

Chesterfield Theatres

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. Chesterfield Borough Council have used this method of community engagement every other year, 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 Pomegranate Theatre?					
		Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Age	Under 16 years	0	0	0	100.00%	0	0
	18 to 24 years	0	0	12.50%	12.50%	37.50%	37.50%
	25 to 34 years	0	0	0	43.80%	40.60%	15.60%
	35 to 44 years	0	0	3.60%	38.20%	34.50%	23.60%
	45 to 54 years	0	1.00%	1.00%	43.40%	36.40%	18.20%
	55 to 64 years	0	0	3.40%	41.00%	37.60%	17.90%
	65 to 74 years	0	0.80%	7.90%	33.30%	34.90%	23.00%
	75 years and over	1.00%	1.00%	12.20%	32.70%	27.60%	25.50%
	Prefer not to say	0	0	0	50.00%	50.00%	0
Gender	Male	0.50%	0.50%	1.80%	33.20%	35.50%	28.60%
	Female	0	0.60%	7.90%	40.20%	35.10%	16.10%
	Prefer not to say	0	0	0	75.00%	25.00%	0
Disability	No	0	0.50%	6.30%	41.20%	35.70%	16.30%
	Yes - mobility	0	1.00%	6.90%	29.70%	30.70%	31.70%
	Yes - hearing	0	0	5.90%	44.10%	23.50%	26.50%
	Yes - vision	0	3.70%	3.70%	22.20%	33.30%	37.00%
	Yes - learning disability	0	0	0	66.70%	0	33.30%
	Yes - mental health	0	0	2.60%	15.80%	39.50%	42.10%
	Yes - another	0	0	0	18.20%	54.50%	27.30%
	Prefer not to say	8.30%	0	0	41.70%	33.30%	16.70%
Ethnicity	White British	0.20%	0.60%	5.70%	37.90%	35.50%	20.10%
	Other White background	0	0	7.70%	46.20%	15.40%	30.80%
	Black or Black British	0	0	0	20.00%	0	80.00%
	Asian or Asian British	0	0	0	0	50.00%	50.00%
	Mixed ethnic group	0	0	0	100.00%	0	0
	Other ethnic group	0	0	0	0	100.00%	0
	Prefer not to say	0	0	0	57.10%	28.60%	14.30%

		How frequently have you used the Winding Wheel?					
		Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Age	Under 16 years	0	0	0	0	100.00%	0
	18 to 24 years	0	0	0	25.00%	25.00%	50.00%
	25 to 34 years	0	0	0	40.60%	40.60%	18.80%
	35 to 44 years	0	0	3.60%	25.50%	43.60%	27.30%
	45 to 54 years	0	1.00%	0	38.40%	45.50%	15.20%
	55 to 64 years	0	0	3.40%	44.10%	36.40%	16.10%
	65 to 74 years	0	0	3.90%	31.50%	42.50%	22.00%
	75 years and over	2.10%	0	3.10%	34.00%	35.10%	25.80%
	Prefer not to say	0	0	0	0	100.00%	0
Gender	Male	0.50%	0.50%	0.90%	33.50%	39.90%	24.80%
	Female	0.30%	0	3.80%	36.70%	41.10%	18.00%
	Prefer not to say	0	0	0	12.50%	87.50%	0
Disability	No	0	0.30%	2.40%	39.60%	41.70%	16.00%
	Yes - mobility	1.00%	0	5.90%	27.70%	37.60%	27.70%
	Yes - hearing	0	0	2.90%	35.30%	32.40%	29.40%
	Yes - vision	0	0	3.80%	30.80%	34.60%	30.80%
	Yes - learning disability	0	0	0	33.30%	66.70%	0
	Yes - mental health	2.60%	0	2.60%	20.50%	38.50%	35.90%
	Yes - another	0	0	0	27.30%	45.50%	27.30%
	Prefer not to say	8.30%	0	0	25.00%	50.00%	16.70%
Ethnicity	White British	0.40%	0.20%	2.50%	35.70%	41.40%	19.70%
	Other White background	0	0	7.70%	46.20%	0	46.20%
	Black or Black British	0	0	0	20.00%	40.00%	40.00%
	Asian or Asian British	0	0	0	0	50.00%	50.00%
	Mixed ethnic group	0	0	0	0	100.00%	0
	Other ethnic group	0	0	0	100.00%	0	0

