

Are You Being Served Resident Satisfaction Survey 2017 Questionnaire Report

Contents

1. Summary	1
2. Introduction.....	2
3. Summary of key results and trends	3
4. Full questionnaire results.....	6
Section 1: About Chesterfield Borough Council and your local area in general.....	6
Section 2: About the local community	14
Section 3: About finding and receiving information.....	30
5. Equality monitoring.....	35

1. Summary

Questionnaire format: Paper (postal)
Responses: 585
Date range: 10th June – 2nd July 2017

2. Introduction

Are you being served is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. This is the third time Chesterfield Borough Council have used this method of community engagement to capture resident feedback, with previous surveys taking place in 2013 and 2015. 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 replaced because of the ability to undertake national benchmarking. In addition, the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

During June 2017, the postal questionnaire was sent to a random sample of 3500 residents in Chesterfield Borough. The LGA specify that for a population size of Chesterfield Borough, the minimum number of responses required for this survey is 500. The survey was completed by 585 residents, giving a response rate of 16.7%.

Receiving this number of responses has enabled us to achieve a confidence interval of 3.4. This means that we can be 95% confident that the results are accurate to within 3.4% if we had asked the entire Borough's population the same questions. For example, if 88% of respondents have said that they are very satisfied with their local area as a place to live, then we can say that we are 95% confident that, if we asked the whole of the Borough's population, the response would be between 84.6% and 91.4%.

The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

3. Summary of key results and trends

Summary table of key results										
Indicator	Total positive including don't know respondents					Total positive excluding don't know respondents				
	2013	2015	2017	Trend from 2015	Overall Trend	2013	2015	2017	Trend from 2015	Overall Trend
	Overall, how satisfied are you with your local area as a place to live?	89.2%	86.4%	86.7%	0.3%	-2.5%	89.5%	87.0%	86.7%	-0.3%
Overall, how satisfied or dissatisfied are you with the way that Chesterfield Borough Council runs things?	73.8%	76.6%	75.7%	-0.9%	1.9%	75.5%	78.4%	76.7%	-1.7%	1.2%
To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?	54.6%	60.1%	55.5%	-4.6%	0.9%	60.1%	65.1%	60.2%	-4.9%	0.1%
On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?	43.0%	46.1%	47.7%	1.6%	4.7%					
To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?	50.2%	52.5%	52.6%	0.1%	2.4%	68.5%	66.3%	65.3%	-1.0%	-3.2%
Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?	59.7%	56.2%	58.7%	2.5%	-1.0%	66.8%	61.2%	64.1%	2.9%	-2.7%
How safe or unsafe do you feel when outside in your local area after dark?	75.1%	73.5%	69.0%	-4.5%	-6.1%					
How safe or unsafe do you feel when outside in your local area after during the day?	95.1%	91.3%	92.8%	1.5%	-2.3%					
How safe or unsafe do you feel when outside in Chesterfield town centre after dark?	37.6%	38.9%	30.9%	-8.0%	-6.7%					
How safe or unsafe do you feel when outside in Chesterfield town centre during the day?	88.1%	85.7%	84.0%	-1.7%	-4.1%					

Summary table of key results

Indicator	Total positive including don't know respondents					Total positive excluding don't know respondents				
	2013	2015	2017	Trend from 2015	Overall Trend	2013	2015	2017	Trend from 2015	Overall Trend
How strongly do you feel you belong to the local area?	68.4%	71.8%	72.7%	0.9%	4.3%	73.2%	75.8%	76.4%	0.6%	3.2%
To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?	54.0%	59.0%	58.9%	-0.1%	4.9%	71.6%	73.9%	71.5%	-2.4%	-0.1%
To what extent do you agree or disagree that people in this local area pull together to improve the local area?	43.0%	44.3%	43.6%	-0.7%	0.6%	50.8%	52.5%	49.2%	-3.3%	-1.6%
To what extent do you agree or disagree that you can influence decisions affecting your local area?	24.3%	20.9%	23.4%	2.5%	-0.9%	29.5%	26.7%	28.6%	1.9%	-0.9%
To what extent do you agree that Chesterfield Borough Council and partners are working to make the area safer?	59.9%	45.1%	45.2%	0.1%	-14.7%	78.7%	65.6%	61.7%	-3.9%	-17.0%
To what extent do you agree that Chesterfield Borough Council and partners promote the interests of local residents	51.5%	42.4%	43.0%	0.6%	-8.5%	69.8%	62.2%	57.6%	-4.6%	-12.2%
To what extent do you agree that Chesterfield Borough Council and partners treat all groups of people fairly?	55.0%	51.6%	52.0%	0.4%	-3.0%	85.2%	80.6%	78.3%	-2.3%	-6.9%
To what extent do you agree that Chesterfield Borough Council and partners are working to make the area cleaner and greener?	60.0%	51.6%	43.5%	-8.1%	-16.5%	75.7%	69.9%	54.2%	-15.7%	-21.5%
Thinking about your local area, how much of a problem do you think the following are - Noisy neighbours or loud parties	87.8%	83.2%	86.1%	2.9%	-1.7%					
Thinking about your local area, how much of a problem do you think the following are - Vandalism, graffiti and other deliberate damage to property or vehicles	85.7%	76.7%	78.0%	1.3%	-7.7%					
Thinking about your local area, how much of a problem	66.3%	52.2%	50.0%	-2.2%	-16.3%					

