

Chesterfield Borough Council

Are you being served? September 2013

Full Demographics Report

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1. Introduction

This year, Chesterfield Borough Council decided to trial a new benchmarking survey for local authorities, developed by the Local Government Association (LGA) and Ipsos MORI. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. As there are a number of ‘core questions’ Councils taking part are able to benchmark their performance on a national and regional basis.

Are you being served? is different to the Citizen’s Panel method because of the core questions which enable benchmarking, and also because the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

During September 2013, the postal questionnaire was sent to a random sample of 3000 residents in Chesterfield Borough. The LGA specify that for a population size of Chesterfield Borough, the minimum number of responses required for this survey is 500. The survey was completed by 758 residents, giving a response rate of 25.3%. Receiving this number of responses has enabled us to achieve a confidence interval of 3.2. This means that we can be 95% confident that the results are accurate to within 3.2% if we had asked the entire Borough’s population the same questions. For example, if 39% of respondents have said that they are very satisfied with their local area as a place to live, then we can say that we are 95% confident that, if we asked the whole of the Borough’s population, the response would be between 35.8% and 42.2%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding. Where significant, the results have been broken down by demographics.

2. Your Local Area

Respondents were asked that when thinking about the 'local area', they consider this to be within 15 to 20 minutes walking distance from home.

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

Respondents were given six options ranging from *very satisfied* to *very dissatisfied*, including a *don't know* option, and asked to indicate one option. A total of 89.2% respondents indicated *very satisfied* or *fairly satisfied* with their local area as a place to live. 5.7% of respondents indicated *fairly dissatisfied* or *very dissatisfied*. Table 1.1 shows the results excluding those respondents that indicated *don't know* (0.4% of all respondents).

	No.	%
<i>Very satisfied</i>	297	39.7%
<i>Fairly satisfied</i>	371	49.5%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.1%
<i>Very dissatisfied</i>	12	1.6%
<i>Don't know</i>	3	0.4%

	No.	%
<i>Very satisfied</i>	297	39.8%
<i>Fairly satisfied</i>	371	49.7%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.2%
<i>Very dissatisfied</i>	12	1.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was West (95.3%), compared to a low of 80.2% for North area. A high of 93.7% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 68.8% of respondents aged 24 and under. A total of 87.8% of male respondents, and 90.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 81.4% of people with a disability indicated *very* or *fairly satisfied* compared with 92.0% of respondents without a disability, and 89.7% of White British respondents indicated the same, compared with 73.1% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	39.7%	24.6%	33.3%	58.4%	36.5%
<i>Fairly satisfied</i>	49.3%	62.8%	54.6%	36.9%	45.9%
<i>Neither</i>	4.7%	7.1%	2.9%	3.4%	6.1%
<i>Fairly dissatisfied</i>	4.2%	3.3%	7.5%	0.4%	7.4%
<i>Very dissatisfied</i>	1.6%	2.2%	0.6%	0.4%	4.1%
<i>Don't know</i>	0.4%	0.0%	1.1%	0.4%	0.0%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	39.5%	31.3%	20.6%	32.7%	37.1%	41.5%	46.5%	51.4%	30.8%
<i>Fairly satisfied</i>	49.6%	37.5%	69.1%	53.5%	53.8%	47.2%	42.6%	42.3%	46.2%
<i>Neither</i>	4.7%	25.0%	2.9%	6.9%	2.8%	6.9%	2.3%	2.7%	7.7%
<i>Fairly dissatisfied</i>	4.2%	6.3%	2.9%	3.0%	4.9%	3.8%	7.0%	0.9%	15.4%
<i>Very dissatisfied</i>	1.6%	0.0%	1.5%	3.0%	1.4%	0.6%	1.6%	2.7%	0.0%
<i>Don't know</i>	0.4%	0.0%	2.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Table 1.4: Overall, how satisfied are you with your local area as a place to live, by gender, disability and ethnicity.

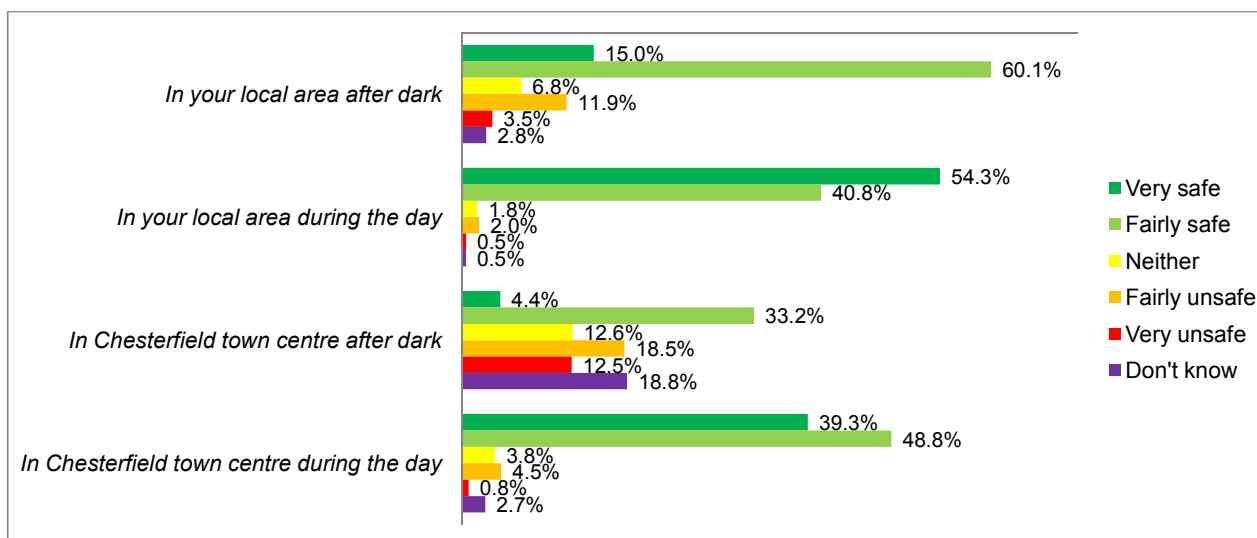
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	41.7%	38.3%	11.1%	35.5%	41.8%	21.7%	40.3%	23.1%	36.4%
<i>Fairly satisfied</i>	46.1%	52.2%	44.4%	45.9%	50.2%	52.2%	49.4%	50.0%	54.5%
<i>Neither</i>	7.1%	2.6%	33.3%	7.0%	3.7%	13.0%	4.5%	11.5%	0.0%
<i>Fairly dissatisfied</i>	3.4%	4.7%	11.1%	9.3%	2.4%	8.7%	3.8%	11.5%	9.1%
<i>Very dissatisfied</i>	1.4%	1.7%	0.0%	2.3%	1.3%	4.3%	1.7%	0.0%	0.0%
<i>Don't know</i>	0.3%	0.5%	0.0%	0.0%	0.6%	0.0%	0.3%	3.8%	0.0%

Q2. How safe or unsafe do you feel in the following areas?

Respondents were given a list of four areas, and asked to indicate how safe they feel from six options which ranged from *very safe* to *very unsafe*, including a *don't know* option. The areas were: your local area after dark, your local area during daytime, Chesterfield town centre after dark, and Chesterfield town centre during the daytime. Responses show that in general, respondents feel safe in their local area, with 95.1% of respondents indicating they feel *very safe* or *fairly safe* in their local area during the daytime, and 75.1% of respondents indicating they feel *very safe* or *fairly safe* in their local area after dark. These figures are lower for Chesterfield town centre, with 88.1% of respondents indicating they feel *very safe* or *fairly safe* in the town centre during the daytime, but a low of 37.6% of respondents indicated they feel *very safe* or *fairly safe* in the town centre after dark. 31% of respondents indicated that they feel *fairly unsafe* or *very unsafe* in the town centre after dark.

Table 2: How safe or unsafe do you feel in the following areas?

	<i>Very safe</i>		<i>Fairly safe</i>		<i>Neither</i>		<i>Fairly unsafe</i>		<i>Very unsafe</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In your local area after dark	112	15.0%	450	60.1%	51	6.8%	89	11.9%	26	3.5%	21	2.8%
In your local area during the day	400	54.3%	301	40.8%	13	1.8%	15	2.0%	4	0.5%	4	0.5%
In Chesterfield town centre after dark	32	4.4%	242	33.2%	92	12.6%	135	18.5%	91	12.5%	137	18.8%
In Chesterfield town centre during the day	289	39.3%	359	48.8%	28	3.8%	33	4.5%	6	0.8%	20	2.7%



In your local area after dark

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was West (82.5%), compared to a low of 69.9% for North area. A high of 78.1% of respondents aged 55 to 64 years indicated *very* or *fairly safe*, compared to a low of 72.8% of respondents aged 35 to 44 years. A total of 81.8% of male respondents, and 70.7% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 67.4% of people with a disability indicated *very* or *fairly safe* compared with 78.4% of respondents without a disability, and 75.0% of White British respondents indicated the same, compared with 69.3% of respondents from other ethnic backgrounds.

Table 2.1: How safe or unsafe do you feel in your local area after dark, by Community Assembly area.

	All areas	East	South	West	North
<i>Very safe</i>	15.1%	9.8%	12.2%	22.1%	13.7%
<i>Fairly safe</i>	60.0%	63.0%	59.3%	60.4%	56.2%
<i>Neither</i>	6.5%	7.6%	6.4%	5.5%	6.8%
<i>Fairly unsafe</i>	12.1%	12.0%	14.5%	8.9%	14.4%
<i>Very unsafe</i>	3.5%	3.8%	5.2%	1.7%	4.1%
<i>Don't know</i>	2.8%	3.8%	2.3%	1.3%	4.8%

Table 2.2: How safe or unsafe do you feel in your local area after dark, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	14.7%	0.0%	15.7%	13.6%	18.9%	13.1%	15.5%	13.9%	8.3%
<i>Fairly safe</i>	60.5%	75.0%	60.0%	59.2%	55.2%	65.0%	60.5%	61.1%	50.0%
<i>Neither</i>	6.6%	6.3%	10.0%	7.8%	8.4%	5.0%	5.4%	2.8%	25.0%
<i>Fairly unsafe</i>	11.9%	18.8%	8.6%	16.5%	15.4%	11.3%	9.3%	8.3%	8.3%
<i>Very unsafe</i>	3.5%	0.0%	4.3%	1.9%	1.4%	4.4%	7.0%	2.8%	0.0%
<i>Don't know</i>	2.8%	0.0%	1.4%	1.0%	0.7%	1.3%	2.3%	11.1%	8.3%

Table 2.3: How safe or unsafe do you feel in your local area after dark, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	21.9%	9.9%	11.1%	8.1%	17.1%	0.0%	14.7%	23.1%	10.0%
<i>Fairly safe</i>	59.9%	60.8%	55.6%	59.3%	61.3%	56.5%	60.3%	46.2%	70.0%
<i>Neither</i>	5.5%	7.0%	22.2%	5.2%	6.9%	13.0%	6.9%	3.8%	10.0%
<i>Fairly unsafe</i>	6.5%	15.7%	11.1%	17.4%	10.1%	8.7%	12.0%	15.4%	0.0%
<i>Very unsafe</i>	3.4%	3.5%	0.0%	5.2%	2.4%	17.4%	3.4%	7.7%	0.0%
<i>Don't know</i>	2.7%	3.1%	0.0%	4.7%	2.2%	4.3%	2.7%	3.8%	10.0%

In your local area during the day

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was West (96.6%), compared to a low of 93.9% for North area. A high of 96.8% of respondents aged 55 to 64 years indicated *very* or *fairly safe*, compared to a low of 91.4% of respondents aged 25 to 34 years. A total of 94.7% of male respondents, and 95.0% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 91.0% of people with a disability indicated *very* or *fairly safe* compared with 96.5% of respondents without a disability, and 95.3% of White British respondents indicated the same, compared with 88.5% of respondents from other ethnic backgrounds.

Table 2.4: How safe or unsafe do you feel in your local area during the day, by Community Assembly area.

	All areas	East	South	West	North
<i>Very safe</i>	54.2%	45.7%	54.8%	64.1%	48.0%
<i>Fairly safe</i>	41.0%	49.7%	39.3%	32.5%	45.9%
<i>Neither</i>	1.7%	1.7%	1.8%	1.3%	2.0%
<i>Fairly unsafe</i>	2.1%	1.1%	3.0%	1.3%	3.4%
<i>Very unsafe</i>	0.6%	0.6%	0.6%	0.9%	0.0%
<i>Don't know</i>	0.6%	1.1%	0.6%	0.0%	0.7%

Table 2.5: How safe or unsafe do you feel in your local area during the day, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	54.3%	50.0%	51.4%	52.0%	56.6%	54.8%	51.6%	62.9%	15.4%
<i>Fairly safe</i>	40.8%	43.8%	40.0%	43.1%	39.9%	42.0%	41.0%	33.3%	76.9%
<i>Neither</i>	1.8%	0.0%	5.7%	3.9%	2.1%	0.6%	0.8%	0.0%	0.0%
<i>Fairly unsafe</i>	2.1%	6.3%	1.4%	0.0%	1.4%	1.9%	5.7%	1.0%	0.0%
<i>Very unsafe</i>	0.5%	0.0%	0.0%	1.0%	0.0%	0.6%	0.8%	1.0%	0.0%
<i>Don't know</i>	0.5%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.9%	7.7%

Table 2.6: How safe or unsafe do you feel in your local area during the day, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	58.5%	52.0%	33.3%	47.6%	56.8%	31.8%	54.7%	50.0%	36.4%
<i>Fairly safe</i>	36.2%	43.0%	66.7%	43.4%	39.7%	59.1%	40.6%	38.5%	63.6%
<i>Neither</i>	2.4%	1.4%	0.0%	1.2%	2.1%	0.0%	1.7%	3.8%	0.0%
<i>Fairly unsafe</i>	2.1%	2.1%	0.0%	4.8%	0.9%	9.1%	2.0%	3.8%	0.0%
<i>Very unsafe</i>	0.3%	0.7%	0.0%	1.8%	0.2%	0.0%	0.6%	0.0%	0.0%
<i>Don't know</i>	0.3%	0.7%	0.0%	1.2%	0.4%	0.0%	0.4%	3.8%	0.0%

In Chesterfield town centre after dark

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was South (44.9%), compared to a low of 31.6% for East area. A high of 37.0% of respondents aged 35 to 44 years indicated *very* or *fairly safe*, compared to a low of 22.3% of respondents aged 75 years and over. A total of 43.2% of male respondents, and 34.1% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 26.4% of people with a disability indicated *very* or *fairly safe* compared with 41.1% of respondents without a disability, and 37.2% of White British respondents indicated the same, compared with 26.9% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very safe</i>	4.2%	2.9%	6.0%	3.9%	4.2%
<i>Fairly safe</i>	33.2%	28.7%	38.9%	32.3%	33.3%
<i>Neither</i>	12.7%	10.9%	9.6%	15.1%	14.6%
<i>Fairly unsafe</i>	18.5%	19.0%	15.6%	22.8%	14.6%
<i>Very unsafe</i>	12.7%	17.2%	12.6%	9.9%	11.8%
<i>Don't know</i>	18.7%	21.3%	17.4%	15.9%	21.5%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	4.3%	0.0%	11.4%	2.9%	6.5%	2.6%	2.4%	3.9%	0.0%
<i>Fairly safe</i>	33.1%	37.5%	27.1%	44.1%	38.8%	37.2%	26.8%	18.4%	41.7%
<i>Neither</i>	12.8%	6.3%	21.4%	15.7%	11.5%	12.2%	13.8%	5.8%	16.7%
<i>Fairly unsafe</i>	18.3%	43.8%	24.3%	19.6%	17.3%	15.4%	15.4%	19.4%	8.3%
<i>Very unsafe</i>	12.5%	12.5%	5.7%	8.8%	10.1%	17.3%	17.1%	12.6%	0.0%
<i>Don't know</i>	19.0%	0.0%	10.0%	8.8%	15.8%	15.4%	24.4%	39.8%	33.3%

Table 2.9: How safe or unsafe do you feel in Chesterfield town centre after dark, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	7.4%	2.4%	0.0%	2.5%	4.9%	4.3%	3.8%	15.4%	10.0%
<i>Fairly safe</i>	35.8%	31.7%	22.2%	23.9%	36.2%	13.0%	33.4%	11.5%	50.0%
<i>Neither</i>	14.5%	11.8%	11.1%	14.1%	12.3%	17.4%	12.2%	23.1%	20.0%
<i>Fairly unsafe</i>	15.2%	20.4%	33.3%	18.4%	18.4%	21.7%	19.0%	15.4%	0.0%
<i>Very unsafe</i>	7.4%	15.8%	11.1%	17.8%	10.6%	21.7%	12.8%	11.5%	0.0%
<i>Don't know</i>	19.5%	18.0%	22.2%	23.3%	17.5%	21.7%	18.8%	23.1%	20.0%

In Chesterfield town centre during the day

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was West (92.7%), compared to a low of 78.7% for East area. A high of 93.2% of respondents aged 35 to 44 years indicated *very* or *fairly safe*, compared to a low of 80.2% of respondents aged 75 years and over. A total of 91.2% of male respondents, and 86.9% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 77% of people with a disability indicated *very* or *fairly safe* compared with 91.7% of respondents without a disability, and 87.8% of White British respondents indicated the same, compared with 92.4% of respondents from other ethnic backgrounds.

Table 2.10: How safe or unsafe do you feel in Chesterfield town centre during the day, by Community Assembly area.

	All areas	East	South	West	North
<i>Very safe</i>	39.1%	29.3%	47.3%	41.4%	37.8%
<i>Fairly safe</i>	49.1%	49.4%	45.0%	51.3%	50.0%
<i>Neither</i>	3.6%	6.3%	1.2%	2.6%	4.7%
<i>Fairly unsafe</i>	4.6%	7.5%	4.1%	3.0%	4.1%
<i>Very unsafe</i>	0.8%	0.6%	0.6%	0.9%	1.4%
<i>Don't know</i>	2.8%	6.9%	1.8%	0.9%	2.0%

Table 2.11: How safe or unsafe do you feel in Chesterfield town centre during the day, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	39.3%	18.8%	35.7%	37.3%	48.2%	42.3%	39.8%	32.1%	16.7%
<i>Fairly safe</i>	48.9%	62.5%	55.7%	55.9%	43.3%	46.2%	47.2%	48.1%	58.3%
<i>Neither</i>	3.9%	12.5%	5.7%	2.0%	5.0%	5.1%	2.4%	1.9%	0.0%
<i>Fairly unsafe</i>	4.5%	6.3%	2.9%	3.9%	2.8%	4.5%	7.3%	5.7%	0.0%
<i>Very unsafe</i>	0.8%	0.0%	0.0%	1.0%	0.0%	0.6%	0.8%	1.9%	8.3%
<i>Don't know</i>	2.6%	0.0%	0.0%	0.0%	0.7%	1.3%	2.4%	10.4%	16.7%

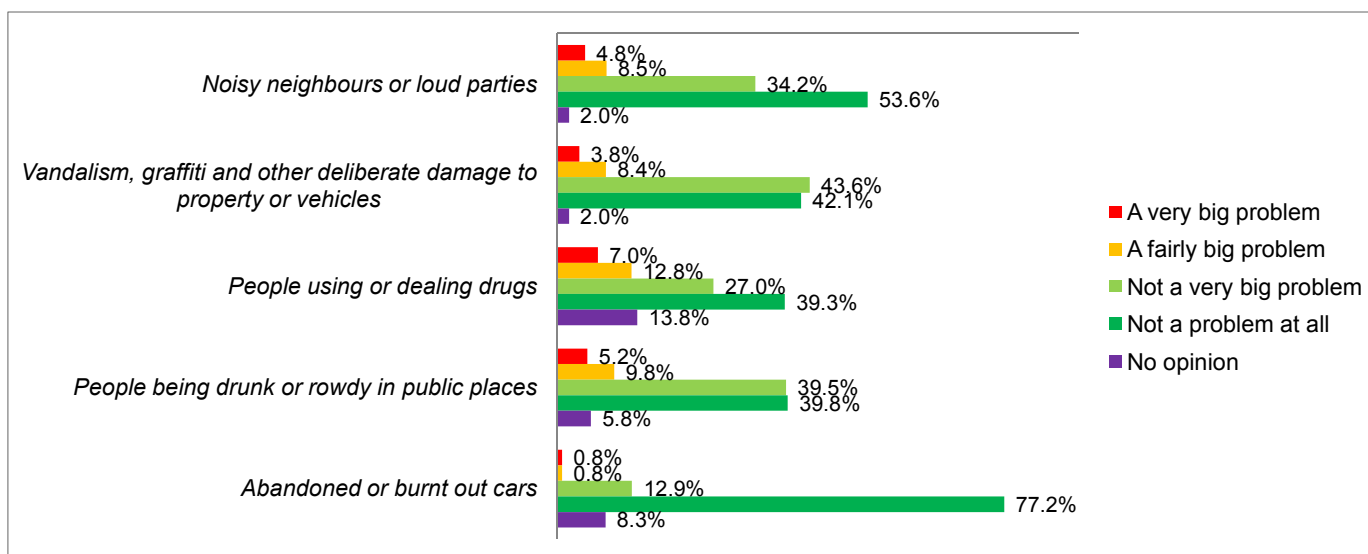
Table 2.12: How safe or unsafe do you feel in Chesterfield town centre during the day, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	47.2%	34.8%	22.2%	28.5%	42.9%	18.2%	38.7%	46.2%	54.5%
<i>Fairly safe</i>	44.0%	52.1%	55.6%	48.5%	48.8%	63.6%	49.1%	46.2%	45.5%
<i>Neither</i>	3.5%	3.8%	0.0%	6.7%	3.0%	4.5%	4.0%	0.0%	0.0%
<i>Fairly unsafe</i>	2.8%	5.5%	11.1%	10.3%	2.8%	4.5%	4.6%	3.8%	0.0%
<i>Very unsafe</i>	0.4%	1.0%	11.1%	1.2%	0.6%	4.5%	0.9%	0.0%	0.0%
<i>Don't know</i>	2.1%	2.9%	0.0%	4.8%	1.9%	4.5%	2.7%	3.8%	0.0%

Q3. Thinking about your local area, how much of a problem do you think the following are?

Respondents were given a list of five issues, and asked to indicate how much of a problem each issue is from options ranging from a *very big problem*, to *not a problem at all*, including a *don't know* option. The issue that the greatest percentage of respondents felt was a problem was people using or dealing drugs (19.8% indicated a *very big problem* or a *fairly big problem*), followed by people being drunk or rowdy in public places (15.0%) and noisy neighbours or loud parties (13.3%). 12.2% of respondents indicated that vandalism, graffiti and other deliberate damage to property is a *very big* or *big problem*, and a low of 1.6% indicated the same for abandoned or burnt out cars.

Table 3: Thinking about your local area, how much of a problem do you think the following are?										
	<i>A very big problem</i>		<i>A fairly big problem</i>		<i>Not a very big problem</i>		<i>Not a problem at all</i>		<i>No opinion</i>	
Noisy neighbours or loud parties	36	4.8%	63	8.5%	255	34.2%	399	53.6%	15	2.0%
Vandalism, graffiti and other deliberate damage to property or vehicles	28	3.8%	62	8.4%	320	43.6%	309	42.1%	15	2.0%
People using or dealing drugs	52	7.0%	95	12.8%	200	27.0%	291	39.3%	102	13.8%
People being drunk or rowdy in public places	38	5.2%	72	9.8%	291	39.5%	293	39.8%	43	5.8%
Abandoned or burnt out cars	6	0.8%	6	0.8%	95	12.9%	570	77.2%	61	8.3%



Noisy neighbours or loud parties

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was East (17.2%), compared to a low of 5.9% for West area. A high of 25.0% of respondents aged 25 years and under indicated a *very big* or *fairly big problem*, compared to a low of 2.7% of respondents aged 75 years and over. A total of 13.4% of male respondents, and 14.2% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 13.5% of people with a disability indicated a *very big* or *fairly big problem* compared with 13.4% of respondents without a disability, and 12.9% of White British respondents indicated the same, compared with 19.2% of respondents from other ethnic backgrounds.

Table 3.1: Thinking about your local area, how much of a problem do you think noisy neighbours or loud parties are, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	4.8%	5.0%	5.8%	0.8%	9.6%
<i>A fairly big problem</i>	8.3%	12.2%	9.4%	5.1%	7.5%
<i>Not a very big problem</i>	34.7%	37.2%	32.7%	33.1%	36.3%
<i>Not a problem at all</i>	53.3%	44.4%	53.2%	63.1%	48.6%
<i>No opinion</i>	2.0%	2.8%	1.8%	0.8%	3.4%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	4.9%	25.0%	4.3%	6.8%	7.0%	3.2%	4.8%	0.9%	0.0%
<i>A fairly big problem</i>	8.4%	0.0%	18.6%	9.7%	9.9%	6.4%	10.3%	1.8%	0.0%
<i>Not a very big problem</i>	34.1%	12.5%	40.0%	41.7%	36.6%	36.9%	27.8%	25.2%	45.5%
<i>Not a problem at all</i>	53.5%	62.5%	35.7%	42.7%	52.8%	52.2%	59.5%	70.3%	45.5%
<i>No opinion</i>	2.0%	0.0%	1.4%	0.0%	1.4%	3.2%	3.2%	1.8%	9.1%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	5.2%	5.0%	0.0%	3.5%	5.4%	4.5%	4.7%	7.7%	10.0%
<i>A fairly big problem</i>	8.2%	9.2%	0.0%	10.0%	8.0%	13.6%	8.2%	11.5%	20.0%
<i>Not a very big problem</i>	30.6%	36.3%	44.4%	31.8%	35.0%	31.8%	33.5%	34.6%	70.0%
<i>Not a problem at all</i>	55.0%	51.7%	55.6%	55.9%	52.7%	50.0%	54.7%	38.5%	20.0%
<i>No opinion</i>	2.7%	1.7%	0.0%	1.8%	2.1%	0.0%	1.7%	7.7%	10.0%

Vandalism, graffiti and other deliberate damage to property or vehicles

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was North (15.9%), compared to a low of 6.0% for West area. A high of 18.4% of respondents aged 25 years and under, and 25 to 34 years indicated a *very big* or *fairly big problem*, compared to a low of 8.3% of respondents aged 55 to 64 years. A total of 13.9% of male respondents, and 11.1% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 16.2% of people with a disability indicated a *very big* or *fairly big problem* compared with 10.5% of respondents without a disability, and 11.7% of White British respondents indicated the same, compared with 26.9% of respondents from other ethnic backgrounds.

Table 3.4: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	3.9%	2.3%	6.7%	1.3%	6.9%
<i>A fairly big problem</i>	8.3%	12.4%	8.5%	4.7%	9.0%
<i>Not a very big problem</i>	43.8%	44.6%	47.9%	40.4%	43.4%
<i>Not a problem at all</i>	42.0%	35.0%	34.5%	53.6%	40.0%
<i>No opinion</i>	2.1%	5.6%	2.4%	0.0%	0.7%

Table 3.5: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	3.9%	18.8%	2.9%	5.8%	1.4%	5.1%	3.2%	2.9%	0.0%
<i>A fairly big problem</i>	8.4%	0.0%	15.9%	12.6%	8.5%	3.2%	8.9%	5.8%	25.0%
<i>Not a very big problem</i>	43.6%	31.3%	43.5%	46.6%	45.1%	49.0%	43.5%	33.7%	33.3%
<i>Not a problem at all</i>	42.1%	37.5%	36.2%	34.0%	45.1%	39.5%	41.9%	55.8%	33.3%
<i>No opinion</i>	2.1%	12.5%	1.4%	1.0%	0.0%	3.2%	2.4%	1.9%	8.3%

Table 3.6: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	5.9%	2.4%	0.0%	4.8%	3.0%	15.0%	3.6%	7.7%	10.0%
<i>A fairly big problem</i>	8.0%	8.7%	0.0%	11.4%	7.5%	10.0%	8.1%	19.2%	10.0%
<i>Not a very big problem</i>	42.2%	44.1%	44.4%	39.8%	45.5%	25.0%	44.0%	38.5%	40.0%
<i>Not a problem at all</i>	41.5%	43.1%	44.4%	42.2%	42.3%	40.0%	42.4%	26.9%	40.0%
<i>No opinion</i>	2.4%	1.7%	11.1%	1.8%	1.7%	10.0%	1.9%	7.7%	0.0%

People using or dealing drugs

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was South (29.2%), compared to a low of 12.0% for West area. A high of 25.0% of respondents aged 25 years and under indicated a *very big* or *fairly big problem*, compared to a low of 7.7% of respondents aged 75 years and over. A total of 14.9% of male respondents, and 23.2% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 26.8% of people with a disability indicated a *very big* or *fairly big problem* compared with 16.5% of respondents without a disability, and 19.7% of White British respondents indicated the same, compared with 29.2% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>A very big problem</i>	7.0%	6.7%	10.7%	2.6%	10.3%
<i>A fairly big problem</i>	12.9%	15.6%	18.5%	9.4%	8.9%
<i>Not a very big problem</i>	27.2%	28.3%	30.4%	20.1%	33.6%
<i>Not a problem at all</i>	39.1%	32.8%	29.8%	55.1%	32.2%
<i>No opinion</i>	13.7%	16.7%	10.7%	12.8%	15.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	7.1%	12.5%	11.8%	8.7%	6.3%	6.9%	8.7%	1.9%	0.0%
<i>A fairly big problem</i>	12.7%	12.5%	11.8%	13.6%	18.2%	12.6%	12.6%	5.8%	8.3%
<i>Not a very big problem</i>	27.0%	12.5%	42.6%	35.9%	26.6%	30.8%	20.5%	13.5%	25.0%
<i>Not a problem at all</i>	39.2%	43.8%	26.5%	35.9%	42.0%	37.1%	37.8%	53.8%	16.7%
<i>No opinion</i>	13.9%	18.8%	7.4%	5.8%	7.0%	12.6%	20.5%	25.0%	50.0%

Table 3.9: Thinking about your local area, how much of a problem do you think people using or dealing drugs are, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	6.2%	7.8%	0.0%	10.7%	5.6%	13.0%	6.4%	25.0%	10.0%
<i>A fairly big problem</i>	8.7%	15.4%	11.1%	16.1%	10.9%	21.7%	13.3%	4.2%	10.0%
<i>Not a very big problem</i>	25.6%	28.3%	33.3%	19.0%	29.9%	21.7%	26.7%	25.0%	60.0%
<i>Not a problem at all</i>	44.6%	35.6%	22.2%	37.5%	40.6%	26.1%	39.8%	29.2%	10.0%
<i>No opinion</i>	14.9%	12.8%	33.3%	16.7%	13.0%	17.4%	13.8%	16.7%	10.0%

People being drunk or rowdy in public places

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was South (18.4%), compared to a low of 8.4% for West area. A high of 37.6% of respondents aged 25 years and under indicated a *very big* or *fairly big problem*, compared to a low of 6.5% of respondents aged 75 years and over. A total of 13.3% of male respondents, and 16.0% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 16.4% of people with a disability indicated a *very big* or *fairly big problem* compared with 14.0% of respondents without a disability, and 14.8% of White British respondents indicated the same, compared with 19.2% of respondents from other ethnic backgrounds.

Table 3.11: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places are, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	4.8%	5.1%	8.9%	2.1%	4.2%
<i>A fairly big problem</i>	9.8%	12.4%	9.5%	6.4%	12.5%
<i>Not a very big problem</i>	39.7%	42.7%	41.1%	34.7%	42.4%
<i>Not a problem at all</i>	39.8%	33.7%	32.1%	50.8%	38.2%
<i>No opinion</i>	5.9%	6.2%	8.3%	5.9%	2.8%

Table 3.11: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places are by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	5.1%	18.8%	8.7%	8.7%	5.6%	5.1%	1.6%	0.9%	0.0%
<i>A fairly big problem</i>	9.7%	18.8%	11.6%	18.4%	7.0%	7.6%	10.6%	5.6%	0.0%
<i>Not a very big problem</i>	39.7%	25.0%	46.4%	37.9%	44.4%	43.3%	40.7%	25.9%	50.0%
<i>Not a problem at all</i>	39.6%	31.3%	30.4%	33.0%	38.0%	39.5%	39.8%	55.6%	33.3%
<i>No opinion</i>	5.9%	6.3%	2.9%	1.9%	4.9%	4.5%	7.3%	12.0%	16.7%

Table 3.12: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places are, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	4.2%	5.5%	11.1%	6.7%	4.5%	9.5%	4.9%	11.5%	10.0%
<i>A fairly big problem</i>	9.1%	10.5%	11.1%	9.7%	9.5%	9.5%	9.9%	7.7%	10.0%
<i>Not a very big problem</i>	36.7%	42.0%	33.3%	38.8%	40.7%	23.8%	38.6%	53.8%	70.0%
<i>Not a problem at all</i>	42.3%	37.5%	44.4%	38.2%	40.6%	33.3%	40.7%	23.1%	0.0%
<i>No opinion</i>	7.7%	4.5%	0.0%	6.7%	4.7%	23.8%	5.9%	3.8%	10.0%

Abandoned or burnt out cars

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was South (4.8%), compared to a low of 0.0% for North area. A high of 4.3% of respondents aged 25 to 34 years indicated a *very big* or *fairly big problem*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 1.4% of male respondents, and 1.7% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 1.2% of people with a disability indicated a *very big* or *fairly big problem* compared with 1.6% of respondents without a disability, and 1.5% of White British respondents indicated the same, compared with 4.0% of respondents from other ethnic backgrounds.

