

## Access and satisfaction with the Visitor Information Centre

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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. 2021 is the fifth 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 frequently have you used the Visitor Information Centre?

Age	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	0%	0%	33.3%	16.7%	33.3%	16.7%
25 to 34 years	0%	0%	2.6%	7.7%	33.3%	56.4%
35 to 44 years	0%	4.3%	2.2%	4.3%	50.0%	39.1%
45 to 54 years	0%	1.0%	2.0%	12.9%	51.5%	32.7%
55 to 64 years	0%	1.8%	7.3%	20.7%	43.3%	26.8%
65 to 74 years	0%	0%	7.4%	33.0%	39.8%	19.9%
75 years and over	0%	1.6%	11.4%	28.5%	36.6%	22.0%
Prefer not to say	0%	0%	0%	7.7%	53.8%	38.5%

Gender	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Male	0%	1.1%	6.9%	24.8%	36.9%	30.3%
Female	0%	1.3%	7.0%	19.9%	45.7%	26.1%
Prefer not to say	0%	0%	0%	14.3%	64.3%	21.4%

Disability	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
No	0%	0.7%	5.6%	22.7%	44.4%	26.7%
Yes - mobility	0%	3.3%	10.7%	20.7%	36.4%	28.9%
Yes - hearing	0%	1.9%	11.1%	20.4%	38.9%	27.8%
Yes - vision	0%	2.9%	2.9%	11.8%	47.1%	35.3%
Yes - learning disability	0%	16.7%	25.0%	16.7%	16.7%	25.0%
Yes - mental health	0%	8.5%	8.5%	12.8%	42.6%	27.7%
Yes - another	0%	3.3%	3.3%	16.7%	53.3%	23.3%
Prefer not to say	0%	0%	3.8%	15.4%	34.6%	46.2%

Ethnicity	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
White British	0%	1.1%	7.0%	22.2%	41.6%	28.2%
Other White background	0%	0%	0%	20.0%	60.0%	20.0%
Black or Black British	0%	0%	0%	100.0%	0%	0%
Asian or Asian British	0%	0%	0%	0%	75.0%	25.0%
Mixed ethnic group	0%	0%	0%	25.0%	50.0%	25.0%
Other ethnic group	0%	0%	50.0%	0%	50.0%	0%
Prefer not to say	0%	0%	0%	15.4%	53.8%	30.8%

## How satisfied or dissatisfied are you with the Visitor Information Centre?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	33.3%	0%	50.0%	0%	0%	16.7%
25 to 34 years	5.1%	23.1%	12.8%	0%	0%	59.0%
35 to 44 years	6.7%	31.1%	13.3%	0%	2.2%	46.7%
45 to 54 years	19.0%	26.0%	13.0%	0%	0%	42.0%
55 to 64 years	23.6%	26.7%	12.4%	1.2%	0%	36.0%
65 to 74 years	31.2%	27.7%	11.0%	0.6%	0%	29.5%
75 years and over	37.5%	21.7%	7.5%	1.7%	0%	31.7%
Prefer not to say	7.7%	15.4%	30.8%	7.7%	0%	38.5%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	20.2%	28.7%	12.5%	0.7%	0.4%	37.5%
Female	28.9%	22.6%	11.3%	0.8%	0%	36.4%
Prefer not to say	14.3%	35.7%	21.4%	7.1%	0%	21.4%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	25.4%	26.1%	12.4%	0.9%	0.2%	35.1%
Yes - mobility	25.0%	19.0%	12.1%	0.9%	0%	43.1%
Yes - hearing	30.2%	18.9%	11.3%	0%	0%	39.6%
Yes - vision	18.8%	28.1%	12.5%	0%	0%	40.6%
Yes - learning disability	36.4%	18.2%	18.2%	0%	0%	27.3%
Yes - mental health	21.3%	17.0%	21.3%	0%	0%	40.4%
Yes - another	12.9%	35.5%	9.7%	0%	0%	41.9%
Prefer not to say	14.8%	22.2%	14.8%	3.7%	0%	44.4%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	25.4%	25.4%	11.8%	0.8%	0.2%	36.5%
Other White background	20.0%	30.0%	20.0%	0%	0%	30.0%
Black or Black British	100.0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	20.0%	0%	0%	0%	80.0%
Mixed ethnic group	0%	75.0%	0%	0%	0%	25.0%
Other ethnic group	50.0%	50.0%	0%	0%	0%	0%
Prefer not to say	21.4%	14.3%	21.4%	7.1%	0%	35.7%