Summary table of key results										
Indicator	Total positive including don't know respondents					Total positive excluding don't know respondents				
	2013	2015	2017	Trend from 2015	Overall Trend	2013	2015	2017	Trend from 2015	Overall Trend
do you think the following are - People using or dealing drugs										
Thinking about your local area, how much of a problem do you think the following are - People being drunk or rowdy in public places	79.3%	66.3%	69.4%	3.1%	-9.9%					
Satisfaction with - Refuse collection						90.5%	83.6%	86.6%	3.0%	-3.9%
Satisfaction with - Kerbside recycling						83.5%	70.4%	77.6%	7.2%	-5.9%
Satisfaction with - Queen's Park Sports Centre						60.4%	55.9%	66.5%	10.6%	6.1%
Satisfaction with - Staveley Healthy Living Centre						63.6%	57.8%	69.3%	11.5%	5.7%
Satisfaction with - Pomegranate Theatre						83.5%	75.3%	83.3%	8.0%	-0.2%
Satisfaction with - Winding Wheel						84.3%	69.7%	79.5%	9.8%	-4.8%
Satisfaction with - The Museum						71.4%	62.6%	67.2%	4.6%	-4.2%
Satisfaction with - Revolution House						65.5%	50.0%	59.1%	9.1%	-6.4%
Satisfaction with - Visitor Information Centre						86.0%	70.8%	84.8%	14.0%	-1.2%
Satisfaction with - Parks and open spaces						79.0%	76.5%	85.5%	9.0%	6.5%
Satisfaction with - The Pavements Shopping Centre						N/A	72.6%	83.0%	10.4%	10.4%
Satisfaction with - Keeping public land clear of litter and refuse						61.9%	59.6%	52.1%	-7.5%	-9.8%
Do you agree that Council staff are generally helpful, friendly and polite?	70.6%	69.3%	72.9%	3.6%	1.4%	78.5%	82.8%	84.2%	1.4%	5.7%
Have you seen the publication 'Your Chesterfield'?	46.7%	61.7%	68.4%	6.7%	21.7%					
If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?	80.2%	79.0%	82.1%	3.1%	1.9%					

4. Full questionnaire results

Section 1: About Chesterfield Borough Council and your local area in general

Respondents were asked that when thinking about the 'local area', they consider this to be within 15 to 20 minutes walking distance from home.

Q1. Overall, how satisfied are you with your local area as a place to live?

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option. A considerable majority of respondents indicated that they were either "satisfied" or "very satisfied" with their local area as a place to live. This is consistent with responses from previous surveys; satisfaction has remained between 85-90% since 2013.

Overall, how satisfied are you with your local area as a place to live?									
2017 Results							Trend		
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know	Total satisfied (including don't know responses)		
No.	218	289	27	33	18	0	2013	2015	2017
Percentage	37.3%	49.4%	4.6%	5.6%	3.1%	0.0%	89.2%	86.4%	86.7%
							Total satisfied (excluding don't know responses)		
Chart							2013	2015	2017
							89.5%	87.0%	86.7%

Q2. Overall, how satisfied or dissatisfied are you with the way that Chesterfield Borough Council runs things?

Introductory text to this question was as follows: “Your local area receives services from Chesterfield Borough Council (CBC). CBC is responsible for a range of different services such as street cleaning, refuse collection, planning and leisure.”

Respondents were given six options ranging from ‘very satisfied’ to ‘very dissatisfied’, including a ‘don’t know’ option, and asked to indicate one option. Over 75% of respondents stated that they were either ‘satisfied’ or ‘very satisfied’ with the way CBC runs things, consistent with results from previous surveys. 12.3% reported being ‘fairly dissatisfied’ or ‘very dissatisfied’ overall.

Overall, how satisfied or dissatisfied are you with the way that Chesterfield Borough Council runs things?									
2017 Results							Trend		
	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know	Total satisfied (including don't know responses)		
No.	85	357	62	52	20	8	2013	2015	2017
Percentage	14.6%	61.1%	10.6%	8.9%	3.4%	1.4%	73.8%	76.6%	75.7%
Chart							2013	2015	2017
							75.5%	78.4%	76.7%

Q3. To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?

Introductory text to this question was as follows: “For the next question, please think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Chesterfield Borough Council provides to the Community. We would like your general opinion.”

Respondents were given six options ranging from ‘strongly agree to ‘strongly disagree’, including a ‘don’t know’ option, and asked to indicate one option. Most respondents stated that they tend to agree, however a significant proportion said ‘neither’. The trend for agreeing overall is lower than 2015 results.

To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?									
2017 Results							Trend		
	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know	Total agree (including don't know responses)		
No.	50	274	117	77	20	46	2013	2015	2017
							54.6%	60.1%	55.5%
Percentage	8.6%	46.9%	20.0%	13.2%	3.4%	7.9%	Total agree (excluding don't know responses)		
Chart							2013	2015	2017
							60.1%	65.1%	60.2%

Q4. On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?

Respondents were given six options including a 'don't know' option, and asked to indicate one option. The most common response indicated by respondents was "I speak positively about the council if asked about it". Almost a third of respondents stated they "have no views one way or another" – again reflecting a significant proportion remaining neutral in terms of their views on CBC. The overall positive responses are at the highest since the first survey in 2013.

On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?									
2017 Results							Trend		
	I speak positively about the Council without being asked	I speak positively about the Council if I'm asked about it	I have no views one way or another	I speak negatively about the Council if I'm asked about it	I speak negatively about the Council without being asked	Don't know	Total positive (including don't know responses)		
No.	34	240	170	23	80	27	2013	2015	2017
Percentage	5.9%	41.8%	29.6%	4.0%	13.9%	4.7%	43.0%	46.1%	47.7%
Chart									

Q5. To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?

Respondents were given five options ranging from ‘a great deal’ to ‘not at all’, including a ‘don’t know’ option, and asked to indicate one option. There was no neutral option provided in this question’s responses. Most respondents indicated they agreed that CBC acts on the concerns of local residents, which is in line with results from previous years. Almost 20% of respondents chose “don’t know”. A figure this high suggests a gap in knowledge with regard to CBC’s activities.

To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?								
2017 Results						Trend		
	A great deal	A fair amount	Not very much	Not at all	Don't know	Total agree (including don't know responses)		
No.	50	255	143	19	113	2013	2015	2017
						50.2%	52.5%	52.6%
Percentage	8.6%	44.0%	24.7%	3.3%	19.5%	Total agree (excluding don't know responses)		
Chart						2013	2015	2017
						68.5%	66.3%	65.3%

Q6. Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides? (By benefits we mean positive impacts it has on the area.)

Respondents were given five options ranging from 'very well informed' to 'not well informed at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option provided in this question's responses. Overall there was a small increase in respondents agreeing that CBC keeps residents well informed.

Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides? (By benefits we mean positive impacts it has on the area.)								
2017 Results						Trend		
	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know	Total agree (including don't know responses)		
No.	66	271	140	49	48	2013	2015	2017
Percentage	11.5%	47.2%	24.4%	8.5%	8.4%	59.7%	56.2%	58.7%
						Total agree (excluding don't know responses)		
Chart						2013	2015	2017
						66.8%	61.2%	64.1%

Q7. How satisfied are you with the following aspects of the Council's website?