Table 3.11: Thinking about your local area, how much of a problem do you think abandoned or burnt out cars are, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	0.8%	0.6%	3.0%	0.0%	0.0%
<i>A fairly big problem</i>	0.7%	0.0%	1.8%	0.9%	0.0%
<i>Not a very big problem</i>	12.9%	11.1%	13.9%	10.2%	18.6%
<i>Not a problem at all</i>	77.4%	77.2%	70.5%	84.7%	73.8%
<i>No opinion</i>	8.1%	11.1%	10.8%	4.3%	7.6%

Table 3.11: Thinking about your local area, how much of a problem do you think abandoned or burnt out cars are by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	0.8%	0.0%	1.4%	1.0%	0.7%	0.6%	0.8%	0.9%	0.0%
<i>A fairly big problem</i>	0.7%	0.0%	2.9%	2.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<i>Not a very big problem</i>	13.0%	6.3%	18.8%	11.8%	13.4%	12.7%	15.4%	8.3%	16.7%
<i>Not a problem at all</i>	77.1%	87.5%	72.5%	81.4%	79.6%	76.4%	74.0%	78.0%	58.3%
<i>No opinion</i>	8.4%	6.3%	4.3%	3.9%	6.3%	10.2%	8.9%	12.8%	25.0%

Table 3.12: Thinking about your local area, how much of a problem do you think abandoned or burnt out cars are, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	1.4%	0.5%	0.0%	0.6%	0.8%	4.5%	0.6%	4.0%	10.0%
<i>A fairly big problem</i>	0.0%	1.2%	0.0%	0.6%	0.8%	0.0%	0.9%	0.0%	0.0%
<i>Not a very big problem</i>	11.5%	14.5%	11.1%	16.2%	12.4%	9.1%	12.3%	28.0%	10.0%
<i>Not a problem at all</i>	78.3%	76.0%	77.8%	72.5%	79.5%	54.5%	78.1%	52.0%	80.0%
<i>No opinion</i>	8.7%	7.8%	11.1%	10.2%	6.6%	31.8%	8.2%	16.0%	0.0%

Q4. How strongly do you feel you belong to the local area?

Respondents were given a list of five options, ranging from very strongly to not at all strongly, including a don't know option, and asked to indicate one option. A total of 68.4% respondents indicated that they feel they belong to the area *very strongly* or *fairly strongly*, with a further 19.5% indicating *not very strongly* and 5.6% indicating *not at all strongly*.

	No.	%
<i>Very strongly</i>	173	22.9%
<i>Fairly strongly</i>	343	45.5%
<i>Not very strongly</i>	147	19.5%
<i>Not at all strongly</i>	42	5.6%
<i>Don't know</i>	49	6.5%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was West (74.7%), compared to a low of 61.0% for South area. A high of 81.5% of respondents aged 65 to 74 years indicated *very* or *fairly strongly*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 68.2% of male respondents, and 68.1% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 74.3% of people with a disability indicated *very* or *fairly strongly* compared with 65.8% of respondents without a disability, and 69.1% of White British respondents indicated the same, compared with 53.8% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very strongly</i>	22.8%	19.8%	20.1%	24.5%	26.8%
<i>Fairly strongly</i>	45.6%	41.2%	46.6%	50.2%	42.3%
<i>Not very strongly</i>	19.4%	25.8%	20.1%	15.2%	17.4%
<i>Not at all strongly</i>	5.7%	5.5%	6.9%	4.2%	6.7%
<i>Don't know</i>	6.6%	7.7%	6.3%	5.9%	6.7%

Table 4.2: How strongly do you feel you belong to the local area, by age group.

	All ages	24 yrs and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very strongly</i>	23.0%	0.0%	10.1%	16.7%	21.7%	22.6%	30.0%	33.6%	23.1%
<i>Fairly strongly</i>	45.4%	43.8%	47.8%	45.1%	46.2%	40.9%	51.5%	42.5%	46.2%
<i>Not very strongly</i>	19.5%	37.5%	24.6%	26.5%	22.4%	20.1%	10.8%	12.4%	23.1%
<i>Not at all strongly</i>	5.6%	0.0%	2.9%	8.8%	4.2%	8.8%	3.8%	5.3%	0.0%
<i>Don't know</i>	6.6%	18.8%	14.5%	2.9%	5.6%	7.5%	3.8%	6.2%	7.7%

Table 4.3: How strongly do you feel you belong to the local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very strongly</i>	25.0%	20.7%	33.3%	31.4%	19.3%	30.4%	23.0%	26.9%	0.0%
<i>Fairly strongly</i>	43.2%	47.4%	33.3%	42.9%	46.5%	39.1%	46.1%	26.9%	45.5%
<i>Not very strongly</i>	19.9%	19.7%	11.1%	11.4%	22.5%	17.4%	19.0%	26.9%	45.5%
<i>Not at all strongly</i>	5.7%	5.6%	0.0%	6.9%	5.6%	0.0%	5.6%	3.8%	9.1%
<i>Don't know</i>	6.1%	6.6%	22.2%	7.4%	6.1%	13.0%	6.3%	15.4%	0.0%

Q5. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

Respondents were advised that by getting on well together, we mean living alongside each other with respect. Respondents were given a list of six options, ranging from *definitely agree* to *definitely disagree*, including a *don't know* option, and asked to indicate one option. Table 5.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 5.1, a total of 71.6% of respondents indicated that they *definitely agree* or *tend to agree* that their local area is a place where people from different ethnic backgrounds get on well together.

Table 5: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?		
	No.	%
<i>Definitely agree</i>	103	13.7%
<i>Tend to agree</i>	304	40.3%
<i>Neither</i>	115	15.3%
<i>Tend to disagree</i>	31	4.1%
<i>Definitely disagree</i>	15	2.0%
<i>Don't know</i>	186	24.7%

Table 5.1: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (Excluding respondents that indicated don't know)		
	No.	%
<i>Definitely agree</i>	103	18.1%
<i>Tend to agree</i>	304	53.5%
<i>Neither</i>	115	20.2%
<i>Tend to disagree</i>	31	5.5%
<i>Definitely disagree</i>	15	2.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *definitely agree* or *tend to agree* was West (56.9%), compared to a low of 48.9% for North area. A high of 62.6% of respondents aged 24 years and under indicated *definitely agree* or *tend to agree*, compared to a low of 45.6% of respondents aged 75 years and over. A total of 53% of male respondents, and 55.6% of female respondents indicated *definitely agree* or *tend to agree*. When the results are analysed by disability, 54.5% of people with a disability indicated *definitely agree* or *tend to agree* compared with 54.1% of respondents without a disability, and 53.3% of White British respondents indicated the same, compared with 69.3% of respondents from other ethnic backgrounds.

Table 5.2: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together, by Community Assembly area.

	All areas	East	South	West	North
<i>Definitely agree</i>	13.5%	7.6%	12.1%	19.8%	12.2%
<i>Tend to agree</i>	40.4%	44.6%	43.7%	37.1%	36.7%
<i>Neither</i>	15.2%	16.8%	13.8%	14.8%	15.6%
<i>Tend to disagree</i>	4.2%	3.8%	6.9%	2.1%	4.8%
<i>Definitely disagree</i>	1.9%	2.2%	2.9%	1.3%	1.4%
<i>Don't know</i>	24.8%	25.0%	20.7%	24.9%	29.3%

Table 5.3: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together, by age group.

	All ages	24 yrs and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Definitely agree</i>	13.7%	18.8%	18.8%	13.7%	14.7%	16.3%	11.5%	8.8%	0.0%
<i>Tend to agree</i>	40.2%	43.8%	40.6%	39.2%	45.5%	41.9%	36.9%	36.8%	25.0%
<i>Neither</i>	15.4%	12.5%	11.6%	19.6%	15.4%	17.5%	18.5%	7.0%	25.0%
<i>Tend to disagree</i>	4.2%	6.3%	10.1%	5.9%	4.2%	3.8%	3.8%	0.0%	0.0%
<i>Definitely disagree</i>	1.7%	0.0%	5.8%	2.0%	1.4%	0.6%	0.8%	2.6%	0.0%
<i>Don't know</i>	24.8%	18.8%	13.0%	19.6%	18.9%	20.0%	28.5%	44.7%	50.0%

Table 5.4: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Definitely agree</i>	13.5%	14.1%	11.1%	13.6%	13.7%	4.5%	13.6%	23.1%	0.0%
<i>Tend to agree</i>	39.5%	41.5%	33.3%	40.9%	40.4%	27.3%	39.7%	46.2%	50.0%
<i>Neither</i>	13.5%	16.2%	33.3%	15.3%	15.6%	18.2%	15.7%	3.8%	20.0%
<i>Tend to disagree</i>	4.7%	3.7%	0.0%	4.5%	3.7%	9.1%	4.1%	3.8%	0.0%
<i>Definitely disagree</i>	3.4%	0.7%	0.0%	1.7%	2.0%	0.0%	1.7%	7.7%	10.0%
<i>Don't know</i>	25.3%	23.9%	22.2%	23.9%	24.5%	40.9%	25.2%	15.4%	20.0%

Q6. To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Respondents were given a list of six options, ranging from *definitely agree* to *definitely disagree*, including a *don't know* option, and asked to indicate one option. 15.2% of respondents indicated *don't know* to this question. Table 6.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 6.1, a total of 50.8% of respondents indicated that they *definitely agree* or *tend to agree* that people in their local area pull together to improve the local area. A total 19.3% of respondents indicated *tend to disagree* or *definitely disagree*.

Table 6: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

	No.	%
<i>Definitely agree</i>	72	9.5%
<i>Tend to agree</i>	253	33.5%
<i>Neither</i>	192	25.4%
<i>Tend to disagree</i>	83	11.0%
<i>Definitely disagree</i>	40	5.3%
<i>Don't know</i>	115	15.2%

Table 6.1: To what extent would you agree or disagree that people in this local area pull together to improve the local area? (Excluding respondents that indicated don't know)

	No.	%
<i>Definitely agree</i>	72	11.3%
<i>Tend to agree</i>	253	39.5%
<i>Neither</i>	192	30.0%
<i>Tend to disagree</i>	83	13.0%
<i>Definitely disagree</i>	40	6.3%

Response	Percentage
<i>Definitely agree</i>	11.3%
<i>Tend to agree</i>	39.5%
<i>Neither</i>	30.0%
<i>Tend to disagree</i>	13.0%
<i>Definitely disagree</i>	6.3%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *definitely agree* or *tend to agree* was West (50.4%), compared to a low of 32.9% for East area. A high of 50.4% of respondents aged 75 years and over indicated *definitely agree* or *tend to agree*, compared to a low of 25.0% of respondents aged 24 years and under. A total of 42.7% of male respondents, and 43.7% of female respondents indicated *definitely agree* or *tend to agree*. When the results are analysed by disability, 42.8% of people with a disability indicated *definitely agree* or *tend to agree* compared with 43.8% of respondents without a disability, and 43.2% of White British respondents indicated the same, compared with 53.8% of respondents from other ethnic backgrounds.

Table 6.2: To what extent would you agree or disagree that people in this local area pull together to improve the local area, by Community Assembly area.

	All areas	East	South	West	North
<i>Definitely agree</i>	9.6%	8.6%	10.4%	9.2%	10.2%
<i>Tend to agree</i>	33.5%	24.3%	32.9%	41.2%	33.3%
<i>Neither</i>	25.6%	34.6%	23.1%	21.4%	23.8%
<i>Tend to disagree</i>	11.0%	11.9%	13.9%	7.6%	12.2%
<i>Definitely disagree</i>	5.2%	5.9%	6.9%	4.2%	4.1%
<i>Don't know</i>	15.1%	14.6%	12.7%	16.4%	16.3%

Table 6.3: To what extent would you agree or disagree that people in this local area pull together to improve the local area, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Definitely agree</i>	9.5%	0.0%	10.1%	5.8%	7.0%	9.4%	11.5%	15.9%	0.0%
<i>Tend to agree</i>	33.6%	25.0%	24.6%	30.1%	33.6%	40.0%	33.8%	34.5%	33.3%
<i>Neither</i>	25.3%	43.8%	34.8%	28.2%	28.7%	26.9%	22.3%	11.5%	25.0%
<i>Tend to disagree</i>	11.0%	12.5%	7.2%	16.5%	13.3%	9.4%	12.3%	5.3%	16.7%
<i>Definitely disagree</i>	5.4%	12.5%	10.1%	8.7%	2.8%	3.1%	3.1%	8.0%	0.0%
<i>Don't know</i>	15.1%	6.3%	13.0%	10.7%	14.7%	11.3%	16.9%	24.8%	25.0%

Table 6.4: To what extent would you agree or disagree that people in this local area pull together to improve the local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Definitely agree</i>	8.5%	10.3%	0.0%	15.4%	7.4%	8.7%	9.4%	19.2%	0.0%
<i>Tend to agree</i>	34.2%	33.4%	33.3%	27.4%	36.4%	26.1%	33.8%	34.6%	20.0%
<i>Neither</i>	25.8%	25.2%	22.2%	22.3%	26.9%	17.4%	25.1%	15.4%	60.0%
<i>Tend to disagree</i>	11.2%	10.7%	22.2%	13.1%	10.4%	4.3%	11.3%	7.7%	10.0%
<i>Definitely disagree</i>	6.4%	4.4%	0.0%	4.0%	5.6%	8.7%	5.5%	3.8%	0.0%
<i>Don't know</i>	13.9%	15.9%	22.2%	17.7%	13.4%	34.8%	15.0%	19.2%	10.0%

Q7. Do you agree or disagree that you can influence decisions affecting your local area?

Respondents were given a list of six options, ranging from *definitely agree* to *definitely disagree*, including a *don't know* option, and asked to indicate one option. 17.6% of respondents indicated *don't know* to this question. Table 7.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 7.1, a total of 29.5% of respondents indicated that they *definitely agree* or *tend to agree* that they can influence decisions affecting the local area. A total 35.5% of respondents indicated *tend to disagree* or *definitely disagree*.

Table 7: Do you agree or disagree that you can influence decisions affecting your local area?		
	No.	%
<i>Strongly agree</i>	25	3.3%
<i>Tend to agree</i>	158	21.0%
<i>Neither</i>	216	28.8%
<i>Tend to disagree</i>	142	18.9%
<i>Strongly disagree</i>	78	10.4%
<i>Don't know</i>	132	17.6%

Table 7.1: Do you agree or disagree that you can influence decisions affecting your local area? (Excluding respondents that indicated don't know)		
	No.	%
<i>Strongly agree</i>	25	4.0%
<i>Tend to agree</i>	158	25.5%
<i>Neither</i>	216	34.9%
<i>Tend to disagree</i>	142	22.9%
<i>Strongly disagree</i>	78	12.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *definitely agree* or *tend to agree* was South (29.7%), compared to a low of 18.5% for East area. A high of 30.4% of respondents aged 75 years and over indicated *definitely agree* or *tend to agree*, compared to a low of 6.3% of respondents aged 24 years and under. A total of 26.2% of male respondents, and 23.0% of female respondents indicated *definitely agree* or *tend to agree*. When the results are analysed by disability, 24.9% of people with a disability indicated *definitely agree* or *tend to agree* compared with 24.4% of respondents without a disability, and 23.9% of White British respondents indicated the same, compared with 36.0% of respondents from other ethnic backgrounds.

Table 7.2: Do you agree or disagree that you can influence decisions affecting your local area, by Community Assembly area.

	All areas	East	South	West	North
<i>Definitely agree</i>	3.1%	2.7%	4.1%	2.6%	3.4%
<i>Tend to agree</i>	21.0%	15.8%	25.6%	22.6%	19.6%
<i>Neither</i>	29.0%	32.6%	25.6%	26.8%	31.8%
<i>Tend to disagree</i>	18.9%	20.7%	19.2%	19.6%	15.5%
<i>Definitely disagree</i>	10.4%	13.0%	9.9%	8.9%	10.1%
<i>Don't know</i>	17.6%	15.2%	15.7%	19.6%	19.6%

Table 7.3: Do you agree or disagree that you can influence decisions affecting your local area, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Definitely agree</i>	3.2%	0.0%	1.4%	3.0%	3.5%	3.8%	3.1%	4.5%	0.0%
<i>Tend to agree</i>	21.2%	6.3%	22.9%	17.0%	15.4%	23.8%	25.0%	25.9%	15.4%
<i>Neither</i>	29.0%	37.5%	25.7%	30.0%	37.8%	28.8%	27.3%	22.3%	7.7%
<i>Tend to disagree</i>	18.7%	18.8%	21.4%	25.0%	19.6%	16.3%	18.8%	14.3%	15.4%
<i>Definitely disagree</i>	10.4%	18.8%	12.9%	11.0%	10.5%	10.0%	9.4%	8.9%	7.7%
<i>Don't know</i>	17.5%	18.8%	15.7%	14.0%	13.3%	17.5%	16.4%	24.1%	53.8%

Table 7.4: Do you agree or disagree that you can influence decisions affecting your local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Definitely agree</i>	4.4%	2.1%	11.1%	3.5%	3.2%	4.3%	2.8%	16.0%	9.1%
<i>Tend to agree</i>	21.8%	20.9%	11.1%	21.4%	21.2%	8.7%	21.1%	20.0%	9.1%
<i>Neither</i>	27.2%	30.4%	22.2%	22.0%	31.3%	26.1%	29.6%	4.0%	27.3%
<i>Tend to disagree</i>	19.7%	18.4%	11.1%	16.2%	20.3%	8.7%	18.5%	32.0%	27.3%
<i>Definitely disagree</i>	12.6%	8.5%	11.1%	13.9%	9.5%	8.7%	10.7%	4.0%	9.1%
<i>Don't know</i>	14.3%	19.8%	33.3%	23.1%	14.5%	43.5%	17.3%	24.0%	18.2%

Q8. Would you like to be more involved in the decisions that affect your local area?

Respondents were given a list of four options: *yes*, *no*, *depends on the issue*, and *don't know*, and asked to indicate one option. A high of 52.5% of respondents indicated *depends on the issue*, followed by 23.2% indicating *no*, 18.4% indicating *yes*, and 5.9% indicating *don't know*.

	No.	%
Yes	136	18.4%
No	172	23.2%
<i>Depends on the issue</i>	389	52.5%
<i>Don't know</i>	44	5.9%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *yes* was South (20%), compared to a low of 13.2% for North area. A high of 28.6% of respondents aged 25 to 34 years indicated *yes*, compared to a low of 11.4% of respondents aged 75 years and over. A total of 20.4% of male respondents, and 17.0% of female respondents indicated *yes*. When the results are analysed by disability, 19.4% of people with a disability indicated *yes* compared with 18.0% of respondents without a disability, and 17.3% of White British respondents indicated the same, compared with 34.6% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
Yes	18.2%	18.7%	20.0%	19.7%	13.2%
No	22.9%	24.7%	21.8%	18.9%	28.5%
<i>Depends on the issue</i>	52.9%	50.0%	51.8%	55.8%	53.5%
<i>Don't know</i>	5.9%	6.6%	6.5%	5.6%	4.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
Yes	18.5%	25.0%	28.6%	25.5%	16.9%	16.3%	15.1%	11.4%	38.5%
No	23.0%	12.5%	2.9%	13.7%	15.5%	27.5%	25.4%	45.7%	38.5%
<i>Depends on the issue</i>	52.5%	62.5%	64.3%	53.9%	58.5%	50.6%	54.0%	38.1%	23.1%
<i>Don't know</i>	6.0%	0.0%	4.3%	6.9%	9.2%	5.6%	5.6%	4.8%	0.0%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
Yes	20.4%	17.0%	33.3%	19.4%	18.0%	26.1%	17.3%	34.6%	36.4%
No	21.5%	24.1%	11.1%	35.8%	19.3%	13.0%	23.7%	15.4%	9.1%
<i>Depends on the issue</i>	54.0%	51.3%	55.6%	39.4%	57.2%	47.8%	53.4%	30.8%	54.5%
<i>Don't know</i>	4.2%	7.6%	0.0%	5.5%	5.4%	13.0%	5.6%	19.2%	0.0%

Q9. Which of the following issues would you like to be more involved in?

Respondents were given a list of 14 issues and asked to indicate all that they would be interested in being more involved. There was also an *other, please specify* option. The top 6 issues indicated by respondents were: my local area and community (206), crime and community safety (199), environmental issues (186), leisure and parks (174), street cleaning and litter (164), and health and wellbeing (149).

Table 9: Which of the following issues would you like to be more involved in? (Listed in order of most popular to least popular)																																
	No.																															
None	218	<table border="1"> <thead> <tr> <th>Issue</th> <th>No.</th> </tr> </thead> <tbody> <tr><td>None</td><td>218</td></tr> <tr><td>My local area and community</td><td>206</td></tr> <tr><td>Crime and Community Safety</td><td>199</td></tr> <tr><td>Environmental Issues</td><td>186</td></tr> <tr><td>Leisure and Parks</td><td>174</td></tr> <tr><td>Street cleaning and litter</td><td>164</td></tr> <tr><td>Health and wellbeing</td><td>149</td></tr> <tr><td>Town centres</td><td>97</td></tr> <tr><td>Budget setting and service priorities</td><td>96</td></tr> <tr><td>Housing</td><td>86</td></tr> <tr><td>Arts and Culture</td><td>70</td></tr> <tr><td>Equality and Fairness</td><td>70</td></tr> <tr><td>Customer service</td><td>48</td></tr> <tr><td>Museums</td><td>46</td></tr> </tbody> </table>	Issue	No.	None	218	My local area and community	206	Crime and Community Safety	199	Environmental Issues	186	Leisure and Parks	174	Street cleaning and litter	164	Health and wellbeing	149	Town centres	97	Budget setting and service priorities	96	Housing	86	Arts and Culture	70	Equality and Fairness	70	Customer service	48	Museums	46
Issue	No.																															
None	218																															
My local area and community	206																															
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Equality and Fairness	70																															
Customer service	48																															
Museums	46																															

9: Other, please specify:

The following other issues were submitted by respondents:

Table 9.1: Other, please specify:	
<ul style="list-style-type: none"> • <i>A rifle range was not replaced, as in law it should have been</i> • <i>A say on any design related issues/decisions. For example the new Chesterfield logo (the wave!)</i> • <i>Accountability of services</i> • <i>Antisocial behaviour, especially on Martins Walk</i> • <i>Bus services and times in our area</i> • <i>Car parking charges at local parks</i> • <i>Common courtesy</i> • <i>Decisions on parking restrictions in residential areas</i> • <i>Difficulties caused by on street car parking</i> • <i>Dogs</i> • <i>Forums need to be more effective in changing Council policies</i> • <i>Gardens</i> • <i>Hedging/trees to be cut as they overhang the pavements, so have to walk on the road</i> 	<ul style="list-style-type: none"> • <i>Library</i> • <i>Local history</i> • <i>No facilities for older people</i> • <i>Parking (x4)</i> • <i>Parking issues in Inkersall</i> • <i>Parking on pavements seems to be a major problem that no one seems to want to take responsibility for</i> • <i>Planning and Development</i> • <i>Planning and Economic Development</i> • <i>Services for young people (under 20s)</i> • <i>Snow clearing</i> • <i>The Contemporary Art Gallery</i> • <i>Vehicles parked on footpaths</i> • <i>Via local conservatives</i> • <i>We need a mining, making, manufacturing museum</i>

3. Chesterfield Borough Council Services and Other Activities

Respondents were advised that the local area receives services from Chesterfield Borough Council (CBC), and that CBC is responsible for a range of different services such as street cleaning, refuse collection, planning and leisure. In addition to the postal survey, respondents received an information sheet explaining the services that are provided by Chesterfield Borough Council.

Q10. Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?

Respondents were given six options ranging from *very satisfied* to *very dissatisfied*, including a *don't know* option, and asked to indicate one option. 2.1% of respondents indicated *don't know* to this question. Table 10.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 10.1, a total of 75.5% of respondents indicated that they are *very satisfied* or *fairly satisfied* with the way that Chesterfield Borough Council runs things. A total 11.6% of respondents indicated *fairly dissatisfied* or *very dissatisfied*.

Table 10: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?

	No.	%
<i>Very satisfied</i>	101	13.5%
<i>Fairly satisfied</i>	452	60.3%
<i>Neither</i>	95	12.7%
<i>Fairly dissatisfied</i>	60	8.0%
<i>Very dissatisfied</i>	25	3.3%
<i>Don't know</i>	16	2.1%

A horizontal bar chart illustrating the distribution of responses for Q10. The chart uses red bars to represent the percentage of respondents for each satisfaction level. The categories and their percentages are: Very satisfied (13.5%), Fairly satisfied (60.3%), Neither (12.7%), Fairly dissatisfied (8.0%), Very dissatisfied (3.3%), and Don't know (2.1%).

Table 10.1: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things? (Excluding respondents indicating don't know)

	No.	%
<i>Very satisfied</i>	101	13.8%
<i>Fairly satisfied</i>	452	61.7%
<i>Neither</i>	95	13.0%
<i>Fairly dissatisfied</i>	60	8.2%
<i>Very dissatisfied</i>	25	3.4%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (77.8%), compared to a low of 68.6% for East area. A high of 77.6% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 68.8% of respondents aged 24 years and under. A total of 71.4% of male respondents, and 75.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 72.6% of people with a disability indicated *definitely very* or *fairly satisfied* compared with 74.4% of respondents without a disability, and 74.3% of White British respondents indicated the same, compared with 65.4% of respondents from other ethnic backgrounds.

Table 10.2: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	13.6%	9.3%	17.0%	13.1%	15.5%
<i>Fairly satisfied</i>	60.4%	59.3%	60.8%	60.6%	60.8%
<i>Neither</i>	12.6%	15.9%	7.0%	15.7%	10.1%
<i>Fairly dissatisfied</i>	8.1%	8.8%	7.6%	8.1%	8.1%
<i>Very dissatisfied</i>	3.3%	3.8%	4.1%	2.1%	3.4%
<i>Don't know</i>	2.0%	2.7%	3.5%	0.4%	2.0%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	13.4%	25.0%	7.1%	15.7%	9.1%	11.9%	13.8%	19.6%	23.1%
<i>Fairly satisfied</i>	60.7%	43.8%	62.9%	55.9%	62.2%	64.8%	63.8%	57.0%	38.5%
<i>Neither</i>	12.7%	18.8%	14.3%	14.7%	21.0%	10.1%	8.5%	5.6%	23.1%
<i>Fairly dissatisfied</i>	8.0%	6.3%	8.6%	11.8%	3.5%	9.4%	9.2%	7.5%	0.0%
<i>Very dissatisfied</i>	3.1%	0.0%	5.7%	0.0%	2.8%	1.9%	3.8%	6.5%	0.0%
<i>Don't know</i>	2.2%	6.3%	1.4%	2.0%	1.4%	1.9%	0.8%	3.7%	15.4%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	15.4%	11.7%	22.2%	17.0%	12.5%	8.7%	13.2%	19.2%	18.2%
<i>Fairly satisfied</i>	56.0%	63.8%	55.6%	55.6%	61.9%	60.9%	61.1%	46.2%	63.6%
<i>Neither</i>	14.7%	12.0%	11.1%	11.7%	13.4%	13.0%	12.7%	7.7%	9.1%
<i>Fairly dissatisfied</i>	8.5%	7.3%	0.0%	7.6%	7.8%	13.0%	8.1%	3.8%	9.1%
<i>Very dissatisfied</i>	4.4%	2.3%	0.0%	5.3%	2.6%	0.0%	3.3%	7.7%	0.0%
<i>Don't know</i>	1.0%	2.8%	11.1%	2.9%	1.9%	4.3%	1.7%	15.4%	0.0%

For question 11, respondents were asked to think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services their household uses. Respondents were advised that it does not matter if they do not know all of the services Chesterfield Borough Council provides to the Community, and that we would like their general opinion.

Q11. To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?

Respondents were given a list of six options, ranging from *strongly agree* to *strongly disagree*, including a *don't know* option, and asked to indicate one option. 9.1% of respondents indicated *don't know* to this question. Table 11.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 11.1, a total of 60.1% of respondents indicated that they are *strongly agree* or *tend to agree* that Chesterfield Borough Council provides value for money. A total 18% of respondents indicated *tend to disagree* or *strongly disagree*.

Table 11: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?		
	No.	%
<i>Strongly agree</i>	43	5.9%
<i>Tend to agree</i>	357	48.7%
<i>Neither</i>	146	19.9%
<i>Tend to disagree</i>	88	12.0%
<i>Strongly disagree</i>	32	4.4%
<i>Don't know</i>	67	9.1%

Table 11.1: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money? (Excluding respondents indicating don't know)		
	No.	%
<i>Strongly agree</i>	43	6.5%
<i>Tend to agree</i>	357	53.6%
<i>Neither</i>	146	21.9%
<i>Tend to disagree</i>	88	13.2%
<i>Strongly disagree</i>	32	4.8%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *strongly* or *tend to agree* was West (59.2%), compared to a low of 47.5% for East area. A high of 74.0% of respondents aged 75 years and over indicated *strongly* or *tend to agree*, compared to a low of 43.5% of respondents aged 25 to 34 years. A total of 56.0% of male respondents, and 52.7% of female respondents indicated *strongly* or *tend to agree*. When the results are analysed by disability, 56.4% of people with a disability indicated *strongly* or *tend to agree* compared with 54.6% of respondents without a disability, and 55.1% of White British respondents indicated the same, compared with 54.2% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Strongly agree</i>	5.7%	3.4%	9.5%	5.3%	4.8%
<i>Tend to agree</i>	49.0%	44.1%	47.3%	53.9%	49.0%
<i>Neither</i>	20.1%	24.0%	15.4%	18.9%	22.8%
<i>Tend to disagree</i>	11.9%	10.6%	14.8%	11.8%	10.3%
<i>Strongly disagree</i>	4.3%	6.7%	4.7%	1.8%	4.8%
<i>Don't know</i>	9.0%	11.2%	8.3%	8.3%	8.3%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Strongly agree</i>	5.8%	0.0%	2.9%	5.0%	5.7%	5.7%	6.5%	7.7%	15.4%
<i>Tend to agree</i>	48.8%	50.0%	40.6%	42.0%	43.3%	49.4%	52.0%	66.3%	23.1%
<i>Neither</i>	20.2%	18.8%	23.2%	26.0%	27.7%	19.6%	16.3%	6.7%	30.8%
<i>Tend to disagree</i>	11.7%	12.5%	15.9%	15.0%	11.3%	9.5%	14.6%	7.7%	0.0%
<i>Strongly disagree</i>	4.3%	6.3%	10.1%	3.0%	3.5%	6.3%	2.4%	1.9%	0.0%
<i>Don't know</i>	9.3%	12.5%	7.2%	9.0%	8.5%	9.5%	8.1%	9.6%	30.8%

Table 11.4: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Strongly agree</i>	7.4%	5.0%	0.0%	10.3%	4.5%	4.8%	5.5%	16.7%	10.0%
<i>Tend to agree</i>	48.6%	47.7%	55.6%	46.1%	50.1%	28.6%	49.6%	37.5%	30.0%
<i>Neither</i>	17.0%	23.0%	11.1%	15.2%	21.7%	23.8%	19.9%	12.5%	40.0%
<i>Tend to disagree</i>	13.1%	11.4%	0.0%	13.9%	11.5%	4.8%	11.9%	8.3%	20.0%
<i>Strongly disagree</i>	6.0%	3.1%	0.0%	4.8%	4.2%	4.8%	4.3%	8.3%	0.0%
<i>Don't know</i>	7.8%	9.7%	33.3%	9.7%	7.9%	33.3%	8.8%	16.7%	0.0%

Q12. How satisfied or dissatisfied are you with each of the following services?

