

# Are You Being Served Resident Satisfaction Survey 2019 Questionnaire Report

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## 1. Summary

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Questionnaire format: Paper (postal)  
Responses: 611  
Date range: 2<sup>nd</sup> September to 7<sup>th</sup> October 2019

## 2. Introduction

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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. This is the fourth time Chesterfield Borough Council have used this method of community engagement to capture resident feedback, with previous surveys taking place in 2013, 2015 and 2017. 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 replaced because of the ability to undertake national benchmarking. In addition, the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

During September 2019, the postal questionnaire was sent to a random sample of 4000 residents in Chesterfield Borough. The LGA specify that for a population size of Chesterfield Borough, the minimum number of responses required for this survey is 500. The survey was completed by 611 residents, giving a response rate of 15.3%.

Receiving this number of responses has enabled us to achieve a confidence interval of 3.4. This means that we can be 95% confident that the results are accurate to within 3.4% if we had asked the entire Borough's population the same questions. For example, if 88% of respondents have said that they are very satisfied with their local area as a place to live, then we can say that we are 95% confident that, if we asked the whole of the Borough's population, the response would be between 84.6% and 91.4%.

The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

### 3. Full questionnaire results

#### About the local area, and Chesterfield Borough Council relating to value for money and overall service

#### Overall, how satisfied are you with your local area as a place to live?

Respondents were asked that when thinking about the 'local area', they consider this to be within 15 to 20 minutes walking distance from home.

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option. A considerable majority (84%) of respondents indicated that they were either "satisfied" or "very satisfied" with their local area as a place to live.

#### Overall, how satisfied are you with your local area as a place to live?

|   | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied | Don't know |
|---|----------------|------------------|---------|---------------------|-------------------|------------|
| <b>Total respondents</b>                        | 199            | 292              | 25      | 40                  | 26                | 1          |
| <b>Percentage</b>                               | 34.1%          | 50.1%            | 4.3%    | 6.9%                | 4.5%              | 0.2%       |
| <b>Percentage</b><br>(excluding don't knows)    | 34.2%          | 50.2%            | 4.3%    | 6.9%                | 4.5%              |            |
| <b>Chart</b><br>(total positive/total negative) | 84.4%          |                  |         |                     |                   |            |
| <b>Trend analysis</b><br>(positive response)    | <b>2017</b>    | <b>2019</b>      |         |                     |                   |            |
|   | 87%            | 84%              |         |                     |                   |            |

## Overall, how satisfied or dissatisfied are you with the way that CBC runs things?

Introductory text to this question was as follows: “Your local area receives services from two councils, Chesterfield Borough Council and Derbyshire County Council. This survey asks about Chesterfield Borough Council (CBC), which is responsible for services such as refuse collection, street cleaning and planning.” (Change in introductory text from previous years, as per LGA guidance)

Respondents were given six options ranging from ‘very satisfied’ to ‘very dissatisfied’, including a ‘don’t know’ option, and asked to indicate one option. 74% of respondents stated that they were either ‘satisfied’ or ‘very satisfied’ with the way CBC runs things, consistent with results from previous surveys.

| Overall, how satisfied or dissatisfied are you with the way that CBC runs things? |                    |                    |         |                     |                   |            |
|---|--------------------|--------------------|---------|---------------------|-------------------|------------|
|   | Very satisfied     | Fairly satisfied   | Neither | Fairly dissatisfied | Very dissatisfied | Don't know |
| <b>Total respondents</b>  | 120                | 310                | 52      | 54                  | 42                | 11         |
| <b>Percentage</b>   | 20.4%              | 52.6%              | 8.8%    | 9.2%                | 7.1%              | 1.9%       |
| <b>Percentage</b><br>(excluding don't knows)                                      | 20.8%              | 53.6%              | 9.0%    | 9.3%                | 7.3%              |            |
| <b>Chart</b><br>(total positive/total negative)                                   |                    |                    |         |                     |                   |            |
| <b>Trend analysis</b><br>(positive response)                                      | <b>2017</b><br>77% | <b>2019</b><br>74% |         |                     |                   |            |

**To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?**

*Introductory text to this question was as follows: “For the next question, please think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Chesterfield Borough Council provides to the community. We would like your general opinion.”*

*Respondents were given six options ranging from ‘strongly agree to ‘strongly disagree’, including a ‘don’t know’ option, and asked to indicate one option. Most respondents stated that they tend to agree, however a significant proportion said ‘neither’.*

| To what extent do you agree or disagree that Chesterfield Borough Council provides value for money? |                |               |         |                  |                   |            |
|---|----------------|---------------|---------|------------------|-------------------|------------|
|   | Strongly agree | Tend to agree | Neither | Tend to disagree | Strongly disagree | Don't know |
| <b>Total respondents</b>  | 45             | 267           | 108     | 91               | 35                | 41         |
| <b>Percentage</b>   | 7.7%           | 45.5%         | 18.4%   | 15.5%            | 6.0%              | 7.0%       |
| <b>Percentage</b><br>(excluding don't knows)  | 8.2%           | 48.9%         | 19.8%   | 16.7%            | 6.4%              |            |
| <b>Chart</b><br>(total positive/total negative)   |                |               |         |                  |                   |            |
| <b>Trend analysis</b><br>(positive response)  | <b>2017</b>    | <b>2019</b>   |         |                  |                   |            |
|   | 60%            | 57%           |         |                  |                   |            |

**On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?**

Respondents were given six options including a 'don't know' option, and asked to indicate one option. The most common response indicated by respondents was "I speak positively about the council if asked about it". Almost a third of respondents stated they "have no views one way or another" – again reflecting a significant proportion remaining neutral in terms of their views on CBC. The overall positive responses remains the highest since the first survey in 2013.

| On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council? |  |  |  |  |                                      |            |
|--|--|--|--|--|--------------------------------------|------------|
|  | I speak positively about the Council without being asked | I speak positively about the Council if I'm asked about it | I speak negatively about the Council without being asked | I speak negatively about the Council if I m asked about it | I have no views one way or the other | Don't know |
| <b>Total respondents</b>   | 32   | 244  | 90   | 30   | 158                                  | 26         |
| <b>Percentage</b>  | 5.5%   | 42.1%  | 15.5%  | 5.2%   | 27.2%                                | 4.5%       |
| <b>Trend analysis</b><br>(positive response)   | <b>2017</b><br>48%                                       | <b>2019</b><br>48%   |  |  |                                      |            |

**To what extent do you agree or disagree that Chesterfield Borough Council and partners promote the interests of local residents?**

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select..

