

Community Safety

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. 2019 is the fourth time Chesterfield Borough Council have used this method of community engagement, with the first being in 2013. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. There are a number of 'core questions' included which allow Councils to benchmark their performance on a national and regional basis.

Are you being served? is different to the Citizen's Panel method it replaces because of benchmarking and also that the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

		How safe do you feel in your local area after dark?					
		Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
Age	Under 16 years	100.00%	0	0	0	0	0
	18 to 24 years	0	50.00%	0	25.00%	25.00%	0
	25 to 34 years	12.10%	42.40%	15.20%	24.20%	6.10%	0
	35 to 44 years	8.80%	50.90%	10.50%	19.30%	10.50%	0
	45 to 54 years	12.60%	49.50%	8.70%	17.50%	11.70%	0
	55 to 64 years	13.00%	50.40%	8.90%	15.40%	12.20%	0
	65 to 74 years	14.00%	56.60%	5.10%	14.70%	5.90%	3.70%
	75 years and over	14.30%	53.30%	5.70%	11.40%	12.40%	2.90%
	Prefer not to say	0	66.70%	0	33.30%	0	0
Gender	Male	15.50%	60.80%	6.50%	11.60%	5.60%	0
	Female	11.50%	45.30%	8.80%	19.00%	13.00%	2.40%
	Prefer not to say	0	57.10%	0	28.60%	14.30%	0
Disability	No	13.50%	54.30%	7.80%	16.80%	7.00%	0.80%
	Yes - mobility	14.00%	43.90%	8.40%	15.00%	15.00%	3.70%
	Yes - hearing	14.30%	57.10%	2.90%	8.60%	17.10%	0
	Yes - vision	16.70%	30.00%	6.70%	10.00%	33.30%	3.30%
	Yes - learning disability	0	33.30%	0	66.70%	0	0
	Yes - mental health	10.00%	37.50%	2.50%	25.00%	22.50%	2.50%
	Yes - another	17.40%	43.50%	4.30%	13.00%	21.70%	0
	Prefer not to say	0	71.40%	0	21.40%	7.10%	0
Ethnicity	White British	12.50%	52.60%	7.10%	15.80%	10.80%	1.30%
	Other White background	37.50%	31.30%	12.50%	18.80%	0	0
	Black or Black British	0	60.00%	0	40.00%	0	0
	Asian or Asian British	25.00%	0	25.00%	25.00%	0	25.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	0	100.00%	0	0	0
	Prefer not to say	0	42.90%	28.60%	28.60%	0	0

		How safe do you feel in your local area during the day?					
		Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
Age	Under 16 years	100.00%	0	0	0	0	0
	18 to 24 years	50.00%	37.50%	12.50%	0	0	0
	25 to 34 years	36.40%	57.60%	3.00%	3.00%	0	0
	35 to 44 years	45.60%	35.10%	8.80%	5.30%	5.30%	0
	45 to 54 years	49.50%	37.90%	4.90%	3.90%	3.90%	0
	55 to 64 years	45.00%	45.80%	2.50%	5.00%	1.70%	0
	65 to 74 years	50.40%	40.90%	2.20%	3.60%	1.50%	1.50%
	75 years and over	50.50%	41.70%	1.90%	3.90%	0	1.90%
	Prefer not to say	33.30%	50.00%	0	0	16.70%	0
Gender	Male	54.20%	39.20%	2.60%	2.20%	1.80%	0
	Female	43.70%	44.00%	3.90%	4.80%	2.40%	1.20%
	Prefer not to say	28.60%	42.90%	14.30%	14.30%	0	0
Disability	No	49.90%	43.40%	2.30%	2.80%	1.50%	0.30%
	Yes - mobility	39.60%	44.30%	4.70%	5.70%	2.80%	2.80%
	Yes - hearing	52.90%	44.10%	0	2.90%	0	0
	Yes - vision	48.30%	34.50%	3.40%	13.80%	0	0
	Yes - learning disability	33.30%	66.70%	0	0	0	0
	Yes - mental health	32.50%	42.50%	10.00%	5.00%	7.50%	2.50%
	Yes - another	52.40%	19.00%	9.50%	9.50%	9.50%	0
	Prefer not to say	46.20%	30.80%	7.70%	15.40%	0	0
Ethnicity	White British	47.60%	42.30%	3.20%	4.10%	2.20%	0.60%
	Other White background	56.30%	31.30%	6.30%	6.30%	0	0
	Black or Black British	60.00%	20.00%	20.00%	0	0	0
	Asian or Asian British	25.00%	25.00%	25.00%	0	0	25.00%
	Mixed ethnic group	100.00%	0	0	0	0	0
	Other ethnic group	0	100.00%	0	0	0	0
	Prefer not to say	28.60%	57.10%	14.30%	0	0	0

