

ARE YOU BEING SERVED? SEPTEMBER – OCTOBER 2015

Headline Report



Contents

1. Introduction	1
2. About Chesterfield Borough Council and your local area in general	2
3. About the local community	9
4. About Chesterfield Borough Council Services	21
5. About finding and receiving Information	27
6. About You	33
7. Other Comments.....	39

1. 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 second 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.

During September 2015, the postal questionnaire was sent to a random sample of 3000 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 526 residents, giving a response rate of 17.5%. Receiving this number of responses has enabled us to achieve a confidence interval of 3.2. This means that we can be 95% confident that the results are accurate to within 3.2% if we had asked the entire Borough's population the same questions. For example, if 36.6% 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 33.4% and 39.8%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

2. 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. Table 1.1 shows the results excluding those respondents that indicated 'don't know' (0.6% of all respondents). Using table 1.1, a total of 87.0% respondents indicated 'very satisfied' or 'fairly satisfied' with their local area as a place to live. 9.0% of respondents indicated 'fairly dissatisfied' or 'very dissatisfied'.

Table 1: Overall, how satisfied are you with your local area as a place to live?		
	No.	%
<i>Very satisfied</i>	192	36.6%
<i>Fairly satisfied</i>	261	49.8%
<i>Neither</i>	21	4.0%
<i>Fairly dissatisfied</i>	32	6.1%
<i>Very dissatisfied</i>	15	2.9%
<i>Don't know</i>	3	0.6%

Table 1.1: Overall, how satisfied are you with your local area as a place to live? (Excluding respondents indicating 'don't know')		
	No.	%
<i>Very satisfied</i>	192	36.9%
<i>Fairly satisfied</i>	261	50.1%
<i>Neither</i>	21	4.0%
<i>Fairly dissatisfied</i>	32	6.1%
<i>Very dissatisfied</i>	15	2.9%

Respondents were advised that Chesterfield Borough Council (CBC) provides services to their local area such as street cleaning, refuse collection, planning and leisure.

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

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option. Table 2.1 shows the percentages excluding the don't know options. Using table 2.1, a high of 58.2% of respondents indicated that they were 'fairly satisfied' with the way the CBC runs things, 20.2% indicated 'very satisfied'. A low of 2.7% indicated 'very dissatisfied'.

Table 2: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?		
	No.	%
<i>Very satisfied</i>	103	19.7%
<i>Fairly satisfied</i>	297	56.9%
<i>Neither</i>	58	11.1%
<i>Fairly dissatisfied</i>	38	7.3%
<i>Very dissatisfied</i>	14	2.7%
<i>Don't know</i>	12	2.3%

Table 2.1: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things? (Excluding respondents indicating 'don't know')		
	No.	%
<i>Very satisfied</i>	103	20.2%
<i>Fairly satisfied</i>	297	58.2%
<i>Neither</i>	58	11.4%
<i>Fairly dissatisfied</i>	38	7.5%
<i>Very dissatisfied</i>	14	2.7%

For Q3, respondents were asked to think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services their household uses. Respondents were advised that it does not matter if they do not know all of the services Chesterfield Borough Council provides to the Community, and that we would like their general opinion.

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

Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. 7.6% of respondents indicated 'don't know' to this question. Table 3.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 3.1, a total of 65.1% of respondents indicated that they 'strongly agree' or 'tend to agree' that Chesterfield Borough Council provides value for money. A total of 17.1% of respondents indicated 'tend to disagree' or 'strongly disagree'.

Table 3: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?		
	No.	%
<i>Strongly agree</i>	74	14.1%
<i>Tend to agree</i>	241	46.0%
<i>Neither</i>	86	16.4%
<i>Tend to disagree</i>	61	11.6%
<i>Strongly disagree</i>	22	4.2%
<i>Don't know</i>	40	7.6%

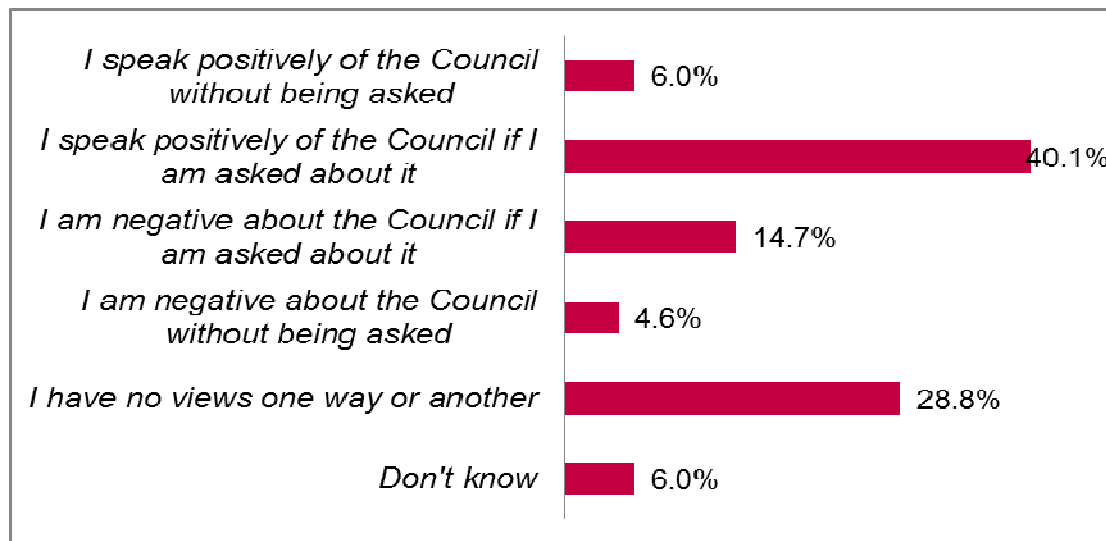
Table 3.1: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money? (Excluding respondents indicating 'don't know')		
	No.	%
<i>Strongly agree</i>	74	15.3%
<i>Tend to agree</i>	241	49.8%
<i>Neither</i>	86	17.8%
<i>Tend to disagree</i>	61	12.6%
<i>Strongly disagree</i>	22	4.5%

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

Respondents were given a list of six statements, and asked to indicate the one which best reflected their opinion. The six statements were: 'I speak positively about the Council without being asked', 'I speak positively about the Council if I am asked about it', 'I am negative about the Council if I am asked about it', 'I am negative about the Council without being asked', 'I have no views one way or another', and 'don't know'. The statement indicated by the greatest percentage of respondents was 'I speak positively of the Council if I am asked about it' (40.1%), followed by 'I have no views one way or another' (28.8%). The statement indicated by the least percentage of respondents was 'I am negative about the Council without being asked' (4.6%).

Table 4: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?

	No.	%
<i>I speak positively of the Council without being asked</i>	30	6.0%
<i>I speak positively of the Council if I am asked about it</i>	202	40.1%
<i>I am negative about the Council if I am asked about it</i>	74	14.7%
<i>I am negative about the Council without being asked</i>	23	4.6%
<i>I have no views one way or another</i>	145	28.8%
<i>Don't know</i>	30	6.0%



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

Respondents were given 5 options to choose from ranging from “a great deal” to “not at all”, with a “don’t know” option. A high of 42.2% of respondents indicated ‘a fair amount’, 22.6% indicated ‘not very much’ and 20.8% answered ‘don’t know’.

Table 5: To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?		
	No.	%
<i>A great deal</i>	52	10.3%
<i>A fair amount</i>	213	42.2%
<i>Not very much</i>	114	22.6%
<i>Not at all</i>	21	4.2%
<i>Don't know</i>	105	20.8%

Response	Percentage
<i>A great deal</i>	10.3%
<i>A fair amount</i>	42.2%
<i>Not very much</i>	22.6%
<i>Not at all</i>	4.2%
<i>Don't know</i>	20.8%

Q6. Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?

Respondents were advised that by ‘benefits’, we mean positive impacts it has on the area’. Respondents were given a list of 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. 8.2% of respondents indicated ‘don’t know’ to this question. A total of 56.2% of respondents indicated ‘very well informed’ or ‘fairly well informed’. A total 35.6% of respondents indicated ‘not very well informed’ or ‘not well informed at all’.

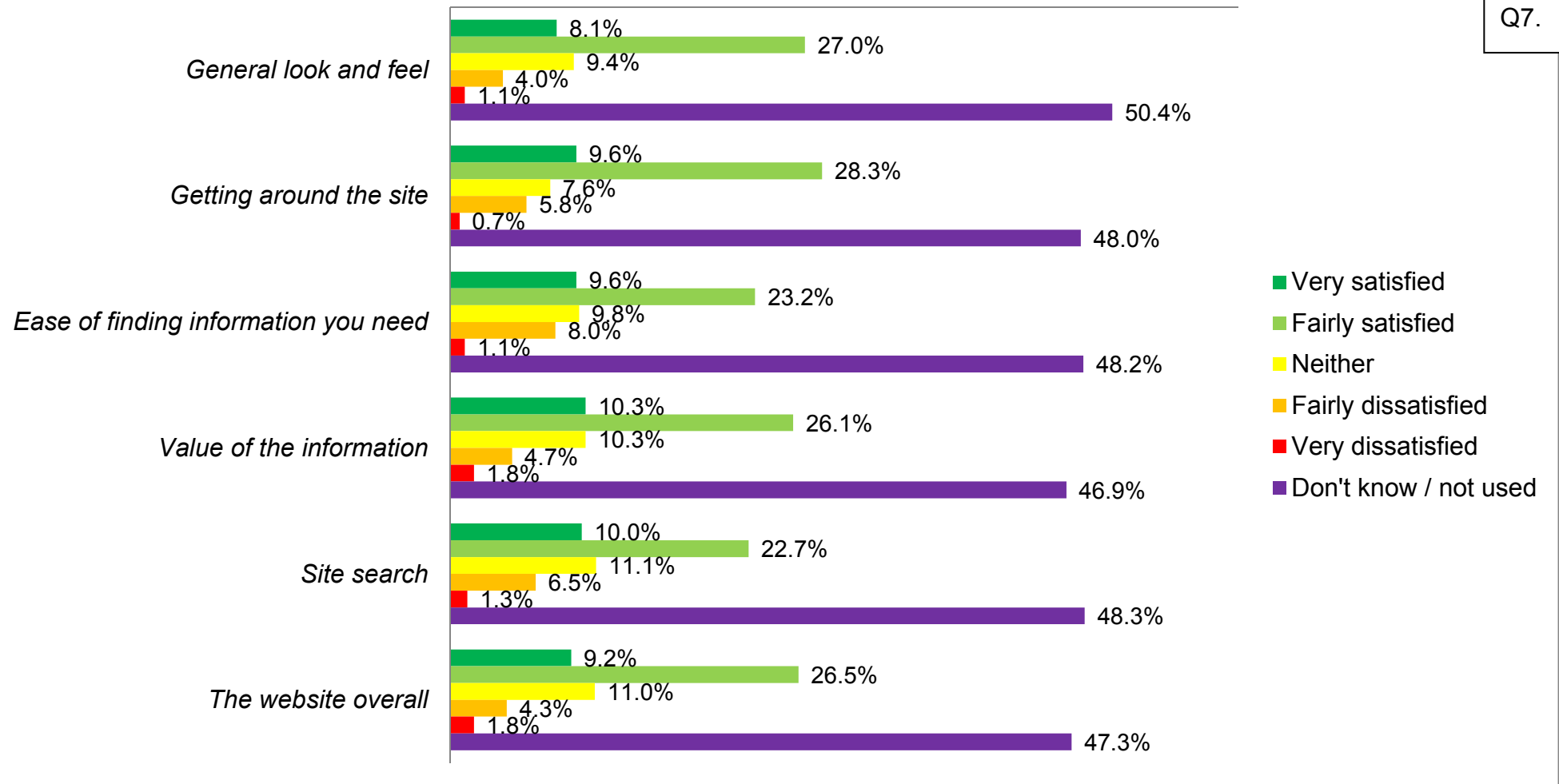
Table 6: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?		
	No.	%
<i>Very well informed</i>	62	12.4%
<i>Fairly well informed</i>	219	43.8%
<i>Not very well informed</i>	126	25.2%
<i>Not well informed at all</i>	52	10.4%
<i>Don't know</i>	41	8.2%

Response	Percentage
<i>Very well informed</i>	12.4%
<i>Fairly well informed</i>	43.8%
<i>Not very well informed</i>	25.2%
<i>Not well informed at all</i>	10.4%
<i>Don't know</i>	8.2%

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

Respondents were asked to rate the following aspects of the Council’s website: the “general look and feel”, “getting around the site”, “ease of finding information you need”, “value of the information”, “site search”, and “the website overall”. Respondents were given a list of options ranging from “very satisfied” to “very dissatisfied”. Approximately 50% of respondents indicated ‘don’t know / not used’ for each aspect. The highest level of satisfaction (those indicating very or fairly satisfied) was ‘getting around the site’ at 37.9%. The highest level of dissatisfaction (those indicating fairly or very dissatisfied) was ‘ease of finding information you need’ at 9.1%.

