

## **Access and Satisfaction with Sport and Leisure**

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*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 frequently have you used Staveley Healthy Living 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	37.50%	12.50%	50.00%
	25 to 34 years	0	9.70%	6.50%	19.40%	32.30%	32.30%
	35 to 44 years	3.60%	5.50%	7.30%	18.20%	27.30%	38.20%
	45 to 54 years	0	6.10%	2.00%	16.30%	24.50%	51.00%
	55 to 64 years	1.80%	4.50%	1.80%	3.60%	24.10%	64.30%
	65 to 74 years	0.80%	3.30%	0	5.80%	18.20%	71.90%
	75 years and over	0	2.20%	3.30%	4.30%	10.90%	79.30%
	Prefer not to say	0	16.70%	0	16.70%	33.30%	33.30%
Gender	Male	1.40%	1.90%	1.90%	8.00%	17.50%	69.30%
	Female	0.70%	5.90%	3.00%	10.60%	24.40%	55.40%
	Prefer not to say	0	12.50%	0	25.00%	12.50%	50.00%
Disability	No	1.10%	5.40%	2.20%	10.90%	24.20%	56.30%
	Yes - mobility	0	1.00%	2.00%	4.10%	14.30%	78.60%
	Yes - hearing	3.00%	6.10%	3.00%	12.10%	18.20%	57.60%
	Yes - vision	0	7.70%	3.80%	3.80%	7.70%	76.90%
	Yes - learning disability	0	0	0	0	0	100.00%
	Yes - mental health	0	2.80%	5.60%	13.90%	8.30%	69.40%
	Yes - another	0	0	4.50%	9.10%	18.20%	68.20%
	Prefer not to say	0	9.10%	9.10%	0	18.20%	63.60%
Ethnicity	White British	1.00%	4.50%	2.20%	9.30%	21.30%	61.70%
	Other White background	0	0	15.40%	23.10%	7.70%	53.80%
	Black or Black British	0	0	0	0	20.00%	80.00%
	Asian or Asian British	0	0	0	0	50.00%	50.00%
	Mixed ethnic group	0	0	0	0	100.00%	0
	Other ethnic group	0	0	0	100.00%	0	0
	Prefer not to say	0	28.60%	0	14.30%	28.60%	28.60%

		How frequently have you used the Queen's Park Sports 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	100.00%	0	0
	18 to 24 years	0	12.50%	12.50%	25.00%	12.50%	37.50%
	25 to 34 years	9.40%	15.60%	9.40%	18.80%	31.30%	15.60%
	35 to 44 years	0	18.20%	18.20%	21.80%	21.80%	20.00%
	45 to 54 years	2.00%	12.10%	8.10%	23.20%	32.30%	22.20%
	55 to 64 years	1.70%	7.70%	4.30%	16.20%	35.90%	34.20%
	65 to 74 years	0.80%	4.80%	4.00%	23.20%	28.80%	38.40%
	75 years and over	1.10%	2.10%	3.20%	6.40%	26.60%	60.60%
	Prefer not to say	0	16.70%	0	16.70%	50.00%	16.70%
Gender	Male	2.80%	6.00%	6.00%	17.00%	30.30%	38.10%
	Female	1.00%	10.30%	6.80%	19.40%	29.70%	32.90%
	Prefer not to say	0	12.50%	0	25.00%	37.50%	25.00%
Disability	No	1.60%	10.60%	8.00%	19.10%	32.10%	28.60%
	Yes - mobility	2.00%	3.90%	2.00%	15.70%	27.50%	49.00%
	Yes - hearing	0	2.90%	8.60%	31.40%	14.30%	42.90%
	Yes - vision	3.60%	0	10.70%	14.30%	17.90%	53.60%
	Yes - learning disability	0	0	0	33.30%	0	66.70%
	Yes - mental health	2.70%	2.70%	5.40%	24.30%	13.50%	51.40%
	Yes - another	0	0	0	13.60%	31.80%	54.50%
	Prefer not to say	8.30%	16.70%	0	8.30%	33.30%	33.30%
Ethnicity	White British	1.60%	8.10%	6.10%	17.60%	30.60%	36.00%
	Other White background	0	14.30%	21.40%	35.70%	7.10%	21.40%
	Black or Black British	0	0	0	20.00%	20.00%	60.00%
	Asian or Asian British	25.00%	25.00%	0	25.00%	25.00%	0
	Mixed ethnic group	0	0	100.00%	0	0	0
	Other ethnic group	0	0	0	100.00%	0	0
	Prefer not to say	0	28.60%	0	28.60%	42.90%	0