| To what extent do you agree or disagree that Chesterfield Borough Council and partners promote the interests of local residents? |              |               |               |            |            |
|--|--------------|---------------|---------------|------------|------------|
|  | A great deal | A fair amount | Not very much | Not at all | Don't know |
| <b>Total respondents</b>   | 35           | 197           | 141           | 46         | 146        |
| <b>Percentage</b>  | 6.2%         | 34.9%         | 25.0%         | 8.1%       | 25.8%      |
| <b>Percentage</b><br>(excluding don't knows)   | 8.4%         | 47.0%         | 33.7%         | 11.0%      |            |
| <b>Chart</b><br>(total positive/total negative)  |              |               |               |            |            |
| <b>Trend analysis</b><br>(positive response)   | <b>2017</b>  | <b>2019</b>   |               |            |            |
|  | 58%          | 55%           |               |            |            |



**To what extent do you agree or disagree that Chesterfield Borough Council and partners treat all groups of people fairly?**

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select. 80% of respondents agreed that the Council treats all groups fairly.

| <b>To what extent do you agree or disagree that Chesterfield Borough Council and partners treat all groups of people fairly?</b> |                     |                      |                      |                   |                   |
|--|---------------------|----------------------|----------------------|-------------------|-------------------|
|  | <b>A great deal</b> | <b>A fair amount</b> | <b>Not very much</b> | <b>Not at all</b> | <b>Don't know</b> |
| <b>Total respondents</b>   | 87                  | 222                  | 48                   | 31                | 178               |
| <b>Percentage</b>  | 15.4%               | 39.2%                | 8.5%                 | 5.5%              | 31.4%             |
| <b>Percentage</b><br>(excluding don't knows)   | 22.4%               | 57.2%                | 12.4%                | 8.0%              |                   |
| <b>Chart</b><br>(total positive/total negative)  |                     |                      |                      |                   |                   |
| <b>Trend analysis</b><br>(positive response)   | <b>2017</b>         | <b>2019</b>          |                      |                   |                   |
|  | 78%                 | <b>80%</b>           |                      |                   |                   |

**To what extent do you agree or disagree that Chesterfield Borough Council and partners are working to make the area cleaner and greener?**

*Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select.*

| <b>To what extent do you agree or disagree that Chesterfield Borough Council and partners are working to make the area cleaner and greener?</b> |                     |                      |                      |                   |                   |
|---|---------------------|----------------------|----------------------|-------------------|-------------------|
|   | <b>A great deal</b> | <b>A fair amount</b> | <b>Not very much</b> | <b>Not at all</b> | <b>Don't know</b> |
| <b>Total respondents</b>  | 61                  | 199                  | 122                  | 73                | 115               |
| <b>Percentage</b>   | 10.7%               | 34.9%                | 21.4%                | 12.8%             | 20.2%             |
| <b>Percentage</b><br>(excluding don't knows)  | 13.4%               | 43.7%                | 26.8%                | 16.0%             |                   |
| <b>Chart</b><br>(total positive/total negative)   | <b>57.1%</b>        |                      |                      |                   |                   |
| <b>Trend analysis</b><br>(positive response)  | <b>2017</b>         | <b>2019</b>          |                      |                   |                   |
|   | 54%                 | <b>57%</b>           |                      |                   |                   |





## About community safety, community cohesion and identity

### To what extent do you agree or disagree that Chesterfield Borough Council and partners are working to make the area safer?

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select.

| To what extent do you agree or disagree that Chesterfield Borough Council and partners are working to make the area safer? |              |               |               |            |            |
|--|--------------|---------------|---------------|------------|------------|
|  | A great deal | A fair amount | Not very much | Not at all | Don't know |
| <b>Total respondents</b>   | 36           | 201           | 133           | 46         | 157        |
| <b>Percentage</b>  | 6.3%         | 35.1%         | 23.2%         | 8.0%       | 27.4%      |
| <b>Percentage</b><br>(excluding don't knows)   | 8.7%         | 48.3%         | 32.0%         | 11.1%      |            |
| <b>Chart</b><br>(total positive/total negative)  |              |               |               |            |            |
| <b>Trend analysis</b><br>(positive response)   | <b>2017</b>  | <b>2019</b>   |               |            |            |
|  | 62%          | 57%           |               |            |            |

## How safe or unsafe do you feel in the following areas?

| How safe or unsafe do you feel in the following areas? |  |             |         |               |             |            |
|--|--|-------------|---------|---------------|-------------|------------|
|  | Very safe  | Fairly safe | Neither | Fairly unsafe | Very unsafe | Don't know |
| In your local area after dark                          | 76   | 300         | 45      | 94            | 60          | 8          |
|  | 13.0%  | 51.5%       | 7.7%    | 16.1%         | 10.3%       | 1.4%       |
| In your local area during the day                      | 277  | 241         | 22      | 23            | 12          | 4          |
|  | 47.8%  | 41.6%       | 3.8%    | 4.0%          | 2.1%        | 0.7%       |
| In Chesterfield town centre after dark                 | 17   | 141         | 69      | 141           | 124         | 81         |
|  | 3.0%   | 24.6%       | 12.0%   | 24.6%         | 21.6%       | 14.1%      |
| In Chesterfield town centre during the day             | 159  | 297         | 37      | 56            | 19          | 13         |
|  | 27.4%  | 51.1%       | 6.4%    | 9.6%          | 3.3%        | 2.2%       |
| <b>Charts</b>  |  |             |         |               |             |            |
| Local area after dark                                  |    |             |         |               |             |            |
| Local area daytime                                     |    |             |         |               |             |            |
| Town centre after dark                                 |   |             |         |               |             |            |
| Town centre daytime                                    |  |             |         |               |             |            |
| <b>Trend analysis</b><br>(positive response)           | <b>2017</b>  | <b>2019</b> |         |               |             |            |
| Local area after dark                                  | 69%  | <b>65%</b>  |         |               |             |            |
| Local area daytime                                     | 93%  | <b>89%</b>  |         |               |             |            |
| Town centre after dark                                 | 31%  | <b>28%</b>  |         |               |             |            |
| Town centre daytime                                    | 84%  | <b>79%</b>  |         |               |             |            |

## How strongly do you feel you belong to the local area?

Respondents were given five options ranging from 'very strongly' to 'not at all strongly', including a 'don't know' option, and asked to indicate one option. There was no neutral option available to select. Most respondents (78%) report feeling strongly that they belong to their local area, showing a marginal increase on previous years' results.

| How strongly do you feel you belong to the local area? |               |                 |                   |                     |            |
|--|---------------|-----------------|-------------------|---------------------|------------|
|  | Very strongly | Fairly strongly | Not very strongly | Not at all strongly | Don't know |
| <b>Total respondents</b>                               | 140           | 288             | 78                | 40                  | 33         |
| <b>Percentage</b>                                      | 24.2%         | 49.7%           | 13.5%             | 6.9%                | 5.7%       |
| <b>Percentage</b><br>(excluding don't knows)           | 25.6%         | 52.7%           | 14.3%             | 7.3%                |            |
| <b>Chart</b><br>(total positive/total negative)        | 78.4%         |                 |                   |                     |            |
| <b>Trend analysis</b><br>(positive response)           | <b>2017</b>   | <b>2019</b>     |                   |                     |            |
|  | 76%           | 78%             |                   |                     |            |