Table 7: How satisfied are you with the following aspects of the Council’s website?												
	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied		Don't know / not used	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
General look and feel	38	8.1%	127	27.0%	44	9.4%	19	4.0%	5	1.1%	237	50.4%
Getting around the site	43	9.6%	126	28.3%	34	7.6%	26	5.8%	3	0.7%	214	48.0%
Ease of finding information you need	43	9.6%	104	23.2%	44	9.8%	36	8.0%	5	1.1%	216	48.2%
Value of the information	46	10.3%	117	26.1%	46	10.3%	21	4.7%	8	1.8%	210	46.9%
Site search	45	10.0%	102	22.7%	50	11.1%	29	6.5%	6	1.3%	217	48.3%
The website overall	41	9.2%	118	26.5%	49	11.0%	19	4.3%	8	1.8%	211	47.3%



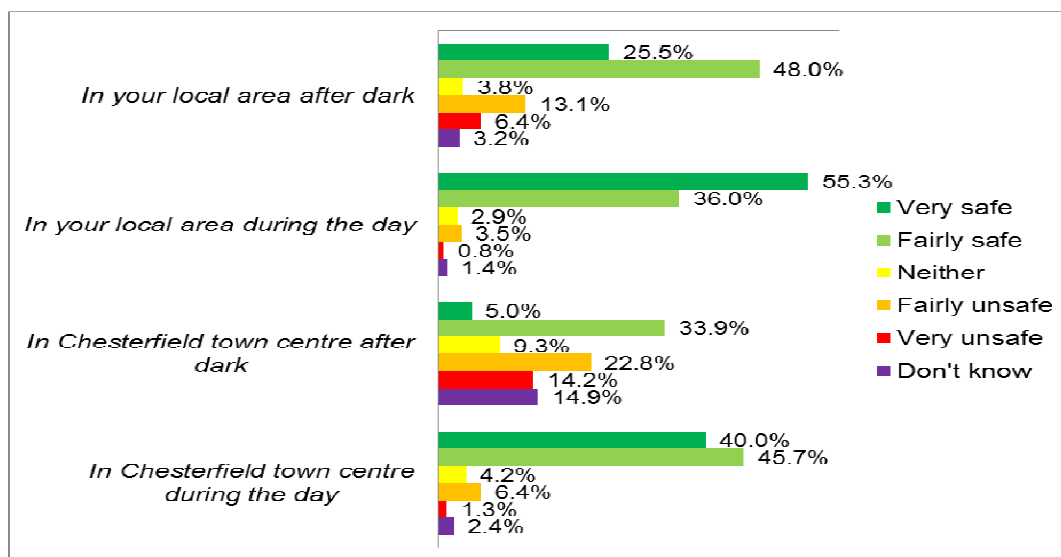
3. About the local community

Q8. How safe or unsafe do you feel in the following areas?

Respondents were given a list of four areas, and asked to indicate how safe they feel from six options which ranged from 'very safe' to 'very unsafe', including a 'don't know' option. The areas were: 'your local area after dark', 'your local area during daytime', 'Chesterfield town centre after dark', and 'Chesterfield town centre during the daytime'. In general, respondents feel safe in their local area, with 91.3% indicating they feel 'very safe' or 'fairly safe' in their local area during the daytime, and 73.5% indicating they feel 'very safe' or 'fairly safe' in their local area after dark. Figures are lower for Chesterfield town centre, with 85.7% of respondents indicating they feel 'very safe' or 'fairly safe' in the town centre during the daytime, but a low of 38.9% indicated they feel 'very safe' or 'fairly safe' in the town centre after dark. 37.0% indicated that they feel 'fairly unsafe' or 'very unsafe' in the town centre after dark.

Table 8: How safe or unsafe do you feel in the following areas?

	Very safe		Fairly safe		Neither		Fairly unsafe		Very unsafe		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In your local area after dark	128	25.5%	241	48.0%	19	3.8%	66	13.1%	32	6.4%	16	3.2%
In your local area during the day	269	55.3%	175	36.0%	14	2.9%	17	3.5%	4	0.8%	7	1.4%
In Chesterfield town centre after dark	22	5.0%	150	33.9%	41	9.3%	101	22.8%	63	14.2%	66	14.9%
In Chesterfield town centre during the day	181	40.0%	207	45.7%	19	4.2%	29	6.4%	6	1.3%	11	2.4%



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

Respondents were given a list of five options, ranging from 'very strongly' to 'not at all strongly', including a 'don't know' option, and asked to indicate one option. A total of 71.8% respondents indicated that they feel they belong to the local area 'very strongly' or 'fairly strongly', with a further 17.9% indicating 'not very strongly' and 4.9% indicating 'not at all strongly'.

Table 9: How strongly do you feel you belong to the local area?		
	No.	%
<i>Very strongly</i>	181	35.7%
<i>Fairly strongly</i>	183	36.1%
<i>Not very strongly</i>	91	17.9%
<i>Not at all strongly</i>	25	4.9%
<i>Don't know</i>	27	5.3%

<i>Very strongly</i>	35.7%
<i>Fairly strongly</i>	36.1%
<i>Not very strongly</i>	17.9%
<i>Not at all strongly</i>	4.9%
<i>Don't know</i>	5.3%

Q10. a 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?

Respondents were advised that by 'getting on well together', we mean living alongside each other with respect. Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. Table 10.a1 shows the results after those respondents indicating 'don't know' (20.2%) have been discounted. Using table 10a.1, a total of 73.9% of respondents indicated that they 'definitely agree' or 'tend to agree' that their local area is a place where people from different ethnic backgrounds get on well together. 12.1% indicated that they 'tend to disagree' or 'definitely disagree'.

Table 10a: 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?

	No.	%
<i>Definitely agree</i>	64	12.9%
<i>Tend to agree</i>	228	46.1%
<i>Neither</i>	55	11.1%
<i>Tend to disagree</i>	34	6.9%
<i>Definitely disagree</i>	14	2.8%
<i>Don't know</i>	100	20.2%

Table 10a.1: 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? (Excluding respondents that indicated 'don't know')

	No.	%
<i>Definitely agree</i>	64	16.2%
<i>Tend to agree</i>	228	57.7%
<i>Neither</i>	55	13.9%
<i>Tend to disagree</i>	34	8.6%
<i>Definitely disagree</i>	14	3.5%

Q10.b To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. 15.7% of respondents indicated 'don't know' to this question. Table 10b.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 10b.1, a total of 52.5% of respondents indicated that they 'definitely agree' or 'tend to agree' that people in their local area pull together to improve the local area. A total 24.9% of respondents indicated 'tend to disagree' or 'definitely disagree'.

Table 10b: To what extent would you agree or disagree that people in this local area pull together to improve the local area?		
	No.	%
<i>Definitely agree</i>	38	7.8%
<i>Tend to agree</i>	179	36.5%
<i>Neither</i>	93	19.0%
<i>Tend to disagree</i>	67	13.7%
<i>Definitely disagree</i>	36	7.3%
<i>Don't know</i>	77	15.7%

Table 10b.1: To what extent would you agree or disagree that people in this local area pull together to improve the local area? (Excluding respondents that indicated 'don't know')		
	No.	%
<i>Definitely agree</i>	38	9.2%
<i>Tend to agree</i>	179	43.3%
<i>Neither</i>	93	22.5%
<i>Tend to disagree</i>	67	16.2%
<i>Definitely disagree</i>	36	8.7%

Q10.c Do you agree or disagree that you can influence decisions affecting your local area?

Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. 21.6% of respondents indicated 'don't know' to this question. Table 10c.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 10c.1, a total of 26.7% of respondents indicated that they 'definitely agree' or 'tend to agree' that they can influence decisions affecting the local area. A total 38.9% of respondents indicated 'tend to disagree' or 'definitely disagree'.

Table 10c: Do you agree or disagree that you can influence decisions affecting your local area?		
	No.	%
<i>Definitely agree</i>	17	3.5%
<i>Tend to agree</i>	84	17.4%
<i>Neither</i>	130	27.0%
<i>Tend to disagree</i>	96	19.9%
<i>Strongly disagree</i>	51	10.6%
<i>Don't know</i>	104	21.6%

Table 10c.1: Do you agree or disagree that you can influence decisions affecting your local area? (Excluding respondents that indicated 'don't know')		
	No.	%
<i>Definitely agree</i>	17	4.5%
<i>Tend to agree</i>	84	22.2%
<i>Neither</i>	130	34.4%
<i>Tend to disagree</i>	96	25.4%
<i>Strongly disagree</i>	51	13.5%

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

Respondents were given a list of four options: 'yes', 'no', 'depends on the issue', and 'don't know', and asked to indicate one option. A high of 58.8% of respondents indicated 'depends on the issue', followed by 20.0% indicating 'no', 15.2% indicating 'yes', and 6.1% indicating 'don't know'.

Table 11: Would you like to be more involved in the decisions that affect your local area?		
	No.	%
Yes	75	15.2%
No	99	20.0%
<i>Depends on the issue</i>	291	58.8%
<i>Don't know</i>	30	6.1%

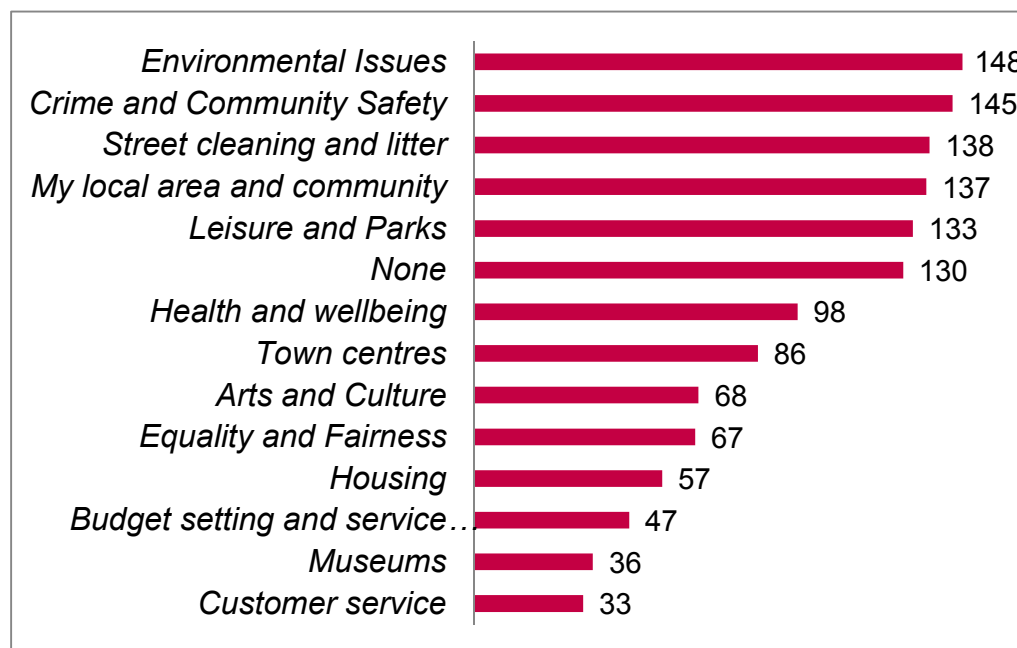
A horizontal bar chart with four bars representing the response options. The bars are colored in a dark red/maroon shade. The categories and their corresponding percentages are: 'Yes' at 15.2%, 'No' at 20.0%, 'Depends on the issue' at 58.8%, and 'Don't know' at 6.1%. The bars are ordered from top to bottom as Yes, No, Depends on the issue, and Don't know.

Response	Percentage
Yes	15.2%
No	20.0%
<i>Depends on the issue</i>	58.8%
<i>Don't know</i>	6.1%

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

Respondents were given a list of 14 issues and asked to indicate all that they would be interested in being more involved. The top 6 issues indicated by respondents were: 'environmental issues' (148), 'crime and community safety' (145), 'street cleaning and litter' (138) 'my local area and community' (137), 'leisure and parks' (133) and "none" (130).

Table 12: Which of the following issues would you like to be more involved in? (Listed in order of most popular to least popular)	
	No.
Environmental Issues	148
Crime and Community Safety	145
Street cleaning and litter	138
My local area and community	137
Leisure and Parks	133
None	130
Health and wellbeing	98
Town centres	86
Arts and Culture	68
Equality and Fairness	67
Housing	57
Budget setting and service priorities	47
Museums	36
Customer service	33



Q13. Were you aware of Community Assemblies before this survey?

Respondents were simply given a “yes” or “no” option.

A high majority (78.8%) indicated they were not aware of the Community Assemblies.

Table 13: Were you aware of Community Assemblies before this survey?			
	No.	%	
Yes	105	21.2%	<p>Yes 21.2%</p> <p>No 78.8%</p>
No	390	78.8%	

Q14. How regularly do you attend your local Community Assembly meeting?

Respondents were given the following options: “always”, “usually”, “occasionally”, and “I’ve never been”.

The overwhelming majority (91.3%) indicated that they have ‘never been’.

Table 14: How regularly do you attend your local Community Assembly meeting?			
	No.	%	
Always	7	1.4%	<p>Always 1.4%</p> <p>Usually 0.8%</p> <p>Occasionally 6.4%</p> <p>I've never been 91.3%</p>
Usually	4	0.8%	
Occasionally	32	6.4%	
I've never been	454	91.3%	

Q15. Is there anything preventing you from attending Community Assembly meetings more frequently?

Respondents were given the following options: “lack of time” “not aware of meeting dates”, “don’t like public meetings”, “only attend when there’s a specific issue I’m interested in”, “not interested” and “other please specify”. Respondents were asked to tick all that apply. A high of 49.8% indicated the reason for not attending the community assemblies more frequently was ‘not aware of meeting dates’, followed by 28.3% indicating a lack of time. Other reasons specified included ‘health/disability’, ‘old age’, and ‘unaware of meetings’.