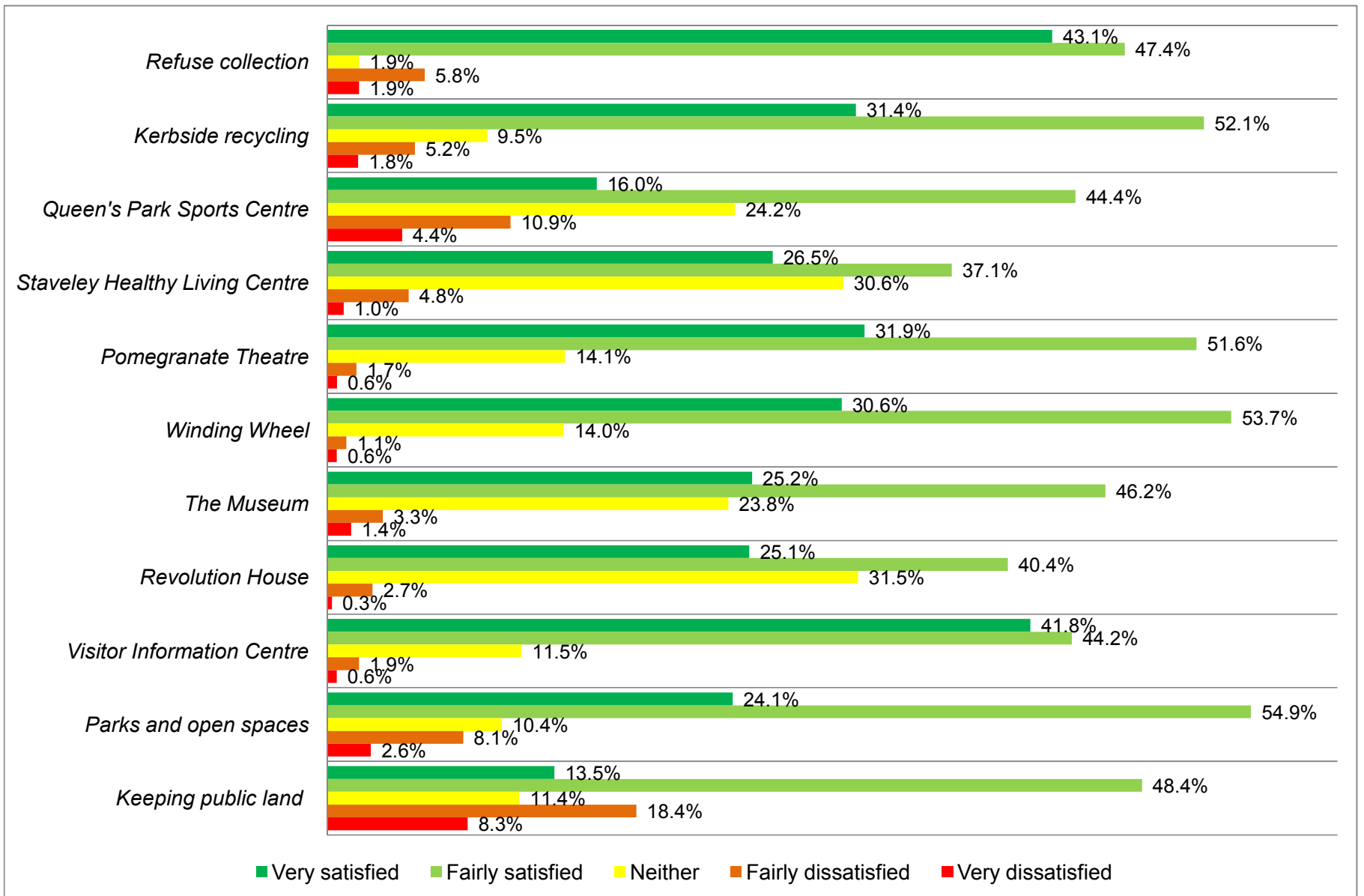
Respondents were given a list of 11 services provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. Table 12.1 shows the results from this question when the *don't know* responses have been discounted. Using table 12.1, the three services with the greatest percentage of respondents indicating *very satisfied* or *fairly satisfied* are: Refuse collection (90.5%), the Visitor Information Centre (86.0%), and the Winding Wheel (84.3%). The service with the lowest percentage of respondents indicating *very satisfied* or *fairly satisfied* was Queens Park Sports Centre (60.4%).

Table 12: How satisfied or dissatisfied are you with the following services?

	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	320	42.8%	352	47.1%	14	1.9%	43	5.7%	14	1.9%	5	0.7%
Kerbside recycling	205	28.8%	340	47.8%	62	8.7%	34	4.8%	12	1.7%	58	8.2%
Queens Park Sports Centre	72	10.1%	200	28.1%	109	15.3%	49	6.9%	20	2.8%	261	36.7%
Staveley Healthy Living Centre	82	11.8%	115	16.6%	95	13.7%	15	2.2%	3	0.4%	384	55.3%
Pomegranate Theatre	165	23.1%	267	37.4%	73	10.2%	9	1.3%	3	0.4%	196	27.5%
Winding Wheel	161	22.7%	283	39.9%	74	10.4%	6	0.8%	3	0.4%	183	25.8%
The Museum	107	15.2%	196	27.8%	101	14.3%	14	2.0%	6	0.8%	282	39.9%
Revolution House	93	13.3%	150	21.5%	117	16.8%	10	1.4%	1	0.1%	326	46.8%

Table 12: How satisfied or dissatisfied are you with the following services?												
	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Visitor Information Centre	221	31.2%	234	33.1%	61	8.6%	10	1.4%	3	0.4%	179	25.3%
Parks and open spaces	158	22.4%	360	51.1%	68	9.6%	53	7.5%	17	2.4%	49	7.0%
Keeping public land clear of litter and refuse	97	13.2%	348	47.3%	82	11.2%	132	18.0%	60	8.2%	16	2.2%

Table 12.1: How satisfied or dissatisfied are you with the following services? (Excluding respondents indicating don't know)										
	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	320	43.1%	352	47.4%	14	1.9%	43	5.8%	14	1.9%
Kerbside recycling	205	31.4%	340	52.1%	62	9.5%	34	5.2%	12	1.8%
Queens Park Sports Centre	72	16.0%	200	44.4%	109	24.2%	49	10.9%	20	4.4%
Staveley Healthy Living Centre	82	26.5%	115	37.1%	95	30.6%	15	4.8%	3	1.0%
Pomegranate Theatre	165	31.9%	267	51.6%	73	14.1%	9	1.7%	3	0.6%
Winding Wheel	161	30.6%	283	53.7%	74	14.0%	6	1.1%	3	0.6%
The Museum	107	25.2%	196	46.2%	101	23.8%	14	3.3%	6	1.4%
Revolution House	93	25.1%	150	40.4%	117	31.5%	10	2.7%	1	0.3%
Visitor Information Centre	221	41.8%	234	44.2%	61	11.5%	10	1.9%	3	0.6%
Parks and open spaces	158	24.1%	360	54.9%	68	10.4%	53	8.1%	17	2.6%
Keeping public land clear of litter and refuse	97	13.5%	348	48.4%	82	11.4%	132	18.4%	60	8.3%



Refuse collection

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was North (91.8%), compared to a low of 86.5% for South area. A high of 97.3% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 75.0% of respondents aged 24 years and under. A total of 87.7% of male respondents, and 91.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 86.9% of people with a disability indicated *very* or *fairly satisfied* compared with 90.7% of respondents without a disability, and 89.9% of White British respondents indicated the same, compared with 80.8% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	42.8%	37.0%	41.5%	45.1%	47.6%
<i>Fairly satisfied</i>	47.1%	52.5%	45.0%	46.4%	44.2%
<i>Neither</i>	1.9%	1.1%	2.3%	3.0%	0.7%
<i>Fairly dissatisfied</i>	5.8%	6.1%	7.0%	5.1%	5.4%
<i>Very dissatisfied</i>	1.6%	2.8%	2.3%	0.4%	1.4%
<i>Don't know</i>	0.7%	0.6%	1.8%	0.0%	0.7%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	42.6%	50.0%	20.3%	35.9%	36.2%	45.3%	46.5%	61.5%	46.2%
<i>Fairly satisfied</i>	47.4%	25.0%	59.4%	57.3%	53.9%	44.0%	43.4%	35.8%	38.5%
<i>Neither</i>	1.9%	0.0%	4.3%	2.9%	2.1%	2.5%	0.8%	0.0%	0.0%
<i>Fairly dissatisfied</i>	5.7%	12.5%	10.1%	2.9%	6.4%	5.7%	7.0%	0.9%	15.4%
<i>Very dissatisfied</i>	1.8%	0.0%	4.3%	1.0%	1.4%	1.3%	2.3%	1.8%	0.0%
<i>Don't know</i>	0.7%	12.5%	1.4%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%

Table 12.4: How satisfied or dissatisfied are you with refuse collection, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	48.5%	38.7%	33.3%	45.8%	41.7%	34.8%	42.9%	30.8%	54.5%
<i>Fairly satisfied</i>	39.2%	52.8%	44.4%	41.1%	49.0%	56.5%	47.0%	50.0%	45.5%
<i>Neither</i>	2.0%	1.9%	0.0%	1.2%	2.2%	0.0%	1.8%	3.8%	0.0%
<i>Fairly dissatisfied</i>	7.2%	5.0%	0.0%	6.0%	5.6%	8.7%	5.8%	7.7%	0.0%
<i>Very dissatisfied</i>	2.4%	1.4%	0.0%	4.8%	0.9%	0.0%	1.8%	3.8%	0.0%
<i>Don't know</i>	0.7%	0.2%	22.2%	1.2%	0.6%	0.0%	0.6%	3.8%	0.0%

Kerbside recycling

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was North (79.2%), compared to a low of 70.4% for South area. A high of 79.2% of respondents aged 35 to 44 years indicated *very* or *fairly satisfied*, compared to a low of 69.1% of respondents aged 25 to 34 years. A total of 73.8% of male respondents, and 78.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 77.3% of people with a disability indicated *very* or *fairly satisfied* compared with 76.7% of respondents without a disability, and 77.5% of White British respondents indicated the same, compared with 56.0% of respondents from other ethnic backgrounds.

Table 12.5: How satisfied or dissatisfied are you with kerbside recycling, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	29.0%	26.2%	29.6%	28.8%	32.1%
<i>Fairly satisfied</i>	47.7%	44.2%	48.8%	50.0%	47.1%
<i>Neither</i>	8.7%	8.7%	8.0%	9.3%	8.6%
<i>Fairly dissatisfied</i>	4.9%	5.8%	6.8%	4.0%	2.9%
<i>Very dissatisfied</i>	1.6%	2.3%	1.2%	0.4%	2.9%
<i>Don't know</i>	8.1%	12.8%	5.6%	7.5%	6.4%

Table 12.6: How satisfied or dissatisfied are you with kerbside recycling, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	29.0%	31.3%	17.6%	29.7%	25.0%	33.1%	28.3%	35.5%	36.4%
<i>Fairly satisfied</i>	47.8%	43.8%	51.5%	49.5%	51.4%	47.4%	46.7%	40.9%	45.5%
<i>Neither</i>	8.8%	0.0%	20.6%	8.9%	10.7%	5.8%	8.3%	3.2%	18.2%
<i>Fairly dissatisfied</i>	4.4%	6.3%	0.0%	4.0%	5.7%	5.8%	5.8%	2.2%	0.0%
<i>Very dissatisfied</i>	1.7%	12.5%	2.9%	0.0%	2.1%	2.6%	0.8%	0.0%	0.0%
<i>Don't know</i>	8.3%	6.3%	7.4%	7.9%	5.0%	5.2%	10.0%	18.3%	0.0%

Table 12.7: How satisfied or dissatisfied are you with kerbside recycling, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	31.6%	27.2%	33.3%	31.2%	28.3%	15.8%	28.5%	28.0%	45.5%
<i>Fairly satisfied</i>	42.2%	51.1%	55.6%	46.1%	48.4%	57.9%	49.0%	28.0%	36.4%
<i>Neither</i>	9.6%	8.5%	0.0%	5.2%	9.8%	10.5%	8.1%	20.0%	18.2%
<i>Fairly dissatisfied</i>	5.7%	3.7%	0.0%	4.5%	4.6%	0.0%	4.6%	8.0%	0.0%
<i>Very dissatisfied</i>	2.1%	1.5%	0.0%	3.2%	1.3%	0.0%	1.5%	8.0%	0.0%
<i>Don't know</i>	8.9%	8.0%	11.1%	9.7%	7.6%	15.8%	8.4%	8.0%	0.0%

Queens Park Sports Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (45.3%), compared to a low of 29.7% for South area. A high of 60% of respondents aged 25 to 34 years indicated *very* or *fairly satisfied*, compared to a low of 30% of respondents aged 65 to 74 years. A total of 37.8% of male respondents, and 39.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 34.4% of people with a disability indicated *very* or *fairly satisfied* compared with 40.0% of respondents without a disability, and 37.7% of White British respondents indicated the same, compared with 61.6% of respondents from other ethnic backgrounds.

Table 12.8: How satisfied or dissatisfied are you with Queens Park Sports Centre, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	10.0%	4.6%	15.1%	11.9%	7.9%
<i>Fairly satisfied</i>	28.0%	25.1%	30.2%	27.3%	30.2%
<i>Neither</i>	15.1%	18.9%	16.4%	11.5%	15.1%
<i>Fairly dissatisfied</i>	7.0%	8.0%	8.2%	6.2%	5.8%
<i>Very dissatisfied</i>	2.7%	2.9%	3.1%	3.1%	1.4%
<i>Don't know</i>	37.1%	40.6%	27.0%	40.1%	39.6%

Table 12.9: How satisfied or dissatisfied are you with Queens Park Sports Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	10.1%	12.5%	14.3%	8.7%	10.1%	5.9%	10.0%	15.4%	9.1%
<i>Fairly satisfied</i>	28.3%	18.8%	45.7%	37.9%	31.7%	26.1%	20.0%	17.6%	9.1%
<i>Neither</i>	15.2%	25.0%	5.7%	18.4%	19.4%	15.0%	17.5%	5.5%	36.4%
<i>Fairly dissatisfied</i>	7.0%	12.5%	15.7%	11.7%	4.3%	6.5%	5.0%	2.2%	0.0%
<i>Very dissatisfied</i>	2.8%	12.5%	5.7%	2.9%	2.9%	3.3%	0.8%	1.1%	0.0%
<i>Don't know</i>	36.6%	18.8%	12.9%	20.4%	31.7%	43.1%	46.7%	58.2%	45.5%

Table 12.10: How satisfied or dissatisfied are you with Queens Park Sports Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	13.2%	8.2%	0.0%	12.1%	9.6%	5.6%	9.6%	23.1%	18.2%
<i>Fairly satisfied</i>	24.6%	31.3%	0.0%	22.3%	30.4%	11.1%	28.1%	38.5%	9.1%
<i>Neither</i>	16.7%	14.1%	44.4%	15.9%	14.6%	38.9%	14.8%	19.2%	27.3%
<i>Fairly dissatisfied</i>	6.8%	7.4%	0.0%	6.4%	7.5%	0.0%	7.2%	3.8%	0.0%
<i>Very dissatisfied</i>	1.4%	3.2%	22.2%	4.5%	2.5%	0.0%	3.0%	0.0%	0.0%
<i>Don't know</i>	37.4%	35.7%	33.3%	38.9%	35.4%	44.4%	37.4%	15.4%	45.5%

Staveley Healthy Living Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was East (45.7%), compared to a low of 18.5% for West area. A high of 44.3% of respondents aged 25 to 34 years indicated *very* or *fairly satisfied*, compared to a low of 15.7% of respondents aged 75 years and over. A total of 22.2% of male respondents, and 33.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 25.8% of people with a disability indicated *very* or *fairly satisfied* compared with 30.1% of respondents without a disability, and 28.1% of White British respondents indicated the same, compared with 42.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	11.6%	17.1%	12.2%	8.8%	8.1%
<i>Fairly satisfied</i>	16.7%	28.6%	12.2%	9.7%	17.8%
<i>Neither</i>	13.3%	15.4%	12.8%	10.1%	16.3%
<i>Fairly dissatisfied</i>	2.0%	3.4%	1.3%	0.5%	3.7%
<i>Very dissatisfied</i>	0.3%	1.1%	0.0%	0.0%	0.0%
<i>Don't know</i>	56.1%	34.3%	61.5%	71.0%	54.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	11.7%	25.0%	20.0%	18.6%	8.0%	11.4%	5.3%	10.1%	0.0%
<i>Fairly satisfied</i>	16.8%	12.5%	24.3%	26.5%	21.2%	14.8%	11.5%	5.6%	0.0%
<i>Neither</i>	13.6%	31.3%	11.4%	8.8%	17.5%	14.8%	15.0%	7.9%	10.0%
<i>Fairly dissatisfied</i>	2.2%	12.5%	2.9%	4.9%	1.5%	1.3%	0.9%	0.0%	10.0%
<i>Very dissatisfied</i>	0.4%	0.0%	1.4%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	55.4%	18.8%	40.0%	40.2%	51.8%	57.7%	66.4%	76.4%	80.0%

Table 12.13: How satisfied or dissatisfied are you with Staveley Healthy Living Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	10.9%	12.2%	11.1%	10.6%	12.5%	0.0%	11.5%	23.1%	11.1%
<i>Fairly satisfied</i>	11.3%	21.1%	0.0%	15.2%	17.6%	0.0%	16.6%	19.2%	11.1%
<i>Neither</i>	14.6%	13.2%	22.2%	15.2%	13.1%	22.2%	13.6%	19.2%	0.0%
<i>Fairly dissatisfied</i>	2.2%	2.3%	0.0%	1.3%	2.2%	11.1%	2.0%	3.8%	11.1%
<i>Very dissatisfied</i>	0.4%	0.3%	11.1%	0.7%	0.4%	0.0%	0.5%	0.0%	0.0%
<i>Don't know</i>	60.6%	50.9%	55.6%	57.0%	54.1%	66.7%	55.9%	34.6%	66.7%

Pomegranate Theatre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (65.8%), compared to a low of 54.9% for East area. A high of 67.0% of respondents aged 35 to 44 years indicated *very* or *fairly satisfied*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 56.6% of male respondents, and 63.9% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 55.2% of people with a disability indicated *very* or *fairly satisfied* compared with 62.7% of respondents without a disability, and 61.1% of White British respondents indicated the same, compared with 40.0% of respondents from other ethnic backgrounds.

Table 12.14: How satisfied or dissatisfied are you with Pomegranate Theatre, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	23.1%	20.2%	23.6%	24.0%	24.5%
<i>Fairly satisfied</i>	37.6%	34.7%	42.2%	38.9%	33.8%
<i>Neither</i>	9.8%	13.3%	8.1%	9.2%	8.6%
<i>Fairly dissatisfied</i>	1.3%	0.6%	0.0%	1.7%	2.9%
<i>Very dissatisfied</i>	0.4%	1.2%	0.0%	0.4%	0.0%
<i>Don't know</i>	27.8%	30.1%	26.1%	25.8%	30.2%

Table 12.15: How satisfied or dissatisfied are you with Pomegranate Theatre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	23.1%	25.0%	14.5%	26.2%	21.7%	23.2%	20.8%	31.9%	10.0%
<i>Fairly satisfied</i>	37.7%	18.8%	33.3%	40.8%	44.2%	37.4%	40.8%	28.7%	30.0%
<i>Neither</i>	10.1%	25.0%	14.5%	7.8%	13.8%	9.0%	8.3%	5.3%	10.0%
<i>Fairly dissatisfied</i>	1.3%	12.5%	1.4%	1.0%	2.2%	0.6%	0.8%	0.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.0%	0.0%	0.0%	0.7%	0.0%	0.8%	1.1%	0.0%
<i>Don't know</i>	27.4%	18.8%	36.2%	24.3%	17.4%	29.7%	28.3%	33.0%	50.0%

Table 12.16: How satisfied or dissatisfied are you with Pomegranate Theatre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	19.6%	26.0%	22.2%	21.4%	24.0%	15.0%	23.5%	20.0%	10.0%
<i>Fairly satisfied</i>	37.0%	37.9%	33.3%	33.8%	38.7%	35.0%	37.6%	20.0%	60.0%
<i>Neither</i>	11.0%	9.9%	11.1%	11.0%	9.9%	15.0%	10.0%	24.0%	0.0%
<i>Fairly dissatisfied</i>	1.8%	1.0%	0.0%	0.6%	1.5%	0.0%	1.3%	4.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.5%	0.0%	0.6%	0.4%	0.0%	0.4%	0.0%	0.0%
<i>Don't know</i>	30.2%	24.8%	33.3%	32.5%	25.4%	35.0%	27.2%	32.0%	30.0%

Winding Wheel

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (70.5%), compared to a low of 55.2% for East area. A high of 68.1% of respondents aged 45 to 54 years indicated *very* or *fairly satisfied*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 59.5% of male respondents, and 64.6% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 53.9% of people with a disability indicated *very* or *fairly satisfied* compared with 65.1% of respondents without a disability, and 63.0% of White British respondents indicated the same, compared with 37.5% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	22.6%	19.0%	25.8%	23.0%	22.9%
<i>Fairly satisfied</i>	39.8%	36.2%	44.7%	40.3%	37.9%
<i>Neither</i>	10.3%	13.8%	7.5%	9.3%	10.7%
<i>Fairly dissatisfied</i>	0.9%	0.6%	0.0%	1.8%	0.7%
<i>Very dissatisfied</i>	0.4%	0.6%	0.0%	0.9%	0.0%
<i>Don't know</i>	26.0%	29.9%	22.0%	24.8%	27.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	22.6%	25.0%	15.9%	26.5%	18.8%	23.7%	22.7%	28.3%	10.0%
<i>Fairly satisfied</i>	39.9%	18.8%	39.1%	38.2%	49.3%	37.2%	41.2%	34.8%	40.0%
<i>Neither</i>	10.3%	31.3%	13.0%	9.8%	11.6%	9.6%	10.1%	5.4%	0.0%
<i>Fairly dissatisfied</i>	0.9%	0.0%	0.0%	1.0%	0.0%	1.9%	0.8%	1.1%	0.0%
<i>Very dissatisfied</i>	0.4%	0.0%	0.0%	0.0%	0.7%	0.0%	1.7%	0.0%	0.0%
<i>Don't know</i>	25.9%	25.0%	31.9%	24.5%	19.6%	27.6%	23.5%	30.4%	50.0%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	21.5%	23.5%	22.2%	21.8%	23.5%	10.5%	22.8%	16.7%	20.0%
<i>Fairly satisfied</i>	38.0%	41.1%	44.4%	32.1%	41.6%	47.4%	40.2%	20.8%	60.0%
<i>Neither</i>	11.5%	10.1%	0.0%	13.5%	9.8%	5.3%	10.0%	29.2%	10.0%
<i>Fairly dissatisfied</i>	1.4%	0.5%	0.0%	1.3%	0.8%	0.0%	0.9%	0.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.5%	0.0%	0.6%	0.4%	0.0%	0.4%	0.0%	0.0%
<i>Don't know</i>	27.2%	24.3%	33.3%	30.8%	23.9%	36.8%	25.6%	33.3%	10.0%

The Museum

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (47.9%), compared to a low of 39.3% for East area. A high of 50% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 18.8% of respondents aged 24 years and under. A total of 40.5% of male respondents, and 44.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 40.9% of people with a disability indicated *very* or *fairly satisfied* compared with 43.5% of respondents without a disability, and 43.3% of White British respondents indicated the same, compared with 29.1% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	15.1%	15.0%	16.8%	16.1%	11.6%
<i>Fairly satisfied</i>	27.9%	24.3%	31.1%	26.0%	31.9%
<i>Neither</i>	14.1%	16.8%	12.4%	12.6%	15.2%
<i>Fairly dissatisfied</i>	2.0%	1.2%	3.1%	3.1%	0.0%
<i>Very dissatisfied</i>	0.7%	0.6%	0.6%	1.3%	0.0%
<i>Don't know</i>	40.1%	42.2%	36.0%	40.8%	41.3%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	15.2%	18.8%	8.8%	12.9%	14.4%	14.8%	16.4%	22.6%	10.0%
<i>Fairly satisfied</i>	27.8%	0.0%	23.5%	28.7%	25.9%	30.3%	33.6%	25.8%	30.0%
<i>Neither</i>	14.0%	25.0%	14.7%	14.9%	19.4%	10.3%	13.8%	8.6%	20.0%
<i>Fairly dissatisfied</i>	2.0%	6.3%	4.4%	0.0%	2.2%	1.9%	1.7%	2.2%	0.0%
<i>Very dissatisfied</i>	0.9%	0.0%	2.9%	0.0%	2.2%	0.0%	0.0%	1.1%	0.0%
<i>Don't know</i>	40.1%	50.0%	45.6%	43.6%	36.0%	42.6%	34.5%	39.8%	40.0%

Table 12.22: How satisfied or dissatisfied are you with the Museum, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	13.6%	16.3%	22.2%	17.5%	14.7%	15.0%	15.0%	20.8%	0.0%
<i>Fairly satisfied</i>	26.9%	28.0%	22.2%	23.4%	28.8%	25.0%	28.3%	8.3%	30.0%
<i>Neither</i>	11.8%	16.3%	11.1%	17.5%	13.0%	25.0%	14.2%	12.5%	30.0%
<i>Fairly dissatisfied</i>	2.2%	2.0%	0.0%	3.2%	1.7%	0.0%	1.6%	8.3%	10.0%
<i>Very dissatisfied</i>	1.4%	0.5%	0.0%	0.6%	1.0%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	44.1%	37.0%	44.4%	37.7%	40.8%	35.0%	39.9%	50.0%	30.0%

Revolution House

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was North (51.4%), compared to a low of 27.5% for East area. A high of 38.8% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 6.3% of respondents aged 24 years and under. A total of 30.9% of male respondents, and 37.2% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 32.9% of people with a disability indicated *very* or *fairly satisfied* compared with 34.9% of respondents without a disability, and 34.7% of White British respondents indicated the same, compared with 30.8% of respondents from other ethnic backgrounds.

Table 12.23: How satisfied or dissatisfied are you with the Revolution House, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	13.3%	10.1%	11.9%	12.4%	20.0%
<i>Fairly satisfied</i>	21.4%	23.2%	19.4%	15.1%	31.4%
<i>Neither</i>	16.8%	20.8%	16.9%	14.7%	15.0%
<i>Fairly dissatisfied</i>	1.5%	0.0%	1.3%	2.3%	2.1%
<i>Very dissatisfied</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>Don't know</i>	47.1%	45.8%	50.6%	55.5%	31.4%

Table 12.24: How satisfied or dissatisfied are you with the Revolution House, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	13.2%	6.3%	10.3%	8.9%	12.2%	14.6%	12.1%	22.7%	10.0%
<i>Fairly satisfied</i>	21.5%	0.0%	19.1%	20.8%	22.3%	25.8%	26.7%	14.8%	0.0%
<i>Neither</i>	16.7%	37.5%	16.2%	10.9%	21.6%	15.9%	19.8%	9.1%	20.0%
<i>Fairly dissatisfied</i>	1.5%	6.3%	2.9%	0.0%	1.4%	1.3%	1.7%	0.0%	10.0%
<i>Very dissatisfied</i>	0.1%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>Don't know</i>	47.0%	50.0%	50.0%	59.4%	42.4%	42.4%	39.7%	53.4%	60.0%

Table 12.25: How satisfied or dissatisfied are you with the Revolution House, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	11.6%	13.9%	22.2%	15.8%	12.4%	15.0%	13.2%	15.4%	0.0%
<i>Fairly satisfied</i>	19.3%	23.3%	0.0%	17.1%	22.5%	20.0%	21.5%	15.4%	22.2%
<i>Neither</i>	17.8%	16.7%	11.1%	19.7%	15.7%	25.0%	16.6%	23.1%	22.2%
<i>Fairly dissatisfied</i>	1.1%	1.5%	11.1%	1.3%	1.4%	5.0%	1.2%	0.0%	22.2%
<i>Very dissatisfied</i>	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%
<i>Don't know</i>	49.8%	44.6%	55.6%	46.1%	47.8%	35.0%	47.3%	46.2%	33.3%

Visitor Information Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (72.3%), compared to a low of 56.7% for East area. A high of 76.5% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 31.3% of respondents aged 24 years and under. A total of 61.0% of male respondents, and 66.7% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 63.2% of people with a disability indicated *very* or *fairly satisfied* compared with 64.3% of respondents without a disability, and 64.5% of White British respondents indicated the same, compared with 57.7% of respondents from other ethnic backgrounds.

Table 12.26: How satisfied or dissatisfied are you with the Visitor Information Centre refuse collection, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	31.4%	21.6%	34.0%	36.8%	31.4%
<i>Fairly satisfied</i>	33.0%	35.1%	38.3%	26.3%	35.0%
<i>Neither</i>	8.6%	11.1%	4.9%	10.1%	7.3%
<i>Fairly dissatisfied</i>	1.4%	1.8%	1.9%	1.3%	0.7%
<i>Very dissatisfied</i>	0.3%	0.6%	0.0%	0.4%	0.0%
<i>Don't know</i>	25.4%	29.8%	21.0%	25.0%	25.5%

Table 12.27: How satisfied or dissatisfied are you with the Visitor Information Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	31.1%	6.3%	21.7%	20.6%	21.2%	32.9%	42.0%	52.1%	27.3%
<i>Fairly satisfied</i>	32.9%	25.0%	33.3%	37.3%	38.0%	34.2%	34.5%	17.0%	36.4%
<i>Neither</i>	8.6%	31.3%	8.7%	11.8%	9.5%	6.6%	5.0%	6.4%	18.2%
<i>Fairly dissatisfied</i>	1.4%	0.0%	1.4%	1.0%	2.2%	0.7%	2.5%	1.1%	0.0%
<i>Very dissatisfied</i>	0.4%	0.0%	1.4%	1.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<i>Don't know</i>	25.6%	37.5%	33.3%	28.4%	29.2%	25.7%	15.1%	23.4%	18.2%

Table 12.28: How satisfied or dissatisfied are you with the Visitor Information Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	30.7%	31.0%	22.2%	33.5%	30.9%	20.0%	31.2%	26.9%	36.4%
<i>Fairly satisfied</i>	30.3%	35.7%	11.1%	29.7%	33.4%	40.0%	33.3%	30.8%	18.2%
<i>Neither</i>	9.7%	7.7%	22.2%	10.3%	7.7%	25.0%	8.6%	7.7%	18.2%
<i>Fairly dissatisfied</i>	2.5%	0.7%	0.0%	1.9%	1.4%	0.0%	1.5%	0.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.2%	0.0%	0.6%	0.4%	0.0%	0.5%	0.0%	0.0%
<i>Don't know</i>	26.4%	24.6%	44.4%	23.9%	26.3%	15.0%	24.9%	34.6%	27.3%

Parks and open spaces

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (79.9%), compared to a low of 61.1% for East area. A high of 77.4% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 53.4% of respondents aged 24 years and under. A total of 71.5% of male respondents, and 75.6% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 66.7% of people with a disability indicated *very* or *fairly satisfied* compared with 75.3% of respondents without a disability, and 73.2% of White British respondents indicated the same, compared with 69.2% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	22.4%	13.2%	25.2%	25.2%	25.5%
<i>Fairly satisfied</i>	51.2%	47.9%	54.7%	51.3%	51.1%
<i>Neither</i>	9.4%	13.8%	6.9%	8.3%	8.8%
<i>Fairly dissatisfied</i>	7.6%	13.2%	3.8%	7.4%	5.8%
<i>Very dissatisfied</i>	2.3%	3.0%	2.5%	1.7%	2.2%
<i>Don't know</i>	7.1%	9.0%	6.9%	6.1%	6.6%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	22.2%	6.7%	18.6%	17.6%	20.1%	23.5%	22.8%	33.3%	18.2%
<i>Fairly satisfied</i>	51.2%	46.7%	52.9%	57.8%	51.8%	49.7%	52.6%	44.1%	45.5%
<i>Neither</i>	9.6%	33.3%	5.7%	9.8%	14.4%	9.2%	8.8%	2.2%	18.2%
<i>Fairly dissatisfied</i>	7.5%	6.7%	14.3%	7.8%	7.2%	6.5%	7.9%	3.2%	9.1%
<i>Very dissatisfied</i>	2.4%	6.7%	4.3%	2.9%	2.9%	1.3%	2.6%	1.1%	0.0%
<i>Don't know</i>	7.0%	0.0%	4.3%	3.9%	3.6%	9.8%	5.3%	16.1%	9.1%

Table 12.31: How satisfied or dissatisfied are you with parks and open spaces, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	23.0%	21.8%	11.1%	21.8%	22.7%	10.5%	22.2%	26.9%	27.3%
<i>Fairly satisfied</i>	48.5%	53.8%	22.2%	44.9%	52.6%	57.9%	51.0%	42.3%	63.6%
<i>Neither</i>	10.9%	8.7%	22.2%	10.2%	9.5%	10.5%	9.7%	11.5%	9.1%
<i>Fairly dissatisfied</i>	5.8%	7.9%	22.2%	9.5%	7.0%	5.3%	7.8%	3.8%	0.0%
<i>Very dissatisfied</i>	3.3%	1.5%	11.1%	2.7%	2.3%	5.3%	2.4%	3.8%	0.0%
<i>Don't know</i>	8.4%	6.2%	11.1%	10.9%	5.9%	10.5%	6.9%	11.5%	0.0%

Keeping public land clear of litter and refuse

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (65.3%), compared to a low of 53.4% for East area. A high of 63.2% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 57.6% of male respondents, and 62.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 59.9% of people with a disability indicated *very* or *fairly satisfied* compared with 60.5% of respondents without a disability, and 60.1% of White British respondents indicated the same, compared with 58.3% of respondents from other ethnic backgrounds.

