

Customer Service

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.

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

| Age | Strongly agree | Tend to agree | Neither | Tend to disagree | Strongly disagree | Don't know |
|-------------------|----------------|---------------|---------|------------------|-------------------|------------|
| 16 to 17 | 0% | 0% | 0% | 0% | 0% | 0% |
| 18 to 24 | 16.7% | 66.7% | 16.7% | 0% | 0% | 0% |
| 25 to 34 | 20% | 52.5% | 10.0% | 5.0% | 2.5% | 10% |
| 35 to 44 | 18.6% | 62.8% | 4.7% | 4.7% | 2.3% | 7.0% |
| 45 to 54 | 14.1% | 55.6% | 10.1% | 3.0% | 1.0% | 16.2% |
| 55 to 64 | 15.7% | 42.8% | 16.4% | 3.8% | 1.9% | 19.5% |
| 65 to 74 | 25.4% | 45.4% | 10.3% | 2.7% | 0.5% | 15.7% |
| 75 years + | 24.6% | 53.1% | 5.4% | 3.1% | 0% | 13.8% |
| Prefer not to say | 0% | 35.7% | 14.3% | 21.4% | 7.1% | 21.4% |

| Gender | Strongly agree | Tend to agree | Neither | Tend to disagree | Strongly disagree | Don't know |
|-------------------|----------------|---------------|---------|------------------|-------------------|------------|
| Male | 17.5% | 52.4% | 10.2% | 2.9% | 0.7% | 16.4% |
| Female | 22.2% | 48.3% | 10.3% | 3.7% | 1.6% | 14.0% |
| Prefer not to say | 0% | 21.4% | 14.3% | 21.4% | 7.1% | 35.7% |

| Disability | Strongly agree | Tend to agree | Neither | Tend to disagree | Strongly disagree | Don't know |
|---------------------------|----------------|---------------|---------|------------------|-------------------|------------|
| No | 17.8% | 50.2% | 10.4% | 2.5% | 1.1% | 18.0% |
| Yes - mobility | 22.2% | 51.1% | 11.1% | 4.4% | 0.7% | 10.4% |
| Yes - hearing | 30.4% | 48.2% | 8.9% | 1.8% | 0% | 10.7% |
| Yes - vision | 24.3% | 40.5% | 10.8% | 8.1% | 2.7% | 13.5% |
| Yes - learning disability | 25.0% | 66.7% | 0% | 0% | 0% | 8.3% |
| Yes - mental health | 25.5% | 40.4% | 17% | 4.3% | 6.4% | 6.4% |
| Yes - another | 27.3% | 48.5% | 12.1% | 3.0% | 0% | 9.1% |
| Prefer not to say | 23.1% | 34.6% | 3.8% | 19.2% | 0% | 19.2% |

| Ethnicity | Strongly agree | Tend to agree | Neither | Tend to disagree | Strongly disagree | Don't know |
|------------------------|----------------|---------------|---------|------------------|-------------------|------------|
| White British | 20.2% | 49.7% | 10.6% | 3.6% | 1.3% | 14.7% |
| Other White background | 22.2% | 11.1% | 11.1% | 0% | 11.1% | 44.4% |
| Black or Black British | 100% | 0% | 0% | 0% | 0% | 0% |
| Asian or Asian British | 20.0% | 60.0% | 20.0% | 0% | 0% | 0% |
| Mixed ethnic group | 25.0% | 75.0% | 0% | 0% | 0% | 0% |
| Other ethnic group | 0% | 100% | 0% | 0% | 0% | 0% |
| Prefer not to say | 7.1% | 35.7% | 7.1% | 14.3% | 0% | 35.7% |

