

Chesterfield Museums

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 Museum?					
		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	12.50%	25.00%	62.50%
	25 to 34 years	0	0	0	12.50%	31.30%	56.30%
	35 to 44 years	0	0	1.80%	14.50%	29.10%	54.50%
	45 to 54 years	0	1.00%	0	10.10%	41.40%	47.50%
	55 to 64 years	0	0	0	17.40%	35.70%	47.00%
	65 to 74 years	0	0	3.30%	25.20%	33.30%	38.20%
	75 years and over	1.10%	1.10%	2.20%	16.90%	37.10%	41.60%
	Prefer not to say	0	0	0	0	16.70%	83.30%
Gender	Male	0	0.90%	1.90%	17.30%	28.50%	51.40%
	Female	0.30%	0	1.00%	16.40%	40.70%	41.60%
	Prefer not to say	0	0	0	12.50%	25.00%	62.50%
Disability	No	0	0.50%	1.10%	19.50%	34.00%	44.90%
	Yes - mobility	1.00%	0	4.10%	11.30%	42.30%	41.20%
	Yes - hearing	0	0	3.00%	21.20%	42.40%	33.30%
	Yes - vision	0	0	4.00%	8.00%	44.00%	44.00%
	Yes - learning disability	0	0	0	0	66.70%	33.30%
	Yes - mental health	2.60%	0	0	5.10%	43.60%	48.70%
	Yes - another	0	0	4.80%	9.50%	38.10%	47.60%
	Prefer not to say	0	0	0	9.10%	27.30%	63.60%
Ethnicity	White British	0.20%	0.40%	1.20%	16.10%	36.50%	45.60%
	Other White background	0	0	7.70%	53.80%	7.70%	30.80%
	Black or Black British	0	0	0	20.00%	20.00%	60.00%
	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	0	100.00%
	Prefer not to say	0	0	0	14.30%	14.30%	71.40%

		How frequently have you used the Revolution House?					
		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	0	100.00%
	18 to 24 years	0	0	0	0	12.50%	87.50%
	25 to 34 years	0	0	0	9.40%	25.00%	65.60%
	35 to 44 years	0	0	0	7.30%	18.20%	74.50%
	45 to 54 years	0	1.00%	0	6.10%	33.70%	59.20%
	55 to 64 years	0	0	1.80%	5.40%	30.40%	62.50%
	65 to 74 years	0	0	0.80%	9.10%	46.30%	43.80%
	75 years and over	2.30%	1.10%	0	5.70%	43.20%	47.70%
	Prefer not to say	0	0	0	0	16.70%	83.30%
Gender	Male	0.50%	0.50%	0	5.20%	36.00%	57.80%
	Female	0.30%	0.30%	1.00%	7.90%	34.80%	55.60%
	Prefer not to say	0	0	0	0	0	100.00%
Disability	No	0	0.30%	0.50%	8.10%	33.40%	57.70%
	Yes - affecting mobility	1.10%	1.10%	0	4.30%	42.60%	51.10%
	Yes - affecting hearing	0	0	3.10%	6.30%	40.60%	50.00%
	Yes - affecting vision	0	4.00%	0	0	44.00%	52.00%
	Yes - a learning disability	0	0	0	0	0	100.00%
	Yes - affecting mental health	2.80%	0	0	5.60%	27.80%	63.90%
	Yes - another disability	0	0	0	5.00%	45.00%	50.00%
	Prefer not to say	8.30%	0	0	0	33.30%	58.30%
Ethnicity	White British	491	0.40%	0.40%	0.40%	6.30%	36.50%
	Other White background	13	0	0	7.70%	30.80%	0
	Black or Black British	5	0	0	0	0	40.00%
	Asian or Asian British	4	0	0	0	0	25.00%
	Mixed ethnic group	1	0	0	0	0	0
	Other ethnic group	1	0	0	0	0	0
	Prefer not to say	7	0	0	0	0	0