Table 15: Is there anything preventing you from attending Community Assembly meetings more frequently?		
	No.	%
Lack of time	129	28.3%
Not aware of meeting dates	227	49.8%
Don't like public meetings	92	20.2%
Only attend when there's a specific issue I'm interested in	70	15.4%
Not interested	58	12.7%

Lack of time	28.3%
Not aware of meeting dates	49.8%
Don't like public meetings	20.2%
Only attend when there's a...	15.4%
Not interested	12.7%

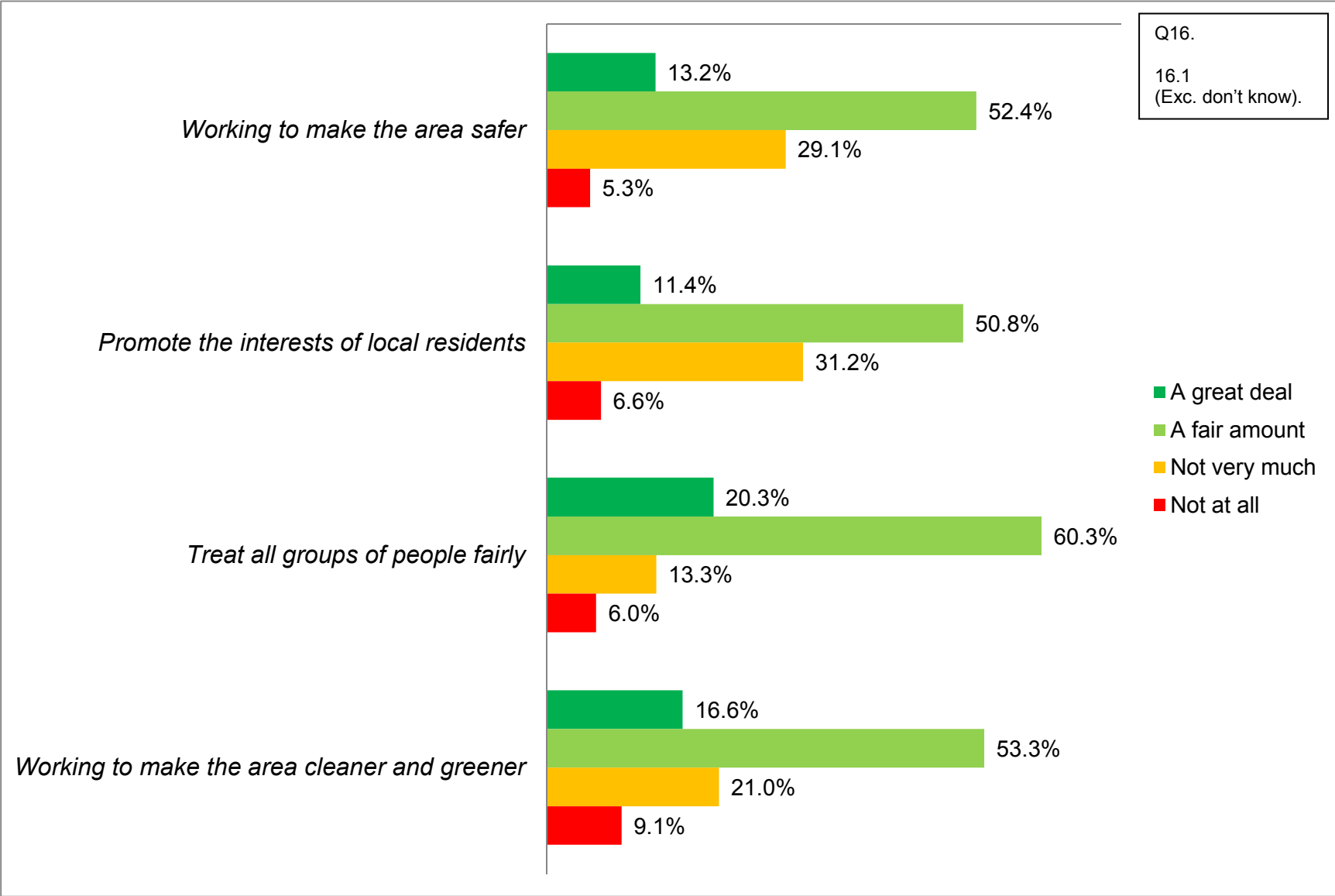
Table 15.1: Other, please specify:	
• Health / Disability (18)	• Age / too old (12)
• Not aware of them (11)	• Clashes with another meeting / appointment (2)
• Working hours (2)	• Time / venue (3)
• Carer of disabled person (2)	• Lack of information (2)

Q16. Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?

Respondents were given a list of four statements, and asked to indicate to what extent each statement applies to services in the area from five options. The five options ranged from 'a great deal' to 'not at all' and included a 'don't know' option. Table 16.1 shows the results from this question when the 'don't know' responses have been discounted. Using table 16.1, the three statements with the greatest percentage of respondents indicating 'a great deal' or 'a fair amount' are: 'CBC and partners treat all groups of people fairly' (85.2%) and 'CBC and partners are working to make the area safer' (78.7%).

Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?										
	A great deal		A fair amount		Not very much		Not at all		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%
CBC and partners are working to make the area safer	45	9.1%	178	36.0%	99	20.0%	18	3.6%	154	31.2%
CBC and partners promote the interests of local residents	38	7.8%	169	34.6%	104	21.3%	22	4.5%	155	31.8%
CBC and partners treat all groups of people fairly	64	13.0%	190	38.6%	42	8.5%	19	3.9%	177	36.0%
CBC and partners are working to make the area cleaner and greener	60	12.2%	193	39.4%	76	15.5%	33	6.7%	128	26.1%

Table 16.1: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area? (Excluding respondents indicating 'don't know')									
	A great deal		A fair amount		Not very much		Not at all		
	No.	%	No.	%	No.	%	No.	%	
CBC and partners are working to make the area safer	45	13.2%	178	52.4%	99	29.1%	18	5.3%	
CBC and partners promote the interests of local residents	38	11.4%	169	50.8%	104	31.2%	22	6.6%	
CBC and partners treat all groups of people fairly	64	20.3%	190	60.3%	42	13.3%	19	6.0%	
CBC and partners are working to make the area cleaner and greener	60	16.6%	193	53.3%	76	21.0%	33	9.1%	

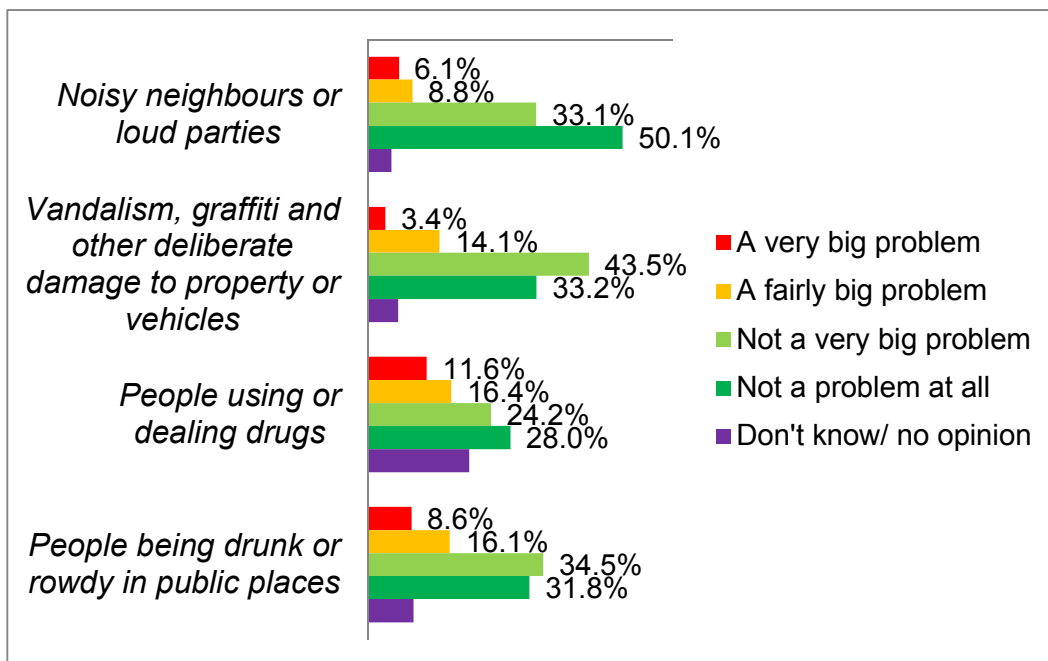


Q17. Thinking about your local area, how much of a problem do you think the following are?

Respondents were given a list of four issues, and asked to indicate how much of a problem each issue is from options ranging from ‘a very big problem’, to ‘not a problem at all’, including a ‘don’t know’ option. The issue that the greatest percentage of respondents felt was a problem was ‘people using or dealing drugs’ (28.0% indicated ‘a very big problem’ or ‘a fairly big problem’), followed by ‘people being drunk or rowdy in public places’ (24.7%) and ‘vandalism, graffiti and other deliberate damage to property or vehicles’ (17.5%). 14.9% of respondents indicated that ‘noisy neighbours or loud parties’ was a problem.

Table 17: Thinking about your local area, how much of a problem do you think the following are?

	A very big problem		A fairly big problem		Not a very big problem		Not a problem at all		Don't know / No opinion	
Noisy neighbours or loud parties	29	6.1%	42	8.8%	157	33.1%	238	50.1%	22	4.6%
Vandalism, graffiti and other deliberate damage to property or vehicles	16	3.4%	67	14.1%	207	43.5%	158	33.2%	28	5.9%
People using or dealing drugs	56	11.6%	79	16.4%	117	24.2%	135	28.0%	96	19.9%
People being drunk or rowdy in public places	41	8.6%	77	16.1%	165	34.5%	152	31.8%	43	9.0%



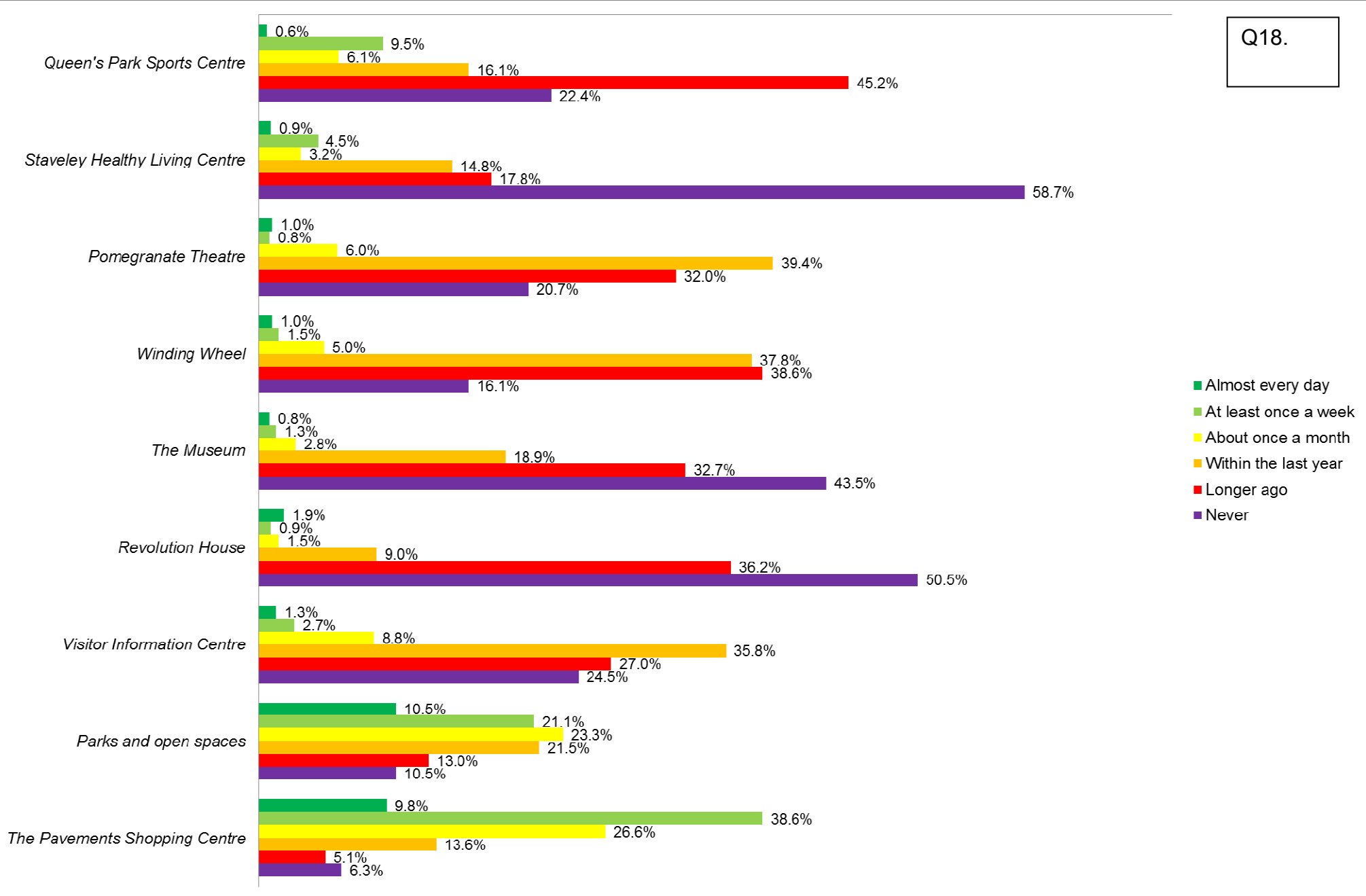
4. About Chesterfield Borough Council Services

Q18. How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?

Respondents were given a list of nine services and venues provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. The six options ranged from 'almost every day' to 'never'. The two services with the greatest percentage of respondents indicating 'almost every day' or 'at least once a week' were: 'The Pavements Shopping Centre' (48.4%) and 'Parks and Open Spaces' (31.6%).

Table 18: 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	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Queen's Park Sports Centre	3	0.6%	45	9.5%	29	6.1%	76	16.1%	214	45.2%	106	22.4%
Staveley Healthy Living Centre	4	0.9%	21	4.5%	15	3.2%	69	14.8%	83	17.8%	273	58.7%
Pomegranate Theatre	5	1.0%	4	0.8%	29	6.0%	192	39.4%	156	32.0%	101	20.7%
Winding Wheel	5	1.0%	7	1.5%	24	5.0%	181	37.8%	185	38.6%	77	16.1%
The Museum	4	0.8%	6	1.3%	13	2.8%	89	18.9%	154	32.7%	205	43.5%
Revolution House	9	1.9%	4	0.9%	7	1.5%	42	9.0%	170	36.2%	237	50.5%
Visitor Information Centre	6	1.3%	13	2.7%	42	8.8%	171	35.8%	129	27.0%	117	24.5%
Parks and open spaces	51	10.5%	102	21.1%	113	23.3%	104	21.5%	63	13.0%	51	10.5%
Pavements Shopping Centre	48	9.8%	190	38.6%	131	26.6%	67	13.6%	25	5.1%	31	6.3%

Q18.



Q19. How satisfied or dissatisfied are you with each of the following services?