**To what extent do you agree that your local area is a place where people from different ethnic backgrounds get on well together?**

*The response options for this question have changed this year, with two additional options available: 'too few people in the local area' and 'all the same ethnic background'. This, therefore, impacts on the ability to analyse trends over the years.*

| To what extent do you agree that your local area is a place where people from different ethnic backgrounds get on well together? |                  |               |             |                  |                     |            |                              |                                |  |
|--|------------------|---------------|-------------|------------------|---------------------|------------|------------------------------|--------------------------------|--|
|  | Definitely agree | Tend to agree | Neither     | Tend to disagree | Definitely disagree | Don't know | Too few people in local area | All the same ethnic background |  |
| <b>Total respondents</b>   | 73               | 237           | 41          | 33               | 10                  | 122        | 35                           | 25                             |  |
| <b>Percentage</b>  | 12.7%            | 41.1%         | 7.1%        | 5.7%             | 1.7%                | 21.2%      | 6.1%                         | 4.3%                           |  |
| <b>Percentage</b><br>(excluding don't knows)   | 18.5%            | 60.2%         | 10.4%       | 8.4%             | 2.5%                |            |                              |                                |  |
| <b>Chart</b><br>(total positive/total negative)  | 78.7%            |               |             |                  |                     |            |                              |                                |  |
| <b>Trend analysis</b><br>(positive response)<br>(2019 – additional response options provided)                                    | <b>2017</b>      |               | <b>2019</b> |                  |                     |            |                              |                                |  |
|  | 72%              |               | 79%         |                  |                     |            |                              |                                |  |

**To what extent do you agree that people in this local area pull together to improve the local area?**

*The response options for this question have changed this year, with two additional options available: 'too few people in the local are' and 'all the same ethnic background'. This, therefore, impacts on the ability to analyse trends over the years.*

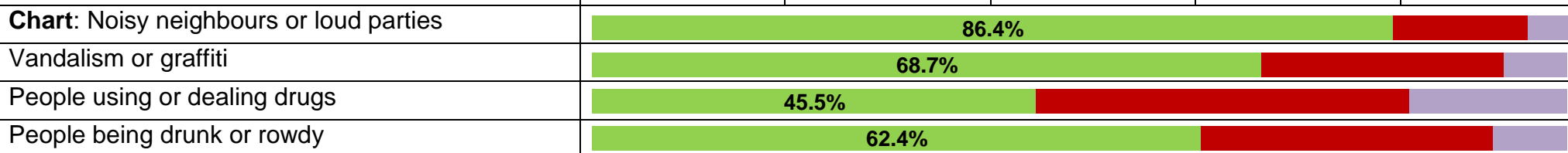
| To what extent do you agree that people in this local area pull together to improve the local area? |                  |               |         |                  |                     |                         |            |
|---|------------------|---------------|---------|------------------|---------------------|-------------------------|------------|
|   | Definitely agree | Tend to agree | Neither | Tend to disagree | Definitely disagree | Nothing needs improving | Don't know |
| <b>Total respondents</b>  | 42               | 207           | 92      | 94               | 47                  | 3                       | 88         |
| <b>Percentage</b>   | 7.3%             | 36.1%         | 16.1%   | 16.4%            | 8.2%                | 0.5%                    | 15.4%      |
| <b>Percentage</b><br>(excluding don't knows)  | 8.7%             | 42.9%         | 19.1%   | 19.5%            | 9.8%                |                         |            |
| <b>Chart</b><br>(total positive/total negative)   |                  |               |         |                  |                     |                         |            |
| <b>Trend analysis</b><br>(positive response)<br>(2019 – question change)                            | <b>2017</b>      | <b>2019</b>   |         |                  |                     |                         |            |
|   | 49%              | 52%           |         |                  |                     |                         |            |

## Thinking about your local area, how much of a problem are the following?

Overall respondents indicated that they feel antisocial behaviour is not a big problem. The question with the highest negative response is related to using and dealing drugs, concerns which some respondents highlighted in the additional comments section.

### Thinking about your local area, how much of a problem are the following:

|  | A very big problem | A fairly big problem | Not a very big problem | Not a problem at all | Don't know / no opinion |
|--|--------------------|----------------------|------------------------|----------------------|-------------------------|
| <b>Noisy neighbours or loud parties</b>  | 29                 | 52                   | 220                    | 265                  | 24                      |
|  | 5.2%               | 9.3%                 | 39.2%                  | 47.2%                | 4.3%                    |
| <b>Vandalism, graffiti and other deliberate damage to property or vehicles</b> | 41                 | 94                   | 216                    | 156                  | 35                      |
|  | 7.6%               | 17.3%                | 39.9%                  | 28.8%                | 6.5%                    |
| <b>People using or dealing drugs</b>   | 100                | 113                  | 136                    | 117                  | 90                      |
|  | 18.0%              | 20.3%                | 24.5%                  | 21.0%                | 16.2%                   |
| <b>People being drunk or rowdy in public places</b>                            | 71                 | 94                   | 209                    | 135                  | 42                      |
|  | 12.9%              | 17.1%                | 37.9%                  | 24.5%                | 7.6%                    |



| <b>Trend analysis</b><br>(response indicating a problem, including 'don't knows') | 2017  | 2019         |
|---|-------|--------------|
| Noisy neighbours or loud parties  | 13.0% | <b>14.5%</b> |
| Vandalism, graffiti and other deliberate  | 17.9% | <b>24.9%</b> |
| People using or dealing drugs   | 30.9% | <b>38.3%</b> |
| People being drunk or rowdy in public places                                      | 21.9% | <b>30.0%</b> |



## About communication, engagement and digital access

### To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option provided in this question's responses. Most respondents indicated they agreed that CBC acts on the concerns of local residents, which is in line with results from previous years. 17% of respondents chose "don't know". A figure this high suggests a gap in knowledge with regard to CBC's activities.

| To what extent do you think Chesterfield Borough Council acts on the concerns of local residents? |              |               |               |            |            |
|---|--------------|---------------|---------------|------------|------------|
|   | A great deal | A fair amount | Not very much | Not at all | Don't know |
| <b>Total respondents</b>  | 48           | 262           | 143           | 31         | 99         |
| <b>Percentage</b>   | 8.2%         | 44.9%         | 24.5%         | 5.3%       | 17.0%      |
| <b>Percentage</b><br>(excluding don't knows)  | 9.9%         | 54.1%         | 29.5%         | 6.4%       |            |
| <b>Chart</b><br>(total positive/total negative)   | 64.0%        |               |               |            |            |
| <b>Trend analysis</b><br>(positive response)  | <b>2017</b>  | <b>2019</b>   |               |            |            |
|   | 65%          | 64%           |               |            |            |

**Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?**

Respondents were told that 'by benefits we mean positive impacts it has on the area', and given five options ranging from 'very well informed' to 'not well informed at all', including a 'don't know' option. There was no neutral option provided in this question's responses. A total of 63% of respondents indicated that the Council keeps residents very or fairly well informed.

**Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?**

|   | Very well informed | Fairly well informed | Not very much | Not at all | Don't know |
|---|--------------------|----------------------|---------------|------------|------------|
| <b>Total respondents</b>                        | 73                 | 262                  | 137           | 58         | 52         |
| <b>Percentage</b>                               | 12.5%              | 45.0%                | 23.5%         | 10.0%      | 8.9%       |
| <b>Percentage</b><br>(excluding don't knows)    | 13.8%              | 49.4%                | 25.8%         | 10.9%      |            |
| <b>Chart</b><br>(total positive/total negative) | 63.2%              |                      |               |            |            |
| <b>Trend analysis</b><br>(positive response)    | <b>2017</b>        | <b>2019</b>          |               |            |            |
|   | 64%                | 63%                  |               |            |            |

**Have you visited the Council's website within the last twelve months?**

This was the first time we asked this question to provide further context to the questions about satisfaction with the Council's website.

| <b>Have you visited the Council's website within the last twelve months?</b> |       |       |
|--|-------|-------|
|  | Yes   | No    |
| <b>Total respondents</b>   | 266   | 289   |
| <b>Percentage</b>  | 47.9% | 52.1% |

**How satisfied are you with the following aspects of the Council's website?**

Only responses from those that had visited the Council's website within the last year are included in the table below. As we did not ask respondents to state how recently they had used the website during previous surveys, trend analysis is not possible.

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option for each of the aspects of the website.

| <b>How satisfied are you with the following aspects of the Council's website?<br/>(respondents that have visited the Council's website this year)</b> |                       |                         |                |                            |                          |
|---|-----------------------|-------------------------|----------------|----------------------------|--------------------------|
|   | <b>Very satisfied</b> | <b>Fairly satisfied</b> | <b>Neither</b> | <b>Fairly dissatisfied</b> | <b>Very dissatisfied</b> |
| <b>General look and feel</b>  | 39                    | 148                     | 42             | 12                         | 4                        |
|   | 15.9%                 | 60.4%                   | 17.1%          | 4.9%                       | 1.6%                     |
| <b>Getting around the site</b>  | 46                    | 133                     | 38             | 21                         | 7                        |
|   | 18.8%                 | 54.3%                   | 15.5%          | 8.6%                       | 2.9%                     |
| <b>Ease of finding information you need</b>   | 43                    | 132                     | 36             | 26                         | 7                        |
|   | 17.6%                 | 54.1%                   | 14.8%          | 10.7%                      | 2.9%                     |
| <b>Value of the information</b>   | 36                    | 135                     | 51             | 15                         | 6                        |
|   | 14.8%                 | 55.6%                   | 21.0%          | 6.2%                       | 2.5%                     |
| <b>Site search</b>  | 30                    | 138                     | 50             | 17                         | 9                        |
|   | 12.3%                 | 56.6%                   | 20.5%          | 7.0%                       | 3.7%                     |
| <b>The website overall</b>  | 35                    | 139                     | 44             | 17                         | 6                        |
|   | 14.5%                 | 57.7%                   | 18.3%          | 7.1%                       | 2.5%                     |

**How satisfied are you with the following aspects of the Council's website?  
(respondents that have visited the Council's website this year)**

|  | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|----------------|------------------|---------|---------------------|-------------------|
| <b>General look and feel</b>               | 15.9%          | 60.4%            |         |                     |                   |
| <b>Getting around the site</b>             | 18.8%          | 54.3%            |         |                     |                   |
| <b>Ease of finding informaton you need</b> | 17.6%          | 54.1%            |         |                     |                   |
| <b>Value of the information</b>            | 14.8%          | 55.6%            |         |                     |                   |
| <b>Site search</b>                         | 12.3%          | 56.6%            |         |                     |                   |
| <b>The website overall</b>                 | 14.5%          | 57.7%            |         |                     |                   |

## To what extent do you agree or disagree that you can influence decisions in your local area?

Respondents were given six options ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. More respondents stated that they disagreed than agreed that they can influence decisions affecting their local area. A considerable number also chose neutral responses; "neither" had the highest response. Whilst the response to this question was not positive overall, it is in keeping with the trend from previous surveys.

| To what extent do you agree or disagree that you can influence decisions in your local area? |                  |               |         |                  |                     |            |
|--|------------------|---------------|---------|------------------|---------------------|------------|
|  | Definitely agree | Tend to agree | Neither | Tend to disagree | Definitely disagree | Don't know |
| <b>Total respondents</b>   | 14               | 100           | 149     | 134              | 76                  | 103        |
| <b>Percentage</b>  | 2.4%             | 17.4%         | 25.9%   | 23.3%            | 13.2%               | 17.9%      |
| <b>Percentage</b><br>(excluding don't knows)   | 3.0%             | 21.1%         | 31.5%   | 28.3%            | 16.1%               |            |
| <b>Chart</b><br>(total positive/total negative)  |                  |               |         |                  |                     |            |
| <b>Trend analysis</b><br>(positive response)   | <b>2017</b>      | <b>2019</b>   |         |                  |                     |            |
|  | 29%              | 24%           |         |                  |                     |            |

**Would you like to be more involved in the decisions that affect your area?  
If yes, which of the following issues would you like to be more involved in?**

118 (20.2%) of respondents that they would like to be more involved, with a further 317 (54.4%) saying it would depend on the issue. Respondents indicated interest in the following issues. Respondents that indicated an interest in a particular area were asked to provide their contact details, so that the relevant service could contact them about opportunities for participation.

| <b>Which of the following issues affecting your local area would you like to be more involved in?</b> |            |  |            |
|---|------------|--|------------|
|   | <b>No.</b> |  | <b>No.</b> |
| <b>Crime and community safety</b>   | 187        | <b>Housing</b>                               | 74         |
| <b>Environmental issues</b>   | 187        | <b>Arts and culture</b>                      | 73         |
| <b>My local area and community</b>  | 182        | <b>Budget setting and service priorities</b> | 65         |
| <b>Street cleaning and litter</b>   | 157        | <b>Equality and diversity</b>                | 50         |
| <b>Leisure and parks</b>  | 156        | <b>Jobs and training</b>                     | 48         |
| <b>Health and wellbeing</b>   | 139        | <b>Customer service</b>                      | 44         |
| <b>Town centres</b>   | 102        | <b>Museums</b>                               | 40         |
| <b>Planning and development</b>   | 98         |  |            |

