

Chesterfield Markets

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 Chesterfield Markets?

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%	0.0%	0.0%	0.0%
18 to 24 years	0.0%	33.3%	0.0%	16.7%	16.7%	33.3%
25 to 34 years	2.6%	15.8%	31.6%	31.6%	10.5%	7.9%
35 to 44 years	6.5%	21.7%	17.4%	26.1%	19.6%	8.7%
45 to 54 years	0.0%	25.7%	33.7%	16.8%	15.8%	7.9%
55 to 64 years	1.8%	24.4%	28.7%	25.6%	17.1%	2.4%
65 to 74 years	4.3%	32.1%	25.0%	22.8%	10.9%	4.9%
75 years and over	3.9%	36.4%	15.5%	20.9%	18.6%	4.7%
Prefer not to say	0.0%	28.6%	28.6%	7.1%	14.3%	21.4%

Gender	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Male	2.5%	28.6%	27.5%	22.9%	14.6%	3.9%
Female	2.9%	28.3%	22.6%	23.6%	15.5%	7.1%
Prefer not to say	14.3%	28.6%	42.9%	0.0%	7.1%	7.1%

Disability	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
No	2.2%	27.3%	28.9%	24.0%	12.7%	4.9%
Yes - mobility	5.5%	26.6%	16.4%	21.9%	21.9%	7.8%
Yes - hearing	5.2%	34.5%	10.3%	25.9%	17.2%	6.9%
Yes - vision	8.3%	19.4%	5.6%	25.0%	30.6%	11.1%
Yes - learning disability	16.7%	50.0%	8.3%	0.0%	16.7%	8.3%
Yes - mental health	10.2%	20.4%	14.3%	16.3%	28.6%	10.2%
Yes - another	0.0%	29.0%	25.8%	9.7%	25.8%	9.7%
Prefer not to say / blank	4.9%	39.0%	22.0%	14.6%	14.6%	4.9%

Ethnicity	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
White British	3.1%	28.0%	24.8%	22.9%	15.6%	5.6%
Other White background	0.0%	20.0%	20.0%	40.0%	10.0%	10.0%
Black or Black British	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Asian or Asian British	0.0%	20.0%	40.0%	0.0%	40.0%	0.0%
Mixed ethnic group	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%
Other ethnic group	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%
Prefer not to say	0.0%	50.0%	35.7%	7.1%	0.0%	7.1%

How satisfied or dissatisfied are you with Chesterfield Markets?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
16 to 17 years	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
18 to 24 years	33.3%	16.7%	50.0%	0.0%	0.0%	0.0%
25 to 34 years	17.9%	43.6%	12.8%	10.3%	2.6%	12.8%
35 to 44 years	16.3%	27.9%	18.6%	25.6%	2.3%	9.3%
45 to 54 years	15.2%	39.4%	15.2%	15.2%	6.1%	9.1%
55 to 64 years	19.6%	36.1%	20.3%	13.3%	7.0%	3.8%
65 to 74 years	14.1%	46.9%	15.3%	13.0%	6.2%	4.5%
75 years and over	12.2%	44.7%	14.6%	9.8%	8.1%	10.6%
Prefer not to say	0.0%	30.8%	38.5%	15.4%	0.0%	15.4%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	15.1%	41.3%	19.6%	11.1%	5.5%	7.4%
Female	16.3%	39.2%	15.5%	15.3%	6.5%	7.1%
Prefer not to say	7.7%	46.2%	15.4%	23.1%	0.0%	7.7%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	13.6%	39.4%	17.7%	13.9%	4.5%	10.8%
Yes - mobility	11.8%	34.0%	11.8%	14.6%	6.3%	21.5%
Yes - hearing	16.1%	41.9%	11.3%	3.2%	6.5%	21.0%
Yes - vision	12.5%	27.5%	15.0%	10.0%	5.0%	30.0%
Yes - learning disability	50.0%	0.0%	14.3%	7.1%	7.1%	21.4%
Yes - mental health	25.0%	25.0%	22.9%	6.3%	6.3%	14.6%
Yes - another	15.2%	30.3%	21.2%	12.1%	9.1%	12.1%
Prefer not to say / blank	22.2%	38.9%	2.8%	8.3%	13.9%	13.9%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	15.4%	40.1%	17.5%	13.5%	6.4%	7.1%
Other White background	11.1%	55.6%	11.1%	22.2%	0.0%	0.0%
Black or Black British	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Asian or Asian British	20.0%	60.0%	0.0%	0.0%	0.0%	20.0%
Mixed ethnic group	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%
Other ethnic group	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%
Prefer not to say	7.7%	38.5%	15.4%	23.1%	0.0%	15.4%

