

Access and satisfaction with the Visitor Information Centre

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. 2019 is the fourth time Chesterfield Borough Council have used this method of community engagement, with the first being in 2013. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. There are a number of 'core questions' included which allow Councils to benchmark their performance on a national and regional basis.

Are you being served? is different to the Citizen's Panel method it replaces because of benchmarking and also that the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part

		How satisfied or dissatisfied are you with the Visitor Information Centre?					
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Age	Under 16 years	0	100.00%	0	0	0	0
	18 to 24 years	12.50%	0	0	0	0	87.50%
	25 to 34 years	15.60%	31.30%	9.40%	0	0	43.80%
	35 to 44 years	17.00%	30.20%	11.30%	0	0	41.50%
	45 to 54 years	14.10%	35.40%	5.10%	1.00%	1.00%	43.40%
	55 to 64 years	32.50%	34.20%	7.00%	0	0	26.30%
	65 to 74 years	37.60%	32.00%	8.80%	0.80%	1.60%	19.20%
	75 years and over	52.30%	14.80%	6.80%	0	0	26.10%
	Prefer not to say	40.00%	0	0	0	0	60.00%
	Gender	Male	30.20%	26.40%	9.40%	0.50%	0
Female		31.10%	31.80%	6.20%	0.30%	1.00%	29.50%
Prefer not to say		14.30%	14.30%	14.30%	0	0	57.10%
Disability	No	31.20%	29.10%	8.00%	0	0	31.70%
	Yes - mobility	34.70%	28.40%	6.30%	2.10%	2.10%	26.30%
	Yes - hearing	44.10%	29.40%	11.80%	0	0	14.70%
	Yes - vision	46.20%	30.80%	3.80%	0	0	19.20%
	Yes - learning disability	33.30%	33.30%	33.30%	0	0	0
	Yes - mental health	23.70%	31.60%	5.30%	2.60%	0	36.80%
	Yes - another	33.30%	23.80%	9.50%	0	0	33.30%
	Prefer not to say	18.20%	27.30%	9.10%	0	0	45.50%
Ethnicity	White British	31.50%	28.80%	7.50%	0.40%	0.60%	31.30%
	Other White background	23.10%	38.50%	7.70%	0	0	30.80%
	Black or Black British	40.00%	60.00%	0	0	0	0
	Asian or Asian British	0	25.00%	25.00%	0	0	50.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	0	0	0	0	100.00%
	Prefer not to say	16.70%	33.30%	0	0	0	50.00%

		How frequently have you used the Visitor Information Centre?					
		Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Age	Under 16 years	0	0	0	0	100.00%	0
	18 to 24 years	0	0	0	25.00%	12.50%	62.50%
	25 to 34 years	0	0	3.20%	38.70%	19.40%	38.70%
	35 to 44 years	0	0	3.70%	27.80%	29.60%	38.90%
	45 to 54 years	0	1.00%	6.10%	24.50%	43.90%	24.50%
	55 to 64 years	0.90%	1.80%	8.00%	36.30%	30.10%	23.00%
	65 to 74 years	0	1.60%	18.10%	45.70%	20.50%	14.20%
	75 years and over	2.10%	3.20%	20.20%	25.50%	24.50%	24.50%
	Prefer not to say	0	0	16.70%	16.70%	16.70%	50.00%
Gender	Male	0.90%	2.30%	9.30%	31.80%	27.60%	28.00%
	Female	0.30%	1.00%	13.30%	35.00%	28.80%	21.70%
	Prefer not to say	0	0	0	25.00%	25.00%	50.00%
Disability	No	0	1.60%	10.90%	33.50%	28.50%	25.50%
	Yes - mobility	2.00%	2.00%	14.10%	33.30%	26.30%	22.20%
	Yes - hearing	0	2.90%	20.00%	42.90%	17.10%	17.10%
	Yes - vision	0	3.70%	11.10%	44.40%	14.80%	25.90%
	Yes - learning disability	0	0	33.30%	66.70%	0	0
	Yes - mental health	2.60%	2.60%	7.90%	36.80%	28.90%	21.10%
	Yes - another	0	4.50%	18.20%	27.30%	36.40%	13.60%
	Prefer not to say	0	0	8.30%	41.70%	25.00%	25.00%
Ethnicity	White British	0.60%	1.60%	11.40%	33.10%	29.10%	24.30%
	Other White background	0	0	15.40%	53.80%	0	30.80%
	Black or Black British	0	0	20.00%	60.00%	20.00%	0
	Asian or Asian British	0	0	0	0	50.00%	50.00%
	Mixed ethnic group	0	0	100.00%	0	0	0
	Other ethnic group	0	0	0	0	0	100.00%
	Prefer not to say	0	0	0	28.60%	28.60%	42.90%

