

Chesterfield Theatres

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

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

How frequently have you used the Pomegranate Theatre?

Age	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	16.7	0%	0%	16.7%	66.7%	0%
25 to 34 years	0%	0%	0%	25.6%	41.0%	33.3%
35 to 44 years	0%	0%	0%	19.6%	54.3%	26.1%
45 to 54 years	0%	0%	4.0%	21.8%	57.4%	16.8%
55 to 64 years	0%	0%	3.7%	14.2%	56.2%	25.9%
65 to 74 years	0%	0%	5.2%	15.7%	55.2%	23.8%
75 years and over	0%	0.8	3.1%	15.6%	55.5%	25.0%
Prefer not to say	0%	0%	0%	23.1%	23.1%	53.8%

Gender	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Male	0%	0.4%	3.3%	17.2%	45.4%	33.7%
Female	0.3%	0%	3.8%	17.0%	61.2%	17.8%
Prefer not to say	0%	0%	0%	28.6%	35.7%	35.7%

Disability	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
No	0.2%	0.2%	3.4%	19.0%	57.0%	20.1%
Yes - mobility	0%	0%	4.7%	11.8%	48.0%	35.4%
Yes - hearing	0%	0%	5.3%	7.0%	54.4%	33.3%
Yes - vision	0%	0%	2.8%	5.6%	55.6%	36.1%
Yes - learning disability	0%	0%	9.1%	18.2%	27.3%	45.5%
Yes - mental health	0%	0%	2.2%	10.9%	52.2%	34.8%
Yes - another	0%	0%	0%	9.7%	58.1%	32.3%
Prefer not to say	0%	0%	0%	22.2%	44.4%	33.3%

Ethnicity	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
White British	0.2%	0.2%	3.6%	16.6%	55.6%	23.8%
Other White background	0%	0%	0%	20.0%	60.0%	20.0%
Black or Black British	0%	0%	0%	100.0%	0%	0%
Asian or Asian British	0%	0%	0%	0%	25.0%	75.0%
Mixed ethnic group	0%	0%	0%	50.0%	25.0%	25.0%
Other ethnic group	0%	0%	0%	100.0%	0%	0%
Prefer not to say	0%	0%	0%	21.4%	28.6%	50.0%

How satisfied or dissatisfied are you with the Pomegranate Theatre?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	20.0%	0%	40.0%	0%	0%	40.0%
25 to 34 years	12.8%	25.6%	15.4%	0%	0%	46.2%
35 to 44 years	11.1%	33.3%	13.3%	0%	0%	42.2%
45 to 54 years	22.8%	33.7%	6.9%	1.0%	0%	35.6%
55 to 64 years	20.4%	27.8%	16.7%	0.6%	0%	34.6%
65 to 74 years	26.4%	27.0%	10.3%	0%	0.6%	35.6%
75 years and over	29.1%	23.9%	6.0%	0%	0%	41.0%
Prefer not to say	7.7%	15.4%	15.4%	7.7%	0%	53.8%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	15.2%	27.1%	13.4%	0.7%	0%	43.5%
Female	28.3%	28.0%	10.4%	0%	0.3%	33.0%
Prefer not to say	14.3%	28.6%	7.1%	7.1%	0%	42.9%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	22.8%	30.9%	12.9%	0.5%	0.2%	32.7%
Yes - mobility	22.1%	22.1%	4.9%	0%	0%	50.8%
Yes - hearing	30.9%	12.7%	10.9%	0%	0%	45.5%
Yes - vision	25.7%	14.3%	8.6%	0%	0%	51.4%
Yes - learning disability	25.0%	16.7%	8.3%	0%	0%	50.0%
Yes - mental health	14.9%	19.1%	12.8%	0%	0%	53.2%
Yes - another	20.0%	16.7%	10.0%	0%	0%	53.3%
Prefer not to say	14.8%	18.5%	22.2%	3.7%	0%	40.7%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	23.6%	27.1%	11.6%	0.3%	0.2%	37.2%
Other White background	0%	50.0%	20.0%	0%	0%	30.0%
Black or Black British	0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	20.0%	0%	0%	0%	80.0%
Mixed ethnic group	0%	75.0%	0%	0%	0%	25.0%
Other ethnic group	0%	100.0%	0%	0%	0%	0%
Prefer not to say	14.3%	14.3%	7.1%	7.1%	0%	57.1%

How frequently have you used the Winding Wheel?

