

Waste and Recycling

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 refuse collection?

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%	33.3%	16.7%	0%	0%	16.7%
25 to 34 years	53.8%	35.9%	5.1%	2.6%	2.6%	0%
35 to 44 years	39.1%	50.0%	0%	8.7%	2.2%	0%
45 to 54 years	50.0%	40.2%	2.9%	4.9%	2.0%	0%
55 to 64 years	52.4%	34.1%	2.4%	10.4%	0.6%	0%
65 to 74 years	61.6%	33.0%	1.6%	2.2%	1.6%	0%
75 years and over	64.7%	30.1%	2.2%	1.5%	0.7%	0.7%
Prefer not to say	28.6%	50.0%	14.3%	7.1%	0%	0%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	58.7%	33.9%	1.8%	3.9%	1.1%	0.7%
Female	54.3%	35.7%	2.8%	5.7%	1.6%	0%
Prefer not to say	28.6%	50.0%	14.3%	7.1%	0%	0%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	57.0%	36.0%	1.5%	4.2%	1.1%	0.2%
Yes - mobility	52.2%	37.3%	3.0%	5.2%	2.2%	0%
Yes - hearing	55.7%	39.3%	1.6%	1.6%	1.6%	0%
Yes - vision	53.8%	33.3%	5.1%	5.1%	2.6%	0%
Yes - learning disability	69.2%	7.7%	15.4%	7.7%	0%	0%
Yes - mental health	43.8%	29.2%	10.4%	12.5%	4.2%	0%
Yes - another	58.1%	32.3%	0%	3.2%	6.5%	0%
Prefer not to say	46.4%	28.6%	7.1%	14.3%	0%	3.6%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	56.5%	35.1%	2.1%	4.7%	1.4%	0.2%
Other White background	60.0%	30.0%	10.0%	0%	0%	0%
Black or Black British	0%	0%	0%	0%	0%	100.0%
Asian or Asian British	0%	100.0%	0%	0%	0%	0%
Mixed ethnic group	75.0%	0%	0%	25.0%	0%	0%
Other ethnic group	50.0%	0%	0%	50.0%	0%	0%
Prefer not to say	35.7%	42.9%	14.3%	7.1%	0%	0%

How satisfied or dissatisfied are you with kerbside recycling?

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%	50.0%	16.7%	0%	0%	33.3%
25 to 34 years	33.3%	33.3%	12.8%	5.1%	10.3%	5.1%
35 to 44 years	26.1%	39.1%	6.5%	17.4%	2.2%	8.7%
45 to 54 years	34.0%	33.0%	10.0%	5.0%	6.0%	12.0%
55 to 64 years	27.3%	37.3%	11.8%	9.3%	2.5%	11.8%
65 to 74 years	40.1%	30.5%	10.7%	2.3%	2.8%	13.6%
75 years and over	32.2%	32.2%	9.6%	2.6%	2.6%	20.9%
Prefer not to say	15.4%	38.5%	23.1%	7.7%	15.4%	0%

Gender	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Male	31.1%	35.6%	12.4%	4.9%	2.6%	13.5%
Female	34.1%	32.4%	9.3%	6.3%	4.6%	13.4%
Prefer not to say	28.6%	35.7%	14.3%	7.1%	7.1%	7.1%

Disability	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
No	33.8%	35.6%	10.5%	5.0%	3.0%	12.1%
Yes - mobility	31.4%	28.1%	14.0%	3.3%	5.8%	17.4%
Yes - hearing	29.1%	32.7%	14.5%	3.6%	0%	20.0%
Yes - vision	17.6%	29.4%	17.6%	5.9%	5.9%	23.5%
Yes - learning disability	33.3%	33.3%	8.3%	8.3%	8.3%	8.3%
Yes - mental health	25.0%	33.3%	12.5%	10.4%	12.5%	6.3%
Yes - another	38.7%	29.0%	16.1%	0%	3.2%	12.9%
Prefer not to say	15.4%	46.2%	11.5%	11.5%	3.8%	11.5%

Ethnicity	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
White British	33.0%	34.0%	11.0%	5.5%	3.7%	12.9%
Other White background	40.0%	30.0%	0%	0%	10.0%	20.0%
Black or Black British	0%	0%	0%	0%	0%	100.0%
Asian or Asian British	0%	60.0%	0%	0%	0%	40.0%
Mixed ethnic group	50.0%	25.0%	0%	25.0%	0%	0%
Other ethnic group	0%	0%	0%	100.0%	0%	0%
Prefer not to say	23.1%	38.5%	23.1%	7.7%	0%	7.7%