Table 12.32: How satisfied or dissatisfied are you with keeping public land clear of litter and refuse, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	13.0%	7.3%	14.4%	16.2%	13.2%
<i>Fairly satisfied</i>	47.0%	46.1%	50.9%	48.3%	41.7%
<i>Neither</i>	11.3%	15.7%	6.0%	11.5%	11.8%
<i>Fairly dissatisfied</i>	18.3%	18.0%	17.4%	17.5%	20.8%
<i>Very dissatisfied</i>	8.2%	10.1%	9.0%	5.1%	9.7%
<i>Don't know</i>	2.2%	2.8%	2.4%	1.3%	2.8%

Table 12.33: How satisfied or dissatisfied are you with keeping public land clear of litter and refuse, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	13.2%	6.3%	11.4%	13.7%	15.0%	8.9%	16.0%	16.0%	9.1%
<i>Fairly satisfied</i>	47.3%	37.5%	50.0%	46.1%	45.0%	50.3%	45.6%	47.2%	63.6%
<i>Neither</i>	11.3%	25.0%	15.7%	13.7%	12.1%	12.1%	9.6%	2.8%	18.2%
<i>Fairly dissatisfied</i>	18.0%	12.5%	12.9%	19.6%	18.6%	19.1%	20.0%	17.9%	0.0%
<i>Very dissatisfied</i>	8.0%	18.8%	7.1%	6.9%	7.1%	6.4%	8.8%	10.4%	9.1%
<i>Don't know</i>	2.2%	0.0%	2.9%	0.0%	2.1%	3.2%	0.0%	5.7%	0.0%

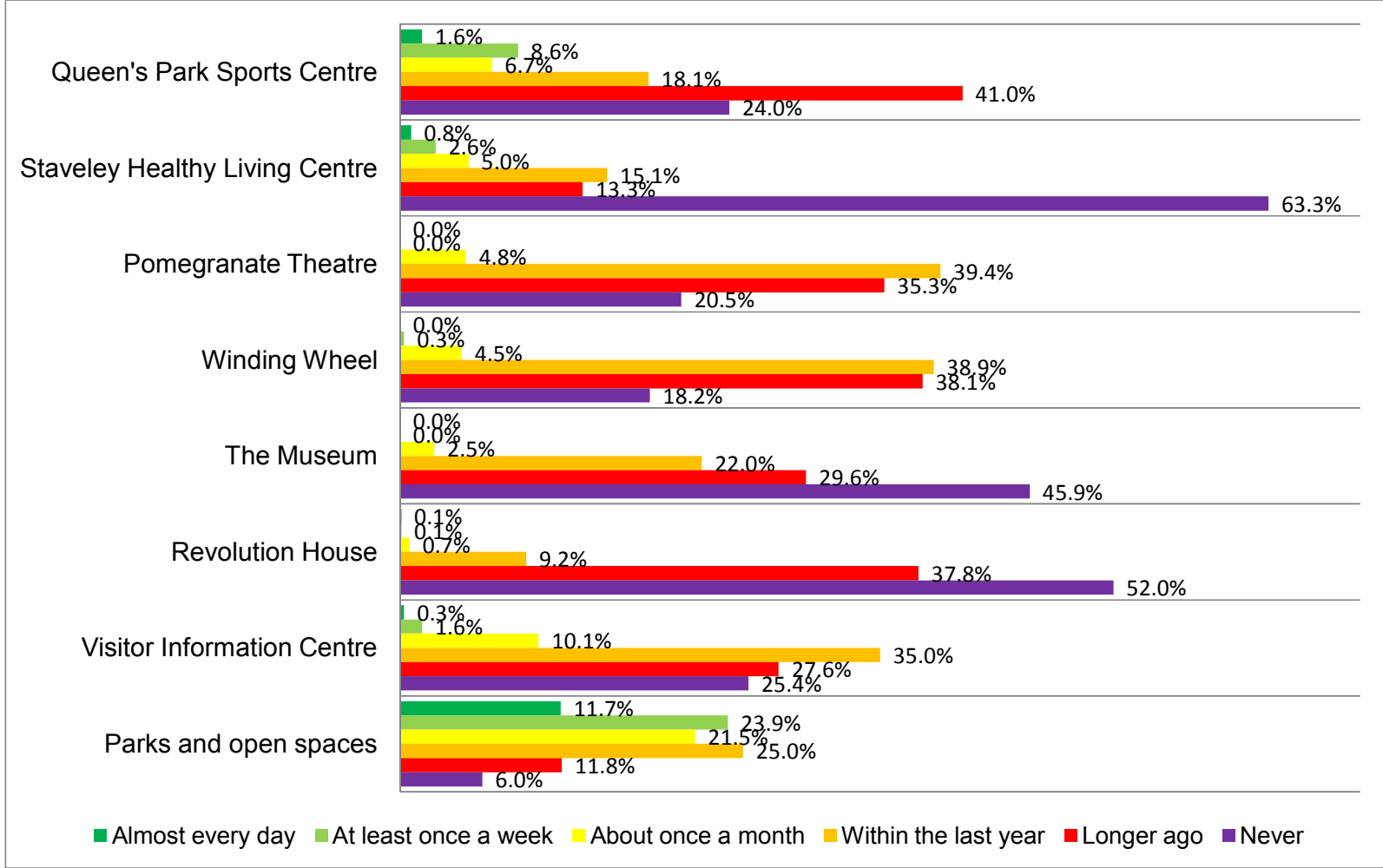
Table 12.34: How satisfied or dissatisfied are you with keeping public land clear of litter and refuse, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	13.2%	12.9%	22.2%	16.8%	12.1%	4.8%	12.8%	25.0%	18.2%
<i>Fairly satisfied</i>	44.4%	49.4%	33.3%	43.1%	48.4%	61.9%	47.3%	33.3%	54.5%
<i>Neither</i>	12.5%	10.6%	22.2%	6.0%	12.4%	23.8%	11.4%	8.3%	18.2%
<i>Fairly dissatisfied</i>	17.4%	18.7%	0.0%	20.4%	17.7%	4.8%	18.7%	8.3%	0.0%
<i>Very dissatisfied</i>	10.1%	6.2%	22.2%	10.2%	7.5%	4.8%	7.9%	12.5%	9.1%
<i>Don't know</i>	2.4%	2.2%	0.0%	3.6%	1.9%	0.0%	1.9%	12.5%	0.0%

Q13. How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?

Respondents were given a list of eight services and venues provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. The six options ranged from *almost every day* to *never*. The two services with the greatest percentage of respondents indicating *almost every day* or *at least once a week* were: parks and open spaces (35.6% and Queens Park Sports Centre (10.2%). The two services with the greatest percentage of respondents indicating *never* were the Healthy Living Centre (63.3%) and the Revolution House (52.0%).

Table 13: How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?												
	<i>Almost every day</i>		<i>At least once a week</i>		<i>About once a month</i>		<i>Within the last year</i>		<i>Longer ago</i>		<i>Never</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Queens Park Sports Centre	12	1.6%	63	8.6%	49	6.7%	133	18.1%	302	41.0%	177	24.0%
Staveley Healthy Living Centre	6	0.8%	19	2.6%	36	5.0%	109	15.1%	96	13.3%	458	63.3%
Pomegranate Theatre	0	0.0%	0	0.0%	35	4.8%	286	39.4%	256	35.3%	149	20.5%
Winding Wheel	0	0.0%	2	0.3%	33	4.5%	283	38.9%	277	38.1%	132	18.2%
The Museum	0	0.0%	0	0.0%	18	2.5%	158	22.0%	212	29.6%	329	45.9%
Revolution House	1	0.1%	1	0.1%	5	0.7%	66	9.2%	270	37.8%	371	52.0%
Visitor Information Centre	2	0.3%	12	1.6%	74	10.1%	256	35.0%	202	27.6%	186	25.4%
Parks and open spaces	86	11.7%	176	23.9%	158	21.5%	184	25.0%	87	11.8%	44	6.0%



Queens Park Sports Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was West (14.1%), compared to a low of 3.9% for East area. A high of 18.8% of respondents aged 25 to 34 years indicated *almost every day* or *at least once a week*, compared to a low of 7.2% of respondents aged 65 to 74 years. A total of 11.1% of male respondents, and 10.0% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 5.9% of people with a disability indicated *almost every day* or *at least once a week* compared with 12.0% of respondents without a disability, and 9.4% of White British respondents indicated the same, compared with 28.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Almost every day</i>	1.7%	0.0%	4.2%	1.7%	0.7%
<i>At least once a week</i>	8.6%	3.9%	8.4%	12.4%	8.4%
<i>About once a month</i>	6.6%	6.1%	5.4%	6.8%	8.4%
<i>Within the last year</i>	18.2%	18.3%	23.4%	18.8%	11.2%
<i>Longer ago</i>	40.7%	46.1%	35.9%	36.8%	46.2%
<i>Never</i>	24.2%	25.6%	22.8%	23.5%	25.2%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	1.6%	0.0%	1.4%	3.9%	1.4%	0.6%	0.8%	2.8%	0.0%
<i>At least once a week</i>	8.7%	12.5%	17.4%	9.7%	6.4%	7.1%	6.4%	8.5%	16.7%
<i>About once a month</i>	6.6%	12.5%	24.6%	13.6%	5.0%	2.6%	2.4%	0.0%	8.3%
<i>Within the last year</i>	18.0%	6.3%	23.2%	23.3%	27.0%	20.5%	10.4%	6.6%	0.0%
<i>Longer ago</i>	40.8%	56.3%	26.1%	38.8%	46.1%	44.9%	44.8%	32.1%	41.7%
<i>Never</i>	24.3%	12.5%	7.2%	10.7%	14.2%	24.4%	35.2%	50.0%	33.3%

Table 13.3: How frequently have you used Queens Park Sports Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	3.1%	0.7%	0.0%	0.0%	2.3%	0.0%	1.3%	8.0%	9.1%
<i>At least once a week</i>	8.0%	9.3%	0.0%	5.9%	9.7%	4.5%	8.1%	20.0%	9.1%
<i>About once a month</i>	5.2%	7.9%	0.0%	2.4%	8.1%	4.5%	6.5%	8.0%	18.2%
<i>Within the last year</i>	17.8%	18.6%	11.1%	14.8%	19.7%	4.5%	17.7%	36.0%	9.1%
<i>Longer ago</i>	41.3%	40.0%	66.7%	37.9%	41.7%	36.4%	41.3%	20.0%	54.5%
<i>Never</i>	24.5%	23.6%	22.2%	39.1%	18.6%	50.0%	25.2%	8.0%	0.0%

Staveley Healthy Living Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was East (8.3%), compared to a low of 0.9% for West area. A high of 8.7% of respondents aged 35 to 44 years indicated *almost every day* or *at least once a week*, compared to a low of 1.4% of respondents aged 45 to 54 years. A total of 2.5% of male respondents, and 4.1% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 3.1% of people with a disability indicated *almost every day* or *at least once a week* compared with 3.8% of respondents without a disability, and 3.5% of White British respondents indicated the same, compared with 4.2% of respondents from other ethnic backgrounds.

Table 13.4: How frequently have you used Staveley Healthy Living Centre, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.7%	2.2%	0.0%	0.0%	0.7%
<i>At least once a week</i>	2.7%	6.1%	1.8%	0.9%	2.1%
<i>About once a month</i>	4.8%	10.6%	3.0%	2.2%	3.6%
<i>Within the last year</i>	15.2%	21.8%	13.7%	12.4%	12.9%
<i>Longer ago</i>	12.9%	17.3%	14.3%	9.8%	10.7%
<i>Never</i>	63.8%	41.9%	67.3%	74.7%	70.0%

Table 13.5: How frequently have you used Staveley Healthy Living Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.8%	0.0%	1.4%	2.9%	0.7%	0.0%	0.8%	0.0%	0.0%
<i>At least once a week</i>	2.6%	6.3%	4.3%	5.8%	0.7%	3.2%	0.8%	2.0%	0.0%
<i>About once a month</i>	4.9%	12.5%	13.0%	7.8%	3.5%	4.5%	2.4%	1.0%	0.0%
<i>Within the last year</i>	14.9%	31.3%	24.6%	26.2%	19.9%	12.3%	6.5%	2.0%	9.1%
<i>Longer ago</i>	13.4%	0.0%	15.9%	18.4%	16.3%	10.4%	11.4%	12.0%	9.1%
<i>Never</i>	63.3%	50.0%	40.6%	38.8%	58.9%	69.5%	78.0%	83.0%	81.8%

Table 13.6: How frequently have you used Staveley Healthy Living Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.7%	0.7%	11.1%	0.0%	1.1%	0.0%	0.9%	0.0%	0.0%
<i>At least once a week</i>	1.8%	3.4%	0.0%	3.1%	2.7%	0.0%	2.6%	4.2%	0.0%
<i>About once a month</i>	4.6%	5.1%	11.1%	2.5%	5.9%	0.0%	4.7%	12.5%	10.0%
<i>Within the last year</i>	12.1%	17.2%	0.0%	8.6%	17.1%	9.1%	15.2%	12.5%	20.0%
<i>Longer ago</i>	12.4%	14.3%	11.1%	16.7%	12.9%	0.0%	13.1%	20.8%	10.0%
<i>Never</i>	68.4%	59.3%	66.7%	69.1%	60.3%	90.9%	63.5%	50.0%	60.0%

Pomegranate Theatre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was West (43.5%), compared to a low of 34.8% for North area. A high of 44.7% of respondents aged 35 to 44 years indicated *within the last year*, compared to a low of 25.0% of respondents aged 24 years and under. A total of 36.2% of male respondents, and 42.8% of female respondents indicated *within the last year*. When the results are analysed by disability, 30.7% of people with a disability indicated *within the last year* compared with 43.3% of respondents without a disability, and 39.5% of White British respondents indicated the same, compared with 39.5% of respondents from other ethnic backgrounds.

Table 13.7: How frequently have you used the Pomegranate Theatre, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	4.6%	2.2%	4.9%	7.0%	3.5%
<i>Within the last year</i>	39.8%	38.5%	40.2%	43.5%	34.8%
<i>Longer ago</i>	35.2%	35.8%	30.5%	35.2%	39.7%
<i>Never</i>	20.4%	23.5%	24.4%	14.3%	22.0%

Table 13.8: How frequently have you used the Pomegranate Theatre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	4.9%	6.3%	1.4%	1.9%	7.1%	3.8%	4.8%	7.9%	9.1%
<i>Within the last year</i>	39.4%	25.0%	31.9%	44.7%	40.7%	41.0%	44.4%	32.7%	27.3%
<i>Longer ago</i>	35.1%	50.0%	40.6%	31.1%	33.6%	37.2%	35.5%	34.7%	9.1%
<i>Never</i>	20.6%	18.8%	26.1%	22.3%	18.6%	17.9%	15.3%	24.8%	54.5%

Table 13.9: How frequently have you used the Pomegranate Theatre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	5.0%	5.0%	0.0%	3.0%	5.2%	9.5%	4.9%	4.7%	4.0%
<i>Within the last year</i>	36.2%	42.8%	22.2%	30.7%	43.3%	14.3%	39.4%	39.5%	40.0%
<i>Longer ago</i>	35.8%	33.9%	44.4%	41.0%	34.0%	28.6%	35.1%	36.2%	16.0%
<i>Never</i>	23.0%	18.3%	33.3%	25.3%	17.6%	47.6%	20.6%	19.7%	40.0%

Winding Wheel

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was South (44.5%), compared to a low of 32.8% for East area. A high of 44.7% of respondents aged 45 to 54 years indicated *within the last year*, compared to a low of 27.5% of

respondents aged 25 to 34 years. A total of 39.9% of male respondents, and 38.9% of female respondents indicated *within the last year*. When the results are analysed by disability, 30.3% of people with a disability indicated *within the last year* compared with 42.7% of respondents without a disability, and 39.2% of White British respondents indicated the same, compared with 28.0% of respondents from other ethnic backgrounds.

Table 13.10: How frequently have you used the Winding Wheel, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.3%	0.0%	0.0%	0.4%	0.7%
<i>About once a month</i>	4.3%	2.2%	4.3%	6.5%	3.5%
<i>Within the last year</i>	39.2%	32.8%	44.5%	40.0%	40.1%
<i>Longer ago</i>	38.0%	45.0%	31.7%	38.7%	35.2%
<i>Never</i>	18.2%	20.0%	19.5%	14.3%	20.4%

Table 13.11: How frequently have you used the Winding Wheel, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	9.1%
<i>About once a month</i>	4.6%	0.0%	1.4%	1.9%	5.7%	5.7%	5.8%	4.9%	9.1%
<i>Within the last year</i>	38.9%	37.5%	27.5%	37.9%	44.7%	39.5%	43.8%	35.3%	18.2%
<i>Longer ago</i>	38.1%	43.8%	42.0%	40.8%	36.9%	36.3%	32.2%	45.1%	18.2%
<i>Never</i>	18.2%	18.8%	29.0%	19.4%	12.8%	18.5%	17.4%	14.7%	45.5%

Table 13.12: How frequently have you used the Winding Wheel, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%	0.0%
<i>About once a month</i>	4.9%	4.6%	0.0%	2.4%	4.8%	9.1%	4.5%	4.0%	10.0%
<i>Within the last year</i>	39.9%	38.9%	33.3%	30.3%	42.7%	13.6%	39.2%	28.0%	50.0%
<i>Longer ago</i>	36.4%	38.9%	33.3%	41.8%	37.0%	40.9%	38.7%	28.0%	20.0%
<i>Never</i>	18.9%	17.1%	33.3%	25.5%	15.2%	36.4%	17.3%	40.0%	20.0%

The Museum

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was West (24.6%), compared to a low of 19.4% for East area. A high of 28.8% of respondents aged 65 to 74 years indicated *within the last year*, compared to a low of 11.6% of respondents aged 25 to 34 years. A total of 20.7% of male respondents, and 22.7% of female respondents indicated *within the last year*. When the results are analysed by disability, 18.6% of people with a disability indicated *within the last year* compared with 22.7% of respondents without a disability, and 22.2% of White British respondents indicated the same, compared with 12.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	2.3%	1.7%	3.1%	1.3%	3.7%
<i>Within the last year</i>	22.2%	19.4%	22.8%	24.6%	21.3%
<i>Longer ago</i>	29.5%	31.7%	27.8%	29.4%	28.7%
<i>Never</i>	46.0%	47.2%	46.3%	44.7%	46.3%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	2.5%	0.0%	2.9%	1.0%	1.4%	2.6%	5.9%	2.0%	0.0%
<i>Within the last year</i>	22.0%	18.8%	11.6%	22.3%	23.7%	17.6%	28.8%	23.8%	36.4%
<i>Longer ago</i>	29.6%	18.8%	33.3%	26.2%	28.1%	33.3%	26.3%	33.7%	18.2%
<i>Never</i>	45.9%	62.5%	52.2%	50.5%	46.8%	46.4%	39.0%	40.6%	45.5%

Table 13.15: How frequently have you used the Museum, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	4.6%	1.2%	0.0%	3.7%	2.3%	0.0%	2.5%	4.0%	0.0%
<i>Within the last year</i>	20.7%	22.7%	33.3%	18.6%	22.7%	22.7%	22.2%	12.0%	40.0%
<i>Longer ago</i>	28.2%	29.8%	22.2%	32.9%	29.0%	22.7%	29.2%	32.0%	30.0%
<i>Never</i>	46.4%	46.2%	44.4%	44.7%	46.0%	54.5%	46.1%	52.0%	30.0%

Revolution House

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was West (24.6%), compared to a low of 19.4% for East area. A high of 28.8% of respondents aged 65 to 74 years indicated *within the last year*, compared to a low of 11.6% of respondents aged 25 to 34 years. A total of 20.7% of male respondents, and 22.7% of female respondents indicated *within the last year*. When the results are analysed by disability, 18.6% of people with a disability indicated *within the last year* compared with 22.7% of respondents without a disability, and 22.2% of White British respondents indicated the same, compared with 12.0% of respondents from other ethnic backgrounds.

Table 13.16: How frequently have you used the Revolution House, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.1%	0.0%	0.0%	0.0%	0.7%
<i>At least once a week</i>	0.1%	0.0%	0.0%	0.4%	0.0%
<i>About once a month</i>	0.6%	1.1%	0.6%	0.0%	0.7%
<i>Within the last year</i>	9.1%	8.5%	5.5%	4.4%	21.7%
<i>Longer ago</i>	38.3%	39.2%	33.5%	38.2%	42.8%
<i>Never</i>	51.8%	51.1%	60.4%	56.9%	34.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.1%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
<i>About once a month</i>	0.6%	0.0%	2.9%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%
<i>Within the last year</i>	9.2%	6.3%	10.1%	9.7%	9.9%	9.1%	9.5%	7.1%	10.0%
<i>Longer ago</i>	37.9%	18.8%	23.2%	23.3%	34.8%	43.5%	50.9%	49.0%	20.0%
<i>Never</i>	52.1%	75.0%	63.8%	67.0%	54.6%	46.8%	39.7%	41.8%	70.0%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	4.0%	0.0%
<i>At least once a week</i>	0.0%	0.2%	0.0%	0.6%	0.0%	0.0%	0.1%	0.0%	0.0%
<i>About once a month</i>	1.1%	0.2%	0.0%	0.6%	0.6%	0.0%	0.7%	0.0%	0.0%
<i>Within the last year</i>	7.5%	10.1%	0.0%	9.0%	9.2%	9.1%	8.9%	16.0%	11.1%
<i>Longer ago</i>	42.3%	34.8%	37.5%	41.9%	36.4%	36.4%	37.6%	28.0%	55.6%
<i>Never</i>	48.8%	54.6%	62.5%	47.7%	53.6%	54.5%	52.4%	52.0%	33.3%

Visitor Information Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was West (3.0%), compared to a low of 0.7% for North area. A high of 4.0% of respondents aged 65 to 74 years indicated *almost every day* or *at least once a week*, compared to a low of 0.0% of respondents aged 35 to 44 years and 24 years and under. A total of 1.8% of male respondents, and 2.1% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 3.6% of people with a disability indicated *almost every day* or *at least once a week* compared with 1.3% of respondents without a disability, and 2.0% of White British respondents indicated the same, compared with 0.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Almost every day</i>	0.3%	0.0%	0.6%	0.4%	0.0%
<i>At least once a week</i>	1.7%	1.7%	1.2%	2.6%	0.7%
<i>About once a month</i>	9.9%	5.6%	11.8%	11.2%	10.7%
<i>Within the last year</i>	35.3%	28.2%	38.8%	39.1%	33.6%
<i>Longer ago</i>	27.4%	30.5%	26.5%	24.0%	30.0%
<i>Never</i>	25.6%	33.9%	21.2%	22.7%	25.0%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.3%	0.0%	0.0%	0.0%	0.7%	0.6%	0.0%	0.0%	0.0%
<i>At least once a week</i>	1.7%	0.0%	1.4%	0.0%	2.1%	0.6%	4.0%	2.0%	0.0%
<i>About once a month</i>	10.1%	0.0%	8.7%	1.9%	7.7%	8.9%	14.4%	20.6%	9.1%
<i>Within the last year</i>	34.9%	25.0%	26.1%	25.2%	34.5%	36.3%	46.4%	35.3%	45.5%
<i>Longer ago</i>	27.4%	37.5%	33.3%	39.8%	29.6%	28.0%	16.0%	19.6%	27.3%
<i>Never</i>	25.7%	37.5%	30.4%	33.0%	25.4%	25.5%	19.2%	22.5%	18.2%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.4%	0.2%	0.0%	1.2%	0.0%	0.0%	0.3%	0.0%	0.0%
<i>At least once a week</i>	1.4%	1.9%	0.0%	2.4%	1.3%	0.0%	1.7%	0.0%	0.0%
<i>About once a month</i>	11.9%	8.6%	11.1%	8.5%	10.4%	13.0%	9.8%	12.0%	20.0%
<i>Within the last year</i>	34.7%	34.9%	22.2%	36.0%	35.0%	30.4%	34.5%	44.0%	40.0%
<i>Longer ago</i>	25.3%	29.4%	22.2%	26.8%	28.4%	17.4%	28.2%	8.0%	30.0%
<i>Never</i>	26.3%	24.9%	44.4%	25.0%	25.0%	39.1%	25.4%	36.0%	10.0%

Parks and open spaces

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was West (44.4%), compared to a

low of 29.3% for East area. A high of 56.5% of respondents aged 25 to 34 years indicated *almost every day* or *at least once a week*, compared to a low of 15.5% of respondents aged 75 years and over. A total of 38.9% of male respondents, and 34.5% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 25.5% of people with a disability indicated *almost every day* or *at least once a week* compared with 39.8% of respondents without a disability, and 34.6% of White British respondents indicated the same, compared with 58.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Almost every day</i>	11.6%	6.6%	11.4%	15.8%	11.3%
<i>At least once a week</i>	24.2%	22.7%	24.1%	28.6%	19.0%
<i>About once a month</i>	21.6%	20.4%	28.9%	17.1%	21.8%
<i>Within the last year</i>	24.9%	28.7%	22.3%	24.4%	23.9%
<i>Longer ago</i>	11.8%	13.8%	7.2%	10.7%	16.2%
<i>Never</i>	5.9%	7.7%	6.0%	3.4%	7.7%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	11.8%	0.0%	14.5%	22.3%	13.5%	9.5%	8.7%	5.8%	16.7%
<i>At least once a week</i>	24.0%	37.5%	42.0%	28.2%	19.9%	30.4%	17.5%	9.7%	25.0%
<i>About once a month</i>	21.4%	25.0%	24.6%	28.2%	22.7%	21.5%	15.9%	16.5%	25.0%
<i>Within the last year</i>	24.9%	31.3%	11.6%	14.6%	28.4%	22.2%	34.9%	31.1%	16.7%
<i>Longer ago</i>	11.8%	0.0%	5.8%	3.9%	12.1%	10.8%	14.3%	24.3%	8.3%
<i>Never</i>	6.0%	6.3%	1.4%	2.9%	3.5%	5.7%	8.7%	12.6%	8.3%

Table 13.24: How frequently have you used parks and open spaces, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	14.0%	10.5%	11.1%	6.7%	13.6%	8.7%	11.2%	25.0%	30.0%
<i>At least once a week</i>	24.9%	24.0%	11.1%	18.8%	26.2%	17.4%	23.4%	33.3%	30.0%
<i>About once a month</i>	21.1%	21.6%	22.2%	17.6%	22.8%	13.0%	21.6%	16.7%	20.0%
<i>Within the last year</i>	24.2%	24.7%	33.3%	24.8%	24.7%	26.1%	25.6%	8.3%	20.0%
<i>Longer ago</i>	11.6%	12.1%	0.0%	20.0%	8.9%	21.7%	12.1%	12.5%	0.0%
<i>Never</i>	4.2%	7.1%	22.2%	12.1%	4.0%	13.0%	6.2%	4.2%	0.0%

Q14. How often have you taken part in the following activities over the past 12 months?

Respondents were given a list of seven cultural activities and asked to indicate one of six options for each service. The six options ranged from *at least once a week* to *never*. There was also an *other, please specify* option. The two activities with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* were: designing or making crafts or visiting craft fair (7.6%) and playing an instrument, writing music/ lyrics, or watching a music performance (6.9%). The two activities with the greatest percentage of respondents indicating *never* were the writing, performing, or reading poetry (85.7%) and the watching/taking part in a drama class/ performance (75.7%).

Table 14: How often have you taken part in the following activities over the past 12 months?												
	At least once a week		At least once a month		3 or 4 times a year		Twice a year		Once a year or less		Never	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Visiting an art gallery or creating art	17	2.3%	30	4.1%	51	7.0%	38	5.2%	163	22.5%	427	58.8%
Designing or making crafts or visiting craft fairs	24	3.3%	31	4.3%	59	8.2%	48	6.7%	162	22.5%	396	55.0%
Playing an instrument, writing music/ lyrics, or watching a music performance	27	3.7%	23	3.2%	65	9.0%	70	9.6%	150	20.7%	391	53.9%
Writing, performing, or reading poetry	12	1.7%	16	2.2%	13	1.8%	9	1.3%	53	7.4%	615	85.7%
Watching/taking part in a dance class/performance	24	3.4%	9	1.3%	24	3.4%	33	4.6%	109	15.2%	517	72.2%
Watching/taking part in a drama class/ performance	3	0.4%	13	1.8%	28	3.9%	39	5.4%	91	12.7%	543	75.7%
Other art / cultural activity	17	2.7%	17	2.7%	29	4.7%	18	2.9%	59	9.5%	482	77.5%

Visiting an art gallery or creating art

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (7.9%), compared to a low of 5.0% for East area. A high of 11.6% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 6.8% of male respondents, and 6.5% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 5.6% of people with a disability indicated *at least once a week* or *at least once a month* compared with 6.9% of respondents without a

disability, and 6.4% of White British respondents indicated the same, compared with 8.7% of respondents from other ethnic backgrounds.

Table 14.1: How often have you taken part in visiting an art gallery or creating art over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	2.4%	1.1%	1.2%	5.3%	0.7%
<i>At least once a month</i>	4.2%	3.9%	5.5%	2.6%	5.6%
<i>3 or 4 times a year</i>	7.0%	4.4%	6.7%	11.0%	4.2%
<i>Twice a year</i>	5.3%	5.0%	5.5%	6.6%	3.5%
<i>Once a year or less</i>	22.5%	25.4%	20.7%	21.6%	22.4%
<i>Never</i>	58.6%	60.2%	60.4%	52.9%	63.6%

Table 14.2: How often have you taken part in visiting an art gallery or creating art over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	2.4%	0.0%	1.4%	5.8%	1.4%	0.7%	2.4%	2.9%	9.1%
<i>At least once a month</i>	4.2%	0.0%	4.3%	5.8%	4.3%	3.3%	3.9%	3.9%	9.1%
<i>3 or 4 times a year</i>	7.0%	0.0%	8.7%	10.7%	7.9%	7.3%	6.3%	1.0%	18.2%
<i>Twice a year</i>	5.3%	12.5%	7.2%	2.9%	7.9%	6.0%	3.1%	2.9%	9.1%
<i>Once a year or less</i>	22.5%	31.3%	27.5%	24.3%	22.3%	22.5%	23.6%	17.5%	0.0%
<i>Never</i>	58.7%	56.3%	50.7%	50.5%	56.1%	60.3%	60.6%	71.8%	54.5%

Table 14.3: How often have you taken part in visiting an art gallery or creating art over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	2.5%	2.4%	0.0%	1.9%	2.7%	0.0%	2.5%	0.0%	0.0%
<i>At least once a month</i>	4.3%	4.1%	0.0%	3.7%	4.2%	4.5%	3.9%	8.7%	10.0%
<i>3 or 4 times a year</i>	5.0%	8.2%	22.2%	4.3%	7.6%	13.6%	6.7%	4.3%	30.0%
<i>Twice a year</i>	3.6%	6.2%	22.2%	4.3%	5.7%	4.5%	4.4%	21.7%	30.0%
<i>Once a year or less</i>	22.4%	23.3%	11.1%	15.5%	25.4%	0.0%	23.3%	8.7%	0.0%
<i>Never</i>	62.3%	55.9%	44.4%	70.2%	54.5%	77.3%	59.3%	56.5%	30.0%

Designing or making crafts or visiting craft fairs

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (8.5%), compared to a low of 7.2% for East area. A high of 14.7% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 7.9% of male respondents, and 7.7% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 8.1% of people with a disability indicated *at least once a week* or *at least once a month* compared with 8.0% of respondents without a disability, and 7.9% of White British respondents indicated the same, compared with 4.2% of respondents from other ethnic backgrounds.