		How satisfied or dissatisfied are you with the Pomegranate Theatre?					
		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	0	25.00%	0	12.50%	0	62.50%
	25 to 34 years	21.90%	25.00%	6.30%	0	0	46.90%
	35 to 44 years	20.00%	29.10%	7.30%	3.60%	0	40.00%
	45 to 54 years	17.30%	38.80%	7.10%	3.10%	2.00%	31.60%
	55 to 64 years	25.90%	36.20%	12.10%	0.90%	0	25.00%
	65 to 74 years	30.20%	23.00%	11.10%	0.80%	0	34.90%
	75 years and over	34.80%	20.70%	9.80%	0	1.10%	33.70%
	Prefer not to say	33.30%	33.30%	0	0	0	33.30%
Gender	Male	18.90%	27.60%	12.00%	0.50%	0	41.00%
	Female	30.50%	30.20%	7.50%	2.30%	1.00%	28.60%
	Prefer not to say	25.00%	37.50%	25.00%	0	0	12.50%
Disability	No	28.00%	31.50%	8.50%	1.60%	0.30%	30.20%
	Yes - mobility	26.30%	18.20%	15.20%	1.00%	1.00%	38.40%
	Yes - hearing	31.30%	37.50%	9.40%	0	3.10%	18.80%
	Yes - vision	23.10%	30.80%	15.40%	0	3.80%	26.90%
	Yes - learning disability	0	33.30%	33.30%	0	0	33.30%
	Yes - mental health	15.80%	26.30%	5.30%	5.30%	0	47.40%
	Yes - another	9.50%	23.80%	14.30%	0	0	52.40%
	Prefer not to say	16.70%	16.70%	16.70%	0	0	50.00%
Ethnicity	White British	26.80%	29.20%	9.30%	1.60%	0.60%	32.40%
	Other White background	15.40%	38.50%	7.70%	0	0	38.50%
	Black or Black British	0	20.00%	20.00%	0	0	60.00%
	Asian or Asian British	25.00%	0	25.00%	0	0	50.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	0	0	0	0	100.00%
	Prefer not to say	14.30%	42.90%	0	0	0	42.90%

		How satisfied or dissatisfied are you with the Winding Wheel?					
		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%	12.50%	0	0	0	75.00%
	25 to 34 years	31.30%	15.60%	15.60%	0	0	37.50%
	35 to 44 years	18.50%	24.10%	5.60%	5.60%	0	46.30%
	45 to 54 years	14.10%	37.40%	8.10%	4.00%	2.00%	34.30%
	55 to 64 years	26.10%	38.30%	13.90%	1.70%	0	20.00%
	65 to 74 years	28.10%	22.70%	13.30%	0.80%	0.80%	34.40%
	75 years and over	30.40%	22.80%	8.70%	0	2.20%	35.90%
	Prefer not to say	33.30%	33.30%	0	0	0	33.30%
Gender	Male	19.10%	28.40%	12.10%	1.90%	0.50%	38.10%
	Female	28.00%	28.90%	9.60%	1.90%	1.30%	30.20%
	Prefer not to say	25.00%	25.00%	12.50%	12.50%	0	25.00%
Disability	No	26.70%	31.20%	9.50%	1.90%	0.30%	30.40%
	Yes - mobility	24.80%	19.80%	14.90%	2.00%	2.00%	36.60%
	Yes - hearing	18.80%	37.50%	15.60%	3.10%	6.30%	18.80%
	Yes - vision	25.00%	25.00%	12.50%	8.30%	4.20%	25.00%
	Yes - learning disability	0	33.30%	0	33.30%	0	33.30%
	Yes - mental health	15.80%	28.90%	5.30%	5.30%	0	44.70%
	Yes - another	14.30%	23.80%	14.30%	0	0	47.60%
	Prefer not to say	16.70%	16.70%	25.00%	0	0	41.70%
Ethnicity	White British	25.10%	28.50%	10.50%	2.00%	1.00%	32.90%
	Other White background	15.40%	38.50%	7.70%	0	0	38.50%
	Black or Black British	0	25.00%	25.00%	0	0	50.00%
	Asian or Asian British	25.00%	0	25.00%	0	0	50.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	100.00%	0	0	0	0
	Prefer not to say	14.30%	28.60%	14.30%	0	0	42.90%