

Customer Service

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. 2021 is the fifth 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.

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

Age	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
16 to 17	0%	0%	0%	0%	0%	0%
18 to 24	16.7%	66.7%	16.7%	0%	0%	0%
25 to 34	20%	52.5%	10.0%	5.0%	2.5%	10%
35 to 44	18.6%	62.8%	4.7%	4.7%	2.3%	7.0%
45 to 54	14.1%	55.6%	10.1%	3.0%	1.0%	16.2%
55 to 64	15.7%	42.8%	16.4%	3.8%	1.9%	19.5%
65 to 74	25.4%	45.4%	10.3%	2.7%	0.5%	15.7%
75 years +	24.6%	53.1%	5.4%	3.1%	0%	13.8%
Prefer not to say	0%	35.7%	14.3%	21.4%	7.1%	21.4%

Gender	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
Male	17.5%	52.4%	10.2%	2.9%	0.7%	16.4%
Female	22.2%	48.3%	10.3%	3.7%	1.6%	14.0%
Prefer not to say	0%	21.4%	14.3%	21.4%	7.1%	35.7%

Disability	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
No	17.8%	50.2%	10.4%	2.5%	1.1%	18.0%
Yes - mobility	22.2%	51.1%	11.1%	4.4%	0.7%	10.4%
Yes - hearing	30.4%	48.2%	8.9%	1.8%	0%	10.7%
Yes - vision	24.3%	40.5%	10.8%	8.1%	2.7%	13.5%
Yes - learning disability	25.0%	66.7%	0%	0%	0%	8.3%
Yes - mental health	25.5%	40.4%	17%	4.3%	6.4%	6.4%
Yes - another	27.3%	48.5%	12.1%	3.0%	0%	9.1%
Prefer not to say	23.1%	34.6%	3.8%	19.2%	0%	19.2%

Ethnicity	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
White British	20.2%	49.7%	10.6%	3.6%	1.3%	14.7%
Other White background	22.2%	11.1%	11.1%	0%	11.1%	44.4%
Black or Black British	100%	0%	0%	0%	0%	0%
Asian or Asian British	20.0%	60.0%	20.0%	0%	0%	0%
Mixed ethnic group	25.0%	75.0%	0%	0%	0%	0%
Other ethnic group	0%	100%	0%	0%	0%	0%
Prefer not to say	7.1%	35.7%	7.1%	14.3%	0%	35.7%

