

## Satisfaction with Street Cleaning and Grounds Maintenance

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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.

		<b>How satisfied or dissatisfied are you with the keeping of public land (e.g. roads pavements, verges, parks) clear of litter and refuse?</b>					
		<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>Don't know</b>
<b>Age</b>	<b>All ages</b>	0	100.00%	0	0	0	0
	<b>18 to 24</b>	0	0	0	0	0	0
	<b>25 to 34</b>	12.50%	50.00%	12.50%	0	25.00%	0
	<b>35 to 44</b>	12.50%	28.10%	28.10%	21.90%	6.30%	3.10%
	<b>45 to 54</b>	3.70%	42.60%	16.70%	20.40%	13.00%	3.70%
	<b>55 to 64</b>	8.00%	33.00%	12.00%	22.00%	21.00%	4.00%
	<b>65 to 74</b>	9.20%	34.50%	17.60%	21.00%	15.10%	2.50%
	<b>75 years +</b>	12.10%	38.60%	10.60%	22.00%	15.20%	1.50%
	<b>Prefer not to say</b>	11.10%	38.40%	12.10%	21.20%	7.10%	10.10%
	<b>Gender</b>	<b>Male</b>	11.30%	33.90%	10.90%	25.80%	14.00%
<b>Female</b>		9.00%	38.30%	16.50%	17.80%	14.60%	3.70%
<b>Prefer not to say</b>		0	37.50%	12.50%	12.50%	25.00%	12.50%
<b>Disability</b>	<b>No</b>	9.20%	39.70%	13.10%	21.80%	13.10%	3.10%
	<b>Yes - mobility</b>	8.80%	33.30%	17.60%	20.60%	10.80%	8.80%
	<b>Yes - hearing</b>	20.00%	22.90%	14.30%	14.30%	17.10%	11.40%
	<b>Yes - vision</b>	14.80%	37.00%	22.20%	7.40%	11.10%	7.40%
	<b>Yes - learning disability</b>	0	33.30%	0	0	33.30%	33.30%
	<b>Yes - mental health</b>	12.80%	30.80%	12.80%	17.90%	20.50%	5.10%
	<b>Yes - another</b>	18.20%	27.30%	13.60%	18.20%	22.70%	0
	<b>Prefer not to say</b>	0	33.30%	16.70%	16.70%	33.30%	0
<b>Ethnicity</b>	<b>White British</b>	10.00%	36.80%	13.50%	21.40%	14.50%	3.90%
	<b>Other White background</b>	7.10%	42.90%	21.40%	14.30%	7.10%	7.10%
	<b>Black or Black British</b>	0	60.00%	0	20.00%	20.00%	0
	<b>Asian or Asian British</b>	25.00%	25.00%	50.00%	0	0	0
	<b>Mixed ethnic group</b>	0	0	0	100.00%	0	0
	<b>Other ethnic group</b>	0	0	100.00%	0	0	0
	<b>Prefer not to say</b>	0	14.30%	28.60%	14.30%	28.60%	14.30%