sometimes Never Don't have a food waste collection

Q45 **If you don't use your food collection service why not?**

- Time Messy Home compost Don't have enough food waste

HEART OF DERBYSHIRE

The following questions are about the 'Heart of Derbyshire' campaign which was launched by Derbyshire County Council in September 2014, to encourage people to make healthier food choices and also to boost local businesses. More information about the scheme is available: www.derbyshire.gov.uk/heartofderbyshire.

Q46 **Are you aware that local food businesses participating in the 'Heart of Derbyshire' scheme offer healthier meal choices?**

- Yes No Not aware of the scheme

Q47 **Are you more likely to choose a food business that is promoting healthier meal choices through the Heart of Derbyshire scheme?**

- Yes No Not aware of the scheme Don't know

Q48 **Have you chosen a healthier meal from a local Derbyshire restaurant/take away?**

- Yes No

ABOUT YOU

When you originally joined the Citizens' Panel you provided us with a range of information about yourself but in order to make sure the information we hold is up-to-date can you please answer the following questions. This information is used for example to help us understand the views of different groups of people such as men or women, of different age groups etc.

Q49 **Are you:** Male Female

Q50 **Date of birth:** (dd/mm/yyyy)

Q51 **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?**

Yes

No

Q52 **If you do consider yourself disabled, what type of disability do you have?**
(Please select **all** that apply)

Disability affecting mobility

Disability affecting hearing

Disability affecting vision

A learning disability

Other

If '**Other**', please specify

Q53 **What is your ethnic group?** (Please select **one** box only)

White

Mixed

Asian/Asian British

Black/Black British

Chinese

Other

If '**Other**', please specify

YOUR CONTACT DETAILS:

Q54 **First Name:**

Q55 **Surname:**

Q56 **Address:**

Q57 **Postcode:**

Q58 **Home Telephone no:**
(Optional)

Q59 **Mobile Telephone no:**
(Optional)

Thank you for completing this questionnaire