

Pavements Shopping Centre

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. 2019 is the fourth 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 satisfied or dissatisfied are you with The Pavements Shopping Centre?					
		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	50.00%	25.00%	12.50%	0	0	12.50%
	25 to 34 years	15.60%	53.10%	15.60%	12.50%	0	3.10%
	35 to 44 years	18.20%	50.90%	12.70%	7.30%	7.30%	3.60%
	45 to 54 years	9.00%	46.00%	22.00%	13.00%	5.00%	5.00%
	55 to 64 years	17.90%	55.60%	9.40%	8.50%	1.70%	6.80%
	65 to 74 years	36.40%	47.30%	8.50%	3.90%	2.30%	1.60%
	75 years and over	40.60%	37.60%	6.90%	1.00%	4.00%	9.90%
	Prefer not to say	50.00%	33.30%	0	0	16.70%	0
Gender	Male	23.40%	50.50%	13.50%	5.00%	3.20%	4.50%
	Female	27.40%	44.30%	10.70%	8.20%	3.50%	6.00%
	Prefer not to say	25.00%	50.00%	0	12.50%	12.50%	0
Disability	No	24.80%	48.80%	13.40%	7.00%	2.30%	3.60%
	Yes - mobility	30.40%	46.10%	6.90%	4.90%	2.90%	8.80%
	Yes - hearing	31.40%	40.00%	8.60%	5.70%	5.70%	8.60%
	Yes - vision	33.30%	44.40%	3.70%	7.40%	3.70%	7.40%
	Yes - learning disability	33.30%	0	0	33.30%	0	33.30%
	Yes - mental health	26.30%	39.50%	7.90%	7.90%	5.30%	13.20%
	Yes - another	43.50%	39.10%	0	4.30%	8.70%	4.30%
	Prefer not to say	16.70%	41.70%	8.30%	8.30%	25.00%	0
Ethnicity	White British	25.50%	47.80%	11.40%	7.00%	3.30%	5.00%
	Other White background	35.70%	35.70%	14.30%	7.10%	0	7.10%
	Black or Black British	40.00%	40.00%	20.00%	0	0	0
	Asian or Asian British	25.00%	50.00%	0	0	0	25.00%
	Mixed ethnic group	0	0	0	0	100.00%	0
	Other ethnic group	0	0	100.00%	0	0	0
	Prefer not to say	0	57.10%	28.60%	0	14.30%	0

		How frequently have you used The Pavements Shopping Centre?					
		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	100.00%	0	0	0
	18 to 24 years	25.00%	25.00%	37.50%	0	0	12.50%
	25 to 34 years	3.10%	37.50%	37.50%	15.60%	3.10%	3.10%
	35 to 44 years	5.50%	34.50%	36.40%	16.40%	1.80%	5.50%
	45 to 54 years	5.00%	29.00%	40.00%	19.00%	6.00%	1.00%
	55 to 64 years	6.00%	41.00%	34.20%	14.50%	4.30%	0
	65 to 74 years	13.00%	45.80%	29.80%	7.60%	3.10%	0.80%
	75 years and over	10.00%	42.00%	13.00%	22.00%	8.00%	5.00%
	Prefer not to say	0	50.00%	33.30%	16.70%	0	0
Gender	Male	8.60%	39.50%	28.20%	18.20%	3.60%	1.80%
	Female	8.10%	38.50%	32.60%	13.00%	5.30%	2.50%
	Prefer not to say	0	37.50%	50.00%	12.50%	0	0
Disability	No	6.90%	41.40%	33.20%	13.10%	4.10%	1.30%
	Yes - mobility	10.70%	36.90%	20.40%	20.40%	7.80%	3.90%
	Yes - hearing	5.70%	42.90%	28.60%	17.10%	2.90%	2.90%
	Yes - vision	7.70%	46.20%	11.50%	23.10%	7.70%	3.80%
	Yes - learning disability	33.30%	66.70%	0	0	0	0
	Yes - mental health	12.80%	35.90%	30.80%	12.80%	0	7.70%
	Yes - another	13.60%	31.80%	22.70%	31.80%	0	0
	Prefer not to say	20.00%	0	50.00%	20.00%	10.00%	0
Ethnicity	White British	7.90%	39.00%	30.70%	15.30%	4.80%	2.30%
	Other White background	14.30%	35.70%	35.70%	14.30%	0	0
	Black or Black British	20.00%	40.00%	40.00%	0	0	0
	Asian or Asian British	25.00%	25.00%	50.00%	0	0	0
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	0	0	100.00%	0	0
	Prefer not to say	0	28.60%	57.10%	14.30%	0	0