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option for each of the aspects of the website. Excluding "don't know" responses, the feedback for this question indicates that respondents were satisfied with the website; all questions had an over 70% positive response rate, and all have shown a noticeable improvement (between 6-12%) since 2015. Almost half of respondents stated "don't know" for each question, which suggests a high proportion of residents do not use the website.

How satisfied are you with the following aspects of the Council's website?										
2017 Results								Trend		
								Total satisfied (excluding don't know responses)		
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know	2013	2015	2017
General look and feel	No	62	173	44	17	4	266	N/A	70.8%	78.3%
	%	11.0%	30.6%	7.8%	3.0%	0.7%	47.0%			
Getting around the site	No	54	166	33	20	8	240	N/A	72.8%	78.3%
	%	10.4%	31.9%	6.3%	3.8%	1.5%	46.1%			
Ease of finding information you need	No	47	147	45	27	9	240	N/A	63.4%	70.5%
	%	9.1%	28.5%	8.7%	5.2%	1.7%	46.6%			
Value of the information	No	54	158	47	13	2	240	N/A	68.5%	77.4%
	%	10.5%	30.7%	9.1%	2.5%	0.4%	46.7%			
Site search	No	39	154	52	16	8	246	N/A	63.4%	71.7%
	%	7.6%	29.9%	10.1%	3.1%	1.6%	47.8%			
The website overall	No	42	165	40	15	5	242	N/A	67.7%	78.3%
	%	8.3%	32.4%	7.9%	2.9%	1.0%	47.5%			

How satisfied are you with the following aspects of the Council's website?

2017 Results (charts excluding don't know responses)

	Very satisfied + fairly satisfied	Neither	Fairly dissatisfied + very dissatisfied
General look and feel	78.3%	14.7%	7.0%
Getting around the site	78.3%	11.7%	10.0%
Ease of finding information you need	70.5%	16.4%	13.1%
Value of the information	77.4%	17.2%	5.5%
Site search	71.7%	19.3%	8.9%
The website overall	77.5%	15.0%	7.5%

Section 2: About the local community

Q8. How safe or unsafe do you feel when outside in the following areas: Respondents were given six options ranging from 'very safe' to 'very unsafe', including a 'don't know' option, and asked to indicate one option for each question. The majority of respondents felt safe in every condition except Chesterfield town centre after dark. Overall there has been a small decrease in total "safe" responses since 2013.

How safe or unsafe do you feel when outside in the following areas:								Trend		
2017 Results								Total safe (including don't know responses)		
		Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know	2013	2015	2017
In your local area after dark	No	83	306	42	88	31	14	75.1%	73.5%	69.0%
	%	14.7%	54.3%	7.4%	15.6%	5.5%	2.5%			
In your local area during the day	No	313	217	16	18	4	3	95.1%	91.3%	92.8%
	%	54.8%	38.0%	2.8%	3.2%	0.7%	0.5%			
In Chesterfield town centre after dark	No	20	155	62	138	107	84	37.6%	38.9%	30.9%
	%	3.5%	27.4%	11.0%	24.4%	18.9%	14.8%			
In Chesterfield town centre during the day	No	221	256	32	46	6	7	88.1%	85.7%	84.0%
	%	38.9%	45.1%	5.6%	8.1%	1.1%	1.2%			
Charts - 2017 results (excluding don't know responses)										
	Total safe	Neither	Total unsafe							
In your local area after dark	70.7%	7.6%	21.6%							
In your local area during the day	93.3%	2.8%	3.9%							
In Chesterfield town centre after dark	36.3%	12.9%	50.8%							
In Chesterfield town centre during the day	85.0%	5.7%	9.3%							

Q9. How strongly do you feel you belong to the local area?

Respondents were given five options ranging from 'very strongly' to 'not at all strongly', including a 'don't know' option, and asked to indicate one option. There was no neutral option provided in this question's responses. Most respondents report feeling strongly that they belong to their local area, showing a marginal increase on previous years' results.

How strongly do you feel you belong to the local area?								
2017 Results						Trend		
	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know	Total agree (including don't know responses)		
No.	176	241	106	21	30	2013	2015	2017
Percentage	30.7%	42.0%	18.5%	3.7%	5.2%	68.4%	71.8%	72.7%
Chart						Total agree (excluding don't know responses)		
						2013	2015	2017
						73.2%	75.8%	76.4%

Q10a. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (By getting on well, we mean living alongside each other with respect.)

Respondents were given six options ranging from ‘definitely agree to ‘definitely disagree’, including a ‘don’t know’ option, and asked to indicate one option. The majority of respondents agreed that people from different ethnic backgrounds get on well together. A significant proportion (17.7%) chose “don’t know”.

To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (By getting on well, we mean living alongside each other with respect.)									
2017 Results							Trend		
	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Don't know	Total agree (including don't know responses)		
No.	78	259	94	27	13	101	2013	2015	2017
							54.0%	59.0%	58.9%
Percentage	13.6%	45.3%	16.4%	4.7%	2.3%	17.7%	Total agree (excluding don't know responses)		
Chart	13.6%	45.3%	16.4%	4.7%	2.3%	17.7%	2013	2015	2017
							71.6%	73.9%	71.5%

Q10b. To what extent do you agree or disagree that people in this local area pull together to improve the local area?

Respondents were given six options ranging from ‘definitely agree’ to ‘definitely disagree’, including a ‘don’t know’ option, and asked to indicate one option. Responses to this question were split fairly evenly with no significant majority for either “agree” or “disagree”. Excluding don’t know responses, the total “agree” responses was 49.2%.

To what extent do you agree or disagree that people in this local area pull together to improve the local area?									
2017 Results							Trend		
	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Don't know	Total agree (including don't know responses)		
No.	51	198	140	91	26	65	2013	2015	2017
							43.0%	44.3%	43.6%
Percentage	8.9%	34.7%	24.5%	15.9%	4.6%	11.4%	Total agree (excluding don't know responses)		
Chart							2013	2015	2017
							50.8%	52.5%	49.2%

Q10c. To what extent do you agree or disagree that you can influence decisions affecting your local area?