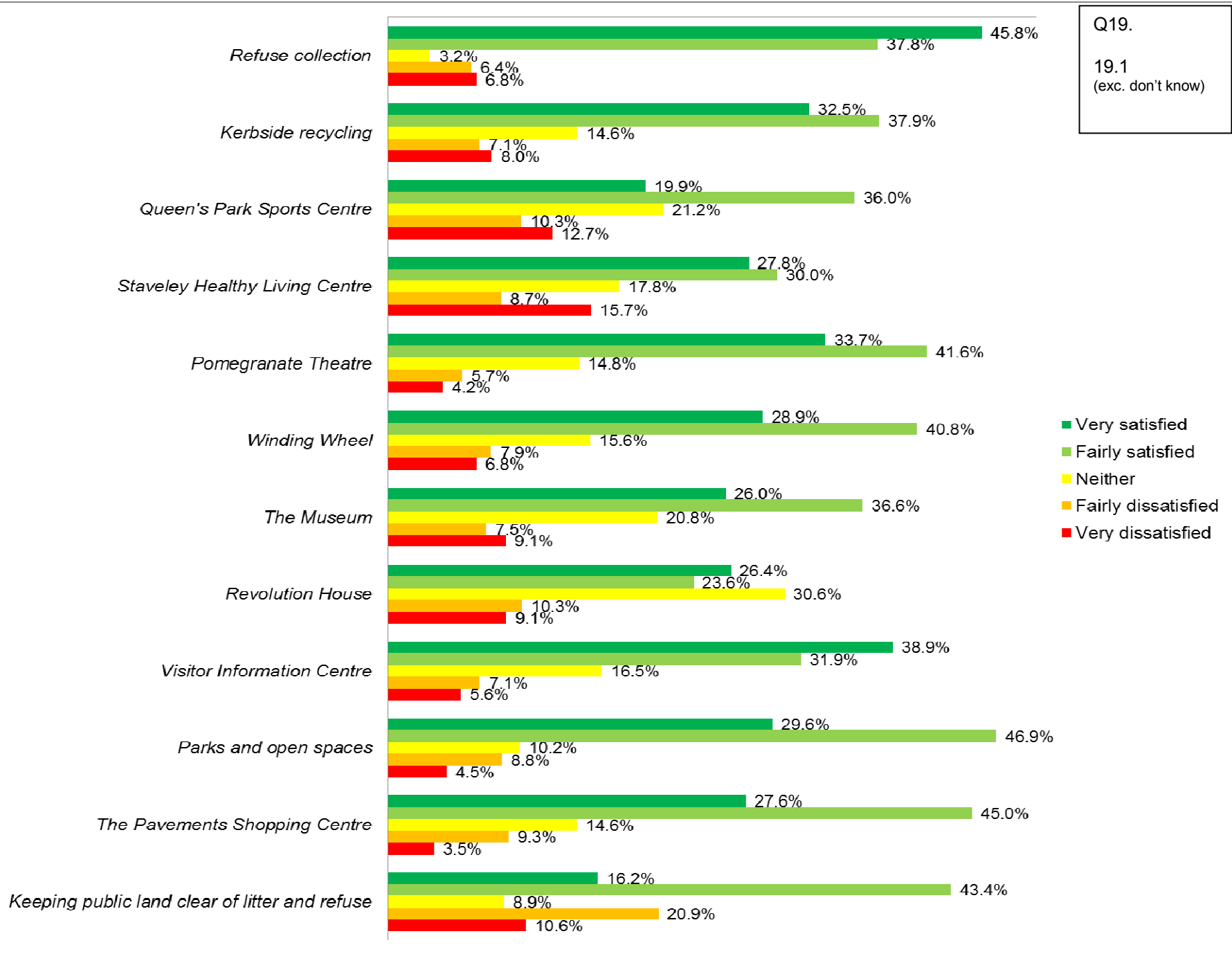
Respondents were given a list of 12 services provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. Table 19.1 over the page, shows the results from this question when the 'don't know' responses have been discounted.

Table 19: How satisfied or dissatisfied are you with the following services?												
	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	228	45.4%	188	37.5%	16	3.2%	32	6.4%	34	6.8%	4	0.8%
Kerbside recycling	138	28.9%	161	33.7%	62	13.0%	30	6.3%	34	7.1%	53	11.1%
Queen's Park Sports Centre	58	12.3%	105	22.2%	62	13.1%	30	6.4%	37	7.8%	180	38.1%
Staveley Healthy Living Centre	64	13.5%	69	14.5%	41	8.6%	20	4.2%	36	7.6%	245	51.6%
Pomegranate Theatre	112	23.2%	138	28.6%	49	10.1%	19	3.9%	14	2.9%	151	31.3%
Winding Wheel	102	21.3%	144	30.0%	55	11.5%	28	5.8%	24	5.0%	127	26.5%
The Museum	69	14.6%	97	20.6%	55	11.7%	20	4.2%	24	5.1%	206	43.7%
Revolution House	64	13.8%	57	12.3%	74	15.9%	25	5.4%	22	4.7%	223	48.0%
Visitor Information Centre	132	27.7%	108	22.6%	56	11.7%	24	5.0%	19	4.0%	138	28.9%
Parks and open spaces	125	26.4%	198	41.9%	43	9.1%	37	7.8%	19	4.0%	51	10.8%
The Pavements Shopping Centre	125	25.8%	204	42.1%	66	13.6%	42	8.7%	16	3.3%	32	6.6%
Keeping public land clear of litter and refuse	76	15.5%	204	41.5%	42	8.6%	98	20.0%	50	10.2%	21	4.3%

Q19. Continued..

Using table 19.1, the three services with the greatest percentage of respondents indicating 'very satisfied' or 'fairly satisfied' are: Refuse collection (83.5%), Parks and Open Spaces (76.5%), and the Pomegranate Theatre (75.3%). The service with the lowest percentage of respondents indicating 'very satisfied' or 'fairly satisfied' was The Revolution House (50.0%).

Table 19.1: How satisfied or dissatisfied are you with the following services? (Excluding respondents indicating 'don't know')										
	Very satisfied		Fairly satisfied		Neither		Fairly dissatisfied		Very dissatisfied	
	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	228	45.8%	188	37.8%	16	3.2%	32	6.4%	34	6.8%
Kerbside recycling	138	32.5%	161	37.9%	62	14.6%	30	7.1%	34	8.0%
Queen's Park Sports Centre	58	19.9%	105	36.0%	62	21.2%	30	10.3%	37	12.7%
Staveley Healthy Living Centre	64	27.8%	69	30.0%	41	17.8%	20	8.7%	36	15.7%
Pomegranate Theatre	112	33.7%	138	41.6%	49	14.8%	19	5.7%	14	4.2%
Winding Wheel	102	28.9%	144	40.8%	55	15.6%	28	7.9%	24	6.8%
The Museum	69	26.0%	97	36.6%	55	20.8%	20	7.5%	24	9.1%
Revolution House	64	26.4%	57	23.6%	74	30.6%	25	10.3%	22	9.1%
Visitor Information Centre	132	38.9%	108	31.9%	56	16.5%	24	7.1%	19	5.6%
Parks and open spaces	125	29.6%	198	46.9%	43	10.2%	37	8.8%	19	4.5%
The Pavements Shopping Centre	125	27.6%	204	45.0%	66	14.6%	42	9.3%	16	3.5%
Keeping public land clear of litter and refuse	76	16.2%	204	43.4%	42	8.9%	98	20.9%	50	10.6%



Q20. Do you agree that Council staff are generally helpful, friendly and polite?

Respondents were given a list of six options, ranging from 'strongly agree' to 'strongly disagree', including a 'don't know' option, and asked to indicate one option. 16.4% of respondents indicated 'don't know' to this question. A total of 69.3% of respondents indicated that they are 'strongly agree' or 'tend to agree' that Council staff are generally helpful, friendly and polite. A total 5.4% of respondents indicated 'tend to disagree' or 'strongly disagree'.

Table 20: Do you agree that Council staff are generally helpful, friendly and polite?		
	No.	%
<i>Strongly agree</i>	85	17.7%
<i>Tend to agree</i>	248	51.6%
<i>Neither</i>	43	8.9%
<i>Tend to disagree</i>	18	3.7%
<i>Strongly disagree</i>	8	1.7%
<i>Don't know</i>	79	16.4%

<i>Strongly agree</i>	17.7%
<i>Tend to agree</i>	51.6%
<i>Neither</i>	8.9%
<i>Tend to disagree</i>	3.7%
<i>Strongly disagree</i>	1.7%
<i>Don't know</i>	16.4%

5. About finding and receiving Information

Q21. Have you seen the publication 'Your Chesterfield'?

Respondents were given two options: 'yes' or 'no', and asked to indicate one. 61.7% of respondents indicated 'yes' they had seen the publication, and 38.3% indicated 'no' they had not seen the publication.

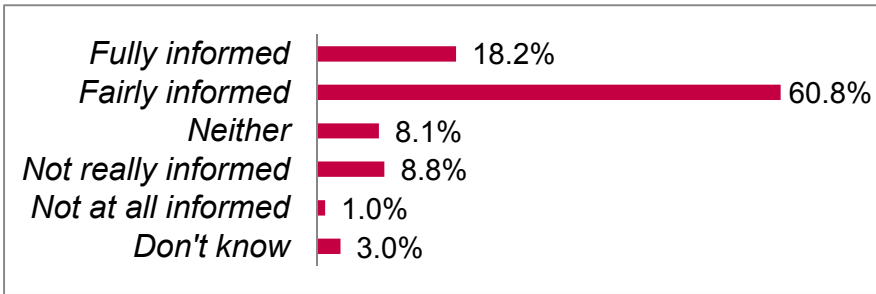
Table 21: Have you seen the publication 'Your Chesterfield'?		
	No.	%
Yes	293	61.7%
No	182	38.3%



Q22. If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?

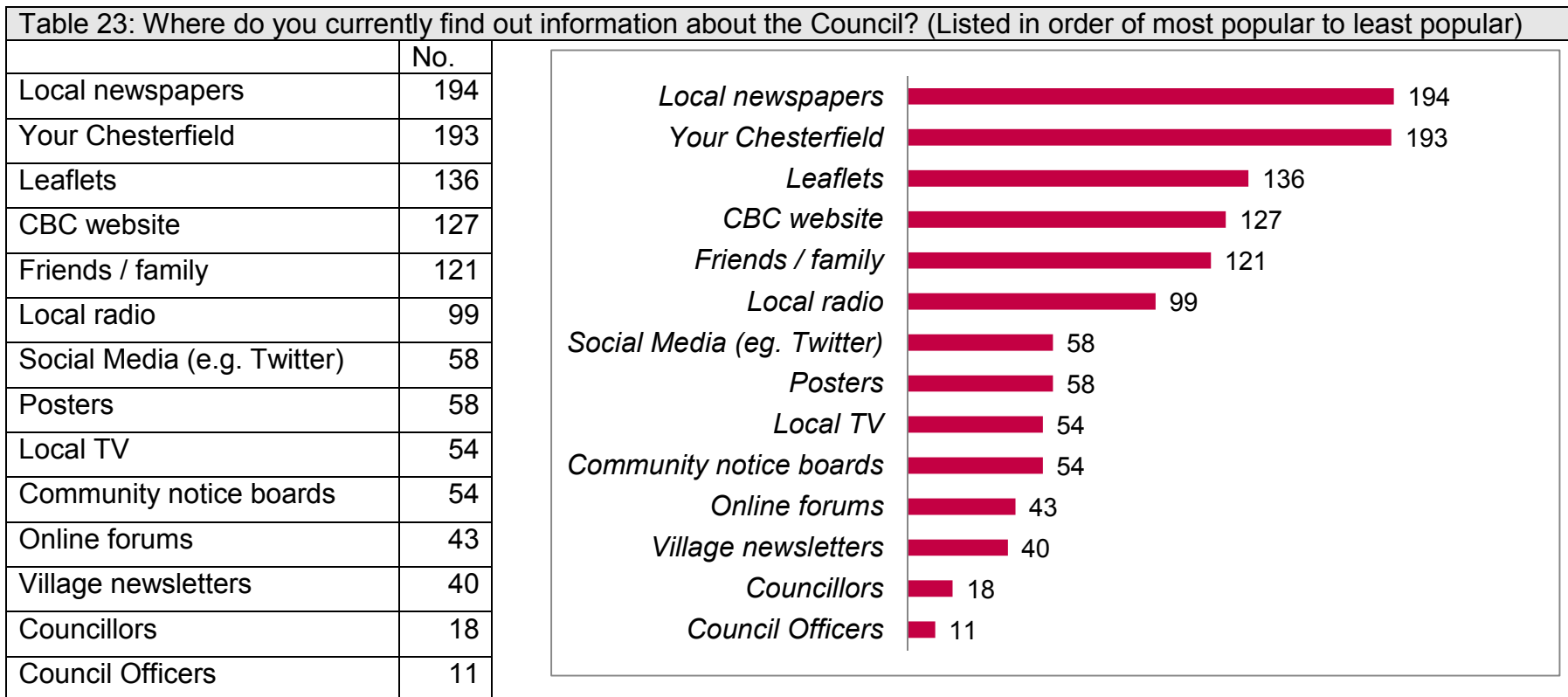
Only those respondents that indicated 'yes' to question 21 were asked this question. Respondents were given five options ranging from 'fully informed' to 'not at all informed' including a 'don't know' option, and asked to indicate one. A total of 79.0% of respondents indicated they feel either 'fully informed' or 'fairly informed' about the Council's services after reading Your Chesterfield. A total of 9.8% indicated either 'not really informed' or 'not at all informed'.

Table 22: If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?		
	No.	%
Fully informed	54	18.2%
Fairly informed	180	60.8%
Neither	24	8.1%
Not really informed	26	8.8%
Not at all informed	3	1.0%
Don't know	9	3.0%



Q23. Where do you currently find out information about the Council?

Respondents were given a list of 14 sources, and asked to indicate all that they currently use to find information about the Council. There was also an ‘other, website please specify’ and an ‘other, please specify’ option. The sources with the highest scores were ‘local newspapers’ (194) ‘Your Chesterfield’ (193) and ‘leaflets’ (127). The sources that scored the lowest were ‘Council Officers’ (11) and ‘Councillors’ (18).



