

# Public Document Pack

## Governance

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### The Chair and Members of Overview and Performance Scrutiny Forum

Please ask for

Mary Stead

Direct Line

01246 345236

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12 June 2014

Dear Councillor,

Please attend a meeting of the OVERVIEW AND PERFORMANCE SCRUTINY FORUM to be held on THURSDAY, 19 JUNE 2014 at 5.00 pm in Committee Room 1, Town Hall, Chesterfield, the agenda for which is set out below.

## AGENDA

### Part 1(Public Information)

1. Declarations of Members' and Officers Interests relating to items on the Agenda
2. Apologies for Absence
3. Report of the Monitoring Officer on appointment of a Scrutiny Member to Sheffield City Region Combined Authority (5.05 - 5.15 pm) (Pages 1 - 4)

Attached.

4. Executive Member for Governance and Organisational Development - Report on the Council's Constitution (5.15 - 5.25 pm)

Verbal report.

5. Leader and Executive Member for Regeneration - Progress Report on the Budget (5.25 - 5.35 pm) (Pages 5 - 28)

Attached.

Chief Executive  
*Huw Bowen*



6. Deputy Leader and Executive Member for Planning, Executive Member for Governance and Organisational Development, and Executive Member for Customers and Communities - Progress Report on Great Place, Great Service Transformation Programme (5.35 - 5.50 pm)
  - a) Workforce
  - b) Property/Accommodation
  - c) ICT
  - d) Customer Services.

Verbal Reports.

7. Deputy Leader for Planning - Progress Report on Corporate Performance (5.50 - 6.00 pm) (Pages 29 - 64)

Attached.

8. Executive Member for Governance and Organisational Development - Draft Annual Report on Overview and Scrutiny Arrangements (6.00 - 6.15 pm) (Pages 65 - 106)

Attached.

9. Scrutiny Project Group Report on External Communications Strategy (6.15 - 6.25 pm) (Pages 107 - 340)

To be presented by Councillors Bagley and Borrell.

10. Overview and Performance Scrutiny Forum Annual Report 2013/14 (6.25 - 6.35 pm) (Pages 341 - 364)

Attached.

11. Forward Plan (6.35 - 6.45 pm) (Pages 365 - 380)

Attached.

12. Scrutiny Monitoring (6.45 - 6.50 pm) (Pages 381 - 384)

Attached.

13. Work Programme for the Overview and Performance Scrutiny Forum (6.50 - 7.00 pm) (Pages 385 - 386)

Attached.

14. Overview and Scrutiny Developments (7.00 - 7.10 pm) (Pages 387 - 388)

- Parliamentary Select Committee Call for Evidence.

Attached..

15. Joint Overview and Scrutiny (7.10 - 7.20 pm)

Verbal Report.

16. Scrutiny Project Group Progress Updates (7.20 - 7.30 pm)

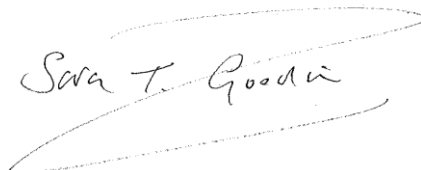
- Welfare Reform.

Verbal Report.

17. Minutes (7.30 - 7.35 pm) (Pages 389 - 400)

Attached.

Yours sincerely,

A handwritten signature in cursive script that reads "Sara T. Goodwin". The signature is enclosed within a hand-drawn oval shape.

Head of Governance

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## **FOR PUBLICATION**

### **SCRUTINY MEMBER – SHEFFIELD CITY REGION COMBINED AUTHORITY (B000)**

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MEETING: 1. OVERVIEW AND PERFORMANCE SCRUTINY  
FORUM

2. COUNCIL

DATE: 1. 19 JUNE 2014

2. 30 JULY 2014

REPORT BY: HEAD OF GOVERNANCE

WARD: ALL

#### KEY DECISION

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FOR PUBLICATION YES

BACKGROUND PAPERS: NONE

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#### 1.0 **PURPOSE OF REPORT**

1.1 To agree and refer the nomination of a member of the Overview & Performance Scrutiny Forum to Full Council for its approval to be the Council's representative on the Scrutiny Committee of the Sheffield City Region Combined Authority.

#### 2.0 **RECOMMENDATION**

2.1 That Scrutiny agrees the nomination of a Member of the Overview & Performance Scrutiny Forum to be the Council's representative on the Scrutiny Committee of the Sheffield City Region Combined Authority.

2.2 That Scrutiny refers the nomination of the Member to Full Council for its approval at its meeting of the 30 July 2014.

### 3.0 **BACKGROUND**

- 3.1 As Members will be aware, the Council is a non-constituent member of the Sheffield City Region Combined Authority (the Combined Authority). The Combined Authority came into being on the 1<sup>st</sup> April 2014. And, informal guidance has been given to it as to the Secretary of State's preferred approach to Overview and Scrutiny for the Combined Authority to assist its officers in finalising the Constitution. This followed a greater level of prescription in the Order setting out the Combined Authority than had been anticipated. The original Scheme for the proposed Combined Authority model Scheme submitted to the Secretary of State for his approval contained a "light touch" approach to scrutiny. However, the Order creating the Combined Authority prescribed the establishing of one or more Overview and Scrutiny Committees (the Committee).
- 3.2 The position now is that the Combined Authority's Scrutiny Committee will comprise a Chair (determined by the Members of the Combined Authority). And, one Member to be nominated by each member Council of the Combined Authority together with such additional Members as necessary so that political balance of the Committee reflects the political balance of the political groups across the Combined Authority.
- 3.3 For Member's information the position is that voting rights on the Committee should be extended to the members nominated by the non-constituent Authorities. This will mean that the nominee Member proposed to Full Council by the Overview and Performance Scrutiny Forum will have a vote at the Committee because the Committee is not taking executive decisions and also the concept of the Scrutiny process contemplates co-option from a wider range of the Combined Authority's stakeholders.
- 3.4 It is proposed that there will be an early informal discussion between Combined Authority's Leaders and the Chair of the Committee following their appointment

### 4.0 **FINANCIAL IMPLICATIONS**

- 4.1 There are none arising from this report save to note that there is no dedicated officers resources to support the Overview and Scrutiny function beyond immediate governance officer support.

## 5.0 **LEGAL IMPLICATIONS**

5.1 These are set out in the body of the report.

## 6.0 **EQUALITIES CONSIDERATIONS**

6.1 The recommendation that a Member of the Overview & Performance Scrutiny Forum by Full Council does not impact on the Council's duties to promote good relations, promote positive attitudes and eliminate unlawful discrimination. And, an equalities impact assessment is not required.

## 7.0 **RECOMMENDATIONS**

2.3 That Scrutiny agrees the nomination of a Member of the Overview & Performance Scrutiny Forum to be the Council's representative on the Scrutiny Committee of the Sheffield City Region Combined Authority.

2.4 That Scrutiny refers the nomination of the Member to Full Council for its approval at its meeting of the 30 July 2014.

## 8.0 **REASON FOR RECOMMENDATIONS**

8.1 To ensure that the Council has a nominated Member of the Combined Authority's Overview & Scrutiny Committee.

SARA T. GOODWIN  
HEAD OF GOVERNANCE

Further information on this matter can be obtained from Sara T Goodwin (Extension 01246 345309).

Officer recommendation supported/not supported/modified as below or Executive Members' recommendation/comments if no Officer recommendation.

Signed

Executive Member

Date

Consultee Executive Member/Support Member comments (if applicable)

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## FOR PUBLICATION

### GENERAL FUND BUDGET OUTTURN 2013/14 (R000)

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**MEETING:** (1) CABINET  
(2) LEADER & EXECUTIVE MEMBER FOR REGENERATION (IN CONSULTATION WITH DEPUTY LEADER & EXECUTIVE MEMBER FOR PLANNING)

**DATE:** (1) 17<sup>TH</sup> JUNE 2014  
(2) 10<sup>TH</sup> JUNE 2014

**REPORT BY:** CHIEF EXECUTIVE  
HEAD OF FINANCE

**WARD:** ALL

**COMMUNITY FORUM:** ALL

**KEY DECISION REF:** 401

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## **FOR PUBLICATION**

### **BACKGROUND PAPERS:**

Final accounts working papers, Accountancy Section.

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### **1.0 PURPOSE OF REPORT**

1.1 To report on the General Fund Revenue and Capital Outturns for 2013/14, provide details of significant variations from the revised estimates and to consider carry forward requests.

### **2.0 RECOMMENDATIONS**

2.1 That the General Fund Revenue and Capital Outturn reports for 2013/14 be noted.

2.2 That the General Fund carry forward requests be considered (para 4.4).

2.3 That the level of General Fund Reserves and Balances (Section 6 and Appendix E) be approved.

2.4 That the capital financing arrangements set out in Appendix F be approved.

### **3.0 BACKGROUND**

3.1 The individual portfolio budget outturn reports are included as separate items on today's Cabinet agenda.

3.2 The external audit of the accounts is due to start in July. The formal published Statement of Accounts will be presented to the Standards and Audit Committee for approval at the end of September on conclusion of the audit. Once approved, a copy of the accounts will be placed on the Council's web-site.

3.3 This report includes details of the General Fund revenue account and the collection fund outturns, plus a summary of the General Fund Capital Programmes. There will be a separate report presented for the Housing Revenue Account covering both the revenue and capital elements. The information in these reports will then be incorporated into the published Statement of Accounts.

3.4 The Council's Financial Strategy sets out the Council's policy on the levels and nature of reserves and balances. The Strategy also defines how under or overspends should normally be treated at the end of each financial year:

- ◆ Any under spend on the General Fund will be transferred to the Budget Risk Reserve;
- ◆ Any over spend on the General Fund will be met from the Budget Risk Reserve or the General Working Balance;
- ◆ Any DLO/DSO surpluses arising in the year that are not required for operational purposes will be allocated as follows:
  - (i) That any surplus relating to Public Sector Housing activities will be transferred to the HRA; and
  - (ii) That any surpluses or deficits relating to General Fund Activities will be transferred to the Budget Risk Reserve.

### **4.0 GENERAL FUND REVENUE ACCOUNT**

4.1 The Summary Revenue Account, comparing the outturn with both the original and revised estimates for the financial year, is shown at **Appendix A**. There was a net surplus of **£193,203** in the year compared with:

a) The **original** budget deficit forecast of £233,838.

b) The **revised** budget deficit forecast of £111,159.

There were numerous variances that contributed towards the £122k reduction from the original deficit forecast to the revised forecast, details of which were included in the budget report to the Cabinet on the 18<sup>th</sup> February 2014.

The outturn **surplus is £304k above the revised budget** forecast. Whilst a significant sum in absolute terms, the under spend is low in relative terms i.e. less than 1% of the Council's gross turnover (income plus expenditure), and low when compared with most of those achieved in recent years.

Details of the variances have been reported in the Executive Member reports. A summary of all the variances is included in **Appendix B**, the most significant include:

<b>Table 1 – Significant Outturn Variances from Revised Budget</b>	
<b>Budget</b>	<b>Over/ (Under) £'000</b>
<u>Significant over-spends:</u>	
Town Centre property rents	45
Business Transformation	31
GPGS	27
Leisure Legacy Project	45
	148
<u>Significant under-spends:</u>	
Planning & BCN	(43)
Waste Collection	(17)
Car Parking	(65)
Homelessness	(47)
Queen's Park Sports Centre (c/f request £4k)	(49)
Winding Wheel	(36)
Market Hall	(39)
Learning & Development (c/fwd approved)	(32)
Legal, Civic & Democratic	(44)
Revenues & Benefits	(82)
Net of all other variances	2
<b>Total Variances</b>	<b>(304)</b>

Further work is required to establish which variances are likely to recur in future years. The results of this exercise will be included in the next budget monitoring report to the Cabinet.

- 4.2 There are significant variances on Asset Charges on some of the portfolios due to valuation adjustments for balance sheet purposes. Accounting regulations require the adjustments to be reflected in the appropriate service revenue account but they are then reversed out in the “Interest and Capital Charges” line of the summary revenue account (Appendix A). There is, therefore, no bottom-line impact from these valuation adjustments.
- 4.3 A subjective analysis of all the General Fund services is provided at **Appendix C**.
- 4.4 There are a number of **carry forward requests** to consider, as follows:

<b>Table 2 – Carry Forward Requests</b>				
<b>Portfolio</b>	<b>Service</b>	<b>Description</b>	<b>Amount</b>	<b>From</b>
Dep Leader	Commu Infra Levy	Consultants’ fees re scheme set-up.	5,100	<b>In-to-Save Reserve</b>
Environment	Bereavement	Boythorpe Cemetery Baby Garden Project.	5,000	<b>Underspend</b>
	Parks	Path re-surfacing works for which there is no budget in 2014/15.	23,500	<b>Underspend</b>
Leisure	QP Sports Centre	Replacement uniforms delayed pending re-branding.	4,000	<b>Underspend</b>
	Staveley HLC		3,000	<b>Underspend</b>
<b>Total</b>			<b>£40,600</b>	

Further details on each of these requests are included in the individual Portfolio reports. Of the £40,600 total:

- £35,500 would have to be met from the under-spend in 2013/14; &
- £5,100 is provided for from reserves.

In addition, the carry forward of £32,000 unspent Learning and Development budgets has already been included in the outturn figures as it was previously approved by the Cabinet and Council in February as part of the budget setting report.

## **5.0 DLO/DSO’s**

- 5.1 A summary of the DLO/DSO surpluses/deficits is shown in **Appendix D**. Two of the operations, Window Factory and Security Services, recorded a deficit in the year. The table below summarises the proposed distribution of the surpluses/deficits:

<b>Table 3 – Allocation of DLO/DSO Surpluses</b>	
<b>Fund / Reserve</b>	<b>Amount (£'000)</b>
Earmarked for carry forward requests	218
Housing related surplus to the HRA	500
General Fund Revenue Account	72
General Fund Budget Risk Reserve	(5)
<b>Total</b>	<b>785</b>

## 6.0 GENERAL FUND BALANCES AND RESERVES

6.1 The table below shows a summary of the General Fund Reserves and Provisions; more detail is provided in **Appendix E**. Please note that the **General Working Balance** which is being maintained at £1.75m, as agreed by the Cabinet in February 2013, is additional to the balances included in the table.

<b>Table 4 – General Fund Reserves &amp; Provisions 2013/14</b>			
<b>Reserve</b>	<b>Opening Balance (£'000)</b>	<b>Closing Balance (£'000)</b>	<b>Revised Forecast (£'000)</b>
Budget Risks Reserve	610	807	675
- Plus 2013/14 surplus	-	193	-
Invest-to-Save Reserve	775	393	328
Service Improvement Reserve	1,487	1,175	1,179
Other Earmarked Reserves	2,321	3,716	3,066
Provisions	2,994	1,700	1,900
<b>Total Reserves &amp; Provisions</b>	<b>8,187</b>	<b>7,984</b>	<b>7,148</b>

Overall the level of reserves and provisions are £836k above the revised budget forecast estimate. Further details are provided below.

### 6.2 Budget Risk Reserve

This reserve provides a supplement to the General Working Balance to cover any budget risks and to help finance any severance costs resulting from voluntary staffing reductions through implementing the Transformation Strategy. The table below provides a comparison of the revised budget with the outturn position. The balance in the reserve is above the revised budget forecast by £325k, due mainly to the inclusion of the 2013/14 net surplus of £193k.

<b>Table 5 – Budget Risk Reserve</b>		
	<b>Outturn £'000</b>	<b>Revised Budget £'000</b>
Opening balance 1 Apr 2013	<b>610</b>	610
<u>Movements in 2013/14:</u>		
Contribution in: STWA consultation provision	<b>30</b>	30
Transfer from the Risk Management Reserve	<b>14</b>	15
Transfer in from Insurance Reserve	<b>393</b>	360
Building Cleaning DSO surplus	<b>6</b>	-
Security DSO deficit	<b>(11)</b>	(20)
Grant to the Credit Union	<b>(5)</b>	(5)
Settlement of the PPP Legal support account	<b>(25)</b>	(25)
Land Charges claims	<b>(12)</b>	(57)
Severance cost	<b>(192)</b>	(192)
STWA tenants consultation exercise	-	(30)
Learning & Development - training	-	(11)
Other	<b>(1)</b>	-
<b>2013/14 budget outturn surplus</b>	<b>193</b>	
<b>Balance c/fwd 31<sup>st</sup> Mar 2014</b>	<b>1,000</b>	675
<u>Outstanding Commitments:</u>		
STWA tenants consultation exercise	<b>(30)</b>	-
Land Charges claims	<b>(44)</b>	-
Learning & Development - training	<b>(11)</b>	-
Governance restructure severance costs	<b>tbc</b>	tbc
2013/14 carry forward requests	<b>(36)</b>	
<b>Uncommitted Balance</b>	<b>879</b>	675

The above table does not include any provision for potential future costs related to severance costs arising from the current voluntary redundancy and voluntary early retirement schemes.

### 6.3 Invest-to-Save Reserve

The table below shows details of the movements and commitments on the reserve.

<b>Table 6 - Invest-to Save Reserve</b>		
	<b>Outturn £'000</b>	<b>Revised Budget £'000</b>
Opening balance b/fwd 1 Apr 2013	<b>775</b>	775
<u>Movements in 2013/14:</u>		
Leisure Legacy	<b>(120)</b>	(120)
Community Infrastructure Levy	<b>(3)</b>	(9)
Legal Case Management System	<b>(12)</b>	(12)
Corporate meeting system	<b>(9)</b>	(9)
Town Hall – VSO co-location	<b>(103)</b>	(80)
Payment Kiosk at Staveley (SHLC)	<b>(25)</b>	(25)
Customer Service Strategy - capital	-	(80)
ICT Disaster Recovery	<b>(69)</b>	(58)
Holmebrook Valley Park drainage	<b>(23)</b>	(44)
Venues	<b>(18)</b>	-
Local Collective Agreement	-	(10)
<b>Balance c/fwd 31st Mar 2014</b>	<b>393</b>	328
<u>Outstanding Commitments:</u>		
Venues refurbishment	<b>(90)</b>	(108)
Holmebrook Valley Park drainage	<b>(21)</b>	-
Community Infrastructure Levy	<b>(5)</b>	-
Customer Service Strategy - capital	<b>(105)</b>	-
Local Collective Agreement	<b>(10)</b>	-
Car park improvements	<b>(111)</b>	(111)
CMT re-structure – external advice	<b>(25)</b>	
Repayments into the fund	-	7
<b>Uncommitted Balance c/fwd</b>	<b>26</b>	116

The main issue to note is that the forecast balance will reduce to just £26k in the near future after all the known commitments are taken into account.

#### 6.4 Service Improvement Reserve

The table below provides a comparison of the revised budget estimate and the outturn position.

<b>Table 7 - Service Improvement Reserve</b>		
	<b>Outturn £'000</b>	<b>Revised Budget £'000</b>
Opening balance 1 Apr 2013	<b>1,487</b>	1,487
<u>Movements in 2013/14:</u>		
Planning enquiry	<b>(77)</b>	(77)
Training on contract administration in 13/14	<b>(2)</b>	(2)
Project Academy	<b>(21)</b>	(27)
Holmebrook Valley Park drainage	<b>(32)</b>	(32)
Eastwood Park	<b>(69)</b>	-
Venues	<b>(31)</b>	(51)
Grit storage	<b>(13)</b>	(18)
Car parking improvements	-	(15)
ICT – core infrastructure	<b>(75)</b>	(73)
Learning & Development	<b>8</b>	(13)
<b>Balance c/fwd 31<sup>st</sup> Mar 2014</b>	<b>1,175</b>	<b>1,179</b>
<u>Outstanding Commitments:</u>		
Learning & Development	<b>(13)</b>	-
Project Academy (balance)	<b>(6)</b>	-
Grit storage facility	<b>(5)</b>	-
Venues refurbishment	<b>(20)</b>	-
Car parking improvements	<b>(15)</b>	-
<b>Uncommitted Balance</b>	<b>1,116</b>	<b>1,179</b>

6.5 **Other Earmarked Reserves** - these reserves are held for specific purposes. The total balance on these reserves increased by £650k over the revised forecast for the financial year 2013/14. The most significant changes include:

- ◆ Vehicle & Plant - £227k above the revised forecast due to reduced expenditure.
- ◆ Flood Restoration Fund - £45k above the estimate due to reduced expenditure.
- ◆ ICT Reserve - £46k above the estimate due to reduced expenditure.
- ◆ Working Neighbourhoods Fund - £42k above the revised forecast but this increase is committed for on-going projects.
- ◆ GP:GS ICT Projects - £50k fund not used.
- ◆ Retained Business Rates Reserve – the £238k surplus in the year set aside as a provision for future deficits.



## 6.6 Provisions

- a) Transport Company Pensions Provision – this provision has been established to cover the Council’s future liabilities for pension costs relating to the employees of the former Transport Company. The provision was last reviewed by the County Council’s pension fund actuary in 2010/11. The County Council were asked to commission a further review in order to inform the 2014/15 budget process but to date no update has been received.
- b) Insurance Provisions – in addition to the provisions, which cover reported claims only, the Council also holds money in Insurance Reserves to cover future claims. An actuarial review was undertaken in 2013 which concluded that the overall amounts held could be reduced by £393k (which was transferred into the Budget Risk Reserve) and that the remaining balance should be re-allocated between the provision and reserves elements. The MMI Provision for the first 15% claw-back (£204k) was paid in 2013/14. A further £503k is held in a reserve account to cover possible future claw-back claims.
- c) Planning LDF Review Provision – the balance in this fund is above the revised estimate but the funds will be used in future years.

6.7 It is important for Members to appreciate that many of the reserves and provisions are earmarked for specific purposes. The Funds should not, therefore, be regarded as being available for general use. An additional consideration is the fact that the Council receives interest from the reserves and provisions, which is used to support the Council’s revenue budget.

## 7.0 CAPITAL EXPENDITURE AND FINANCING

- 7.1 The capital expenditure outturn figures have been included in the individual Executive Member reports. **Appendix F** provides details of the total General Fund Capital Programme expenditure and financing for the financial year.
- 7.2 Actual expenditure on schemes was £6.8m compared with the original budget for the year of £6.5m (as at Feb 2013) and £7.7m at the revised budget stage (February 2014). The main reasons for the variance from the revised budget (-£0.9m) include slippage on the following schemes:
  - Housing General Fund schemes – Home Repairs Assistance, Private Sector Decent homes, Disabled facilities Grants, etc. - £0.6m;

- Vehicles, Plant & Equipment - £0.2m;
- Gateway Enhancements - £0.1m;

7.3 On the financing side, the amount funded from Prudential Borrowing increased by £578k to £2.6m. The bulk of the increase was due to slippage between financial years, including:

- a) Delayed capital receipts (£379k) which will be used to repay the temporary borrowing once they are received.
- b) The re-profiling of some expenditure on the new Sports Centre into 2013/14 (£132k) thereby bringing forward the borrowing requirement.
- c) The need to temporarily finance £200k of expenditure on the Market Hall pending submission and approval of the THI grant application.

## 8.0 CAPITAL RECEIPTS

8.1 The movement on useable capital receipts in the year is summarised in the table below. All useable receipts were used in the year.

<b>Table 8 - Useable Capital Receipts</b>			
	<b>Gen Fund £'000</b>	<b>Housing £'000</b>	<b>Total £'000</b>
Balance b/fwd 1 <sup>st</sup> April	-	206	206
Add: Receipts in the year	492	2,267	2,759
Less: Housing receipts 'Pooled'	-	(761)	(761)
Less: Applied to finance GF cap ex	(492)	-	(492)
Less: Applied to finance HRA cap ex	-	(1,283)	(1,283)
<b>Balance c/fwd 31<sup>st</sup> March</b>	<b>-</b>	<b>429*</b>	<b>429</b>

\* The Housing balance of £429k represents the retained 'one-for-one' element of RTB receipts.

8.2 During the year it proved difficult to sell land and property. The table below shows how the forecast for General Fund capital receipts was reduced through the course of the financial year and that the actual amount achieved was below the revised budget:

<b>Table 9 – General Fund Capital Receipts</b>	
	<b>Amount (£'000)</b>
Original Budget Forecast – start of year	2,380
Revised Budget Forecast – Jan 2014	871
Actual	492

Two major disposals, totalling over £0.5m, have now slipped into 2014/15. This takes the target receipts figure for 2014/15 to £4.6m and to date over £2.5m of sales (including £1.5m re Newbold School) have been agreed (but not yet completed).

## **9.0 COLLECTION FUND SURPLUSES**

- 9.1 The Council is required to maintain a Collection Fund to account for the expenditure and income relating to the Council Tax (including the precepts of other authorities) and National Non Domestic Rates.
- 9.2 Surpluses or deficits relating to the Council Tax are shared between the Derbyshire County Council, Derbyshire Police Authority, the Fire Authority and the Borough Council in proportion to the precepts issued and must be used to adjust the Council Tax. The outturn balance on the Council Tax elements of the Fund is a surplus of £421,279. A surplus of £234,633 was estimated when setting the Council Tax for 2014/15. The increased surplus was due largely to a reduction in the provision for bad debts. The increase in the surplus will be carried forward to the tax calculation exercise for 2015/16. The Council's share of the increased surplus, at 10.52%, will be £19,635.
- 9.3 Business Rates – Surpluses or deficits relating to Business Rates are shared between Central Government, Derbyshire County Council, Derbyshire Fire Authority and the Borough Council in proportions laid down by Government. The outturn balance on the Business Rate element of the Fund is a deficit of £1,104,452. As this is the first year of the scheme, no deficit or surplus was assumed for 2013/14. The Council's share of this deficit is £441,780 (40%) and will be taken into account as part of the budget setting process for 2015/16. To help offset the deficit, the surplus achieved in 2013/14 (£238k) as a result of the reduced levy, has been set aside into an earmarked reserve. In view of the deficit recorded in 2013/14 work is currently being undertaken to assess if it is a one-off or to what extent it is a recurring issue.

## 10.0 CONCLUSIONS AND IMPLICATIONS FOR THE MEDIUM TERM

10.1 The medium term financial outlook gets progressively worse as the further cuts in Government funding are anticipated. The budget forecasts approved in February show deficits, before the Transformation Savings, of:

- £0.6m in 2014/15;
- £1.2m in 2015/16;
- £2.0m in 2016/17;
- £2.5m in 2017/18; &
- £2.8m in 2018/19.

10.2 The medium term forecast will have to be updated to reflect the impact of budget variances recorded in 2013/14 that are likely to be of a recurring nature. This will require further work to get a better understanding of why the variances occurred. The outcome of this exercise will be included in the next budget monitoring report to the Cabinet.

10.3 The future forecasts include allowances for the most significant budget risks facing the Council but the final outcomes may be quite different, such as:

- Further cuts in Government grants from April 2016, after the current settlement expires, beyond those assumed in the budget forecast.
- The introduction of the Business Rates Retention and Localised and Council Tax Support schemes in April 2013 transferred some significant financial risks to local government. The risks include the cost of backdated Business Rate appeals, the growth or decline in the Business Rate base and the collection of Council Tax from those who have had their support reduced. As we have seen from the Business Rate Account in 2013/14 it is difficult to predict the net income due to the Council even for just one year ahead.
- From 2016/17 the budget forecasts assume a 2.0% council tax increase and a 0.5% growth in the tax base, equivalent to approximately £100k (£80k + £20k) in each year. There is a risk that future Governments will introduce measures to limit future tax increases.
- Delays in delivering the required budget savings in future years.