		How safe do you feel in Chesterfield town centre during the day?					
		Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
Age	Under 16 years	0	100.00%	0	0	0	0
	18 to 24 years	0	75.00%	12.50%	12.50%	0	0
	25 to 34 years	24.20%	54.50%	12.10%	6.10%	3.00%	0
	35 to 44 years	21.10%	57.90%	5.30%	7.00%	7.00%	1.80%
	45 to 54 years	25.20%	47.60%	8.70%	12.60%	4.90%	1.00%
	55 to 64 years	29.20%	49.20%	8.30%	9.20%	3.30%	0.80%
	65 to 74 years	34.50%	46.80%	4.30%	9.40%	2.20%	2.90%
	75 years and over	25.50%	54.90%	3.90%	7.80%	2.00%	5.90%
	Prefer not to say	33.30%	66.70%	0	0	0	0
Gender	Male	35.50%	45.60%	7.00%	7.50%	2.60%	1.80%
	Female	22.60%	54.50%	6.00%	10.20%	3.90%	2.70%
	Prefer not to say	14.30%	71.40%	14.30%	0	0	0
Disability	No	29.60%	53.20%	5.00%	8.20%	2.70%	1.20%
	Yes - mobility	22.10%	51.90%	6.70%	8.70%	5.80%	4.80%
	Yes - hearing	24.20%	36.40%	6.10%	15.20%	9.10%	9.10%
	Yes - vision	22.20%	48.10%	11.10%	7.40%	7.40%	3.70%
	Yes - learning disability	33.30%	33.30%	33.30%	0	0	0
	Yes - mental health	17.50%	37.50%	17.50%	10.00%	12.50%	5.00%
	Yes - another	19.00%	47.60%	14.30%	0	14.30%	4.80%
	Prefer not to say	25.00%	41.70%	16.70%	16.70%	0	0
Ethnicity	White British	26.40%	51.60%	6.50%	9.70%	3.60%	2.20%
	Other White background	62.50%	37.50%	0	0	0	0
	Black or Black British	60.00%	20.00%	0	20.00%	0	0
	Asian or Asian British	25.00%	50.00%	0	0	0	25.00%
	Mixed ethnic group	0	100.00%	0	0	0	0
	Other ethnic group	0	0	100.00%	0	0	0
	Prefer not to say	14.30%	71.40%	14.30%	0	0	0

		How safe do you feel in Chesterfield town centre after dark?					
		Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
Age	Under 16 years	0	100.00%	0	0	0	0
	18 to 24 years	0	0	0	75.00%	25.00%	0
	25 to 34 years	3.00%	33.30%	15.20%	24.20%	21.20%	3.00%
	35 to 44 years	1.80%	32.10%	12.50%	21.40%	23.20%	8.90%
	45 to 54 years	2.90%	24.30%	14.60%	28.20%	24.30%	5.80%
	55 to 64 years	4.20%	25.80%	11.70%	28.30%	21.70%	8.30%
	65 to 74 years	2.90%	21.90%	11.70%	24.10%	16.80%	22.60%
	75 years and over	3.10%	21.60%	8.20%	17.50%	23.70%	25.80%
	Prefer not to say	0	33.30%	16.70%	0	33.30%	16.70%
Gender	Male	4.00%	32.40%	13.80%	24.40%	13.30%	12.00%
	Female	2.10%	19.30%	10.40%	25.40%	26.90%	15.90%
	Prefer not to say	0	42.90%	14.30%	14.30%	28.60%	0
Disability	No	3.50%	29.00%	12.80%	27.20%	16.40%	11.10%
	Yes - mobility	1.00%	14.90%	7.90%	19.80%	31.70%	24.80%
	Yes - hearing	0	21.90%	9.40%	6.30%	40.60%	21.90%
	Yes - vision	7.40%	22.20%	3.70%	11.10%	37.00%	18.50%
	Yes - learning disability	0	33.30%	0	0	66.70%	0
	Yes - mental health	0	17.90%	5.10%	17.90%	46.20%	12.80%
	Yes - another	0	10.00%	5.00%	20.00%	50.00%	15.00%
	Prefer not to say	0	7.70%	15.40%	30.80%	23.10%	23.10%
Ethnicity	White British	2.70%	25.00%	11.40%	24.80%	22.30%	13.80%
	Other White background	20.00%	26.70%	20.00%	20.00%	6.70%	6.70%
	Black or Black British	0	40.00%	0	20.00%	20.00%	20.00%
	Asian or Asian British	0	0	25.00%	25.00%	0	50.00%
	Mixed ethnic group	0	0	0	100.00%	0	0
	Other ethnic group	0	0	0	100.00%	0	0
	Prefer not to say	0	28.60%	28.60%	28.60%	14.30%	0