## Have you seen the publication 'Your Chesterfield'?

| Have you seen the publication 'Your Chesterfield'? |             |             |
|--|-------------|-------------|
|  | Yes         | No          |
| <b>Total respondents</b>                           | 407         | 158         |
| <b>Percentage</b>                                  | 72%         | 28%         |
| <b>Trend</b><br>(positive response)                | <b>2017</b> | <b>2019</b> |
|  | 68%         | 72%         |

## If yes, how informed do you feel about the Council's services after reading Your Chesterfield?

| If yes, how informed do you feel about the Council's services after reading Your Chesterfield? |                |                 |         |                   |                     |            |
|--|----------------|-----------------|---------|-------------------|---------------------|------------|
|  | Fully informed | Fairly informed | Neither | Not very informed | Not at all informed | Don't know |
| <b>Total respondents</b>   | 67             | 246             | 51      | 22                | 6                   | 6          |
| <b>Percentage</b>  | 16.8%          | 61.8%           | 12.8%   | 5.5%              | 1.5%                | 1.5%       |
| <b>Percentage</b><br>(excluding don't knows)   | 17.1%          | 62.8%           | 13.0%   | 5.6%              | 1.5%                |            |
| <b>Chart</b><br>(total positive/total negative)  |                |                 |         |                   |                     |            |
| <b>Trend analysis</b><br>(positive response)   | <b>2017</b>    | <b>2019</b>     |         |                   |                     |            |
|  | 82%            | 80%             |         |                   |                     |            |

## Where do you currently find out information about the Council?

Respondents were asked to indicate all that apply from the following list. There was also space to add additional responses.

| Where do you currently find out information about the Council? |     |       |                                |     |       |
|--|-----|-------|--------------------------------|-----|-------|
|  | No. | %     |                                | No. | %     |
| <b>Your Chesterfield</b>                                       | 272 | 49.9% | <b>Community notice boards</b> | 72  | 13.2% |
| <b>Local newspapers</b>  | 184 | 33.8% | <b>Village newsletters</b>     | 61  | 11.2% |
| <b>Leaflets</b>  | 182 | 33.4% | <b>Other social media</b>      | 43  | 7.9%  |
| <b>CBC website</b>   | 176 | 32.3% | <b>Local TV</b>                | 36  | 6.6%  |
| <b>Friends / family</b>  | 153 | 28.1% | <b>Councillors</b>             | 29  | 5.3%  |
| <b>Facebook</b>  | 104 | 19.1% | <b>Twitter</b>                 | 23  | 4.2%  |
| <b>Posters</b>   | 94  | 17.2% | <b>Council officers</b>        | 13  | 2.4%  |
| <b>Local radio</b>   | 92  | 16.9% | <b>YouTube</b>                 | 6   | 1.1%  |



**If you use the Council's social media channels, how useful do you find them?**

410 respondents indicated that they don't use the Council's social media channels. Of the 120 that indicated that they use them, a total of 71% found them useful.

| If you use the Council's social media channels, how useful do you find them? |             |               |         |                 |                   |                        |  |
|--|-------------|---------------|---------|-----------------|-------------------|------------------------|--|
|  | Very useful | Fairly useful | Neither | Not very useful | Not at all useful | Don't know / don't use |  |
| <b>Total respondents</b>   | 15          | 70            | 26      | 5               | 4                 | 410                    |  |
| <b>Percentage</b>  | 2.8%        | 13.2%         | 4.9%    | 0.9%            | 0.8%              | 77.4%                  |  |
| <b>Percentage</b><br>(excluding don't knows)                                 | 12.5%       | 58.3%         | 21.7%   | 4.2%            | 3.3%              |                        |  |
| <b>Chart</b><br>(total positive/total negative)                              | 70.8%       |               |         |                 |                   |                        |  |

**If more Council services were available online, would you use them where possible?**

| <b>If more Council services were available online, would you use them where possible?</b> |              |              |           |                   |
|---|--------------|--------------|-----------|-------------------|
|   | <b>Yes</b>   | <b>Maybe</b> | <b>No</b> | <b>Don't know</b> |
| <b>Total respondents</b>  | 118          | 222          | 95        | 105               |
| <b>Percentage</b>   | <b>21.9%</b> | 41.1%        | 17.6%     | 19.4%             |
| <b>Chart</b><br>(total positive/total negative)   |              |              |           |                   |

**If yes, what sort of services would you like to access using the website?**

*Respondents were asked to indicate all that apply from the following list. There was also space to add additional responses.*

| <b>If yes, what sort of services would you like to access using the website?</b> |            |  |            |
|--|------------|--|------------|
|  | <b>No.</b> |  | <b>No.</b> |
| <b>Local area information</b>  | 207        | <b>Submit forms and track requests</b>   | 92         |
| <b>Bin collection days</b>   | 197        | <b>Councillor and ward information</b>   | 89         |
| <b>Leisure enquiries / bookings</b>  | 162        | <b>Personalised benefits information</b> | 71         |
| <b>Council tax balance / instalments</b>   | 147        | <b>Licence applications</b>              | 46         |
| <b>Planning applications</b>   | 116        | <b>Rent balance (CBC tenants only)</b>   | 36         |
| <b>Make payments for council services</b>  | 94         |  |            |

## About specific Chesterfield Borough Council services

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

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option provided in this question's responses. 85% of respondents indicated that staff are generally helpful friendly and polite – this is the highest this rating has ever been.

| Do you agree that Council staff are generally helpful, friendly and polite? |                |               |         |                  |                   |            |  |
|---|----------------|---------------|---------|------------------|-------------------|------------|--|
|   | Strongly agree | Tend to agree | Neither | Tend to disagree | Strongly disagree | Don't know |  |
| <b>Total respondents</b>  | 112            | 289           | 43      | 19               | 9                 | 87         |  |
| <b>Percentage</b>   | 20.0%          | 51.7%         | 7.7%    | 3.4%             | 1.6%              | 15.6%      |  |
| <b>Percentage</b><br>(excluding don't knows)                                | 23.7%          | 61.2%         | 9.1%    | 4.0%             | 1.9%              |            |  |
| <b>Chart</b><br>(total positive/total negative)                             | 85.0%          |               |         |                  |                   |            |  |
| <b>Trend analysis</b><br>(positive response)                                | <b>2017</b>    | <b>2019</b>   |         |                  |                   |            |  |
|   | 84%            | <b>85%</b>    |         |                  |                   |            |  |