10.4 The main conclusions to be drawn from this report are:

- Improved budget management and control helped to convert a forecast deficit into a surplus by the end of the financial year. The

under-spend achieved in 2013/14 was at low level when compared to those achieved in previous years. Given the way in which the base budget has been reduced it is unlikely that there will be a return to the era of significant under-spends. Also, the scale of the forecast budget deficits means that the Council cannot rely on future under-spends to bridge those deficits. Significant budget cuts will have to be made over the next few years if a sustainable budget position is to be achieved.

- The Council continues to be exposed to significant financial risks due the wide range of services it provides and the heavy reliance on income from rents, fees and charges.
- The working balance is being maintained at £1.75m. In addition, healthy balances are retained in other earmarked reserves and provisions. It is, however, important that strong financial discipline is maintained to ensure that a reasonable balance is retained in these funds, by controlling their use and creating capacity within the revenue budget to be able to replenish them.
- In terms of the General Fund Capital Programme the Council is exposed to a number of significant financial risks including generating capital receipts and cost overruns.
- The Cabinet will require regular updates on both the revenue and capital budgets to ensure that the financial risks referred to above are being effectively managed.

## **11.0 RECOMMENDATIONS**

11.1 That the General Fund Revenue and Capital Outturn reports for 2013/14 be noted.

11.2 That the General Fund carry forward requests be considered (para 4.4).

11.3 That the level of General Fund Reserves and Balances (Section 6 and Appendix E) be approved.

11.4 That the capital financing arrangements set out in Appendix F be approved.

## **12.0 REASON FOR RECOMMENDATION**

12.1 In the interest of sound financial management.

**H. BOWEN**  
**CHIEF EXECUTIVE**

**B. DAWSON**  
**HEAD OF FINANCE**

Officer recommendation supported/not supported/modified as below or Executive Member's recommendation/comments if no officer recommendation.

Signed

A handwritten signature in black ink, appearing to read "John Butcher", with a large, sweeping underline.

Executive Member

Date: 10.6.14

Consultee Executive Member (if applicable)/declaration of interests

Author - Barry Dawson, ext 5451.

## GENERAL FUND OUTTURN 2013/14

	Original £	Revised £	Outturn £	Variance £
<b>Per Lead Member reports:</b>				
Leader - Regeneration	465,410	389,480	<b>427,502</b>	38,022
Deputy Leader	(1,198,930)	(1,264,040)	<b>(13,400,703)</b>	(12,136,663)
Environment	5,204,860	5,313,880	<b>5,945,113</b>	631,233
Homes & Neighbourhoods	1,702,700	1,217,330	<b>1,026,106</b>	(191,224)
Leisure, Culture & Tourism	3,183,030	3,524,010	<b>6,829,376</b>	3,305,366
Governance & Organisational Dev't	3,490,730	3,655,740	<b>3,155,624</b>	(500,116)
Customers & Communities	1,880,960	1,571,710	<b>1,509,670</b>	(62,040)
<b>Other Other Income:</b>				
Transformation Savings	(27,280)	(80,182)	<b>(80,700)</b>	(518)
Staff vacancies allowance	(634,620)	(10,590)	-	10,590
Share of Crematorium Surplus	(100,000)	-	-	-
Spirepride surplus	(55,000)	(55,000)	<b>(55,000)</b>	-
DSO (surplus)/deficit	(38,200)	(134,690)	<b>(72,217)</b>	62,473
Car allowance scheme	-	-	<b>5,142</b>	5,142
Other incl bad debt provision	(62,000)	(5,000)	-	5,000
	50,000	50,000	<b>45,774</b>	(4,226)
<b>Total Service Expenditure</b>	<b>13,861,660</b>	<b>14,172,648</b>	<b>5,335,687</b>	<b>(8,836,961)</b>
Interest & capital charges	(2,098,130)	(1,723,220)	<b>6,780,052</b>	8,503,272
Contributions from Invest to Save	(3,100)	(149,420)	<b>(143,820)</b>	5,600
From Service Improv't Reserve	(79,000)	(92,000)	<b>(110,354)</b>	(18,354)
From Budget Risk Reserve	(40,950)	(215,880)	<b>(205,398)</b>	10,482
Contributions to Renewals Fund etc	146,000	146,000	<b>146,000</b>	-
To/(fm) Business Rates Risk Res	-	-	<b>237,851</b>	237,851
To/from Reserves	-	(85,500)	<b>(21,240)</b>	64,260
DSO surplus/deficit to/fm reserves	-	-	<b>(5,142)</b>	(5,142)
Balance - to/(from) reserves	<b>(233,838)</b>	<b>(111,159)</b>	<b>193,203</b>	304,363
<b>NET EXPENDITURE</b>	<b>11,552,642</b>	<b>11,941,469</b>	<b>12,206,840</b>	
<b>Financed By:</b>				
RSG	4,429,844	4,429,844	<b>4,429,844</b>	
Business Rates Baseline	2,947,054	2,947,054	<b>2,947,054</b>	
<b>Settlement Funding</b>	<b>7,376,898</b>	<b>7,376,898</b>	<b>7,376,898</b>	
Retained Business Rates Growth	-	311,990	<b>46,489</b>	
Small Business Rate Relief Grant	-	-	<b>503,352</b>	
Cnl Tax Support - Transition Grant	23,057	23,057	<b>23,057</b>	
Cnl Tax support grants to parishes	(67,928)	(67,928)	<b>(67,928)</b>	
Council Tax Fund Surplus/(Deficit)	(11,704)	(11,704)	<b>(11,704)</b>	
Other Government grants	-	-	<b>25,944</b>	
New Homes Bonus	297,980	374,817	<b>376,393</b>	
Council Tax (taxbase x tax below)	3,934,339	3,934,339	<b>3,934,339</b>	
<b>TOTAL FINANCING</b>	<b>11,552,642</b>	<b>11,941,469</b>	<b>12,206,840</b>	

## 2013/14 VARIANCE ANALYSIS - REVISED TO OUTTURN

<b><u>Leader:</u></b>	
Dunston Innov Centre	19
Other (net)	(1)

<b><u>Planning:</u></b>	
Industrial & commercial property	14
Town Centre properties - rents	45
Planning	(16)
Building Control - share of surplus	(27)
Engineers	(20)
Business Transf: GP:GS	58
Other (net)	(5)

<b><u>Environment:</u></b>	
Waste collection contract	(17)
Street Cleaning	(11)
Car Parking	(65)
Licensing	21
Parks	(54)
Other (net)	(2)

<b><u>Housing General Fund:</u></b>	
Homelessness	(47)
Home Improvement Agency	(14)
Private Sector Housing Admin	(18)
Other (net)	(6)

<b><u>Leisure:</u></b>	
Queen's Park Sports Centre	(49)
Staveley Healthy Living Centre	(15)
Legacy Project	45
Winding Wheel	(36)
Pomegranate	13
Markets Hall	(39)
Other (net)	(3)

<b><u>Governance:</u></b>	
Training Costs	(32)
Legal, Civic & Democratic	(44)
Financial Services - staffing	(16)
Pensions	(14)
HR	10
Other (net)	26

<b><u>Customers &amp; Communities:</u></b>	
Revenues & Benefits Admin	(82)
Communications	10
Grants to voluntary organisations	(7)
Other (net)	(3)

<b><u>Internal Recharges:</u></b>	
Pension costs/absences	(25)
Accumulated absences	(7)

<b><u>Non-Portfolio Budgets:</u></b>	
Grants	(26)
Retained business rates	(237)
Tfr to Bus Rates Risk Fund	237
Transformation savings	11
SpirePride surplus	62
to/from - Invest to Save Res.	6
to/from - Service Improv't Res.	(18)
to/from - Budget Risk Reserve	10
to/from - other reserves	65
Other	0

<b>Overall Variance</b>	<b>(304)</b>
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Controllable total	(414)
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## GENERAL FUND SERVICE EXPENDITURE SUBJECTIVE ANALYSIS

	Original	Revised	Outturn	Variance Original to Outturn		Variance Revised to Outturn	
	£'000	£'000	£'000	£'000	%	£'000	%
<b><u>Expenditure:</u></b>							
Employees	9,182	9,768	<b>9,465</b>	283	3.1	(303)	(3.1)
Premises	4,630	4,585	<b>4,509</b>	(121)	(2.6)	(76)	(1.7)
Transport	144	187	<b>172</b>	28	19.4	(15)	(8.0)
Supplies & Services	6,032	6,546	<b>6,370</b>	338	5.6	(176)	(2.7)
Transfer Payments	37,202	36,259	<b>36,273</b>	(929)	(2.5)	14	0.0
Agency & Contracted	9,571	9,567	<b>9,621</b>	50	0.5	54	0.6
Central & Dept Support	8,807	8,542	<b>8,667</b>	(140)	(1.6)	125	1.5
Capital & Asset Charges	4,143	3,735	<b>(4,855)</b>	(8,998)	(217.2)	(8,590)	(230.0)
HRA Contribution	617	620	<b>571</b>	(46)	(7.5)	(49)	(7.9)
Transfer to Reserves	0	0	<b>3</b>	3		3	
<b>Total Expenditure</b>	<b>80,328</b>	<b>79,809</b>	<b>70,796</b>	<b>(9,532)</b>	<b>(11.9)</b>	<b>(9,013)</b>	<b>(11.3)</b>
<b><u>Income:</u></b>							
Rents	7,177	7,191	<b>7,157</b>	20	0.3	34	0.5
Sales	547	487	<b>507</b>	40	7.3	(20)	(4.1)
Fees & Charges	8,003	7,978	<b>8,150</b>	(147)	(1.8)	(172)	(2.2)
Grants	39,172	38,378	<b>38,218</b>	954	2.4	160	0.4
Recharges & other	11,567	11,603	<b>11,428</b>	139	1.2	175	1.5
<b>Total Income</b>	<b>66,466</b>	<b>65,637</b>	<b>65,460</b>	<b>1,006</b>	<b>1.5</b>	<b>177</b>	<b>0.3</b>
<b>Total Service Net Expd</b>	<b>13,862</b>	<b>14,172</b>	<b>5,336</b>	<b>(8,526)</b>	<b>(61.5)</b>	<b>(8,836)</b>	<b>(62.3)</b>

## DSO/DLO SURPLUSES / (DEFICITS) 2013/14

	Surplus / (Deficit)	Reserved for carry forwards (see below)	To HRA	To Gen Fund Revenue Account	To Budget Risk Reserve
	£	£	£	£	£
Building Maintenance	718,003	218,000	500,003	-	-
Window Factory	(417)	-	(417)	-	-
Spirepride	72,217	-	-	72,217	-
Building Cleaning	5,790	-	-	-	5,790
Security Services	(10,932)	-	-	-	(10,932)
<b>Total</b>	<b>784,661</b>	<b>218,000</b>	<b>499,586</b>	<b>72,217</b>	<b>(5,142)</b>
<b><u>Details of Carry Forward Requests:</u></b>					
<u>OSD:</u>					
Replace roof on Store		38,000			
Electric security gates		10,000			
Tarmac depot site		45,000			
Conservatory & ladies toilet		30,000			
Re-site stores compound		10,000			
Office alterations		3,500			
Redundancy provision		81,500			
<b>Total</b>		<b>218,000</b>			

<b>GENERAL FUND RESERVES AND PROVISIONS</b>
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9001 code	Purpose	Bal at start of year £'000	Bal at end of year £'000	Revised Bud Est £'000
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3240	Vehicles and Plant	612	878	651
	Wheelie Bin Replacements	261	189	211
3241	Property Repairs	512	642	633
3244	Asset Management	44	44	44
3246	Risk Mgt Initiatives	23	10	5
3248	Zurich - Risk Mgt Reserve	-	10	-
3263	Museum Exhibits	25	25	25
3265	Flooding Restoration Fund	82	82	37
3378	MMI Clawback Reserve	-	503	503
3380	ICT	51	46	
3390	Insurance - claims not yet reported	177	567	567
3391	Working Neighbourhoods WNF	326	224	182
3398	GP:GS Reserve	-	50	-
3399	Retained Business Rates Res.	-	238	-
3411	New Homes Bonus - Waterside	208	208	208
	<b>Earmarked Reserves</b>	<b>2,321</b>	<b>3,716</b>	<b>3,066</b>
3388	Budget Risk (incl. 13/14 surplus)	610	1,000	675
3389	Invest to Save	775	393	328
3412	Service Improvement	1,487	1,175	1,179
	<b>Reserves Total</b>	<b>5,193</b>	<b>6,284</b>	<b>5,248</b>

3264	Planning LDF Review	223	242	241
3237/8	Insurance - reported claims	1,506	497	494
3247	MMI Claw-back	300	11	216
3239	Transport Co. Pensions	965	950	949
	<b>Provisions Total</b>	<b>2,994</b>	<b>1,700</b>	<b>1,900</b>

	<b>Reserves &amp; Provisions Total</b>	<b>8,187</b>	<b>7,984</b>	<b>7,148</b>
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<b>GENERAL FUND CAPITAL PROGRAMME 2013/14</b>
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SCHEME	Original Budget Cab Feb 13 £'000	Revised Budget Cab Feb 14 £'000	Outturn  £'000
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C'fld Gateway Enhancement Project	-	97	16
Sheffield Rd Fire Station	550	550	571
Destination C'fld - public realm	-	37	17
<b>Leader - Regeneration</b>	<b>550</b>	<b>684</b>	<b>604</b>

Hollis Lane Flood resilience work	97	50	11
Brampton Flood Resilience	-	50	26
Townscape	516	-	-
Major Property Repairs unallocated	200	-	-
<b>Planning</b>	<b>813</b>	<b>100</b>	<b>37</b>

Thistle Park	24	-	-
Holmebrook Valley Pk Drainage	165	163	110
Eastwood Park	321	360	355
Eastwood Park - Pavillion	336	34	27
Grit Storage	-	27	13
SpirePride depot relocation	-	223	244
OSD computer system	33	103	102
<b>Environment</b>	<b>879</b>	<b>910</b>	<b>851</b>

House Repairs Assistance	275	275	157
Private Sector Decent Homes	183	203	121
Disabled Facilities Grants	650	465	382
Empty Properties	-	4	-
RSL Support	166	311	-
Fuel Poverty	-	109	127
<b>Housing Gen Fund</b>	<b>1,274</b>	<b>1,367</b>	<b>787</b>

Market Hall Refurbishment	2,393	3,399	3,369
Venues Refurbishment	39	53	82
QPSC new build	-	350	482
<b>Leisure, Culture &amp; Tourism</b>	<b>2,432</b>	<b>3,802</b>	<b>3,933</b>

IT Strategy (from IT Reserve)	146	199	152
ICT Core Infrastructure	-	110	112
ICT - Disaster Recovery	-	69	69
VPE - Income Mgt System			12
Vehicles & Plant (V&P Fund) - minor	417	363	128
Vehicles & Plant (V&P Fund) - major			27
<b>Governance</b>	<b>563</b>	<b>741</b>	<b>500</b>

GP:GS - Town Hall re VO relocation	-	80	110
Self-service payment m/c SHLC	-	29	25
Customer Services Strategy	25	-	-
<b>Customers &amp; Communities</b>	<b>25</b>	<b>109</b>	<b>135</b>

<b>General Fund Major Cap Expd</b>	<b>6,536</b>	<b>7,713</b>	<b>6,847</b>
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<b>CAPITAL PROGRAMME FINANCING</b>			
<u>Financing of Major Cap Expd:</u>			
Prudential Borrowing	741	1,998	2,621
Capital Receipts	2,380	871	492
Grants & Contributions (see below)	3,053	3,543	2,525
Invest to Save Res.- CSS	25	29	25
Invest to Save Res.- HBVP	44	44	23
Invest to Save - Venues	-	-	18
Invest to Save Res.- Town Hall VO's	-	80	103
			7
Invest to Save Res.- disaster recov	-	69	69
Service Imp Res - Market Hall	468	-	-
Service Imp Res - Eastwood Pk	29	14	69
Service Imp Res - Venues	16	14	31
Service Imp Res - HBVP drainage	36	36	32
Service Imp Res - grit storage	-	18	13
			18
Service Imp Res - ICT core infra	-	73	56
Contrib from HRA - grit storage	-	9	-
Contrib from HRA - ICT core infra.	-	37	37
DLO/DSO Reserve	33	151	201
Prop Repairs Fund - Eastwood Pk	35	-	20
Prop Repairs Fund - Mkt Hall	120	120	120
ICT Reserve	146	199	152
Vehicle & Plant Fund - minor	417	363	128
Vehicle & Plant Fund - major	-	-	39
Rev - Destination C'fld	-	-	17
Rev - Gateway Enhancements	-	-	16
Rev - Market Hall	-	-	15
<b>Capital Expd Financing</b>	<b>7,543</b>	<b>7,668</b>	<b>6,847</b>
<b>Financing Surplus / (Deficit)</b>	<b>1,007</b>	<b>(45)</b>	<b>0</b>

<b>GRANTS &amp; CONTRIBUTIONS</b>			
RSL Haslam Homes		115	-
RSL Westbury		30	-
RSL RHCP		21	-
NHB Waterside		145	-
Private Sector Decent Homes		203	118
Decent Homes - Independ Living		-	3
Diabled Facilities Grant		465	382
Fuel Poverty - DECC		109	127
Eastwood Park - SITA		25	25
Eastwood Park - HLF		457	342
Market Hall - ERDF		1,400	1,400
Market Hall - THI		200	-
Dest'n C'fld Public Realm		37	-
Hollis Lane Flooding - Enviro Agency		50	43
Brampton Flooding - Enviro Agency		50	-
HVP - Football Foundation		87	55
Venues - Arts Council		39	33
Eastwood Park Pavillion - Sp Eng		13	-
C'fld Gateway Project - ERDF		60	-
C'fld Gateway Project - S106		37	-
Dest'n C'fld - TIC clawback		-	(3)
		<b>3,543</b>	<b>2,525</b>
	<b>-</b>		

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### 3.0 **BACKGROUND**

- 3.1 Since 2010/11 corporate performance reporting has been against the Council's Corporate Plan. The Corporate Plan for 2013/14 included a number of measures and associated targets, which have been used to gauge the progress made on the Council's six agreed aims.
- 3.2 This report is designed to present the performance outturn data and project delivery progress in a "dashboard style" with a RAG (red, amber, green) rating. The report also includes officer commentary on the projects which are rated as red or amber, setting out, where appropriate proposed actions planned to improve performance.

### 4.0 **CORPORATE PERFORMANCE INDICATORS OUTTURN 2013/14**

- 4.1 During 2013/14 the Council met or exceeded the targets for 80% of the indicators compared to 73% in 2012/13 and 63% in 2011/12. This is a continuation of the upward trend and a great result for the Council given the financial challenges faced. 62% of indicators improved on 2012/13 performance levels and a further 14% maintained performance levels.
- 4.2 Appendix A to this report provides a summary of the actual performance achieved for each Corporate Plan performance indicator and also includes commentary on the few indicators that did not meet the target or where performance dipped from 2012/13 levels.
- 4.3 Particularly strong results were collected via the "Are You Being Served" residents survey and the "STAR" housing tenants survey. Key indicators such as satisfaction with the area as a place to live, satisfaction with the Council, the Council offers value for money and satisfaction with the Council as a landlord all exceeded their targets.

### 5.0 **CORPORATE PROJECTS PERFORMANCE OUTTURN 2013/14**

- 5.1 Appendix A also details progress on Corporate Plan projects which are tracked monthly by Performance Plus (the Council's performance management system). This progress is discussed in the relevant Head of Service Performance Clinic with the Chief Executive. During 2013/14 86% of projects were either delivered on target or have hit the expected level of progress towards their final completion dates for longer term projects. No projects are currently rated as red.

## 6.0 **PERFORMANCE IMPROVEMENT PROGRAMME FOR 2014/15**

6.1 Through working with the East Midlands Council's Performance Management Network several improvement opportunities have been identified for 2014/15 including:

### 6.1.1 LG Inform – Benchmarking

As part of the Local Government Association's successful campaign for sector led self regulation the LGA have been developing tools to facilitate effective knowledge sharing and peer led support. LG Inform brings together a range of key performance data for authorities, alongside contextual and financial information, in an online tool. Users can view data from over 1000 individual items, make comparisons between their authority and other councils or groups of councils, or construct their own reports bringing several data items together. Importantly, the data is updated quickly after being published at its source.

This tool could provide valuable free benchmarking and improvement opportunities particularly used alongside the sector-led improvement and networking opportunities provided by the East Midlands Performance Management Network, Peer Challenge and the Local Government Association knowledge hub.

### 6.1.2 Partnership Evaluation

Many authorities due to current financial pressures have reviewed their partnership arrangements to ensure they are delivering value for money. The Council's Partnership Strategy is due for review during 2014/15 along with the partnership evaluation toolkit. Evaluating the outcomes of our key partnerships and the value for money they offer the community is essential to ensuring we engage in productive partnerships to deliver community focused outcomes.

## 7.0 **RISK MANAGEMENT**

### 7.1

<b>Risks</b>	<b>Impact</b>	<b>Likelihood</b>	<b>Mitigating Action</b>	<b>Residual Impact</b>	<b>Residual Likelihood</b>
That the Corporate Plan Priorities are not delivered.	H	M	<ul style="list-style-type: none"><li>Align resources to Corporate Plan priorities.</li><li>Regular monitoring information is</li></ul>	M	L

			<p>available.</p> <ul style="list-style-type: none"> <li>Performance Clinics are used to identify issues early and to develop mitigating actions.</li> </ul>		
That performance management arrangements are not robust and fit for purpose.	H	M	<ul style="list-style-type: none"> <li>Arrangements are regularly reviewed to take into account best practice.</li> </ul>	M	L
Likely reductions in budget and associated resources.	H	H	<ul style="list-style-type: none"> <li>Move for 2014/15 onwards to fewer priorities which challenging yet deliverable</li> <li>Lean reviews/VFM reviews taking place.</li> <li>Great Place: Great Service Programme.</li> </ul>	M	M

## 8.0 **EQUALITIES CONSIDERATIONS**

8.1 The report provides an overview of corporate performance. The equalities impact for each project has been considered as part of the specific work streams and reported separately.

## 10.0 **RECOMMENDATIONS**

10.1 That members note and comment on the performance outturn for 2013/14.

10.2 That the Local Government Association's free benchmarking tool LG Inform is investigated and that options be brought forward to the Corporate Management Team for its usage.

10.3 That the Partnership Strategy is reviewed during 2014/15 and a new partnership evaluation tool developed.

## 11.0 **REASON FOR RECOMMENDATIONS**

11.1 To raise awareness of the performance against the Corporate Plan and to facilitate performance improvement.

## POLICY MANAGER

Further information on this matter can be obtained from Donna Reddish (Extension 5307) or Lorraine Cresswell (Extension 5342).

Officer recommendation supported/not supported/modified as below or Lead Members' recommendation/comments if no Officer recommendation.

Signed

Lead Member

Date

Consultee Lead Member/Support Member comments (if applicable)

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# Chesterfield Borough Council Annual Performance Management Report for 2013/14

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## 1.0 INTRODUCTION

- 1.1 Welcome to Chesterfield Borough Council's Annual Performance Management Report for 2013/2014. This report includes our performance outturn information against the Corporate Plan measures and projects for 2013/14 and where possible includes comparisons to previous years.
- 1.2 For the Corporate Plan to 2013/14 we are reporting on 40 measures and 49 projects contributing to six aims:
- A Sustainable Community
  - An Accessible Community
  - A Living Community
  - A Working and Learning Community
  - A Safer, Healthier and Active Community
  - A High Performing Council with Productive Partnerships

These aims in turn contribute to the Council's Vision: Putting our Communities First.

- 1.3 Progress on the measures and projects is monitored via the Council's Performance Management Framework which includes Service Plans, Team Plans and Individual Employee Performance and Development Plans all linking up to the overarching Corporate Plan. Monthly Performance Clinics between the relevant Head of Service and Chief Executive provide a platform to review progress against measures and projects and where necessary develop mitigating action to improve performance.
- 1.4 This report also highlights key public satisfaction data gathered via the "Are You Being Served" resident's satisfaction survey during 2013/14. This survey used a MORI/LGA approved methodology and is both comparable with the 2008/09 Place Survey results and can be used to benchmark against other Local Authorities taking part in the survey.

## **2.0 PERFORMANCE OVERVIEW**

- 2.1 80% of Corporate Plan measures hit or exceeded their target for the period 2013/14 compared to 73% on the 2012/13 Corporate Plan. For 62% of the indicators the direction of travel improved, 14% remained static and 24% experienced a drop in performance levels.
- 2.2 86% of Corporate Plan projects have either been delivered during 2013/14 or remain on target for their final completion date.
- 2.3 Resident satisfaction rates with the Council and the services we provide were a real success story for 2013/14. 91% of the 23 comparable indicators improved from the 2008/09 baseline. 25 Local Authorities in England took part in the Are You Being Served survey during 2013/14 with more signed up for 2014/15. 67% of CBC indicators would fall in the top quartile when compared against other authorities and a further 27% fall within the 2<sup>nd</sup> quartile.



### 3.0 A SUSTAINABLE COMMUNITY

#### Aim

A clean, green and attractive Borough, where our open spaces and built heritage are valued.

#### Measures

Performance Indicator	12/13 Actual	13/14 Target	13/14 Actual	Rag Rating	Direction of Travel	Exception Comments
% sites that are satisfactory for litter	100%	97%	99%		↓	Russell Sinclair to complete
% sites that are satisfactory for detritus	100%	94%	99%		↓	Russell Sinclair to complete
Number of parks that have Green Flag Status	2	3	4		↑	
Satisfaction with Parks and Open Spaces	74% (2008 Place Survey)	75%	79%		↑	
Number of buildings within the built heritage asset register improved or refurbished	28	25	32		↑	
% Waste recycled	43%	44%	43%		=	Promotional door knocking scheme was launched during 2013/14 mid year to seek to improve this figure. Food waste kerbside collection is being introduced from 2014/15 which



	shortly.	2014/15.	
Improve the drainage of football pitches at Holmebrook Valley Park	Improvements at the Park have now been completed. The pitches are now in use by a number of local sports clubs and for informal usage.	Project complete.	
Establish a conservation area for Chatsworth Road	All stages of the project have now been completed including public consultation. The conservation area has now been formally established.	Project Complete.	

#### 4.0 An Accessible Community


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#### Aim

An inclusive Borough, where everyone feels valued and has equal and fair access to local services.