Respondents were given six options ranging from ‘definitely agree’ to ‘definitely disagree’, including a ‘don’t know’ option, and asked to indicate one option. More respondents stated that they disagreed than agreed that they can influence decisions affecting their local area. A considerable number also chose neutral responses; almost as many people said they “don’t know” as said “tend to agree” and “neither” had the highest response. Whilst the response to this question was not positive overall, it is in keeping with the trend from previous surveys.

To what extent do you agree or disagree that you can influence decisions affecting your local area?									
2017 Results							Trend		
	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Don't know	Total agree (including don't know responses)		
No.	21	109	145	123	56	103	2013	2015	2017
							24.3%	20.9%	23.4%
Percentage	3.8%	19.6%	26.0%	22.1%	10.1%	18.5%	Total agree (excluding don't know responses)		
Chart	3.8%	19.6%	26.0%	22.1%	10.1%	18.5%	2013	2015	2017
							29.5%	26.7%	28.6%

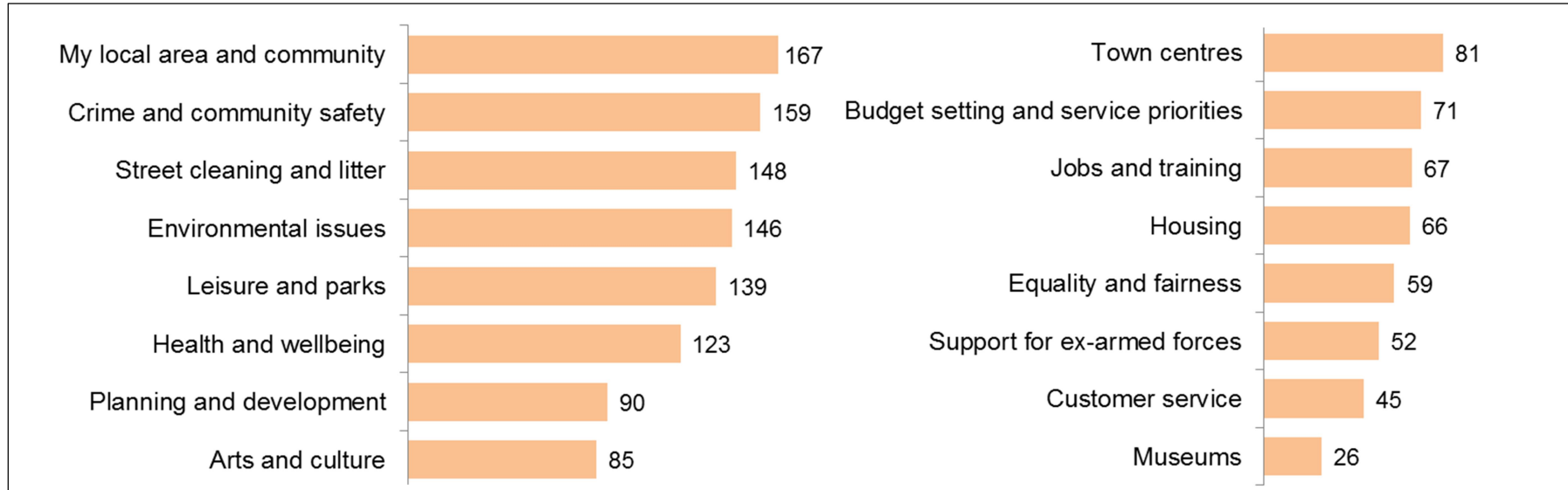
Q11. Would you like to be more involved in the decisions that affect your local area?

Respondents were asked to indicate 'yes', 'no', or 'depends on the issue'. Responses in the main were positive to this question, with the limitation for 40.4% of respondents that it depended on the issue. Over a third of respondents said no. This is a considerably higher figure than in previous surveys, and indicates that despite not feeling that they are able to influence decisions in their local area, for a significant number of residents this is irrelevant as respondents appear not to wish to.

Would you like to be more involved in the decisions that affect your local area?							
2017 Results					Trend		
	Yes	Depends on the issue	No	Total positive			
No.	103	187	173	2013	2015	2017	
Percentage	22.2%	40.4%	37.4%	70.9%	74.0%	62.6%	
Chart							

Q12. Which of the following issues would you like to be more involved in?

Respondents indicating 'yes' or 'depends on the issue' to Q11 were given a list of 16 themes and asked to indicate all that apply. There was also space to include additional suggestions. Results are shown in charts below. In total, 342 respondents registered an interest in getting more involved in decisions. If given, their contact details have been forwarded to the relevant service area. 8 further comments were made (included at Appendix 1)



Q13a. To what extent do you agree that Chesterfield Borough Council and partners are working to make the area safer?

Respondents were given five options ranging from ‘a great deal’ to ‘not at all’, including a ‘don’t know’ option, and asked to indicate one option. There was no neutral option provided in this question’s responses. The majority of respondents agreed that CBC are working to make Chesterfield safer. Over a quarter of respondents opted for “don’t know”, indicating, as in some previous questions, a lack of public awareness of CBC’s activities.

To what extent do you agree that Chesterfield Borough Council and partners are working to make the area safer?								
2017 Results						Trend		
	A great deal	A fair amount	Not very much	Not at all	Don't know	Total agree (including don't know responses)		
No.	38	217	130	28	150	2013	2015	2017
						59.9%	45.1%	45.2%
Percentage	6.7%	38.5%	23.1%	5.0%	26.6%	Total agree (excluding don't know responses)		
Chart						2013	2015	2017
						78.7%	65.6%	61.7%

Q13b. To what extent do you agree that Chesterfield Borough Council and partners promote the interests of local residents?

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option provided in this question's responses.

To what extent do you agree that Chesterfield Borough Council and partners promote the interests of local residents									
2017 Results						Trend			
	A great deal	A fair amount	Not very much	Not at all	Don't know	Total agree (including don't know responses)			
No.	29	210	144	32	141	2013	2015	2017	
Percentage	5.2%	37.8%	25.9%	5.8%	25.4%	51.5%	42.4%	43.0%	
Chart						Total agree (excluding don't know responses)			
						2013	2015	2017	
						69.8%	62.2%	57.6%	

Q13c. To what extent do you agree that Chesterfield Borough Council and partners treat all groups of people fairly?