23: Other website, please specify:

The following ‘other’ websites were submitted by respondents:

Table 23.1: Other, please specify:
• Facebook
• Destination Chesterfield
• Queens Park Sports Centre

23: Any other method, please specify:

The following 'other' sources were submitted by respondents:

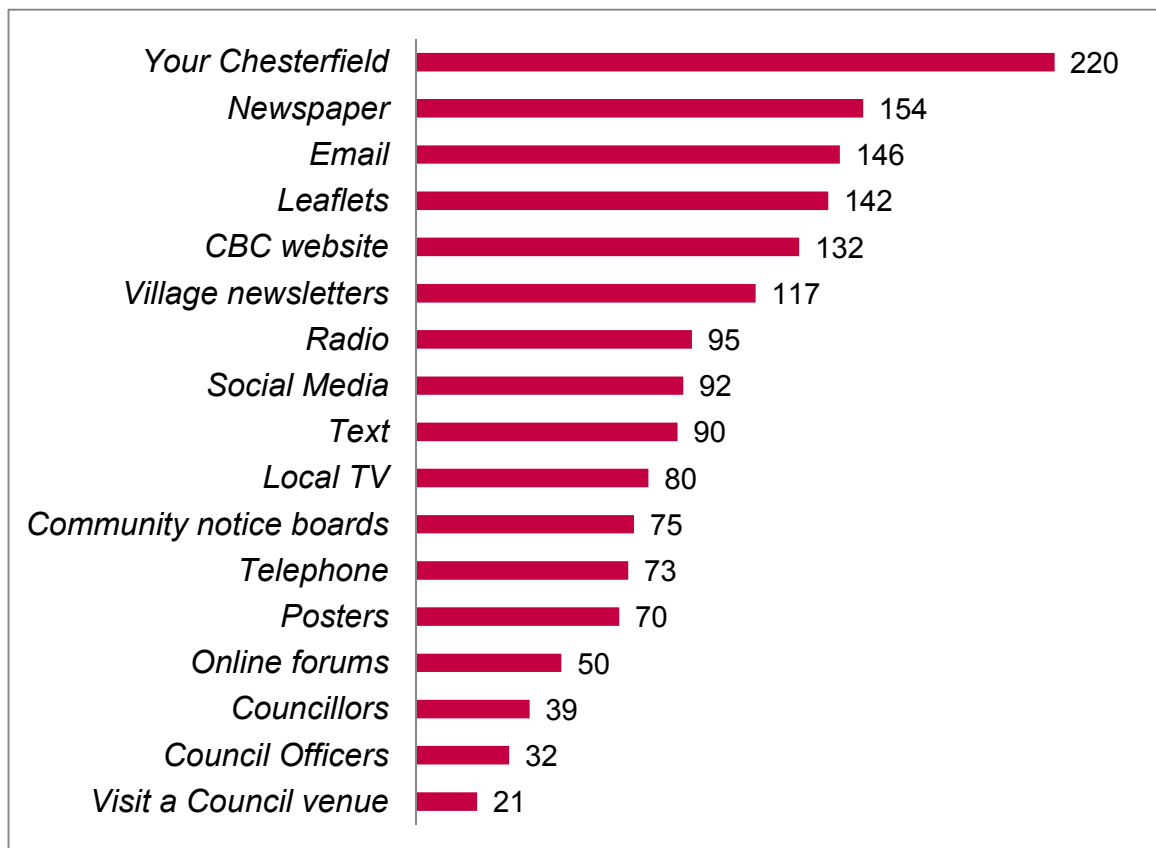
Table 23.2: Other, please specify:	
• Village pub	• Word of mouth (x2)
• S40 Magazine	• Twist Magazine (x4)
• Yellow Pages	• Visitor Information Centre
• Vans	• Telephone (x2)
• Go in to the town hall to find the information	• Council Tax Mailing
• Support worker	• Reflections magazine
• Phone Council offices	• Letters
• Derbyshire Times (x2)	• Friends active in local politics
• County Council Newspaper	• Talking newspaper – Derbyshire Times
• I tried to contact a local councillor via web site, the address was out of date	

Q24. How would you like to receive information about the Council?

Respondents were given a list of 17 methods of communication, and asked to indicate all that they would be happy to receive information about the Council by. There was also an 'other, please specify' option. The three most popular options indicated by respondents were: 'Your Chesterfield' (220), 'Newspaper' (154), and 'Email' (146).

Table 24: How would you like to receive information about the Council? (Listed in order of most popular to least popular)

	No.
Your Chesterfield	220
Newspaper	154
Email	146
Leaflets	142
CBC website	132
Village newsletters	117
Radio	95
Social Media	92
Text	90
Local TV	80
Community notice boards	75
Telephone	73
Posters	70
Online forums	50
Councillors	39
Council Officers	32
Visit a Council venue	21



24: Other, please specify:

The following 'other' sources were submitted by respondents:

Table 24.1: Other, please specify:	
<ul style="list-style-type: none"> • S40 Local magazine 	<ul style="list-style-type: none"> • Large printed newsletters (x2)
<ul style="list-style-type: none"> • Post (x2) 	<ul style="list-style-type: none"> • Local TV such as look North
<ul style="list-style-type: none"> • A noticeboard somewhere central plus another giving details of what's on in Chesterfield 	<ul style="list-style-type: none"> • Information newsletters for those who can't get out much
<ul style="list-style-type: none"> • Twist magazine 	<ul style="list-style-type: none"> • Who are the Councillors? / Don't see them (x3)

Q25. 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?

Respondents were given a list of six options, and an 'other, please specify' option. The options listed were: 'friends or relatives', 'search on the internet', 'contact the Credit Union', 'contact the Council', 'contact a local advice agency' and 'I would not know who to contact'. A high of 52.6% of respondents indicated they would contact friends or relatives, followed by 49.6% of respondents indicating they would search the internet. 48.2% of respondents indicated that they would contact a local advice agency

Table 25: 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?

	No.	%
Friends or relatives	240	52.6%
Search on the internet	226	49.6%
Contact the Credit Union	84	18.4%
Contact the Council	53	11.6%
Contact a local advice agency e.g. Citizens Advice Bureau	220	48.2%
I would not know who to contact	84	18.4%

Friends or relatives	52.6%
Search on the internet	49.6%
Contact the Credit Union	18.4%
Contact the Council	11.6%
Contact a local advice agency	48.2%
I would not know who to contact	18.4%

25: Other, please specify:

The following 'other' contacts were submitted by respondents:

Table 25.1: Other, please specify:
• <i>Bank (x19)</i>
• <i>Financial advisor (x12)</i>
• <i>Not needed / no problems (12)</i>
• <i>Accountant(x4)</i>
• <i>Rely on myself (x2)</i>
• <i>Citizens Advice Bureau</i>
• <i>My Landlord</i>
• <i>Support worker</i>
• <i>Unemployed Workers Centre</i>
• <i>Mortgage company</i>
• <i>Local free papers</i>

6. About You

Community Assembly Area

Respondents were broken down into the four Community Assembly areas to enable further analysis. A high of 33.4% of respondents were in the West area, with a low of 20.1% in the South.

Community Assembly area of respondents		
	%	No.
South	20.1%	103
West	33.4%	171
East	22.1%	113
North	24.4%	125

Respondents were advised that completing the equalities monitoring questions will help us ensure we are providing a fair service. All the questions are optional but answering them will help us to make sure our services meet the needs of all our communities.

Q26. What is your gender?

Respondents were given four options including 'prefer not to say' and asked to indicate one. A high of 51.1% of respondents indicated their gender as 'male', with 47.9% indicating 'female', 0.2% indicating 'transgender', and 0.8% preferring not to say.

Table 26: What is your gender?	
	%
Male	51.1%
Female	47.9%
Transgender	0.2%
Prefer not to say	0.8%

Q27. How old are you?

Respondents were given ten options, including 'prefer not to say', and asked to indicate their age. A high of 22.5% of respondents indicated their age as 65 to 74 years, followed by 21.7% of respondents indicating 55 to 64 years. 1.5% of respondents indicated 'prefer not to say' in response to this question.

Table 27: How old are you?	
	%
Under 16 years	0.0%
16 to 17 years	0.0%
18 to 24 years	1.9%
25 to 34 years	6.5%
35 to 44 years	11.2%
45 to 54 years	18.8%
55 to 64 years	21.7%
65 to 74 years	22.5%
75 years and over	15.8%
Prefer not to say	1.5%

Age Group	Percentage
Under 16 years	0.0%
16 to 17 years	0.0%
18 to 24 years	1.9%
25 to 34 years	6.5%
35 to 44 years	11.2%
45 to 54 years	18.8%
55 to 64 years	21.7%
65 to 74 years	22.5%
75 years and over	15.8%
Prefer not to say	1.5%

Q28. The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?

Respondents were given seven options, including 'prefer not to say', and asked to indicate one. There was also an 'other, please specify option'. 71.3% of respondents indicated 'no disability', with 3.1% of respondents indicating 'prefer not to say'. This was a multiple choice question as people may have one or more type of disability. For this reason, percentages do not add up to 100%.

Table 28: Do you consider yourself to have a disability?	
	%
No	71.3%
Yes - affecting mobility	18.6%
Yes - affecting hearing	7.2%
Yes - affecting vision	5.6%
Yes - a learning disability	1.0%
Yes - affecting mental health	4.8%
Yes - another disability	3.7%
Prefer not to say	3.1%

25.6% of respondents indicated a disability of some sort. This is reflective of the percentage of the whole Borough's residents that identify themselves as having a disability (23.1%, Census 2011).

Q29. What is your ethnicity?

Respondents were given a list of 18 options, including 'prefer not to say', and asked to indicate one.

94.0% of respondents indicated their ethnicity as 'White British', 1.9% indicated 'prefer not to say', and 4.2% indicated other ethnicities (shown below).

Table 29: What is your ethnicity?			
	%		%
White British	94.0%	Any other Asian background	0.2%
White Irish	0.2%	Black Caribbean	0.4%
Any other White background	0.8%	Black African	0.0%
White and Black Caribbean	0.0%	Any other Black background	0.2%
White and Black African	0.2%	Chinese	0.2%
White and Asian	1.0%	Gypsy	0.4%
Any other Mixed background	0.4%	Traveller	0.0%
Indian	0.0%	Any other ethnicity	0.2%
Pakistani	0.0%	Prefer not to say	1.9%
Bangladeshi	0.0%		

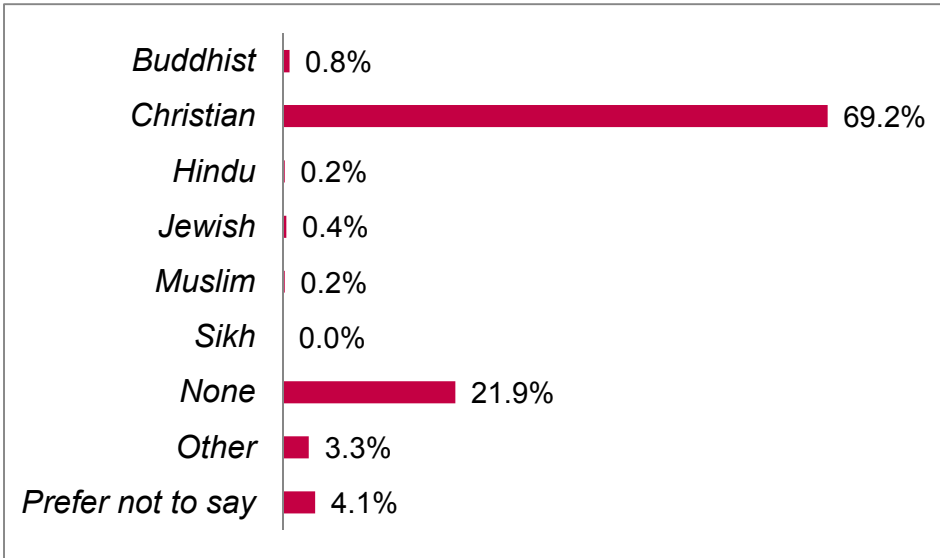
The chart displays three categories of ethnicity responses. The 'White British' category is represented by a long red bar extending to 94.0%. The 'Other Ethnicity' category is represented by a shorter red bar extending to 4.2%. The 'Prefer not to say' category is represented by the shortest red bar extending to 1.9%.

Category	Percentage
White British	94.0%
Other Ethnicity	4.2%
Prefer not to say	1.9%

Q30. Which of the following best describes your religion?

Respondents were given a list of 9 options, including 'prefer not to say', and asked to indicate one. There was also an 'other, please specify option'. A high of 69.2% of respondents indicated 'Christian', followed by 21.9% indicating 'none'. 4.1% indicated 'prefer not to say' and a total of 4.9% of respondents indicated another religion (shown in the table below).

Table 30: What is your religion?	
	%
Buddhist	0.8%
Christian	69.2%
Hindu	0.2%
Jewish	0.4%
Muslim	0.2%
Sikh	0.0%
None	21.9%
Other	3.3%
Prefer not to say	4.1%



Q31. Which of the following best describes your sexual orientation?

Respondents were given a list of 5 options, including 'prefer not to say', and asked to indicate one. 9.7% of respondents indicated 'prefer not to say' in response to this question. 86.3% of respondents indicated 'heterosexual', 1.7% indicated 'bisexual', 1.7% indicated 'gay man' and 0.6% indicated 'lesbian'.

Table 31: Sexuality	
	%
Heterosexual	86.3%
Bisexual	1.7%
Lesbian	0.6%
Gay Man	1.7%
Prefer not to say	9.7%

A horizontal bar chart with red bars representing the percentage of respondents for each sexual orientation category. The categories and their percentages are: Heterosexual (86.3%), Prefer not to say (9.7%), Gay Man (1.7%), Bisexual (1.7%), and Lesbian (0.6%).

Sexual Orientation	Percentage
Heterosexual	86.3%
Bisexual	1.7%
Lesbian	0.6%
Gay Man	1.7%
Prefer not to say	9.7%

7. Other Comments

Q32. Do you have any other comments to make?