		How satisfied or dissatisfied are you with The Museum?					
		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	0	12.50%	0	0	0	87.50%
	25 to 34 years	15.60%	3.10%	15.60%	0	0	65.60%
	35 to 44 years	7.30%	16.40%	5.50%	1.80%	0	69.10%
	45 to 54 years	9.10%	16.20%	8.10%	3.00%	2.00%	61.60%
	55 to 64 years	12.20%	21.70%	13.00%	0	0	53.00%
	65 to 74 years	17.20%	24.20%	12.50%	1.60%	1.60%	43.00%
	75 years and over	22.70%	18.20%	11.40%	0	0	47.70%
	Prefer not to say	0	0	0	0	0	100.00%
Gender	Male	13.00%	16.70%	11.60%	0.50%	0.90%	57.40%
	Female	14.90%	20.50%	10.40%	1.60%	0.60%	51.90%
	Prefer not to say	0	12.50%	0	0	0	87.50%
Disability	No	14.80%	19.00%	9.80%	1.30%	0.30%	54.80%
	Yes - mobility	16.30%	14.30%	17.30%	1.00%	1.00%	50.00%
	Yes - hearing	25.80%	16.10%	25.80%	0	0	32.30%
	Yes - vision	22.70%	18.20%	22.70%	0	0	36.40%
	Yes - learning disability	0	0	0	0	0	100.00%
	Yes - mental health	7.90%	18.40%	10.50%	2.60%	0	60.50%
	Yes - another	0	23.80%	9.50%	0	4.80%	61.90%
	Prefer not to say	16.70%	8.30%	8.30%	0	0	66.70%
Ethnicity	White British	14.20%	18.60%	10.80%	1.20%	0.80%	54.50%
	Other White background	23.10%	38.50%	7.70%	0	0	30.80%
	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	0	14.30%	0	0	0	85.70%

		How satisfied or dissatisfied are you with the Revolution House?					
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Age	Under 16 years	0	0	0	0	0	100.00%
	18 to 24 years	0	0	0	0	0	100.00%
	25 to 34 years	6.50%	0	16.10%	0	0	77.40%
	35 to 44 years	3.70%	9.30%	7.40%	0	0	79.60%
	45 to 54 years	6.40%	10.60%	10.60%	1.10%	2.10%	69.10%
	55 to 64 years	12.30%	11.40%	11.40%	0	0	64.90%
	65 to 74 years	10.60%	20.30%	14.60%	0	0	54.50%
	75 years and over	14.90%	14.90%	12.60%	0	1.10%	56.30%
	Prefer not to say	0	0	0	0	0	100.00%
Gender	Male	9.90%	9.40%	13.20%	0	0.50%	67.00%
	Female	10.10%	15.40%	10.70%	0.30%	0.70%	62.80%
	Prefer not to say	0	0	0	0	0	100.00%
Disability	No	8.90%	11.10%	11.10%	0	0.50%	68.30%
	Yes - mobility	13.50%	17.70%	15.60%	1.00%	0	52.10%
	Yes - hearing	15.20%	12.10%	24.20%	0	0	48.50%
	Yes - vision	13.00%	13.00%	30.40%	0	0	43.50%
	Yes - learning disability	0	0	0	0	0	100.00%
	Yes - mental health	8.30%	16.70%	11.10%	2.80%	0	61.10%
	Yes - another	14.30%	9.50%	19.00%	0	0	57.10%
	Prefer not to say	8.30%	0	8.30%	0	0	83.30%
Ethnicity	White British	10.00%	12.70%	12.30%	0.20%	0.60%	64.20%
	Other White background	7.70%	23.10%	0	0	0	69.20%
	Black or Black British	0	0	25.00%	0	0	75.00%
	Asian or Asian British	33.30%	33.30%	0	0	0	33.30%
	Mixed ethnic group	0	0	0	0	0	100.00%
	Other ethnic group	0	0	0	0	0	100.00%
	Prefer not to say	0	0	0	0	0	100.00%

