

Welcome to Your Council Your Voice 2022.

The survey is open to all Derbyshire residents and asks for your views on a range of services provided by Derbyshire County Council, how often you use them and how satisfied or dissatisfied you are with them. We will use the results to help us prioritise our services and decide how we will spend our budget for the coming year.

This questionnaire may also be available in other formats. If you require a different format please contact:

email: haveyoursay@derbyshire.gov.uk

Telephone: 01629 533190

You can give us your views by taking our quick survey and you could win £100 of gift vouchers, terms and conditions apply

The closing date for the consultation is Wednesday 12th October 2022

Please click below to begin the survey. In doing so, you agree to participate in the survey and to the use of your survey responses as described in our privacy statement, this can be accessed [here](#). If you do not wish to participate in the survey, please close your browser.

☐ I agree to take part in the survey

Living in Derbyshire

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

Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

Q2 How strongly do you agree or disagree with each of the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I am proud of Derbyshire	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Derbyshire is a safe place to live	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my local area people from different backgrounds get on well together	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my local area people treat each other with respect and consideration	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

By working together people in my local area can influence decisions that affect the area

☐☐☐☐☐☐

Helping out and local support

The Council is keen to understand how involved you are with organisations and clubs and also what kind of support you have in your local area.

Q3 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family (Please select one box only)

☐

At least once a week

☐

Less than once a week but at least once a month

☐

Less than once a month

☐

I give unpaid help as an individual only and not through groups, clubs or organisations

☐

I have not given any unpaid help at all over the last 12 months

☐

Don't know

Q4 Do you feel you have enough people around you to

Yes

No

... give you advice if you need it

☐☐

... borrow things and exchange favours

☐☐

... support you to avoid a crisis

☐☐

... support you in a crisis

☐☐

Derbyshire County Council

The following questions are designed to help the Council understand resident's views on the services provided by Derbyshire County Council.

Q5 Overall, how satisfied or dissatisfied are you with the way Derbyshire County Council runs things?

Very
satisfied

☐

Fairly
satisfied

☐

Neither
satisfied
nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Don't know

☐

Q6 **How strongly do you agree or disagree with each of the following statements about Derbyshire County Council:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Provides value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stands up for Derbyshire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treats people fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involves people in decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeps people informed about County Council decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides good customer care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is open and transparent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makes it easy to access Council services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 **To what extent do you think the Council acts on the concerns of local residents?**

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 **To what extent do you trust the Council?**

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Accessing information

In order to ensure residents receive information they need about County Council services we need to understand how they access information.

Q9 **Overall, how well informed do you think Derbyshire County Council keeps residents about the services and benefits it provides?**

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What does Derbyshire County Council do?

The information below explains the services provided by Derbyshire County Council and is designed to help you understand the services referred to in the questionnaire.