Table 32. Compliments
<i>I have, in general, been impressed by Chesterfield Council since moving from Sheffield a year ago.</i>
<i>I love living in Chesterfield, it has a great community feel. It has all the conveniences needed but still has a town feel. I used to live in a busy city with no sense of community so I really appreciate Chesterfield.</i>
<i>Our parks are second to none.</i>
<i>This area is nearly always quiet.</i>
<i>It's great that the Council have decided to build a new leisure centre to replace the current one. Looking forward to using the facilities, thank you. There should be more opportunities for young adults/teenagers in Chesterfield including sports, creative activities etc. that they can feel involved in, that doesn't cost a lot of money for them.</i>
<i>I think Chesterfield Borough Council do a good job.</i>
<i>I have lived in Chesterfield for over 20 years, during which time I've seen many changes in the town, the majority being extremely positive. There are still many opportunities for further development and I'm sure, in time, these will come to fruition. I think, considering the extreme budget pressures, the council is performing well and services are being delivered to a quality level for a town that has many socio-economic problems.</i>
<i>I am generally satisfied with the services and facilities provided by Chesterfield Borough Council.</i>
<i>I have only moved to the area fairly recently and it very quickly felt like home, everyone (especially neighbours) are very friendly and welcoming. I'm proud to say I live in Chesterfield.</i>
<i>We have got a lovely little flat. Very satisfied.</i>
<i>I was over the moon when I was offered my bungalow. I have spent my little nest egg on my bungalow but I have now got a lovely home and I am so very grateful to CBC. Everyone was so helpful and kind and I thought the neighbourhood watch that came to see me after six weeks to check I was ok was a lovely gesture. Thank you so much.</i>
<i>I feel council tenants are well looked after due to the current home improvements taking place. For my elderly grandparents this is excellent and provides them with a safe and warm home.</i>
<i>I have always been highly satisfied with all the jobs I have had done in my bungalow. I have never had any problems.</i>
<i>The staff at the Sheffield Road recycling centre are VERY helpful, it is a very good facility. Thank you.</i>

Table 32. Compliments

Only lived in Chesterfield after moving from Sheffield some eighteen months ago and up to now find it a great place to live with easy access to friends and family in Sheffield and lower property prices, although we recently seem to be catching up with our larger neighbours.

I am grateful for housing benefit and council tax. I appreciate library services, especially the home library. Thank you.

I've previously emailed the council and the response was quick, timely and sufficient in its response when dealing with my query.

Happy with bin collection, especially recycling bins as bin men take extra rubbish if it doesn't fit in bin.

The library is excellent.

I like the free parking ticket given with the council tax bill.

I have not lived here long, but I find Chesterfield a very friendly place, with a lovely town centre, nice open spaces and a very clean and cared for place to live.

Very much appreciate the care given to keeping the parks mown and litter free.

We do love living in Chesterfield, so want it to be as great as possible.

Table 32.1 Comments about Planning Services

Don't know if this is relevant but we could do with a freezer shop in town, not like Tesco, maybe Iceland. Fulton, Farm Foods is too far away you need to take two buses it's the same for Iceland.

I have been quite negative about this questionnaire today as my views have been changed this year, as my views as a family and local community have not been taken into consideration over planning for a huge building development, which will impinge on our health and wellbeing, and outside leisure activities in the garden and we are very distressed.

Would like to see Hollingwood club removed (I am aware it's privately owned). The old SEN centre at the bottom corner of Victoria Street removed. Hollingwood/Station Road could be made into a nicer area. Old unused buildings are an invite to vandals and look shabby. I'm impressed with the new allotment (we will be using this service for fruit and veg) on the lane down to the canal lock but am disappointed they blocked off the field access behind the club on the car boot field to walk through

The town in places seems tacky and uncared for and needs stronger planning enforcement.

Table 32.2 Comments about roads, paths, highways and public transport

The narrowing section of Balmoak Lane (Tapton) and steps need regular attention due to overhanging trees and leaf residue. The banking on the upper section of Balmoak Lane before the turning into the cul-de-sac is eroding which is resulting in landslide

Table 32.2 Comments about roads, paths, highways and public transport

of the upper edge of the banking which is visible in the gardens of the residents who live in the cul-de-sac. Pruning of evergreen trees needed to help overcome dark and slippery steps used by elderly residents.

I would like to see more done to our roads and pavements. They are in very bad repair, and need cleaning. Also, when bins are emptied it is like an assault course trying to walk on the pavements and also parking is an issue.

Improve street lighting on main roads and estates. Nobody goes out after dark, not safe. More police on the beat.

I have found that generally paths and roads are kept fairly tidy, however, step off the highway a couple of feet and some areas around me are littered badly. I would like to see more cleaning up of these hedgerows and a lot more being done to reduce dog dirt, either more fines, disincentives and/or wardens. Never see anybody monitoring this and grass on Wardgate Way is faeces strewn.

Traffic comes up the no entry sign (speeding because they know they shouldn't - one day there will be a serious accident). I've had a couple of near misses, where they've nearly hit my car, but my next door neighbour nearly got run over, she's very old and can't leap out of the way.

Trees and bushes overhanging the pavement on end of Brockwell Lane , means you have to step out into the road.

I do find the bus service very good.

Pavements and roads are a disgrace and full of pot holes

When will speed humps be installed on Coniston Road, Newbold to stop the boy racers?

The street lighting cut backs are not done in the best way. The lights don't come on in the street until really late at nights and then stay on overnight. Why not have them on when it starts going dusk, so it's safe for people coming in at night, and then switch them off overnight? Not safe for older people coming up the street.

On Malvern Road, car users use this road as a 'go through' at very high speeds to get from A to B. There are quite a number of children living on this road and one day I wouldn't be surprised if a car hurts someone. I feel that speed humps would definitely reduce this risk.

I have one major complaint which is the grit bin allocation in winter. We used to have one on Wilkinson Close but it was taken away and never replaced. I have tried several times but to no avail. We have no footpaths and it is fairly steep for old people. There are four severely disabled people in the close, two of which have to have daily visits of house help, nurses and equipment delivered. We don't ask for anything else except for help in bad weather.

Air and noise pollution from traffic on Piccadilly Road and A61 N through town. All day parking on Wain Avenue, especially at junctions with Marine Drive and Owen Falls Avenue. Section of River Rother through Riverside Village, silted with debris causing bank erosion. Hogweed on river bank under railway bridge over Crow Lane near pedestrian crossing. Brambles and trees obstructing paths not cleared until months after notification, posing hazard to visually impaired.

Need more speed restrictions on Walton Road. Been here for nearly 30 years and there have been several accidents. I had my wall knocked down by a lorry. Speed limit at bottom of road doesn't stop cars speeding until then.

Table 32.2 Comments about roads, paths, highways and public transport

Grit bin - Please return this to the cul-de-sac. This was removed onto Balmoak Lane, which gets gritted. We have asked for this to be put back ever since it was removed. Residents are marooned in frost and snow. Balmoak Lane - where it is a single track, please clean up the lane. Also restrict heavy lorries going up and down as the bank erodes more each year. Also needs a road sign at the entrance to our cul-de-sac.

I would like to see less traffic through our village coming to and from the motorway. Speed of traffic is very concerning for all residents. Speed humps/speed cameras may just save some people's lives as it's only a matter of time before there's a tragedy.

I feel more could be done to keep streets cleaner, I regularly phone CBC to remind to empty a litter bin near my property (a bin that I requested be put there on a public footpath). The bin is helping to keep the footpath tidier but it is frustrating that it overflows and needs regular reminders to CBC to empty it. There is not enough presence of street cleaning in my area (Brimington). Waste of resources - second point - the blue bin caddy got bottles/cans often gets thrown in the bin lorry. I have had at least three replacements; I have seen them throw it in lorry.

The traffic lights near Morrisons do not bleep very loud, if someone with bad eyesight cannot see the green man, and it is not only the aged.

Concerned about waste of money e.g. the installation of traffic lights in Hasland then removing same back to a roundabout. Local councillors tried to sell the idea that if the traffic lights stayed local shops would close - well they didn't close and I gather this exercise cost the tax payer £500k!

I feel the gold card should be available at 60 years of age and not linked to receiving state pension. If you have any influence over speeding within town and residential areas please note that Peveril Road suffers greatly from excess speeding.

When is Langdale Square going to be tarmacked? Most of the roads roundabouts have been done, except this one.

I would like to see better access to public footpaths and regular maintenance of them. We enjoy dog walking but at present paths are inaccessible due to 6 foot nettles and brambles. Therefore, occasionally, you have to divert onto private land.

Road Speed - Tapton View Road, racing track, especially at night. School routes for many schools. Speed humps at the bottom where you can't speed, as soon as they get over the hill at the top there is nothing. Not even 30mph signs, nothing. I've now had three cats killed outside my house, how long before it's a child? Myself and other residents have said many times and nothing. Road and pavements are shocking. Always litter around too. No chance of anything if you don't live in the more affluent areas.

Stand Road - the speed bumps have not slowed people down.

Very disappointed by condition the roads are allowed to get into. I understand the crossover between yourselves and DCC, just unhappy that pot holes have cost me several hundred pounds over the last few years.

Windermere Road too busy for normal life.

Fairly satisfied at the moment as the traffic on the road has increased since moving here 8 years ago, becoming noisy and polluted at times. The road surface was changed some time ago and appears to be noisier since this change.

The biggest fear amongst people over a certain age seems to be traffic speed (Dunston Lane). The road being used as a 'rat run' between Dunston and Sheepsbridge for access to the Dronfield Bypass - it seems that action may be taken after a serious

Table 32.2 Comments about roads, paths, highways and public transport

incident has occurred. According to one resident "brands hatch may be safer".

The bus service was stopped on Private Drive. Most people are elderly on this road so it is greatly missed. I for one cannot walk to the main road so one bus an hour would be nice. My neighbour is 83 and uses taxis so is limited to going out.

If the CBC can help. Our bus service Manor Road to Chesterfield is very unreliable. Buses are often late or sometimes missed out altogether. Residents with appointments or going to work are very much affected by this. It would make life a lot better if this could be improved.

No yellow double lines on Ashgate Road. Miserable home owners on private roads that moan at anyone visiting our property and accessing it via our driveway - old and cantankerous. Johnston services will not sort out the debris in their guttering causing leaking into our garden.

Inkersall Green Road adjacent to football and playground could be turned into a layby. This would then be used for parents picking up children from school, use by football clubs, using playground. This would ease traffic along Inkersall Green Road. I have been trying with this suggestion for many years being the local police officer in Inkersall for 25 years.

Our pavements are disgusting with holes in them.

My main concern is the lack of bus shelter at the top of Purbeck Avenue. A lot of better protected areas have shelters, a lot of elderly people use Purbeck bus stop and find it difficult.

The condition of the road of Park View, Hasland, is appalling. Uneven, pot holes which using a car daily is bound to be of detriment to the car's condition and maintenance. Parking on Park View is a major issue, thoughtless residents or visitors simply park wherever, irrespective of whether this blocks the road for other residents. If there is anything you are able to offer or provide to rectify these issues it will be greatly appreciated. Thanks.

In New Whittington There is always rubbish dumped down there behind the houses which is unhygienic and an eyesore. The condition of the roads for drivers is also appalling and pot holes need to be filled in correctly please.

Would like to see traffic reduced on Eyre Street on school mornings, very dangerous for children crossing at Storforth Lane junction.

Speeding along Manor Road and round one way late at night is an accident waiting to happen. Cameras or speed ramps.

Using road when access only, the speed people drive up the road is a joke. One day a serious accident will happen.

There are a few things I would like to see improved. Our road is never cleared of snow so it is impossible to use the car if there is even a small snowfall. Pot holes need identifying/mending quicker. I have had 6 new tyres during last two years. If glass is dropped on the road during recycling, bin men do not always pick it up (6 new tyres).

Table 32.3 Comments about housing

I'm renting a flat through a charity called P3 and will have to move out in the near future. It's supported living with a manager and support workers and cameras. I am very worried about moving because I had a flat before (Newbold Moor), it was a horrible place to live and made me very poorly. I was very scared and would often stay in for days, scared to go out. There was drugs and fighting, shouting partners, loud music, bangs, it was hell. I ended up stopping with friends and family and sleeping rough to avoid going back there. I don't smoke or drink and I'm very quiet and clean. I find it hard to mix with people, I suffer with depression and anxiety and nerves and crowds.

When the flats were first put in the village of New Whittington, the occupants were all rent paying people of working or retirement age. The place is now full of mostly non payers, what a waste of what should be good housing revenue. I speak as a person who worked all my life from 1950 to 2000. I do not want to see our village spoiled by what is called the sign of the times.

Next door neighbour has scrap yard on his land; after 5 years of trying to get Council to help with this, they said it was fine because it wasn't on front of property. I wonder if their opinion would be different if it was next door to their property?

I would like to get evening appointments when I need any repairs doing in the week as I work full time and busy at weekends.

Feel aggrieved with Council, as they keep putting residents in our area who are drug addicts.

I feel there should be more liaison between the CBC, DCC and Brimington Parish Council, for example, yesterday, 24th August, a van with a number of people stayed on grass at the end of Grove Way. Apparently to inform flat tenants of their intention to improve the area. I knew nothing of this.

I would like to see repairs being carried out quicker when they aren't particularly urgent.

Being a home owner, my husband and I repeatedly contacted liaison officers, five in all, over nuisance, noise, vandalism, parking. Not one of them helped, there was no interaction with police officers, which should be an issue. The nuisances were your tenants and made our lives hell. I was aware of five families who moved off our estate. Surely it should have been the culprits.

Residents with too many cats. The Council are not very good at sorting this problem. Head in sand as I would put it. Even the Leader of the council has not replied to my letter.

My daughter is being harassed by her elderly neighbour because of the noise she and her son make. He has issues with ADHD and some other problems. This has not been taken into consideration when Council came out to give her a warning notice. The neighbour is known for his continued complaints and should realise these flats are for families with kids not for graveyard candidates like himself.

The council need to step it up on repairs. I rang April 2015 about internal door replacement and also lost window key (windows locked), also no smoke alarms in my property as CBC removed the broken ones and didn't replace, it's now August 2015 and still waiting. Very very disappointed.

Not at all happy about everyone around us - private and council tenants are having or had external insulation fitted. Except

Table 32.3 Comments about housing

people like me, who have had an extension, and have been told no.

Why do you keep putting people who have no intention of working in these flats around where we live. Also, there is a minority that are always causing trouble around here and some people around here are racist towards my wife who is from another country.

More checks need to be done to prevent the allocation of housing to anti-social/drug using people so as not to cause a detrimental effect to families living in the area.

When I went along to see someone about my housing benefit I was badly informed and I ended up in a problem with my money because my landlord is private. I now have to pay £270 towards my rent, I am only getting a pension, they only allow me £320 so I have to put the rest towards it, making in £590 a month. Thanks to them I now have to struggle. Sheffield is a much better council.