#### Measures

Performance Indicator	12/13 Actual	13/14 Target	13/14 Actual	Rag Rating	Direction of Travel	Exception Comments
Number of self service transactions through the Council's website	172,143	60,648	103,804		↓	John Moran to complete – why has the actual gone down by so much since 2012/13?
Reducing avoidable contact	9.5%	9.5%	7.3%		←	
Customer satisfaction with the Customer Service Centre	99%	95%	99%		=	

Increased awareness of help and advice available to residents facing financial exclusion	N/A	80%	90%			N/A	
% of people who feel they can influence local decision making	27% (2008 Place Survey)	30%	30%				

### Key Projects

Project	Task Outcome/ Progress	Completion Status	Rag Rating	Exception comments
Refresh External Communications Strategy	Scrutiny have now completed their review of external communications and have made recommendations to feed into the new strategy. This project is making strong progress and is on target for completion in 2014/15.	Project on target for completion during 2014/15		
Deliver Customer Services Strategy	This project forms part of the Great Place: Great Service programme. Significant progress has been made during 2013/14 including: <ul style="list-style-type: none"> <li>Customer service interaction data methodology has been developed and will be rolled out for 2014/15</li> <li>Research has been undertaken regarding best practice in customer relationship management</li> <li>Exploration of ICT systems</li> </ul>	Ongoing project		

<p>Consolidate the Council's existing equality arrangements through delivery of the Equality, Diversity and Social Inclusion Strategy</p>	<p>Excellent progress made during 2013/14 including:</p> <ul style="list-style-type: none"> <li>• Self assessment against the Local Government Equalities Framework – Excellent level as meeting 26 of the 28 criteria</li> <li>• Compliant with all areas of the Equality Act 2010</li> <li>• Equality and Diversity Forum programme of activity</li> <li>• Wide range of educational and promotional events delivered during 2013/14 with our partners</li> </ul>	<p>Ongoing project</p>		
<p>Review and update service level agreements with the Community and voluntary sector to ensure maximum benefit for our communities</p>	<p>Some funding changes to the Community and Voluntary sector were made during 2013/14 to come into force in April 2014/15 including the closure of several small community grant programmes and the launch of the Community Chest grant programme.</p> <p>Officers are now developing the approach for the 2<sup>nd</sup> stage of the review in 2014/15.</p>	<p>Project on target for completion during 2014/15</p>		
<p>Implement the recommendations of the Community Forum Review</p>	<p>The Community Forum Review recommendations have now been implemented. Activities include:</p> <ul style="list-style-type: none"> <li>• Successfully launching the new Community Assemblies and meeting all savings</li> </ul>	<p>Project complete</p>		

	<p>targets</p> <ul style="list-style-type: none"> <li>• Launching the Minor Grants Scheme and Community Chest Scheme</li> <li>• Community Assembly Action Planning</li> <li>• Area profiles developed</li> <li>• Community development programme launched including Armed Forces Community Covenant activities, financial inclusion pilot and community litter picking</li> <li>• Community Chairing developed for launch in 2014/15</li> </ul>		
<p>Update the Council's State of the Borough Report</p>	<p>The State of the Borough has now been updated with the latest Census and demographic data. The report is available on the CBC website to assist CBC, partner agencies and community and voluntary sector in applying for external funding and prioritising their activities.</p>	<p>Project complete</p>	

## 5.0 A Living Community

### Aim

A place where everyone has fair access to a decent and affordable home.

### Measures

Performance Indicator	12/13 Actual	13/14 Target	13/14 Actual	Rag Rating	Direction of Travel	Exception Comments
Satisfaction with local area as a place to live	87% (2008 Place Survey)	82%	89%		↑	
% decent Council homes	85%	90%	91%		↑	
Satisfaction with Landlord services	79%	79%	87%		↑	
Net additional homes provided	155	188	163		↑	Neil Johnson to complete
Number of affordable homes delivered	19	35	38		↑	
Empty residential properties brought back into use	103	60	27		↓	During 2013/14 additional resources were available for this programme – funded via the New Homes Bonus. This resource was not available for 2013/14. Housing Services are currently working on a restructure which will boost this





<p>Continue to deliver the action plan to address barriers to housing supply</p>	<p>A New Homes Bonus Group has been established with key CBC services including Housing, Planning and Economic Development. This group is currently working on an action plan to address barriers to housing supply. Homes and Community Agency funding via the Local Infrastructure Fund is also being investigated to support Staveley Works Corridor housing provision.</p>	<p>Project on target for completion during 2014/15.</p>		
<p>Deliver the Affordable Warmth Action Plan</p>	<p>A range of activities have taken place to successfully deliver this plan including:</p> <ul style="list-style-type: none"> <li>• Derbyshire healthy and warm booklet distributed across the Borough</li> <li>• Derbyshire Health and Housing funding obtained to provide temporary heating solutions to low income households in the private housing sector</li> <li>• Affordable warmth grants used to assist families on low incomes in the private housing sector</li> <li>• Home Repairs Assistance boiler programme</li> <li>• Financial inclusion pilot in Poolsbrook</li> </ul>	<p>Project complete</p>		

Develop proposals to bring empty commercial property back into residential use	<ul style="list-style-type: none"> <li>Energy efficiency thermometers are being installed for vulnerable households</li> </ul> <p>Investigative work has been undertaken at a number of locations notably Theatre Yard. External advice has been sought from the Homes and Communities Agency – so far none of the properties identified have been viable for residential usage.</p>	Project complete for 2013/14		
Develop proposals to build new local authority housing stock and buy back former stock at the time of sale	The budget has been approved to develop 4 new units during 2014/15 and a larger scheme during 2015/16. A number of locations and opportunities have been identified for these schemes.	Project complete for 2013/14		

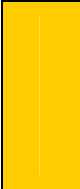



## 6.0 A Working and Learning Community

### Aim

A thriving Borough, where everyone has access to the jobs, training and the support they need.

### Measures

Performance Indicator	12/13 Actual	13/14 Target	13/14 Actual	Rag Rating	Direction of Travel	Exception Comments
New business registration rate	78	90	96		↑	

New business survival rate	91%	93%	91%		Neil Johnson to complete
% Town centre shops occupied	95%	95%	91%	 	<p>During the economic downturn Chesterfield town centre has performed very well and constantly bucked the national trend for occupancy levels. Town centre retail occupancy has suffered a decline since the beginning of the 2013/14. Whilst demand in small shops (sub £20K/annum) remains relatively strong, it is the larger shops which will continue to prove difficult to let.</p> <p>As leases come to an end we expect to see a constant churn of retail tenants in the town centre as retailing patterns shift to new channels and traditional high street names contract their high street presence nationally. We remain confident that smaller independent traders continue to show interest in new lettings.</p>
Market – average stall occupancy	60%	66%	62%		Bernie Wainwright to complete
Number of coach visits per annum to Chesterfield Borough	518	525	490		Bernie Wainwright to complete

Overall number of employment opportunities in the area	48,785	48,785	51,000		
Local labour clauses secured on major developments	100	100	100		
Jobs secured by local people on developments with local labour agreements	50	50	60		

### Key Projects

Project	Task Outcome/ Progress	Completion Status	Rag Rating	Exception comments
Commence first phase of Chesterfield Waterside	<p>The building of 19 new affordable homes started during 2013/14.</p> <p>Work is currently underway to prepare the loan agreement required to move forward with the commercial development.</p> <p>The Commercial part of the scheme has been shortlisted for Sheffield City Region Infrastructure funding – a full business case is currently being developed.</p>	Project on target for completion during 2014/15.		
Complete the refurbishment of the Market Hall and maximise occupancy of retail space	The redeveloped Market Hall was completed to programme and budget during 2013/14. Extensive pre-marketing has secured the take up of commercial and retail	Project complete.		

	premises in excess of anticipated results. Official opening was in May 2014.			
Northern Gateway – complete development agreement, secure planning permission and purchase land	<b>Neil Johnson to complete</b>	<b>Ditto</b>	<b>Ditto</b>	
Work with the community to deliver a programme of festivals and events for 2013/14	Two major festival programmes delivered during 2013/14 - the Community Arts festival in May 2013 and the Markets festival in October 2013. A range of successful arts and cultural activities delivered throughout 2013/14 including the Medieval Market, 1940's weekend, Day of Dance etc.	Project complete		
Implement the action plan to improve our town centre and local centres	We are currently compiling the Town Centre Action Plan and will have it fully formulated by July '14. For the Action Plan to deliver any meaningful outcomes it is necessary to consult key stakeholders such as town centre retailers and businesses. Through the Town Centre Forum and retailer meetings this has started to shape and influence the outline of the Action Plan. Alongside this we are looking more closely at our evening and nighttime economy. Crucially we are consulting with our	Project on target for completion during 2014/15.		

	<p>Economic Development partners in Regeneration, looking at what developments factors are likely to influence the Action Plan, for instance the Northern Gateway project. This will influence key projects such as our Parking Strategy as it will determine how we move forward with Saltergate MSCP, our parking stock as a whole, along with the consideration of further parking enhancements and upgraders and the possible introduction of a Traffic Management System for the town centre. Again all these factors will help shape the plan.</p>			
<p>Develop proposals to improve the labour of the outdoor market</p> <p>Maximise investment and jobs in the borough through our engagement with the Sheffield City Region and Derbyshire and Nottinghamshire Local Enterprise Partnerships and the Derbyshire Economic Partnership</p> <p>Improve local labour and training provision in new developments and construction contracts</p>	<p><b>Bernie Wainwright to complete</b></p> <p><b>Neil Johnson to complete</b></p> <p>The Council performed well regarding local labour clauses secured by s106 agreements and conditions on our major development schemes with employment generating potential. In addition, local labour clauses are being pursued as part of the</p>	<p>Ditto</p> <p>Ongoing project</p> <p>Ongoing project</p>		<p>Ditto</p> <p>Ditto</p>

<p>Work with partners to deliver investment in the enterprise zone</p>	<p>Council's major procurements.</p> <p>A Planning Performance Agreement (PPA) was developed and all planning applications have been resolved in accordance with the PPA, delivering time efficiencies for applications. Regular progress meetings are held with the developer and Derbyshire County Council. CBC supported a successful application to Government for funding to further develop the Enterprise Zone. Areas have been identified to mitigate against any potential impact of HS2.</p>	<p>Ongoing project</p>		
<p>Work with our partners to secure employment and training opportunities for young people</p>	<p>A range of activities have been taking place in the Borough during 2013/14 and more are planned for 2014/15. Lottery funded Talent Match coaches are being recruited in the area to assist young people to access opportunities. Skills made easy as part of the city skills deal continue to assist in recruiting apprentices and training existing staff in small and medium sized companies. A new programme to help start up businesses has been launched by Sheffield City Region.</p>	<p>Ongoing project</p>		

## 7.0 A Safer, Healthier and Active Community

### Aim

A healthy and safe Borough, where the community is free from the fear of crime.

### Measures




Performance Indicator	12/13 Actual	13/14 Target	13/14 Actual	Rag Rating	Direction of Travel	Exception Comments
% people participating in sport and active recreation	24%	24%	25%		↑	
12 month cumulative count of serious acquisitive crime	706	1,088	968		↓	Target has been hit but this type of crime has risen – this is in line with the regional picture.
12 month cumulative count of assault with less serious injury	609	968	699		↓	As above.
% residents feeling safe (during the day)	83% (2008 Place Survey)	85%	95%		↑	
% residents feel safe (after dark)	45% (2008 Place Survey)	50%	77%		↑	
Satisfaction with the Museum	52% (2008 Place Survey)	55%	71%		↑	
Satisfaction with the Pomegranate Theatre	N/A	60%	84%		N/A	
Satisfaction with the Winding Wheel	N/A	60%	84%		N/A	
Satisfaction rates for the Visitor	96%	96%	97%		↑	



Information Centre						
% of local community engaging in arts and cultural activities	N/A	N/A	46%		N/A	N/A
Year on year increase in the number of snow wardens	80	80	80			==

## Key Projects

Project	Task Outcome/ Progress	Completion Status	Rag Rating	Exception comments
Adopt and implement Health Inequalities Plan	<p>Chesterfield Borough Council and our partners continue to deliver services and activities to promote healthy lifestyles including:</p> <ul style="list-style-type: none"> <li>• Two Sport Centres</li> <li>• GP Exercise referral scheme</li> <li>• Active Chesterfield programme including community outreach work</li> <li>• Care home activity programme</li> <li>• Community Assembly workshops and grant programme</li> </ul>	Due for completion in 2014/15.		The Health Inequalities Planning work is led by DCC Public Health (formerly the Primary Care Trust). Extensive reorganisation within the sector has impacted on delivery plans for 2013/14. Work is currently being undertaken in partnership to develop Health inequality and Health locality plans for the Borough.
Develop and deliver a community focused Sport and Physical Activity Strategy	The Facilities element of this work has been prioritised due to the re-development of Queen's Park Sports Centre. Programmes such as Active Chesterfield and Village Games programme launched during 2013/14 will make a major contribution to the new Strategy and action planning.	Due for completion in 2014/15.		The priority for 2013/14 for the Sport and Leisure Service was the Leisure Legacy service improvement programme and re-development of Queen's Park Sports Centre. These resource intense projects have impacted on the development and delivery of this strategy.

<p>Commence the capital project to replace Queen's Park Sports Centre</p>	<p>Significant progress has been made on this project during 2013/14 including:</p> <ul style="list-style-type: none"> <li>• Project plan has been developed to include emerging wildlife and highways issues</li> <li>• An expression of interest to Sport England has been successful which brings the potential of another key partner, funding and additional facilities</li> <li>• Planning permission has now been granted</li> </ul>	<p>Project on target for completion during 2014/15.</p>		
<p>Establish a pilot community health and wellbeing group to address health inequalities within one of our most deprived area</p>	<p>A partnership group has now been established but is at an early stage in terms of project delivery.</p>	<p>Ongoing project.</p>		<p>The Health Inequalities Planning work is led by DCC Public Health (formerly the Primary Care Trust). Extensive reorganisation within the sector has impacted on delivery plans for 2013/14. Work is currently being undertaken in partnership to develop Health inequality and Health locality plans for the Borough which respond to health and deprivation issues.</p>
<p>Finalise the Capital Improvement Programme for the Pomegranate Theatre and Winding Wheel</p>	<p>This project is currently on target with significant progress being made during 2013/14 including:</p> <ul style="list-style-type: none"> <li>• The tender processed has been completed</li> <li>• A process for management of design approvals has been implemented</li> </ul>	<p>Project on target for completion during 2014/15.</p>		

	<ul style="list-style-type: none"> <li>• Planning application is now at an advanced stage</li> <li>• Power supply upgrades have been arranged</li> </ul>		
<p>Deliver the first phase of the Museum Improvement Strategy</p>	<p>The Museum Service have been working with the Arts Council to establish a robust and transparent process for rationalising the Museum collection.</p> <p>The work in terms of assessing all Museum objects and deciding on their future is on target for 2014/15.</p>	<p>Project on target for completion during 2014/15.</p>	
<p>Continue to deliver an improved programme of arts and culture in line with the new Arts and Culture Strategy</p>	<p>The Pomegranate Theatre continues to attract large productions and increased audiences. Attendance figures have been significantly above target for the last three months. Action is being taken to address income levels at the Winding Wheel.</p>	<p>Ongoing project</p>	
<p>Review the Council's arrangements for the management of private sector Anti-social behaviour and support the implementation of E-CIN's</p>	<p>The review has been completed and recommendations accepted at Cabinet. New improved arrangements will be place for the private sector and public open space by October 2014. We have been successful in a bid to the Police and Crime Commissioner to extend the staffing resource for</p>	<p>Project complete.</p>	

<p>Review the Council's arrangements and contributions relating to multi-agency management of domestic abuse</p>	<p>ASB as a two year pilot project. Dianne Illsley to complete</p>	<p>Project complete</p>	
<p>Publish a medium term Parking Strategy and implement the first phase of improvements to town centre parking facilities</p>	<p>The Medium Term Parking Strategy has been reviewed during 2013/14 with a number of key recommendations developed for action during 2014/15. These include:</p> <ul style="list-style-type: none"> <li>• Integration of Parking and CCTV</li> <li>• Co-location of services and more efficient and operationally effective premises use</li> <li>• Research and evaluation of possible upgrades to Beetwell Street Multi-storey car park and ticket machinery</li> </ul> <p>Strong progress is being made on these activities.</p>	<p>Project on target for completion during 2014/15.</p>	
<p>Continue to successfully train and recruit new snow wardens</p>	<p>80 snow wardens have been recruited and the appropriate training has taken place.</p>	<p>Project complete.</p>	

## 8.0 A High Performing Council with Productive Partnerships

### Aim

An efficient and effective Council.

### Measures

Performance Indicator	12/13 Actual	13/14 Target	13/14 Actual	Rag Rating	Direction of Travel	Exception Comments
% people satisfied with how the Council runs things	48% (2008 Place Survey)	50%	76%		↑	
% people who agree that the Council provides value for money	38% (2008 Place Survey)	40%	60%		↑	
% priority indicators on target	73%	74%	80%		↑	
Deliver the annual savings targets within the Business Transformation Strategy	396,000	1,260,000	1,523,000		↑	
Achieve a balanced budget on 2013/14	-34,000	0	193,000		↑	
Staff satisfaction with the Council as an employer	80% (2010/11 Survey)	80%	60%		↓	During 2013/14 there was a number of change activities that are likely to have affected employee morale and this

									indicator including the changes to car allowances, restructures and continuing pressures on budgets and services.
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### Key Projects

Project	Task Outcome/ Progress	Completion Status	Rag Rating	Exception comments
Refresh Internal Communications Strategy	The Strategy was developed during 2013/14 after an extensive consultation period. The Strategy is now being actioned.	Project complete.		
Deliver the Business Transformation Strategy for 2013/14	The actions for the 2013/14 part of the strategy have been successfully delivered with efficiency targets being exceeded.	Ongoing project		
Develop and deliver the revised Workforce Strategy	This Strategy forms part of the Great Place: Great Service three year programme. Significant progress has been made during 2013/14 including: <ul style="list-style-type: none"> <li>• Delivery of the Lean Belt master training</li> <li>• Managing the change course delivered to all senior employees</li> <li>• Leadership programme developed for delivery in 2014/15</li> <li>• Mentoring scheme launched</li> </ul>	Ongoing project		

<p>Develop and deliver an action plan to improve performance against the current Investors in People Strategy.</p>	<p>This project has been combined with the project above – Workforce Strategy.</p>		
<p>Complete review of local collective agreement relating to local pay, conditions and grading</p>	<p>A working group including the Trade Unions has been established to develop a range of risk assessed and costed options. The research is now at an advanced stage and being prepared for wider discussion and decision making.</p>	<p>Ongoing project</p>	<p>Mark Evans to complete</p>



## 9.0 RESIDENT SATISFACTION

The last full scale national local authority satisfaction survey (the Place Survey) was completed in 2008/09. Satisfaction surveys had taken place every two years, but due to a national policy decision the Place Survey was discontinued in 2010/11. Since then there had been no comparable data on resident's satisfaction for Council services.

For 2013/14 the Local Government Association launched its "Are You Being Served" programme with a MORI developed methodology which is comparable to the Place Survey methodology. This is a voluntary approach, designed to suit local circumstances and minimise the cost to Councils of collecting data.

During 2013/14 25 English Local Authorities took part in the "Are You Being Served" programme with more to follow in 2014/15.

The table below shows the "Are You Being Served" indicators for Chesterfield Borough Council compared to the same indicators collected via the 2008/09 Place Survey. Where available benchmarking data has also been highlighted.

*Please note – the data has been weighted using LGA guidelines and excludes respondents who chose the "don't know" option.*

Question	Are You Being Served 2013	Place Survey 2008	Direction of Travel	LGA Average	Quartile position
Overall satisfaction with the area as a place to live (very satisfied + fairly satisfied)	89%	87%	↑	80%	1 <sup>st</sup>
Satisfaction with the way the council runs things (very satisfied + fairly satisfied)	76%	48%	↑	67%	1 <sup>st</sup>
Extent to which you agree that the council provides value for money (strongly agree + tend to agree)	60%	38%	↑	47%	1 <sup>st</sup>
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)	68%	36%	↑	63%	1 <sup>st</sup>
Extent to which people speak positively about Chesterfield Borough Council (I speak positively without being asked + I speak positively if I am asked)	47%	N/A	N/A	40%	1 <sup>st</sup>



Extent to which each statement applies to public services in your local area - working to make the area safer (a great deal + to some extent)	79%	55%	↑	N/A	N/A
Extent to which each statement applies to public services in your local area - working to make the area cleaner and greener (a great deal + to some extent)	76%	55%	↑	N/A	N/A
Extent to which each statement applies to public services in your local area – promotes the interests of local residents (a great deal + to some extent)	70%	32%	↑	N/A	N/A
Extent to which each statement applies to public services in your local area – acts on the concerns of local residents (a great deal + to some extent)	66%	36%	↑	60%	<b>1<sup>st</sup></b>
Extent to which each statement applies to public services in your local area – treat all groups of people fairly (a great deal + to some extent)	85%	50%	↑	N/A	N/A
Whether you agree that you can influence decisions affecting your local area (strongly agree + tend to agree)	30%	27%	↑	N/A	N/A
Extent to which people from different ethnic backgrounds get on well together (Definitely agree + tend to agree)	72%	N/A	N/A	69%	<b>2<sup>nd</sup></b>
Extent to which people feel they belong to their local area (very strongly + fairly strongly)	75%	N/A	N/A	72%	<b>2<sup>nd</sup></b>
Extent to which people agree that people in their local area pull together to improve things (strongly agree + tend to agree)	51%	N/A	N/A	47%	<b>2<sup>nd</sup></b>
Satisfaction with Council services - Keeping public land clear of	62%	53%	↑	N/A	N/A

litter and refuse (very satisfied + fairly satisfied)					
Satisfaction with Council services – Refuse collection (very satisfied + fairly satisfied)	91%	77%	↑	N/A	N/A
Satisfaction with Council services – Kerbside recycling collection (very satisfied + fairly satisfied)	84%	75%	↑	N/A	N/A
Satisfaction with Council services – Parks and open spaces (very satisfied + fairly satisfied)	79%	74%	↑	N/A	N/A
Satisfaction with Council services – Museum (very satisfied + fairly satisfied)	71%	52%	↑	N/A	N/A
Whether would like to be more involved in decisions that affect your local area Yes Depends on the issue	18% 53%	15% 57%	●	N/A	N/A
How safe or unsafe do you feel in your local area after dark? (very safe + fairly safe)	77%	45%	↑	66%	<b>1<sup>st</sup></b>
How safe or unsafe do you feel in your local area during the day? (very safe + fairly safe)	95%	83%	↑	92%	<b>1<sup>st</sup></b>
Thinking about your local area, how much of a problem do you think the following are – noisy neighbours or loud parties (a very big problem + a fairly big problem)	13%	13%	●	13%	<b>2<sup>nd</sup></b>
Thinking about your local area, how much of a problem do you think the following are – Vandalism, graffiti and other deliberate damage to property or vehicles (a very big problem + a fairly big problem)	13%	26%	↑	20%	<b>1<sup>st</sup></b>
Thinking about your local area, how much of a problem do you think the following are – People	24%	27%	↑	23%	<b>3<sup>rd</sup></b>

using or dealing drugs (a very big problem + a fairly big problem)					
Thinking about your local area, how much of a problem do you think the following are – People being drunk or rowdy in public places (a very big problem + a fairly big problem)	15%	24%	↑	22%	<b>1<sup>st</sup></b>
Thinking about your local area, how much of a problem do you think the following are – Abandoned or burnt out cars (a very big problem + a fairly big problem)	2%	3%	↑	N/A	N/A

DRAFT

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## **DRAFT FOR PUBLICATION**

### **ANNUAL REVIEW OF OVERVIEW AND SCRUTINY ARRANGEMENTS**

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MEETING:	1. OVERVIEW AND PERFORMANCE SCRUTINY FORUM 2. EXECUTIVE MEMBER FOR GOVERNANCE AND ORGANISATIONAL DEVELOPMENT 3. CABINET 4. COUNCIL
DATE:	1. 19 JUNE 2014 2. W/C 16 JUNE 2014 3. 7 JULY 2014 4. 30 JULY 2014
REPORT BY:	POLICY AND SCRUTINY OFFICER
WARD:	ALL
KEY DECISION REFERENCE (IF APPLICABLE):	FORWARD PLAN ENTRY REF : NON KEY DECISION NO 28

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#### FOR PUBLICATION

BACKGROUND PAPERS FOR PUBLIC REPORTS:	1. Report to Cabinet on 29 November 2011 and to Council on 14 December 2011. 2. Report to Cabinet on 9 July 2013 and to Council on 24 July 2013.
TITLE:	1. Independent Review of Scrutiny Proposed New Scrutiny Arrangements. 2. Review of Revised Overview and Scrutiny Arrangements.
LOCATION:	Scrutiny Office

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#### **1.0 PURPOSE OF REPORT**

- 1.1 To respond to the Cabinet decision of 9 July 2013 and Council decision of 24 July 2013 to review and report on the implementation of the Council's overview and scrutiny arrangements after a further 12 months of operation.

- 1.2 To make recommendations to Cabinet and Council to help ensure continuous evaluation and improvement of the delivery of the Council's overview and scrutiny function.

## **2.0 RECOMMENDATIONS**

- 2.1 That the current overview and scrutiny committees and arrangements be retained and their operation and effectiveness be further evaluated in 12 months.
- 2.2 That the following working arrangements be confirmed:-
  - 2.2.1 That the scrutiny link officer role be further developed and promoted.
  - 2.2.2 That the scrutiny committee pre-agenda meetings be further developed and promoted.
  - 2.2.3 That the Scrutiny Project Group initiation and scoping process be further developed and supported with appropriate guidance and procedures.
  - 2.2.4 That the current constitutional Scrutiny Procedure Rules and informal protocols be further developed as necessary.
  - 2.2.5 That informal meetings between the scrutiny chairs, vice-chairs and cabinet portfolio holders be retained.
  - 2.2.6 That ongoing learning and development opportunities continue, and development and improvement of the overview and scrutiny arrangements over the next 12 months take into consideration the findings of the evaluation survey.
  - 2.2.7 That promotion of overview and scrutiny continues to take place through the Borough Bulletin and Service Team Meetings to further raise the profile, awareness and understanding of the function.
  - 2.2.8 That the Policy and Scrutiny Officer provide a report following evaluation after a further 12 months of operation.

## **3.0 BACKGROUND**

- 3.1 In July 2010 Cabinet agreed that an external review of the overview and scrutiny function be undertaken and an independent review was then commissioned. The findings and recommendations of the independent review were considered by Cabinet on 29 November

and Council on 14 December 2011 where new arrangements for scrutiny were agreed and put in place subject to a review after 12 months.

- 3.2 Following operation of the new arrangements in 2012/13 an evaluation was subsequently undertaken and a report and action plan considered and adopted by Cabinet on 9 July 2013 and Council on 24 July 2013. A further annual review was also agreed. The completed action plan for 2013/14 is attached as Appendix 3.

#### **4.0 SCRUTINY SUCCESS AND ACHIEVEMENTS**

- 4.1 The current scrutiny arrangements have now been in operation for more than 2 years and during that time there have not been any fundamental problems with their implementation. Feedback and engagement in the delivery of the new arrangements has on the whole been encouraging and the general trend, as again evidenced by the survey results, is positive. Scrutiny committees, with all scrutiny stakeholders, continue to work pro-actively to undertake and support scrutiny work. Scrutiny's achievements for the year are detailed fully within the Scrutiny Annual Report 2013/14 to be received by Council along with this report on 30 July 2014. Annual reviews are recommended to ensure ongoing evaluation and improvement of the scrutiny function and its delivery.