**How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?**

| <b>How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?</b> |                         |                             |                           |                             |                   |              |
|--|-------------------------|-----------------------------|---------------------------|-----------------------------|-------------------|--------------|
|  | <b>Almost every day</b> | <b>At least once a week</b> | <b>About once a month</b> | <b>Within the last year</b> | <b>Longer ago</b> | <b>Never</b> |
| <b>Queen's Park Sports Centre</b>  | 9                       | 47                          | 35                        | 102                         | 163               | 192          |
|  | 1.6%                    | 8.6%                        | 6.4%                      | 18.6%                       | 29.7%             | 35.0%        |
| <b>Healthy Living Centre</b>   | 5                       | 24                          | 15                        | 51                          | 112               | 328          |
|  | 0.9%                    | 4.5%                        | 2.8%                      | 9.5%                        | 20.9%             | 61.3%        |
| <b>Pomegranate Theatre</b>   | 1                       | 3                           | 32                        | 209                         | 193               | 116          |
|  | 0.2%                    | 0.5%                        | 5.8%                      | 37.7%                       | 34.8%             | 20.9%        |
| <b>Winding Wheel Theatre</b>   | 2                       | 1                           | 15                        | 195                         | 228               | 114          |
|  | 0.4%                    | 0.2%                        | 2.7%                      | 35.1%                       | 41.1%             | 20.5%        |
| <b>The Museum</b>  | 1                       | 2                           | 8                         | 91                          | 191               | 246          |
|  | 0.2%                    | 0.4%                        | 1.5%                      | 16.9%                       | 35.4%             | 45.6%        |
| <b>Revolution House</b>  | 2                       | 2                           | 3                         | 36                          | 184               | 303          |
|  | 0.4%                    | 0.4%                        | 0.6%                      | 6.8%                        | 34.7%             | 57.2%        |
| <b>Visitor Information Centre</b>  | 3                       | 8                           | 63                        | 183                         | 152               | 134          |
|  | 0.6%                    | 1.5%                        | 11.6%                     | 33.7%                       | 28.0%             | 24.7%        |
| <b>Parks and open spaces</b>   | 72                      | 129                         | 133                       | 128                         | 60                | 29           |
|  | 13.1%                   | 23.4%                       | 24.1%                     | 23.2%                       | 10.9%             | 5.3%         |
| <b>The Pavements Shopping Centre</b>   | 45                      | 218                         | 178                       | 84                          | 25                | 12           |
|  | 8.0%                    | 38.8%                       | 31.7%                     | 14.9%                       | 4.4%              | 2.1%         |
| <b>Market Cafe (Market Hall)</b>   | 8                       | 39                          | 51                        | 89                          | 96                | 268          |
|  | 1.5%                    | 7.1%                        | 9.3%                      | 16.2%                       | 17.4%             | 48.6%        |

**How satisfied are you with the following services or visited the venues provided by Chesterfield Borough Council?**  
 (Total satisfied, neutral, and total dissatisfied, excluding 'don't know' responses)

|  |     |     |     |
|--|-----|-----|-----|
| Refuse collection                              | 86% | 4%  | 10% |
| Kerbside recycling                             | 76% | 12% | 13% |
| Queen's Park Sports Centre                     | 69% | 22% | 9%  |
| Healthy Living Centre                          | 67% | 29% | 4%  |
| Pomegranate Theatre                            | 83% | 15% | 3%  |
| Winding Wheel Theatre                          | 80% | 16% | 4%  |
| The Museum                                     | 71% | 24% | 4%  |
| Revolution House                               | 64% | 34% | 2%  |
| Visitor Information Centre                     | 87% | 11% | 1%  |
| Parks and open spaces                          | 83% | 7%  | 10% |
| The Pavements Shopping Centre                  | 76% | 12% | 11% |
| Market Cafe (Market Hall)                      | 68% | 25% | 7%  |
| Keeping public land clear of litter and refuse | 48% | 15% | 37% |

**How satisfied are you with the following services or visited the venues provided by Chesterfield Borough Council?**

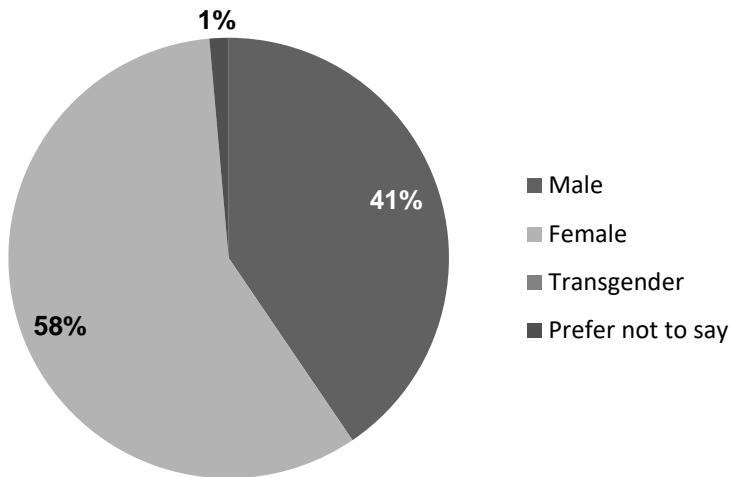
**How satisfied are you with the following services or visited the venues provided by Chesterfield Borough Council?**

|                                   |   | Very satisfied | Fairly satisfied | Neither      | Fairly dissatisfied | Very dissatisfied | Don't know |
|-----------------------------------|---|----------------|------------------|--------------|---------------------|-------------------|------------|
| <b>Refuse collection</b>          | <b>Total #</b>                            | 247            | 238              | 24           | 33                  | 23                | 4          |
|                                   | <b>Percentage</b>                         | 43.4%          | 41.8%            | 4.2%         | 5.8%                | 4.0%              | 0.7%       |
|                                   | <b>Percentage (excluding don't knows)</b> | <b>43.7%</b>   | <b>42.1%</b>     | <b>4.2%</b>  | <b>5.8%</b>         | <b>4.1%</b>       |            |
| <b>Kerbside recycling</b>         | <b>Total #</b>                            | 142            | 215              | 56           | 40                  | 20                | 65         |
|                                   | <b>Percentage</b>                         | 26.4%          | 40.0%            | 10.4%        | 7.4%                | 3.7%              | 12.1%      |
|                                   | <b>Percentage (excluding don't knows)</b> | <b>30.0%</b>   | <b>45.5%</b>     | <b>11.8%</b> | <b>8.5%</b>         | <b>4.2%</b>       |            |
| <b>Queen's Park Sports Centre</b> | <b>Total #</b>                            | 88             | 93               | 57           | 13                  | 11                | 282        |
|                                   | <b>Percentage</b>                         | 16.2%          | 17.1%            | 10.5%        | 2.4%                | 2.0%              | 51.8%      |
|                                   | <b>Percentage (excluding don't knows)</b> | <b>33.6%</b>   | <b>35.5%</b>     | <b>21.8%</b> | <b>5.0%</b>         | <b>4.2%</b>       |            |
| <b>Healthy Living Centre</b>      | <b>Total #</b>                            | 43             | 71               | 50           | 5                   | 1                 | 370        |
|                                   | <b>Percentage</b>                         | 8.0%           | 13.1%            | 9.3%         | 0.9%                | 0.2%              | 68.5%      |
|                                   | <b>Percentage (excluding don't knows)</b> | <b>25.3%</b>   | <b>41.8%</b>     | <b>29.4%</b> | <b>2.9%</b>         | <b>0.6%</b>       |            |
| <b>Pomegranate Theatre</b>        | <b>Total #</b>                            | 143            | 159              | 53           | 8                   | 3                 | 180        |
|                                   | <b>Percentage</b>                         | 26.2%          | 29.1%            | 9.7%         | 1.5%                | 0.5%              | 33.0%      |
|                                   | <b>Percentage (excluding don't knows)</b> | <b>39.1%</b>   | <b>43.4%</b>     | <b>14.5%</b> | <b>2.2%</b>         | <b>0.8%</b>       |            |
| <b>Winding Wheel Theatre</b>      | <b>Total #</b>                            | 136            | 156              | 59           | 11                  | 5                 | 180        |
|                                   | <b>Percentage</b>                         | 24.9%          | 28.5%            | 10.8%        | 2.0%                | 0.9%              | 32.9%      |
|                                   | <b>Percentage (excluding don't knows)</b> | <b>37.1%</b>   | <b>42.5%</b>     | <b>16.1%</b> | <b>3.0%</b>         | <b>1.4%</b>       |            |