Table 14.4: How often have you taken part in designing or making crafts or visiting craft fairs over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	3.4%	2.2%	2.5%	5.8%	2.1%
<i>At least once a month</i>	4.2%	5.0%	4.3%	2.7%	5.6%
<i>3 or 4 times a year</i>	8.2%	6.1%	9.3%	9.3%	7.7%
<i>Twice a year</i>	6.8%	6.7%	7.4%	6.2%	7.0%
<i>Once a year or less</i>	22.6%	27.4%	19.8%	22.6%	19.7%
<i>Never</i>	54.9%	52.5%	56.8%	53.5%	57.7%

Table 14.5: How often have you taken part in designing or making crafts or visiting craft fairs over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	3.4%	0.0%	2.9%	6.9%	2.2%	4.6%	2.4%	2.0%	0.0%
<i>At least once a month</i>	4.3%	0.0%	5.8%	7.8%	6.5%	3.3%	2.4%	2.0%	0.0%
<i>3 or 4 times a year</i>	8.3%	0.0%	8.7%	9.8%	8.0%	7.2%	8.7%	10.0%	0.0%
<i>Twice a year</i>	6.7%	12.5%	7.2%	8.8%	8.7%	6.6%	5.5%	1.0%	22.2%
<i>Once a year or less</i>	22.4%	18.8%	24.6%	19.6%	26.8%	24.3%	25.2%	13.0%	11.1%
<i>Never</i>	54.8%	68.8%	50.7%	47.1%	47.8%	53.9%	55.9%	72.0%	66.7%

Table 14.6: How often have you taken part in designing or making crafts or visiting craft fairs over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	3.6%	3.1%	11.1%	3.1%	3.6%	0.0%	3.5%	0.0%	0.0%
<i>At least once a month</i>	4.3%	4.6%	0.0%	5.0%	4.4%	0.0%	4.4%	4.2%	0.0%
<i>3 or 4 times a year</i>	3.2%	12.1%	0.0%	12.5%	6.9%	4.8%	8.4%	8.3%	0.0%
<i>Twice a year</i>	3.6%	8.5%	22.2%	2.5%	7.6%	19.0%	6.5%	0.0%	30.0%
<i>Once a year or less</i>	22.2%	22.7%	33.3%	11.3%	26.0%	19.0%	22.1%	29.2%	30.0%
<i>Never</i>	63.1%	49.0%	33.3%	65.6%	51.4%	57.1%	55.1%	58.3%	40.0%

Playing an instrument, writing music/ lyrics, or watching a music performance

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (9.7%), compared to a low of 4.2% for North area. A high of 8.7% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 10.6% of male respondents, and 3.9% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 4.4% of people with a disability indicated *at least once a week* or *at least once a month* compared with 7.2% of respondents without a disability, and 6.8% of White British respondents indicated the same, compared with 0.0% of respondents from other ethnic backgrounds

Table 14.7: How often have you taken part in playing an instrument, writing music/ lyrics, or watching a music performance over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	3.8%	2.8%	3.6%	5.3%	2.8%
<i>At least once a month</i>	2.8%	1.7%	3.0%	4.4%	1.4%
<i>3 or 4 times a year</i>	9.1%	9.6%	7.8%	10.1%	8.4%
<i>Twice a year</i>	9.8%	6.7%	11.4%	12.3%	7.7%
<i>Once a year or less</i>	20.8%	25.8%	15.1%	21.1%	21.0%
<i>Never</i>	53.7%	53.4%	59.0%	46.9%	58.7%

Table 14.8: How often have you taken part in playing an instrument, writing music/ lyrics, or watching a music performance over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	3.6%	0.0%	2.9%	5.8%	4.3%	0.6%	5.5%	3.0%	11.1%
<i>At least once a month</i>	3.1%	0.0%	1.4%	2.9%	3.6%	3.8%	3.1%	2.0%	11.1%
<i>3 or 4 times a year</i>	9.0%	0.0%	4.3%	11.7%	12.9%	8.3%	6.3%	8.1%	33.3%
<i>Twice a year</i>	9.7%	18.8%	11.6%	9.7%	11.4%	7.7%	11.0%	7.1%	0.0%
<i>Once a year or less</i>	20.9%	18.8%	33.3%	27.2%	17.1%	21.8%	21.3%	11.1%	0.0%
<i>Never</i>	53.7%	62.5%	46.4%	42.7%	50.7%	57.7%	52.8%	68.7%	44.4%

Table 14.9: How often have you taken part in playing an instrument, writing music/ lyrics, or watching a music performance over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	6.0%	1.7%	11.1%	1.9%	3.8%	14.3%	3.6%	0.0%	20.0%
<i>At least once a month</i>	4.6%	2.2%	11.1%	2.5%	3.4%	4.8%	3.2%	0.0%	0.0%
<i>3 or 4 times a year</i>	8.5%	9.6%	11.1%	6.2%	10.0%	4.8%	8.9%	8.3%	20.0%
<i>Twice a year</i>	6.4%	11.8%	22.2%	8.0%	10.6%	4.8%	9.3%	20.8%	10.0%
<i>Once a year or less</i>	19.4%	22.6%	0.0%	12.3%	23.9%	4.8%	20.5%	16.7%	30.0%
<i>Never</i>	55.1%	52.2%	44.4%	69.1%	48.3%	66.7%	54.4%	54.2%	20.0%

Writing, performing, or reading poetry

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (4.5%), compared to a low of 3.3% for East area. A high of 6.2% of respondents aged 75 years and over indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 4.7% of male respondents, and 3.1% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 4.4% of people with a disability indicated *at least once a week* or *at least once a month* compared with 3.6% of respondents without a disability, and 3.7% of White British respondents indicated the same, compared with 9.0% of respondents from other ethnic backgrounds

Table 14.10: How often have you taken part in writing, performing, or reading poetry over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	1.7%	2.2%	0.6%	1.8%	2.1%
<i>At least once a month</i>	2.3%	1.1%	3.7%	2.7%	1.4%
<i>3 or 4 times a year</i>	1.8%	1.7%	0.6%	2.2%	2.8%
<i>Twice a year</i>	1.3%	1.1%	1.9%	0.4%	2.1%
<i>Once a year or less</i>	7.4%	9.0%	5.6%	6.7%	8.4%
<i>Never</i>	85.6%	84.8%	87.7%	86.2%	83.2%

Table 14.11: How often have you taken part in writing, performing, or reading poetry over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	1.7%	0.0%	1.4%	2.0%	1.4%	0.6%	1.6%	3.1%	11.1%
<i>At least once a month</i>	2.3%	0.0%	1.4%	2.0%	2.2%	3.2%	1.6%	3.1%	0.0%
<i>3 or 4 times a year</i>	1.8%	0.0%	1.4%	3.0%	2.2%	2.6%	0.8%	0.0%	11.1%
<i>Twice a year</i>	1.3%	0.0%	1.4%	3.0%	0.7%	0.6%	0.8%	1.0%	11.1%
<i>Once a year or less</i>	7.5%	13.3%	10.1%	11.9%	5.0%	8.4%	7.9%	1.0%	11.1%
<i>Never</i>	85.5%	86.7%	84.1%	78.2%	88.5%	84.4%	87.3%	91.8%	55.6%

Table 14.12: How often have you taken part in writing, performing, or reading poetry over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	1.8%	1.2%	11.1%	1.2%	1.5%	9.5%	1.5%	4.5%	0.0%
<i>At least once a month</i>	2.9%	1.9%	0.0%	3.1%	2.1%	0.0%	2.2%	4.5%	0.0%
<i>3 or 4 times a year</i>	1.8%	1.7%	11.1%	0.0%	2.1%	9.5%	1.6%	4.5%	10.0%
<i>Twice a year</i>	0.7%	1.5%	11.1%	0.6%	1.3%	4.8%	1.2%	0.0%	10.0%
<i>Once a year or less</i>	5.7%	8.5%	22.2%	6.8%	7.9%	0.0%	7.0%	13.6%	20.0%
<i>Never</i>	87.1%	85.2%	44.4%	88.2%	85.0%	76.2%	86.5%	72.7%	60.0%

Watching/taking part in a dance class/performance

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (8.1%), compared to a low of 1.7% for East area. A high of 7.9% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 4.7% of male respondents, and 4.9% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 2.5% of people with a disability indicated *at least once a week* or *at least once a month* compared with 5.6% of respondents without a disability, 4.3% of White British respondents indicated the same, compared with 13.0% of respondents from other ethnic backgrounds

Table 14.13: How often have you taken part in watching/taking part in a dance class/performance over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	3.4%	1.1%	2.4%	6.3%	2.9%
<i>At least once a month</i>	1.3%	0.6%	1.8%	1.8%	0.7%
<i>3 or 4 times a year</i>	3.4%	3.9%	3.6%	4.0%	1.5%
<i>Twice a year</i>	4.5%	5.1%	6.6%	4.0%	2.2%
<i>Once a year or less</i>	15.5%	14.0%	13.9%	14.7%	20.4%
<i>Never</i>	71.9%	75.3%	71.7%	69.2%	72.3%

Table 14.14: How often have you taken part in watching/taking part in a dance class/performance over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	3.4%	0.0%	5.8%	6.9%	3.6%	3.3%	1.6%	1.0%	0.0%
<i>At least once a month</i>	1.3%	0.0%	0.0%	1.0%	3.6%	0.7%	0.0%	2.0%	0.0%
<i>3 or 4 times a year</i>	3.4%	0.0%	1.4%	4.9%	4.3%	3.3%	4.0%	2.0%	0.0%
<i>Twice a year</i>	4.7%	6.7%	4.3%	5.9%	10.7%	0.7%	4.8%	1.0%	0.0%
<i>Once a year or less</i>	15.4%	13.3%	20.3%	20.6%	13.6%	17.8%	14.5%	6.1%	22.2%
<i>Never</i>	71.9%	80.0%	68.1%	60.8%	64.3%	74.3%	75.0%	87.8%	77.8%

Table 14.15: How often have you taken part in watching/taking part in a dance class/performance over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	2.5%	4.2%	0.0%	0.6%	4.4%	0.0%	3.1%	8.7%	0.0%
<i>At least once a month</i>	2.2%	0.7%	0.0%	1.9%	1.2%	0.0%	1.2%	4.3%	0.0%
<i>3 or 4 times a year</i>	1.4%	4.9%	0.0%	1.3%	4.2%	0.0%	3.4%	0.0%	10.0%
<i>Twice a year</i>	3.2%	5.9%	0.0%	2.5%	5.4%	0.0%	4.4%	8.7%	10.0%
<i>Once a year or less</i>	11.5%	18.3%	11.1%	15.0%	15.4%	19.0%	15.2%	13.0%	20.0%
<i>Never</i>	79.2%	66.0%	88.9%	78.8%	69.4%	81.0%	72.7%	65.2%	60.0%

Watching/taking part in a drama class/ performance

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was South (2.4%), compared to a low of 2.1% for North area. A high of 4.0% of respondents aged 55 to 64 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under, 25 to 34 years, and 65 to 74 years. A total of 1.8% of male respondents, and 2.7% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 0.6% of people with a disability indicated *at least once a week* or *at least once a month* compared with 2.7% of respondents without a disability, 2.2% of White British respondents indicated the same, compared with 0.0% of respondents from other ethnic backgrounds.

Table 14.16: How often have you taken part in watching/taking part in a drama class/ performance over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	0.4%	0.0%	0.6%	0.9%	0.0%
<i>At least once a month</i>	1.8%	2.3%	1.8%	1.3%	2.1%
<i>3 or 4 times a year</i>	3.8%	3.4%	3.1%	5.3%	2.9%
<i>Twice a year</i>	5.5%	4.5%	6.1%	7.1%	3.6%
<i>Once a year or less</i>	12.9%	11.9%	9.2%	13.3%	17.9%
<i>Never</i>	75.5%	78.0%	79.1%	72.1%	73.6%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	0.4%	0.0%	0.0%	1.0%	0.7%	0.7%	0.0%	0.0%	0.0%
<i>At least once a month</i>	1.8%	0.0%	0.0%	2.9%	1.4%	3.3%	0.0%	2.0%	11.1%
<i>3 or 4 times a year</i>	3.9%	0.0%	1.5%	4.9%	9.3%	2.0%	3.2%	1.0%	11.1%
<i>Twice a year</i>	5.5%	6.3%	7.5%	7.8%	7.1%	0.7%	5.6%	6.1%	11.1%
<i>Once a year or less</i>	12.8%	18.8%	13.4%	20.6%	15.7%	9.9%	11.9%	6.1%	0.0%
<i>Never</i>	75.5%	75.0%	77.6%	62.7%	65.7%	83.4%	79.4%	84.8%	66.7%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	0.4%	0.5%	0.0%	0.0%	0.6%	0.0%	0.4%	0.0%	0.0%
<i>At least once a month</i>	1.4%	2.2%	0.0%	0.6%	2.1%	4.8%	1.8%	0.0%	10.0%
<i>3 or 4 times a year</i>	2.9%	4.4%	11.1%	1.3%	4.8%	4.8%	3.8%	0.0%	10.0%
<i>Twice a year</i>	3.9%	6.6%	11.1%	3.2%	6.3%	4.8%	5.5%	8.3%	0.0%
<i>Once a year or less</i>	9.6%	15.1%	22.2%	9.6%	14.1%	4.8%	12.8%	8.3%	20.0%
<i>Never</i>	81.8%	71.2%	55.6%	85.4%	72.1%	81.0%	75.7%	83.3%	60.0%

Other art / cultural activity

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (6.2%), compared to a low of 4.1% for North area. A high of 8.3% of respondents aged 65 to 74 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 5.7% of male respondents, and 5.1% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 4.8% of people with a disability indicated *at least once a week* or *at least once a month* compared with 5.6% of respondents without a disability, 5.2% of White British respondents indicated the same, compared with 9.5% of respondents from other ethnic backgrounds.

Table 14.19: How often have you taken part in another art / cultural activity over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	2.8%	2.5%	5.0%	2.6%	0.8%
<i>At least once a month</i>	2.8%	1.9%	2.2%	3.6%	3.3%
<i>3 or 4 times a year</i>	4.6%	3.8%	3.6%	7.3%	2.5%
<i>Twice a year</i>	2.8%	1.9%	2.9%	2.1%	5.0%
<i>Once a year or less</i>	9.6%	6.3%	10.1%	13.0%	8.3%
<i>Never</i>	77.5%	83.8%	76.3%	71.4%	80.2%

Table 14.20: How often have you taken part in another art / cultural activity over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	2.8%	0.0%	3.5%	2.4%	1.7%	0.7%	5.5%	3.4%	20.0%
<i>At least once a month</i>	2.8%	0.0%	3.5%	3.6%	2.5%	3.5%	2.8%	1.1%	0.0%
<i>3 or 4 times a year</i>	4.7%	7.7%	7.0%	4.8%	5.9%	4.2%	3.7%	3.4%	0.0%
<i>Twice a year</i>	2.8%	0.0%	7.0%	1.2%	5.1%	1.4%	2.8%	1.1%	0.0%
<i>Once a year or less</i>	9.6%	0.0%	7.0%	10.7%	11.0%	11.2%	10.1%	5.7%	20.0%
<i>Never</i>	77.5%	92.3%	71.9%	77.4%	73.7%	79.0%	75.2%	85.2%	60.0%

Table 14.21: How often have you taken part in another art / cultural activity over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	1.2%	3.4%	16.7%	4.1%	2.0%	5.9%	2.7%	0.0%	14.3%
<i>At least once a month</i>	4.5%	1.7%	0.0%	0.7%	3.6%	0.0%	2.5%	9.5%	0.0%
<i>3 or 4 times a year</i>	3.7%	5.6%	0.0%	5.5%	4.7%	0.0%	4.1%	19.0%	14.3%
<i>Twice a year</i>	2.9%	3.1%	0.0%	3.4%	2.7%	5.9%	2.5%	9.5%	14.3%
<i>Once a year or less</i>	9.0%	10.4%	0.0%	4.8%	11.4%	0.0%	9.8%	4.8%	0.0%
<i>Never</i>	78.8%	75.8%	83.3%	81.5%	75.6%	88.2%	78.3%	57.1%	57.1%

14: Other, please specify:

The following other activities were submitted by respondents:

Table 14.22: Other, please specify:	
• Oldies music - 20s, 30s, 40s etc.	• Brass band and Christmas carols at Brimington Community Centre
• Antique fairs	• Medieval history class
• Art appreciation	• Morris dancing performance outdoors.
• Art installation for church	• National Trust properties
• Book launch	• No funds to attend any culture events.
• Chatsworth Show, Woolley Moor Show	• Painting
• Chesterfield Canal restoration work	• Photography (x2)
• Chesterfield Football Season Ticket Holder	• Places of worship
• Cinema	• Plant sales, open gardens
• Classes at Wea Hurst House	• Readers club
• Classical concert, cinema	• Singing / part of choir (x6)
• Craft (x3)	• Circus skills
• Cultural groups	• Staveley fireworks display is amazing
• Derbyshire Food Festivals	• Medieval Market
• Folk music and dancing	• Theatre, shows, festivals
• Gardening (x2)	• U3A
• German language conversation group (U3A)	• Underwater photography
• Grandchildrens school dramas and plays	• Visiting cultural attraction i.e. spire, country house or ancient monument
• Healing festivals plus mind body spirit	• Visiting local historical properties, craft circles
• History re-enactment	• Visiting sculpture parks, museums etc.
• Ken Jutsu	• Watching ballet, plays, opera and being in a book club
• Literacy festivals, author readings	• Watching comedians
• Lock history and Civic Society NEDIAS	• Watching plays
• May Day Festival	• Workshops on precious metal clay

Q15. Do you agree that Council staff are generally helpful, friendly and polite?

Respondents were given a list of six options, ranging from *strongly agree* to *strongly disagree*, including a *don't know* option, and asked to indicate one option. 9.1% of respondents indicated *don't know* to this question. A total of 70.6% of respondents indicated that they *strongly agree* or *tend to agree* that Council staff are generally helpful, friendly and polite. A total 7% of respondents indicated *tend to disagree* or *strongly disagree*.

	No.	%
<i>Strongly agree</i>	119	15.8%
<i>Tend to agree</i>	414	54.8%
<i>Neither</i>	93	12.3%
<i>Tend to disagree</i>	35	4.6%
<i>Strongly disagree</i>	18	2.4%
<i>Don't know</i>	76	10.1%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (77.7%), compared to a low of 64.8% for East area. A high of 86.6% of respondents aged 75 years and over indicated *very* or *fairly strongly*, compared to a low of 58.6% of respondents aged 25 to 34 years. A total of 71.4% of male respondents, and 70.1% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 76.4% of people with a disability indicated *very* or *fairly strongly* compared with 68.9% of respondents without a disability, and 70.3% of White British respondents indicated the same, compared with 77.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Strongly agree</i>	15.7%	12.4%	15.0%	16.0%	20.3%
<i>Tend to agree</i>	55.0%	52.4%	56.1%	54.9%	57.4%
<i>Neither</i>	12.1%	16.2%	11.6%	11.8%	8.1%
<i>Tend to disagree</i>	4.7%	5.9%	5.8%	4.6%	2.0%
<i>Strongly disagree</i>	2.3%	3.8%	2.9%	0.8%	2.0%
<i>Don't know</i>	10.1%	9.2%	8.7%	11.8%	10.1%

Table 15.2: Do you agree that Council staff are generally helpful, friendly and polite, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Strongly agree</i>	15.7%	12.5%	10.0%	9.7%	16.8%	11.9%	16.9%	26.8%	23.1%
<i>Tend to agree</i>	55.0%	56.3%	48.6%	51.5%	50.3%	60.0%	56.9%	59.8%	46.2%
<i>Neither</i>	12.3%	12.5%	8.6%	16.5%	17.5%	13.1%	11.5%	4.5%	7.7%
<i>Tend to disagree</i>	4.6%	6.3%	15.7%	3.9%	4.2%	3.1%	3.1%	2.7%	0.0%
<i>Strongly disagree</i>	2.3%	6.3%	4.3%	1.9%	2.1%	2.5%	2.3%	0.0%	7.7%
<i>Don't know</i>	10.2%	6.3%	12.9%	16.5%	9.1%	9.4%	9.2%	6.3%	15.4%

Table 15.3: Do you agree that Council staff are generally helpful, friendly and polite, by gender, disability and ethnicity.

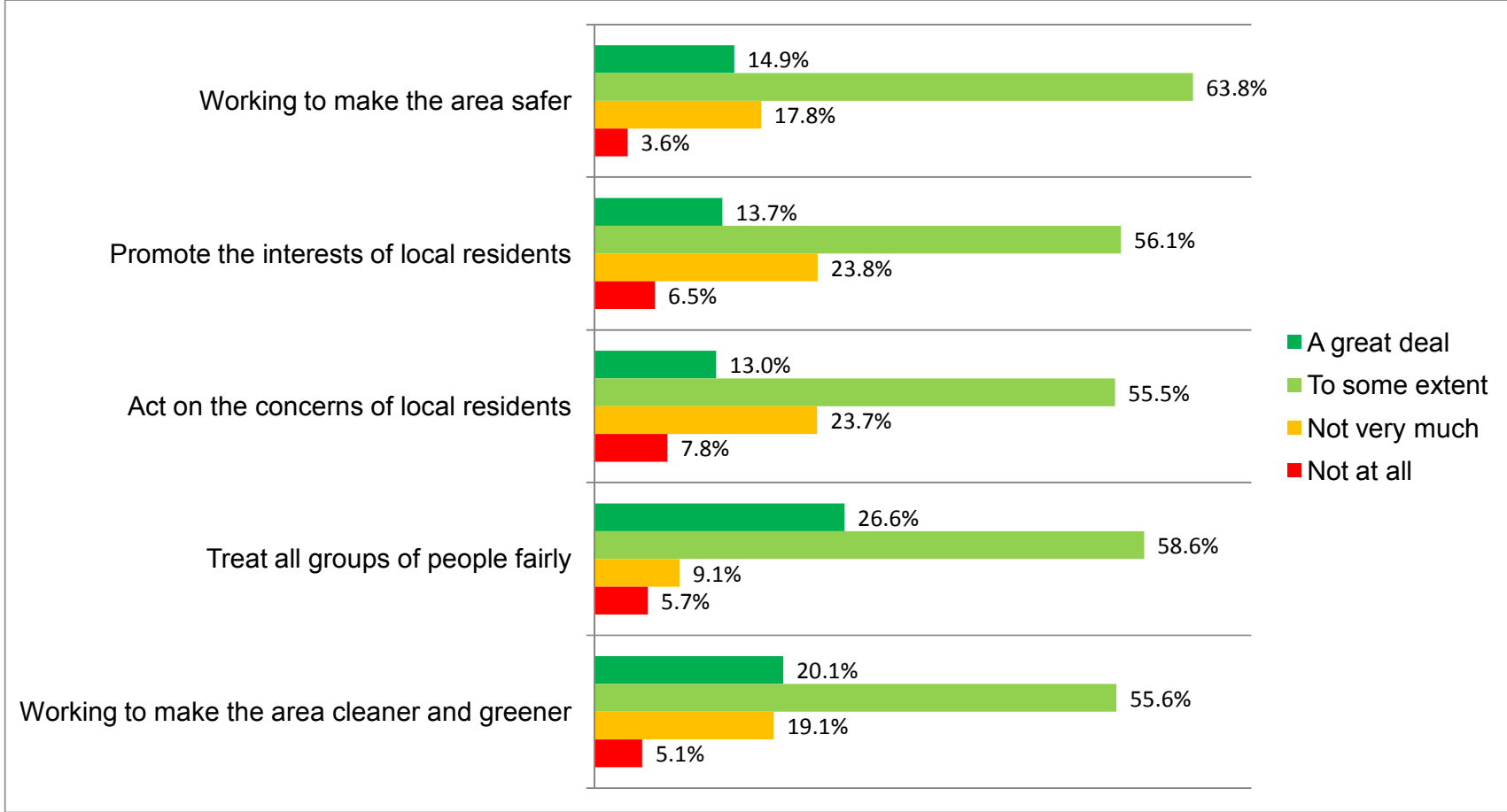
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Strongly agree</i>	17.7%	13.7%	22.2%	19.5%	14.6%	4.3%	15.3%	30.8%	18.2%
<i>Tend to agree</i>	53.7%	56.4%	44.4%	56.9%	54.3%	47.8%	55.0%	46.2%	54.5%
<i>Neither</i>	12.2%	13.0%	0.0%	8.0%	13.7%	21.7%	12.8%	7.7%	0.0%
<i>Tend to disagree</i>	5.8%	3.9%	0.0%	4.6%	4.6%	4.3%	4.5%	7.7%	9.1%
<i>Strongly disagree</i>	2.7%	1.9%	0.0%	2.9%	2.0%	4.3%	2.5%	0.0%	0.0%
<i>Don't know</i>	7.8%	11.1%	33.3%	8.0%	10.7%	17.4%	10.0%	7.7%	18.2%

Q16. Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?

Respondents were given a list of five statements, and asked to indicate to what extent each statement applies to services in the area from five options. The five options ranged from a great deal to not at all and included a don't know option. Table 16.1 shows the results from this question when the don't know responses have been discounted. Using table 16.1, the three statements with the greatest percentage of respondents indicating a great deal or to some extent are: CBC and partners treat all groups of people fairly (85.2%) and CBC and partners are working to make the area safer (78.7%).

Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?										
	A great deal		To some extent		Not very much		Not at all		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%
CBC and partners are working to make the area safer	84	11.4%	359	48.5%	100	13.5%	20	2.7%	177	23.9%
CBC and partners promote the interests of local residents	74	10.1%	304	41.4%	129	17.6%	35	4.8%	192	26.2%
CBC and partners act on the concerns of local residents	70	9.5%	299	40.7%	128	17.4%	42	5.7%	196	26.7%
CBC and partners treat all groups of people fairly	126	17.2%	277	37.8%	43	5.9%	27	3.7%	259	35.4%
CBC and partners are working to make the area cleaner and greener	118	15.9%	326	44.1%	112	15.1%	30	4.1%	154	20.8%

Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area? (Excluding respondents indicating don't know)									
	A great deal		To some extent		Not very much		Not at all		
	No.	%	No.	%	No.	%	No.	%	
CBC and partners are working to make the area safer	84	14.9%	359	63.8%	100	17.8%	20	3.6%	
CBC and partners promote the interests of local residents	74	13.7%	304	56.1%	129	23.8%	35	6.5%	
CBC and partners act on the concerns of local residents	70	13.0%	299	55.5%	128	23.7%	42	7.8%	
CBC and partners treat all groups of people fairly	126	26.6%	277	58.6%	43	9.1%	27	5.7%	
CBC and partners are working to make the area cleaner and greener	118	20.1%	326	55.6%	112	19.1%	30	5.1%	



CBC and partners are working to make the area safer

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was South (51.5%), compared to a low of 58.0% for East area. A high of 65.2% of respondents aged 25 to 34 years indicated *very* or *fairly strongly*, compared to a low of 55.4% of respondents aged 35 to 44 years. A total of 58.7% of male respondents, and 60.9% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 59.5% of people with a disability indicated *very* or *fairly strongly* compared

with 60.8% of respondents without a disability, and 59.9% of White British respondents indicated the same, compared with 64.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>A great deal</i>	11.4%	7.7%	11.2%	11.2%	16.7%
<i>A fair amount</i>	48.6%	50.3%	50.3%	48.7%	44.4%
<i>Not very much</i>	13.7%	17.5%	9.5%	12.9%	15.3%
<i>Not at all</i>	2.6%	2.7%	5.9%	0.9%	1.4%
<i>Don't know</i>	23.6%	21.9%	23.1%	26.3%	22.2%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	11.2%	18.8%	11.6%	7.8%	9.2%	13.4%	10.2%	13.3%	15.4%
<i>A fair amount</i>	48.8%	43.8%	53.6%	47.6%	47.2%	47.8%	54.3%	47.6%	23.1%
<i>Not very much</i>	13.4%	12.5%	10.1%	14.6%	11.3%	13.4%	17.3%	12.4%	15.4%
<i>Not at all</i>	2.7%	0.0%	4.3%	1.9%	4.2%	5.1%	0.0%	1.0%	0.0%
<i>Don't know</i>	23.9%	25.0%	20.3%	28.2%	28.2%	20.4%	18.1%	25.7%	46.2%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	12.2%	10.9%	11.1%	13.1%	10.9%	4.3%	11.0%	16.0%	18.2%
<i>A fair amount</i>	46.5%	50.0%	33.3%	46.4%	49.9%	34.8%	48.9%	48.0%	45.5%
<i>Not very much</i>	16.7%	11.1%	0.0%	16.1%	12.6%	13.0%	13.6%	16.0%	18.2%
<i>Not at all</i>	3.8%	2.1%	0.0%	1.2%	2.8%	13.0%	2.9%	0.0%	0.0%
<i>Don't know</i>	20.8%	25.8%	55.6%	23.2%	23.8%	34.8%	23.6%	20.0%	18.2%

CBC and partners promote the interests of local residents

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (56.3%), compared to a low of 46.7% for South area. A high of 57.1% of respondents aged 65 to 74 years indicated *very* or *fairly strongly*, compared to a low of 31.3% of respondents aged 24 years and under. A total of 52.4% of male respondents, and 51.2% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 47.8% of people with a disability indicated *very* or *fairly strongly* compared with 53.1% of respondents without a disability, and 51.8% of White British respondents indicated the same, compared with 56.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>A great deal</i>	10.1%	7.8%	10.2%	9.9%	13.2%
<i>A fair amount</i>	41.6%	39.7%	36.5%	45.7%	43.1%
<i>Not very much</i>	17.7%	22.3%	18.6%	15.1%	15.3%
<i>Not at all</i>	4.7%	5.6%	6.6%	3.4%	3.5%
<i>Don't know</i>	25.9%	24.6%	28.1%	25.9%	25.0%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	10.1%	6.3%	18.8%	9.8%	4.9%	10.8%	10.3%	11.0%	7.7%
<i>A fair amount</i>	41.6%	25.0%	36.2%	43.1%	41.3%	40.1%	46.8%	46.0%	15.4%
<i>Not very much</i>	17.5%	31.3%	14.5%	12.7%	18.2%	19.7%	19.0%	16.0%	15.4%
<i>Not at all</i>	4.8%	0.0%	8.7%	2.9%	4.9%	7.6%	4.8%	1.0%	0.0%
<i>Don't know</i>	26.0%	37.5%	21.7%	31.4%	30.8%	21.7%	19.0%	26.0%	61.5%

Table 16.6: Do you agree that CBC and partners promote the interests of local residents, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	10.8%	9.3%	22.2%	10.4%	10.2%	0.0%	9.7%	20.0%	18.2%
<i>A fair amount</i>	41.6%	41.9%	22.2%	37.4%	42.9%	39.1%	42.1%	36.0%	18.2%
<i>Not very much</i>	18.5%	17.1%	0.0%	21.5%	16.7%	13.0%	18.0%	12.0%	18.2%
<i>Not at all</i>	6.6%	3.6%	0.0%	5.5%	4.3%	13.0%	4.9%	0.0%	9.1%
<i>Don't know</i>	22.4%	28.1%	55.6%	25.2%	25.9%	34.8%	25.3%	32.0%	36.4%

CBC and partners act on the concerns of local residents

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was West (53.8%), compared to a low of 46.6% for East area. A high of 56.3% of respondents aged 65 to 74 years indicated *very* or *fairly strongly*, compared to a low of 26.7% of respondents aged 24 years and under. A total of 48.9% of male respondents, and 51.1% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 48.2% of people with a disability indicated *very* or *fairly strongly* compared with 51.1% of respondents without a disability, and 50.3% of White British respondents indicated the same, compared with 56.0% of respondents from other ethnic backgrounds.

Table 16.7: Do you agree that CBC and partners act on the concerns of local residents, by Community Assembly area.

	All areas	East	South	West	North
<i>A great deal</i>	9.5%	7.2%	8.9%	9.4%	13.5%
<i>A fair amount</i>	40.8%	39.4%	40.5%	44.4%	36.9%
<i>Not very much</i>	17.6%	24.4%	15.5%	13.7%	17.7%
<i>Not at all</i>	5.7%	6.1%	6.5%	4.7%	5.7%
<i>Don't know</i>	26.4%	22.8%	28.6%	27.8%	26.2%

Table 16.8: Do you agree that CBC and partners act on the concerns of local residents, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	9.5%	6.7%	13.2%	8.7%	5.6%	10.9%	7.9%	12.5%	15.4%
<i>A fair amount</i>	40.8%	20.0%	42.6%	38.8%	42.0%	38.5%	48.4%	42.3%	0.0%
<i>Not very much</i>	17.4%	26.7%	14.7%	12.6%	15.4%	20.5%	19.8%	16.3%	30.8%
<i>Not at all</i>	5.6%	13.3%	7.4%	4.9%	4.9%	9.0%	4.8%	1.9%	0.0%
<i>Don't know</i>	26.6%	33.3%	22.1%	35.0%	32.2%	21.2%	19.0%	26.9%	53.8%

Table 16.9: Do you agree that CBC and partners act on the concerns of local residents, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	9.4%	9.0%	22.2%	12.7%	8.7%	4.3%	9.2%	20.0%	9.1%
<i>A fair amount</i>	39.5%	42.1%	11.1%	35.5%	42.4%	30.4%	41.1%	36.0%	36.4%
<i>Not very much</i>	21.0%	15.0%	22.2%	21.7%	16.6%	13.0%	17.6%	16.0%	27.3%
<i>Not at all</i>	7.0%	4.8%	0.0%	5.4%	5.5%	13.0%	5.9%	0.0%	9.1%
<i>Don't know</i>	23.1%	29.0%	44.4%	24.7%	26.9%	39.1%	26.2%	28.0%	18.2%

CBC and partners treat all groups of people fairly

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (66.5%), compared to a low of 52.1% for South area. A high of 62.5% of respondents aged 24 years and under indicated *very* or *fairly strongly*, compared to a low of 53.5% of respondents aged 45 to 54 years. A total of 54.5% of male respondents, and 56.3% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 52.8% of people with a disability indicated *very* or *fairly strongly* compared with 56.9% of respondents without a disability, and 55.5% of White British respondents indicated the same, compared with 60.0% of respondents from other ethnic backgrounds.

Table 16.10: Do you agree that CBC and partners treat all groups of people fairly, by Community Assembly area.