#### **5.0 OVERVIEW AND PERFORMANCE SCRUTINY FORUM**

- 5.1 This report will be submitted for scrutiny to the Overview and Performance Scrutiny Forum on 19 June 2014. Comments and recommendations of the Scrutiny Forum will then be included within this report.

#### **6.0 REVIEW TIMETABLE AND METHODOLOGY**

- 6.1 The review timetable is below :

- (1) April / May 2014 – Corporate survey undertaken.
- (2) May / June – analysis work and report production.
- (3) 19 June 2014 - Initial report and findings to Overview and Performance Scrutiny Forum for comment.
- (4) 7 July 2014 - Final report and findings, with any Scrutiny Committee recommendations to Cabinet.
- (5) 30 July 2014 - Final report to Council.

- 6.2 The method of research and evaluation comprised a survey. The survey questions were the same as used for last year's survey to enable a benchmark for comparison purposes going forwards. This

will help facilitate a measure of progress and improvement or otherwise. The questions were designed around each of the key findings of the independent review as detailed in the report of the Head of Governance to Cabinet on 29 November 2011. The questions are therefore intended to cover the following key issues raised in that independent report:

- (1) Overview and Scrutiny Structure
- (2) Scrutiny link officers
- (3) Scrutiny pre-agenda meetings
- (4) Scoping of reviews
- (5) Resources
- (6) Scrutiny protocols / procedure notes
- (7) Induction/follow-up sessions for Members and Officers
- (8) Executive inviting Scrutiny to look at certain issues
- (9) Some Scrutiny reviews to full Council
- (10) Importance of Forward Plan
- (11) Possible bi-monthly informal meetings between Chair, Vice-Chair and Portfolio Cabinet Member(s).

6.3 Questions were also designed to ensure a balance of quantitative and qualitative data providing both statistical measures of improvement together with contextual data to provide suggestions and ideas for further improvement actions.

## **7.0 EVALUATION AND ANALYSIS**

7.1 The survey sample included Council Members (48) Chief / Senior Officers, and Service Managers/Scrutiny Link Officers (79) a total of 127 persons surveyed. Of the 127, a total of 44 responses were received (34.6 %) an improvement of 15.8% on last year's return.

7.2 The percentage figures provided in this report are based on the percentage of respondees. Of those 44 respondees, 7 (15.9%) were Scrutiny Members, 10 (22.7%) were other Members, 24 (54.5%) were Officers and 3 (6.9%) not indicated. Appendix 3 also provides a breakdown of responses into the three respondent groups of (i) Scrutiny Member (ii) Other Member and (iii) Officer.

7.3 Appendices 1 and 2 attached provide all the survey response data received. It should be recognised that not all the questions in the survey would have been equally relevant to all respondees / respondee groups. This may account for the number of 'don't know' responses and other variations in responses to some of the questions.

Some key headline results are outlined below.



#### **7.4 Overview and Scrutiny Committee Structure :**

Compared with last year's 69.6%, a small increase to 71.4% now feel the scrutiny structure is effective or very effective. 21.4% indicated they 'didn't know' compared to none last year.

#### **7.5 Scrutiny Link Officers :**

Compared with last year's 52.1%, an increase to 59.1% of respondees agreed the introduction of link officers was useful or very useful. The 'don't know' responses are also fewer than last year by 11.8%.

#### **7.6 Scrutiny Committee Pre-Agenda Meetings:**

Compared with last year's 45.4%, a decrease to 39.5% means fewer respondees this year felt scrutiny pre-agenda meetings were effective / very effective. The 'don't know' responses has also increased from 36.4% to 44.2%.

#### **7.7 Scoping of Scrutiny Reviews :**

Compared with last year's 34.7%, an increase to 40.9% now feel that the scoping of scrutiny reviews has improved / improved a lot. The 'don't know' responses have also increased however from 34.8% to 40.9%.

#### **7.8 Resource Support for Scrutiny:**

Compared with last year's 17.4%, an increase of respondees to 28% now feel resource support for scrutiny has improved/improved a lot. Those indicating no improvement were also down from 47.8% to 23%. 'Don't know' responses have however increased to 50%.

#### **7.9 Constitutional Scrutiny Procedure Rules and Informal Protocols:**

Compared with last year's 39.1%, an increase of respondees to 50% now feel that procedure rules and informal protocols have improved / improved a lot.

#### **7.10 Learning Sessions for Members and Officers:**

Compared with last year's 54.5%, a decrease to 40.5% of respondees now feel learning sessions for members and officers have been useful / very useful. 'Don't know' responses are also up by 13.6%.

#### 7.11 **Forward Plan of Key Decisions:**

Compared to 86.3% last year, 62.8% of respondents indicated that their awareness of the forward plan and key decisions has improved a great deal / to some extent during the year.

#### 7.12 **Scrutiny and Executive Working Relationship:**

Compared with 66.7% last year, 60.5% of respondents strongly or tend to agree that the scrutiny and executive working relationship involving members and officers throughout the organisation, has improved. 'Don't know' responses are up from 14.3% to 23.3%.

#### 7.13 **Informal Meetings between Scrutiny Chairs, Vice Chairs and Cabinet Portfolio Members :**

Compared with 59.1% last year, a slightly less 54.2% of respondents this year supported the continuation of ongoing informal meetings between scrutiny chairs / vice chairs and executive members. 'Don't know' responses are up from 31.8% to 43.2%.

#### 7.14 **Barriers and Difficulties Under New Scrutiny Arrangements:**

Of the respondents 62.8% indicated that they had not experienced any barriers or difficulties under the current scrutiny arrangements. There is no benchmark measure available from last year's survey.

#### 7.15 **Overall Experience of Scrutiny under New Arrangements:**

Compared with last year's result of 47.8%, an increase to 58.2% of respondents feel that their overall experience of scrutiny has improved / improved a lot.

#### 7.16 **Further Research:**

Those surveyed were asked whether they wished to be further involved in the evaluation by taking part in a focus group or a telephone survey and 2 respondents out of 44 volunteered.

### **8.0 CONCLUSIONS**

8.1 The results of the survey highlight the following key findings.

8.2 **Improvement:** As for last year the majority of measured responses to questions throughout the survey, i.e. 9 out of the 12 questions measuring improvement, indicate a positive view of the arrangements. Although there are some decreases on last years

responses, favourable responses for 9 out of 12 remain higher than 50%. Also respondees who said their overall experience of scrutiny had either improved a lot or improved, has increased by 10.4% to 58.2%.

- 8.3 **Learning and Development:** Again there were a high level of 'don't know' responses to survey questions, many of the respondees feeling they were not able to answer some of the questions. Apart from the reasons already given in paragraph 7.3, this may indicate a knowledge / experience gap, and a need for more awareness raising, learning and involvement in scrutiny work. The survey comments provided continue to support this view. There is also an indication that the usefulness of learning opportunities for members and officers has decreased by 14%.
- 8.4 **Resourcing:** Compared to last year's result, 10.6% more people now feel that resourcing has improved and indications of no change are down by 25.5%. Though the 'don't knows' are still high at 50%. It should be highlighted however that recent restructure proposals to increase resource support to scrutiny members are still not yet fully in place. The completed Governance Restructure created new posts of Committee and Scrutiny Co-ordinator whose role it will be to provide resource support for scrutiny, and these officers should be in post soon. Operation of the new Governance structure will also be subject to review in 12 months.
- 8.5 **Scoping Reviews:** Though still less than 50% (at 40.9%), indications are that Scrutiny Project Group scoping and agreement of the terms of reference process is improving. Comments provided throughout the survey suggest actions that may help improve both the operation and outcomes of Scrutiny Project Group reviews.
- 8.6 **Pre-Agenda Meetings :** Indications of the effectiveness of pre-agenda meetings has decreased slightly and favourable responses are less than 50% (at 39.5%). Additional survey comments indicate some need for further development and promotion.
- 8.7 An action plan for 2014/15 to deliver the recommendations in this report is attached at Appendix 4. Actions in the plan are much the same as last year's and involve further consultation with the scrutiny stakeholder groups to ascertain more precise needs for further development and improvement.

## 9.0 **RISK CONSIDERATIONS**

- 9.1 There are no risk implications arising from the contents of this report.

## **10.0 FINANCIAL CONSIDERATIONS**

- 10.1 There are no financial implications arising from the contents of this report. Implementation of recommendations approved are to be maintained within existing budgets.

## **11.0 LEGAL CONSIDERATION**

- 11.1 There are no legal implications arising from the contents of this report.

## **12.0 EQUALITIES CONSIDERATIONS**

- 12.1 There are no equalities implications arising from the contents of this report.

## **13.1 RECOMMENDATIONS**

- 13.2 That the new overview and scrutiny committees and arrangements be retained and their operation and effectiveness be further evaluated in 12 months.
- 13.3 That the following working arrangements be confirmed :
- 13.3.1 That the scrutiny link officer role be further developed and promoted.
  - 13.3.2 That the scrutiny committee pre-agenda meetings be further developed and promoted.
  - 13.3.3 That the Scrutiny Project Group initiation and scoping process be further developed and supported with appropriate guidance and procedures.
  - 13.3.5 That the current constitutional Scrutiny Procedure Rules and informal protocols be further developed as necessary.
  - 13.3.6 That informal meetings between the scrutiny chairs, vice-chairs and cabinet portfolio holders be retained.
  - 13.3.7 That ongoing learning and development opportunities continue and development and improvement of the overview and scrutiny arrangements over the next 12 months take into consideration the findings of the

evaluation survey.

13.3.8 That promotion of overview and scrutiny continues to take place through the Borough Bulletin and Service Team Meetings to further raise the profile, awareness and understanding of the function.

13.3.9 That the Policy and Scrutiny Officer provide a report following evaluation after a further 12 months of operation.

#### **14.0 REASON FOR RECOMMENDATIONS**

14.1 To ensure continuous improvements to the effective and efficient delivery of the Council's Overview and Scrutiny function.

ANITA CUNNINGHAM  
POLICY AND SCRUTINY OFFICER

You can get more information about this report from  
Anita Cunningham (Tel. 01246 345273).

Officer recommendation supported/not supported/modified as below or Executive Members' recommendation/comments if no Officer recommendation.

Signed

Executive Member

Date

Consultee Executive Member/Assistant Executive Member comments (if applicable)

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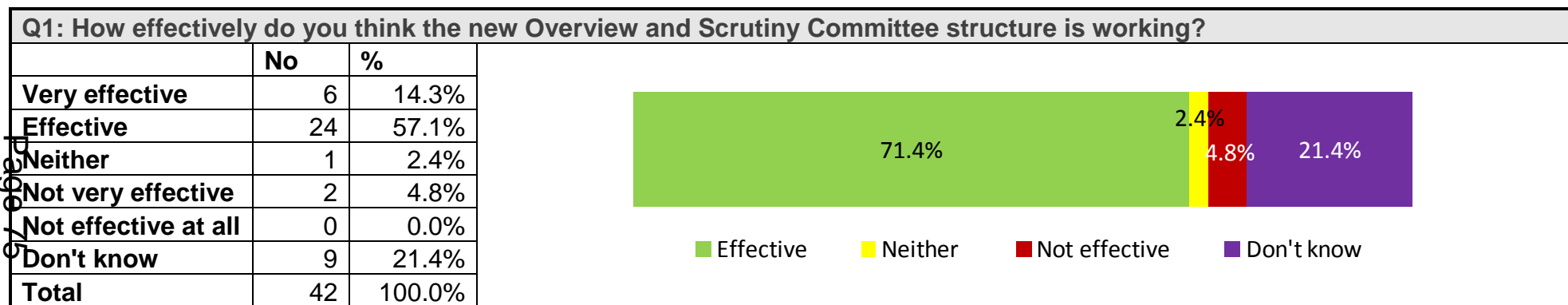
# Scrutiny Survey Report 2014

Format **Web – a link to the survey was emailed to members and officers**

Date range: **28<sup>th</sup> April 2014 to 16<sup>th</sup> May 2014**

Total responses: **44 (web)**

## 1. How effectively do you think the new Overview and Scrutiny Committee structure is working?



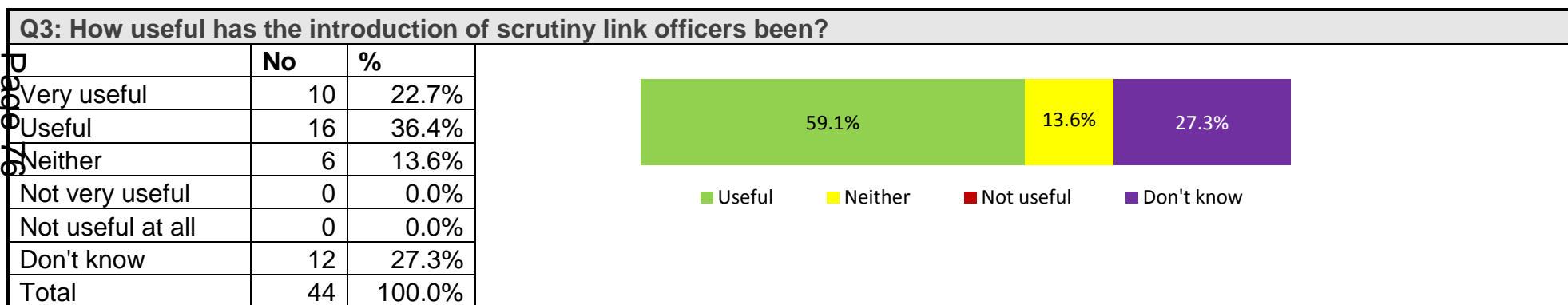
## 2. How could we improve the Overview and Scrutiny Committee Structure further?

- The very close relationship between Executive and Scrutiny undermines the scrutiny process. Some members of scrutiny do not say anything in the presence of members of the executive. They don't even ask questions and yet they are expected to take part in scrutiny.
- Tell people about it and what you do
- This comment is not really about the structure as such but I feel it would improve the whole scrutiny experience. By encouraging all members to take a more positive and pro-active role in the scrutiny process. There are still complaints now and again that back bench members aren't informed about things etc - if they became more involved with scrutiny they would not only be informed but also be able to have some input into policies, strategies and courses of action before the final decision is made.
- Whilst there will always be fresh items of business, e.g. dealing with call-in requests, I still feel the Committee is trying to do too much; and, at times, diverts its attention away from its agreed work programme on to single issue items of business. Just as the Council has

narrowed its priorities to better align with the financial and officer resources available, the Committee might wish to consider doing likewise.

- Better communication
- Can think of no improvements at the moment but, as always, we will seek to improve.
- Support for admin needs to be firmed up especially as there have been changes in Democratic Services. Also more Councillors need to be involved in the Groups. I think that a cabinet member not attached to the issue under Scrutiny could take part as we have Asst Execs as well as excess so reducing available pool.
- Not sure I have enough knowledge to say how to improve it.
- Understand what the role is and what decisions are made by the committee
- Many staff are not aware of the important role that Scrutiny undertake and have little contact with members of the Committee.

### 3. How useful has the introduction of scrutiny link officers been?



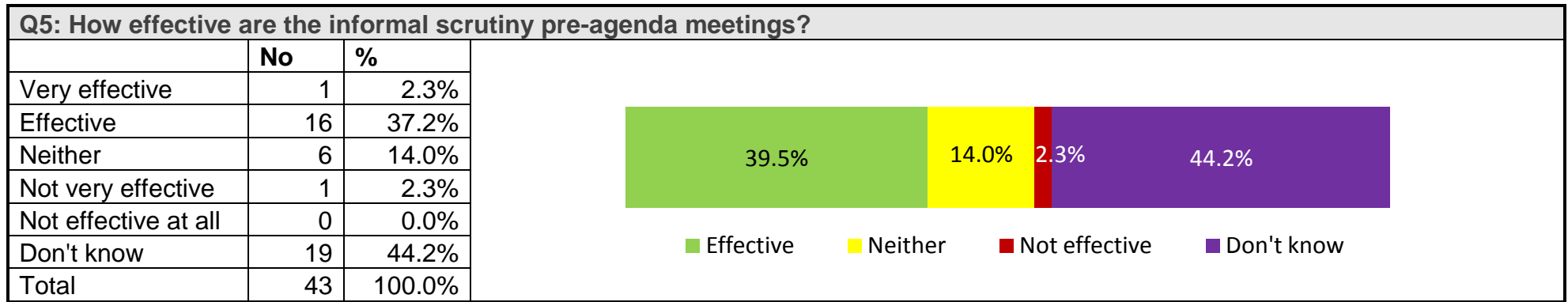
### 4. How could the scrutiny link officer role be improved?

- More involvement at team meetings etc
- Tell people what you do
- Seems to be little enthusiasm from some of the officers but this is improving meeting by meeting. Meetings are now to be held less often so may improve the quality of the ones we do hold.
- I haven't encountered the function so difficult to make suggestions.
- Who are the scrutiny link officers?



- If i am very honest I probably don't pay enough attention to scrutiny , having a number of other interests to juggle (chair of planning committee ,ward member -where my two colleagues are currently indisposed on medical grounds (so I am doing all the casework),Member of County council for another area ,vice chair of Audit at the county and member of the fire authority .Unless scrutiny directly impacts on these areas if i am honest I cant see me taking an active role in the near future.

5. How effective are the informal scrutiny pre-agenda meetings?



6. How could we improve pre-agenda meetings?

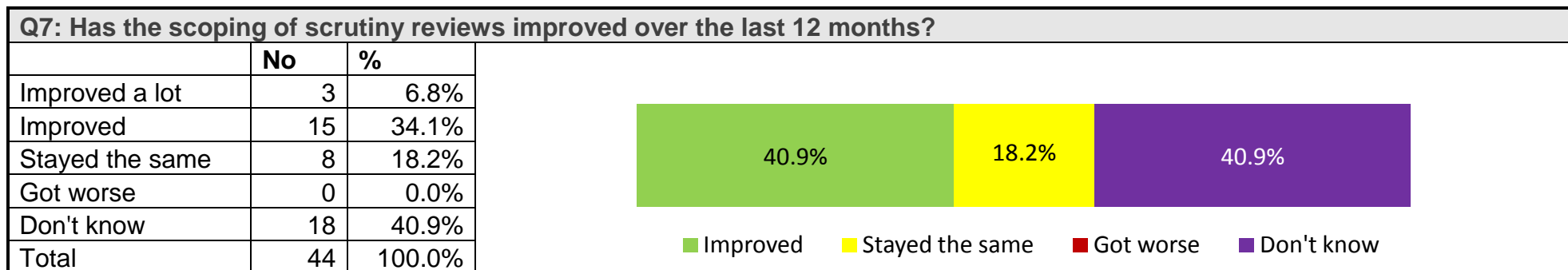
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Without detracting from the informality sometimes they could do with a bit more focus.

This is a difficult one. Feel that pre agenda meetings are a great idea, but I am never sure when they take place. Perhaps if the meetings better flagged up it would be useful.

- I haven't attended one personally but I believe they are effective at least from what officers have said. Scrutiny members and those attending to address the committee all appear to be more at ease and working from the same hymn sheet!
- Not attended any meetings, so difficult to comment. But, I understand that they're effective.
- Could be better used / attended by officers / members bringing reports forward. Perhaps better promotion would help.
- Not always necessary to have one, but we have had very good meetings when they have taken place. Up to date information not always available as early as needed, but this is because officers want scrutiny to have the most relevant data at the meeting.
- I'm not aware of the scrutiny process, so unsure of the benefits of the pre agenda meetings
- not involved
- Effective but time consuming

**7. Has the scoping of scrutiny reviews improved over the last 12 months?**



**8. What could we do to improve the scoping of scrutiny review further?**

Panel chairs do not always have the skills to undertake the scoping and yet there are no resources they can draw on. This is a deterrent for people who want to volunteer to chair panels.

I think this activity has improved. But, I would encourage the Committee to draw more on the officer resources of the Council to help scope future reviews. There are occasions where a particular path has been followed, which could have been closed down earlier if advice from officers had been sought.

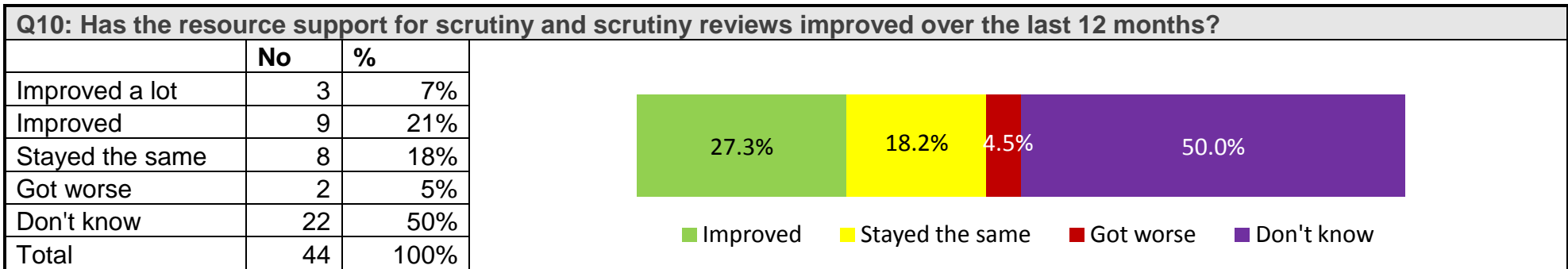
- Consult relevant service head / manager and relevant portfolio holder for comment.
- The tools we use for the report are a bit difficult to get ones head round especially if one has used other project planning and reporting tools
- I don't have access to the reviews

**9. What else could we do to improve the operation and outcomes of scrutiny reviews?**

- Publish reviews
- Encourage proper discussions rather than party political charade. I think some members of scrutiny do not seem to know the difference between scrutiny and political jousting. Each member of scrutiny should be afforded even when you don't agree with their view. Having two chairs is not at all effective as their different styles of chairing increase inconsistencies. I have every respect for one even when I disagree but have no consideration to the other who seems to think all members of scrutiny from other parties are enemies just because they don't tow the line.
- I think care needs to be taken in capturing contributions and ensuring they are timely in terms of policy development.

- I believe a number of scrutiny members find scrutiny confusing, I think some 'inset' sessions would help to remove some of confusion in our attempts to scrutinise council policy.
  - Involve relevant (cabinet) members and officers from the beginning and also keep them informed etc. Of the 2 scrutiny reviews I can think of that had some involvement with my portfolio, the first I wasn't even aware of until being asked to attend scrutiny committee where it was getting a final reading, the 2nd I knew little about even when I attended one of the review meetings!
  - We need to make the right appointments to the new roles that have been created within Democratic services to help support the scrutiny review panels with their research, report writing etc.
  - More pre planning with key Officers involved in the review
  - Consult relevant manager / portfolio holder on final draft scrutiny project report so comments can be considered by the Project Group before they finalise the report. Ensure there is a written report back from Cabinet with a decision on scrutiny recommendations so it is clear when recommendations have been approved or refused and the impact of scrutiny can be clearly measured.
  - I am not aware of what goes on in scrutiny as I am not on the committee and never have been
  - Better sharing of findings
  - Ensure they are carried out to the agreed date where possible and also ensure the scoping is agreed before ANY action is taken
  - I think it needs a bit more time for us to see the groups work under the new scheme as it is early days yet. I think Officers still need to understand the new way of working as some still appear to think we are being critical after the event
- tell me where the information is stored so I can read it and keep up to date - provide me with a simple process flow outlining the scrutiny process - make information available on the intranet
- Secretarial assistance

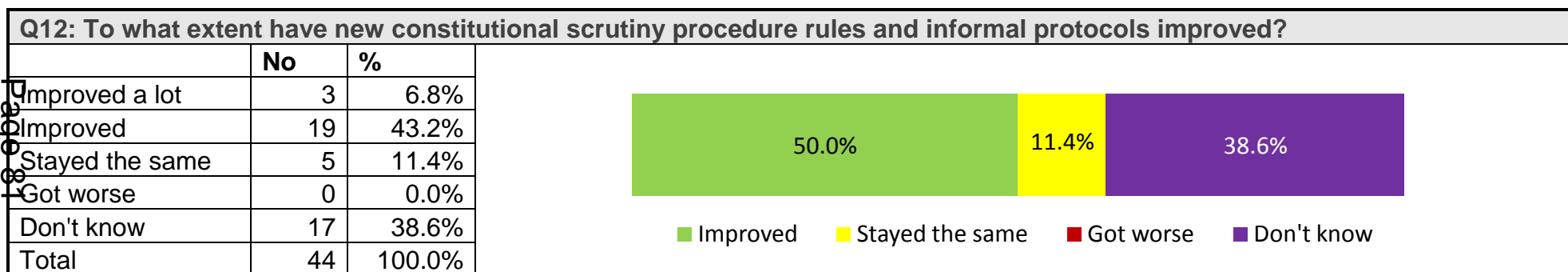
**10. Has the resource support for scrutiny and scrutiny reviews improved over the last 12 months?**



### 11. How could we improve the resourcing for scrutiny and scrutiny reviews?

- If anything it has decreased at a time when scrutiny is taking on more and more work. The resources identified in the review that lead to the new structure have not materialised. Panels have no resources to support them and it seems that the scrutiny officer feels her support is to the forum chairs.
- As above again
- Still no admin support.
- See previous answer ...
- Ensure Scrutiny Project Group Leads complete and submit the relevant Resource Request Form to the Policy and Scrutiny Officer / Scrutiny Chair
- What are the current arrangements for scrutiny support

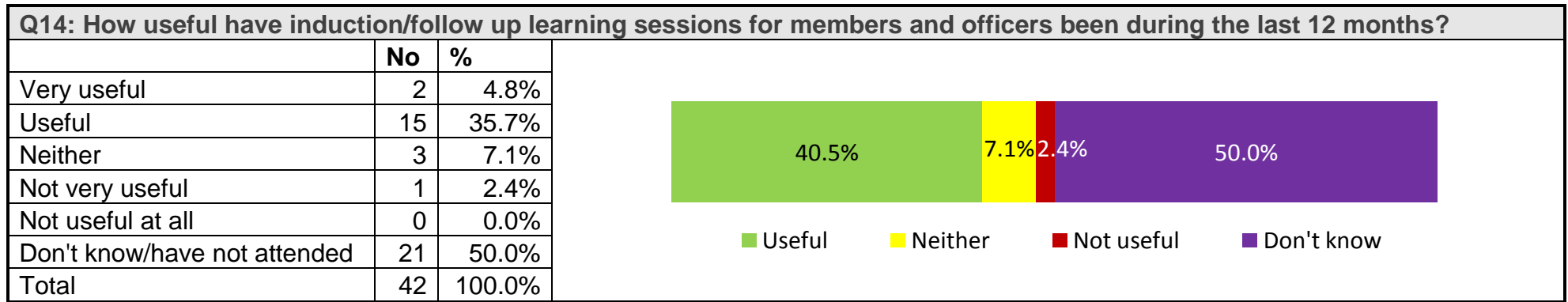
### 12. To what extent have new constitutional scrutiny procedure rules and informal protocols improved?