Transport services	
<ul style="list-style-type: none"> Planning and delivering schemes to improve the transport network, including new roads, bus lanes, park and ride and traffic calming schemes Ensuring the efficient management of the transport network Maintaining the highway, which includes roads, footpaths, cycle-ways and bridges Partnership working for rail policy including HS2 	<ul style="list-style-type: none"> Supporting public transport; financial support for bus services that are socially necessary but unprofitable, providing concessionary travel e.g. Community Transport, Gold Card and b_line, transport and travel information Providing bus travel and services for people with special needs Providing bus travel to schools
Environmental services	
<ul style="list-style-type: none"> Disposing of domestic waste Providing civic amenity sites for the disposal and recycling of other household waste not collected through the normal collection system Providing lighting to streets and public places Countryside services e.g. trails and parks 	<ul style="list-style-type: none"> Highway maintenance Footpath maintenance Promoting road safety Emergency planning Environmental policy including flooding and climate change
Economic Development and Regeneration	
<ul style="list-style-type: none"> Inward investment Economic development Regeneration 	<ul style="list-style-type: none"> Employment and skills Broadband expansion Tourism
Planning services	
<ul style="list-style-type: none"> Processing planning applications for County Council developments as well as for mineral working and waste disposal Monitoring of current mineral and waste operations 	<ul style="list-style-type: none"> Giving expert advice to district councils, developers and the public on historic buildings, archaeology and other conservation area matters
Trading Standards	
<ul style="list-style-type: none"> Offering advice about trading standards matters Investigating complaints Inspecting businesses to ensure compliance with the law Protecting the health and welfare of livestock 	<ul style="list-style-type: none"> Carrying out a programme of sampling and test purchasing to check the legality of goods and services Targeting investigations on rogue traders and areas of public concern Trusted Trader
Cultural and Recreational services	
<ul style="list-style-type: none"> Arts, music, festival and dance development Library services – including mobile libraries Managing countryside sites including woodland 	<ul style="list-style-type: none"> Museums and heritage services Grants and aid to local voluntary groups
Community Safety	
<ul style="list-style-type: none"> Monitoring information on crime and disorder Providing education and diversionary activities for young people Providing care and services for young offenders and those at risk of offending 	<ul style="list-style-type: none"> Providing a service for victims of crime e.g. victims of domestic abuse Delivering justice that secures and maintains public confidence in the rule of law
Services for Children and Families and Younger Adults	
<ul style="list-style-type: none"> School improvement Access - including school places and reviewing admission arrangements Educational psychology and welfare Special educational needs and disabilities (SEND) Services for schools including school meals, mid-day supervisors and caretakers Services traded with schools Early Years and Child Care service Children's Centres Governor services Teenage and careers services 	<ul style="list-style-type: none"> Day care / residential care Support for vulnerable families and disabled children Supported living and personal support Fostering and adoption Safeguarding and child protection Welfare Rights advice Youth Offending Outdoor learning and sports Youth Service Registration Services including births, deaths and marriages Assessment of people's needs including aids to daily living Adult Community Education Service
Services for Older Adults	
<ul style="list-style-type: none"> Day care / residential care Short term specialist community beds Hospital discharge services Community care centres and extra care housing schemes Supported living and personal support Specialist dementia care Safeguarding 	<ul style="list-style-type: none"> Equipment and aids to daily living Preventative and wellbeing services Assessment of people's needs Falls prevention Reablement Support for carers Home help service
Public Health	
<ul style="list-style-type: none"> Health Protection including COVID-19 outbreak management Sexual Health Services Substance Misuse Services NHS Health Checks Weight Management, Physical Activity and Stop Smoking Services Disability Employment Service Children's oral health promotion Health protection, infection prevention and control 	<ul style="list-style-type: none"> Mental health and wellbeing Health partnerships, community development and support Welfare Rights Active Derbyshire / Sports School Crossing Patrols Health visitors and school nurses National Child Measurement Programme

Museums, heritage & arts services

☐☐☐☐☐☐

Grants & aid to voluntary groups

☐☐☐☐☐☐

Budget priorities

We're working hard to balance our books as we continue to face unprecedented pressures on our budget. Greater demands on adult social care and services for vulnerable children, reduced Government grants, inflation and meeting the National Living Wage mean that the money we have must go further.

Before next year's budget is set we want you to tell us which services you'd prioritise when it comes to spending the budget, and which are less of a priority. As well as looking at the budget as a whole, we also want to know how you would prefer the Council to save money or raise additional revenue.

Q11 From the list of services below provided by Derbyshire County Council please select your top three priorities? (Please choose 3 options from the list below)

☐ Supporting public & community transport

☐ Waste & recycling centres

☐ Countryside services e.g. trails & country parks

☐ Economic development & regeneration

☐ Environmental policy including flooding & climate change

☐ Highway services including planning & maintenance

☐ Trading Standards

☐ Adult Community Education

☐ Children's Centres

☐ Libraries

☐ Welfare Rights advice

☐ Community Safety

☐ Support for older adults

☐ Day care/residential care for older adults

☐ Public Health

☐ Support for vulnerable children & families

☐ Fostering & adoption services

☐ Safeguarding & child protection

☐ Support services for schools including school admissions

☐ Special educational needs & disabilities (SEND) support services

☐ Museums, heritage & arts services

☐ Grants & aid to voluntary groups

Q12 **Why have you chosen these services as your top three priorities?** *(Please select all that apply)*

- ☐ Important to you or your family
- ☐ Priority where you live
- ☐ Responsibility of a different organisation
- ☐ Importance of environment/climate change
- ☐ Need to protect and support vulnerable people
- ☐ Importance of road and public transport issues
- ☐ Service used by a large number of people
- ☐ More important than other services
- ☐ Service currently underfunded
- ☐ Importance of regeneration & economic development
- ☐ Need to invest in Derbyshire
- ☐ All are important
- ☐ Difficult to choose
- ☐ Don't know
- ☐ Other *(Please select and provide details below)*

If '**Other**', please provide details below: *(Maximum 100 characters)*

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Q13 **From the list of services below provided by Derbyshire County Council please select your bottom three priorities?** *(Please choose 3 options from the list below)*

