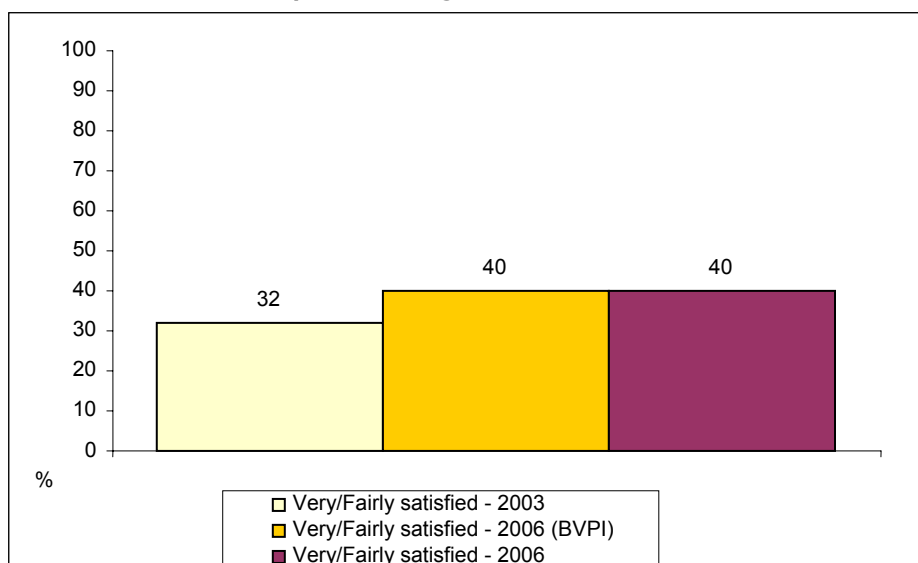
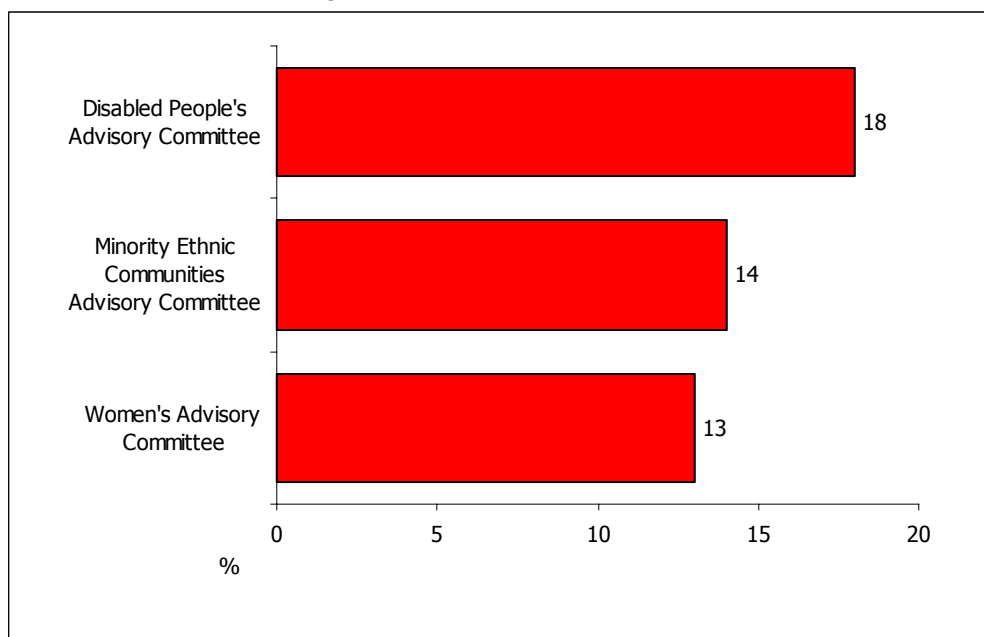


Figure 13 Satisfaction with complaint handling

Positively, the number saying that they are satisfied with the outcome of their complaint has increased by 8% since 2003.

Advisory Committees

The respondents were asked if they were aware of any of the Council's three advisory committees.