### 13. How could we improve the procedures and protocols further?

- It has been useful to have the communications but as i haven't been through the process for a while its hard to say how to improve.
- Scrutiny seems to have upped its profile and was impressed by the public consultation at assemblies

**14. How useful have induction/follow up learning sessions for members and officers been during the last 12 months?**



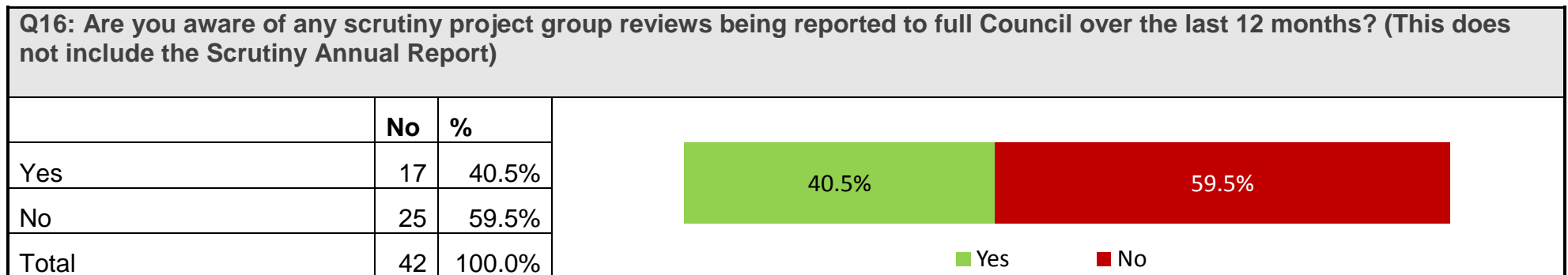
**15. How could we improve the procedures and protocols further?**

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More inset required

The members who attend seem happy, but not very well attended. It has been suggested that we have them later, but this would mean a special meeting held separately from the forum. This may not be popular either.

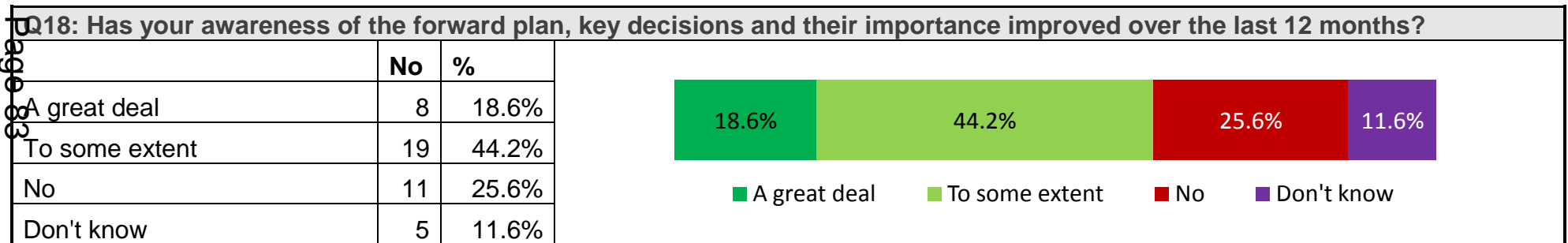
**16. Are you aware of any scrutiny project group reviews being reported to full Council over the last 12 months? (This does not include the Scrutiny Annual Report)**



**17. What scrutiny project group reviews do you think should have been reported to full council during the last 12 months?**

- New proposed leisure centre at Queen's Park
- All scrutiny project reviews report to Cabinet and the minutes of all Cabinet meetings are considered by full Council. Therefore full Council is aware of all scrutiny project reviews that have reported to Cabinet
- I could be wrong but I think all the scrutiny reviews were reported to cabinet. Perhaps it would be a good idea to report all scrutiny reviews to full council first, if the recommendations are something that cabinet has to make the decision about full council can always refer it to cabinet. By reporting to council first, all members will hear the details etc & would get an opportunity to ask questions - whether to the scrutiny lead or a cabinet member, perhaps both - & discuss etc
- The outcomes of a number of reviews have been reported at Cabinet, on the basis that this is the appropriate decision-making body pertaining to the subject matter(s) under review. I can't think of any reviews that should have been reported to full Council during the past 12 months.
- New QPSC

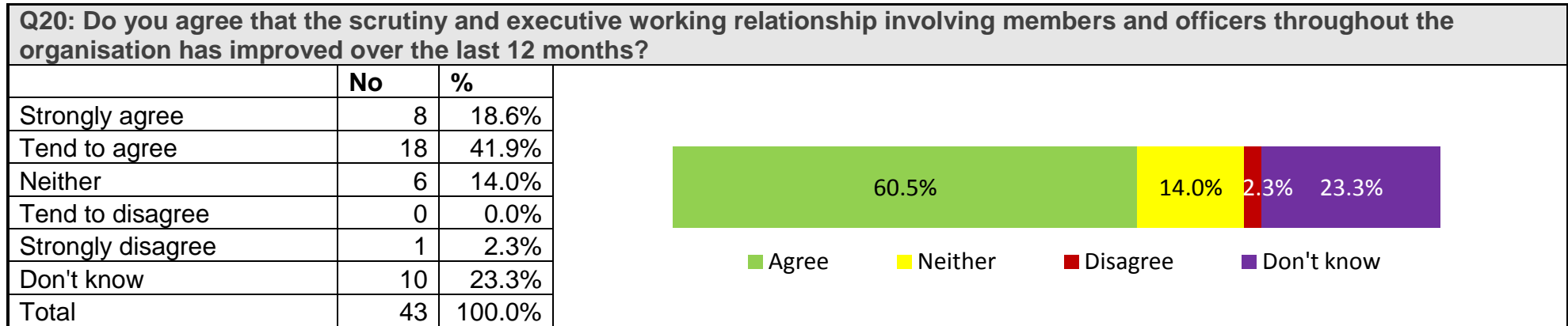
**18. Has your awareness of the forward plan, key decisions and their importance improved over the last 12 months?**



**19. How could we further raise the profile of the forward plan and its importance?**

- I have always used forward plan effectively in the last 5 years.
- By encouraging members, particularly, members of Scrutiny Committees to read it. Maybe whenever the forward plan is updated all Members could automatically be sent an e mail that includes a link to the updated forward plan.
- As I'm working with the Forward Plan every week, I'm very much aware of it. It might be worth publishing through social media (Facebook, Twitter) advance notice of up and coming key decisions.
- Given my position I was fully aware of them before An article in Borough Bulletin, info on intranet
- Ensure each entry in the Forward Plan clearly outlines what the matter is about.
- Discussion at assemblies - I attend 3 of the 4.

**20. Do you agree that the scrutiny and executive working relationship involving members and officers throughout the organisation has improved over the last 12 months?**

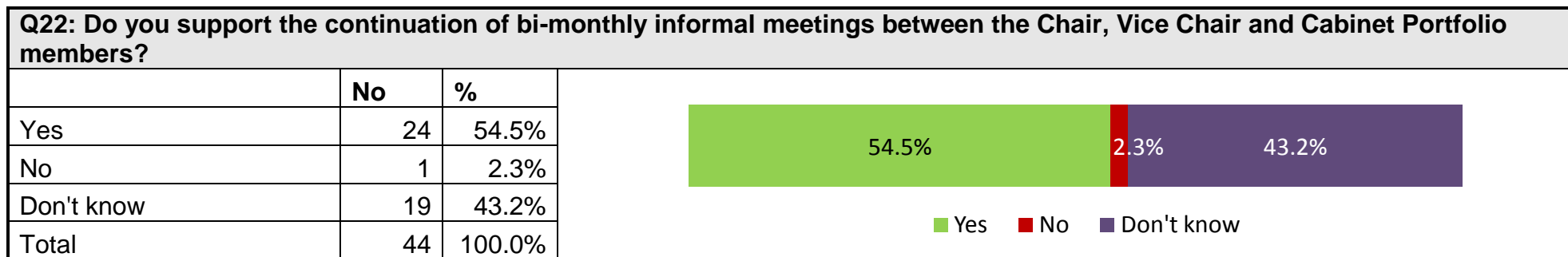


**21. Please give reasons for your answer:**

- Closer relationship leading to worse outcomes in my opinion.
- As a member of cabinet I have benefitted from invites to and information from scrutiny.
- The periodic informal discussions between the Scrutiny Chairs and Executive Members have started and seem to be working satisfactorily. In addition, Executive Members are now attending brief sessions with Scrutiny Members before the start of Scrutiny Forum meetings to update them on progress with Great Place Great Service.
- I am a Cabinet member rather than a scrutiny member - from my perspective (as a former scrutiny member & now a cabinet member) the scrutiny / executive relationship is improving constantly. 3 years ago I don't think there was a relationship between the two - it was frustrating as a scrutiny member to be presented with a document, make valid comments & suggestions that meant nothing as the document had already been signed off - scrutiny had no input! As far as I can I always ask for things to go to scrutiny before sign off. Scrutiny members may have a different view to this!
- I can't really talk from personal experience, as I've only been on a couple of occasions. But, I sense from talking to Executive members and officer colleagues that relationships are much improved.
- The Link Officers meeting has been instrumental in this
- Much more pro-active working and informal communication taking place between officers and members around scrutiny and scrutiny work.
- Higher profile



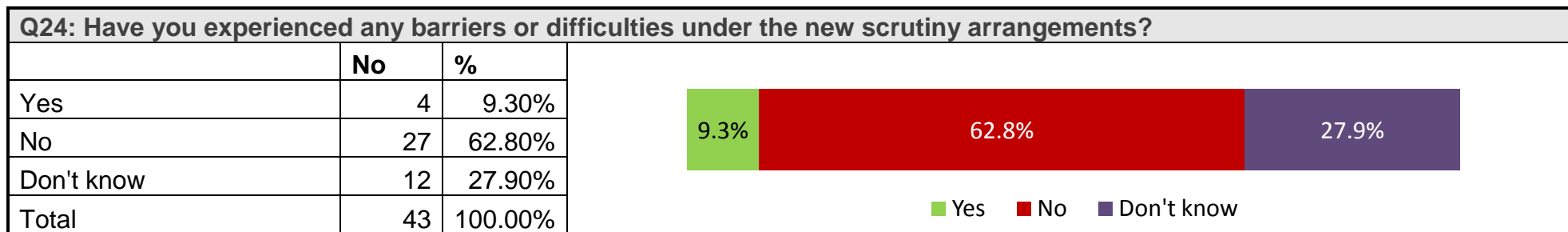
**22. Do you support the continuation of bi-monthly informal meetings between the Chair, Vice Chair and Cabinet Portfolio members?**



**23. Please give reasons for your answer:**

- Did not know that happened
- We live in challenging times where difficult decisions have to be made. Scrutiny becomes very important in these circumstances. How else can the Chair and Vice Chair be kept informed about current developments and what will be coming up over the horizon in relation to the portfolio holder's portfolio. Nothing beats regular face to face discussions.
- Not aware of such meetings
- I haven't been to one as yet, I haven't felt the need to. However, if there was something I wanted to discuss with the scrutiny chairs I would contact them anyway. In addition, I do try to ensure all new projects etc in my portfolio are taken to scrutiny in one form or another - for example, the relevant officer may just have an informal meeting with the chairs, who can then decide whether a committee should get involved etc.
- Ensure joined up thinking between Scrutiny chairs and Exec members
- Provides opportunity for informal conversations about scrutiny outside of the public arena.
- Too often once a month should be sufficient
- What are the benefits of these meetings?
- Scrutiny should be careful about seeking to collude with Lead Members. This is hierarchical and not democratic.

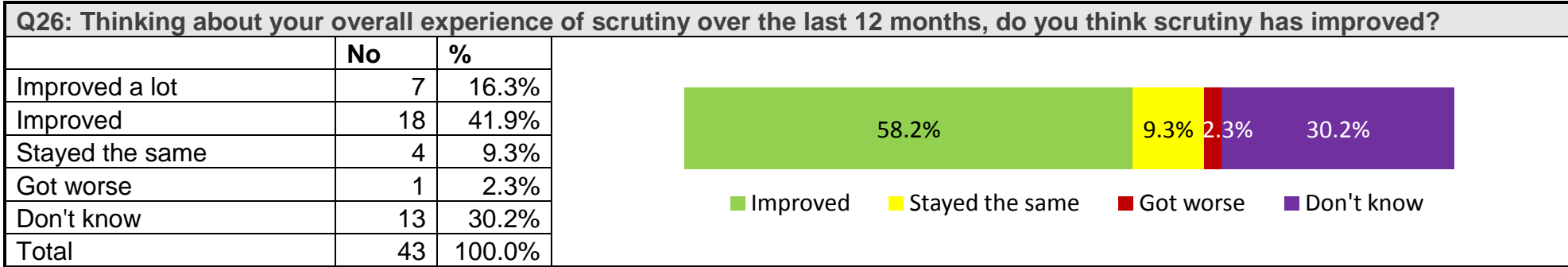
**24. Have you experienced any barriers or difficulties under the new scrutiny arrangements?**



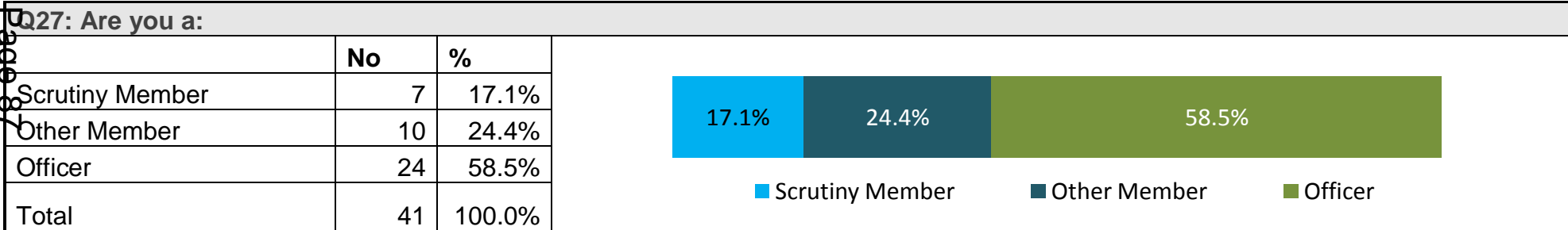
**25. If yes, what are the barriers and how could we reduce them?**

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- There is a lot of antagonism towards members of the main opposition and this has 2 effects: - their views are quickly disregarded if they are not shouted down - some opposition members no longer contribute as they see the process as a waste of time.
  - Sometimes lack of notice. Once a lack of invite to a relevant scrutiny meeting.
  - I believe that Scrutiny needs to become more flexible in terms of arranging dates, times and venues for both committee meetings and informal meetings with Executive Members, to make more use of the telephone for ascertaining availabilities and to make more use of the Microsoft Calendar system for issuing invitations to meetings.
  - The issue of cutting across other formal processes such as planning

26. Thinking about your overall experience of scrutiny over the last 12 months, do you think scrutiny has improved?



27. Are you a:



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## Scrutiny Survey Report 2014 – Appendix 1: Trend and respondent analysis

Format **Web – a link to the survey was emailed to members and officers**

Date range: **28<sup>th</sup> April 2014 to 16<sup>th</sup> May 2014**

Total responses: **44 (web)**

<b>Q1: How effectively do you think the new Overview and Scrutiny Committee structure is working?</b>						
	<b>2013/2014</b>					<b>2012/13</b>
	<b>All Respondents</b>		<b>Scrutiny Member</b>	<b>Other Member</b>	<b>Officer</b>	<b>All Respondents</b>
	<b>No</b>	<b>%</b>				
<b>Very effective</b>	6	14.3%	14.3%	33.3%	8.3%	8.7%
<b>Effective</b>	24	57.1%	57.1%	66.7%	50.0%	60.9%
<b>Neither</b>	1	2.4%	14.3%	0.0%	0.0%	13.0%
<b>Not very effective</b>	2	4.8%	14.3%	0.0%	4.2%	4.3%
<b>Not effective at all</b>	0	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Don't know</b>	9	21.4%	0.0%	0.0%	37.5%	13.0%
Trend (Total of 'effective' responses 2013/14 compared with 2012/13)						<b>+1.8</b>

<b>Q2: How could we improve the Overview and Scrutiny Committee Structure further?</b>	
Tell people about it and what you do	Officer
Whilst there will always be fresh items of business, e.g. dealing with call-in requests, I still feel the Committee is trying to do too much; and, at times, diverts its attention away from its agreed work programme on to single issue items of business. Just as the Council has narrowed its priorities to better align with the financial and officer resources available, the Committee might wish to consider doing likewise.	Officer
Not sure I have enough knowledge to say how to improve it.	Officer
Understand what the role is and what decisions are made by the committee	Officer
Many staff are not aware of the important role that Scrutiny undertake and have little contact with members of the Committee.	Officer
This comment is not really about the structure as such but I feel it would improve the whole scrutiny experience. By encouraging all members to take a more positive and pro-active role in the scrutiny process. There are still complaints now and again that back bench members aren't informed about things etc - if they became more involved with scrutiny they would not only be informed but also be able to have some input into policies, strategies and courses of action before the final decision is made.	Other Member
I have been on scrutiny so don't know	Other Member
Better communication	Other Member
The very close relationship between Executive and Scrutiny undermines the scrutiny process. Some members of scrutiny do not say anything in the presence of members of the executive. They don't even ask questions and yet they are expected to take part in scrutiny.	Scrutiny Member

Can think of no improvements at the moment but, as always, we will seek to improve.	Scrutiny Member
Support for admin needs to be firmed up especially as there have been changes in Democratic Services. Also more Councillors need to be involved in the Groups. I think that a cabinet member not attached to the issue under Scrutiny could take part as we have Asst Execs as well as excess so reducing available pool.	Scrutiny Member

<b>Q3: How useful has the introduction of scrutiny link officers been?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Very useful	10	22.7%	14.3%	33.3%	8.3%	21.7%
Useful	16	36.4%	57.1%	66.7%	50.0%	30.4%
Neither	6	13.6%	14.3%	0.0%	0.0%	4.3%
Not very useful	0	0.0%	14.3%	0.0%	4.2%	4.3%
Not useful at all	0	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	12	27.3%	0.0%	0.0%	37.5%	39.1%
Trend (Total of 'useful' responses 2013/14 compared with 2012/13)						+7%

<b>Q4: How could we improve the Overview and Scrutiny Committee Structure further?</b>	
More involvement at team meetings etc	Officer
Tell people what you do	Officer
I haven't encountered the function so difficult to make suggestions.	Officer
Who are the scrutiny link officers?	Officer
If I am very honest I probably don't pay enough attention to scrutiny, having a number of other interests to juggle (chair of planning committee, ward member - where my two colleagues are currently indisposed on medical grounds (so I am doing all the casework), Member of County council for another area, vice chair of Audit at the county and member of the fire authority. Unless scrutiny directly impacts on these areas if I am honest I can't see me taking an active role in the near future.	Other Member
Seems to be little enthusiasm from some of the officers but this is improving meeting by meeting. Meetings are now to be held less often so may improve the quality of the ones we do hold.	Scrutiny Member

<b>Q5: How effective are the informal scrutiny pre-agenda meetings?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Very effective	1	2.3%	14.3%	0.0%	0.0%	4.5%
Effective	16	37.2%	28.6%	50.0%	37.5%	40.9%
Neither	6	14.0%	28.6%	0.0%	16.7%	13.6%
Not very effective	1	2.3%	14.3%	0.0%	0.0%	4.5%
Not effective at all	0	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	19	44.2%	14.3%	50.0%	45.8%	36.4%
Trend (Total of 'effective' responses 2013/14 compared with 2012/13)						-5.9%

<b>Q6: How could we improve pre-agenda meetings?</b>	
Not attended any meetings, so difficult to comment. But, I understand that they're effective.	Officer
Could be better used / attended by officers / members bringing reports forward. Perhaps better promotion would help.	Officer
I'm not aware of the scrutiny process, so unsure of the benefits of the pre agenda meetings	Officer
Effective but time consuming	Officer
Without detracting from the informality sometimes they could do with a bit more focus.	Other Member
I haven't attended one personally but I believe they are effective at least from what officers have said. Scrutiny members and those attending to address the committee all appear to be more at ease and working from the same hymn sheet!	Other Member
This is a difficult one. Feel that pre agenda meetings are a great idea, but I am never sure when they take place. Perhaps if the meetings better flagged up it would be useful.	Scrutiny Member
Not always necessary to have one, but we have had very good meetings when they have taken place. Up to date information not always available as early as needed, but this is because officers want scrutiny to have the most relevant data at the meeting.	Scrutiny Member

<b>Q7: Has the scoping of scrutiny reviews improved over the last 12 months?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Improved a lot	3	6.8%	14.3%	20.0%	0.0%	4.3%
Improved	15	34.1%	42.9%	40.0%	29.2%	30.4%
Stayed the same	8	18.2%	42.9%	0.0%	16.7%	26.1%
Got worse	0	0.0%	0.0%	0.0%	0.0%	4.3%
Don't know	18	40.9%	0.0%	40.0%	54.2%	34.8
Trend (Total of 'improved' responses 2013/14 compared with 2012/13)						+6.2%

<b>Q8: What could we do to improve the scoping of scrutiny review further?</b>	
I think this activity has improved. But, I would encourage the Committee to draw more on the officer resources of the Council to help scope future reviews. There are occasions where a particular path has been followed, which could have been closed down earlier if advice from officers had been sought.	Officer
Consult relevant service head / manager and relevant portfolio holder for comment.	Officer
I don't have access to the reviews	Officer
Panel chairs do not always have the skills to undertake the scoping and yet there are no resources they can draw on. This is a deterrent for people who want to volunteer to chair panels.	Scrutiny Member
The tools we use for the report are a bit difficult to get ones head round especially if one has used other project planning and reporting tools	Scrutiny Member

<b>Q9: What else could we do to improve the operation and outcomes of scrutiny reviews?</b>	
Publish reviews	Officer
We need to make the right appointments to the new roles that have been created within Democratic services to help support the scrutiny review panels with their research, report writing etc.	Officer
More pre planning with key Officers involved in the review	Officer
Consult relevant manager / portfolio holder on final draft scrutiny project report so comments can be considered by the Project Group before they finalise the report. Ensure there is a written report back from Cabinet with a decision on scrutiny recommendations so it is clear when recommendations have been approved or refused and the impact of scrutiny can be clearly measured.	Officer
Don't know sorry!	Officer
Not sure	Officer
I think care needs to be taken in capturing contributions and ensuring they are timely in terms of policy development.	Other Member
Involve relevant (cabinet) members and officers from the beginning and also keep them informed etc. Of the 2 scrutiny reviews I can think of that had some involvement with my portfolio, the first I wasn't even aware of until being asked to attend scrutiny committee where it was getting a final reading, the 2nd I knew little about even when I attended one of the review meetings!	Other Member
I am not aware of what goes on in scrutiny as I am not on the committee and never have been	Other Member
Better sharing of findings	Other Member
Don't know	Other Member
Encourage proper discussions rather than party political charade. I think some members of scrutiny do not seem to know the difference between scrutiny and political jousting. Each member of scrutiny should be afforded even when you don't agree with their view. Having two chairs is not at all effective as their different styles of chairing increase inconsistencies. I have every respect for one even when I disagree but have no consideration to the other who seems to think all members of scrutiny from other parties are enemies just because they don't tow the line.	Scrutiny Member
I believe a number of scrutiny members find scrutiny confusing, I think some 'inset' sessions would help to remove some of confusion in our attempts to scrutinise council policy.	Scrutiny Member
Ensure they are carried out to the agreed date where possible and also ensure the scoping is agreed before ANY action is taken	Scrutiny Member
I think it needs a bit more time for us to see the groups work under the new scheme as it is early days yet. I think Officers still need to understand the new way of working as some still appear to think we are being critical after the event	Scrutiny Member
Secretarial assistance	Scrutiny Member



<b>Q10: Has the resource support for scrutiny and scrutiny reviews improved over the last 12 months?</b>						
	<b>2013/2014</b>					<b>2012/13</b>
	<b>All Respondents</b>		<b>Scrutiny Member</b>	<b>Other Member</b>	<b>Officer</b>	<b>All Respondents</b>
	<b>No</b>	<b>%</b>				
Improved a lot	3	7%	14.3%	20.0%	0.0%	0.0%
Improved	9	21%	42.9%	10.0%	16.7%	17.4%
Stayed the same	8	18%	14.3%	10.0%	20.8%	43.5%
Got worse	2	5%	28.6%	0.0%	0.0%	4.3%
Don't know	22	50%	0.0%	60.0%	62.5%	34.8%
Trend (Total of 'improved' responses 2013/14 compared with 2012/13)						<b>+10.6%</b>

<b>Q11: How could we improve the resourcing for scrutiny and scrutiny reviews?</b>	
Ensure Scrutiny Project Group Leads complete and submit the relevant Resource Request Form to the Policy and Scrutiny Officer / Scrutiny Chair	Officer
what are the current arrangements for scrutiny support	Officer
Still no admin support.	Scrutiny Member
If anything it has decreased at a time when scrutiny is taking on more and more work. The resources identified in the review that lead to the new structure have not materialised. Panels have no resources to support them and it seems that the scrutiny officer feels her support is to the forum chairs.	Scrutiny Member

<b>Q12: To what extent have new constitutional scrutiny procedure rules and informal protocols improved?</b>						
	<b>2013/2014</b>					<b>2012/13</b>
	<b>All Respondents</b>		<b>Scrutiny Member</b>	<b>Other Member</b>	<b>Officer</b>	<b>All Respondents</b>
	<b>No</b>	<b>%</b>				
Improved a lot	3	6.8%	0.0%	10.0%	4.2%	13.0%
Improved	19	43.2%	71.4%	60.0%	29.2%	26.1%
Stayed the same	5	11.4%	14.3%	0.0%	16.7%	13.0%
Got worse	0	0.0%	0.0%	0.0%	0.0%	4.3%
Don't know	17	38.6%	14.3%	30.0%	50.0%	43.5%
Trend (Total of 'improved' responses 2013/14 compared with 2012/13)						<b>+10.9</b>

<b>Q13: How could we improve the procedures and protocols further?</b>	
It has been useful to have the communications but as i haven't been through the process for a while it's hard to say how to improve.	Officer
Scrutiny seems to have upped its profile and was impressed by the public consultation at assemblies	Other Member

**Q14: How useful have induction/follow up learning sessions for members and officers been during the last 12 months?**

	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Very useful	2	4.8%	0.0%	22.2%	0.0%	4.5%
Useful	15	35.7%	71.4%	33.3%	25.0%	50%
Neither	3	7.1%	14.3%	0.0%	8.3%	9.1%
Not very useful	1	2.4%	0.0%	0.0%	4.2%	0.0%
Not useful at all	0	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know/have not attended	21	50.0%	14.3%	44.4%	62.5%	36.4%
Trend (Total of 'useful' responses 2013/14 compared with 2012/13)						-14%

**Q15: How could we improve the procedures and protocols further?**

More inset required	Scrutiny Member
The members who attend seem happy, but not very well attended. It has been suggested that we have them later, but this would mean a special meeting held separately from the forum. This may not be popular either.	Scrutiny Member

