

## Waste and Recycling

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*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.

		How satisfied or dissatisfied are you with refuse collection?					
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Age	Under 16 years	0	100.00%	0	0	0	0
	18 to 24 years	12.50%	25.00%	12.50%	12.50%	25.00%	12.50%
	25 to 34 years	39.40%	48.50%	0	9.10%	3.00%	0
	35 to 44 years	27.30%	50.90%	12.70%	5.50%	1.80%	1.80%
	45 to 54 years	35.00%	45.00%	4.00%	8.00%	8.00%	0
	55 to 64 years	46.60%	40.70%	4.20%	6.80%	1.70%	0
	65 to 74 years	47.00%	42.40%	2.30%	3.80%	3.00%	1.50%
	75 years and over	58.30%	35.00%	2.90%	2.90%	1.00%	0
	Prefer not to say	16.70%	33.30%	0	0	50.00%	0
Gender	Male	45.10%	40.70%	4.00%	6.60%	3.10%	0.40%
	Female	43.60%	42.40%	4.40%	5.00%	3.70%	0.90%
	Prefer not to say	0	50.00%	0	0	50.00%	0
Disability	No	44.10%	44.10%	3.30%	4.60%	3.10%	0.80%
	Yes - mobility	43.30%	37.50%	7.70%	4.80%	5.80%	1.00%
	Yes - hearing	37.10%	42.90%	5.70%	2.90%	11.40%	0
	Yes - vision	57.10%	25.00%	7.10%	3.60%	7.10%	0
	Yes - learning disability	0	33.30%	33.30%	0	33.30%	0
	Yes - mental health	35.90%	25.60%	12.80%	12.80%	10.30%	2.60%
	Yes - another	52.20%	34.80%	0	4.30%	8.70%	0
	Prefer not to say	33.30%	25.00%	0	25.00%	16.70%	0
Ethnicity	White British	44.40%	41.70%	4.00%	5.90%	3.60%	0.40%
	Other White background	46.70%	40.00%	6.70%	0	0	6.70%
	Black or Black British	20.00%	60.00%	0	0	20.00%	0
	Asian or Asian British	50.00%	25.00%	0	0	0	25.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	100.00%	0	0	0	0	0
	Prefer not to say	0	57.10%	14.30%	0	28.60%	0

		How satisfied or dissatisfied are you with kerbside recycling?					
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Age	Under 16 years	100.00%	0	0	0	0	0
	18 to 24 years	12.50%	37.50%	25.00%	12.50%	12.50%	0
	25 to 34 years	25.00%	50.00%	6.30%	9.40%	0	9.40%
	35 to 44 years	22.20%	42.60%	22.20%	1.90%	3.70%	7.40%
	45 to 54 years	23.50%	37.80%	6.10%	17.30%	8.20%	7.10%
	55 to 64 years	31.60%	40.40%	12.30%	3.50%	0.90%	11.40%
	65 to 74 years	27.60%	37.00%	11.00%	7.10%	2.40%	15.00%
	75 years and over	27.00%	40.40%	4.50%	3.40%	3.40%	21.30%
	Prefer not to say	0	33.30%	0	33.30%	33.30%	0
Gender	Male	25.90%	38.90%	12.00%	7.90%	3.70%	11.60%
	Female	27.20%	40.30%	9.20%	6.90%	3.30%	13.10%
	Prefer not to say	16.70%	16.70%	0	33.30%	33.30%	0
Disability	No	29.10%	40.00%	10.10%	7.50%	1.90%	11.50%
	Yes - mobility	17.70%	43.80%	11.50%	4.20%	8.30%	14.60%
	Yes - hearing	14.70%	47.10%	8.80%	5.90%	8.80%	14.70%
	Yes - vision	26.90%	50.00%	11.50%	3.80%	7.70%	0
	Yes - learning disability	0	100.00%	0	0	0	0
	Yes - mental health	23.70%	26.30%	10.50%	15.80%	13.20%	10.50%
	Yes - another	36.40%	27.30%	4.50%	4.50%	4.50%	22.70%
	Prefer not to say	16.70%	25.00%	16.70%	16.70%	8.30%	16.70%
Ethnicity	White British	26.90%	40.00%	9.80%	7.60%	3.60%	12.00%
	Other White background	21.40%	35.70%	35.70%	0	0	7.10%
	Black or Black British	20.00%	40.00%	0	0	20.00%	20.00%
	Asian or Asian British	50.00%	25.00%	0	0	0	25.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	100.00%	0	0	0	0	0
	Prefer not to say	0	50.00%	0	33.30%	16.70%	0

