

Access to and satisfaction with the Council's website

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. There were 721 responses to the survey in 2021, and of those, 350 ticked "yes" to the question, "Have you visited the Council's Website within the last 12 months?". The tables below are based on those responses. Please note due to rounding some may not add up to 100%.

Access

Table 1: Website visitors within the last 12 months by gender

Gender of visitors	Percentage of respondents
Male	41.4%
Female	54.3%
Prefer not to say / unanswered	4.3%

Table 2: Website visitors within the last 12 months by gender identity the same as assigned at birth

Gender identity the same as assigned at birth	Percentage of respondents
Yes	91.1%
No	0.6%
Prefer not to say / unanswered	8.3%

Table 3: Website visitors within the last 12 months by age

Age group of visitors	Percentage of respondents
16 - 17 years	0%
18 - 24 years	1.4%
25 - 34 years	8.0%
35 - 44 years	10.6%
45 - 54 years	21.1%
55 - 64 years	26.3%
65 - 74 years	22.9%
75 years and over	7.1%
Prefer not to say / unanswered	2.6%

Table 4: Website visitors within the last 12 months by disability (because this was a multiple-choice question it will not add up to 100%)

Disability	Percentage of respondents
No disability	72.0%
Mobility	13.1%
Hearing	5.1%
Vision	2.3%
Learning disability	1.7%
Mental health	8.6%
Another disability	3.4%
Prefer not to say / unanswered	3.7%

Table 5: Website visitors within the last 12 months by ethnicity

Ethnicity of visitors	Percentage of respondents
White British	92.6%
Other White background	2.0%
Black or Black British	0.3%
Asian or Asian British	1.1%
Mixed Ethnic Group	0.9%
Other Ethnic Group	0%
Prefer not to say / unanswered	3.1%

Table 6: Website visitors within the last 12 months by religion

Religion of visitors	Percentage of respondents
Buddhist	0.6%
Christian	52.6%
Hindu	0%
Jewish	0.3%
Muslim	0%
Sikh	0%
None	37.1%
Other	2.3%
Prefer not to say / unanswered	7.1%

Table 7: Website visitors within the last 12 months by sexual orientation

Sexual orientation of visitors	Percentage of respondents
Heterosexual	89.4%
Bisexual	1.7%
Lesbian	0.3%
Gay Man	0.6%
Prefer not to say / unanswered	8.0%

Satisfaction

The following data reports overall satisfaction of website visitors in the last 12 months by each equality characteristic. Please note, due to rounding some may not add up to 100%.

Table 1: Overall satisfaction of website visitors in the last 12 months

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Overall satisfaction	14.9%	58.3%	15.8%	8.9%	2.1%

Table 2: Satisfaction of website visitors in the last 12 months by gender

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
Male	12.9%	60.0%	17.1%	8.6%	1.4%	100.0%
Female	17.6%	56.6%	13.7%	9.3%	2.7%	99.9%

Table 3: Satisfaction of website visitors in the last 12 months by gender the same as assigned at birth

Gender the same as assigned at birth	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
Yes	15.0%	59.0%	14.7%	9.1%	2.3%	100.1%
No	50%	50%	0%	0%	0%	100.0%

Table 4: Satisfaction of website visitors in the last 12 months by age group

Age group of visitors	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
16 - 17 years	0%	0%	0%	0%	0%	0%
18 - 24 years	20.0%	60.0%	20.0%	0%	0%	100.0%
25 - 34 years	18.5%	63.0%	7.4%	11.1%	0%	100.0%
35 - 44 years	8.3%	61.1%	16.7%	8.3%	5.6%	100.0%
45 - 54 years	11.3%	64.8%	9.9%	12.7%	1.4%	100.1%
55 – 64 years	19.3%	51.1%	17.0%	8.0%	4.5%	99.9%
65 – 74 years	14.1%	57.7%	21.8%	6.4%	0%	100.0%
75 years and over	20.8%	62.5%	8.3%	8.3%	0%	99.9%

Table 5: Satisfaction of website visitors in the last 12 months by disability

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
No disability	15.7%	59.1%	15.3%	7.9%	2.1%	100.1%
Mobility	9.5%	66.7%	11.9%	9.5%	2.4%	100.0%
Hearing	23.5%	47.1%	29.4%	0%	0%	100.0%
Vision	12.5%	62.5%	25.0%	0%	0%	100.0%
Learning disability	33.3%	33.3%	0%	16.7%	16.7%	100.0%
Mental health	22.2%	37.0%	33.3%	3.7%	3.7%	99.9%
Another disability	7.7%	38.5%	23.1%	15.4%	15.4%	100.1%
Prefer not to say / unanswered	5.9%	41.2%	5.9%	23.5%	23.5%	100.0%

Table 6: Satisfaction of website visitors in the last 12 months by ethnicity

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
White British	15.1%	58.2%	15.4%	9.0%	2.3%	100.0%
Other White background	28.6%	42.9%	28.6%	0%	0%	100.1%
Black or Black British	100.0%	0	0	0	0	100.0%
Asian or Asian British	0	100.0%	0	0	0	100.0%
Mixed Ethnic Group	0	100.0%	0	0	0	100.0%
Other Ethnic Group	0	0	0	0	0	0%
Prefer not to say / unanswered	0%	45.5%	36.4%	18.2%	0%	100.1%

Table 7: Satisfaction of website visitors in the last 12 months by religion

Religion	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
Buddhist	0%	100.0%	0%	0%	0%	100.0%
Christian	18.5%	59.0%	12.9%	7.3%	2.2%	99.9%
Hindu	0%	0%	0%	0%	0%	0%
Jewish	0%	0%	0%	0%	0%	0%
Muslim	0%	0%	0%	0%	0%	0%
Sikh	0%	0%	0%	0%	0%	0%
None	12.3%	57.7%	16.2%	8.5%	2.3%	100.1%
Other	0%	25.0%	25.0%	50.0%	0%	100.0%
Prefer not to say / unanswered	4.5%	54.5%	31.8%	9.1%	0%	99.9%

Table 8: Satisfaction of website visitors in the last 12 months by sexual orientation

Sexual orientation	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total
Heterosexual	15.0%	59.1%	14.6%	9.0%	2.3%	100.0%
Bisexual	16.7%	66.7%	16.7%	0%	0%	100.1%
Lesbian	100%	0%	0%	0%	0%	100.0%
Gay Man	0%	100.0%	0%	0%	0%	100.0%
Prefer not to say / unanswered	11.5%	46.2%	30.8%	11.5%	0%	100.0%