**Q16: Are you aware of any scrutiny project group reviews being reported to full Council over the last 12 months? (This does not include the Scrutiny Annual Report)**

	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Yes	17	40.5%	28.6%	66.7%	37.5%	61.1%
No	25	59.5%	71.4%	33.3%	62.5%	38.9%
Trend ('yes' responses 2013/14 compared with 2012/13)						-20.6%

**Q17: What scrutiny project group reviews do you think should have been reported to full council during the last 12 months?**

New proposed leisure centre at Queen's Park	Officer
The outcomes of a number of reviews have been reported at Cabinet, on the basis that this is the appropriate decision-making body pertaining to the subject matter(s) under review. I can't think of any reviews that should have been reported to full Council during the past 12 months.	Officer
New QPSC	Officer
All scrutiny project reviews report to Cabinet and the minutes of all Cabinet meetings are considered by full Council. Therefore full Council is aware of all scrutiny project reviews that have reported to Cabinet	Other Member
I could be wrong but I think all the scrutiny reviews were reported to cabinet. Perhaps it would be a good idea to report all scrutiny reviews to full council first, if the recommendations are something that cabinet has to make the decision about full council can always refer it to cabinet. By reporting to council first, all members will hear the details etc and would get an opportunity to ask questions - whether to the scrutiny lead or a cabinet member, perhaps both - and discuss etc	Other Member

<b>Q18: Has your awareness of the forward plan, key decisions and their importance improved over the last 12 months?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
A great deal	8	18.6%	14.3%	22.2%	16.7%	31.8%
To some extent	19	44.2%	57.1%	44.4%	45.8%	54.5%
No	11	25.6%	28.6%	11.1%	29.2%	9.1%
Don't know	5	11.6%	0.0%	22.2%	8.3%	4.5%
Trend (Total 'yes' responses 2013/14 compared with 2012/13)						-23.5%

<b>Q19: How could we further raise the profile of the forward plan and its importance?</b>	
As I'm working with the Forward Plan every week, I'm very much aware of it. It might be worth publishing through social media (Facebook, Twitter) advance notice of up and coming key decisions.	Officer
Given my position I was fully aware of them before An article in Borough Bulletin, info on intranet	Officer
Ensure each entry in the Forward Plan clearly outlines what the matter is about.	Officer
By encouraging members, particularly, members of Scrutiny Committees to read it. Maybe whenever the forward plan is updated all Members could automatically be sent an e mail that includes a link to the updated forward plan.	Other Member
Discussion at assemblies - I attend 3 of the 4.	Other Member
I have always used forward plan effectively in the last 5 years.	Scrutiny Member

<b>Q20: Do you agree that the scrutiny and executive working relationship involving members and officers throughout the organisation has improved over the last 12 months?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Strongly agree	8	18.6%	14.3%	33.3%	16.7%	28.6%
Tend to agree	18	41.9%	42.9%	66.7%	29.2%	38.1%
Neither	6	14.0%	28.6%	0.0%	16.7%	19%
Tend to disagree	0	0.0%	0.0%	0.0%	0.0%	0
Strongly disagree	1	2.3%	14.3%	0.0%	0.0%	0
Don't know	10	23.3%	0.0%	0.0%	37.5%	14.3%
Trend (Total 'agree' responses 2013/14 compared with 2012/13)						-6.2%

<b>Q21: Please give reasons for your answer:</b>	
I can't really talk from personal experience, as I've only been on a couple of occasions. But, I sense from talking to Executive members and officer colleagues that relationships are much improved.	Officer
The Link Officers meeting has been instrumental in this	Officer
Much more pro-active working and informal communication taking place between officers and members around scrutiny and scrutiny work.	Officer
As a member of cabinet I have benefitted from invites to and information from	Other

scrutiny.	Member
The periodic informal discussions between the Scrutiny Chairs and Executive Members have started and seem to be working satisfactorily. In addition, Executive Members are now attending brief sessions with Scrutiny Members before the start of Scrutiny Forum meetings to update them on progress with Great Place Great Service.	Other Member
I am a Cabinet member rather than a scrutiny member - from my perspective (as a former scrutiny member and now a cabinet member) the scrutiny / executive relationship is improving constantly. 3 years ago I don't think there was a relationship between the two - it was frustrating as a scrutiny member to be presented with a document, make valid comments and suggestions that meant nothing as the document had already been signed off - scrutiny had no input! As far as I can I always ask for things to go to scrutiny before sign off. Scrutiny members may have a different view to this!	Other Member
higher profile	Other Member
Refer to previous remarks. Closer relationship leading to worse outcomes in my opinion.	Scrutiny Member

<b>Q22: Do you support the continuation of bi-monthly informal meetings between the Chair, Vice Chair and Cabinet Portfolio members?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Yes	24	54.5%	57.1%	60.0%	50.0%	59.1%
No	1	2.3%	14.3%	0.0%	0.0%	9.1%
Don't know	19	43.2%	28.6%	40.0%	50.0%	31.8%
Trend ('Yes' responses 2013/14 compared with 2012/13)						-4.6

<b>Q23: Please give reasons for your answer:</b>	
Did not know that happened	Officer
Ensure joined up thinking between Scrutiny chairs and Exec members	Officer
Provides opportunity for informal conversations about scrutiny outside of the public arena.	Officer
what are the benefits of these meetings?	Officer
We live in challenging times where difficult decisions have to be made. Scrutiny becomes very important in these circumstances.	Other Member
How else can the Chair and Vice Chair be kept informed about current developments and what will be coming up over the horizon in relation to the portfolio holder's portfolio. Nothing beats regular face to face discussions.	Other Member
I haven't been to one as yet, I haven't felt the need to. However, if there was something I wanted to discuss with the scrutiny chairs I would contact them anyway. In addition, I do try to ensure all new projects etc in my portfolio are taken to scrutiny in one form or another - for example, the relevant officer may just have an informal meeting with the chairs, who can then decide whether a committee should get involved etc.	Other Member
Too often once a month should be sufficient	Other Member
Not aware of such meetings	Scrutiny Member

Scrutiny should be careful about seeing to collude with Lead Members. This is hierarchical and not democratic	Scrutiny Member
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<b>Q24: Have you experienced any barriers or difficulties under the new scrutiny arrangements?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Yes	4	9.30%	28.6%	20.0%	0.0%	N/A
No	27	62.80%	57.1%	50.0%	70.8%	N/A
Don't know	12	27.90%	14.3%	30.0%	29.2%	N/A

<b>Q25: If yes, what are the barriers and how could we reduce them?</b>	
I believe that Scrutiny needs to become more flexible in terms of arranging dates, times and venues for both committee meetings and informal meetings with Executive Members, to make more use of the telephone for ascertaining availabilities and to make more use of the Microsoft Calendar system for issuing invitations to meetings.	Other Member
Sometimes lack of notice. Once a lack of invite to a relevant scrutiny meeting.	Other Member
The issue of cutting across other formal processes such as planning	Scrutiny Member
There is a lot of antagonism towards members of the main opposition and this has 2 effects: - their views are quickly disregarded if they are not shouted down - some opposition members no longer contribute as they see the process as a waste of time.	Scrutiny Member

<b>Q26: Thinking about your overall experience of scrutiny over the last 12 months, do you think scrutiny has improved?</b>						
	2013/2014					2012/13
	All Respondents		Scrutiny Member	Other Member	Officer	All Respondents
	No	%				
Improved a lot	7	16.3%	14.3%	20.0%	12.5%	26.1%
Improved	18	41.9%	57.1%	70.0%	29.2%	21.7%
Stayed the same	4	9.3%	14.3%	0.0%	12.5%	26.1%
Got worse	1	2.3%	14.3%	0.0%	0.0%	0.0%
Don't know	13	30.2%	0.0%	10.0%	45.8%	26.1%
Trend (Total 'improved' responses 2013/14 compared with 2012/13)						+10.4

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**REVIEW OF REVISED OVERVIEW AND SCRUTINY ARRANGEMENTS - IMPLEMENTATION PLAN 2013/14**

To implement approved recommendations from the report on the Review of Revised Overview and Scrutiny Arrangements agreed by Cabinet on 9 July 2013 and Council on 24 July 2013.

<b>Recommendation 1 :</b> That the new scrutiny link officer role be retained, further developed and promoted.				
<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Consult Scrutiny Link Officer Group to identify <b>further</b> development / improvements of the Link Officer role.  Agree actions and commence promotion.	Scrutiny Officer.	Officer time. No new resource needed.	31.07.13	<b>Action Complete :</b> Scrutiny Link Officer Group consulted. Improvements identified & agreed. Link Officer Role Profile amended 05.08.13 & Link Officers confirmed. Promoted in Borough Bulletin December 13 & with Scrutiny Forum. Promotion pending Members Scrutiny Development Session & Service Managers Breakfast meeting.
<b>Recommendation 2 :</b> That the new scrutiny committee pre-agenda meetings be retained, further developed and promoted.				
<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Consult Scrutiny Chairs, Vice Chairs, Senior and Service Managers to identify <b>further</b> development / improvement of pre-agenda meetings.  Agree actions and commence promotion.	Scrutiny Officer.	Officer time. No new resource needed.	30.09.13	<b>Action Complete :</b> Consulted 01.04.14. Comments received and considered, and actions agreed at Scrutiny Business Meeting on 14.04.14. Agreed actions and improvements pending implementation. Promotion ongoing.

**Recommendation 3 :**

That the Scrutiny Project Group initiation and scoping process be further developed and supported with appropriate guidance and procedures.

<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
<p>Consult Scrutiny &amp; Executive Members, Senior and Service Managers to identify <b>further</b> development / improvements of Scrutiny Project Group initiation and scoping process, taking survey comments into consideration.</p> <p>Agree timescale for development of required guidance / procedures.</p>	Scrutiny Officer.	Officer time. No new resource needed.	31.08.13	<p><b>Action Complete</b>            Consultation undertaken 01.04.14. Comments received and considered, and actions agreed at Scrutiny Business Meeting held 14 April 14. Agreed actions and improvements pending implementation.</p>

**Recommendation 4 :**

That administrative support for Scrutiny Project Groups be provided by the Committee Services Team or the Business Support Unit, when requested.

<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
<p>Liaise with Scrutiny Committee Members on anticipated levels of administrative support needed from Business Support Unit.</p> <p>Make arrangements for resources to be available when requested.</p>	<p>Scrutiny Officer</p> <p>Head of Governance Head of Business Transformation.</p>	Administrative Officer time.	31.07.13	<p><b>Action Complete</b>            Survey to gather data compiled and circulated to Members. Completed surveys received / data table finalised / provided to relevant Service Managers and HoS' (Business Transformation) &amp; (Governance) on 23.10.13. Pending implementation of restructure proposals.</p>





<b>Recommendation 7 :</b> That ongoing learning and development opportunities continue, and further development and improvement of the overview and scrutiny arrangements over the next 12 months take into consideration the findings of the evaluation survey.				
<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
1) Consult Members, Senior and Service Managers on <b>further</b> learning and development needs.  2) Agree learning and development plan.	Scrutiny Officer in consultation with Learning & Development Officer.	Officer time.  Resources to be ascertained	To be agreed.  To be agreed.	<b>Action Complete / Ongoing</b> Consultation by email on 21.11.13 and with Scrutiny Link Officer Group on 09.12.13. Various training identified & delivered – some pending. Creation of scrutiny section on intranet and uploading of adopted protocols and guidance, pending. Also presented at Community Assemblies.
<b>Recommendation 8 :</b> That promotion of Overview and Scrutiny takes place through the Borough Bulletin and Service Team Meetings to further raise the profile, awareness and understanding of the function.				
<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Promote through Team Meetings and Borough Bulletin	Scrutiny Officer	Officer time. No new resource needed.	Ongoing.	<b>Action Ongoing.</b> Regular CfPS E-newsletters circulated to members & officers. Borough Bulletin entry Dec 13. Team meetings attended (Environment and Regeneration). Promoted at Community Assemblies.
<b>Recommendation 9 :</b> That the Head of Governance provide a further report following evaluation after a further 12 months of operation.				
Evaluate and report findings to Cabinet and Council.	HoG / Scrutiny Officer	Officer time. No new resource needed.	July 2014	<b>Action Complete :</b> Corporate survey undertaken. Report to Scrutiny 19.06.14, Cabinet 08.07.14 & Council 30.07.14.

**ANNUAL REVIEW OF OVERVIEW AND SCRUTINY ARRANGEMENTS - ACTION PLAN 2014/15**

To implement recommendations from the report on the Annual Review of Overview and Scrutiny Arrangements to be considered by Cabinet on 7 July 2014 and Council on 30 July 2014.

<b>Recommendation / Action 1 :</b> Develop and promote scrutiny link officer role.				
<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Consult Scrutiny Link Officer Group to identify further development / improvements of the Link Officer role.  Promote.	Policy and Scrutiny Officer.	Officer time. No new resource needed.	January 2015	
<b>Recommendation / Action 2 :</b> Develop and promote scrutiny committee pre-agenda meetings.				
<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Consult with Members and Officers to identify further development / improvement.  Promote.	Policy and Scrutiny Officer.	Officer time. No new resource needed.	October 2014	

**Recommendation / Action 3 :**

Develop Scrutiny Project Group initiation and scoping process and support with appropriate guidance and procedures.

<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Consult with Members and Officers to identify further development / improvement.	Policy and Scrutiny Officer.	Officer time. No new resource needed.	November 2014	

**Recommendation / Action 4 :**

Develop the current constitutional Scrutiny Procedure Rules and informal protocols as necessary.

<b>Action</b>	<b>Implementation / responsibility by:</b>	<b>Resources Needed / Available</b>	<b>Target</b>	<b>Achievement / Completed</b>
Consult with Members and Officers to identify further development / improvement.	Policy and Scrutiny Officer	Officer time. No new resource required.	December 2014	

<b>Recommendation / Action 5 :</b> Continue learning and development opportunities, and development / improvement of the overview and scrutiny arrangements over the next 12 months take into consideration the findings of the evaluation survey.				
Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
Consult with Members and Officers to identify further development / learning needs.	Policy and Scrutiny Officer in consultation with Learning & Development Officer.	Officer time.  Resources to be ascertained	Ongoing.	
<b>Recommendation / Action 6 :</b> Promote Overview and Scrutiny including through the Borough Bulletin and Service Team Meetings to continue to raise the profile, awareness and understanding of the function.				
Action	Implementation / responsibility by:	Resources Needed / Available	Target	Achievement / Completed
Promote as necessary.	Policy and Scrutiny Officer	Officer time. No new resource needed.	Ongoing.	
<b>Recommendation / Action 7 :</b> That a further report following evaluation be provided in 12 months.				
Evaluate and report findings to Cabinet and Council in 12 months.	Policy and Scrutiny Officer	Officer time. No new resource needed.	July 2015	

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# Overview and Performance Scrutiny Forum

Scrutiny Project Group  
*report on*

## *External Communications*

Date : June 2014

## PROJECT GROUP MEMBERS:

Lead	Councillors:  Helen Bagley Howard Borrell
Group Members	John Fern

### 1.0 INTRODUCTION AND REVIEW AIMS

#### 1.1 Background

Surprisingly Chesterfield Borough Council has never had a formal communications strategy.

1.2 For many years the council purely utilised a traditional press officer who produced press releases and managed the production of core council communications.

1.3 That arrangement evolved into one where part-time agency staff covered media relations and PR work.

1.4 During that period the world of communications changed completely. No longer is the printed word the sole (or even main) means of communicating. The internet has made communication both easier and more complex.

1.5 The council recognised the need for change and recently appointed a Communications and Marketing Manager and a Public Relations Officer to manage the transition to a more modern organisation that will communicate using a variety of methods, appropriate to the audience.

1.6 This review aims to make recommendations which ensure the new External Communication Strategy is customer focused but also takes into account the needs of the council as it moves forward with embracing new technology and managing a difficult budget.

1.7 The main objectives of this review are:



- a) to review and evaluate current practice with regard to External Communication. To identify what are we doing well and what we need to improve.
- b) to find out about the External Communication Strategies of other councils and assess the possibility of transference of some of these ideas to Chesterfield Borough Council.
- c) to make recommendations to ensure that the new strategy is consumer led and enables Chesterfield Borough Council to move forward with technology to be a council fit for the times in which we live.

## **2. REASONS FOR THE REVIEW AND LINK TO PRIORITIES**

- 2.1 To feed into the production of the Council's new External Communication Strategy.

## **3. RECOMMENDATIONS**

- 3.1 The Project Group recommends :
  - a) That the council adopts clear branding and a 'one council approach'.
  - b) A review to look at how better coordination of marketing and communication activities can be achieved to enable the objectives of the new communications strategy to be delivered. This may involve the need for a review of the organisational structure.
  - c) That analytics (the discovery and communication of meaningful patterns in data) are used to guide web content and to be able to better predict and improve performance..
  - d) That the council consider adopting a 'digital first approach' to all its external communication

## **4. REVIEW APPROACH**

- 4.1 What we did: we looked at our current structure and approach to External Communication to identify the strengths and weaknesses.

- 4.2 We visited outside organisations to identify differences and practices that CBC could adopt to improve our approach .
- 4.3 We looked at consumer feedback and data from website usage. In addition the working group was keen to find out details about CBC consumers.

The work undertaken can thus be divided into 3 key areas.

- 1) The current situation
- 2) Visits to other organisations
- 3) Consumer information

## **5. EVIDENCE AND RESEARCH**

- 5.1 Evidence gathered to support the review work includes visits to:

City of Lincoln Council– **Appendix A** provides detail.

Derbyshire County Council – **Appendix B** provides detail.

Peak District National Park Authority – **Appendix C** provides detail.

- 5.2 The group analysed the results of the ‘Are you being served’? resident survey 2013, which is part of a coordinated national survey with other councils. - **Appendix D**
- 5.3 The group looked at data regarding website usage – **Appendix E**

## **6.0 REVIEW FINDINGS AND ANALYSIS**

- 6.1 **The current situation at CBC -**

Information regarding the current situation at CBC was obtained through a number of meetings with John Fern, Communications and marketing manager. The Scrutiny working group was mindful that as John is involved in the writing of the new strategy his input was vital but also that he may already have firm ideas for what he would like to see in the new strategy. With this in mind the working group were clear that they would adopt a consumer led approach and seek to complete work which would ensure the new strategy would deliver

benefits to CBC consumers.

6.2 There are clearly some issues with the existing structure at CBC due to the fact that CBC has never had a formal communications strategy. However the working group did not see this as part of their remit, though it may be an issue for further review.

### 6.3 **Team structure**

The team currently manages external communications. Information generally has to be sought from departments rather than provided. This slows down the speed of information provision.

A degree of marketing takes place in the department. It is felt that, at the very least, the overall marketing strategy and approach should be standardised.

### 6.4 **Branding**

It is considered crucial that the council presents a consistent and standard approach to image and branding. This is currently hard to achieve as not all marketing is undertaken by the same team.

There are autonomous marketing staff in other departments such e.g Housing or Leisure who work independently of the main communications team.

The working group feels that greater connection between all groups is vital to ensure the required consistency; that may require the physical re-siting of staff or it may be possible to achieve by agreeing a common approach and developing and maintaining strong internal communication.

#### Recommendations :

- a) That the council adopts clear branding and a 'one council approach'.
- b) A review to look at how better coordination of marketing and communication activities can be achieved to enable the objectives of the new communications strategy to be delivered. This may involve the need for a review of the organisational structure.

## 6.5 Website issues

It is a common misconception that the public will access the CBC website to find out the latest council news. They don't !

The public access the website, in the main, by entering their requirement into a search engine e.g. "Staveley healthy living centre" or Chesterfield Council planning" – to seek out a specific piece of information - and are taken directly to their required website area. They do not start at the Home page and attempt to navigate their way through a complex labyrinth. The modern internet world has bred impatience and the public expect to be able to find what they want quickly. A slicker website design, with content focusing on usage of key words to link better to searches, is fundamental to adding to the user experience and creating a positive perception. A good example is if a user was to enter "gym chesterfield" into a search engine the CBC leisure facilities appear in 11<sup>th</sup> place. Better content can improve the search rating.

A large percentage of CBC web users access was via mobile devices; it is vital that the CBC site is configured well to ensure ease of use.

## 6.6 Social Media

The council provide Twitter and Facebook updates.

The policy is not to provide a set amount per day but to post when there is something to post about; the communication objective is to drive traffic to the website. All press releases are posted on social media.

Destination Chesterfield also provide social media updates and re-issue most of the council Facebook and Twitter content. Currently Destination Chesterfield has four times as many Facebook followers as CBC (547 at 10 June 2014)

Twitter is seen as the best social media method of communicating. CBC currently has 4589 followers (as at 10 June 2014) and reaches many more via intelligent hash tag # usage. Twitter is much more about imparting news and many followers use the service in that way i.e. read links from newspapers and organisations that they have an interest in such as CBC and Destination Chesterfield.

Members of the public also use social media to post complaints and significant Communications resource is used to respond – after, at times, considerable research.

## 6.7 Paper v On-line

In the East Midlands 14.2 per cent of residents do not have access to the internet<sup>1</sup>. Some of these people will not have the knowledge to access the internet.

However online access is rapidly becoming the standard method that residents use to acquire information; that percentage will inevitably increase as the IT literate generation grow older and maintain their current access practices.

At present there is little evidence to suggest that paper communication should or could cease, if we are to serve our residents effectively, more that the emphasis on online should increase as efforts are made to gain more social media followers and a website that is more user friendly.

Recommendation :

- c) That analytics (the discovery and communication of meaningful patterns in data) are used to guide web content and to be able to better predict and improve performance.

## 6.8 Visits to other organisations

The visits to outside organisations and subsequent reading of their documentation proved useful. Visits were made to City of Lincoln Council, Derbyshire County Council and the Peak District National Park Authority – all three very different in size and structure.

However one issue stood out as a problem to Chesterfield that the others didn't suffer from to as great a degree – Communications isolation. Chesterfield residents have to rely on a weekly newspaper, the Derbyshire Times, to receive the majority of their local news although a web-based newspaper, the Chesterfield Post, has emerged to partially fill the gap.

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<sup>1</sup> <http://www.ons.gov.uk/ons/re1/rdit2/internet-access-quarterly-update/q1-2014/info-internet-usage.html>

The town receives minimal coverage on local television and radio with the only Chesterfield based radio station focusing almost exclusively on music.

The town suffers geographically from being very close to Sheffield, Leeds, Derby and Nottingham with the media concentrating their attention on the areas of high population.

For example Lincoln, a city with a slightly smaller population, is the focal point for the region. It has its four radio stations based in the town – BBC Radio Lincoln, Lincs FM and community radio stations Siren FM and Lincoln City Radio - that cover all local news and activities and almost seek out information from the council to promote; similarly local TV regularly features events and local news. The local newspaper is supplemented by a first rate on-line publication, The Lincolnite, that has full time staff and actually prides itself on getting news out more quickly than the local newspaper.

All the councils visited use social media and their “take-up” is important but not crucial although social media is now recognised, by all councils, as the most appropriate tool to impart urgent information such as weather and transport problems .

Recommendation :

- d) That the council considers adopting a ‘digital first approach’ to all its external communication.

## 6.9 Consumer information

6.10 Although the group looked at the results of the ‘Are you being served?’ Resident survey – Appendix D it was very difficult to draw any real conclusions from the information, particularly regarding the use of the CBC website and social media. We do not know all of the reasons why people do not use the CBC website extensively. Evidence from the visits to the other organisations shows that investment in social media is crucial.

The data shows that usage of the CBC website is growing, rising from 182,307 unique visitors in 2012 to 254,744 in 2013 (up 39%) with the total number of visits to the website increasing by 49%, up from 310,776 to 465,259.

The majority of searches are for information regarding the two leisure centres, with the museum, crematorium, car parks and the car boot sale also having lots of traffic.

Fewer searches have been made for transaction type services (except council tax).

The website is clearly being used increasingly and needs to be developed further to ensure that it is an effective communication tool. Work needs to be done to ensure that information on the website is clear and accessible to users and that it is clearly branded as CBC. However if the council is to meet its desire for a 'channel shift' more work needs to be done to encourage customers to complete transactions online rather than in person or by post.

## **7. REVIEW CONCLUSIONS**

### **7.1 Overview**

7.2 Communication is a huge area and one that is ever changing. The changes in how we communicate over the last twenty years are probably greater than the previous few hundred years.

7.3 Nowadays people expect to be able to conduct their business 24 hours a day whether that be personal banking or making payments to the council. Similarly there is an expectation of being able to access information just as easily.

7.4 CBC must recognise that online communication will become the de facto standard and ensure readily available and easy to understand information will be available.

7.5 The website needs to be easy to manoeuvre around but it should also be recognised that it is not always the appropriate medium for getting out key messages.

7.6 Nowadays expectation continues to increase and to capture the public's attention it is vital that the online approach continues to evolve. Small video clips bring any story to life and make it much more likely that it will be digested. The working group suggests there is a need to adopt such a practice, where appropriate, and continue to innovate as technology moves forward.

APPENDICES:-

A – City of Lincoln Council

B – Derbyshire County Council

C – Peak District National Park Authority

D – Are You Being Served? Residents survey 2013

E - Website data

Contacts:

Project Group Lead – Councillors Helen Bagley and Howard Borrell



# Chesterfield Borough Council

## Are you being served? September – October 2013

### Headline Report

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#### 1. Introduction

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This year, Chesterfield Borough Council decided to trial a new benchmarking survey for local authorities, developed by the Local Government Association (LGA) and Ipsos MORI. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. As there are a number of 'core questions' Councils taking part are able to benchmark their performance on a national and regional basis.

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

During September 2013, the postal questionnaire was sent to a random sample of 3000 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 758 residents, giving a response rate of 25.3%. Receiving this number of responses has enabled us to achieve a confidence interval of 3.2. This means that we can be 95% confident that the results are accurate to within 3.2% if we had asked the entire Borough's population the same questions. For example, if 39% 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 35.8% and 42.2%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

## 2. Your Local Area

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

### Q1. Overall, how satisfied are you with your local area as a place to live?

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 total of 89.2% respondents indicated 'very satisfied' or 'fairly satisfied' with their local area as a place to live. 5.7% of respondents indicated 'fairly dissatisfied' or 'very dissatisfied'. Table 1.1 shows the results excluding those respondents that indicated 'don't know' (0.4% of all respondents).