		Thinking about your local area, how much of a problem do you think noisy neighbours or loud parties are?				
		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
Age	Under 16 years	0	0	0	100.00%	0
	18 to 24 years	12.50%	25.00%	12.50%	50.00%	0
	25 to 34 years	3.00%	12.10%	48.50%	45.50%	6.10%
	35 to 44 years	5.50%	12.70%	38.20%	43.60%	1.80%
	45 to 54 years	9.10%	9.10%	49.50%	36.40%	1.00%
	55 to 64 years	6.10%	9.60%	41.70%	45.20%	2.60%
	65 to 74 years	3.80%	9.20%	33.60%	51.90%	6.10%
	75 years and over	3.00%	4.00%	34.00%	56.00%	9.00%
	Prefer not to say	0	16.70%	33.30%	50.00%	0
Gender	Male	6.30%	10.30%	35.90%	45.70%	6.30%
	Female	4.10%	7.90%	41.60%	48.90%	3.20%
	Prefer not to say	12.50%	25.00%	37.50%	37.50%	0
Disability	No	4.40%	8.30%	40.30%	48.10%	3.60%
	Yes - mobility	2.90%	11.40%	38.10%	49.50%	5.70%
	Yes - hearing	5.70%	8.60%	28.60%	54.30%	11.40%
	Yes - vision	7.40%	3.70%	33.30%	55.60%	3.70%
	Yes - learning disability	0	0	66.70%	0	33.30%
	Yes - mental health	10.30%	17.90%	43.60%	33.30%	2.60%
	Yes - another	9.10%	4.50%	40.90%	40.90%	4.50%
	Prefer not to say	0	8.30%	25.00%	41.70%	33.30%
Ethnicity	White British	5.40%	8.90%	39.70%	47.10%	4.30%
	Other White background	6.30%	0	25.00%	56.30%	12.50%
	Black or Black British	0	40.00%	40.00%	20.00%	0
	Asian or Asian British	0	25.00%	0	75.00%	0
	Mixed ethnic group	0	0	100.00%	0	0
	Other ethnic group	0	0	100.00%	0	0
	Prefer not to say	0	14.30%	42.90%	57.10%	0

		Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles is?				
		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
Age	Under 16 years	0	0	0	100.00%	0
	18 to 24 years	25.00%	25.00%	37.50%	12.50%	0
	25 to 34 years	0	22.60%	35.50%	35.50%	6.50%
	35 to 44 years	5.70%	22.60%	34.00%	32.10%	5.70%
	45 to 54 years	10.10%	22.20%	42.40%	22.20%	3.00%
	55 to 64 years	10.70%	12.50%	50.90%	20.50%	5.40%
	65 to 74 years	6.30%	15.70%	44.10%	26.80%	7.10%
	75 years and over	5.30%	14.70%	25.30%	43.20%	11.60%
	Prefer not to say	16.70%	16.70%	0	50.00%	16.70%
Gender	Male	7.00%	19.50%	40.90%	27.40%	5.10%
	Female	7.80%	15.60%	39.60%	29.90%	7.10%
	Prefer not to say	25.00%	12.50%	12.50%	25.00%	25.00%
Disability	No	6.80%	16.20%	42.30%	28.70%	6.00%
	Yes - mobility	9.70%	15.10%	33.30%	33.30%	8.60%
	Yes - hearing	9.10%	21.20%	30.30%	33.30%	6.10%
	Yes - vision	4.00%	8.00%	36.00%	48.00%	4.00%
	Yes - learning disability	0	33.30%	66.70%	0	0
	Yes - mental health	19.40%	27.80%	33.30%	16.70%	2.80%
	Yes - another	19.00%	23.80%	28.60%	23.80%	4.80%
	Prefer not to say	0	18.20%	36.40%	9.10%	36.40%
Ethnicity	White British	7.60%	17.40%	40.70%	28.50%	5.80%
	Other White background	0	6.70%	40.00%	33.30%	20.00%
	Black or Black British	50.00%	0	0	25.00%	25.00%
	Asian or Asian British	0	33.30%	0	66.70%	0
	Mixed ethnic group	0	0	100.00%	0	0
	Other ethnic group	0	100.00%	0	0	0
	Prefer not to say	14.30%	28.60%	0	28.60%	28.60%