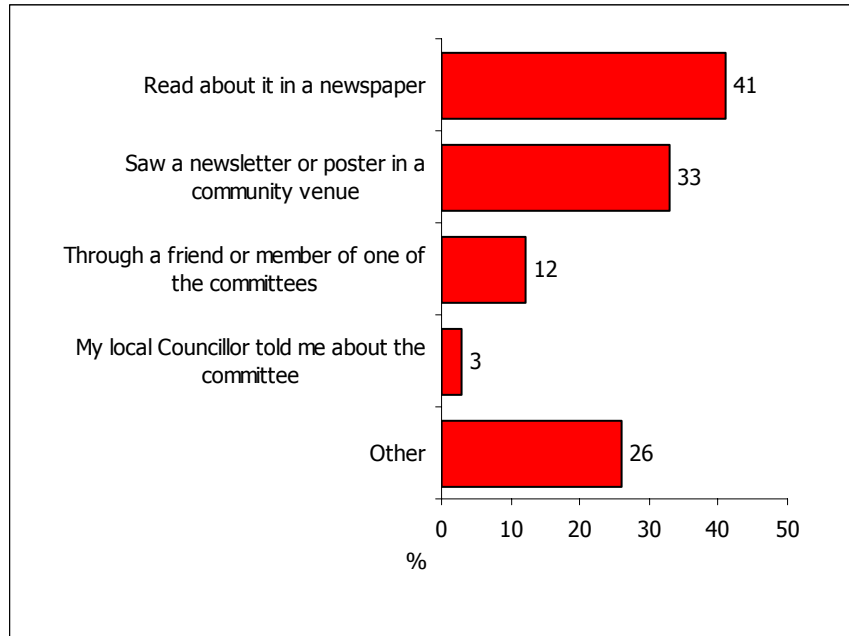
Figure 14 Awareness of Advisory Committees

The chart above shows, the respondents were most likely (18%/92) to be aware of the Disabled People's Advisory Committee (DPAC).

Respondents aged 25-34 were more likely to have *not* heard about the 'Minority Ethnic Communities Advisory Committee' (MECAC) (89%/70) than average (79%).

The respondents were asked to specify how they had become aware of each of the advisory committees. Figure 14 illustrates how panellists had been made aware of each of Advisory Committee.

Figure 15 Awareness factors



As the chart above shows, the respondents are most likely to be made aware through 'read[ing] about it in a newspaper'; Disabled People's Advisory Committee (DPAC) (41%/38); the Minority Ethnic Communities Advisory Committee (44%/30) and the Women's Advisory Committee (WAC) (39%/26). Respondents who were not disabled, were more likely to hear about the committees through 'other' means; these included - through 'work', 'meetings', 'membership' and 'newsletters'.

The respondents were asked whether they are in contact with any of the organisations or individuals who are members of the Advisory Committees. A minority of 12% (17) of respondents stated that they were. When asked to specify the following results were found: 'women's advisory committee', 'Derbyshire Association for the Blind' and 'Disability Direct'.

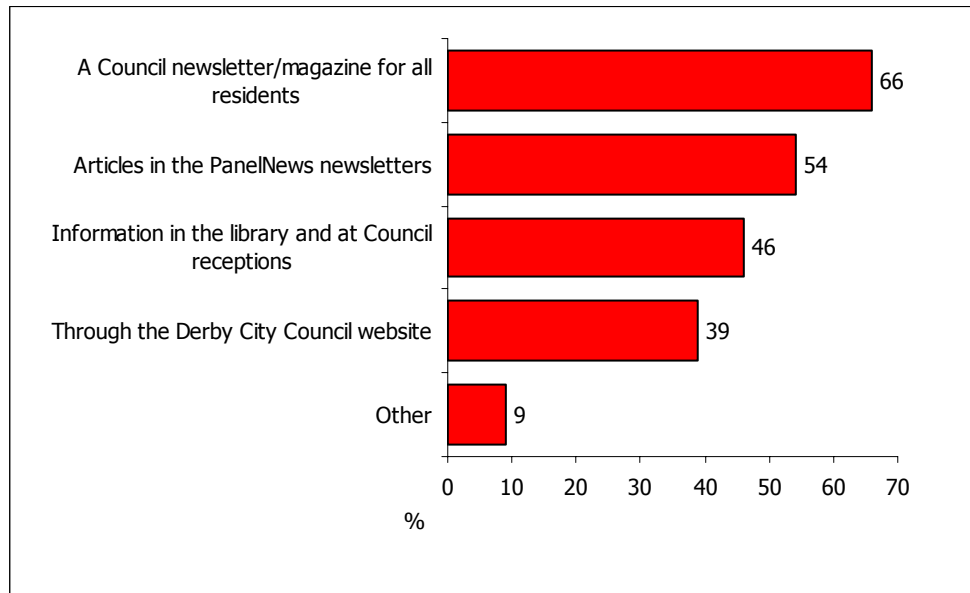
Out of the respondents who said they were in contact with an Advisory Committee member organisation or individual, 20% (29) agreed that, in their opinion, these organisations and individuals represented *their* interests through the Committee.

Just over a quarter of respondents (27%/39) agreed that these organisations represented the interests of *Derby* through the Committee.

The respondents were asked how the Council should provide information about the work of the Advisory Committees. Figure 17 below illustrates the results. The respondents were most likely (66%/332) to want to receive information via a Council newsletter or magazine for all residents.