	No.	%
<i>Very satisfied</i>	297	39.7%
<i>Fairly satisfied</i>	371	49.5%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.1%
<i>Very dissatisfied</i>	12	1.6%
<i>Don't know</i>	3	0.4%

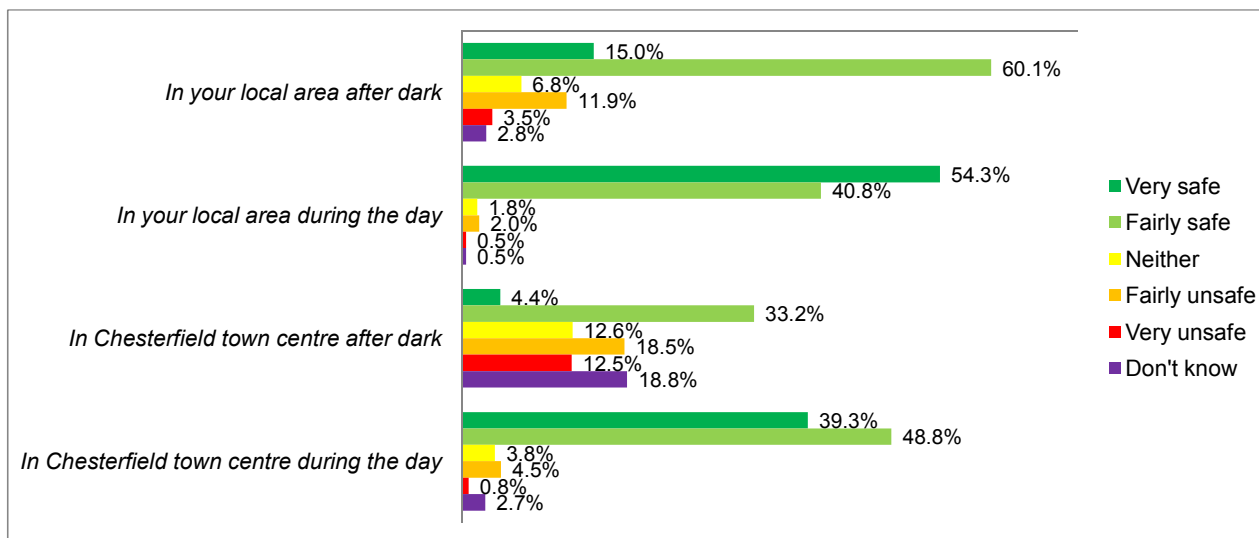
	No.	%
<i>Very satisfied</i>	297	39.8%
<i>Fairly satisfied</i>	371	49.7%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.2%
<i>Very dissatisfied</i>	12	1.6%

**Q2. How safe or unsafe do you feel in the following areas?**

Respondents were given a list of four areas, and asked to indicate how safe they feel from six options which ranged from 'very safe' to 'very unsafe', including a 'don't know' option. The areas were: your local area after dark, your local area during daytime, Chesterfield town centre after dark, and Chesterfield town centre during the daytime. Responses show that in general, respondents feel safe in their local area, with 95.1% of respondents indicating they feel 'very safe' or 'fairly safe' in their local area during the daytime, and 75.1% of respondents indicating they feel 'very safe' or 'fairly safe' in their local area after dark. These figures are lower for Chesterfield town centre, with 88.1% of respondents indicating they feel 'very safe' or 'fairly safe' in the town centre during the daytime, but a low of 37.6% of respondents indicated they feel 'very safe' or 'fairly safe' in the town centre after dark. 31% of respondents indicated that they feel 'fairly unsafe' or 'very unsafe' in the town centre after dark.

Table 2: How safe or unsafe do you feel in the following areas?

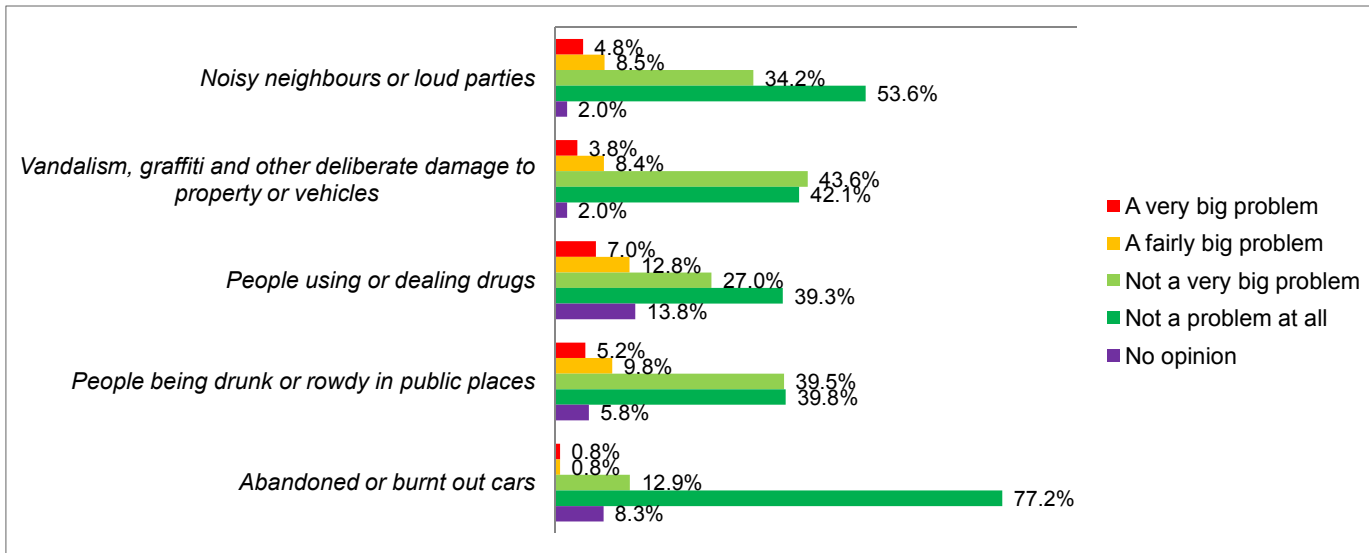
	Very safe		Fairly safe		Neither		Fairly unsafe		Very unsafe		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In your local area after dark	112	15.0%	450	60.1%	51	6.8%	89	11.9%	26	3.5%	21	2.8%
In your local area during the day	400	54.3%	301	40.8%	13	1.8%	15	2.0%	4	0.5%	4	0.5%
In Chesterfield town centre after dark	32	4.4%	242	33.2%	92	12.6%	135	18.5%	91	12.5%	137	18.8%
In Chesterfield town centre during the day	289	39.3%	359	48.8%	28	3.8%	33	4.5%	6	0.8%	20	2.7%



**Q3. Thinking about your local area, how much of a problem do you think the following are?**

*Respondents were given a list of five issues, and asked to indicate how much of a problem each issue is from options ranging from 'a very big problem', to 'not a problem at all, including a 'don't know' option. The issue that the greatest percentage of respondents felt was a problem was people using or dealing drugs (19.8% indicated 'a very big problem' or 'a fairly big problem'), followed by people being drunk or rowdy in public places (15.0%) and noisy neighbours or loud parties (13.3%). 12.2% of respondents indicated that vandalism, graffiti and other deliberate damage to property is a 'very big' or 'big problem', and a low of 1.6% indicated the same for abandoned or burnt out cars.*

Table 3: Thinking about your local area, how much of a problem do you think the following are?										
	<i>A very big problem</i>		<i>A fairly big problem</i>		<i>Not a very big problem</i>		<i>Not a problem at all</i>		<i>No opinion</i>	
Noisy neighbours or loud parties	36	4.8%	63	8.5%	255	34.2%	399	53.6%	15	2.0%
Vandalism, graffiti and other deliberate damage to property or vehicles	28	3.8%	62	8.4%	320	43.6%	309	42.1%	15	2.0%
People using or dealing drugs	52	7.0%	95	12.8%	200	27.0%	291	39.3%	102	13.8%
People being drunk or rowdy in public places	38	5.2%	72	9.8%	291	39.5%	293	39.8%	43	5.8%
Abandoned or burnt out cars	6	0.8%	6	0.8%	95	12.9%	570	77.2%	61	8.3%



**Q4. How strongly do you feel you belong to the local area?**

Respondents were given a list of five options, ranging from 'very strongly' to 'not at all strongly', including a 'don't know' option, and asked to indicate one option. A total of 68.4% respondents indicated that they feel they belong to the area 'very strongly' or 'fairly strongly', with a further 19.5% indicating 'not very strongly' and 5.6% indicating 'not at all strongly'.

Table 4: How strongly do you feel you belong to the local area?

	No.	%
Very strongly	173	22.9%
Fairly strongly	343	45.5%
Not very strongly	147	19.5%
Not at all strongly	42	5.6%
Don't know	49	6.5%

**Q5. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?**

Respondents were advised that by 'getting on well together', we mean living alongside each other with respect. Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. Table 5.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 5.1, a total of 71.6% of respondents indicated that they 'definitely agree' or 'tend to agree' that their local area is a place where people from different ethnic backgrounds get on well together.

Table 5: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?		
	No.	%
Definitely agree	103	13.7%
Tend to agree	304	40.3%
Neither	115	15.3%
Tend to disagree	31	4.1%
Definitely disagree	15	2.0%
Don't know	186	24.7%

Table 5.1: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (Excluding respondents that indicated 'don't know')		
	No.	%
Definitely agree	103	18.1%
Tend to agree	304	53.5%
Neither	115	20.2%
Tend to disagree	31	5.5%
Definitely disagree	15	2.6%

**Q6. To what extent would you agree or disagree that people in this local area pull together to improve the local area?**

Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. 15.2% of respondents indicated 'don't know' to this question. Table 6.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 6.1, a total of 50.8% of respondents indicated that

they 'definitely agree' or 'tend to agree' that people in their local area pull together to improve the local area. A total 19.3% of respondents indicated 'tend to disagree' or 'definitely disagree'.

Table 6: To what extent would you agree or disagree that people in this local area pull together to improve the local area?		
	No.	%
Definitely agree	72	9.5%
Tend to agree	253	33.5%
Neither	192	25.4%
Tend to disagree	83	11.0%
Definitely disagree	40	5.3%
Don't know	115	15.2%

Table 6.1: To what extent would you agree or disagree that people in this local area pull together to improve the local area? (Excluding respondents that indicated 'don't know')		
	No.	%
Definitely agree	72	11.3%
Tend to agree	253	39.5%
Neither	192	30.0%
Tend to disagree	83	13.0%
Definitely disagree	40	6.3%

**Q7. Do you agree or disagree that you can influence decisions affecting your local area?**

Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. 17.6% of respondents indicated 'don't know' to this question. Table 7.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 7.1, a total of 29.5% of respondents indicated that they 'definitely agree' or 'tend to agree' that they can influence decisions affecting the local area. A total 35.5% of respondents indicated 'tend to disagree' or 'definitely disagree'.

Table 7: Do you agree or disagree that you can influence decisions affecting your local area?		
	No.	%
<i>Strongly agree</i>	25	3.3%
<i>Tend to agree</i>	158	21.0%
<i>Neither</i>	216	28.8%
<i>Tend to disagree</i>	142	18.9%
<i>Strongly disagree</i>	78	10.4%
<i>Don't know</i>	132	17.6%

Table 7.1: Do you agree or disagree that you can influence decisions affecting your local area? (Excluding respondents that indicated 'don't know')		
	No.	%
<i>Strongly agree</i>	25	4.0%
<i>Tend to agree</i>	158	25.5%
<i>Neither</i>	216	34.9%
<i>Tend to disagree</i>	142	22.9%
<i>Strongly disagree</i>	78	12.6%

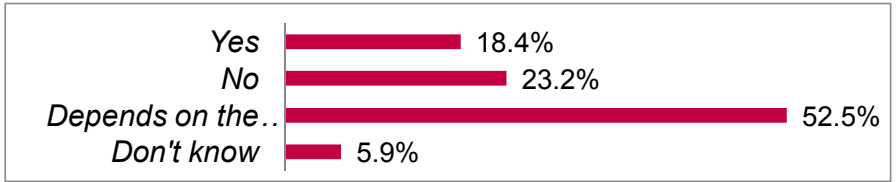
**Q8. Would you like to be more involved in the decisions that affect your local area?**

Respondents were given a list of four options: 'yes', 'no', 'depends on the issue', and 'don't know', and asked to indicate one option. A high of 52.5% of respondents indicated 'depends on the issue', followed by 23.2% indicating 'no', 18.4% indicating 'yes', and 5.9% indicating 'don't know'.



Table 8: Would you like to be more involved in the decisions that affect your local area?

	No.	%
Yes	136	18.4%
No	172	23.2%
Depends on the issue	389	52.5%
Don't know	44	5.9%

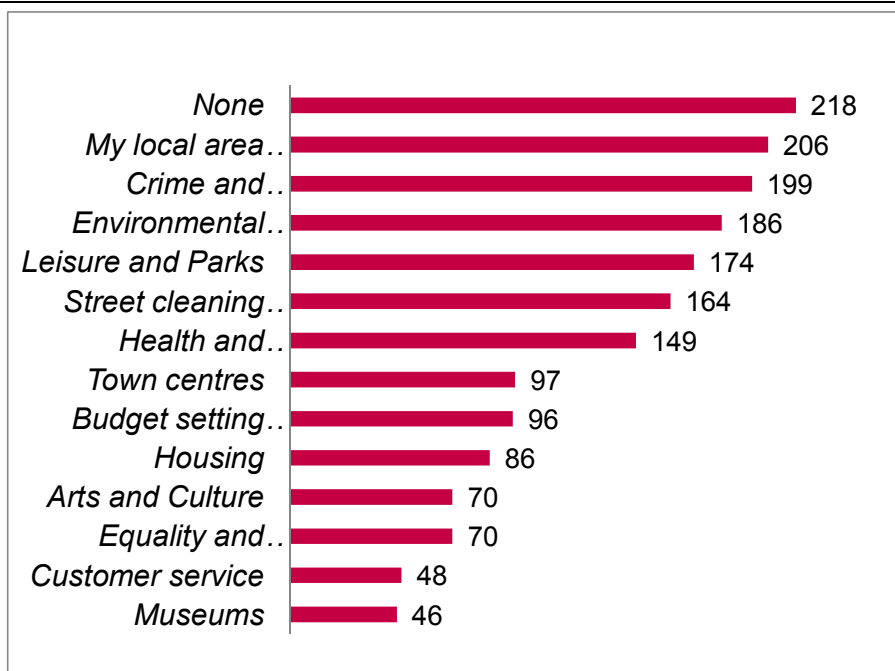


**Q9. Which of the following issues would you like to be more involved in?**

Respondents were given a list of 14 issues and asked to indicate all that they would be interested in being more involved. There was also an 'other, please specify' option. The top 6 issues indicated by respondents were: 'my local area and community' (206), 'crime and community safety' (199), 'environmental issues' (186), 'leisure and parks' (174), 'street cleaning and litter' (164), and 'health and wellbeing' (149).

Table 9: Which of the following issues would you like to be more involved in? (Listed in order of most popular to least popular)

	No.
None	218
My local area and community	206
Crime and Community Safety	199
Environmental Issues	186
Leisure and Parks	174
Street cleaning and litter	164
Health and wellbeing	149
Town centres	97
Budget setting and service priorities	96
Housing	86
Arts and Culture	70
Equality and Fairness	70
Customer service	48
Museums	46



**9: Other, please specify:**

The following 'other' issues were submitted by respondents:

Table 9.1: Other, please specify:	
<ul style="list-style-type: none"> <li>• <i>A rifle range was not replaced, as in law it should have been</i></li> <li>• <i>A say on any design related issues/decisions. For example the new Chesterfield logo (the wave!)</i></li> <li>• <i>Accountability of services</i></li> <li>• <i>Antisocial behaviour, especially on Martins Walk</i></li> <li>• <i>Bus services and times in our area</i></li> <li>• <i>Car parking charges at local parks</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Library</i></li> <li>• <i>Local history</i></li> <li>• <i>No facilities for older people</i></li> <li>• <i>Parking (x4)</i></li> <li>• <i>Parking issues in Inkersall</i></li> <li>• <i>Parking on pavements seems to be a major problem that no one seems to want to take responsibility for</i></li> <li>• <i>Planning and Development</i></li> <li>• <i>Planning and Economic Development</i></li> <li>• <i>Services for young people (under 20s)</i></li> <li>• <i>Snow clearing</i></li> <li>• <i>The Contemporary Art Gallery</i></li> </ul>
<ul style="list-style-type: none"> <li>• <i>Common courtesy</i></li> <li>• <i>Decisions on parking restrictions in residential areas</i></li> <li>• <i>Difficulties caused by on street car parking</i></li> <li>• <i>Dogs</i></li> <li>• <i>Forums need to be more effective in changing Council policies</i></li> <li>• <i>Gardens</i></li> <li>• <i>Hedging/trees to be cut as they overhang the pavements, so have to walk on the road</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Vehicles parked on footpaths</i></li> <li>• <i>Via local conservatives</i></li> <li>• <i>We need a mining, making, manufacturing museum</i></li> </ul>

### 3. Chesterfield Borough Council Services and Other Activities

Respondents were advised that the local area receives services from Chesterfield Borough Council (CBC), and that CBC is responsible for a range of different services such as street cleaning, refuse collection, planning and leisure. In addition to the postal survey, respondents received an information sheet explaining the services that are provided by Chesterfield Borough Council.

**Q10. Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?**

*Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option.*

*Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option. 2.1% of respondents indicated 'don't know' to this question. Table 10.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 10.1, a total of 75.5% of respondents indicated that they are 'very satisfied' or 'fairly satisfied' with the way that Chesterfield Borough Council runs things. A total 11.6% of respondents indicated 'fairly dissatisfied' or 'very dissatisfied'.*

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Table 10: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?		
	No.	%
Very satisfied	101	13.5%
Fairly satisfied	452	60.3%
Neither	95	12.7%
Fairly dissatisfied	60	8.0%
Very dissatisfied	25	3.3%
Don't know	16	2.1%

Table 10.1: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things? (Excluding respondents indicating 'don't know')

	No.	%
<i>Very satisfied</i>	101	13.8%
<i>Fairly satisfied</i>	452	61.7%
<i>Neither</i>	95	13.0%
<i>Fairly dissatisfied</i>	60	8.2%
<i>Very dissatisfied</i>	25	3.4%

For question 11, respondents were asked to think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services their household uses. Respondents were advised that it does not matter if they do not know all of the services Chesterfield Borough Council provides to the Community, and that we would like their general opinion.

**Q11. To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?**

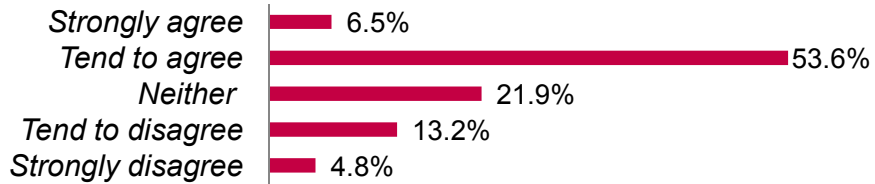
Respondents were given a list of six options, ranging from 'definitely agree' to 'definitely disagree', including a 'don't know' option, and asked to indicate one option. 9.1% of respondents indicated 'don't know' to this question. Table 11.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 11.1, a total of 60.1% of respondents indicated that they are 'strongly agree' or 'tend to agree' that Chesterfield Borough Council provides value for money. A total 18% of respondents indicated 'tend to disagree' or 'strongly disagree'.

Table 11: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?

	No.	%
<i>Strongly agree</i>	43	5.9%
<i>Tend to agree</i>	357	48.7%
<i>Neither</i>	146	19.9%
<i>Tend to disagree</i>	88	12.0%
<i>Strongly disagree</i>	32	4.4%
<i>Don't know</i>	67	9.1%

Table 11.1: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money? (Excluding respondents indicating 'don't know')

	No.	%
<i>Strongly agree</i>	43	6.5%
<i>Tend to agree</i>	357	53.6%
<i>Neither</i>	146	21.9%
<i>Tend to disagree</i>	88	13.2%
<i>Strongly disagree</i>	32	4.8%



**Q12. How satisfied or dissatisfied are you with each of the following services?**

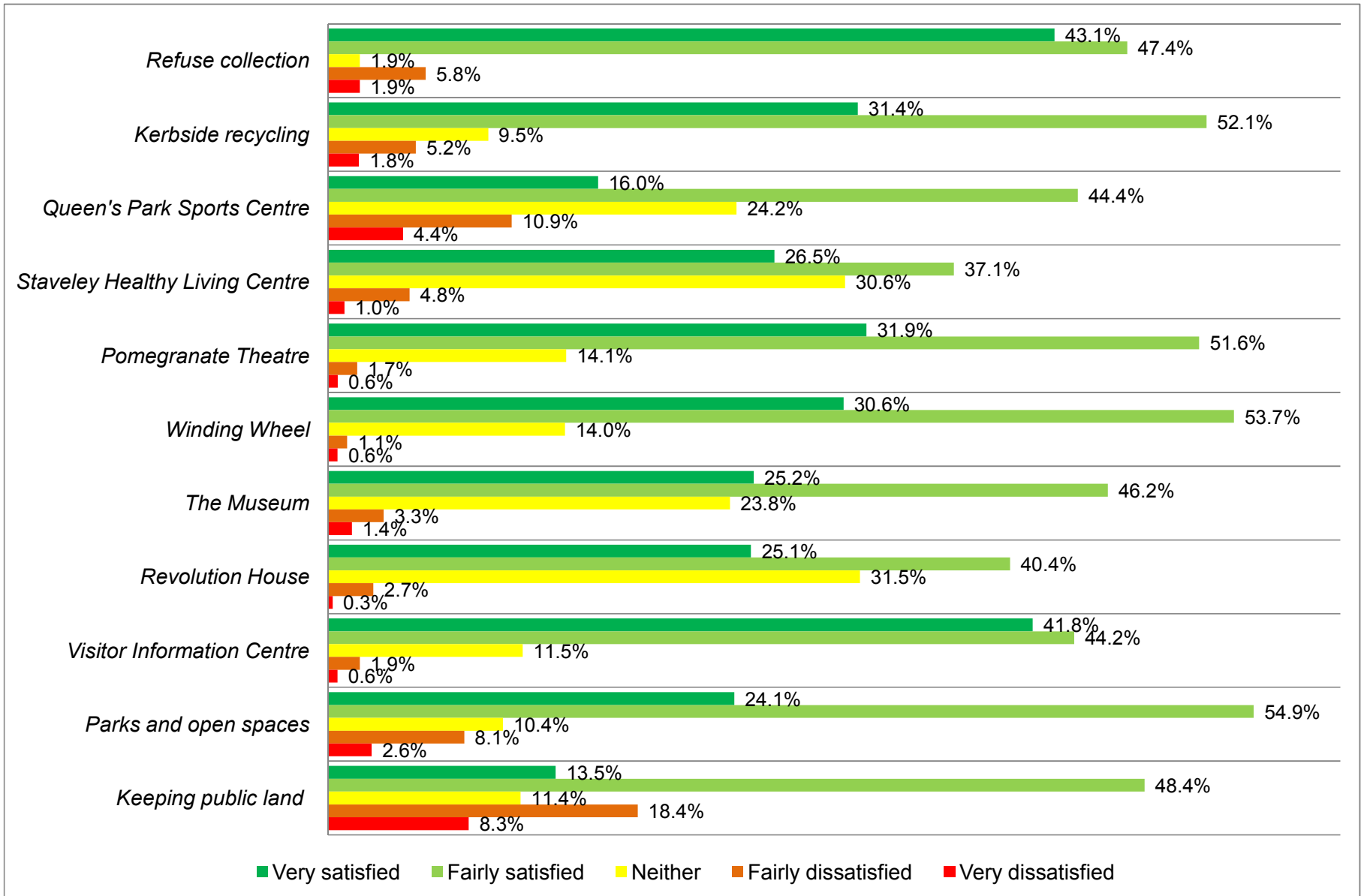
Respondents were given a list of 11 services provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. Table 12.1 shows the results from this question when the 'don't know' responses have been discounted. Using table 12.1, the three services with the greatest percentage of respondents indicating 'very satisfied' or 'fairly satisfied' are: Refuse collection (90.5%), the Visitor Information Centre (86.0%), and the Winding Wheel (84.3%). The service with the lowest percentage of respondents indicating 'very satisfied' or 'fairly satisfied' was Queen's Park Sports Centre (60.4%).

Table 12: How satisfied or dissatisfied are you with the following services?

	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	320	42.8%	352	47.1%	14	1.9%	43	5.7%	14	1.9%	5	0.7%
Kerbside recycling	205	28.8%	340	47.8%	62	8.7%	34	4.8%	12	1.7%	58	8.2%
Queen's Park Sports Centre	72	10.1%	200	28.1%	109	15.3%	49	6.9%	20	2.8%	261	36.7%
Staveley Healthy Living Centre	82	11.8%	115	16.6%	95	13.7%	15	2.2%	3	0.4%	384	55.3%
Pomegranate Theatre	165	23.1%	267	37.4%	73	10.2%	9	1.3%	3	0.4%	196	27.5%
Winding Wheel	161	22.7%	283	39.9%	74	10.4%	6	0.8%	3	0.4%	183	25.8%
The Museum	107	15.2%	196	27.8%	101	14.3%	14	2.0%	6	0.8%	282	39.9%
Revolution House	93	13.3%	150	21.5%	117	16.8%	10	1.4%	1	0.1%	326	46.8%
Visitor Information Centre	221	31.2%	234	33.1%	61	8.6%	10	1.4%	3	0.4%	179	25.3%
Parks and open spaces	158	22.4%	360	51.1%	68	9.6%	53	7.5%	17	2.4%	49	7.0%
Keeping public land clear of litter and refuse	97	13.2%	348	47.3%	82	11.2%	132	18.0%	60	8.2%	16	2.2%

Table 12.1: How satisfied or dissatisfied are you with the following services? (Excluding respondents indicating 'don't know')

	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	320	43.1%	352	47.4%	14	1.9%	43	5.8%	14	1.9%
Kerbside recycling	205	31.4%	340	52.1%	62	9.5%	34	5.2%	12	1.8%
Queen's Park Sports Centre	72	16.0%	200	44.4%	109	24.2%	49	10.9%	20	4.4%
Staveley Healthy Living Centre	82	26.5%	115	37.1%	95	30.6%	15	4.8%	3	1.0%
Pomegranate Theatre	165	31.9%	267	51.6%	73	14.1%	9	1.7%	3	0.6%
Winding Wheel	161	30.6%	283	53.7%	74	14.0%	6	1.1%	3	0.6%
The Museum	107	25.2%	196	46.2%	101	23.8%	14	3.3%	6	1.4%
Revolution House	93	25.1%	150	40.4%	117	31.5%	10	2.7%	1	0.3%
Visitor Information Centre	221	41.8%	234	44.2%	61	11.5%	10	1.9%	3	0.6%
Parks and open spaces	158	24.1%	360	54.9%	68	10.4%	53	8.1%	17	2.6%
Keeping public land clear of litter and refuse	97	13.5%	348	48.4%	82	11.4%	132	18.4%	60	8.3%



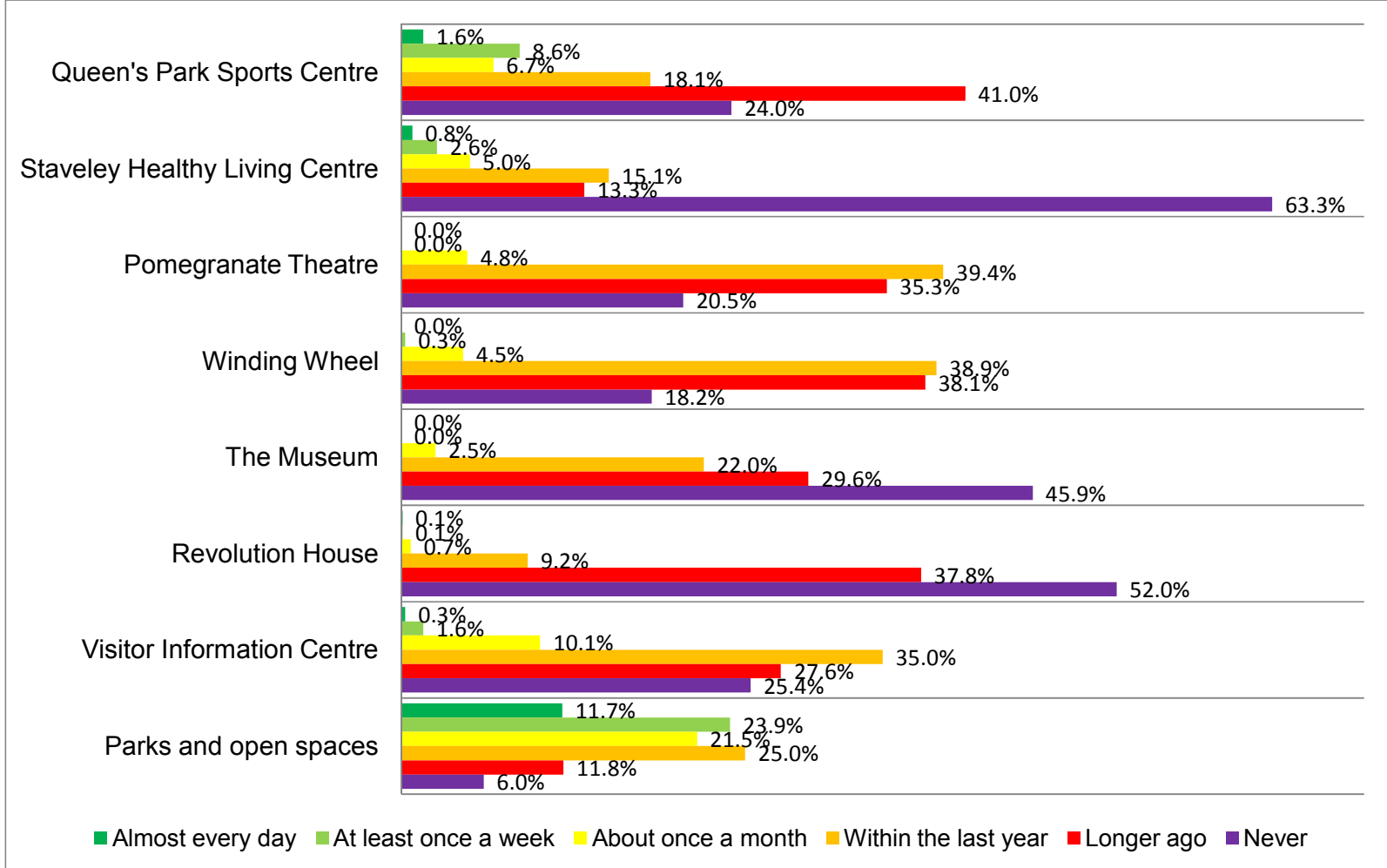


**Q13. How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?**

*Respondents were given a list of eight services and venues provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. The six options ranged from 'almost every day' to 'never'. The two services with the greatest percentage of respondents indicating 'almost every day' or 'at least once a week' were: parks and open spaces (35.6% and Queen's Park Sports Centre (10.2%). The two services with the greatest percentage of respondents indicating 'never' were the Healthy Living Centre (63.3%) and the Revolution House (52.0%).*

Table 13: How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?

