

Community Safety

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 safe do you feel in your local area after dark?

Age	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Under 16 years	0	0	0	0	0	0
18 to 24 years	16.7%	33.3%	16.7%	16.7%	16.7%	0
25 to 34 years	5%	40%	5%	32.5%	15%	2.5%
35 to 44 years	13%	56.5%	8.7%	17.4%	2.2%	2.2%
45 to 54 years	14.4%	52.9%	2.9%	15.4%	10.6%	3.8%
55 to 64 years	12.1%	53.3%	6.7%	18.8%	7.3%	1.8%
65 to 74 years	9.9%	48.2%	7.3%	15.7%	8.9%	9.9%
75 years and over	11.7%	46.2%	8.3%	6.2%	9%	18.6%
Prefer not to say / blank	21.7%	34.8%	4.3%	21.7%	13%	4.3%

Gender	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Male	15.6%	60.1%	7.6%	9.7%	4.2%	2.8%
Female	9.2%	40.6%	6.2%	20.2%	12%	11.7%
Prefer not to say / blank	9.7%	58.1%	3.2%	12.9%	12.9%	3.2%

Disability	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
No	12.7%	54.4%	7.1%	14.5%	6.3%	5%
Yes - mobility	9.8%	28.8%	6.7%	28.8%	10.4%	15.3%
Yes - hearing	14.7%	32%	4%	32%	4%	13.3%
Yes - vision	8.7%	30.4%	4.3%	30.4%	10.9%	15.2%
Yes - learning disability	35.7%	14.3%	0	14.3%	7.1%	7.1%
Yes - mental health	13%	28.3%	2.2%	28.3%	21.7%	6.5%
Yes - another	2.9%	34.3%	5.7%	34.3%	20%	2.9%
Prefer not to say / blank	3.3%	38.3%	5%	38.3%	11.7%	3.3%

Ethnicity	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
White British	11.7%	49.2%	6.4%	15.6%	8.8%	8.3%
Other White background	0	60%	10%	10%	20%	0
Black or Black British	100%	0	0	0	0	0
Asian or Asian British	0	80%	0	20%	0	0
Mixed ethnic group	50%	25%	0	0	25%	0
Other ethnic group	0	0	0	50%	50%	0
Prefer not to say / blank	10%	60%	20%	10%	0	0

How safe do you feel in your local area during the day?

Age	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Under 16 years	0	0	0	0	0	0
18 to 24 years	33.3%	66.7%	0	0	0	0
25 to 34 years	45%	45%	7.5%	0	0	2.5%
35 to 44 years	43.5%	52.2%	2.2%	2.2%	0	0
45 to 54 years	50%	44.2%	0	3.8%	1.9%	0
55 to 64 years	54.5%	38.8%	0.6%	5.5%	0.6%	0
65 to 74 years	46.6%	41.9%	1.6%	5.2%	0.5%	4.2%
75 years and over	52.4%	33.1%	3.4%	0.7%	1.4%	9%
Prefer not to say / blank	34.8%	43.5%	4.3%	13%	4.3%	0

Gender	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Male	56.3%	36.8%	2.1%	2.4%	1.4%	1%
Female	44.4%	43.4%	2%	5%	0.5%	4.7%
Prefer not to say / blank	48.4%	45.2%	0	3.2%	3.2%	0

Disability	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
No	56.2%	38.4%	1.1%	2.6%	0.6%	1.1%
Yes - mobility	38.9%	41.7%	5.6%	6.3%	0.7%	6.9%
Yes - hearing	48.4%	32.8%	4.7%	3.1%	1.6%	9.4%
Yes - vision	27.5%	47.5%	5%	5%	2.5%	12.5%
Yes - learning disability	42.9%	42.9%	0	14.3%	0	0
Yes - mental health	26.5%	51%	4.1%	14.3%	2%	2%
Yes - another	18.2%	60.6%	9.1%	9.1%	0	3%
Prefer not to say / blank	28%	40%	0	8%	2%	22%

Ethnicity	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
White British	49.3%	40.6%	2.1%	3.9%	1%	3.1%
Other White background	70%	20%	0	10%	0	0
Black or Black British	0	100%	0	0	0	0
Asian or Asian British	20%	60%	0	0	0	20%
Mixed ethnic group	75%	25%	0	0	0	0
Other ethnic group	0	100%	0	0	0	0
Prefer not to say / blank	48%	48%	0	4%	0	0

How safe do you feel in Chesterfield town centre after dark?