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option provided in this question's responses. A third of respondents responded "don't know" which is a significantly high number. Overall the response was positive and in line with responses from previous years.

To what extent do you agree that Chesterfield Borough Council and partners treat all groups of people fairly?								
2017 Results						Trend		
	A great deal	A fair amount	Not very much	Not at all	Don't know	Total positive (including don't know responses)		
No.	64	222	50	29	185	2013	2015	2017
						55.0%	51.6%	52.0%
Percentage	11.6%	40.4%	9.1%	5.3%	33.6%	Total agree (excluding don't know responses)		
Chart						2013	2015	2017
						85.2%	80.6%	78.3%

Q13d. To what extent do you agree that Chesterfield Borough Council and partners are working to make the area cleaner and greener?

Respondents were given five options ranging from ‘a great deal’ to ‘not at all’, including a ‘don’t know’ option, and asked to indicate one option. There was no neutral option provided in this question’s responses. Similarly to Q13b, excluding the “don’t know” responses, a high of 43.5% of respondents agreed that CBC and partners are working to make the area cleaner and greener. Almost 20% stated they didn’t know, which follows the trend of responses in relation to the role of CBC.

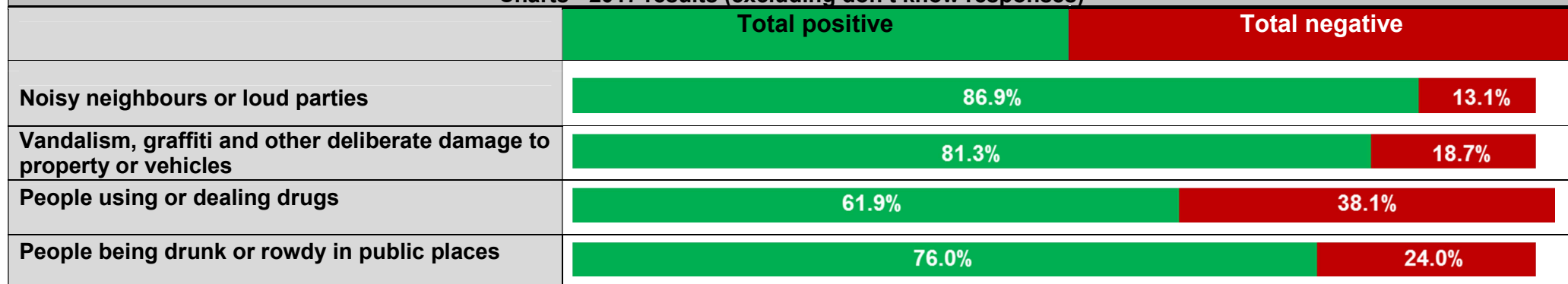
To what extent do you agree that Chesterfield Borough Council and partners are working to make the area cleaner and greener?									
2017 Results						Trend			
	A great deal	A fair amount	Not very much	Not at all	Don't know	Total agree (including don't know responses)			
No.	44	195	140	62	109	2013	2015	2017	
						60.0%	51.6%	43.5%	
Percentage	8.0%	35.5%	25.5%	11.3%	19.8%	Total agree (excluding don't know responses)			
Chart						2013	2015	2017	
						75.7%	69.9%	54.2%	

Q14. Thinking about your local area, how much of a problem do you think the following are?

Overall respondents indicated that they feel antisocial behaviour is not a big problem. The question with the highest negative response is related to using and dealing drugs, concerns which some respondents highlighted in the additional comments section.

Thinking about your local area, how much of a problem do you think the following are?							Trend		
2017 Results							Total positive (including don't know responses)		
		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know / no opinion	2013	2015	2017
Noisy neighbours or loud parties	No	24	50	216	275	17	87.8%	83.2%	86.1%
	%	4.2%	8.8%	37.9%	48.2%	3.0%			
Vandalism, graffiti and other deliberate damage to property or vehicles	No	25	76	251	187	23	85.7%	76.7%	78.0%
	%	4.4%	13.5%	44.7%	33.3%	4.1%			
People using or dealing drugs	No	75	102	153	134	110	66.3%	52.2%	50.0%
	%	13.1%	17.8%	26.7%	23.3%	19.2%			
People being drunk or rowdy in public places	No	43	81	222	170	49	79.3%	66.3%	69.4%
	%	7.6%	14.3%	39.3%	30.1%	8.7%			

Charts - 2017 results (excluding don't know responses)



Q15. How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?

How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?							
		Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Queen's Park Sports Centre	2017 (no)	2	43	42	86	173	211
	2017 (%)	0.4%	7.7%	7.5%	15.4%	31.1%	37.9%
	2015 (%)	0.6%	9.5%	6.1%	16.1%	45.2%	22.4%
Staveley Healthy Living Centre	2017 (no)	7	25	17	64	104	330
	2017 (%)	1.3%	4.6%	3.1%	11.7%	19.0%	60.3%
	2015 (%)	0.9%	4.5%	3.2%	14.8%	17.8%	58.7%
Pomegranate Theatre	2017 (no)	0	1	38	227	196	101
	2017 (%)	0.0%	0.2%	6.7%	40.3%	34.8%	17.9%
	2015 (%)	1.0%	0.8%	6.0%	39.4%	32.0%	20.7%
Winding Wheel	2017 (no)	1	1	14	216	212	114
	2017 (%)	0.2%	0.2%	2.5%	38.7%	38.0%	20.4%
	2015 (%)	1.0%	1.5%	5.0%	37.8%	38.6%	16.1%
The Museum	2017 (no)	0	1	11	106	197	239
	2017 (%)	0.0%	0.2%	2.0%	19.1%	35.6%	43.1%
	2015 (%)	0.8%	1.3%	2.8%	18.9%	32.7%	43.5%
Revolution House	2017 (no)	0	0	2	34	230	273
	2017 (%)	0.0%	0.0%	0.4%	6.3%	42.7%	50.6%
	2015 (%)	1.9%	0.9%	1.5%	9.0%	36.2%	50.5%
Visitor Information Centre	2017 (no)	0	12	61	223	140	114
	2017 (%)	0.0%	2.2%	11.1%	40.5%	25.5%	20.7%
	2015 (%)	1.3%	2.7%	8.8%	35.8%	27.0%	24.5%
Parks and open spaces	2017 (no)	57	112	134	138	86	33
	2017 (%)	10.2%	20.0%	23.9%	24.6%	15.4%	5.9%
	2015 (%)	10.5%	21.1%	23.3%	21.5%	13.0%	10.5%
The Pavements Shopping Centre	2017 (no)	34	265	169	68	27	11
	2017 (%)	5.9%	46.2%	29.4%	11.8%	4.7%	1.9%
	2015 (%)	9.8%	38.6%	26.6%	13.6%	5.1%	6.3%

Q16. How satisfied or dissatisfied are you with each of the following services?

