

Satisfaction with Street Cleaning

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 satisfied or dissatisfied are you with street cleaning?

Age	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	0%	33.3%	16.7%	33.3%	16.7%	0%
25 to 34 years	10.0%	52.5%	17.5%	17.5%	2.5%	0%
35 to 44 years	4.8%	50.0%	9.5%	23.8%	9.5%	2.4%
45 to 54 years	14.1%	45.5%	14.1%	14.1%	8.1%	4.0%
55 to 64 years	16.1%	39.4%	16.8%	15.5%	11.0%	1.3%
65 to 74 years	11.7%	46.4%	13.4%	19.6%	6.7%	2.2%
75 years and over	12.5%	50.8%	11.7%	10.8%	8.3%	5.8%
Prefer not to say	0%	23.1%	38.5%	15.4%	23.1%	0%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	8.9%	52.6%	14.1%	14.8%	8.1%	1.5%
Female	15.1%	40.7%	14.6%	17.9%	8.2%	3.6%
Prefer not to say	7.7%	30.8%	23.1%	7.7%	23.1%	7.7%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	10.8%	49.8%	14.7%	16.7%	6.0%	2.1%
Yes - mobility	13.8%	39.0%	14.6%	17.1%	9.8%	5.7%
Yes - hearing	13.0%	42.6%	14.8%	13.0%	14.8%	1.9%
Yes - vision	11.4%	31.4%	17.1%	14.3%	20.0%	5.7%
Yes - learning disability	36.4%	18.2%	18.2%	9.1%	9.1%	9.1%
Yes - mental health	21.7%	10.9%	19.6%	23.9%	19.6%	4.3%
Yes - another	16.1%	22.6%	19.4%	9.7%	25.8%	6.5%
Prefer not to say	23.1%	30.8%	19.2%	11.5%	11.5%	3.8%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	12.6%	44.9%	14.5%	16.6%	8.6%	2.7%
Other White background	0%	55.6%	22.2%	11.1%	11.1%	0%
Black or Black British	0%	100.0%	0%	0%	0%	0%
Asian or Asian British	0%	80.0%	0%	0%	20.0%	0%
Mixed ethnic group	25.0%	50.0%	0%	25.0%	0%	0%
Other ethnic group	0%	50.0%	0%	50.0%	0%	0%
Prefer not to say	7.7%	38.5%	23.1%	7.7%	15.4%	7.7%