Respondents from Chellaston (80%/16) were more likely than average (66%) to prefer a 'council newsletter/magazine'. Panellists aged 35-44 were more likely (38%/39) than average (29%) to not want a council newsletter/magazine.

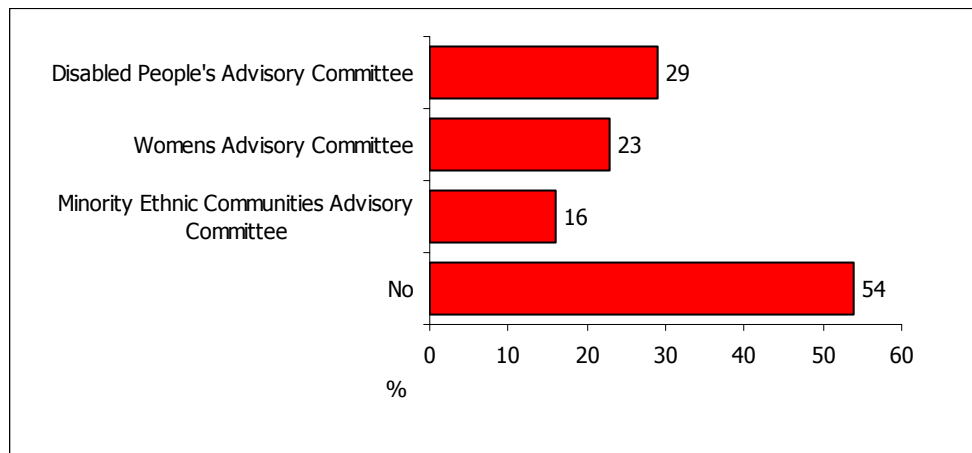
Figure 16 Communication preferences



Respondents were least likely (39%/198) to want information through the Derby City Council website. Disabled respondents were least likely to think that the council should provide Advisory Committee information through the website (65%/75) than average (55%); this may be because disabled respondents are more likely to be unable to access the internet (over 80%/100 disabled panellists cannot access the internet through work, libraries etc). However, those aged 18-24 (65%/20) would use the website more than average (39%).

'Other' ways that respondents felt the council should provide information about Advisory Committees were through: local newspapers and radio, council premises and general newsletters. Some respondents felt that information was not needed and that provision of it would be a 'waste of money'.

The respondents were also asked whether they would like the Council to tell them about any discussion and recommendations made by the three Advisory Committees. The following results were found:

Figure 17 The committees respondents wish to hear about...

As the chart above shows, more than half the respondents (54%/272) said they would not like to receive this information. Out of the respondents who did, information relating to the Disabled People's Advisory Committee was most likely (29%/147) to be chosen.

Respondents aged 55-64 (40%/34) were more likely than average (29%) to want information on DPAC. Sixty seven percent (76) of women wanted to hear about WAC.

Conclusions & Recommendations

In this section the key messages coming from the findings are set out in bullet points for ease of reference. At this stage, the conclusions are tentative as the report is still in draft stage. Further conclusions and recommendations may be added at a later stage to compliment feedback on the report.

- In terms of communication with Derby City Council, the most popular method of contact and the most preferred are by telephone, which shows that people are able to communicate effectively using their most preferred method. Other methods of contact included visiting the council itself. However, those aged 18-34 are significantly less likely than average to do this, suggesting that it is only those who are more likely to have the time to visit (such as those who are retired) who will do so.
- Respondents are most likely to get information from council leaflets/articles in the newspapers and newspaper adverts. These are also the most preferred methods of respondents to get information, which suggests that Derby City Council is using the right channels to communicate.
- In terms of improving communications, more leaflets is again the preferred option, although those aged over 35 are the most likely to prefer a local (not council generated) newspaper. Again, the fact that leaflets and newspaper are chosen suggests that Derby City Council do not need to alter the channels through which they communicate – although the fact that they have been recommended as methods to improve communication would imply it may be beneficial to do so more often.
- Respondents feel well informed by the council on general information about services and how to contact them, but not so on plans to improve the council services in the local area – again signifying that channels of communication, although open, are not being fully utilised when it comes to certain matters.
- Positively, most respondents did not have a problem with access to services because of physical or communication barriers or due to staff attitudes – and neither did people they knew. Disabled respondents do not seem to be experiencing physical barriers any more than the wider population.
- When attempting to find information on the council, internet access is driven by younger respondents and is most likely to be accessed by respondents at home. While half the users of the council website do so with ease, a significant minority found extracting information harder than they would like.
- A number of questions throughout the survey were compared with the BVPI general satisfaction survey results from 2003. Although not directly comparable due to the fact that there are differences in sample size, methodology and in the style of questionnaire, some interesting comparisons are worth noting.
- In general, there was a trend of scores in 2006 statistically matching or bettering the scores of 2003.