Age	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	33.3%	0%	0%	33.3%	16.7%	16.7%
25 to 34 years	0%	0%	0%	38.5%	25.6%	35.9%
35 to 44 years	0%	0%	0%	30.4%	50.0%	19.6%
45 to 54 years	0%	0%	2.0%	38.6%	44.6%	14.9%
55 to 64 years	1%	0.6%	1.8%	28.5%	50.9%	17.6%
65 to 74 years	0%	0.6%	2.9%	27.0%	51.7%	17.8%
75 years and over	0%	0.8%	3.2%	19.0%	51.6%	25.4%
Prefer not to say	0%	0%	0%	35.7%	28.6%	35.7%

Gender	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Male	0.4%	0.4%	1.8%	28.8%	44.2%	24.5%
Female	0.5%	0.5%	2.4%	28.1%	50.8%	17.6%
Prefer not to say	0%	0%	0%	50.0%	28.6%	21.4%

Disability	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
No	0.4%	0.4%	1.8%	33.0%	48.7%	15.6%
Yes - mobility	0%	0%	3.9%	17.3%	48.0%	30.7%
Yes - hearing	0%	1.8%	5.5%	20.0%	43.6%	29.1%
Yes - vision	2.9%	2.9%	2.9%	20.0%	45.7%	25.7%
Yes - learning disability	8.3%	0%	0%	33.3%	8.3%	50.0%
Yes - mental health	2.1%	0%	2.1%	17.0%	44.7%	34.0%
Yes - another	0%	0%	0%	6.7%	66.7%	26.7%
Prefer not to say	0%	0%	0%	25.9%	37.0%	37.0%

Ethnicity	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
White British	0.3%	0.5%	2.1%	28.1%	48.9%	20.2%
Other White background	0%	0%	0%	30.0%	50.0%	20.0%
Black or Black British	100.0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	0%	0%	50.0%	25.0%	25.0%
Mixed ethnic group	0%	0%	0%	25.0%	50.0%	25.0%
Other ethnic group	0%	0%	0%	100.0%	0%	0%
Prefer not to say	0%	0%	0%	50.0%	21.4%	28.6%

How satisfied or dissatisfied are you with the Winding Wheel?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	50.0%	0%	33.3%	0%	0%	16.7%
25 to 34 years	15.4%	25.6%	12.8%	0%	0%	46.2%
35 to 44 years	8.9%	37.8%	15.6%	0%	0%	37.8%
45 to 54 years	23.0%	38.0%	9.0%	0%	0%	30.0%
55 to 64 years	22.1%	33.1%	14.7%	0.6%	0%	29.4%
65 to 74 years	26.4%	29.9%	12.1%	0.6%	0.6%	30.5%
75 years and over	28.5%	23.6%	8.1%	2.4%	0%	37.4%
Prefer not to say	7.7%	23.1%	23.1%	7.7%	0%	38.5%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	18.7%	30.8%	13.9%	0.7%	0%	35.9%
Female	27.0%	30.2%	11.2%	0.8%	0.3%	30.5%
Prefer not to say	14.3%	35.7%	14.3%	7.1%	0%	28.6%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	23.6%	34.4%	13.5%	0.4%	0.2%	27.9%
Yes - mobility	22.8%	21.1%	8.1%	0.8%	0%	47.2%
Yes - hearing	30.4%	16.1%	10.7%	1.8%	0%	41.1%
Yes - vision	22.9%	17.1%	14.3%	2.9%	0%	42.9%
Yes - learning disability	33.3%	16.7%	8.3%	0%	0%	41.7%
Yes - mental health	19.1%	23.4%	14.9%	0%	0%	42.6%
Yes - another	16.1%	16.1%	12.9%	6.5%	0%	48.4%
Prefer not to say	14.3%	35.7%	10.7%	3.6%	0%	35.7%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	24.0%	29.9%	12.3%	0.6%	0.2%	33.1%
Other White background	10.0%	50.0%	20.0%	0%	0%	20.0%
Black or Black British	100.0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	40.0%	0%	0%	0%	60.0%
Mixed ethnic group	0%	75.0%	0%	0%	0%	25.0%
Other ethnic group	0%	100.0%	0%	0%	0%	0%
Prefer not to say	14.3%	28.6%	14.3%	7.1%	0%	35.7%