		Thinking about your local area, how much of a problem do you think people using or dealing drugs is?				
		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
Age	Under 16 years	0	0	100.00%	0	0
	18 to 24 years	37.50%	25.00%	37.50%	0	0
	25 to 34 years	21.20%	21.20%	15.20%	33.30%	9.10%
	35 to 44 years	22.20%	22.20%	20.40%	20.40%	14.80%
	45 to 54 years	21.40%	26.50%	31.60%	13.30%	7.10%
	55 to 64 years	21.20%	16.90%	27.10%	16.90%	17.80%
	65 to 74 years	14.70%	21.70%	22.50%	22.50%	18.60%
	75 years and over	12.20%	13.30%	20.40%	27.60%	26.50%
	Prefer not to say	16.70%	16.70%	16.70%	50.00%	0
Gender	Male	18.00%	19.80%	28.80%	18.50%	14.90%
	Female	18.10%	20.00%	21.00%	23.20%	17.80%
	Prefer not to say	25.00%	12.50%	37.50%	12.50%	12.50%
Disability	No	16.40%	20.50%	26.80%	20.80%	15.60%
	Yes - mobility	18.80%	17.80%	18.80%	22.80%	21.80%
	Yes - hearing	22.90%	14.30%	25.70%	22.90%	14.30%
	Yes - vision	11.50%	26.90%	30.80%	26.90%	3.80%
	Yes - learning disability	33.30%	33.30%	0	0	33.30%
	Yes - mental health	30.80%	30.80%	17.90%	10.30%	10.30%
	Yes - another	22.70%	22.70%	31.80%	18.20%	4.50%
	Prefer not to say	33.30%	16.70%	8.30%	16.70%	25.00%
Ethnicity	White British	18.60%	20.50%	24.40%	20.50%	16.00%
	Other White background	6.70%	6.70%	20.00%	40.00%	26.70%
	Black or Black British	25.00%	25.00%	0	25.00%	25.00%
	Asian or Asian British	0	25.00%	0	50.00%	25.00%
	Mixed ethnic group	0	0	100.00%	0	0
	Other ethnic group	100.00%	0	0	0	0
	Prefer not to say	28.60%	14.30%	42.90%	14.30%	0

		Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places is?				
		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ no opinion
Age	Under 16 years	0	0	0	100.00%	0
	18 to 24 years	37.50%	37.50%	25.00%	0	0
	25 to 34 years	18.20%	18.20%	33.30%	30.30%	0
	35 to 44 years	16.40%	23.60%	32.70%	23.60%	3.60%
	45 to 54 years	15.20%	23.20%	42.40%	18.20%	1.00%
	55 to 64 years	16.50%	10.40%	47.80%	20.00%	5.20%
	65 to 74 years	9.60%	17.60%	36.00%	27.20%	9.60%
	75 years and over	5.20%	11.30%	32.00%	32.00%	19.60%
	Prefer not to say	16.70%	16.70%	16.70%	50.00%	0
Gender	Male	12.70%	17.30%	39.10%	25.50%	5.50%
	Female	12.90%	16.80%	37.10%	24.20%	9.00%
	Prefer not to say	25.00%	12.50%	50.00%	12.50%	0
Disability	No	12.50%	16.70%	40.20%	24.50%	6.00%
	Yes - mobility	9.20%	18.40%	36.70%	21.40%	14.30%
	Yes - hearing	18.20%	9.10%	45.50%	21.20%	6.10%
	Yes - vision	7.70%	15.40%	42.30%	34.60%	0
	Yes - learning disability	33.30%	33.30%	33.30%	0	0
	Yes - mental health	16.20%	32.40%	35.10%	13.50%	2.70%
	Yes - another	19.00%	9.50%	47.60%	19.00%	4.80%
	Prefer not to say	27.30%	18.20%	9.10%	27.30%	18.20%
Ethnicity	White British	13.00%	17.00%	38.90%	23.90%	7.10%
	Other White background	6.70%	13.30%	20.00%	53.30%	6.70%
	Black or Black British	40.00%	20.00%	0	20.00%	20.00%
	Asian or Asian British	0	25.00%	0	50.00%	25.00%
	Mixed ethnic group	0	0	100.00%	0	0
	Other ethnic group	0	100.00%	0	0	0
	Prefer not to say	28.60%	14.30%	42.90%	14.30%	0

