

Customer Service

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. 2019 is the fourth time Chesterfield Borough Council have used this method of community engagement, with the first being in 2013. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. There are a number of 'core questions' included which allow Councils to benchmark their performance on a national and regional basis.

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

	Respondents	Do you agree that Council staff are generally helpful, friendly and polite?					
		Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
	18 to 24	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	25 to 34	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	35 to 44	0.0%	50.0%	0.0%	0.0%	12.5%	37.5%
	45 to 54	21.2%	63.6%	0.0%	0.0%	3.0%	12.1%
	55 to 64	20.4%	37.0%	14.8%	5.6%	1.9%	20.4%
	65 to 74	15.3%	50.0%	10.2%	4.1%	3.1%	17.3%
	75 years +	17.8%	53.4%	11.0%	2.5%	0.8%	14.4%
	Prefer not to say	23.8%	51.5%	7.7%	3.8%	0.8%	12.3%
	Gender	Male	19.90%	52.90%	8.60%	3.20%	1.80%
Female		21.50%	50.80%	6.90%	3.50%	1.30%	16.10%
Prefer not to say		0	62.50%	0	0	12.50%	25.00%
Disability	No	19.50%	50.40%	8.10%	3.40%	1.60%	17.10%
	Yes - mobility	26.50%	54.90%	5.90%	3.90%	2.00%	6.90%
	Yes - hearing	31.30%	53.10%	0	6.30%	3.10%	6.30%
	Yes - vision	22.20%	55.60%	7.40%	11.10%	3.70%	0
	Yes - learning disability	66.70%	0	0	0	33.30%	0
	Yes - mental health	28.90%	52.60%	10.50%	2.60%	2.60%	2.60%
	Yes - another	18.20%	63.60%	0	9.10%	0	9.10%
	Prefer not to say	8.30%	50.00%	0	0	0	41.70%
Ethnicity	White British	19.50%	50.40%	8.10%	3.40%	1.60%	17.10%
	White Irish	26.50%	54.90%	5.90%	3.90%	2.00%	6.90%
	Any other White background	31.30%	53.10%	0	6.30%	3.10%	6.30%
	Any other Mixed background	22.20%	55.60%	7.40%	11.10%	3.70%	0
	Indian	66.70%	0	0	0	33.30%	0
	Bangladeshi	28.90%	52.60%	10.50%	2.60%	2.60%	2.60%
	Black Caribbean	18.20%	63.60%	0	9.10%	0	9.10%
	Prefer not to say	8.30%	50.00%	0	0	0	41.70%

		Do you agree that CBC and partners treat all groups of people fairly?				
		A great deal	A fair amount	Not very much	Not at all	Don't know
	18 to 24	100.00%	0	0	0	0
	25 to 34	0	0	0	0	0
	35 to 44	25.00%	50.00%	12.50%	12.50%	0
	45 to 54	24.20%	42.40%	9.10%	6.10%	18.20%
	55 to 64	8.90%	35.70%	5.40%	10.70%	39.30%
	65 to 74	12.70%	40.20%	6.90%	7.80%	32.40%
	75 years +	18.30%	43.30%	9.20%	5.00%	24.20%
	Prefer not to say	12.70%	45.50%	11.20%	1.50%	29.10%
Gender	Male	13.70%	39.80%	9.70%	6.20%	30.50%
	Female	16.90%	40.00%	7.80%	4.10%	31.30%
	Prefer not to say	0	37.50%	0	25.00%	37.50%
Disability	No	16.30%	39.00%	7.80%	3.50%	33.50%
	Yes - mobility	10.30%	44.30%	8.20%	7.20%	29.90%
	Yes - hearing	21.90%	25.00%	12.50%	15.60%	25.00%
	Yes - vision	28.00%	32.00%	12.00%	12.00%	16.00%
	Yes - learning disability	0	0	0	66.70%	33.30%
	Yes - mental health	18.40%	39.50%	5.30%	23.70%	13.20%
	Yes - another	18.20%	18.20%	4.50%	18.20%	40.90%
	Prefer not to say	14.30%	35.70%	14.30%	14.30%	21.40%
Ethnicity	White British	15.70%	39.00%	8.80%	5.40%	31.10%
	White Irish	18.80%	43.80%	0	0	37.50%
	Any other White background	0	25.00%	25.00%	0	50.00%
	Any other Mixed background	25.00%	75.00%	0	0	0
	Indian	0	100.00%	0	0	0
	Bangladeshi	0	100.00%	0	0	0
	Black Caribbean	0	57.10%	0	14.30%	28.60%
	Prefer not to say	15.70%	39.00%	8.80%	5.40%	31.10%