Excluding "don't knows" respondents are satisfied with all the services in the majority. The lowest level of satisfaction is with keeping public land clear of litter and refuse; whilst all the other service has seen an increase in overall satisfaction since 2015, keeping land clear has shown a decrease of 7.5%.

How satisfied or dissatisfied are you with each of the following services?										
2017 Results								Trend (total satisfied) (excluding don't knows)		
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know	2013	2015	2017
Refuse collection	No.	261	238	17	45	15	3	90.5%	83.6%	86.6%
	%	45.1%	41.1%	2.9%	7.8%	2.6%	0.5%			
Kerbside recycling	No.	164	214	64	34	11	65	83.5%	70.4%	77.6%
	%	29.7%	38.8%	11.6%	6.2%	2.0%	11.8%			
Queen's Park Sports Centre	No.	70	85	54	17	7	314	60.4%	55.9%	66.5%
	%	12.8%	15.5%	9.9%	3.1%	1.3%	57.4%			
Staveley Healthy Living Centre	No.	45	79	46	7	2	357	63.6%	57.8%	69.3%
	%	8.4%	14.7%	8.6%	1.3%	0.4%	66.6%			
Pomegranate Theatre	No.	154	160	45	11	7	180	83.5%	75.3%	83.3%
	%	27.6%	28.7%	8.1%	2.0%	1.3%	32.3%			
Winding Wheel	No.	129	158	58	12	4	186	84.3%	69.7%	79.5%
	%	23.6%	28.9%	10.6%	2.2%	0.7%	34.0%			
The Museum	No.	74	96	68	12	3	292	71.4%	62.6%	67.2%
	%	13.6%	17.6%	12.5%	2.2%	0.6%	53.6%			
Revolution House	No.	44	66	72	2	2	349	65.5%	50.0%	59.1%
	%	8.2%	12.3%	13.5%	0.4%	0.4%	65.2%			
Visitor Information Centre	No.	177	164	53	8	0	139	86.0%	70.8%	84.8%
	%	32.7%	30.3%	9.8%	1.5%	0.0%	25.7%			
Parks and open spaces	No.	138	279	41	25	5	59	79.0%	76.5%	85.5%
	%	25.2%	51.0%	7.5%	4.6%	0.9%	10.8%			
The Pavements Shopping Centre	No.	157	272	53	25	10	36	N/A	72.6%	83.0%
	%	28.4%	49.2%	9.6%	4.5%	1.8%	6.5%			
Keeping public land clear of litter and refuse	No.	65	221	68	123	72	11	61.9%	59.6%	52.1%
	%	11.6%	39.5%	12.1%	22.0%	12.9%	2.0%			

How satisfied or dissatisfied are you with each of the following services? (2017 results excluding don't knows)			
	Total satisfied	Neutral	Total dissatisfied
Refuse collection	86.6%	3.0%	10.4%
Kerbside recycling	77.6%	13.1%	9.2%
Queen's Park Sports Centre	66.5%	23.2%	10.3%
Staveley Healthy Living Centre	69.3%	25.7%	5.0%
Pomegranate Theatre	83.3%	11.9%	4.8%
Winding Wheel	79.5%	16.1%	4.4%
The Museum	67.2%	26.9%	5.9%
Revolution House	59.1%	38.7%	2.2%
Visitor Information Centre	84.8%	13.2%	2.0%
Parks and open spaces	85.5%	8.4%	6.1%
The Pavements Shopping Centre	83.0%	10.3%	6.8%
Keeping public land clear of litter and refuse	52.1%	12.4%	35.5%

Q17. Do you agree that Council staff are generally helpful, friendly and polite?

Respondents were given six options ranging from 'strongly agree' to 'strongly disagree', including a 'don't know' option, and asked to indicate one option. A clear majority of respondents agreed that CBC staff are generally helpful, friendly and polite. The results are slightly higher than in previous years.

Do you agree that Council staff are generally helpful, friendly and polite?											
2017 Results							Trend				
	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know	Total agree (including don't know responses)				
No.	99	318	47	24	7	77	2013	2015	2017		
							70.6%	69.3%	72.9%		
Percentage	17.3%	55.6%	8.2%	4.2%	1.2%	13.5%	Total agree (excluding don't know responses)				
Chart	17.3%	55.6%			8.2%	4.2%	1.2%	13.5%	2013	2015	2017
							78.5%	82.8%	84.2%		

Section 3: About finding and receiving information

Q18. Have you seen the publication 'Your Chesterfield'?

Respondents were asked to indicate 'yes' or 'no'. Two out of three respondents stated they had seen Your Chesterfield. This is an increase of over 20% since 2013. Of these, a large majority agreed that they were kept informed by the publication.