After having issues with a noisy, antisocial neighbours for 12 months and Environmental Health Dept., being involved, we have had no resolution to this problem. We have lost all our faith in the ability of CBC and its relevant departments to deal with issues from the public.

I am nearly 70 and every time my pension goes up the council take my raise off my housing benefit so I don't actually get a raise which is quite upsetting.

Less rent would be good.

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.

I appreciate that litter picking is carried out by the council but I think Chesterfield needs educating again - there are things going off on the keep Britain tidy website but nothing in the chesterfield area - I would be interested in helping.

When the grass has been cut, a lot of loose grass is left on the pavement and driveways, which walks into the house. It is left for people to sweep it up. This is where a lot of the residents are elderly.

Dog fouling on public footpaths and open spaces and dogs not adequately controlled by their owners are major issues for me in enjoying public spaces. Also, there are a number of boundary hedges that have overgrown public rights of way partly or almost entirely. The worst I have found is on Ashgate Road on the right just short of Ashgate Hospice, where pedestrians are forced into the road to pass.

A lot of dog owners do not pick their dog mess up in Dunston.

Birdholme needs more cleaning. (streets, parks, hedges).

The main problems in this local area are large amounts of litter and dog mess (e.g. people hanging plastic bags of dog mess in trees in the parks and along the dam). This is a disgusting habit when plenty of dog bins are available. I'm not sure how you can

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.

educate people to use them, perhaps impose fines on people who may be caught taking part in this terrible habit?

Dog fouling on Cobden Road.

Used to walk down Old Newbold Back Lane, haven't all summer because of mud and it's overgrown with nettles. I walk four grandchildren to school, dog dirt on pavements near to school! Road sweeper never comes on our road (turns round on corner). Pavement needs widening up to the bus stop or bus shelter setting back.

Looking from our road, there is a portion of land never been cut or maintained, it is a mess, never been touched in 5 years. And parking is bad, the CBC dustbin lorries have broken all the kerb edges down and bad holes in the road, near where the edges are.

There are large amounts of graffiti on Union Walk, it has been there for a considerable time with no attempt by the Council to clear up. It is poorly lit, makes it unsafe to walk there during the day or night time, very often litter and dog fouling left on path.

When verges, grass is cut, around the flats and bungalows, they have stopped blowing the cut grass off paths and pavements. We pay for the cleaning of the community areas but I am very dissatisfied having to pay for something that lacks quality. They are in the property less than five minutes apart from once a month when they "laughingly" mop the floor and on some occasions they come in sign the sheet and go. Having been off work for the last seven weeks following an operation I have just noticed this.

Graffiti is a growing problem, especially near the catholic church (Cross Street) and the passage to town. It badly damages the image of the town and should be cleaned as quickly as possible please.

Streets in Hasland are mostly litter free, however there seems to always be a problem with dogs fouling on Eyre Street East which is where the local infant and nursery school is so children are not necessarily competent in looking where they are walking. Would it be possible for a bin to be installed nearby? Hopefully this will encourage dog owners to clean up after their pets.

I feel that the council should ensure that litter is picked up more regularly. Quite often the refuse collectors drop litter in the road and fail to pick it up, increasing the litter. Also street lights should be checked and maintained better on public footpaths.

More street cleaning around non socially funded housing areas.

The street I live on has never been cleaned for two years with weeds growing all down the street. Also the public footpath off Foljambe road is covered in weeds, dog dirt and cigarette ends, has been for years.

Would like to see more done about dog mess in Hasland.

There should be more initiatives to get local people looking after their local area eg not to drop litter, keeping gardens tidy etc, clear up after dogs.

Please clear up the dog mess in Hasland, it is an ongoing issue around York Street.

Litter is horrendous in our area due to 5 takeaways and a Spar just around the corner. Derelict properties which have been empty over 30 years now (Highfield Road), complaints after complaints but council don't do anything. Proposed property to be used as a drug and alcohol rehabilitation centre and not being informed of this. Proposed property to be used as multiple occupancy for homeless (This is why I am not a happy resident.)

Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.

Odour from sewerage plant is sometimes an issue.

Grass cutting in the local area is carried out on a regular basis but the cuttings are not collected - this leaves large amounts of dandelion seed which blows over gardens causing problems. Local pavements are in a bad condition with many trip hazards and areas of pavements and roads need cleaning.

I have recently moved to Chesterfield and I have been shocked at the amount of litter on the grass verge outside my house. I appreciate it isn't possible to clear up every piece of litter but at times it does seem excessive.

Dog mess is getting worse around Brimington - along Manor Road, Manor Park and along areas where children play.

Concerned about litter around Riverside estate and Crow Lane. ASB - Riverside estate and Crow Lane.

The only thing that really affects me is the amount of dog fouling on the pavements and on the green in Brimington. I walk my dog on the Common and the green, and I think this problem needs to be addressed, as it is a health hazard not only to other dogs but also us, especially children. Speeding on Brimington Common is also another hazard - very dangerous.

Need dog fouling signs posting on grass areas on one way system in Brimington. We clean our dog mess up. Why do others (minority) fail?

On Langer Lane residents have to phone up regarding cutting back the trees, cleaning the leaves and sticks and cleaning the growth from around the trees before someone comes to do it.

Ref Q19. In general our area is clean and tidy with the exception of weeds often one foot high growing in the roadside gutters. I have seen on occasions someone spraying which proves fairly ineffectual. We keep our frontage clear of woods, this in turn makes the other gutters look worse.

I would like to see my community take more responsibility for our environment. May be the CBC could think of ways to do that eg place a skip strategically to hold our rubbish (maybe every three months) and also provide a free service to collect old fridges so they weren't dumped in back lanes at Brimington. Thank you for doing this survey.

The problem there is overgrown trees and bushes on to the path which is untidy and makes the path narrow and a problem for people with pushchairs and the elderly and people with scooters. I do cut them back now and then. (Foston Drive, Holme Hall).

I would like to see more action taken against litter louts and irresponsible dog owners who allow their dogs to foul pavements and play areas and parks. I am a dog owner/walker and cannot comprehend how dirty some of our paths are. It is such a shame when the council provide lovely areas only to be ruined by these people.

Dogs fouling , contacted council several times.

Only to say that town street cleaning litter picking and environmental damage is a strong issue for me. I often pick up litter in our street including cans bottles and bags (plastic).

Table 32.5 Comments about parking

Parking for disabled is total rubbish. Taxi ranks not used properly, too many taxi spaces, 6 spaces lost to taxis. I do not shop in Chesterfield any more, I go elsewhere.

Why do you allow businesses to function in Newbold Village without providing any parking? This is causing problems to residents. I can't use my garage because people park over the door. Not good when you're 75 with mobility problems.

We benefit from one of the few obvious advantages afforded local residents - the free parking pass. Recently I received a parking ticket because my pass had been blown off the dashboard. Despite being back at the car within minutes of the ticket being issued and offering photographic evidence of the pass being present, my appeal was rejected out of hand. Pathetic.

Parking is far too expensive to warrant visiting the town centre very often. In snow conditions (even after a few days of snow settling) the council highways have done very little (if anything) to clear roads even on our local bus route.

Parking fees too high.

Free parking in the town centre. Since parking meters were installed around the town centre, they are not used as much eg outside of the Town Hall.

Parking on Hall View, Newbold needs assessing, we are being used as a car park for Highfield Hall School. They take our parking spaces (designated one each household) we get abuse, litter and total disregard. My daughter has a minibus that picks her up and drops her off each day as she is mentally impaired and in a wheelchair and many is the time they can't get down the cul-de-sac for these ignorant parents.

Parking on the street when not a resident - Match Day!!

One of the main issues is parking permit charges for residents. (Cobden Road).

Table 32.6 Comments about waste collection and recycling

A minor point, but, is it too much to ask that the bins are put back where they came from instead of residents often having to go hunting for theirs?

Refuse needs to be collected weekly instead of every two weeks. Bins are overflowing and are refused to be emptied.

Could the dustbin men please put the bins properly in position, not leave them in the middle of the drive.

Collection of black bin every two weeks not very good in the summer, I think it becomes an environmental issue, increases risks i.e. infections, rats ...

Blue bin day leaves plastics behind and other rubbish on bin day. Rubbish on the street as I have contacted the Council several times.

I have visited Chesterfield recycling centre at least six times in the last six months and on every occasion the staff have all been very polite and willing to help.

Yes when bins get collected don't want damaged bin. When we need help can someone give us advice to sort something out?

Table 32.6 Comments about waste collection and recycling

The only service the council provides that I use is refuse collection and if possible I would opt out and dispose of my refuse.

Our refuse collection is second to none.

Can we have recycling for cartons at the kerbside?

The biggest problem I have is refuse. I am indoors such a lot and have a lot of rubbish, I recycle everything I can and by the end of one week I fill my bin. Nearly everyone else has a larger bin and they are on their own. I would pay for a larger bin if it meant I could have one, it is such a problem - I get really upset as I pay council tax, rent, even £92 month income tax and that's on a pension. Please could you consider getting me a bigger bin and I will come in and pay you for it.

Regarding recycling (blue box inner glass box), bin men have once broken blue lid off and not returned inner glass box. If you wish the public to recycle responsibly you also have a duty to ensure bins provided are returned as put out for recycling. Have you tried to phone CBC during business hours?

There was no lid on my green bin when I arrived in my new property. Unhygienic.

Council recycling - bins are smashed up after two years of use from collections (blue and green). Rubbish thrown over wall into front garden by public.

Not impressed with refuse collection I.e. bin lid up or black sack left on top of bin, both times bit not emptied, so I can see why rubbish is dumped (fly tipping). Also paid for mattresses to be picked up and still left on top of drive. Ended up dumping things myself at the Stonegravels Depot.

The streets are filthy, I live near a pub and the pavements always covered in cigarette ends. The bin men leave the streets even dirtier.

I find the staff at the recycling centre on Sheffield Road militant, unfriendly and generally aggressive.

Once our black bin was on drive but not on curb and bin men didn't take it - although it was out.

Table 32.7 Comments about community safety and anti-social behaviour and crime

Groups of people (2-3) under the influence are intimidating to me and older people. They set a bad example for children, I am sure petty crime increases in such areas. More should be done by different agencies to help these people.

Getting rid of drug dealers, there are a lot of burglaries in our area, it wants more policing, police to ask more questions. (Birdholme)

We are having terrible problems with boy racers on a nightly basis until the early hours. I have made the SNT aware on numerous occasions and also local patrol officers. They advise the solution would be to lock the park gates but CBC won't agree to this. I feel it is only a matter of time before they progress from the driveway and car park to the parkland. I would not feel safe on this park at night and feel there is a safety issue to those out walking dogs and to the wildlife in the park as the cars race up and down the drive. The CBC need to address this ASB issue as this has now been a problem for the last couple of years.

Table 32.7 Comments about community safety and anti-social behaviour and crime

(Tapton / Tapton Park)

Over the years we have had issues with a bus shelter the council decided to put across from my house. Now we have alcoholics sat in it in the daytime, drunk, leaving their empty bottles and cans. We have even witnessed drug dealing in the daytime. I don't think there is any point in ringing the Police or the council because nothing will be done.

Tackle the problem of young people drinking alcohol and taking drugs outside the old court house on West Bars and outside of the Crooked Spire. The police ignore it. It's hardly attractive to the residents of Chesterfield or to visitors of the town.

As a parent of three children aged 13, 9 and 6, my biggest worry is the lack of things for them to do and the amount of drug users who blatantly wait for their drugs to be dropped off or they walk around drinking and being loud, swearing etc.

Drunks hanging around leaving beer bottles and empty beer cans. Kids and teenagers hanging around near electric meters, also reporting repairs that don't get sorted.

Q17 - drugs and drink is a major problem in chesterfield town centre. I see this problem every day as I work in town. These people are blighting our town, no one will visit because they would have to encounter this. They need to be ordered out of town, but there seems to be more and more of them every day. With regard to the above, I never see any police walking the beat or police in vans, patrolling the streets.

We have a huge problem with the congestion of drunks and addicts around the Town Hall, Shentall Gardens, whose behavior is extremely intimidating. Day and night. Leaving trails of rubbish behind, a blot on the well maintained gardens.

The only issue with vandalism is with the young people/teenagers that hang around the market stalls and in the park - creating litter, damaging street lights (town centre), where is the respect. Educate teenagers what their actions cost - they are the tax payers of the future.

Areas such as the canal path at New Whittington are unkempt and makes access difficult and intimidating when walking alone.

Table 32.8 Comments about parks, leisure and culture

I have stopped visiting Queen's Park with my children, it was dirty everywhere, there was dust in the baby pool where they had replaced some ceiling tiles. I will never visit unless these things are dealt with. I would say it's unsafe.

Queens Park is very dirty at the moment. Full of litter which is usually cans, bottles from alcohol. It's also disappointing that they no longer do the garden of light. It would be great if that was brought back and a firework display for this side of town like they used to do in the annexe on August bank holidays. There's no santa anywhere either, a Council grotto would generate revenue and make lots of happy children.

When will you come clean about the site of the current leisure centre? If there are 'no plans currently' the council should be sacked.

I think money needs to be used to improve the equipment in Queens Park. I have two children who love to go to the park and often in the evenings this area in Queens Park is covered in litter and has youths 'hanging around'. Equipment needs updating,

Table 32.8 Comments about parks, leisure and culture

local parks such as Hasland - Eastwood Park is over prescribed with families just because Queens Park is poorly equipped and needs significant improvement.

Stand Road Park- the park always has glass on the play area, needs an exercise park, needs a fence round the kids park to stop dogs, always has lots of kids hanging around, after dark.

Who thought it was a good idea to make changing facilities in leisure centres unisex without private showers? For me, it renders them useless. Staveley - fantastic new leisure centre that I'll never use.

Safe skate-park needed. (an indoor one preferably – staffed).

We live near Holmebrook Valley and love the parks, cafe etc there. Very very disappointed the 'middle' play area was taken away recently - my children loved it there. It was nicely tucked away, a little hidden treasure. I spoke to a Ranger who said it was rotted (is was metal!) and that it wouldn't be replaced.

