

Parks and Open Spaces

Are you being served? Is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. 2021 is the fifth time Chesterfield Borough Council have used this method of community engagement, with the first being in 2013. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. There are a number of 'core questions' included which allow Councils to benchmark their performance on a national and regional basis.

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

How frequently have you used the Parks and Open Spaces?

Age	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
16 to 17 years	0%	0%	0%	0%	0%	0%
18 to 24 years	33.3%	33.3%	16.7%	16.7%	0%	0%
25 to 34 years	21.1%	42.1%	26.3%	7.9%	0%	2.6%
35 to 44 years	15.2%	28.3%	34.8%	17.4%	4.3%	0%
45 to 54 years	10.8%	30.4%	19.6%	19.6%	11.8%	7.8%
55 to 64 years	15.3%	23.3%	23.3%	22.7%	11.7%	3.7%
65 to 74 years	14.5%	26.8%	17.9%	20.7%	12.8%	7.3%
75 years and over	5.7%	17.1%	14.6%	22.8%	28.5%	11.4%
Prefer not to say	21.4%	7.1%	21.4%	14.3%	28.6%	7.1%

Gender	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Male	10.8%	27.8%	23.1%	21.7%	9.7%	6.9%
Female	14.0%	24.0%	18.9%	19.7%	17.0%	6.5%
Prefer not to say	35.7%	14.3%	14.3%	14.3%	21.4%	0%

Disability	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
No	15.1%	28.8%	22.0%	21.5%	9.5%	3.1%
Yes - mobility	8.7%	15.1%	15.9%	19.0%	27.8%	13.5%
Yes - hearing	7.4%	22.2%	18.5%	24.1%	16.7%	11.1%
Yes - vision	9.1%	18.2%	12.1%	12.1%	33.3%	15.2%
Yes - learning disability	0%	36.4%	27.3%	9.1%	9.1%	18.2%
Yes - mental health	8.5%	23.4%	23.4%	25.5%	12.8%	6.4%
Yes - another	10.0%	20.0%	13.3%	10.0%	33.3%	13.3%
Prefer not to say	14.8%	18.5%	14.8%	14.8%	14.8%	22.2%

Ethnicity	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
White British	12.7%	26.3%	20.1%	20.8%	13.7%	6.4%
Other White background	22.2%	22.2%	11.1%	11.1%	33.3%	0%
Black or Black British	100.0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	0%	40.0%	20.0%	40.0%	0%
Mixed ethnic group	50.0%	0%	25.0%	25.0%	0%	0%
Other ethnic group	0%	0%	100.0%	0%	0%	0%
Prefer not to say	21.4%	7.1%	35.7%	14.3%	14.3%	7.1%

How satisfied or dissatisfied are you with the Parks and Open Spaces?

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	33.3%	50.0%	16.7%	0%	0%	0%
25 to 34 years	38.5%	48.7%	2.6%	10.3%	0%	0%
35 to 44 years	21.7%	50.0%	8.7%	15.2%	4.3%	0%
45 to 54 years	30.7%	47.5%	5.0%	3.0%	2.0%	11.9%
55 to 64 years	37.2%	40.2%	8.5%	4.3%	1.2%	8.5%
65 to 74 years	34.3%	47.5%	7.2%	1.1%	0.6%	9.4%
75 years and over	39.0%	35.0%	4.9%	0.8%	0.8%	19.5%
Prefer not to say	15.4%	53.8%	30.8%	0%	0%	0%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	30.8%	49.8%	6.1%	1.4%	1.8%	10.0%
Female	36.3%	39.5%	8.1%	5.1%	0.8%	10.2%
Prefer not to say	35.7%	50.0%	14.3%	0%	0%	0%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	36.7%	46.3%	5.8%	3.6%	1.6%	6.0%
Yes - mobility	31.0%	36.5%	10.3%	2.4%	0.8%	19.0%
Yes - hearing	31.0%	41.4%	8.6%	3.4%	0%	15.5%
Yes - vision	35.3%	26.5%	11.8%	5.9%	0%	20.6%
Yes - learning disability	38.5%	30.8%	15.4%	0%	0%	15.4%
Yes - mental health	38.8%	34.7%	16.3%	2.0%	0%	8.2%
Yes - another	19.4%	35.5%	19.4%	3.2%	0%	22.6%
Prefer not to say	25.9%	44.4%	14.8%	3.7%	0%	11.1%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	34.6%	43.6%	7.1%	3.4%	1.3%	10.0%
Other White background	30.0%	50.0%	10.0%	0%	0%	10.0%
Black or Black British	100.0%	0%	0%	0%	0%	0%
Asian or Asian British	0%	60.0%	20.0%	20.0%	0%	0%
Mixed ethnic group	75.0%	25.0%	0%	0%	0%	0%
Other ethnic group	0%	0%	0%	100.0%	0%	0%
Prefer not to say	28.6%	50.0%	14.3%	0%	0%	7.1%