Have you seen the publication 'Your Chesterfield'?					
2017 Results				Trend	
	Yes	No	Total positive		
No.	387	179	2013	2015	2017
Percentage	68.4%	31.6%	46.7%	61.7%	68.4%

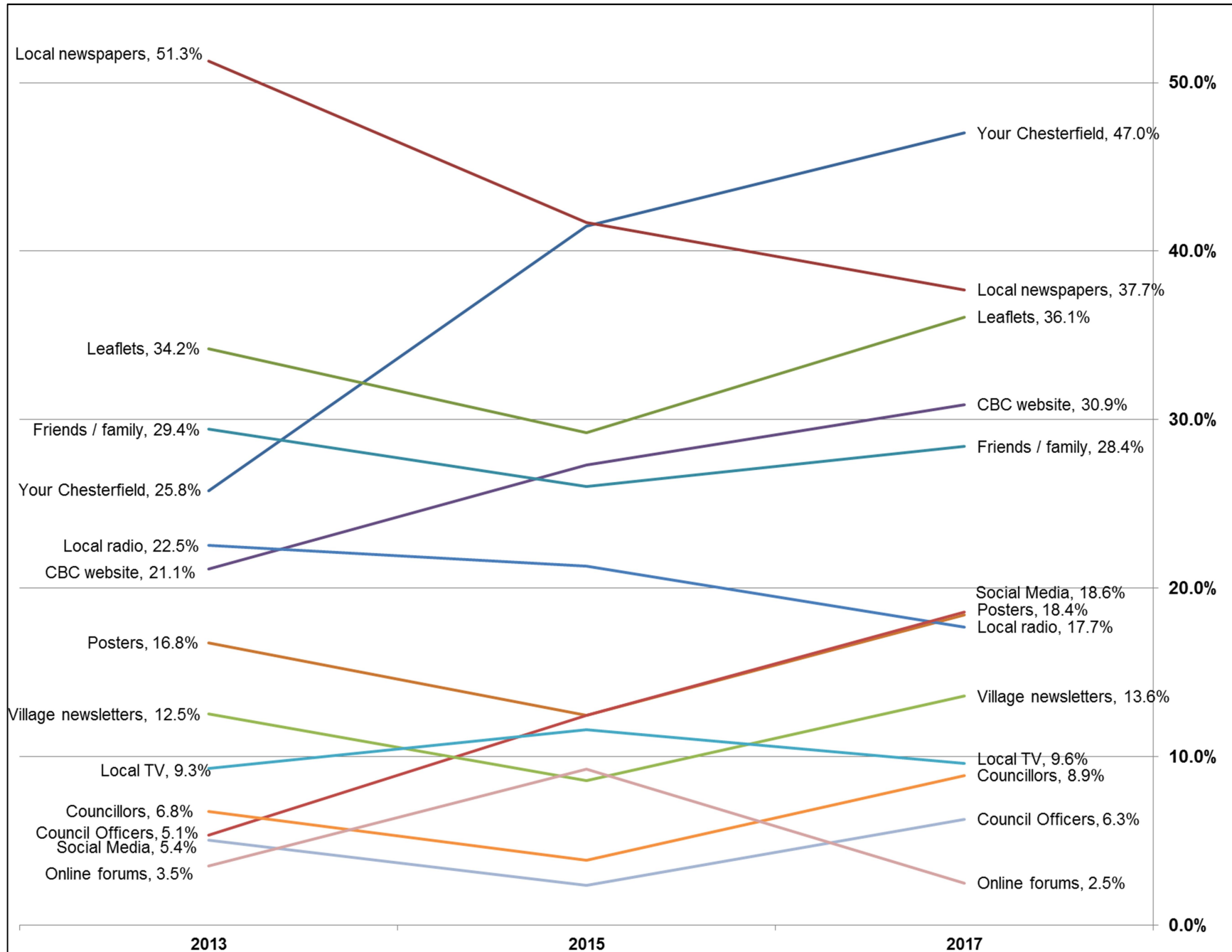
Q19. If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?									
2017 Results							Trend		
	Fully informed	Fairly informed	Neither	Not really informed	Not at all informed	Don't know	Total informed		
No .	59	263	32	20	0	16	2013	2015	2017
Percentage	15.1%	67.4%	8.2%	5.1%	0.0%	4.1%	80.2%	79.0%	82.1%
Chart									

Q20. Where do you currently find out information about the Council?

Respondents were given a list of 15 options and asked to indicate all that apply. There was also space to include alternative responses. A chart of the trend in results is shown on the following page. Please note that this was a multiple response question, so percentages may not total 100%. 12 'other' responses were given, and have been included at appendix 1. The highest percentage of respondents receive information from Your Chesterfield; which has also seen the largest increase in responses since 2013. The largest decrease is from local newspapers.

Where do you currently find out information about the Council?				
	2017		2015	2013
Your Chesterfield	263	47.0%	41.5%	25.8%
Local newspapers	211	37.7%	41.7%	51.3%
Leaflets	202	36.1%	29.2%	34.2%
CBC website	173	30.9%	27.3%	21.1%
Friends / family	159	28.4%	26.0%	29.4%
Posters	103	18.4%	12.5%	16.8%
Local radio	99	17.7%	21.3%	22.5%
Facebook	80	14.3%	See 'other social media'	See 'other social media'
Village newsletters	76	13.6%	8.6%*	12.5%
Community notice boards	74	13.2%	11.6%	0.0%
Local TV	54	9.6%	11.6%	9.3%
Councillors	50	8.9%	3.9%	6.8%
Council Officers	35	6.3%	2.4%	5.1%
Other social media	24	4.3%	12.5%	5.4%
Online forums	14	2.5%	9.2%	3.5%

Q20. Where do you currently find out information about the Council?



Q21. How would you like to receive information about the Council?

Respondents were given a list of 18 options and asked to indicate all that apply. There was also space to include alternative responses. Please note that this was a multiple response question, so percentages may not total 100%. ‘Android app’ and ‘community meetings’ were listed as other options by two respondents. A small majority of respondents said they would like to receive information from Your Chesterfield, which reflects its increasing popularity. Other popular methods were all paper-based, indicating a preference for this type of media.