How satisfied are you with the following services or visited the venues provided by Chesterfield Borough Council?

|   |   | Very satisfied | Fairly satisfied | Neither      | Fairly dissatisfied | Very dissatisfied | Don't know |
|---|---|----------------|------------------|--------------|---------------------|-------------------|------------|
| <b>The Museum</b>                                     | <b>Total #</b>                            | 76             | 101              | 60           | 6                   | 5                 | 295        |
|   | <b>Percentage</b>                         | 14.0%          | 18.6%            | 11.0%        | 1.1%                | 0.9%              | 54.3%      |
|   | <b>Percentage (excluding don't knows)</b> | <b>30.6%</b>   | <b>40.7%</b>     | <b>24.2%</b> | <b>2.4%</b>         | <b>2.0%</b>       |            |
| <b>Revolution House</b>                               | <b>Total #</b>                            | 52             | 67               | 63           | 1                   | 3                 | 343        |
|   | <b>Percentage</b>                         | 9.8%           | 12.7%            | 11.9%        | 0.2%                | 0.6%              | 64.8%      |
|   | <b>Percentage (excluding don't knows)</b> | <b>28.0%</b>   | <b>36.0%</b>     | <b>33.9%</b> | <b>0.5%</b>         | <b>1.6%</b>       |            |
| <b>Visitor Information Centre</b>                     | <b>Total #</b>                            | 165            | 157              | 42           | 2                   | 3                 | 167        |
|   | <b>Percentage</b>                         | 30.8%          | 29.3%            | 7.8%         | 0.4%                | 0.6%              | 31.2%      |
|   | <b>Percentage (excluding don't knows)</b> | <b>44.7%</b>   | <b>42.5%</b>     | <b>11.4%</b> | <b>0.5%</b>         | <b>0.8%</b>       |            |
| <b>Parks and Open Spaces</b>                          | <b>Total #</b>                            | 143            | 264              | 35           | 33                  | 17                | 53         |
|   | <b>Percentage</b>                         | 26.2%          | 48.4%            | 6.4%         | 6.1%                | 3.1%              | 9.7%       |
|   | <b>Percentage (excluding don't knows)</b> | <b>29.1%</b>   | <b>53.7%</b>     | <b>7.1%</b>  | <b>6.7%</b>         | <b>3.5%</b>       |            |
| <b>The Pavements</b>                                  | <b>Total #</b>                            | 142            | 265              | 66           | 39                  | 21                | 29         |
|   | <b>Percentage</b>                         | 25.3%          | 47.2%            | 11.7%        | 6.9%                | 3.7%              | 5.2%       |
|   | <b>Percentage (excluding don't knows)</b> | <b>26.6%</b>   | <b>49.7%</b>     | <b>12.4%</b> | <b>7.3%</b>         | <b>3.9%</b>       |            |
| <b>Market Cafe</b>                                    | <b>Total #</b>                            | 51             | 108              | 59           | 6                   | 11                | 309        |
|   | <b>Percentage</b>                         | 9.4%           | 19.9%            | 10.8%        | 1.1%                | 2.0%              | 56.8%      |
|   | <b>Percentage (excluding don't knows)</b> | <b>21.7%</b>   | <b>46.0%</b>     | <b>25.1%</b> | <b>2.6%</b>         | <b>4.7%</b>       |            |
| <b>Keeping public land clear of litter and refuse</b> | <b>Total #</b>                            | 54             | 207              | 79           | 118                 | 82                | 24         |
|   | <b>Percentage</b>                         | 9.6%           | 36.7%            | 14.0%        | 20.9%               | 14.5%             | 4.3%       |
|   | <b>Percentage (excluding don't knows)</b> | <b>10.0%</b>   | <b>38.3%</b>     | <b>14.6%</b> | <b>21.9%</b>        | <b>15.2%</b>      |            |



| What is your gender? |       |  |
|----------------------|-------|--|
|                      | 2015  | 2019 Chart   |
| Male                 | 51.1% |  <p>A pie chart illustrating the gender distribution of respondents in 2019. The chart is divided into four segments: Male (41%), Female (58%), Transgender (1%), and Prefer not to say (0.2%). A legend to the right of the chart identifies the segments with corresponding shades of gray: Male (darkest gray), Female (medium gray), Transgender (light gray), and Prefer not to say (black).</p> |
| Female               | 47.9% |  |
| Transgender          | 0.2%  |  |
| Prefer not to say    | 0.8%  |  |

**Is your gender identity the same as you were assigned at birth?** 98% of respondents indicated 'yes', with 0.4% indicating 'no', and 1.7% preferring not to say.