	All areas	East	South	West	North
<i>A great deal</i>	17.4%	16.8%	16.2%	16.0%	21.7%
<i>A fair amount</i>	37.9%	36.3%	35.9%	36.4%	44.8%
<i>Not very much</i>	6.0%	8.9%	4.8%	6.5%	2.8%
<i>Not at all</i>	3.6%	4.5%	4.2%	1.7%	4.9%
<i>Don't know</i>	35.1%	33.5%	38.9%	39.4%	25.9%

Table 16.11: Do you agree that CBC and partners treat all groups of people fairly, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	17.1%	12.5%	20.3%	19.6%	15.5%	17.8%	12.8%	19.8%	15.4%
<i>A fair amount</i>	38.2%	50.0%	36.2%	37.3%	38.0%	40.1%	43.2%	34.7%	0.0%
<i>Not very much</i>	5.8%	12.5%	8.7%	1.0%	5.6%	5.1%	8.8%	5.0%	7.7%
<i>Not at all</i>	3.6%	6.3%	5.8%	2.9%	2.1%	5.7%	4.0%	1.0%	0.0%
<i>Don't know</i>	35.3%	18.8%	29.0%	39.2%	38.7%	31.2%	31.2%	39.6%	76.9%

Table 16.12: Do you agree that CBC and partners treat all groups of people fairly, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	17.8%	16.9%	11.1%	16.6%	17.7%	8.7%	17.1%	20.0%	18.2%
<i>A fair amount</i>	36.7%	39.4%	11.1%	36.2%	39.2%	21.7%	38.4%	40.0%	27.3%
<i>Not very much</i>	8.4%	4.3%	0.0%	8.6%	5.1%	4.3%	6.1%	0.0%	9.1%
<i>Not at all</i>	4.9%	2.9%	0.0%	3.1%	3.8%	4.3%	3.5%	8.0%	9.1%
<i>Don't know</i>	32.2%	36.5%	77.8%	35.6%	34.3%	60.9%	35.0%	32.0%	36.4%

CBC and partners are working to make the area cleaner and greener

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (64.8%), compared to a low of 53.0% for East area. A high of 68.8% of respondents aged 24 years and under indicated *very* or *fairly strongly*, compared to a low of 55.1% of respondents aged 55 to 64 years. A total of 60.1% of male respondents, and 59.3% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 59.1% of people with a disability indicated *very* or *fairly strongly*.

compared with 60.4% of respondents without a disability, and 59.5% of White British respondents indicated the same, compared with 64.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>A great deal</i>	16.1%	10.5%	16.1%	17.1%	21.4%
<i>A fair amount</i>	44.0%	42.5%	44.0%	45.3%	43.4%
<i>Not very much</i>	15.4%	20.4%	14.3%	13.2%	13.8%
<i>Not at all</i>	4.0%	5.0%	5.4%	2.6%	3.4%
<i>Don't know</i>	20.6%	21.5%	20.2%	21.8%	17.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	15.8%	18.8%	18.8%	16.7%	8.5%	16.5%	15.7%	21.9%	15.4%
<i>A fair amount</i>	44.3%	50.0%	44.9%	41.2%	47.2%	38.6%	48.8%	43.8%	53.8%
<i>Not very much</i>	15.0%	0.0%	11.6%	13.7%	14.1%	19.0%	18.1%	14.3%	0.0%
<i>Not at all</i>	4.1%	6.3%	7.2%	4.9%	4.9%	5.1%	1.6%	1.0%	7.7%
<i>Don't know</i>	20.8%	25.0%	17.4%	23.5%	25.4%	20.9%	15.7%	19.0%	23.1%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	18.1%	13.9%	22.2%	17.5%	15.5%	13.0%	15.6%	20.0%	18.2%
<i>A fair amount</i>	42.0%	45.4%	55.6%	41.6%	44.9%	43.5%	43.9%	44.0%	63.6%
<i>Not very much</i>	17.0%	13.7%	0.0%	19.3%	14.2%	4.3%	15.6%	8.0%	9.1%
<i>Not at all</i>	6.3%	2.8%	0.0%	2.4%	4.5%	8.7%	4.1%	4.0%	0.0%
<i>Don't know</i>	16.7%	24.1%	22.2%	19.3%	20.9%	30.4%	20.7%	24.0%	9.1%

Q17. On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?

Respondents were given a list of six statements, and asked to indicate the one which best reflected their opinion. The six statements were: *I speak positively about the Council without being asked*, *I speak positively about the Council if I am asked about it*, *I am negative about the Council if I am asked about it*, *I am negative about the Council without being asked*, *I have no views one way or another*, and *don't know*. The statement indicated by the greatest percentage of respondents was *I speak positively of the Council if I am asked about it* (37.2%), followed by *I have no views one way or another* (31.9%). The statement indicated by the least percentage of respondents was *I am negative about the Council without being asked* (4.2%).

Table 17: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?		
	No.	%
<i>I speak positively of the Council without being asked</i>	43	5.8%
<i>I speak positively of the Council if I am asked about it</i>	274	37.2%
<i>I am negative about the Council if I am asked about it</i>	91	12.4%
<i>I am negative about the Council without being asked</i>	31	4.2%
<i>I have no views one way or another</i>	235	31.9%
<i>Don't know</i>	62	8.4%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *I speak positively of the Council without being asked* or *I speak positively of the Council if I am asked about it* was West (48.2%), compared to a low of 38.7% for East area. A high of 60.2% of respondents aged 75 years and over indicated *I speak positively of the Council without being asked* or *I speak positively of the*

Council if I am asked about it, compared to a low of 36.3% of respondents aged 35 to 44 years. A total of 45.4% of male respondents, and 41.2% of female respondents indicated *I speak positively of the Council without being asked or I speak positively of the Council if I am asked about it*. When the results are analysed by disability, 45.8% of people with a disability indicated *I speak positively of the Council without being asked or I speak positively of the Council if I am asked about it* compared with 42.2% of respondents without a disability, and 42.7% of White British respondents indicated the same, compared with 46.2% of respondents from other ethnic backgrounds.

Table 17.1: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council, by Community Assembly area.

	All areas	East	South	West	North
<i>I speak positively of the Council without being asked</i>	5.9%	6.1%	8.2%	6.1%	2.8%
<i>I speak positively of the Council if I am asked about it</i>	37.4%	32.6%	34.5%	42.1%	39.6%
<i>I am negative about the Council if I am asked about it</i>	12.4%	16.0%	9.4%	12.3%	11.8%
<i>I am negative about the Council without being asked</i>	4.1%	3.9%	5.8%	3.1%	4.2%
<i>I have no views one way or another</i>	31.6%	35.9%	29.2%	29.8%	31.9%
<i>Don't know</i>	8.4%	5.5%	12.9%	6.6%	9.7%

Table 17.2: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>I speak positively of the Council without being asked</i>	5.8%	0.0%	7.2%	3.0%	5.6%	4.5%	4.8%	11.5%	0.0%
<i>I speak positively of the Council if I am asked about it</i>	37.4%	37.5%	33.3%	33.3%	34.5%	34.2%	40.3%	48.7%	33.3%
<i>I am negative about the Council if I am asked about it</i>	12.5%	6.3%	15.9%	11.1%	13.4%	14.8%	13.7%	7.1%	8.3%
<i>I am negative about the Council without being asked</i>	4.0%	6.3%	10.1%	0.0%	2.1%	5.8%	5.6%	1.8%	0.0%
<i>I have no views one way or another</i>	32.1%	25.0%	30.4%	44.4%	32.4%	31.0%	30.6%	23.9%	50.0%
<i>Don't know</i>	8.4%	25.0%	2.9%	8.1%	12.0%	9.7%	4.8%	7.1%	8.3%

Table 17.3: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>I speak positively of the Council without being asked</i>	7.6%	4.1%	0.0%	10.9%	4.4%	0.0%	5.2%	23.1%	0.0%
<i>I speak positively of the Council if I am asked about it</i>	37.8%	37.1%	37.5%	34.9%	37.8%	28.6%	37.5%	23.1%	60.0%
<i>I am negative about the Council if I am asked about it</i>	16.2%	10.0%	12.5%	13.1%	12.0%	23.8%	12.8%	3.8%	10.0%
<i>I am negative about the Council without being asked</i>	6.5%	2.6%	0.0%	5.7%	3.8%	0.0%	3.9%	11.5%	10.0%
<i>I have no views one way or another</i>	25.1%	36.6%	50.0%	22.3%	35.5%	33.3%	32.5%	23.1%	20.0%
<i>Don't know</i>	6.9%	9.6%	0.0%	13.1%	6.6%	14.3%	8.2%	15.4%	0.0%

4. Accessing Services and Finding Information

Q18. Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?

Respondents were advised that by benefits, we mean positive impacts it has on the area. Respondents were given a list of five options, ranging from *very well informed* to *not well informed at all*, including a *don't know* option, and asked to indicate one option. 10.6% of respondents indicated *don't know* to this question. A total of 59.7% of respondents indicated *very well informed* or *fairly well informed*. A total 15.4% of respondents indicated *not very well informed* or *not well informed at all*.

	No.	%
<i>Very well informed</i>	79	10.6%
<i>Fairly well informed</i>	366	49.1%
<i>Not very well informed</i>	185	24.8%
<i>Not well informed at all</i>	36	4.8%
<i>Don't know</i>	79	10.6%

Response	Percentage
<i>Very well informed</i>	10.6%
<i>Fairly well informed</i>	49.1%
<i>Not very well informed</i>	24.8%
<i>Not well informed at all</i>	4.8%
<i>Don't know</i>	10.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly well informed* was South (60.8%), compared to a low of 57.7% for East area. A high of 69.9% of respondents aged 75 years and over indicated *very* or *fairly well informed*, compared to a low of 31.3% of respondents aged 24 years and under. A total of 61.1% of male respondents, and 59.6% of female respondents indicated *very* or *fairly well informed*. When the results are analysed by disability, 62.7% of people with a disability indicated *very* or *fairly well informed* compared with 59.6% of respondents without a disability, and 59.3% of White British respondents indicated the same, compared with 73.0% of respondents from other ethnic backgrounds.

Table 18.1: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides, by Community Assembly area.

	All areas	East	South	West	North
<i>Very well informed</i>	10.5%	8.8%	14.6%	7.7%	12.3%
<i>Fairly well informed</i>	49.0%	48.9%	46.2%	50.9%	49.3%
<i>Not very well informed</i>	25.0%	28.0%	24.0%	25.6%	21.2%
<i>Not well informed at all</i>	4.8%	3.8%	6.4%	4.3%	4.8%
<i>Don't know</i>	10.8%	10.4%	8.8%	11.5%	12.3%

Table 18.2: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very well informed</i>	10.6%	0.0%	5.8%	10.8%	7.8%	9.5%	13.4%	15.0%	23.1%
<i>Fairly well informed</i>	49.3%	31.3%	42.0%	47.1%	52.5%	48.1%	52.8%	54.9%	23.1%
<i>Not very well informed</i>	24.9%	56.3%	40.6%	25.5%	22.7%	24.1%	20.5%	18.6%	30.8%
<i>Not well informed at all</i>	4.7%	0.0%	4.3%	2.0%	5.0%	8.2%	3.9%	3.5%	7.7%
<i>Don't know</i>	10.6%	12.5%	7.2%	14.7%	12.1%	10.1%	9.4%	8.0%	15.4%

Table 18.3: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very well informed</i>	13.0%	8.5%	11.1%	16.4%	8.8%	4.5%	10.4%	19.2%	10.0%
<i>Fairly well informed</i>	48.1%	51.1%	22.2%	46.3%	50.8%	40.9%	48.9%	53.8%	50.0%
<i>Not very well informed</i>	25.9%	23.6%	44.4%	23.2%	25.0%	31.8%	25.6%	7.7%	30.0%
<i>Not well informed at all</i>	5.5%	3.8%	11.1%	5.6%	3.9%	18.2%	4.8%	3.8%	0.0%
<i>Don't know</i>	7.5%	13.0%	11.1%	8.5%	11.5%	4.5%	10.4%	15.4%	10.0%

Q19. Have you seen the publication *Your Chesterfield*?

Respondents were given two options: *yes* or *no*, and asked to indicate one. 53.3% of respondents indicated *no*, and 46.7% indicated *yes* they had seen the publication.

	No.	%
Yes	332	46.7%
No	379	53.3%

A horizontal bar chart with two bars. The top bar is labeled 'Yes' and has a value of 46.7%. The bottom bar is labeled 'No' and has a value of 53.3%. Both bars are colored in a dark red/maroon shade.

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *yes* was South (52.6%), compared to a low of 47.4% for East area. A high of 60.0% of respondents aged 65 to 74 years indicated *yes*, compared to a low of 26.7% of respondents aged 24 years and under. 48.9% of male respondents, and 45.9% of female respondents indicated *yes*. When the results are analysed by disability, 46.2% of people with a disability indicated *yes* compared with 56.8% of respondents without a disability, and 46.9% of White British respondents indicated the same, compared with 40.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
Yes	46.6%	52.6%	41.6%	42.9%	51.1%
No	53.4%	47.4%	58.4%	57.1%	48.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
Yes	46.6%	26.7%	29.0%	29.1%	47.4%	51.3%	60.0%	56.4%	36.4%
No	53.4%	73.3%	71.0%	70.9%	52.6%	48.7%	40.0%	43.6%	63.6%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
Yes	48.9%	45.9%	33.3%	46.2%	46.8%	41.2%	46.9%	40.0%	60.0%
No	51.1%	54.1%	66.7%	53.8%	53.2%	58.8%	53.1%	60.0%	40.0%

Q20. If yes, how informed do you feel about the Councils services after reading Your Chesterfield?

Only those respondents that indicated yes to question 20 were asked this question. Respondents were given five options ranging from *fully informed* to *not at all informed* including a *don't know* option, and asked to indicate one. A total of 80.2% of respondents indicated they feel either *fully informed* or *fairly informed* about the Councils services after reading Your Chesterfield. A total of 7.2% indicated either *not really informed* or *not at all informed*.

	No.	%
<i>Fully informed</i>	59	16.9%
<i>Fairly informed</i>	221	63.3%
<i>Neither</i>	31	8.9%
<i>Not really informed</i>	22	6.3%
<i>Not at all informed</i>	3	0.9%
<i>Don't know</i>	13	3.7%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *fully* or *fairly informed* was West (82.8%), compared to a low of 76.0% for East area. A high of 86.5% of respondents aged 65 to 74 years indicated *fully* or *fairly informed*, compared to a low of 50.0% of respondents aged 24 years and under. A total of 79.4% of male respondents, and 82.3% of female respondents indicated *fully* or *fairly informed*. When the results are analysed by disability, 81.7% of people with a disability indicated *fully* or *fairly informed* compared with 81.2% of respondents without a disability, and 81.9% of White British respondents indicated the same, compared with 80.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Fully informed</i>	16.9%	17.7%	15.8%	13.1%	21.9%
<i>Fairly informed</i>	63.1%	58.3%	63.2%	69.7%	60.3%
<i>Neither</i>	9.0%	11.5%	5.3%	11.1%	6.8%
<i>Not really informed</i>	6.4%	6.3%	7.9%	4.0%	8.2%
<i>Not at all informed</i>	0.9%	1.0%	1.3%	0.0%	1.4%
<i>Don't know</i>	3.8%	5.2%	6.6%	2.0%	1.4%

Table 20.2: If yes, how informed do you feel about the Councils services after reading Your Chesterfield, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Fully informed</i>	16.8%	0.0%	15.0%	20.0%	10.1%	17.7%	18.9%	20.0%	20.0%
<i>Fairly informed</i>	63.9%	50.0%	60.0%	60.0%	60.9%	65.8%	67.6%	66.2%	40.0%
<i>Neither</i>	9.0%	25.0%	10.0%	13.3%	20.3%	6.3%	2.7%	1.5%	40.0%
<i>Not really informed</i>	6.1%	25.0%	5.0%	3.3%	5.8%	7.6%	5.4%	6.2%	0.0%
<i>Not at all informed</i>	0.9%	0.0%	5.0%	0.0%	0.0%	0.0%	1.4%	1.5%	0.0%
<i>Don't know</i>	3.5%	0.0%	5.0%	3.3%	2.9%	2.5%	4.1%	4.6%	0.0%

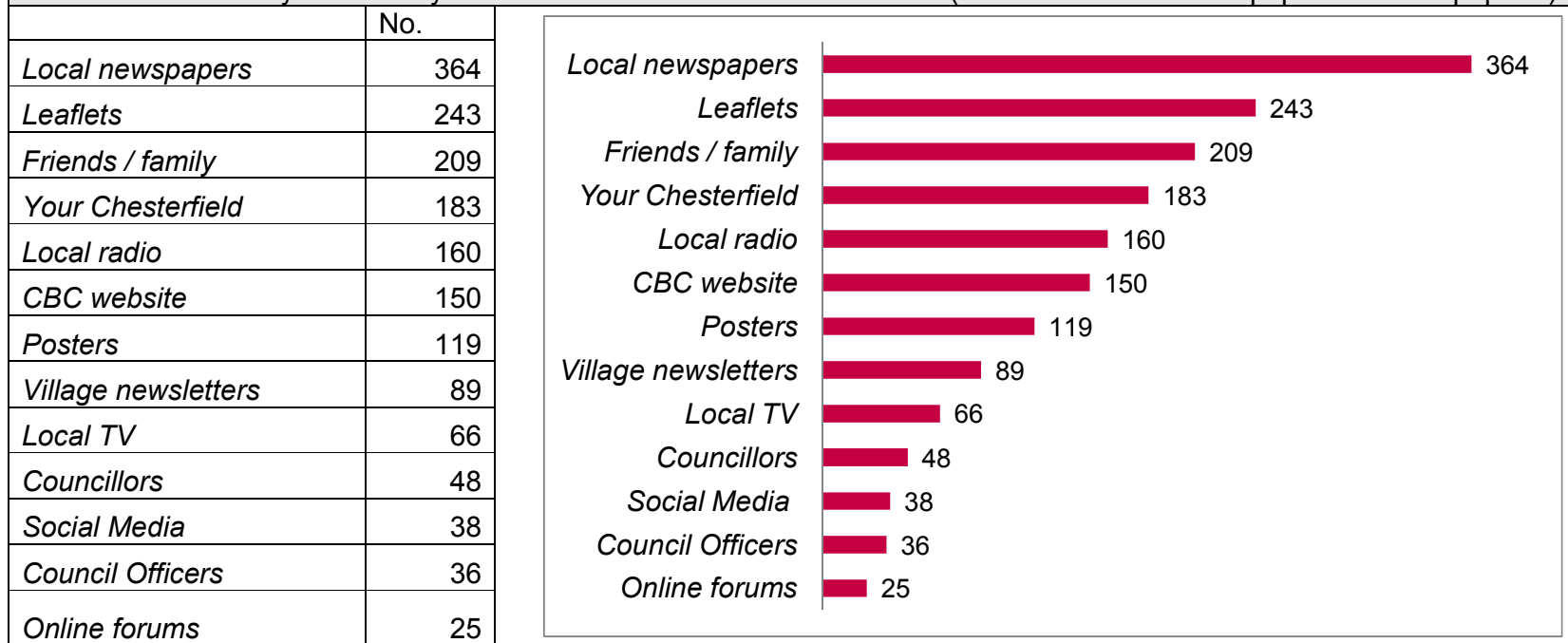
Table 20.3: If yes, how informed do you feel about the Councils services after reading Your Chesterfield, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Fully informed</i>	15.6%	18.3%	0.0%	17.1%	17.3%	0.0%	17.2%	20.0%	0.0%
<i>Fairly informed</i>	63.8%	64.0%	66.7%	64.6%	63.9%	54.5%	64.7%	60.0%	16.7%
<i>Neither</i>	11.3%	7.1%	33.3%	4.9%	10.0%	18.2%	7.6%	0.0%	66.7%
<i>Not really informed</i>	7.1%	5.1%	0.0%	7.3%	5.6%	9.1%	5.7%	20.0%	16.7%
<i>Not at all informed</i>	0.7%	1.0%	0.0%	2.4%	0.4%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	1.4%	4.6%	0.0%	3.7%	2.8%	18.2%	3.9%	0.0%	0.0%

Q21. Where do you currently find out information about the Council?

Respondents were given a list of 13 sources, and asked to indicate all that they currently use to find information about the Council. There was also an *other, website please specify* and an *other, please specify* option.

Table 21: Where do you currently find out information about the Council? (Listed in order of most popular to least popular)



These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The most popular option indicated by each group has been identified in bold text.

	All areas	East	South	West	North
<i>Local newspapers</i>	360	85	84	122	69
<i>Local radio</i>	158	39	38	48	33
<i>Local TV</i>	66	14	18	22	12
<i>Social Media</i>	37	11	9	12	5
<i>Online forums</i>	25	7	7	6	5
<i>Village newsletters</i>	86	35	18	20	13
<i>Your Chesterfield</i>	181	56	39	52	34
<i>CBC website</i>	149	34	38	48	29
<i>Leaflets</i>	239	54	58	72	55
<i>Posters</i>	118	27	26	43	22
<i>Councillors</i>	47	16	9	10	12
<i>Council Officers</i>	36	8	12	10	6
<i>Friends / family</i>	208	61	47	56	44

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Local newspapers</i>	361	6	29	51	62	86	61	61	5
<i>Local radio</i>	159	3	17	25	34	33	25	22	0
<i>Local TV</i>	66	1	6	7	9	24	9	10	0
<i>Social Media</i>	38	1	13	8	9	6	1	0	0
<i>Online forums</i>	25	0	7	5	6	7	0	0	0
<i>Village newsletters</i>	88	2	9	14	16	18	22	7	0
<i>Your Chesterfield</i>	182	1	12	14	29	50	44	31	1
<i>CBC website</i>	148	4	34	32	40	21	11	4	2
<i>Leaflets</i>	242	5	23	31	45	50	52	28	8
<i>Posters</i>	117	5	11	19	20	24	24	12	2
<i>Councillors</i>	48	2	3	2	8	11	11	10	1
<i>Council Officers</i>	35	2	5	1	10	7	4	5	1
<i>Friends / family</i>	208	6	21	31	35	45	32	35	3

Table 21.3: Where do you currently find out information about the Council, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Local newspapers</i>	140	208	5	88	256	14	346	12	3
<i>Local radio</i>	58	96	1	40	114	1	152	6	1
<i>Local TV</i>	30	35	0	20	43	1	62	2	1
<i>Social Media</i>	12	26	0	6	31	0	36	1	0
<i>Online forums</i>	11	14	0	4	21	0	23	2	0
<i>Village newsletters</i>	31	55	0	21	64	2	84	4	1
<i>Your Chesterfield</i>	64	116	1	40	138	2	174	7	2
<i>CBC website</i>	57	90	1	16	130	1	139	7	3
<i>Leaflets</i>	80	153	7	50	180	9	228	9	4
<i>Posters</i>	44	71	1	25	86	4	112	6	0
<i>Councillors</i>	25	22	0	17	29	1	44	2	1
<i>Council Officers</i>	19	14	0	13	20	1	34	1	1
<i>Friends / family</i>	74	130	1	58	141	8	199	7	1

21: Other website, please specify:

The following other websites were submitted by respondents:

Table 21.4: Other, please specify:

- *Derbyshire Times website*
- *chesterfieldpost.co.uk (x2)*
- *www.gov.uk*
- *www.derbyshire.gov.uk*

21: Other, please specify:

The following other sources were submitted by respondents:

Table 21.5: Other, please specify:

- *Annual Council Tax bill (x4)*
- *Parents*

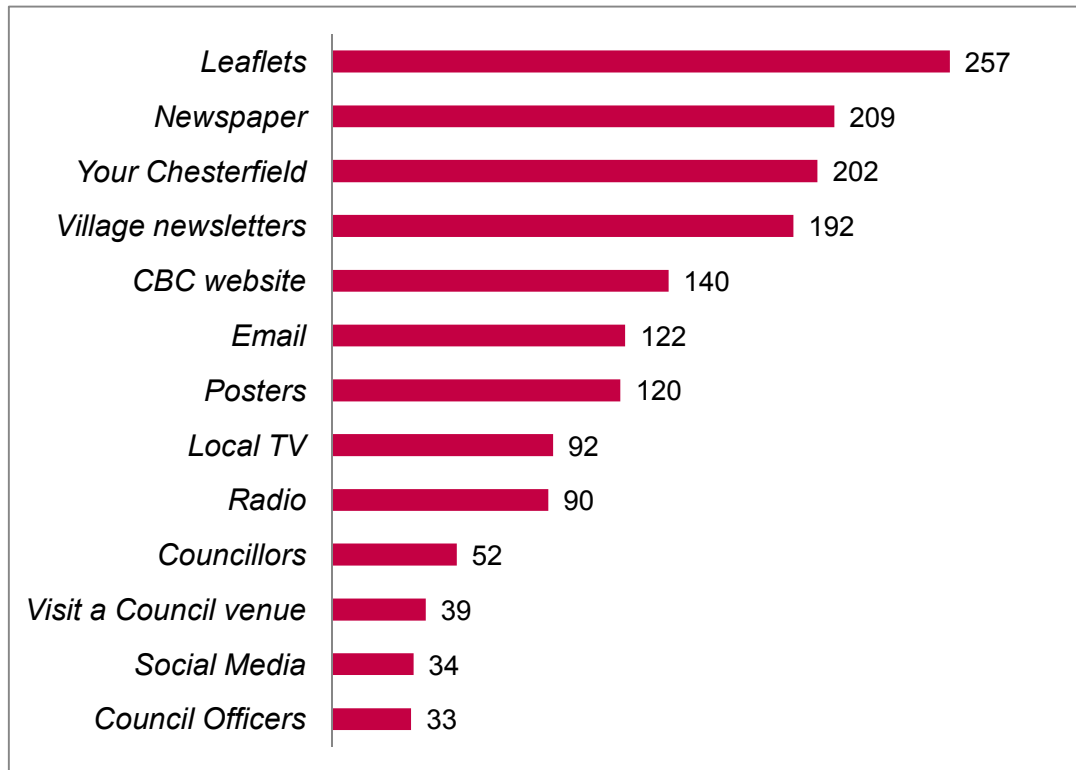
• <i>By telephone (x3)</i>	• <i>Political DCC and CBC meetings</i>
• <i>Derbyshire Times Occasionally</i>	• <i>Reflections Magazine</i>
• <i>Letters from the Council (x3)</i>	• <i>S40 magazine</i>
• <i>Library</i>	• <i>See things happening in the area</i>
• <i>Library, Staveley</i>	• <i>Twist magazine (x2)</i>
• <i>Newspaper</i>	• <i>Over 60 forums</i>
• <i>Occasional leaflet informing of any new activities/interests</i>	• <i>Visiting the Council offices (x2)</i>
• <i>Used to go to local forum meetings - Now no information locally</i>	• <i>Word of mouth (x2)</i>
	• <i>Work</i>

Q22. How would you like to receive information about the Council?

Respondents were given a list of 16 methods of communication, and asked to indicate all that they would be happy to receive information about the Council by. There was also an *other, please specify* option. The three most popular options indicated by respondents were: leaflets (257), newspaper (209), and Your Chesterfield (202).

Table 22: How would you like to receive information about the Council? (Listed in order of most popular to least popular)

	No.
<i>Leaflets</i>	257
<i>Newspaper</i>	209
<i>Your Chesterfield</i>	202
<i>Village newsletters</i>	192
<i>CBC website</i>	140
<i>Email</i>	122
<i>Posters</i>	120
<i>Local TV</i>	92
<i>Radio</i>	90
<i>Councillors</i>	52
<i>Visit a Council venue</i>	39
<i>Social Media</i>	34
<i>Council Officers</i>	33
<i>Text</i>	19
<i>Online forums</i>	17
<i>Telephone</i>	14



These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The most popular option indicated by each group has been identified in bold text.

Table 22.1 How would you like to receive information about the Council, by Community Assembly area.					
	All areas	East	South	West	North
<i>CBC website</i>	140	34	34	47	25
<i>Telephone</i>	14	3	4	5	2
<i>Visit a Council venue</i>	39	9	9	14	7
<i>Radio</i>	89	19	22	25	23
<i>Email</i>	120	36	25	35	24
<i>Text</i>	19	5	4	5	5
<i>Newspaper</i>	207	53	46	65	43
<i>Local TV</i>	92	20	25	30	17
<i>Social Media</i>	34	9	10	12	3
<i>Online forums</i>	17	5	3	7	2
<i>Your Chesterfield</i>	199	52	53	62	32
<i>Village newsletters</i>	188	69	42	36	41
<i>Leaflets</i>	255	60	69	74	52

Table 22.2 How would you like to receive information about the Council, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>CBC website</i>	139	4	25	34	36	27	9	2	2
<i>Telephone</i>	14	0	1	1	1	7	0	4	0
<i>Visit a Council venue</i>	39	0	3	4	13	11	3	4	1
<i>Radio</i>	90	1	8	15	26	20	9	11	0
<i>Email</i>	121	6	17	28	25	23	17	4	1
<i>Text</i>	19	2	4	4	3	4	0	2	0
<i>Newspaper</i>	207	4	22	24	36	49	35	35	2
<i>Local TV</i>	91	2	11	12	16	22	14	14	0
<i>Social Media</i>	34	1	11	10	6	4	1	1	0
<i>Online forums</i>	17	0	4	0	5	7	1	0	0
<i>Your Chesterfield</i>	200	3	19	19	30	54	42	31	2
<i>Village newsletters</i>	190	6	24	23	33	40	36	27	1
<i>Leaflets</i>	255	7	32	32	55	47	36	39	7

Table 22.3 How would you like to receive information about the Council, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>CBC website</i>	49	87	1	12	124	2	130	6	3
<i>Telephone</i>	5	8	0	9	4	1	13	1	0
<i>Visit a Council venue</i>	17	21	0	7	27	3	34	4	0
<i>Radio</i>	28	62	0	20	69	0	86	4	0
<i>Email</i>	51	67	3	19	102	0	113	5	4
<i>Text</i>	7	11	1	4	13	2	19	0	0
<i>Newspaper</i>	80	121	2	52	148	6	199	9	0
<i>Local TV</i>	33	57	1	26	64	0	87	5	0
<i>Social Media</i>	15	18	0	6	27	0	32	1	0
<i>Online forums</i>	8	9	0	5	12	0	16	1	0
<i>Your Chesterfield</i>	76	119	2	47	146	4	192	6	3
<i>Village newsletters</i>	65	117	2	55	128	5	182	6	2
<i>Leaflets</i>	91	157	5	66	178	9	241	12	3

22: Other, please specify:

The following other sources were submitted by respondents:

Table 22.4 Other, please specify:	
<i>By post (x6)</i>	<i>Visits from our Council officers at our Staveley over 50s forum</i>
<i>They don't seem to be bothered</i>	<i>I wouldnt as I feel all information is mostly used as a political tool</i>
<i>Retired, rely on family for info</i>	<i>Local newspaper (which I don't receive any more)</i>
<i>I do not want to receive information about the council (x3)</i>	<i>Community Assemblies</i>
<i>An information point in the library with a weekly or monthly update on council plans/decisions</i>	<i>Why bother its all lies anyway</i>
	<i>Derbyshire times</i>

Q23. How easy do you find getting the information you need from the Councils website?

Respondents were given six options ranging from *very easy* to *very difficult*, including a *don't know* option and asked to indicate one. Using table 23.1, a total of 64.7% of respondents indicated *very easy* or *fairly easy*. A total 16.8% of respondents indicated *fairly difficult* or *very difficult*.