How would you like to receive information about the Council?					
	2017		2015	2013	2017 Chart
Your Chesterfield	292	52.0%	46.1%	28.9%	Your Chesterfield 52.0%
CBC website	179	31.9%	27.7%	20.1%	CBC website 31.9%
Leaflets	178	31.7%	29.8%	36.8%	Leaflets 31.7%
Newspaper	158	28.1%	32.3%	29.9%	Newspaper 28.1%
Village newsletters	156	27.8%	24.5%	27.5%	Village newsletters 27.8%
Email	106	18.9%	30.6%	17.5%	Email 18.9%
Community notice boards	100	17.8%	15.7%	0.0%	Community notice boards 17.8%
Posters	90	16.0%	14.7%	17.2%	Posters 16.0%
Facebook	88	15.7%	0*	0*	Facebook 15.7%
Council Officers	70	12.5%	6.7%	4.7%	Council Officers 12.5%
Radio	69	12.3%	19.9%	12.9%	Radio 12.3%
Local TV	63	11.2%	16.8%	13.2%	Local TV 11.2%
Councillors	44	7.8%	8.2%	7.4%	Councillors 7.8%
Visit a Council venue	29	5.2%	4.4%	5.6%	Visit a Council venue 5.2%
Telephone	27	4.8%	15.3%	2.0%	Telephone 4.8%
Other social media	27	4.8%	19.3%	4.9%	Other social media 4.8%
Text	20	3.6%	18.9%	2.7%	Text 3.6%
Online forums	15	2.7%	10.5%	2.4%	Online forums 2.7%

*Facebook was not listed as a separate option from other social media in the surveys during 2013 and 2015.

Q22. If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact? (please indicate all that apply)

Respondents were given a list of six options and asked to indicate all that apply. There was also space to include alternative responses. A chart of the trend in results is shown on the following page. 33 'other' responses were given: 11 indicated 'not applicable', 9 referred to 'bank or building society', 11 indicated 'financial advisor', and 2 indicated 'creditors'. Most respondents indicated they would contact a local advice agency or friends and relatives. There has been a significant decrease since 2015 in respondents stating they would not know who to contact.

If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact? (please indicate all that apply)					
	2017		2015	2013	2017 Chart
Friends or relatives	223	41.4%	52.6%	45.0%	Friends or relatives 41.4%
Search on the internet	190	35.3%	49.6%	30.3%	Search on the internet 35.3%
Contact the Credit Union	19	3.5%	18.4%	2.6%	Contact the Credit Union 3.5%
Contact the Council	60	11.1%	11.6%	12.2%	Contact the Council 11.1%
Contact a local advice agency eg. CAB	277	51.4%	48.2%	50.6%	Contact a local advice agency eg. Citizens Advice Bureau 51.4%
I would not know who to contact	40	7.4%	18.4%	9.6%	I would not know who to contact 7.4%

5. Equality monitoring

What is your gender?				
	2017	2015	2013	2017 Chart
Male	40.1%	51.1%		<p>A horizontal bar chart titled '2017 Chart' showing the percentage distribution of respondents by gender. The categories are Male (40.1%), Female (58.4%), Transgender (0.2%), and Prefer not to say (1.4%). The bars are light blue and extend from the left. The percentages are labeled at the end of each bar.</p>
Female	58.4%	47.9%		
Transgender	0.2%	0.2%		
Prefer not to say	1.4%	0.8%		

How old are you?				
	2017	2015	2013	2017 Chart
Under 16 years	0%	0%		<p>A horizontal bar chart titled '2017 Chart' showing the percentage distribution of respondents by age group. The categories are Under 16 years (0%), 16 to 17 years (0%), 18 to 24 years (0.5%), 25 to 34 years (6.8%), 35 to 44 years (10.6%), 45 to 54 years (17.6%), 55 to 64 years (21.2%), 65 to 74 years (25.4%), 75 years and over (14.8%), and Prefer not to say (3.1%). The bars are light blue and extend from the left. The percentages are labeled at the end of each bar.</p>
16 to 17 years	0%	0%		
18 to 24 years	0.5%	1.9%		
25 to 34 years	6.8%	6.5%		
35 to 44 years	10.6%	11.2%		
45 to 54 years	17.6%	18.8%		
55 to 64 years	21.2%	21.7%		
65 to 74 years	25.4%	22.5%		
75 years and over	14.8%	15.8%		
Prefer not to say	3.1%	1.5%		

Do you consider yourself to have a disability?

	2017	2015	2013	2017 Chart
No	70.2%	71.3%		<p>A horizontal bar chart titled '2017 Chart' showing the percentage of respondents for each disability category in 2017. The categories are listed on the y-axis, and the percentage values are shown next to each blue bar. The categories and their percentages are: No (70.2%), Yes - affecting mobility (17.2%), Yes - affecting hearing (9.6%), Yes - affecting vision (6.2%), Yes - a learning disability (1.5%), Yes - affecting mental health (4.3%), Yes - another disability (5.3%), and Prefer not to say (2.8%).</p>
Yes - affecting mobility	17.2%	18.6%		
Yes - affecting hearing	9.6%	7.2%		
Yes - affecting vision	6.2%	5.6%		
Yes - a learning disability	1.5%	1.0%		
Yes - affecting mental health	4.3%	4.8%		
Yes - another disability	5.3%	3.7%		
Prefer not to say	2.8%	3.1%		

What is your ethnicity?				
	2017	2015	2013	2017 Chart
White British	96.4%			White British 96.4%
White Irish	0.3%			White Irish 0.3%
Any other White background	0.9%			Any other White background 0.9%
White and Black Caribbean	0.0%			White and Black Caribbean 0.0%
White and Black African	0.0%			White and Black African 0.0%
White and Asian	0.0%			White and Asian 0.0%
Any other Mixed background	0.2%			Any other Mixed background 0.2%
Indian	0.2%			Indian 0.2%
Pakistani	0.0%			Pakistani 0.0%
Bangladeshi	0.2%			Bangladeshi 0.2%
Any other Asian background	0.0%			Any other Asian background 0.0%
Black Caribbean	0.2%			Black Caribbean 0.2%
Black African	0.2%			Black African 0.2%
Any other Black background	0.0%			Any other Black background 0.0%
Chinese	0.0%			Chinese 0.0%
Gypsy	0.0%			Gypsy 0.0%
Traveller	0.0%			Traveller 0.0%
Any other ethnicity	0.0%			Any other ethnicity 0.0%
Prefer not to say	1.5%			Prefer not to say 1.5%

Which of the following best describes your religion?

	2017	2015	2013	2017 Chart
Buddhist	0.3%			Buddhist 0.3%
Christian	66.9%			Christian 66.9%
Hindu	0.0%			Hindu 0.0%
Jewish	0.0%			Jewish 0.0%
Muslim	0.5%			Muslim 0.5%
Sikh	0.2%			Sikh 0.2%
None	25.4%			None 25.4%
Other	2.4%			Other 2.4%
Prefer not to say	4.3%			Prefer not to say 4.3%