- | | |
|---|---|
| <input type="checkbox"/> Supporting public & community transport | <input type="checkbox"/> Waste & recycling centres |
| <input type="checkbox"/> Countryside services e.g. trails & country parks | <input type="checkbox"/> Economic development & regeneration |
| <input type="checkbox"/> Environmental policy including flooding & climate change | <input type="checkbox"/> Highway services including planning & maintenance |
| <input type="checkbox"/> Trading Standards | <input type="checkbox"/> Adult Community Education |
| <input type="checkbox"/> Children's Centres | <input type="checkbox"/> Libraries |
| <input type="checkbox"/> Welfare Rights advice | <input type="checkbox"/> Community Safety |
| <input type="checkbox"/> Support for older adults | <input type="checkbox"/> Day care/residential care for older adults |
| <input type="checkbox"/> Public Health | <input type="checkbox"/> Support for vulnerable children & families |
| <input type="checkbox"/> Fostering & adoption services | <input type="checkbox"/> Safeguarding & child protection |
| <input type="checkbox"/> Support services for schools including school admissions | <input type="checkbox"/> Special educational needs & disabilities (SEND) support services |
| <input type="checkbox"/> Museums, heritage & arts services | <input type="checkbox"/> Grants & aid to voluntary groups |

Q14 **Why have you chosen these services as your bottom three priorities?** *(Please select all that apply)*

- | | |
|---|---|
| <input type="checkbox"/> Service is or should be the responsibility of a different organisation | <input type="checkbox"/> Not relevant or important to you or your family |
| <input type="checkbox"/> Not a priority where you live | <input type="checkbox"/> Waste of money/too much spent on service |
| <input type="checkbox"/> Other services are more important | <input type="checkbox"/> Service only used by a small number of people |
| <input type="checkbox"/> All are important | <input type="checkbox"/> Difficult to choose |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Other <i>(Please select and provide details below)</i> |

If 'Other', please provide details below: *(Maximum 100 characters)*

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There are a range of options that the Council could consider in order to save money or raise additional revenue, the following question asks you to rank these in order of preference, with 1 being the option that you think is the main option you think the Council should consider and 9 the option you think is least important.

Q15 Please rank the following options that the Council could use to save money or raise additional revenue in order of importance. (Please rank one option as 1, one option as 2, one as 3 etc....)

	1 (Most important)	2	3	4	5	6	7	8	9 (Least important)
Reduce or stop delivery of less important services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain services but do less frequently or reduce level of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use Council assets to win business from the private sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase charges for services supplied to the public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase Council Tax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work with other councils to deliver 'shared services'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Put more services on-line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use other ways of delivering services such as local trusts or other 'not for profit' partnerships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce the number of properties the Council owns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16 If you have any other suggestions for how you think the Council could save money or raise additional revenue please provide details below: (Maximum 100 characters)

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About you

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.

Q17 Which of the following describes how you think of yourself?

☐ Male

☐ Female

☐ In any other way

Q18 What was your age at your last birthday?

Q19 What is your home postcode?

Q20 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

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:

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Q21 What is your ethnic group?

☐ White English, Welsh, Scottish, Northern Irish or British

☐ Other White background

☐ Mixed or Multiple ethnic

☐ Asian or Asian British

☐ Black, Black British Caribbean or African

☐ Chinese

☐ Other

If 'Other', please specify:

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Further consultation & prize draw

We are offering all respondents the chance to take part in a prize draw to thank you for taking part in the consultation. In addition we are also keen to recruit people to take part in further consultation including a series of small focus groups to discuss in more detail the reasons for people's responses to questions in this questionnaire.

Would you like to take part in a prize draw to win £100 of gift vouchers?

☐ Yes

☐ No

Would you be interested in taking part in further consultation with the County Council? ☐ Yes ☐ No

How would you like to be involved in consultation with the County Council? *(Please select all that apply)*

- ☐ Receiving online questionnaires by e-mail
- ☐ Occasional questions by telephone
- ☐ Informal face to face meetings with small groups of residents
- ☐ Informal online meetings with small groups of residents
- ☐ Face to face interviews
- ☐ Being part of a Reading Panel to help the County Council develop documents for the public

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

- ☐ About my area & community
- ☐ Crime & community safety (including road safety)
- ☐ Services for children, families & younger adults
- ☐ Services for adults
- ☐ Health
- ☐ Education services
- ☐ Environmental issues
- ☐ Economy and jobs
- ☐ Highways & transport
- ☐ Housing
- ☐ Arts, culture & leisure
- ☐ Budget setting & service priorities
- ☐ All topics
- ☐ Other

If 'Other', please specify:

left characters left

Please provide your name, email address and phone number below if you want to take part in the prize draw or are interested in taking part in further consultation with the County Council.

Name:

Email address *(if available)*:

Phone number:
(OPTIONAL)

Thank you for completing this questionnaire