Overall the area is very good. I am slightly disappointed with the local parks however. There is a park at the rear of the Badger Pub which is always covered in broken glass, empty beer cans etc which means my child is unable to play there. The skateboard park at Loundsley Green is the same and also full of teenagers sat on the park stopping other children from playing. The park at the Inkerman is however generally good.

Chesterfield is generally a good place to live but it would be good to continue to improve community spirit e.g. street parties. We have a 19 month old daughter who loves Queens Park but it is a shame that there are not more parks. Our local park, the Badger Park, could be lovely if some money was invested. I feel that Chesterfield needs an injection of life/culture. We are in our 30s and would appreciate areas such as the Peace Gardens, Botanical Gardens in Sheffield. More investment in the town centre e.g. chain restaurants. The theatre is good but could advertise better and have more targeted at people in their 30s or 40s. We are very much looking forward to the new swimming baths.

Brimington Common park was on the agenda for improvements a few years ago, no progress or changes. Would like to know if anything is planned and would be keen to be involved if any local group for discussions.

Millhouses park in Sheffield is very well used, are there any ideas that could be taken and used in our parks? Are there volunteer groups to keep the parks/verges tidy and weed free? (I notice the area near the railway station needs attention)

More dog waste bins are needed around Holmebrook Valley Park.

We feel the Council wastes money on projects that they have some interest in pursuing without asking residents if they actually want them. Prime example - building the new sports centre instead of revamping the existing facilities. We work hard to pay our council tax and feel annoyed when such a huge investment could have been channelled to more needy projects. Community referenda?

No benefit to becoming a member at Queens Park for swimming - costs just as much but have to pay to become a member.

We are very unhappy to hear that there will be no diving board at the replacement leisure facilities in town - this is displacing diving teams and means youngsters will have no opportunity to learn to dive in Chesterfield.

Table 32.8 Comments about parks, leisure and culture

You keep the Peace Gardens beautiful on Tapton Park. The children's swings and slides need updating. Please will you make the old tennis courts safe for children and please trim the long grass and weeds round the trees and paths where the tractor can't get to. I am sure the community would help to clear the tennis courts. My three grandchildren spent an hour on their scooters there last week but debris and weeds need clearing.

Questions 1-4 not easy to answer. I find this kind of questionnaire almost impossible to answer honestly eg question 19 Queens Park Sports Centre, look forward to new one opening as present one is in dire need of repair in parts.

I feel that the local Badger Park at Brockwell is in dire need of improvement, it is very dated and regularly is vandalised by young jobs/teenagers.

I would like to see the council spend some of its money on local parks in areas where residents pay more council tax. I see some fantastic play areas in run down estates that get vandalised. Whereas in better off areas where residents are in a high tax band we have substandard parks that are dated and equipment is poor. Holmebrook Valley is lovely but the top park, designed for younger children has equipment they cannot access, slide for example.

Table 32.9 Comments about the town centre and regeneration

Chesterfield is a good, friendly place to live. My main concern is that the town centre is being weakened by creation of peripheral centres which compete with, and sometimes destroy, town centre shops, so that the town centre is gradually becoming a rather run down less attractive place to be.

I have lived in Chesterfield all my life and I love Chesterfield. I am very sad to see my town going down. The market used to be so full every market day, now we just get the outside stalls working (I know Thursday is good). What is wrong? Also shops empty, including the excellent Coop building, this is a big downer on the town. Why can you not get behind this situation and make our town more welcoming please.

I think it's about time something was done about the spare ground near ToysRus, Aldi or Asda superstore I would suggest.

I do believe we should preserve our heritage shops and buildings in the town and villages.

Lower market stall charges. Try to lower parking charges.

The town centre has a massive drug problem. I have reported a number of times, needles on the ground, only to find hours later, they're still there. This is during the day with children (including my own 2 year old) having to put up with fighting, shouting, talking and smoking drugs, drinking alcohol from cans - it's disgusting. It seems to attract them - we saw two police officers chasing a man in the rain the other day, how nice!

Feel the town centre car parks are too expensive and are turning shoppers away. Perhaps cheaper rents for stall holders would

Table 32.9 Comments about the town centre and regeneration

bring the market back to life. Why not fill the market square instead of stalls being scattered all over town.

Born and bred in Chesterfield, over 80 years ago. War years, and always, wonderful place. Not so many people here then and we knew more people when going to town etc - don't know many now. To my generation not the same place nowadays. I know it's progress but I don't feel the same about the place as I used to.

There is an excess noise from loud vehicles, sometimes chasing around town late in the evening, sometimes in the night. The noise carries eg from the donut. Also cars race down Cross Street at night, it is a one way street with no speed bumps.

Too many empty shops. Market rentals too high, can't afford to stay in town for meals at lunchtime.

Would prefer the market stalls to be concentrated in the Market Place, not on the streets

Too many large shops closed ie Coop. There is too much building of new houses on green sites, not enough infrastructure to support this ie doctors, hospitals, facilities, not enough made of history of town, old buildings have been demolished for nothing - slipper baths, queens park pubs, too many pubs open all day. Not enough police, puts you off going into town at night. Development outside of town centre, makes it look like Mansfield or any other town - nothing for young except very poorly placed skating parks - where they cannot be seen.

I would welcome a new department store taking over the empty Coop premises.

I rang and spoke to the Council in July about the local homeless using the area between the Pavement Shopping Centre and the Portland Hotel as a toilet. The smell and sight of faeces is off-putting to workers and residents and visitors to our town. It needs regular jet washing. I have also reported pot holes which have then been filled in, within an acceptable timescale. Would like to see "pick up or pay up" sprayed onto the footpaths along Boythorpe Crescent.

Concerned about redevelopment of outlying brown sites and canal corridor whilst the actual town centre carried on degenerating at an alarming rate. Need more free parking in town centre and disabled parking not family parking close to shops in retail/supermarket carparks.

Hornsbridge roundabout - fantastic gateway to town. Stop wasting money on changing signage advertising Chesterfield - we are proud of our spire. Some incentives to revive empty shops in town centre and reduce car parking charges to residents.

Chesterfield town centre is run down, rubbish everywhere and just not appealing.

Why is the old Coop shop still not been reopened? Just like the HMV (ex Morrisons) and so on. Are your rent prices too high? Why is Bay 6 on New Beetwell Street still have homeless people sleeping at night time as well as outside the Revenues Hall? How many years will it take to sort these issues out? 10-15 years? Please let me know when you have some idea.

In the town centre, would like to see more 'bobbies on the beat'.

I am concerned about the growing number of empty shops in the town and the high cost of parking and the shrinking market.

People drinking and talking or under the influence of drugs is becoming an increasing problems within the town centre and local shops throughout Chesterfield.

My concern is the high level of traffic I encounter when visiting the town centre. Mostly having to move to let traffic past which

Table 32.9 Comments about the town centre and regeneration

isn't at all relaxing and more so at the back of the Market Hall near Subway. I would not like to become trapped in a building in that area, and the emergency services cannot enter due to the amount of traffic blocking that street.

The centre of Chesterfield is a disgrace. So many missed opportunities. What is happening with the Market? Why has the Coop been allowed to stand empty for so long? What is the council doing to encourage more higher quality shops and businesses to Chesterfield. We are a town of pound shops, charity shops and hey no problem getting a coffee or mobile phone. Another Poundland at Ravenside? Why not a store such as GAP.

My wife and I have lived in chesterfield, same house for 51 years this September. Our needs now are very different from those when we first came here. Now we would like to traverse on reasonable pavements unhindered. The town market place is practically a no go area for my wife's wheelchair which I push. Car parks with disabled spaces is tough. What we do not need now - more cycle tracks, night clubs, fast-food outlets with all their associated litter. People walking the streets carrying cans of beer/cider etc. and on drugs.

More focus needed on resurrecting town centre before developments out of town needed. I have stopped going in as nothing worthwhile going to.

I would like to see Chesterfield market with all the stalls being used, is the problem currently due to the price of rents? Some form of incentive could be considered to get stall holders back to fill the market. Surely, this would bring more people into town and an increase in revenue.

Pavements Shopping Centre - empty shops need letting. There should be doors on it is freezing in winter, and more seating.

Christmas lights have been pathetic last few years. I preferred the old traditional Christmas lights which I thought compared favourably with any others I've seen. Many town centre streets had no lights at all. If we can't afford them, the electricity, don't put them up, they are an embarrassment.

What has happened about the land that was Trebor? (boards up saying Waterside) but at the moment an eyesore.

Chesterfield town centre - a lot of shops empty - people therefore going further afield (ie Meadowhall). Old coop building?? Too many pound shops. Market (outside) spoilt in my opinion - no longer what it was - too many empty stalls. Nobody seems to shop on the market, only fruit stalls appear busy. Smelly burger van in the middle, making clothes and fabric stalls smell. Yuk. The market was famous at one time - not any more.

In general Chesterfield is a decent place to live, however the spread of pound shops, bookmakers and pawn brokers in the town centre erodes the character of the town centre, detracting from the tourist appeal that the Council is so keen to promote.

I haven't been into the town centre for at least eighteen months because I can't park within my walking distance. Would like to go to Marks and Spencer etc but can only park after 4:15 when I'm too tired to go. As a result, I rely on the internet and John Lewis in Sheffield where I can always find a parking space outside. Too many charity shops, etc, shrinking market and high car park charges causing more internet use and a dying town centre.

It saddens me to see so many empty, impressive buildings.

Town centre is losing its character and getting run down. Too many charity shops etc. It would be more sensible to reduce rents,

Table 32.9 Comments about the town centre and regeneration

so that more individual traders are encouraged, this would make more business sense and be better for the town and the council long-term. Car parking is also too expensive.

Need to improve town centre, more shops, bars, by the canal etc - more up market.

Table 32.10 Comments about the Council and decision making

Why do you spend our money employing translators? People should be compelled to learn English.

I strongly object to my council tax being used for council employees' pension funds. Is it true some religions can avoid paying council tax if they convert a room to a prayer room? If so, can I?

It would be nice to be aware of some of the bigger issues where money is a problem. We all have to "housekeep" and could maybe add something to discussions and it's not always cut and dried by "councillors", who tend to go by party politics and not what is best for the town.

Please could the community forums be reinvented? The community assemblies do not do the same job at all and almost all of the local 'faces' who used to attend no longer do so. There is no longer a 'talking shop' for local affairs but they must be properly chaired as many councillors were unable to perform this task successfully. I know that money is in very short supply at present, especially for running repairs. Someone, however, is going to sue the council soon for injuries received falling on uneven flagstones and cobbles in both the Market Place and more generally in the town centre.

I guess I am prejudiced - I previously worked for CBC, (happy times), and I will always support CBC regardless.

I don't think any of this will be read or acted on. I will continue to be ignored, just left to make my own way.

I moved from North East Derbyshire into Chesterfield a few months ago so some of the questions were difficult to answer due to lack of experience

The cut backs have been so hard and long that all services and staff have been reduced to near extinction.

Walton has the highest council tax but seems bottom of the pile when it comes to our kids play areas. It would be good if the money collected in our area was spent in our area.

I think the Council works well on the issues considered a priority by the Council. I'm not sure that I know what the priorities are though. Despite attempts to get input on what matters to local people, I don't think there is a network to achieve this - mainly due to apathy from people and lack of council leadership. Noisy motorbikes and cars in built up areas annoy me.

This questionnaire has been carefully engineered to avoid asking how people think about council services which they consider to be too costly to the council - tax payer, biased in favour of minority pressure groups, motivated by political partisanship and represented wrongly as enjoying the support of the majority of people in the borough. Local council elections should occur more often and not be confined to "wards" - they should be universal suffrage.

I think the change of spire logo is a disgrace to the town's reputation and history. My own straw poll of the change was 100%

Table 32.10 Comments about the Council and decision making

against and people outside the town were of a similar view. This survey is badly flawed because it excludes more than one person in the household.

Greater access to council decisions should be made available on the CBC website. Once a month, in a location within the town centre, members of the council should be available to answer questions from the general public. An unused market stall for instance.

Older people's services are continually being eroded. This is wrong.

Table 32.11 Comments about the Council's customer services, accessibility and communications

The Derbyshire Times could hold more information on the local government issues and the updates on Chesterfield Borough Council.

Recently contacted the Council re donkey and pig faeces on a neighbouring garden. As of today, I have not had a reply, probably around four weeks ago I made the complaint of smells and flies. Hence my disappointment of the way complaints are disregarded. I use the profanity in the vain hope someone actually reads this, as the polite people just seem to be ignored.

As I've said in one of my answers (information newsletters for elderly people) Q24, or putting something together via radio broadcasts via local radio to inform people what's going on in their community.

A complete waste of time.

Don't really know much about the services the council provide apart from the normal bin collections, road repairs etc. Would be useful to know about community groups etc. or how to find out information. We have a young baby, so again would be good to know what services available for her etc.

Table 32.12 Other comments

Please note in relation to question 10, the area is not very ethnically diverse rather than people from different backgrounds not getting on well together

Considering people who have difficulty in reading (dyslexia), it's not something you are able to see, it's a difficult situation to be in. People don't always believe you and are embarrassed about it.

What services? - no police, no road sweeping, no snow clearance. What do I get for £75 per month council tax - refuse, but they run over my grass. Taxis - bald tyres, dirty, illegal parking, badly maintained.

My concerns are as the council receives a substantial reduction in monies from the central government. People who live in the poorer areas of the Borough will see a decline in their surroundings.

North East Derbyshire and Bolsover councils provide flower displays on lamp posts during summer but Chesterfield does not - fortunately a charity provided some in Hasland this year.

Feel irritated by questions 26-31. (Equalities questions).

One thing that attracted me to the area was hills and woodland including natural dry stone walls which in places need repairs or replacing.

Keep places tidy and clean and crime free with plenty of events

Please note in relation to question 10, the area is not very ethnically diverse rather than people from different backgrounds not getting on well together

The continuing difficulty in entering the local post office in Hasland, both for visiting the post office, also the shops double door is mostly kept locked! This is no way forward for disabled people.

Waiting for a bus outside Boyes is not a pleasant experience due to smokers and semi-drunk people, but mostly it's a good natured wait, and I do understand it's a working class town and the people are generally warm and friendly.