Table 23: How easy do you find getting the information you need from the Councils website?		
	No.	%
<i>Very easy</i>	46	6.4%
<i>Fairly easy</i>	215	29.9%
<i>Neither</i>	74	10.3%
<i>Fairly difficult</i>	38	5.3%
<i>Very difficult</i>	30	4.2%
<i>Don't know</i>	317	44.0%

Table 23.1: How easy do you find getting the information you need from the Councils website? (Excluding don't know responses)		
	No.	%
<i>Very easy</i>	46	11.4%
<i>Fairly easy</i>	215	53.3%
<i>Neither</i>	74	18.4%
<i>Fairly difficult</i>	38	9.4%
<i>Very difficult</i>	30	7.4%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (38.0%), compared to a low of 35.2% for West area. A high of 56.5% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 12.2% of respondents aged 75 years and over. A total of 35.3% of male respondents, and 38.0% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 29.1% of people with a disability indicated *very* or *fairly easy* compared

with 39.6% of respondents without a disability, and 36.1% of White British respondents indicated the same, compared with 42.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very easy</i>	6.5%	7.9%	7.2%	4.4%	7.3%
<i>Fairly easy</i>	30.1%	29.4%	29.3%	30.8%	30.7%
<i>Neither</i>	10.0%	10.7%	9.0%	9.7%	10.9%
<i>Fairly difficult</i>	5.4%	6.2%	6.0%	4.4%	5.1%
<i>Very difficult</i>	4.0%	3.4%	4.8%	2.6%	5.8%
<i>Don't know</i>	44.1%	42.4%	43.7%	48.0%	40.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	6.4%	6.3%	7.2%	6.8%	5.7%	9.0%	3.3%	6.1%	9.1%
<i>Fairly easy</i>	30.0%	18.8%	49.3%	45.6%	31.2%	30.8%	25.0%	6.1%	18.2%
<i>Neither</i>	10.2%	12.5%	8.7%	13.6%	15.6%	9.6%	5.8%	5.1%	18.2%
<i>Fairly difficult</i>	5.2%	18.8%	7.2%	1.9%	5.0%	8.3%	1.7%	2.0%	27.3%
<i>Very difficult</i>	4.2%	0.0%	5.8%	1.9%	5.0%	3.2%	2.5%	9.2%	0.0%
<i>Don't know</i>	44.0%	43.8%	21.7%	30.1%	37.6%	39.1%	61.7%	71.4%	27.3%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	6.7%	6.6%	0.0%	7.3%	6.5%	0.0%	5.9%	15.4%	20.0%
<i>Fairly easy</i>	28.6%	31.4%	44.4%	21.8%	33.1%	9.5%	30.2%	26.9%	0.0%
<i>Neither</i>	9.5%	10.5%	22.2%	7.3%	11.3%	9.5%	9.7%	11.5%	30.0%
<i>Fairly difficult</i>	3.5%	6.4%	11.1%	4.2%	5.6%	4.8%	5.2%	7.7%	10.0%
<i>Very difficult</i>	3.9%	4.7%	0.0%	7.9%	3.1%	4.8%	4.3%	0.0%	10.0%
<i>Don't know</i>	47.7%	40.4%	22.2%	51.5%	40.4%	71.4%	44.8%	38.5%	30.0%

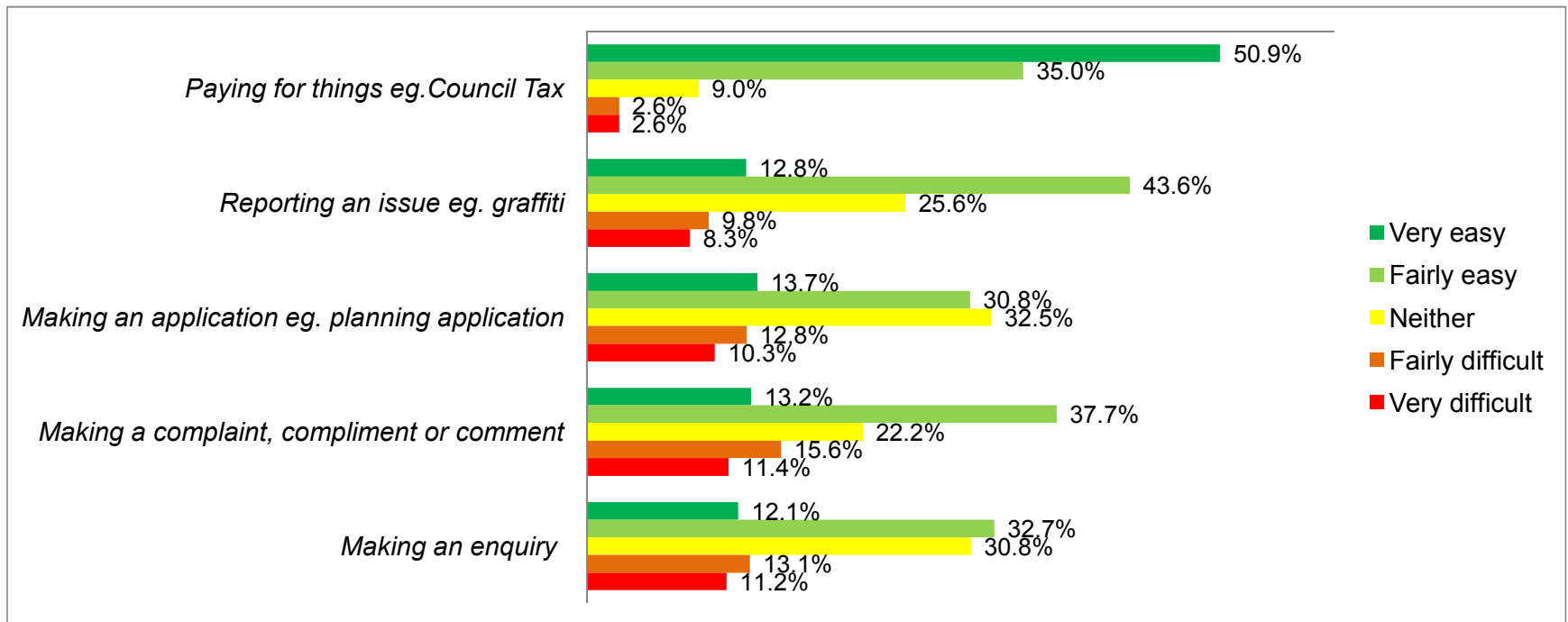
Q24. How easy do you find making transactions on the Councils website?

Respondents were given a list of five different transactions, and asked to indicate how easy they found each by selecting one of six options. The six options ranged from *very easy* to *very difficult*, including a *don't know/not used* option. Table 24.1 shows the results when the *don't know* responses have been excluded. Referring to table 24.1, a total of 28% of respondents indicated that they find paying for things either *very easy* or *fairly easy*. 11% of respondents indicated that they found reporting an issue either *very easy* or *fairly easy*, and a total of 7.8% of respondents indicated the same for making an application. A total of 12.1% of respondents indicated that they found making a complaint, compliment or comment either *very easy* or *fairly easy*, and a total of 7% of respondents indicated the same for making an enquiry.

Table 24: How easy do you find making transactions on the Councils website?												
	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult		Don't know / not used	
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%	484	67.4%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%	551	80.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%	553	82.5%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%	523	75.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%	574	84.3%

Table 24.1: How easy do you find making transactions on the Councils website? (Excluding don't know responses)

	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%



Paying for things eg. Council Tax

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (31.2%), compared to a low of 25.8% for South area. A high of 50.0% of respondents aged 24 years and under indicated *very* or *fairly easy*, compared to a low of 22.5% of respondents aged 35 to 44 years. A total of 28.7% of male respondents, and 28.2% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 32.3% of people with a disability indicated *very* or *fairly easy* compared with 27.1% of respondents without a disability, and 27.2% of White British respondents indicated the same, compared with 52.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very easy</i>	16.7%	17.8%	13.5%	15.9%	20.1%
<i>Fairly easy</i>	11.5%	12.1%	12.3%	10.6%	11.1%
<i>Neither</i>	2.8%	2.3%	1.2%	3.1%	4.9%
<i>Fairly difficult</i>	0.8%	1.1%	1.2%	0.9%	0.0%
<i>Very difficult</i>	0.8%	0.6%	1.8%	0.9%	0.0%
<i>Don't know</i>	67.3%	66.1%	69.9%	68.6%	63.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	16.6%	25.0%	21.7%	14.7%	15.1%	13.7%	13.9%	23.8%	15.4%
<i>Fairly easy</i>	11.3%	25.0%	15.9%	7.8%	15.1%	9.2%	13.1%	6.9%	0.0%
<i>Neither</i>	2.9%	12.5%	2.9%	2.0%	0.7%	3.9%	3.3%	4.0%	0.0%
<i>Fairly difficult</i>	0.8%	0.0%	2.9%	0.0%	0.7%	1.3%	0.0%	1.0%	0.0%
<i>Very difficult</i>	0.8%	0.0%	1.4%	0.0%	1.4%	2.0%	0.0%	0.0%	0.0%
<i>Don't know</i>	67.4%	37.5%	55.1%	75.5%	66.9%	69.9%	69.7%	64.4%	84.6%

Table 24.4: How easy do you find paying for things on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	17.0%	16.8%	0.0%	18.0%	16.4%	4.5%	16.0%	36.0%	9.1%
<i>Fairly easy</i>	11.7%	11.4%	0.0%	14.3%	10.7%	9.1%	11.2%	16.0%	9.1%
<i>Neither</i>	3.5%	2.7%	0.0%	4.3%	2.5%	0.0%	2.8%	8.0%	0.0%
<i>Fairly difficult</i>	0.0%	1.2%	0.0%	1.9%	0.6%	0.0%	0.9%	0.0%	0.0%
<i>Very difficult</i>	0.4%	1.2%	0.0%	1.9%	0.6%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	67.5%	66.7%	100.0%	59.6%	69.3%	86.4%	68.2%	40.0%	81.8%

Reporting an issue eg. graffiti

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (15.2%), compared to a low of 8.2% for West area. A high of 19.2% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 6.6% of respondents aged 55 to 64 years. A total of 9.8% of male respondents, and 12.1% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 14.2% of people with a disability indicated *very* or *fairly easy* compared with 10.3% of respondents without a disability, and 10.1% of White British respondents indicated the same, compared with 29.2% of respondents from other ethnic backgrounds.

Table 24.5: How easy do you find reporting an issue on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	2.5%	3.1%	1.9%	1.8%	3.6%
<i>Fairly easy</i>	8.6%	11.1%	6.5%	6.4%	11.6%
<i>Neither</i>	4.7%	3.7%	6.5%	3.6%	5.8%
<i>Fairly difficult</i>	1.9%	2.5%	0.6%	2.7%	1.4%
<i>Very difficult</i>	1.6%	1.2%	3.9%	0.9%	0.7%
<i>Don't know</i>	80.6%	78.4%	80.5%	84.5%	76.8%

Table 24.6: How easy do you find reporting an issue on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	2.5%	6.3%	7.4%	3.0%	1.5%	1.3%	2.7%	1.2%	0.0%
<i>Fairly easy</i>	8.4%	12.5%	11.8%	10.9%	8.9%	5.3%	9.8%	5.8%	0.0%
<i>Neither</i>	5.0%	6.3%	1.5%	2.0%	4.4%	9.3%	4.5%	5.8%	0.0%
<i>Fairly difficult</i>	1.9%	12.5%	0.0%	0.0%	1.5%	4.0%	0.0%	2.3%	8.3%
<i>Very difficult</i>	1.6%	6.3%	1.5%	0.0%	2.2%	2.6%	1.8%	0.0%	0.0%
<i>Don't know</i>	80.6%	56.3%	77.9%	84.2%	81.5%	77.5%	81.3%	84.9%	91.7%

Table 24.7: How easy do you find reporting an issue on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	1.9%	3.0%	0.0%	2.0%	2.8%	0.0%	2.2%	12.5%	0.0%
<i>Fairly easy</i>	7.9%	9.1%	0.0%	12.2%	7.5%	4.8%	7.9%	16.7%	18.2%
<i>Neither</i>	6.0%	4.5%	0.0%	7.5%	4.3%	0.0%	5.1%	4.2%	0.0%
<i>Fairly difficult</i>	2.3%	1.3%	11.1%	2.7%	1.4%	4.8%	1.6%	8.3%	9.1%
<i>Very difficult</i>	1.1%	1.8%	0.0%	4.1%	0.8%	4.8%	1.7%	0.0%	0.0%
<i>Don't know</i>	80.8%	80.3%	88.9%	71.4%	83.3%	85.7%	81.5%	58.3%	72.7%

Making an application eg. planning application

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was East (10.0%), compared to a low of 6.5% for West area. A high of 16.2% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 5.0% of respondents aged 35 to 44 years. A total of 8.8% of male respondents, and 7.0% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 7.8% of people with a disability indicated *very* or *fairly easy* compared with 8.0% of respondents without a disability, and 7.0% of White British respondents indicated the same, compared with 29.1% of respondents from other ethnic backgrounds.

Table 24.8: How easy do you find making an application on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	2.4%	5.0%	2.0%	0.9%	2.2%
<i>Fairly easy</i>	5.5%	5.0%	5.3%	5.6%	5.9%
<i>Neither</i>	5.5%	7.5%	2.0%	4.7%	8.1%
<i>Fairly difficult</i>	2.3%	4.3%	2.0%	1.4%	1.5%
<i>Very difficult</i>	1.8%	1.2%	4.0%	1.4%	0.7%
<i>Don't know</i>	82.6%	77.0%	84.8%	85.9%	81.5%

Table 24.9: How easy do you find making an application on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	2.4%	6.3%	5.9%	1.0%	3.0%	1.4%	1.8%	2.4%	0.0%
<i>Fairly easy</i>	5.4%	6.3%	10.3%	4.0%	4.5%	4.2%	8.0%	3.6%	0.0%
<i>Neither</i>	5.5%	12.5%	1.5%	3.0%	6.8%	7.0%	5.4%	7.2%	0.0%
<i>Fairly difficult</i>	2.2%	0.0%	2.9%	1.0%	4.5%	2.8%	0.9%	1.2%	0.0%
<i>Very difficult</i>	1.8%	6.3%	0.0%	2.0%	3.8%	1.4%	0.9%	1.2%	0.0%
<i>Don't know</i>	82.6%	68.8%	79.4%	89.1%	77.4%	83.2%	83.0%	84.3%	100.0%

Table 24.10: How easy do you find making an application on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	2.7%	2.3%	0.0%	2.1%	2.6%	0.0%	2.2%	8.3%	0.0%
<i>Fairly easy</i>	6.1%	4.7%	0.0%	5.7%	5.4%	5.3%	4.8%	20.8%	0.0%
<i>Neither</i>	3.8%	7.0%	0.0%	7.9%	5.0%	0.0%	5.9%	0.0%	0.0%
<i>Fairly difficult</i>	2.3%	2.3%	0.0%	2.9%	2.2%	0.0%	2.1%	8.3%	0.0%
<i>Very difficult</i>	1.5%	1.8%	0.0%	5.0%	1.0%	0.0%	1.6%	4.2%	9.1%
<i>Don't know</i>	83.7%	81.8%	100.0%	76.4%	83.9%	94.7%	83.5%	58.3%	90.9%

Making a complaint, compliment or comment

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (15.7%), compared to a low of 9.4% for South area. A high of 21.7% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 7.0% of respondents aged 35 to 44 years. A total of 11.1% of male respondents, and 13.4% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 15.3% of people with a disability indicated *very* or *fairly easy* compared with 11.3% of respondents without a disability, and 11.8% of White British respondents indicated the same, compared with 25.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very easy</i>	4.2%	2.6%	1.8%	5.1%	4.2%
<i>Fairly easy</i>	11.5%	9.1%	7.6%	9.5%	11.5%
<i>Neither</i>	6.1%	4.5%	4.0%	7.3%	6.1%
<i>Fairly difficult</i>	4.8%	4.5%	2.7%	2.9%	4.8%
<i>Very difficult</i>	2.4%	5.2%	2.2%	1.5%	2.4%
<i>Don't know</i>	70.9%	74.0%	81.7%	73.7%	70.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	3.2%	6.3%	8.7%	0.0%	2.2%	2.0%	2.7%	6.5%	0.0%
<i>Fairly easy</i>	9.2%	6.3%	13.0%	7.0%	12.5%	6.0%	8.0%	11.8%	0.0%
<i>Neither</i>	5.4%	12.5%	1.4%	7.0%	4.4%	7.4%	5.3%	3.2%	8.3%
<i>Fairly difficult</i>	3.8%	6.3%	5.8%	1.0%	2.9%	6.0%	2.7%	3.2%	8.3%
<i>Very difficult</i>	2.8%	6.3%	1.4%	1.0%	5.1%	3.4%	2.7%	1.1%	0.0%
<i>Don't know</i>	75.7%	62.5%	69.6%	84.0%	72.8%	75.2%	78.8%	74.2%	83.3%

Table 24.13: How easy do you find making a complaint, compliment or comment on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	3.0%	3.3%	0.0%	4.0%	2.9%	0.0%	2.9%	12.5%	0.0%
<i>Fairly easy</i>	8.1%	10.1%	0.0%	11.3%	8.4%	9.1%	8.9%	12.5%	0.0%
<i>Neither</i>	6.7%	4.3%	11.1%	9.3%	4.1%	9.1%	5.4%	4.2%	0.0%
<i>Fairly difficult</i>	4.8%	2.8%	11.1%	5.3%	3.5%	0.0%	3.5%	12.5%	0.0%
<i>Very difficult</i>	3.0%	2.5%	0.0%	5.3%	2.0%	4.5%	2.8%	0.0%	9.1%
<i>Don't know</i>	74.4%	77.1%	77.8%	64.9%	79.0%	77.3%	76.5%	58.3%	90.9%

Making an enquiry including Freedom of Information request

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was East (10.5%), compared to a low of 5.0% for West area. A high of 15.2% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 3.4% of respondents aged 55 to 64 years. A total of 8.2% of male respondents, and 6.6% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 9.3% of people with a disability indicated *very* or *fairly easy* compared with 6.2% of respondents without a disability, and 6.6% of White British respondents indicated the same, compared with 21.7% of respondents from other ethnic backgrounds.

Table 24.14: How easy do you find making an enquiry including a Freedom of Information request on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	1.9%	3.1%	0.7%	1.8%	2.2%
<i>Fairly easy</i>	5.1%	7.4%	6.6%	3.2%	3.6%
<i>Neither</i>	4.8%	7.4%	3.3%	4.1%	4.4%
<i>Fairly difficult</i>	2.1%	1.2%	2.0%	2.7%	2.2%
<i>Very difficult</i>	1.8%	1.8%	4.0%	0.9%	0.7%
<i>Don't know</i>	84.4%	79.1%	83.4%	87.3%	86.9%

Table 24.15: How easy do you find making an enquiry including a Freedom of Information request on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	1.9%	6.3%	6.1%	1.0%	0.7%	0.7%	1.7%	3.4%	0.0%
<i>Fairly easy</i>	5.2%	6.3%	9.1%	4.0%	5.2%	2.7%	6.0%	6.9%	0.0%
<i>Neither</i>	4.9%	12.5%	1.5%	4.0%	5.2%	5.5%	6.0%	4.6%	0.0%
<i>Fairly difficult</i>	2.1%	0.0%	0.0%	0.0%	0.7%	6.2%	1.7%	1.1%	8.3%
<i>Very difficult</i>	1.8%	12.5%	0.0%	2.0%	3.7%	1.4%	0.9%	0.0%	0.0%
<i>Don't know</i>	84.2%	62.5%	83.3%	89.1%	84.4%	83.6%	83.6%	83.9%	91.7%

Table 24.16: How easy do you find making an enquiry including a Freedom of Information request on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	3.0%	1.3%	0.0%	1.3%	2.2%	0.0%	1.6%	13.0%	0.0%
<i>Fairly easy</i>	5.2%	5.3%	0.0%	8.0%	4.0%	9.5%	5.0%	8.7%	0.0%
<i>Neither</i>	4.5%	4.8%	11.1%	8.0%	4.2%	0.0%	5.0%	4.3%	0.0%
<i>Fairly difficult</i>	3.4%	1.0%	11.1%	4.0%	1.4%	4.8%	1.9%	4.3%	9.1%
<i>Very difficult</i>	1.9%	1.0%	11.1%	4.7%	0.8%	4.8%	1.7%	0.0%	9.1%
<i>Don't know</i>	82.0%	86.5%	66.7%	74.0%	87.5%	81.0%	84.9%	69.6%	81.8%

Q25. If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?

Respondents were given a list of six options, and an *other, please specify* option. The options listed were: friends or relatives, search on the internet, contact the Credit Union, contact the Council, contact a local advice agency and I would not know who to contact. A high of 50.6% of respondents indicated they would contact a local advice agency, followed by 45% of respondents indicating they would contact friends or relatives. 30.3% of respondents indicated that they would search on the internet.

Table 25: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?

	No.	%
<i>Friends or relatives</i>	309	45.0%
<i>Search on the internet</i>	208	30.3%
<i>Contact the Credit Union</i>	18	2.6%
<i>Contact the Council</i>	84	12.2%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	347	50.6%
<i>I would not know who to contact</i>	66	9.6%

25: Other, please specify:

The following other contacts were submitted by respondents:

Table 25.1: Other, please specify:	
<i>Bank (x19)</i>	<i>It is extremely difficult to contact CAB due to lack of volunteers answering the telephone</i>
<i>Debt company, charity</i>	<i>Local councillor</i>
<i>Chesterfield Law Centre</i>	<i>Martin Lewis website</i>
<i>Contact my bank re mortgage</i>	<i>My husband does it online</i>
<i>Council staff are unapproachable and 98% of the time, dictate and threatening</i>	<i>N/A (x3)</i>
<i>DCC, Unemployed Workers Centre</i>	<i>Professional colleagues</i>

<i>Financial advisor (x11)</i>	<i>See my accountant</i>
<i>I am a pensioner so do not need this advice</i>	<i>Stepchange, Church -Methodist, Anglican, Sovereign and Chesterfield Churches Together, Credit Action</i>
<i>I would sort myself (x5)</i>	<i>Stepping Stones</i>
<i>I would telephone the company we are with</i>	<i>Trade union</i>
<i>Internet and then Bank</i>	<i>Unemployed Workers Centre</i>

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The most popular option indicated by each group has been highlighted in bold text.

Table 25.2: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact, by Community Assembly area.					
	All areas	East	South	West	North
<i>Friends or relatives</i>	45.2%	45.2%	47.4%	45.6%	41.9%
<i>Search on the internet</i>	30.1%	29.2%	32.7%	32.3%	25.0%
<i>Contact the Credit Union</i>	2.7%	2.4%	3.8%	1.4%	3.7%
<i>Contact the Council</i>	12.3%	11.9%	16.7%	6.9%	16.2%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	50.5%	50.6%	55.1%	41.9%	58.8%
<i>I would not know who to contact</i>	9.7%	10.7%	8.3%	11.1%	8.1%

Table 25.3: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact, by age group.									
	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Friends or relatives</i>	45.1%	66.7%	59.1%	50.5%	45.3%	33.3%	35.1%	55.8%	40.0%
<i>Search on the internet</i>	30.2%	53.3%	45.5%	45.3%	37.2%	30.6%	18.0%	6.7%	30.0%
<i>Contact the Credit Union</i>	2.6%	13.3%	4.5%	0.0%	4.4%	2.0%	2.7%	0.0%	10.0%
<i>Contact the Council</i>	12.3%	40.0%	15.2%	7.4%	10.9%	11.6%	9.9%	16.3%	10.0%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	50.7%	33.3%	50.0%	52.6%	51.1%	57.8%	54.1%	37.5%	50.0%
<i>I would not know who to contact</i>	9.6%	20.0%	3.0%	7.4%	10.2%	6.8%	12.6%	14.4%	10.0%

Table 25.4: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Friends or relatives</i>	42.0%	48.0%	50.0%	43.9%	46.0%	36.4%	44.9%	48.0%	42.9%
<i>Search on the internet</i>	32.2%	29.8%	37.5%	14.6%	36.7%	4.5%	30.3%	28.0%	28.6%
<i>Contact the Credit Union</i>	2.3%	2.5%	12.5%	4.9%	2.0%	0.0%	2.5%	8.0%	0.0%
<i>Contact the Council</i>	11.4%	11.8%	25.0%	20.1%	9.3%	18.2%	12.0%	24.0%	0.0%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	47.3%	53.3%	50.0%	54.9%	49.7%	40.9%	50.7%	48.0%	71.4%
<i>I would not know who to contact</i>	8.0%	9.8%	12.5%	12.8%	8.3%	18.2%	10.1%	0.0%	0.0%

5. About You

Community Assembly Area

Respondents were broken down into the four Community Assembly Areas to enable further analysis. A high of 31.7% of respondents are in the West Assembly area, 25.1% in East, 23.3% in South, and 19.9% in North.

Community Assembly area of respondents		
		%
<i>East</i>	188	25.1%
<i>South</i>	175	23.3%
<i>West</i>	238	31.7%
<i>North</i>	149	19.9%

<i>EAST</i>	25.1%
<i>SOUTH</i>	23.3%
<i>WEST</i>	31.7%
<i>NORTH</i>	19.9%

Respondents were advised that completing the equalities monitoring questions will help us ensure we are providing a fair service. All the questions are optional but answering them will help us to make sure our services meet the needs of all our communities.

Q26. What is your gender?

Respondents were given four options including *prefer not to say* and asked to indicate one. A high of 58.5% of respondents indicated their gender as *female*, with 40.2% indicating *male*, 0.1% indicating *transgender*, and 1.2% *preferring not to say*.

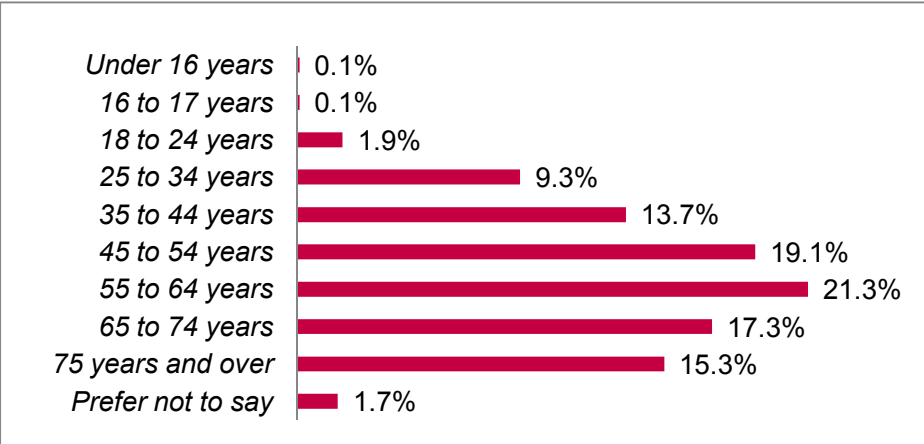
Table 26: What is your gender?	
	%
<i>Male</i>	40.2%
<i>Female</i>	58.5%
<i>Transgender</i>	0.1%
<i>Prefer not to say</i>	1.2%

<i>Male</i>	40.2%
<i>Female</i>	58.5%
<i>Transgender</i>	0.1%
<i>Prefer not to say</i>	1.2%

Q27. How old are you?

Respondents were given ten options, including *prefer not to say*, and asked to indicate their age. 1.7% of respondents indicated *prefer not to say* in response to this question. A high of 21.3% of respondents indicated their age as 55 to 64 years, followed by 19.1% of respondents indicating 45 to 54 years.

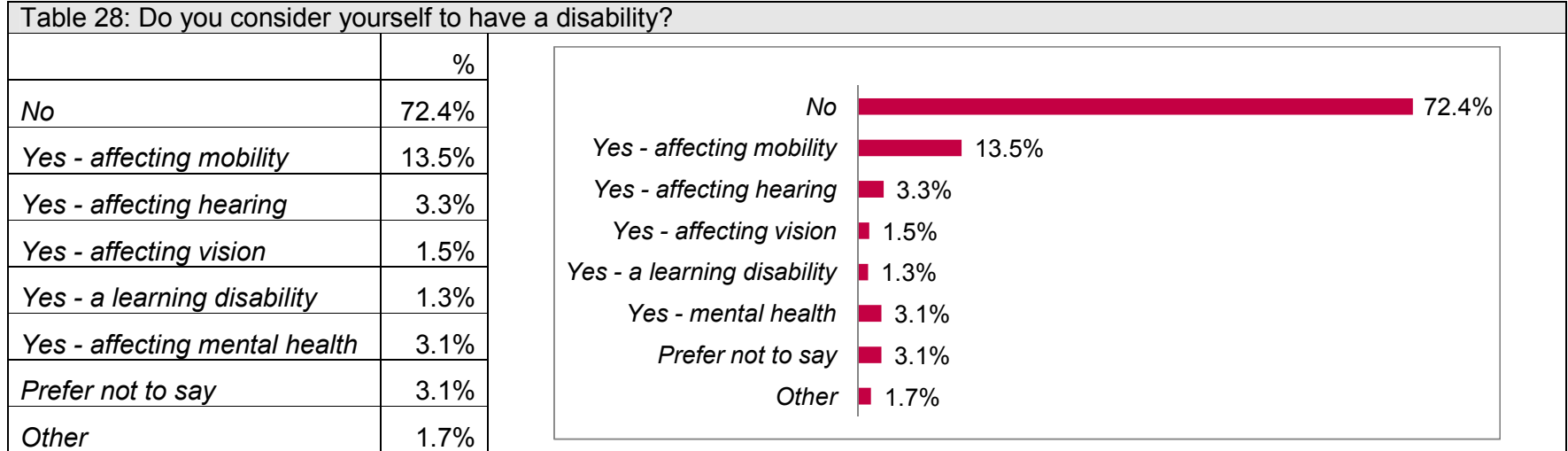
Table 27: How old are you?	
	%
<i>Under 16 years</i>	0.1%
<i>16 to 17 years</i>	0.1%
<i>18 to 24 years</i>	1.9%
<i>25 to 34 years</i>	9.3%
<i>35 to 44 years</i>	13.7%
<i>45 to 54 years</i>	19.1%
<i>55 to 64 years</i>	21.3%
<i>65 to 74 years</i>	17.3%
<i>75 years and over</i>	15.3%
<i>Prefer not to say</i>	1.7%



Q28. The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?

Respondents were given seven options, including *prefer not to say*, and asked to indicate one. There was also an *other, please specify* option. 72.4% of respondents indicated no disability, with 3.1% of respondents indicating *prefer not to say*. 24.5% of respondents indicated a disability of some sort. This is reflective of the percentage of the whole Boroughs residents that identify themselves as having a disability (23.1%, Census 2011).

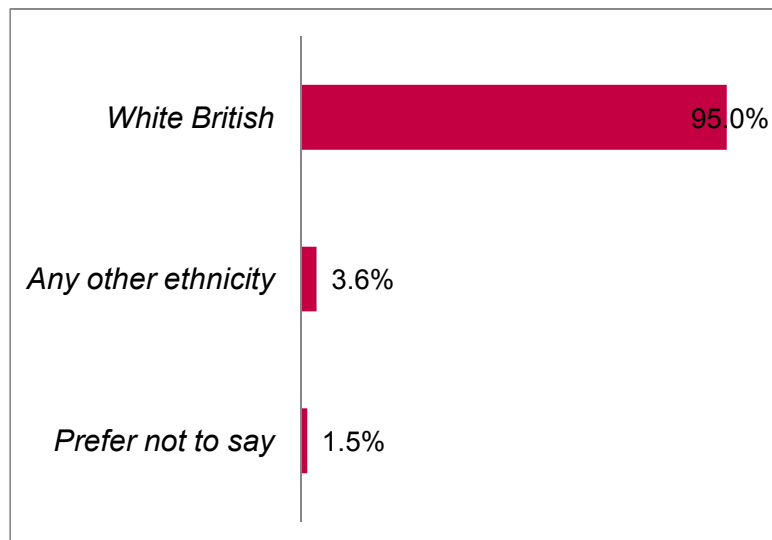
Table 28: Do you consider yourself to have a disability?



Q29. What is your ethnicity?

Respondents were given a list of 18 options, including prefer not to say, and asked to indicate one. There was also an *other, please specify* option. 95.0% of respondents indicated their ethnicity as White British, 1.5% indicated *prefer not to say*, and 3.6% indicated other ethnicities (shown below).

Table 29: What is your ethnicity?			
	%		%
<i>White British</i>	95.0%	<i>Any other Asian background</i>	0.0%
<i>White Irish</i>	0.0%	<i>Black Caribbean</i>	0.4%
<i>Any other White background</i>	1.1%	<i>Black African</i>	0.3%
<i>White and Black Caribbean</i>	0.0%	<i>Any other Black background</i>	0.0%
<i>White and Black African</i>	0.1%	<i>Chinese</i>	0.3%
<i>White and Asian</i>	0.3%	<i>Gypsy</i>	0.0%
<i>Any other Mixed background</i>	0.0%	<i>Traveller</i>	0.0%
<i>Indian</i>	0.3%	<i>Prefer not to say</i>	1.5%
<i>Pakistani</i>	0.1%	<i>Other</i>	0.8%
<i>Bangladeshi</i>	0.0%		

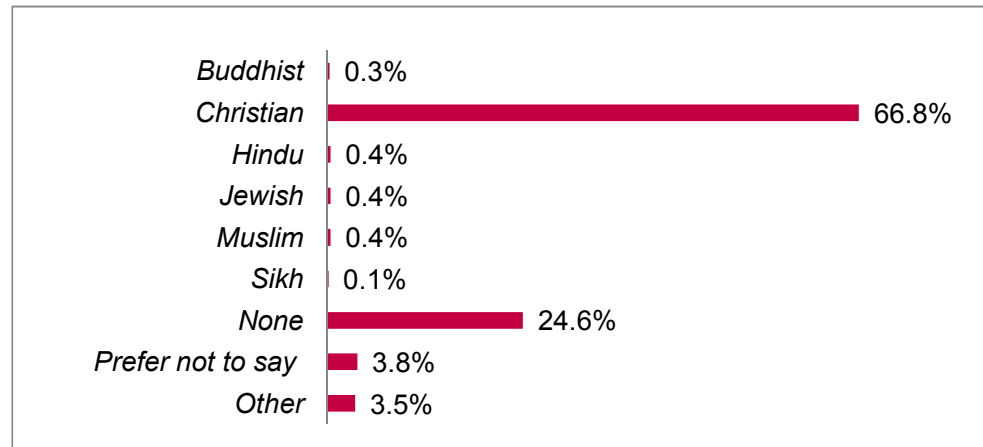


Q30. Which of the following best describes your religion?

Respondents were given a list of 9 options, including prefer not to say, and asked to indicate one. There was also an *other, please specify* option. A high of 66.8% of respondents indicated Christian, followed by 24.6% indicating none. 3.8% indicated *prefer not to say* and a total of 5.1% of respondents indicated another religion (shown in the table below).

