

Pavements Shopping Centre

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.

How frequently have you used The Pavements Shopping Centre?

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%	16.7%	33.3%	16.7%	0%	0%
25 to 34 years	2.6%	23.7%	39.5%	26.3%	5.3%	2.6%
35 to 44 years	10.9%	19.6%	30.4%	28.3%	10.9%	0%
45 to 54 years	2.9%	22.5%	47.1%	13.7%	10.8%	2.9%
55 to 64 years	4.2%	28.5%	39.4%	19.4%	4.8%	3.6%
65 to 74 years	7.6%	36.2%	29.2%	16.8%	7.6%	2.7%
75 years and over	7.4%	36.3%	20.7%	19.3%	10.4%	5.9%
Prefer not to say	7.1%	35.7%	14.3%	14.3%	14.3%	14.3%

Gender	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Male	5.7%	30.1%	36.5%	16.0%	7.1%	4.6%
Female	5.7%	30.6%	30.8%	21.0%	8.8%	3.1%
Prefer not to say	21.4%	42.9%	21.4%	14.3%	0%	0%

Disability	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
No	5.3%	31.3%	36.8%	18.4%	6.6%	1.8%
Yes - mobility	7.6%	25.8%	24.2%	19.7%	14.4%	8.3%
Yes - hearing	5.1%	33.9%	22.0%	25.4%	6.8%	6.8%
Yes - vision	16.2%	21.6%	16.2%	18.9%	16.2%	10.8%
Yes - learning disability	25.0%	50.0%	0%	0%	8.3%	16.7%
Yes - mental health	10.4%	20.8%	27.1%	20.8%	14.6%	6.3%
Yes - another	3.2%	22.6%	35.5%	9.7%	19.4%	9.7%
Prefer not to say	7.4%	33.3%	25.9%	18.5%	3.7%	11.1%

Ethnicity	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
White British	6.3%	29.8%	33.2%	19.0%	8.1%	3.7%
Other White background	0%	20.0%	30.0%	40.0%	10.0%	0%
Black or Black British	0%	0%	100.0%	0%	0%	0%
Asian or Asian British	0%	25.0%	25.0%	0%	50.0%	0%
Mixed ethnic group	25.0%	25.0%	50.0%	0%	0%	0%
Other ethnic group	0%	50.0%	50.0%	0%	0%	0%
Prefer not to say	7.1%	50.0%	21.4%	14.3%	0%	7.1%

How satisfied or dissatisfied are you with The Pavements Shopping Centre?

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%	16.7%	16.7%	0%	16.7%	0%
25 to 34 years	15.4%	53.8%	10.3%	12.8%	0%	7.7%
35 to 44 years	15.6%	48.9%	17.8%	11.1%	2.2%	4.4%
45 to 54 years	20.6%	45.1%	12.7%	10.8%	2.9%	7.8%
55 to 64 years	23.2%	43.9%	20.1%	5.5%	0.6%	6.7%
65 to 74 years	21.7%	57.1%	9.8%	5.4%	1.1%	4.9%
75 years and over	31.8%	49.6%	3.9%	6.2%	0%	8.5%
Prefer not to say	15.4%	15.4%	30.8%	23.1%	0%	15.4%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	18.1%	50.2%	16.4%	5.3%	1.8%	8.2%
Female	26.2%	48.7%	10.3%	8.2%	0.8%	5.8%
Prefer not to say	28.6%	28.6%	14.3%	28.6%	0%	0%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	20.8%	51.9%	13.5%	7.3%	1.5%	5.1%
Yes - mobility	25.0%	46.1%	8.6%	6.3%	0.8%	13.3%
Yes - hearing	35.6%	42.4%	11.9%	3.4%	0%	6.8%
Yes - vision	25.7%	40.0%	14.3%	8.6%	0%	11.4%
Yes - learning disability	33.3%	16.7%	33.3%	0%	0%	16.7%
Yes - mental health	29.2%	35.4%	16.7%	8.3%	0%	10.4%
Yes - another	9.7%	48.4%	19.4%	6.5%	0%	16.1%
Prefer not to say	22.2%	29.6%	18.5%	22.2%	0%	7.4%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	22.9%	49.5%	12.4%	7.1%	1.2%	6.8%
Other White background	10.0%	60.0%	20.0%	0%	0%	10.0%
Black or Black British	100.0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	60.0%	20.0%	0%	0%	20.0%
Mixed ethnic group	75.0%	25.0%	0%	0%	0%	0%
Other ethnic group	50.0%	50.0%	0%	0%	0%	0%
Prefer not to say	21.4%	14.3%	28.6%	35.7%	0%	0%