Age	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Under 16 years	0	0	0	0	0	0
18 to 24 years	20%	0	20%	0	40%	20%
25 to 34 years	2.5%	25%	15%	25%	25%	7.5%
35 to 44 years	7.7%	20.5%	20.5%	20.5%	23.1%	7.7%
45 to 54 years	4.6%	22.2%	23.1%	22.2%	17.6%	10.2%
55 to 64 years	4.5%	28.1%	11.8%	28.1%	13.5%	14%
65 to 74 years	2.9%	27.2%	13.9%	27.2%	19.1%	27.2%
75 years and over	3.3%	18.4%	10.5%	18.4%	13.8%	35.5%
Prefer not to say / blank	0	0	0	0	0	0

Gender	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Male	4.4%	22.6%	14.4%	22.6%	23.7%	12.3%
Female	3.4%	23.4%	13.5%	23.4%	7.4%	28.9%
Prefer not to say / blank	0	24.2%	9.1%	24.2%	18.2%	24.2%

Disability	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
No	4.5%	27%	16%	20.5%	14.5%	17.5%
Yes - mobility	0.7%	18.6%	8.3%	18.6%	20%	33.8%
Yes - hearing	3.8%	20.5%	29.5%	7.7%	12.8%	25.6%
Yes - vision	7.5%	2.5%	7.5%	27.5%	22.5%	32.5%
Yes - learning disability	21.4%	21.4%	0	21.4%	21.4%	5%
Yes - mental health	8.2%	14.3%	6.1%	22.4%	34.7	14.3%
Yes - another	3%	12.1%	6.1%	21.2%	39.4%	18.2%
Prefer not to say / blank	0	19.5%	19.5%	12.2%	22%	26.8%

Ethnicity	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
White British	3.6%	22.9%	13.9%	22.9%	16.6%	20.3%
Other White background	0	27.3%	0	27.3%	18.2%	27.3%
Black or Black British	100%	0	0	0	0	0
Asian or Asian British	0	28.6%	14.3%	28.6%	0	28.6%
Mixed ethnic group	50%	25%	0	25%	0	0
Other ethnic group	0	0	0	0	100%	0
Prefer not to say / blank	0	26.1%	21.7%	26.1%	13%	13%

How safe do you feel in Chesterfield town centre during the day?

Age	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Under 16 years	0	0	0	0	0	0
18 to 24 years	33.3%	50%	16.7%	0	0	0
25 to 34 years	30%	55%	5%	5%	2.5%	2.5%
35 to 44 years	34.8%	39.1%	10.9%	13%	0	2.2%
45 to 54 years	38.5%	45.2%	3.8%	9.6%	2.9%	0
55 to 64 years	40.6%	48.5%	3.6%	4.2%	1.8%	1.2%
65 to 74 years	36.6%	44.5%	4.7%	5.2%	2.6%	6.3%
75 years and over	35.9%	42.8%	4.1%	0	1.4%	15.9%
Prefer not to say / blank	21.7%	56.5%	0	4.3%	4.3%	13%

Gender	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
Male	43.1%	43.4%	3.8%	3.8%	2.1%	3.8%
Female	32.9%	47.4%	5%	5.7%	2%	7%
Prefer not to say / blank	25.8%	48.4%	6.5%	6.5%	3.2%	9.7%

Disability	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
No	40.8%	46.7%	3.5%	4.3%	1.7%	3%
Yes - mobility	26.4%	41.7%	6.9%	6.9%	2.1%	16%
Yes - hearing	34.4%	42.2%	3.1%	4.7%	3.1%	12.5%
Yes - vision	7.5%	65%	7.5%	2.5%	5%	12.5%
Yes - learning disability	35.7%	42.9%	0	14.3%	0	7.1%
Yes - mental health	38.8%	32.7%	6.1%	14.3%	4.1%	4.1%
Yes - another	18.2%	48.5%	12.1%	12.1%	3%	6.1%
Prefer not to say / blank	21.4%	66.7%	2.4%	2.4%	2.4%	4.8%

Ethnicity	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know / blank
White British	36.4%	45.6%	4.9%	5.1%	2.2%	5.8%
Other White background	50%	40%	0	10%	0	0
Black or Black British	100%	0	0	0	0	0
Asian or Asian British	20%	40%	0	0	0	40%
Mixed ethnic group	100%	0	0	0	0	0
Other ethnic group	0	100%	0	0	0	0
Prefer not to say / blank	32%	60%	0	4%	0	4%