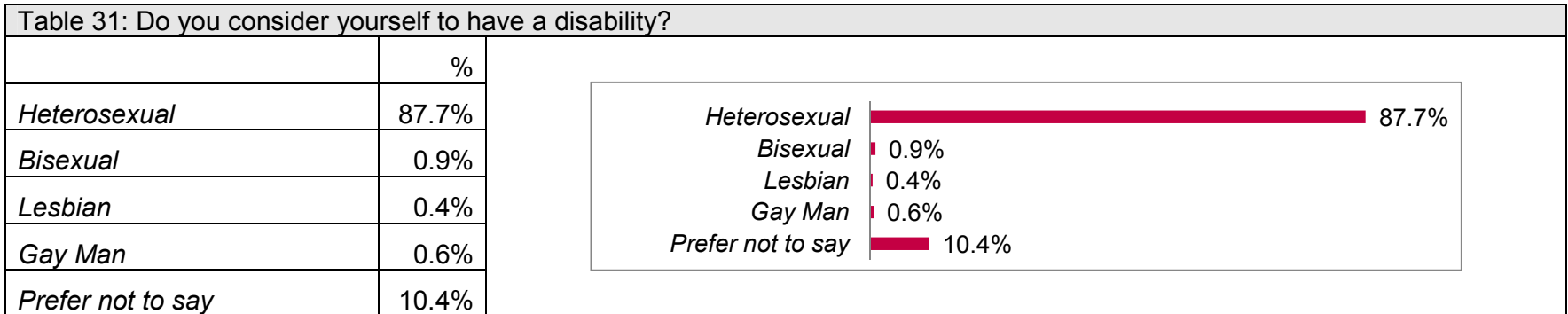
Table 30: Do you consider yourself to have a disability?

	%
<i>Buddhist</i>	0.3%
<i>Christian</i>	66.8%
<i>Hindu</i>	0.4%
<i>Jewish</i>	0.4%
<i>Muslim</i>	0.4%
<i>Sikh</i>	0.1%
<i>None</i>	24.6%
<i>Prefer not to say</i>	3.8%
<i>Other</i>	3.5%



Q31. Which of the following best describes your sexual orientation?

Respondents were given a list of 5 options, including *prefer not to say*, and asked to indicate one. 10.4% of respondents indicated *prefer not to say* in response to this question. 87.7% of respondents indicated heterosexual, 0.9% indicated bisexual, 0.4% lesbian, and 0.6% indicated gay man.



6. Further involvement

Respondents were asked to give their contact details if they are happy to take part in future consultations or be contacted about concerns raised in this survey. A total of 242 respondents gave their contact details in response to this question.

7. Other

Q32. Do you have any other comments to make?

Table 32. Compliments
<i>I am still getting to know the area again, but from what I have seen I think I will enjoy living here.</i>
<i>The area in which I live is well looked after and safe.</i>
<i>Keep up the good work</i>
<i>The Council have always been fair with me.</i>

Table 32. Compliments

CBC are the heart of Chesterfield, whilst there are areas to improve and tweak, on the whole they are good. My only concern is the privatisation of services - I believe it is poor value and more expensive in the long term.

I think the Council are helpful when they are needed for anything and other necessary problems that arise concerning the community.

When I reported an incident of dog fouling on Vincent Crescent it was dealt with promptly and efficiently and I was kept informed. Well Done. Also I feel very lucky we have the Winding Wheel and Pomegranate.

A good survey

My experience with the Council has been that they stay in contact with you over any problems and inform you of the outcome of any reported situation.

On the whole, the council does well under difficult circumstances. The paper "Our Town" astonishes me with its information about the wealth of services the council performs. This is very reassuring, even though I may not benefit personally from many of them.

I moved to Chesterfield 2 years ago, having bought a property to set down my roots here, so the Council are clearly doing something right to make it a good place to live. Facilities are really good, arts could be publicised better.

I am satisfied.

Not lived in Chesterfield very long but am really pleased with services on a whole

Very fortunate to be able to live where we do. Would not have to travel far to come across serious concerns in a community.

I am very impressed with the support of local council staff always very polite and helpful

I think the Council is working well to improve the town and attract new business/investment into the area. Have no real issues of concern.

I think Chesterfield is a very pleasant place to live. The Council services are good for all ages. Our local Councillors are caring, hard-working people who do a lot of good.

Quite an interesting survey

I live in Tapton and think the park is maintained wonderfully by the Council. I know budgets are tight throughout the Council, so really appreciate its upkeep. I feel very lucky to live in such a pleasant area of Derbyshire. My concern for my area is the huge amount of traffic now using the lanes between Brimington Common and Tapton as a quick through route. We are getting large vehicles and speeding traffic around these single track lanes and then continuing to speed down/up Paxton Road at a terrific speed. Is there anything you could advise me to do to raise awareness of this issue and possibly address the cheapest way to combat the speed in a residential area – speed bumps?

Personally, fairly new to the area and therefore have not really had a proper chance to use many of the facilities. Fairly pleased with ones I have used - Winding Wheel/Queens Park, and will be visiting Pomegranate Theatre next month.

Table 32.1 Comments about Planning Services

There have been ongoing planning applications for (I assume) housing in my area, but it appears to be impossible to find out details. Sign has been torn so cannot see ref. number. I find your website very difficult to locate details of applications or status. I strongly object to the Council giving permission to build houses on the Sheepbridge Field site, currently owned by GKM.

I live on Ballidon Close, Loundsley Green Road, most of my neighbours are aged late 70s or 80s. I have complained many times about the trees they are getting taller and wider, and cant get anything done, no one seems to care about it.

I find the planning departments attitude to home improvements old fashioned, paternalistic and its decisions are applied inconsistently. I look to the day when planning is substantially deregulated.

Objections to planning applications seem to be futile and a waste of time. Things that really affect a persons locality and quality of life seem to be out of that persons reach to influence. Speed humps are a problem, and people burning waste.

Thank you for forward planning. Environmental - You have a policy of a Smoke Control Order. Yet more and more people are having log burning stoves.

Table 32.2 Comments about roads, paths, highways and public transport

Rayleigh Avenue pathways are a disgrace, need tarmacing potholes tarmac is perished

Think you should plan when road work happens so that you are not blocking every route.

When will the road traffic issues in Hasland be sorted?

As my drive is off the main road in Brimington, will the Council pay for any damage caused by cyclists to my vehicle since they have deemed to turn the pavement into a cycle path.

Overall I am satisfied with services, I am concerned that areas are becoming difficult to access. Most areas were built when private transport was low, roads are not wide, and parking causes blockages. Some have parking on garden others on road, needs sorting

Coniston Road sometimes is like a race track cars and motorbikes exceeding speed limit every day. Traffic calming measures needed before somebody gets hurt.

I would like to see more improvements in my area and street. For example; footpaths on my street are terrible and parking is horrendous and when contacting the Council I was advised I would have to pay for a single yellow line to be added!

Lots of pavements in and around Boythorpe area are not in a good state. Need of repairs.

Speeding on town centre roads is getting progressively worse.

Suggest to block pave or other form of hard standing where there are currently grass verges or grass areas to enable cars to park, to help keep the highways uncluttered of parked vehicles.

Table 32.2 Comments about roads, paths, highways and public transport

The junction at the top of Inkersall Green Road, going onto Inkersall Road, needs traffic lights. The blind spot when pulling out is an accident waiting to happen and the slow down sign doesnt work. Drivers ignore the sign and hardly slow down.

Roads in need of repair, spend money on them instead of questionnaire and cycle lanes at Tesco roundabout.

Manor Road was recently re-tarmaced and we are still sweeping the pavement.

Please can you do anything about getting out of Flintson Avenue junction. I wrote to the police years ago about this but nothing has been done. When cars are on Handley Road you have to pull into the road before you can see if anything is coming

I feel alone in my interests in public footpaths.

I would like the council to resurface the areas around the pink traffic calmers on Bamford Road, Inkersall in the same manner as they have been done to the ones adjacent to Ilam Close. They are currently too high and have exposed edges, damaging vehicles

The bus time table at Barker Lane/Chatsworth Road is unreadable, the glass covering it is filthy.

I would like the bus service, 2A Green Farm, to run on Sundays and bank holidays

I have difficulty getting into Chesterfield as the bus is usually full when it reaches my shop which is the Sainsbury Supermarket.

Lack of public transport. Two buses required to get to Royal Hospital and a walk across town.

I was really happy to see the coping stones taken out of the Holme Brook after more than 20 years and replaced on the bridge on Purbeck Avenue. The damage to the recently installed safety barrier on Wenlock Crescent is an eyesore, needs replacing or removing

Table 32.3 Comments about housing

I would like to know why we pay more rent in a two room flat when you pay less for a 3 bed house, and cannot get anything done. Radiators out of the ark, the houses have all new and fires. Were 71-74 years old Im sleeping in a damp room.

Not much help obtained from the Housing Department. Charged the services fees wrongly for a few years until I started to investigate. They shouldnt have done this as it is your obligation to make sure accounts are accurate. The overcharged me for 4 years.

Suggest that CBC should do more to ensure that gardens are maintained in a tidy condition

The cleaning system seems to be very hit and miss. For residents paying for this service it is a little disrespectful that a bottom floor is cleaned and not the first or second floor on odd occasions.

Tenants leave rubbish around and jam the security door open. Groups are intimidating outside my flat and dog poo is left by owners on the area outside my flat.

I feel that housing department does not enforce tenancy agreements, as I see many unkempt houses and gardens.

Table 32.3 Comments about housing
<i>My home is very dark due to overgrown trees - mine and my neighbours. I need my living room light on in broad daylight. This has been reported several times.</i>
<i>My son recently contacted the Housing Department regarding his place on the housing waiting list, the lady he spoke to was extremely rude and unhelpful and speaking to other friends etc. This is the general feeling about the Housing Department.</i>
<i>My husband and I think the housing situation should be sorted out, there are people on Cordwell Avenue living in 2 and 3 bedroom houses on their own. Drug use on Cordwell Avenue.</i>
<i>Bungalows not having gas fires.</i>
<i>Had new heating installed in May, but still waiting for cupboard to cover the boiler, it has been measured twice. I have phoned and left messages but no one has called my phone. Still nothing. Its a pity you don't follow up alterations and repairs faster.</i>
<i>On the past three occasions I have contacted the Council who have agreed to carry out works they have gone back on the agreement and works have not been carried out, so why bother.</i>
<i>I have been waiting to move for over 2 years and still waiting. How long does it take?</i>
<i>Housing repair services needs improving, still waiting for a job doing over three years since first reporting it.</i>
<i>Yes, security lights left on all night on the neighbours back door. Its a nuisance! It shines very bright on my back yard. They have been told about it, but still do it.</i>

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.
<i>Please during the summer/spring months could we have the grass verges cut more often? Whey they do get round to being cut, within a week they look long and untidy, and its at least 2/3 weeks until they are done again. Please could the cut grass be collected?</i>
<i>The banking on Kendal Road is a disgrace, needs cleaning up.</i>
<i>The shops on Littlemoor shopping centre need to keep their packaging more secure, it frequently gets blown down Ringwood Avenue. Likewise the school on Cranbourne Road should mention to the pupils that litter should not be thrown on the street</i>
<i>I would like to see the road sweeper more often as they come infrequently and we have weeds 10" high which we have to remove ourselves. You don't see this in other places nearer to the town.</i>
<i>I wish people would pick up after their dogs and put litter in the bins. Also, when the local park is mowed it would be a very good idea to pick litter up first as the mowers eat up the rubbish as well as the grass and splinters it everywhere.</i>
<i>We live at New Whittington and use the canal walks at times but find that the public footpaths on route are always covered with dog mess. There arent enough dog bins and they arent emptied regularly. Similar issues at Brearley Park.</i>
<i>We have asked for a grit bin on the estate for the last 2 years, to no avail. I have asked 2/3 times for a dog waste bin to be</i>

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.

<i>installed nr field exit/entrance on the walkway accessed from Nether Croft Road.</i>
<i>The main issues I have with my local area are litter, dog mess and the pavements, and speeding vehicles down Calow Lane. The improvements to Eastwood Park are excellent, but I am concerned that litter is becoming a big problem there too.</i>
<i>More dog waste bins made accessible on Trans Pennine Way (Staveley-Inkersall). Footballers and spectators to clean up/take home rubbish instead of leaving it all over Inkersall Green playing field (orange peel, empty pop bottles, chocolate wrappers)</i>
<i>Complaints about litter around the area do not seem to be acted on. The area seems dirty and uncared for.</i>
<i>Dog fouling. Litter. Damage to car by speed bumps. Damaged roads. Excessive council tax - our private property on band D is 20 yards away from band A properties.</i>
<i>I live at Barker Lane, Brampton and the road and pavement is always full of litter. I try and keep it clean around my house, but its very depressing to the road so full with rubbish.</i>
<i>Reported previously, alas no action taken. The blocked and foul smelling drain outside Boythorpe Cemetery Gates on Hunloke Avenue, and blocked roadside drains on Walton Road. Overhanging hedgerows at junction of Hunloke Ave & Walton Rd</i>
<i>Litter around Chesterfield is my main complaint - at the side of the A61 bypass especially - but all over - Chesterfield and surrounding areas want a good old scrub!</i>
<i>I am unhappy with the way the grass verges are maintained on Carlton Road. The "mowers" do a poor job and the debris is not cleared up nor are the edges attended to. It is a "slap happy" unsupervised process.</i>
<i>There are areas that are piled up with litter which are neglected.</i>
<i>The main issue I have is dog fouling on pavements and grass verges. Its bad in Hasland sometimes and always bad at Holme Hall. Need to think of ways to tackle this.</i>
<i>Repeated and prolific dog fouling is a real problem in our area (Ashgate, Loundsley Green and Brampton). Also, overhanging trees over walkways and pavements are a hazard to pedestrians.</i>
<i>I would like residents with dogs to clean up after their animals. I have a dog and always clean up. It is a regular problem at the top of Broomhill Road. If there is anything you can do it would be appreciated.</i>
<i>Plastic recycling collections at kerbside has made a great improvement to our recycling rate.</i>
<i>Chesterfield is a good place to live, just let down with litter problems on Beetwell Street and the steps leading up to shopping arcade from coach station (first things visitors to our town see).</i>
<i>Recycling/refuse, changes too many times, insufficient space in blue bin. Also no interpreters to save money. Roads/pavements in disrepair. Grass not mown enough.</i>
<i>Dissatisfied with kerbside recycling, there are often items left on the road when collections are made, which is much worse on a windy day. The company that collects makes no effort to pick up what theyve dropped.</i>
<i>I would like more consideration when giving pubs licenses and regular checks on them as we suffer from noise pollution from them. Also fines should be enforced for people dropping litter in our parks and on our streets</i>

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.

I think neighbours could be more considerate, lighting fires when Ive just put washing out, not stopping dogs barking. The people in the flats opposite are often making a lot of noise on their balconies, late at night, getting drunk. Security lights.

The removal of all the recycling bins in the main car parks was one of the things I most disagreed with recently. The blue bin isnt enough and you need something in the town centre for when people are out.

I am mainly satisfied with the services. My only issues are dog fouling on pavements. Dogs not on leads in stand road park.

I am very dissatisfied with the bin situation because the bin collectors don't empty blue or black bins at all correctly.

If neighbours, including those in streets other than ours, wish to play loud music, including live bands, they should be made to give notice to residents. There has been an increase in parties/music events, near to Walton shops.

The Council may crow on about new projects but what about the old ones, Newbold Estates dirty streets, litter, dog mess, drinks cans, broken bottles, chip shop cartons, sludge on pavements from cars parking on front gardens, drugs openly sold on streets

The only comment I have is the gardens, it seems the only time we got the edges cut is if I constantly phone over them.

I would like to see the Council pay more attention to street cleaning etc in the Old Whittington side of town. The grass verge around the roundabout outside JE James is often littered and so gives a poor impression of the area.

Constant dog mess on Kirkstone Road and litter

My grievance with CBC is regarding the empty bakery on New Hall Road and the overgrown foliage that I have contacted you about several times.

Why does the grass under the trees on Coniston Road and Lindal Road never get cut? They always look a mess. Motor bikes and some cars travel too fast along Coniston Rd at weekends. They treat it as a race track. It has been reported, but nothing done.

The local pubs nearby do not clean up the numerous cigarette ends from the pavements outside the premises. Is it illegal to throw cigarette stubs on pavement.

There is an area just under the bridge towards Old Whittington (on right side) which is littered with many, many wine and beer bottles from the railway line – this is also very unsightly – if this is not the CBCs responsibility then could they pass the problem to Network Rail?

Some people with dogs go on the green and don't pick up after their dogs, along Coniston Road there should be CCTV. Also a law should be made that all dogs should be kept on a lead and anyone not abiding by it should be fined. I am afraid to take my little dogs round Holmebrook. There should be more wardens.

Causeways/grates not cleaned regularly, causing build ups, also loose gravel still coming onto properties, on feet, tyres etc. Trees/bushes all overgrown (especially on Private Drive) and coming over the road, causing obstructions to vehicles. Require more rubbish bins in our area. Still finding plenty of dog faeces on pavements, not cleaned up.

Litter is everywhere, despite the bins.

Not keeping hedgerows cut back on public footpaths and cause ways, sometimes you have to walk on the road. Cars parking on

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.

cause ways can be a problem.

Using assisted walking frame is hazardous due to the state of footpaths. After cutting the grass areas, leaving the cuttings on footpaths makes them hazardous, particularly after rain or frost.

The trees on Coniston Rd, the grass around them needs cutting not just left, it looks a mess.

Table 32.5 Comments about parking

After talking to 2 Councillors, nothing gets done about resident parking on our street, which is a dead-end road. Over the past 5-6 years it is more and more congested, is there anything that could be done?

On the whole Chesterfield Borough Council does a great job with the resources they get from government. I would like to see restricted parking in pedestrian areas for disabled drivers and introduce special bays for them.

I would like to see a very big improvement on the parking issues that are still a big problem on Sutton Crescent, Inkersall, as ambulances are still finding it hard to attend patients. I think the big green should be made into parking spaces.

CBC should reduce the car parking charges to actually encourage local residents to shop in town, rather than using out of town complexes. We need more disabled parking in town also, I can rarely find a space.

Theres a lack of free parking in and around the town centre, I no longer visit. Expensive fees for resident parking permits, should be free. Lack of care of overgrown bushes, trees, verges - no longer done by Council workers, looks sub-contracted - badly.

Are disability car badges checked on a regular basis to make sure they are being used properly and not abused and are they given out at random by the Council? You do not seem to have to get a medical certificate to apply for same.

I live in a resident only parking area which I pay for. Firstly, I would prefer a parking pass without having to pay as I am penalised for living near the town. Also the permits only go up to 8pm so people who don't pay get the same benefits, this is unfair.

We consider the parking charges in the town centre are too expensive and it is not encouraging people to use the shops. We really enjoy the Staveley Healthy Living Centre

I dislike paying car park fees. The reduction in availability of free on street parking in town means I usually have to walk further, curtail my town centre activities or not go at all. If it is to raise more revenue it could be counterproductive.

Residential parking - big problem on the quite narrow roads in Inkersall, no one seems to want to help with this - always told on the phone the Council cant help - re neighbours parking several vehicles and blocking road.

Car parks expensive - doesnt encourage people to stay in town. Public toilets too few - many in town closed. Facilities in bus station poor.

Disappointed that as a blue badge holder I cannot park for free in council car parks and on street parking.

The questions regarding my opinion of CBC are as they are because I do not have much contact with CBC. On the one occasion

Table 32.5 Comments about parking

I contacted the Council, the lady was about as rude as I could have believed. Parking permits should be included in council tax bills

The uneven surfaces in the town centre (eg cobbles) make walking very dangerous for the elderly. Having a blue badge parking card does little to help if there are so few available places in which to use it.

Youre killing the town centre. High parking tariffs means less foot fall, and less business. Sunday trade dropped since car boot sale moved. Repair the Annexe as a running track would be very useful for the town centre, not a new smaller centre.

Town centre car parking is too expensive. This causes people to park on local roads in area during week.

I live on Catherine Street at Brampton. I have a young baby, our road is not permit holders and I cannot park outside our own house during the day as people park to go to town and a lot of Royal Mail staff use our street for parking.

Parking outside my house all day (Oakley Avenue)

Free parking

Free parking in town centre.

Introduce pay on return to more Council car parks same as Saltergate multi storey

Enforce street parking regulations, but make the centre user friendly by providing a park and ride scheme at reasonable cost

Parking charges too high

Table 32.6 Comments about waste collection

Don't listen too much to people moaning about bins! Considering you are being cut you are doing an excellent job.

My grumble is the bin collectors leave the empty bin three houses away in either direction, also the lid up when its raining or snowing.

It would be nice if the bin collectors would put the wheelie bins back in the place where they got them from. Also the parking in some of the streets such as in Barley Lane where I live can at times be absolutely stupid.

Waste collection should be weekly for all bins during the summer. Get rid of the car park patrols - the Council makes enough money from parking!

In my experience refuse collectors make more mess than anyone else!! If something drops out of the bin whilst being emptied they just leave it to blow all over the street.

Please look at the black bin emptying scheme. Even though we have a wheelie bin liner in place and its washed out every time the Council empty it and is double bagged, inside is spilling out with maggots. This isnt hygienic for my children.

Would like to recycle more but there are so many different types of paper. The leaflet you send out doesnt explain enough about what paper you can and cant recycle.

I hope street lighting is kept working, not turned off early. I hope the Council does not start charging for garden waste removal as

Table 32.6 Comments about waste collection

I see others have on the news. Being on JSA now having to pay council tax can cause people to struggle.

Extension of recycling has been good but a bit poorly planned and executed. What was the point in spending money on new Chesterfield signs when the old ones depicting the crooked spire were fine (as on your letterhead).

I wish black bins were emptied weekly and blue and green bins could be cleaned like the black bins. It would be good to lower Council tax rates a bit. Providing boiler scheme for private houses would be good.

Table 32.7 Comments about community safety and anti-social behaviour and crime

Loundsley Green CCTV camera never seems to work, if it did it would see drug deals, people outside the shops becoming a nuisance, cars speeding around both car parks, no cameras on the park hut where people gather shouting abuse / getting drunk/ racially harassing people

The old coal yard (South Street, New Whittington) is a serious problem. Anti-social behaviour and fly tipping is rife. Can the owner be made to make this site secure or at least get on with the development?

At the entrance to King Georges Park, Frecheville side, the gate needs mending and locking at night to prevent drug dealers, it is unsafe. The equipment in the park needs upgrading as it is damaged and unsafe.

Skull and Crossbones Plantation urgently needs clearing, vegetations/nettles forces walkers onto road. Boy racers in Tapton IC car park Sat/Sun make me feel intimidated when in park, also litter left behind. Speeding on Swaddale Avenue.

Where I live anti-social behaviour is getting worse but the Council and Police are not interested in helping decent, hard working, law abiding people, only those who make our lives a misery. I shall in future deal with problems myself.

Vandalism, graffiti, drugs, deliberate damage to property, alcohol, gangs, abusive behaviour at Holme Hall shops, Queens Park Annexe especially at the tennis and bowling pavilions. Litter in town centre, parks (dog fouling in parks & housing estate)

Tell the police to start doing their jobs properly!

I am very privileged to reside in a very pleasant area of Walton. The only thing lacking is the physical presence of a patrolling Police Officer from time to time to sort out major parking issues. It is their responsibility.

I am a crown green bowler and play for Queens Park, and am appalled at the amount of vandalism that has been done to the green and the cabin we use, windows smashed and doors kicked in, this has been reported time and time again

Where I live the area has changed drastically and not just myself but other residents are affected by the increase in litter, anti-social behaviour, damage to vehicles, problems parking, dog mess, graffiti and generally untidy. I have complained about this.

I live at Mastin Moor, there is a problem with dangerous dogs and litter. Also, the Turning Point Hospital has now closed and there has been no information/consultation about its future use or before it was built. Mastin Moor residents had no say.

Only what I see with drugs it concerns me because of the children this can be very bad for a peaceful life.

Childrens behaviour and foul language seems to be upsetting many residents.

Table 32.7 Comments about community safety and anti-social behaviour and crime

People have time to do silly things, like damage other peoples property or cars. Anyway, thank you very much for being asked.

Direct contact, not via call centre. Action anti-social problems not continuous form filling and excuses. Christmas markets (2-3 weeks) bring in visitors, fill hotels, increase income, returning visitors in summer and short break destination benefits.

More community police officers. Street cleaning around Baden Powell Avenue could be improved.

The area I live in has a field which I have to walk down for the shops and bus stop, also a dark jetty way, so I do not go out in the evenings.

Community policing in our area (Davian Way, Walton) is poor. Last Halloween I confronted vandalising teenagers and was told by the police I could have got into trouble with them had I done anything and was told to spend £250 on CCTV. Not an isolated incident.

The answers on local area refer to Linacre Woods/Ashgate. If we included Holme Hall all would rate lower and we have serious concerns about the drug use/dealing that happens there.

There are no facilities to take teenagers off the streets in an evening. Instead they cause a nuisance outside local shops, on local parks and to other young people. We need to re-introduce some youth centres.

The areas in front of the Town Hall, the gardens and grass areas are being spoiled by people congregating and leaving rubbish, defacing behind the memorial and garden which is a disgrace at times.

Holmebrook Valley Park - anti-social behaviour.

Concerned about the idea of reducing street lighting in the area. Would like to see more local patrols and safety and security advice in the home and out in local areas. Monthly immediate area leaflet would be interesting.

Table 32.8 Comments about parks, leisure and culture

Think you do a good job of keeping parks etc. clean. Its the public after a sunny day, QP is littered, which public are to blame for not the bin collector. Dog poo is also an issue, more needs to be done. If people are caught they should do dog poo duty

Since you toughened up in Eastwood Park re. dogs not on leads, we now have a dog run in front of our houses at Annesley Close, night and day. Ive sent numerous letters to your department - dog warden came out and agreed. Need more dog fouling notices put up

I understand about financial cut backs and am glad that I don't have the responsibility of allocating the budgets, but every day we walk the dogs to Holmebrook V Park along the footpath and they are very overgrown with nettles and thistles.

More seats needed at Poolsbrook Park around play area for older children

Are there plans to clean up/improve the park including demolition of the old loo block on Manor Road, Brimington Common? The playground facilities are dire, unsafe, dog poo everywhere and litter! Same on the corner of Grove Road litter/dog poo!

Please put a fence around the childrens play area in Queens Park to contain the children for safety reasons.

Table 32.8 Comments about parks, leisure and culture

I live close to Somersall Park and regularly take by 2 young boys there. Recently the bins have been overflowing near the play area with rubbish and bags of dog mess, I am worried about the health issue. Somersall is desperately in need of new equipment.

I would really like to see an improved childrens play area in Somersall Park. The existing one must be over 20 years old and is unsafe and out of date which is a huge shame for local children, parents and carers.

Eastwood Park, Hasland. Baby area needs boundaries and fences and benches for parents. The older kids equipment needs safety checks. I am very happy the council has put speed limits on St Leonards Drive.

No safe and appropriate parks available in our area. We are desperate for this for our children to have some outside enjoyment. Park rubbish bins overflowing, children tried to put rubbish in them but still not been emptied for over a month.

I relation to leisure facilities and parks, I believe that my local area has been abandoned. There has been no renovation of local parks, ie Somersall Park. Also, Queens Parks Sports Centre has needed renovating for years, I am pleased this is in the pipeline QP needs cleaning from duck/geese mess, I know 2 people who have e-coli after play in park.

Nowhere near enough money or effort is made and spent developing arts and culture. These are the things that would attract people to come to Chesterfield. No proper art gallery. No proper music venue. No contemporary theatre space.

The considered proposal to close Queens Park leisure centre is a big mistake. Spend money on a refurbishment not get a loan to build a smaller centre and pool destroying Queens Park Annex running track in the process.

Queens Park Leisure Centre should not close. Dual provision with tec college should be abandoned. Wheelie bins should not shrink in size. I always feel that there is a lot going on in the background that we are not fully informed about (not just above).

The plans in place for the new leisure centre at Queens Park Annexe seem ill thought out and a waste of tax payers money. Refurbishing the original building at a fraction of the cost of the new centre seems to be most local peoples preferred option.

We are very concerned about the proposed new sports centre over refurbishing the existing facility. Queens Park Sports Centre undoubtedly needs attention but not knocking down. It smells of corruption. It seems that despite a large petition by local residents

Table 32.9 Comments about the town centre and regeneration

There seems to be so much regeneration talked about but not a lot seems to be happening other than the Market Hall. When shopping options/retailers are to be discussed I think the public should be asked what they want.

I don't agree with the pubs and clubs in Chesterfield town centre opening until 6am!

The seating next to Boots is very good, but not for me, as I am disabled and not able to get down to sit on them. I do hope there will be chairs or seating for all.

Table 32.9 Comments about the town centre and regeneration

My main area of concern is the town centre lacks vibrancy with many empty stalls, but other stalls spread on other streets! The centre now lacks choice. Rising parking charges are off-putting. Many buildings seem to lack maintenance.

Love market, market festivals and lantern festivals! Disagree with the proposal to close Queens Park Sports Centre. Think more can be done to promote the services. Need to get email addresses and send details to people notifying them of events

While we feel overall Chesterfield is a great place to live we question some major changes being made, especially the changes to the market. Having seen markets recently in Doncaster, Oxford and Bristol which have been updated but retain their character

Chesterfield Market - under marketed

The market is a shadow of its former self (pity). Why are you allowing stall holders into the pedestrian walkways? Put all the stalls where they should be in the central market squares.

Market needs more promotion, fill the empty stalls.

Shop/market rents must be too high as there are too many empty premises, we soon wont be able to call ourselves a market town.

Please can we support local business and stop allowing Tesco to dominate.

Table 32.10 Comments about the Council and decision making

Before cutting services they should review and reduce to an acceptable level the allowances and expenses paid to elected Councillors. Acceptable to the council tax payers.

Would like to be more involved in Council committees.

All Council policies are set and made by whoever has been elected and fit in within their own agendas, not for the people of the community. It really doesnt matter which party, all have a tendency to waste money on different things.

Council tax should be reduced by privatising sports centres and theatres. My tax should not pay for other peoples enjoyment!

During the recession period the Council needs to listen to the publics opinions and views as regards whether money needs to be spent on certain aspects, Market Hall refurbishment, Revenues Hall alterations, Horns Bridge Island icon, Queens Park etc.

Why don't the council if they are interested in Chesterfield consider reducing the rates instead of increasing everything then maybe just maybe we may get some shops/business properties filled instead of emptied?

The national political system needs to be modernised, especially the way in which local authorities serve and lead their communities!

My view is the council has dual standards. If it is a council run initiative the rules are relaxed. Everyone else the rules are black and white.

Table 32.11 Comments about the Councils customer services, accessibility and communications

I think people on the phone should be a bit more polite and helpful and not make you feel like an inconvenience, and calls shouldnt be passed from dept to dept, an agent should deal with a call from start to finish.

Paying council tax by post office excellent.

I feel customer service skills are much needed improvement and more help for genuine people.

Withheld numbers not answered

Council staff think they have the right to bully and harass the public, constantly threatening court action. I now understand how people are pushed to suicide as a result of this. Council staff are rude and intimidating especially at the Revenues Hall in Chesterfield (market place), no privacy.

We have a seriously disabled 6 year old son. I feel there should be more "changing places" (specialist change toilets with full size change bed/hoist) radar key operated. Better access to swimming also.

I feel the Council spends too much money on interpreters when it should be spent on other more important things like health and education.

We don't seem to have received "Your Chesterfield" for some time. Has CBC stopped this publication?

I think people on the phone should be a bit more polite and helpful and not make you feel like an inconvenience, and calls shouldnt be passed from dept to dept, an agent should deal with a call from start to finish.

Table 32.12 Other comments

On surveys, such as this, the questions do not give space to say if elderly or not very mobile and a lot of questions need space for this.

I would like to be involved in an industrial heritage museum for history of all lost/decreasing manufacturing in our area:- Stanton and Staveley Works, Donkin Works, Coalite, Trebor Bassett, Tube works, Clay Cross Fireworks, Pearsons Pottery, GKN, Plastics

A lot more could be done to improve local communities and council services to bring people together

I think you should not be asking questions about peoples ethnicity or religion or sexual orientation. If these things do not affect the way people are treated by CBC, why ask? To ensure fairness in the system, omit these questions from forms.

I would like to say that I am generally very pleased with Council services and we get to hear about current issues through our ward Councillor.

Its about time far more help was available to family carers and people who feel unsupported by the Council re health welfare & housing

Who introduced the obscene labyrinth at Tipton House? Who paid for it and how much did it cost? As an old Tiptonian I am extremely sad to see the hill in its present state.

Table 32.12 Other comments

Do you think it is possible to have a Hindu temple in Chesterfield?

Would be great if someone would visit our street and surrounding area to try to understand the reasoning behind the survey answers. Very difficult to explain through a survey. Thanks

Try living on a 1% pay increase like us! Don't line your own pockets.

Stop spending our money on navel gazing. You are not an important part of our lives. Please just do the tasks we pay you for.

Very disappointed at the disappearance of Community Forums, at least they kept us informed of local issues and CBC plans.

Feel this survey and its costs are incredulous at these times of austerity! Shouldnt you be concentrating on delivering your core services to the best of your ability rather than the expense of this?

Stop wasting money on things like this.