

Local Customer Priority Consultation Results

Over the three consultation days, the total amount of surveys completed was 109.

Thursday, 26 July – Stockbrook Street Consultation Day

Priorities

Fly-tipping

Car parking

1. What do you think of the proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign?

	What do you think of our proposals in relation to the Local Customer Priorities that came from the 2017 Door Knock Campaign? Total	
None	32	32
Agree the focusing on the priorities is a good idea.	1	1
Agree with fly tipping and parking.	1	1
Agree with priorities	1	1
Car parking	1	1
Fly tipping is good	1	1
Fly tipping and car park	1	1
Fly tipping is a good one	1	1
Fly tipping is terrible	1	1
Good	12	12
very good	0	0
Good ideas on fly tipping and car parking are bad.	1	1
Good ideas especially fly tipping.	1	1
Good ideas	1	1
some mistakes on how you fly tipping car parking	1	1
same issue - car parking and fly tipping.	1	1
Think they're good ideas.	1	1
were good for the area	1	1
Total	69	69

32 customers did not comment on this question, however a further 29 customers all agreed that these were good ideas.

2. Positive comments?

Abandoned vehicles are an issue Residents fly-tipping and throw rubbish out in the communal areas.	1	1
Agree	3	3
Agree People park here and then walk into town, it's dangerous and emergency services will be blocked,	1	1
Agree with fly tipping	1	1
Agree with fly tipping.	2	2
Agree with proposals	1	1
Agree with the proposals	1	1
Agree with them	1	1
Agree with them - want a hard standing.	1	1
Agree with them, there is a particular problem with fly tipping at the back,	1	1
Agree with them.	4	4
Car parking doesn't affect him Fly tipping - reduced	1	1
Car parking has improved.	1	1
Car parking is very bad - due to LC discounts. Always full in the evening	1	1
Car parking not affected.	1	1
Don't see them as serious issues.	1	1
Fly tipping	1	1
Fly tipping - past 6 months worsened Dog fouling	1	1
Fly tipping is a big problem,	1	1
Fly tipping, parking, much improved from last year	1	1
Gets cleared quickly	1	1
Good idea for free poop scoop bags.	1	1
Good ideas	1	1
Good ideas.	1	1

30 responses were received in total from customers, all who said they agreed with the action plan for fly tipping and car parking.

3. Negative Comments?

Abandoned vehicles fly tipping is a problem by my property	7	1
ASB - Noise nuisance.	1	1
Car park at the back is not good.	1	1
dogs fouling in the area - people don't pick up dog mess	1	1
Drug use in the area has increased	1	1
Fly tipping - mess near Churchside Walk are overgrown. mess near Liberton Square very overgrown, crowding the alley ways & touching my windows, they need trimming back. No time limit for majority of Kirkcubrick St - why?	1	1
Fly tipping big problem.	1	1
Fly tipping getting worse. Posters - CCTV.	1	1
Fly tipping is a problem in the area.	1	1
Fly tipping is still a problem.	7	1
Fly tipping is still ride around here	1	1
Fly tipping still happening. Why take away recycling from the area from Kirkcubrick? Under archways in drying area are fly tipped on.	1	1
Fly tipping still major issue in the area	1	1
Just as long as we do them.	1	1
Leaflet drops do not work as it is junk mail.	1	1
No	1	1
No car parking Fly tipping & night shooting from local residents.	1	1
No parking	1	1
Noise and children running around the estate is a problem.	1	1
Our areas normally clean	1	1
Parking is also a problem.	1	1
People asking for money on estate.	1	1
School parking as a big noise but dog fouling as not.	1	1
Still ongoing issues with parking. Dog fouling issues.	1	1
Still problems with car parking and fly tipping.	1	1
The fly tipping is bad.	1	1
Upstairs neighbours are noisy because of children and music.	1	1
We took away the big bins around the communal areas and we shouldn't have done.	1	1

28 responses were received in total, agreeing with the priorities that have been chosen but commenting on how bad it is in their area.

4. Thinking about your neighbourhood, is there anything that is missing from the proposals?

	Thinking about your neighbourhood, is there anything that is missing from the proposals?	Yes	No
ATM		2	25
Area needs a dog shop		1	8
ASH and drug taking etc in the area		7	8
ASH loan areas		1	8
Buying of the area on the side		1	8
Bikes on the street and car parking on the pavements		1	8
Can't think of anything		1	8
Deal with noise nuisance		1	8
Dog fouling		1	8
Dog fouling and letting dogs out on communal areas unsupervised		1	8
Dogs running loose		1	8
Dog use in the area		1	8
I do not need a car parking place		1	8
Kids schoolbag		1	8
More activities for children in the area, to solve dog problems and dog fouling		1	8
Need to do more community things and get residents involved more		1	8
Need to do more for people with mental health problems		1	8
Needless parks and bin collection		1	8
No		15	15
No reason		1	8
None		2	2
Nuisance dogs in the area and running in gardens, should be kept away from side of road		1	1
Overfilled bins with fly taking, working on the path		1	1
Spending on bin men outside bin house		1	1
Wormers		1	1
Total		81	81

A total of 39 customers did not comment and didn't feel that there was anything missing from the proposals. The other 22 comments will be taken into consideration.

5. How satisfied are you that your views are being taken into account by Derby Homes?

	How satisfied are you that your views are being taken into account by Derby Homes?	Total
Very satisfied	21	21
Fairly satisfied	27	27
Neither nor	7	7
Fairly dissatisfied	4	4
Very dissatisfied	2	2
Total	61	61

A total of 48 customers were satisfied that their views were being taken into account by Derby Homes, whilst the other 7 customers did not feel they had any issues to tell us and therefore it was not applicable. 6 customers were dissatisfied that their views were being taken into account by Derby Homes. The reasons for dissatisfaction that needed action have been passed on to relevant departments.

6. If dissatisfied, please us tell why?

<u>Don't feel Derby Homes listens.</u>	1	1
Don't listen - don't know why.	1	1
When reporting issues they are not resolved.	1	1

The 3 reasons for dissatisfaction is that Derby Home does not listen.

7. Other comments, questions?

	OTHER COMMENTS- 44 QUESTIONS?
WORK	43
Southbrook car park used as a place where people do drugs.	1
Clean up the area as it is going downhill.	1
DCC / Dirty Harrow campaigns	1
Drug dealing happens often at Southbrook car park and a neighbour's dog is often let loose around the communal area and not kept on a lead.	1
Waste officer does not take views into account. No plans.	1
Waste activities for site need to be arranged.	1
Need to do more for mental health.	1
Needs a general area tidy up.	1
RV	2
Waste - just sort out the tipping	1
People do not ring me back.	1
Police driving through	1
Question about kitchen & re doing it. Moved in 8 years ago and two old kitchen	1
Southbrook Park (near Churchfields Walk) There needs to be a table for each a big park people were smoking behind trees. Not a nice community scene (Southbrook St Q&A Q23)	1
The foots around Southbrook Court are really big and need draining.	1
Total	44

All comments that required action, have been passed on to the relevant departments and customers have since received replies.