| How old are you?  |            |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
|-------------------|------------|---|-----------|------------|----------------|------|----------------|------|----------------|------|----------------|------|----------------|------|----------------|-------|----------------|-------|----------------|-------|-------------------|-------|-------------------|------|
|                   | 2019       | Chart   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| Under 16 years    | 0.2%       | <table border="1"> <caption>Age Distribution Data (2019)</caption> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Under 16 years</td> <td>0.2%</td> </tr> <tr> <td>16 to 17 years</td> <td>0.0%</td> </tr> <tr> <td>18 to 24 years</td> <td>1.4%</td> </tr> <tr> <td>25 to 34 years</td> <td>5.7%</td> </tr> <tr> <td>35 to 44 years</td> <td>9.8%</td> </tr> <tr> <td>45 to 54 years</td> <td>17.8%</td> </tr> <tr> <td>55 to 64 years</td> <td>21.4%</td> </tr> <tr> <td>65 to 74 years</td> <td>24.2%</td> </tr> <tr> <td>75 years and over</td> <td>18.5%</td> </tr> <tr> <td>Prefer not to say</td> <td>1.0%</td> </tr> </tbody> </table> | Age Group | Percentage | Under 16 years | 0.2% | 16 to 17 years | 0.0% | 18 to 24 years | 1.4% | 25 to 34 years | 5.7% | 35 to 44 years | 9.8% | 45 to 54 years | 17.8% | 55 to 64 years | 21.4% | 65 to 74 years | 24.2% | 75 years and over | 18.5% | Prefer not to say | 1.0% |
| Age Group         | Percentage |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| Under 16 years    | 0.2%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 16 to 17 years    | 0.0%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 18 to 24 years    | 1.4%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 25 to 34 years    | 5.7%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 35 to 44 years    | 9.8%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 45 to 54 years    | 17.8%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 55 to 64 years    | 21.4%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 65 to 74 years    | 24.2%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 75 years and over | 18.5%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| Prefer not to say | 1.0%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 16 to 17 years    | 0.0%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 18 to 24 years    | 1.4%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 25 to 34 years    | 5.7%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 35 to 44 years    | 9.8%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 45 to 54 years    | 17.8%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 55 to 64 years    | 21.4%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 65 to 74 years    | 24.2%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| 75 years and over | 18.5%      |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |
| Prefer not to say | 1.0%       |   |           |            |                |      |                |      |                |      |                |      |                |      |                |       |                |       |                |       |                   |       |                   |      |

| Do you consider yourself to have a disability? |            |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
|--|------------|--|----------|------------|----|-------|--------------------------|-------|-------------------------|------|------------------------|------|-----------------------------|------|-------------------------------|------|--------------------------|------|-------------------|------|
|  | 2019       | Chart  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| No   | 70.8%      | <table border="1"> <caption>Chart Data: Do you consider yourself to have a disability?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>70.8%</td> </tr> <tr> <td>Yes - affecting mobility</td> <td>18.9%</td> </tr> <tr> <td>Yes - affecting hearing</td> <td>6.3%</td> </tr> <tr> <td>Yes - affecting vision</td> <td>5.2%</td> </tr> <tr> <td>Yes - a learning disability</td> <td>0.7%</td> </tr> <tr> <td>Yes - affecting mental health</td> <td>7.0%</td> </tr> <tr> <td>Yes - another disability</td> <td>4.0%</td> </tr> <tr> <td>Prefer not to say</td> <td>2.4%</td> </tr> </tbody> </table> | Response | Percentage | No | 70.8% | Yes - affecting mobility | 18.9% | Yes - affecting hearing | 6.3% | Yes - affecting vision | 5.2% | Yes - a learning disability | 0.7% | Yes - affecting mental health | 7.0% | Yes - another disability | 4.0% | Prefer not to say | 2.4% |
| Response                                       | Percentage |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| No   | 70.8%      |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting mobility                       | 18.9%      |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting hearing                        | 6.3%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting vision                         | 5.2%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - a learning disability                    | 0.7%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting mental health                  | 7.0%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - another disability                       | 4.0%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Prefer not to say                              | 2.4%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting mobility                       | 18.9%      |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting hearing                        | 6.3%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting vision                         | 5.2%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - a learning disability                    | 0.7%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - affecting mental health                  | 7.0%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Yes - another disability                       | 4.0%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |
| Prefer not to say                              | 2.4%       |  |          |            |    |       |                          |       |                         |      |                        |      |                             |      |                               |      |                          |      |                   |      |

| What is your ethnicity? |            |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
|-------------------------|------------|--|-----------|------------|---------------|-------|------------------------|------|------------------------|------|------------------------|------|--------------------|------|--------------------|------|-------------------|------|
|                         | 2019       | Chart  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| White British           | 94.1%      | <table border="1"> <caption>Chart Data: What is your ethnicity?</caption> <thead> <tr> <th>Ethnicity</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>94.1%</td> </tr> <tr> <td>Other White background</td> <td>2.8%</td> </tr> <tr> <td>Black or Black British</td> <td>0.9%</td> </tr> <tr> <td>Asian or Asian British</td> <td>0.7%</td> </tr> <tr> <td>Mixed ethnic group</td> <td>0.2%</td> </tr> <tr> <td>Other ethnic group</td> <td>0.2%</td> </tr> <tr> <td>Prefer not to say</td> <td>1.2%</td> </tr> </tbody> </table> | Ethnicity | Percentage | White British | 94.1% | Other White background | 2.8% | Black or Black British | 0.9% | Asian or Asian British | 0.7% | Mixed ethnic group | 0.2% | Other ethnic group | 0.2% | Prefer not to say | 1.2% |
| Ethnicity               | Percentage |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| White British           | 94.1%      |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other White background  | 2.8%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Black or Black British  | 0.9%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Asian or Asian British  | 0.7%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Mixed ethnic group      | 0.2%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other ethnic group      | 0.2%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Prefer not to say       | 1.2%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other White background  | 2.8%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Black or Black British  | 0.9%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Asian or Asian British  | 0.7%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Mixed ethnic group      | 0.2%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other ethnic group      | 0.2%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Prefer not to say       | 1.2%       |  |           |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |

| Which of the following best describes your religion? |            |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
|--|------------|--|--------------|------------|---------------|-------|------------------------|------|------------------------|------|------------------------|------|--------------------|------|--------------------|------|-------------------|------|
|  | 2019       | Chart  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Buddhist   | 0.3%       | <table border="1"> <thead> <tr> <th>Ethnic Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>94.1%</td> </tr> <tr> <td>Other White background</td> <td>2.8%</td> </tr> <tr> <td>Black or Black British</td> <td>0.9%</td> </tr> <tr> <td>Asian or Asian British</td> <td>0.7%</td> </tr> <tr> <td>Mixed ethnic group</td> <td>0.2%</td> </tr> <tr> <td>Other ethnic group</td> <td>0.2%</td> </tr> <tr> <td>Prefer not to say</td> <td>1.2%</td> </tr> </tbody> </table> | Ethnic Group | Percentage | White British | 94.1% | Other White background | 2.8% | Black or Black British | 0.9% | Asian or Asian British | 0.7% | Mixed ethnic group | 0.2% | Other ethnic group | 0.2% | Prefer not to say | 1.2% |
| Ethnic Group   | Percentage |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| White British  | 94.1%      |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other White background                               | 2.8%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Black or Black British                               | 0.9%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Asian or Asian British                               | 0.7%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Mixed ethnic group                                   | 0.2%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other ethnic group                                   | 0.2%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Prefer not to say                                    | 1.2%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Christian  | 67.7%      |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Hindu  | 0.2%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Jewish   | 0.0%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Muslim   | 0.2%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Sikh   | 0.0%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| None   | 25.2%      |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Other  | 2.1%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |
| Prefer not to say                                    | 4.4%       |  |              |            |               |       |                        |      |                        |      |                        |      |                    |      |                    |      |                   |      |