		How satisfied or dissatisfied are you with Queen's Park Sports Centre?					
		Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Age	Under 16 years	100.00%	0	0	0	0	0
	18 to 24 years	37.50%	12.50%	0	25.00%	0	25.00%
	25 to 34 years	31.30%	25.00%	3.10%	9.40%	0	31.30%
	35 to 44 years	31.50%	29.60%	3.70%	0	5.60%	29.60%
	45 to 54 years	15.20%	26.30%	11.10%	4.00%	5.10%	38.40%
	55 to 64 years	11.20%	16.40%	12.10%	1.70%	1.70%	56.90%
	65 to 74 years	14.60%	11.50%	12.30%	0.80%	0	60.80%
	75 years and over	9.00%	6.70%	11.20%	0	0	73.00%
	Prefer not to say	16.70%	16.70%	16.70%	0	0	50.00%
Gender	Male	14.40%	15.80%	10.70%	1.40%	1.90%	55.80%
	Female	18.00%	18.00%	9.60%	2.90%	1.90%	49.50%
	Prefer not to say	12.50%	25.00%	25.00%	0	12.50%	25.00%
Disability	No	18.60%	18.90%	10.00%	2.10%	1.80%	48.60%
	Yes - mobility	9.10%	10.10%	12.10%	2.00%	3.00%	63.60%
	Yes - hearing	16.10%	12.90%	16.10%	6.50%	3.20%	45.20%
	Yes - vision	12.50%	8.30%	20.80%	4.20%	0	54.20%
	Yes - learning disability	0	0	33.30%	0	33.30%	33.30%
	Yes - mental health	10.50%	18.40%	7.90%	5.30%	5.30%	52.60%
	Yes - another	0	9.50%	14.30%	4.80%	9.50%	61.90%
	Prefer not to say	16.70%	16.70%	16.70%	0	0	50.00%
Ethnicity	White British	15.70%	16.70%	9.90%	2.40%	1.80%	53.50%
	Other White background	42.90%	21.40%	0	0	7.10%	28.60%
	Black or Black British	20.00%	0	20.00%	0	0	60.00%
	Asian or Asian British	25.00%	25.00%	25.00%	0	0	25.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	100.00%	0	0	0	0
	Prefer not to say	14.30%	28.60%	42.90%	0	0	14.30%

		How satisfied or dissatisfied are you with Staveley Healthy Living 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%	25.00%	0	12.50%	0	50.00%
	25 to 34 years	12.50%	25.00%	9.40%	3.10%	0	50.00%
	35 to 44 years	20.00%	23.60%	5.50%	1.80%	0	49.10%
	45 to 54 years	10.20%	17.30%	9.20%	0	1.00%	62.20%
	55 to 64 years	2.60%	13.90%	9.60%	1.70%	0	72.20%
	65 to 74 years	4.00%	4.80%	11.10%	0	0	80.20%
	75 years and over	6.80%	6.80%	10.20%	0	0	76.10%
	Prefer not to say	33.30%	0	0	0	0	66.70%
Gender	Male	5.60%	9.80%	8.40%	0.90%	0	75.30%
	Female	9.20%	15.40%	10.10%	1.00%	0.30%	64.10%
	Prefer not to say	25.00%	12.50%	0	0	0	62.50%
Disability	No	7.50%	15.70%	8.80%	0.50%	0	67.50%
	Yes - mobility	4.10%	4.10%	13.30%	0	1.00%	77.60%
	Yes - hearing	19.40%	6.50%	19.40%	6.50%	0	48.40%
	Yes - vision	16.70%	4.20%	20.80%	4.20%	0	54.20%
	Yes - learning disability	0	0	0	0	0	100.00%
	Yes - mental health	10.50%	13.20%	5.30%	5.30%	0	65.80%
	Yes - another	4.80%	14.30%	19.00%	0	0	61.90%
	Prefer not to say	16.70%	0	8.30%	0	0	75.00%
Ethnicity	White British	8.00%	12.70%	9.20%	1.00%	0.20%	68.90%
	Other White background	7.70%	30.80%	0	0	0	61.50%
	Black or Black British	0	0	20.00%	0	0	80.00%
	Asian or Asian British	25.00%	0	25.00%	0	0	50.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	0	0	0	0	100.00%
	Prefer not to say	14.30%	14.30%	14.30%	0	0	57.10%