	Almost every day		At least once a week		About once a month		Within the last year		Longer ago		Never	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Queen's Park Sports Centre	12	1.6%	63	8.6%	49	6.7%	133	18.1%	302	41.0%	177	24.0%
Staveley Healthy Living Centre	6	0.8%	19	2.6%	36	5.0%	109	15.1%	96	13.3%	458	63.3%
Pomegranate Theatre	0	0.0%	0	0.0%	35	4.8%	286	39.4%	256	35.3%	149	20.5%
Winding Wheel	0	0.0%	2	0.3%	33	4.5%	283	38.9%	277	38.1%	132	18.2%
The Museum	0	0.0%	0	0.0%	18	2.5%	158	22.0%	212	29.6%	329	45.9%
Revolution House	1	0.1%	1	0.1%	5	0.7%	66	9.2%	270	37.8%	371	52.0%
Visitor Information Centre	2	0.3%	12	1.6%	74	10.1%	256	35.0%	202	27.6%	186	25.4%
Parks and open spaces	86	11.7%	176	23.9%	158	21.5%	184	25.0%	87	11.8%	44	6.0%



**Q14. How often have you taken part in the following activities over the past 12 months?**

*Respondents were given a list of seven cultural activities and asked to indicate one of six options for each service. The six options ranged from ‘at least once a week’ to ‘never’. There was also an ‘other, please specify’ option. The two activities with the greatest percentage of respondents indicating ‘at least once a week’ or ‘at least once a month’ were: designing or making crafts or visiting craft fair’ (7.6%) and playing an instrument, writing music/ lyrics, or watching a music performance (6.9%). The two activities with the greatest percentage of respondents indicating ‘never’ were the writing, performing, or reading poetry (85.7%) and the watching/taking part in a drama class/ performance (75.7%).*

Table 14: How often have you taken part in the following activities over the past 12 months?												
	At least once a week		At least once a month		3 or 4 times a year		Twice a year		Once a year or less		Never	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Visiting an art gallery or creating art	17	2.3%	30	4.1%	51	7.0%	38	5.2%	163	22.5%	427	58.8%
Designing or making crafts or visiting craft fairs	24	3.3%	31	4.3%	59	8.2%	48	6.7%	162	22.5%	396	55.0%
Playing an instrument, writing music/ lyrics, or watching a music performance	27	3.7%	23	3.2%	65	9.0%	70	9.6%	150	20.7%	391	53.9%
Writing, performing, or reading poetry	12	1.7%	16	2.2%	13	1.8%	9	1.3%	53	7.4%	615	85.7%
Watching/taking part in a dance class/performance	24	3.4%	9	1.3%	24	3.4%	33	4.6%	109	15.2%	517	72.2%
Watching/taking part in a drama class/ performance	3	0.4%	13	1.8%	28	3.9%	39	5.4%	91	12.7%	543	75.7%
Other art / cultural activity	17	2.7%	17	2.7%	29	4.7%	18	2.9%	59	9.5%	482	77.5%

**14: Other, please specify:**

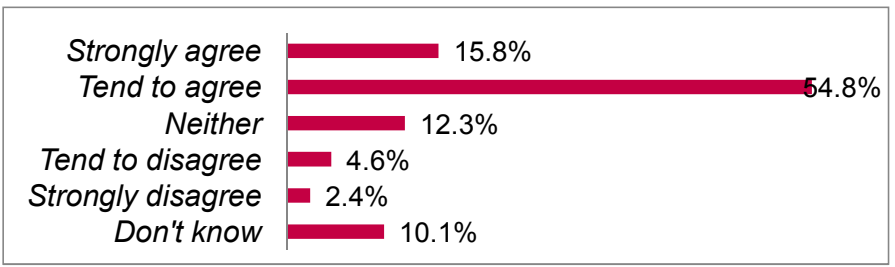
The following 'other' activities were submitted by respondents:

Table 14.1: Other, please specify:	
• <i>Oldies music - 20s, 30s, 40s etc.</i>	• <i>Brass band and Christmas carols at Brimington Community Centre</i>
• <i>Antique fairs</i>	• <i>Medieval history class</i>
• <i>Art appreciation</i>	• <i>Morris dancing performance outdoors.</i>
• <i>Art installation for church</i>	• <i>National Trust properties</i>
• <i>Book launch</i>	• <i>No funds to attend any culture events.</i>
• <i>Chatsworth Show, Woolley Moor Show</i>	• <i>Painting</i>
• <i>Chesterfield Canal restoration work</i>	• <i>Photography (x2)</i>
• <i>Chesterfield Football Season Ticket Holder</i>	• <i>Places of worship</i>
• <i>Cinema</i>	• <i>Plant sales, open gardens</i>
• <i>Classes at Wea Hurst House</i>	• <i>Reader's club</i>
• <i>Classical concert, cinema</i>	• <i>Singing / part of choir (x6)</i>
• <i>Craft (x3)</i>	• <i>Circus skills</i>
• <i>Cultural groups</i>	• <i>Staveley fireworks display is amazing</i>
• <i>Derbyshire Food Festivals</i>	• <i>Medieval Market</i>
• <i>Folk music and dancing</i>	• <i>Theatre, shows, festivals</i>
• <i>Gardening (x2)</i>	• <i>U3A</i>
• <i>German language conversation group (U3A)</i>	• <i>Underwater photography</i>
• <i>Grandchildren's school dramas and plays</i>	• <i>Visiting cultural attraction i.e. spire, country house or ancient monument</i>
• <i>Healing festivals plus mind body spirit</i>	• <i>Visiting local historical properties, craft circles</i>
• <i>History re-enactment</i>	• <i>Visiting sculpture parks, museums etc.</i>
• <i>Ken Jutsu</i>	• <i>Watching ballet, plays, opera and being in a book club</i>
• <i>Literacy festivals, author readings</i>	• <i>Watching comedians</i>
• <i>Lock history and Civic Society NEDIAS</i>	• <i>Watching plays</i>
• <i>May Day Festival</i>	• <i>Workshops on precious metal clay</i>

**Q15. Do you agree that Council staff are generally helpful, friendly and polite?**

Respondents were given a list of six options, ranging from 'strongly agree' to 'strongly disagree', including a 'don't know' option, and asked to indicate one option. 9.1% of respondents indicated 'don't know' to this question. A total of 70.6% of respondents indicated that they are 'strongly agree' or 'tend to agree' that Council staff are generally helpful, friendly and polite. A total 7% of respondents indicated 'tend to disagree' or 'strongly disagree'.

Table 15: Do you agree that Council staff are generally helpful, friendly and polite?		
	No.	%
<i>Strongly agree</i>	119	15.8%
<i>Tend to agree</i>	414	54.8%
<i>Neither</i>	93	12.3%
<i>Tend to disagree</i>	35	4.6%
<i>Strongly disagree</i>	18	2.4%
<i>Don't know</i>	76	10.1%

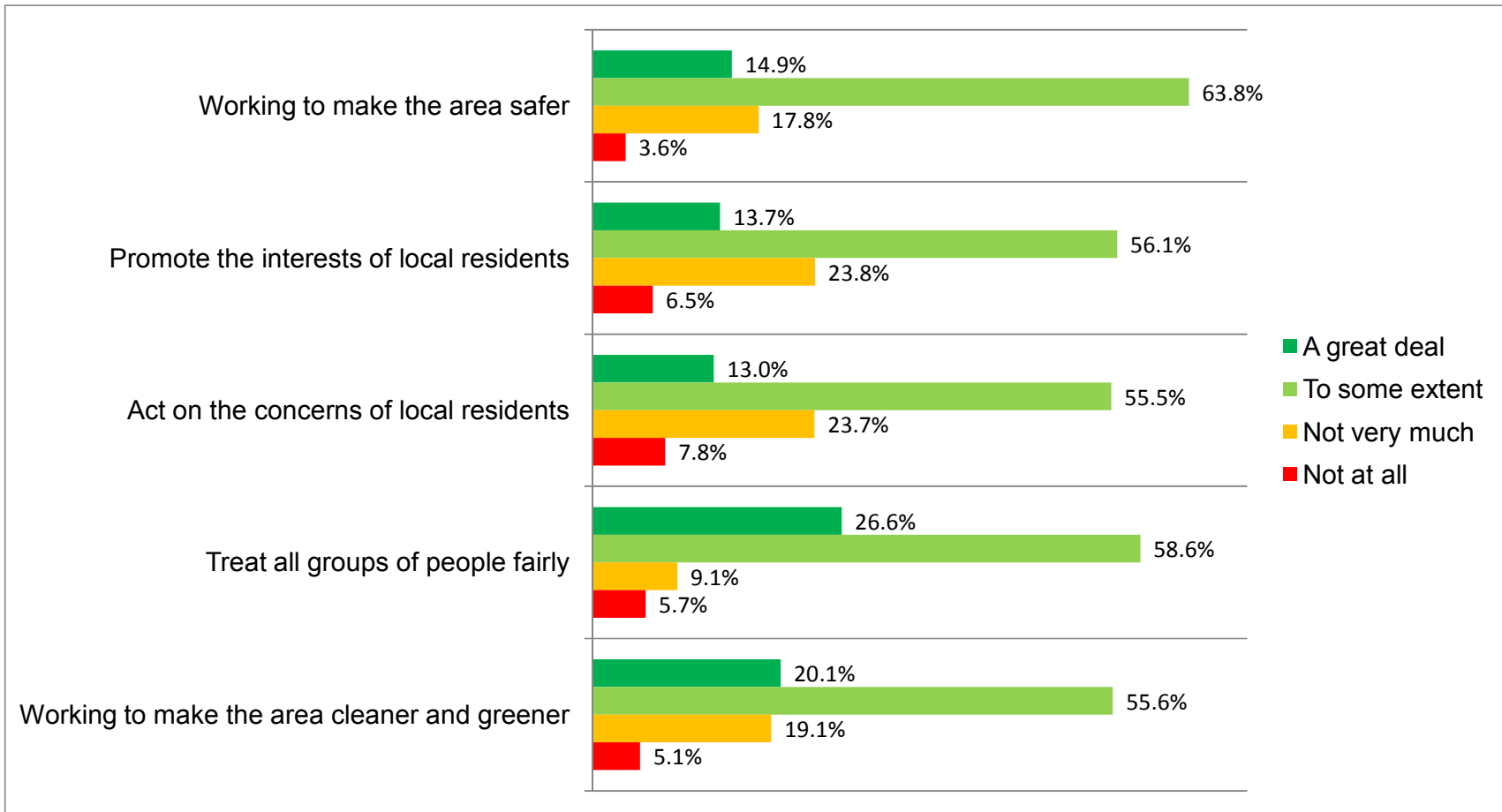


**Q16. Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?**

*Respondents were given a list of five statements, and asked to indicate to what extent each statement applies to services in the area from five options. The five options ranged from 'a great deal' to 'not at all' and included a 'don't know' option. Table 16.1 shows the results from this question when the 'don't know' responses have been discounted. Using table 16.1, the three statements with the greatest percentage of respondents indicating 'a great deal' or 'to some extent' are: CBC and partners treat all groups of people fairly (85.2%) and CBC and partners are working to make the area safer (78.7%).*

Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?										
	A great deal		To some extent		Not very much		Not at all		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%
CBC and partners are working to make the area safer	84	11.4%	359	48.5%	100	13.5%	20	2.7%	177	23.9%
CBC and partners promote the interests of local residents	74	10.1%	304	41.4%	129	17.6%	35	4.8%	192	26.2%
CBC and partners act on the concerns of local residents	70	9.5%	299	40.7%	128	17.4%	42	5.7%	196	26.7%
CBC and partners treat all groups of people fairly	126	17.2%	277	37.8%	43	5.9%	27	3.7%	259	35.4%
CBC and partners are working to make the area cleaner and greener	118	15.9%	326	44.1%	112	15.1%	30	4.1%	154	20.8%

Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area? (Excluding respondents indicating 'don't know')									
	A great deal		To some extent		Not very much		Not at all		
	No.	%	No.	%	No.	%	No.	%	
CBC and partners are working to make the area safer	84	14.9%	359	63.8%	100	17.8%	20	3.6%	
CBC and partners promote the interests of local residents	74	13.7%	304	56.1%	129	23.8%	35	6.5%	
CBC and partners act on the concerns of local residents	70	13.0%	299	55.5%	128	23.7%	42	7.8%	
CBC and partners treat all groups of people fairly	126	26.6%	277	58.6%	43	9.1%	27	5.7%	
CBC and partners are working to make the area cleaner and greener	118	20.1%	326	55.6%	112	19.1%	30	5.1%	



**Q17. On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?**

Respondents were given a list of six statements, and asked to indicate the one which best reflected their opinion. The six statements were: 'I speak positively about the Council without being asked', 'I speak positively about the Council if I am asked about it', 'I am negative about the Council if I am asked about it', 'I am negative about the Council without being asked', 'I have no views one way or another', and 'don't know'. The statement indicated by the greatest percentage of respondents was 'I speak positively of the Council if I am asked about it' (37.2%), followed by 'I have no views one way or another' (31.9%). The statement indicated by the least percentage of respondents was 'I am negative about the Council without being asked' (4.2%).

Table 17: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?		
	No.	%
<i>I speak positively of the Council without being asked</i>	43	5.8%
<i>I speak positively of the Council if I am asked about it</i>	274	37.2%
<i>I am negative about the Council if I am asked about it</i>	91	12.4%
<i>I am negative about the Council without being asked</i>	31	4.2%
<i>I have no views one way or another</i>	235	31.9%
<i>Don't know</i>	62	8.4%

Statement	Percentage
<i>I speak positively of the Council without being asked</i>	5.8%
<i>I speak positively of the Council if I am asked about it</i>	37.2%
<i>I am negative about the Council if I am asked about it</i>	12.4%
<i>I am negative about the Council without being asked</i>	4.2%
<i>I have no views one way or another</i>	31.9%
<i>Don't know</i>	8.4%



#### 4. Accessing Services and Finding Information

**Q18. Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?**

Respondents were advised that by 'benefits', we mean positive impacts it has on the area'. Respondents were given a list of five options, ranging from 'very well informed' to 'not well informed at all', including a 'don't know' option, and asked to indicate one option. 10.6% of respondents indicated 'don't know' to this question. A total of 59.7% of respondents indicated 'very well informed' or 'fairly well informed'. A total 15.4% of respondents indicated 'not very well informed' or 'not well informed at all'..

Table 18: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?		
	No.	%
Very well informed	79	10.6%
Fairly well informed	366	49.1%
Not very well informed	185	24.8%
Not well informed at all	36	4.8%
Don't know	79	10.6%

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**Q19. Have you seen the publication 'Your Chesterfield'?**

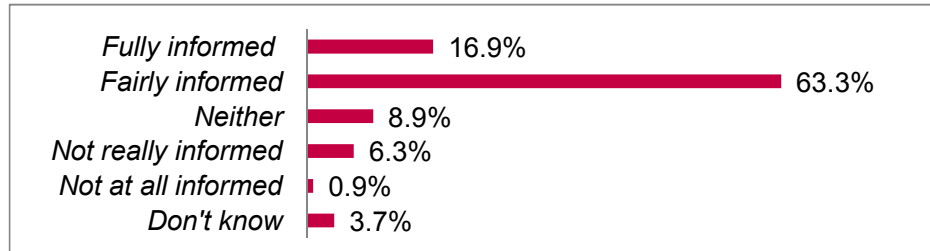
Respondents were given two options: 'yes' or 'no', and asked to indicate one. 53.3% of respondents indicated 'no', and 46.7% indicated 'yes' they had seen the publication.

Table 19: Have you seen the publication 'Your Chesterfield'?		
	No.	%
Yes	332	46.7%
No	379	53.3%

**Q20. If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?**

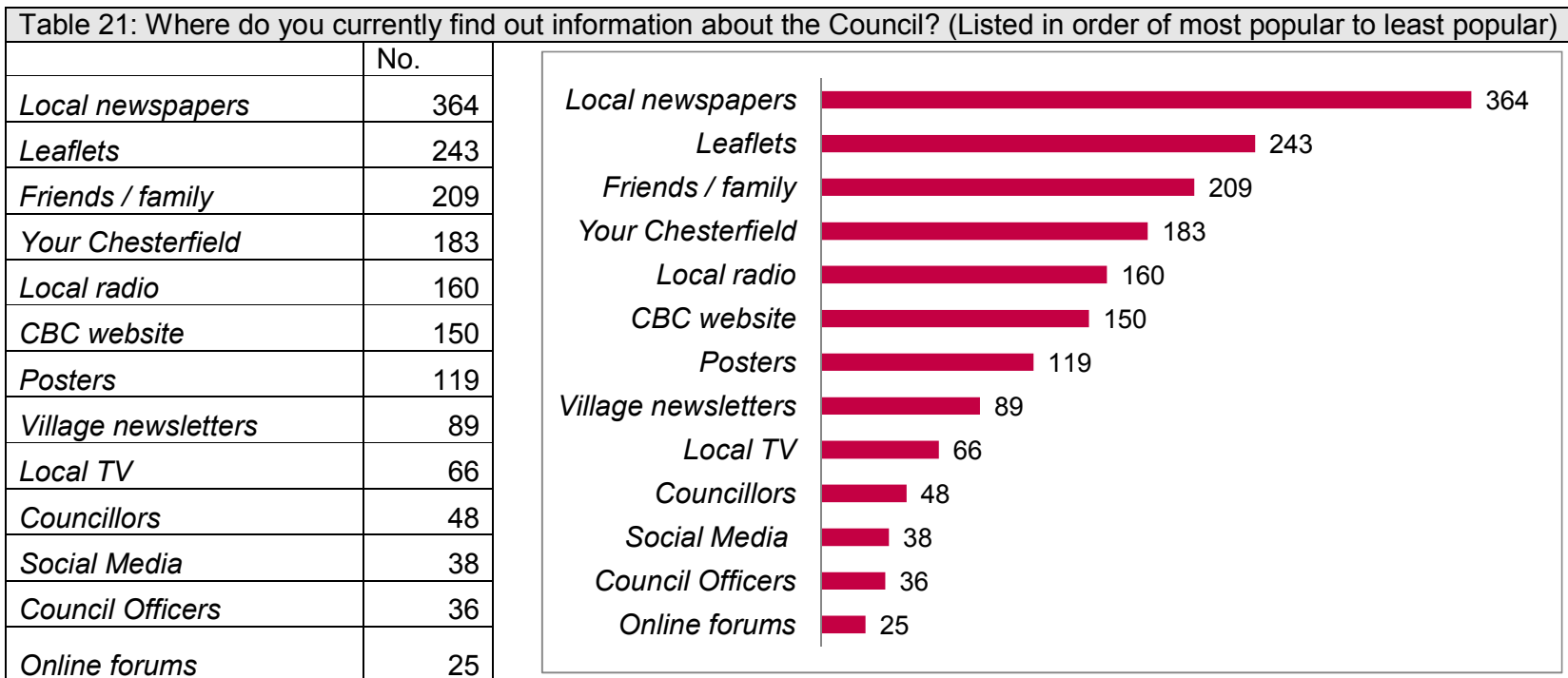
Only those respondents that indicated 'yes' to question 20 were asked this question. Respondents were given five options ranging from 'fully informed' to 'not at all informed' including a 'don't know' option, and asked to indicate one. A total of 80.2% of respondents indicated they feel either 'fully informed' or 'fairly informed' about the Council's services after reading Your Chesterfield. A total of 7.2% indicated either 'not really informed' or 'not at all informed'.

Table 20: If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?		
	No.	%
Fully informed	59	16.9%
Fairly informed	221	63.3%
Neither	31	8.9%
Not really informed	22	6.3%
Not at all informed	3	0.9%
Don't know	13	3.7%



**Q21. Where do you currently find out information about the Council?**

Respondents were given a list of 13 sources, and asked to indicate all that they currently use to find information about the Council. There was also an 'other, website please specify' and an 'other, please specify' option.



**21: Other website, please specify:**

The following 'other' websites were submitted by respondents:

Table 21.1: Other, please specify:
• Derbyshire Times website
• chesterfieldpost.co.uk (x2)
• www.gov.uk
• www.derbyshire.gov.uk

**21: Other, please specify:**

*The following 'other' sources were submitted by respondents:*

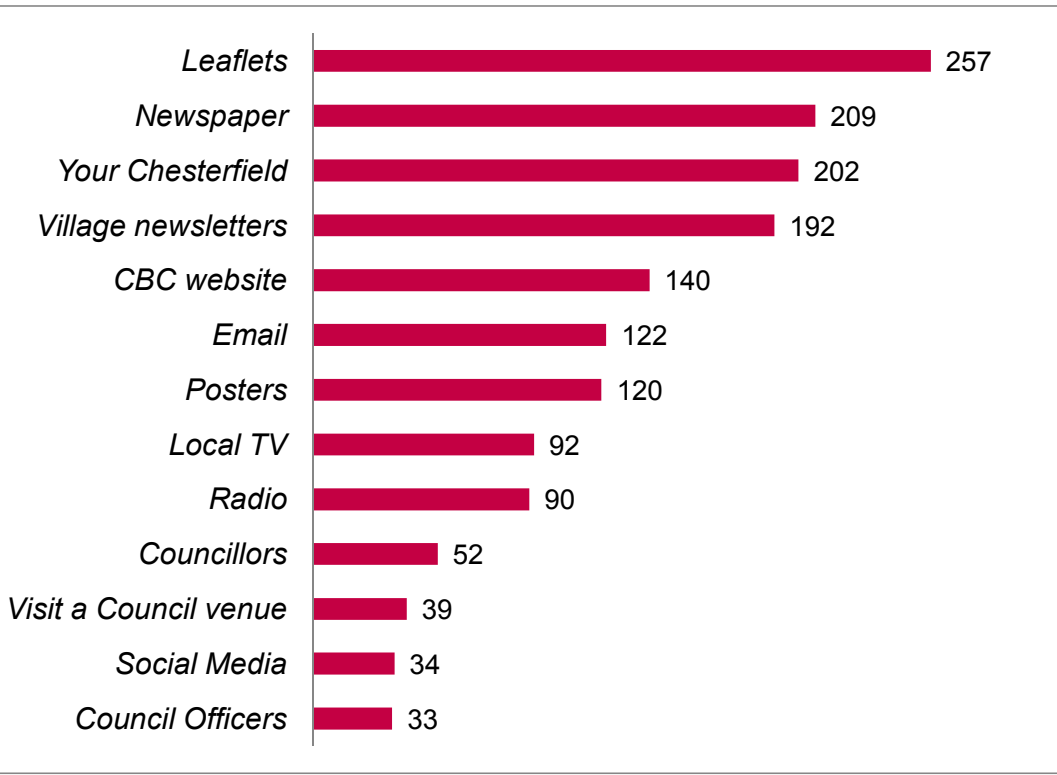
Table 21.2: Other, please specify:	
• <i>Annual Council Tax bill (x4)</i>	• <i>Parents</i>
• <i>By telephone (x3)</i>	• <i>Political DCC and CBC meetings</i>
• <i>Derbyshire Times Occasionally</i>	• <i>Reflections Magazine</i>
• <i>Letters from the Council (x3)</i>	• <i>S40 magazine</i>
• <i>Library</i>	• <i>See things happening in the area</i>
• <i>Library, Staveley</i>	• <i>Twist magazine (x2)</i>
• <i>Newspaper</i>	• <i>Over 60 forums</i>
• <i>Occasional leaflet informing of any new activities/interests</i>	• <i>Visiting the Council offices (x2)</i>
• <i>Used to go to local forum meetings - Now no information locally</i>	• <i>Word of mouth (x2)</i>
	• <i>Work</i>

**Q22. How would you like to receive information about the Council?**

Respondents were given a list of 16 methods of communication, and asked to indicate all that they would be happy to receive information about the Council by. There was also an 'other, please specify' option. The three most popular options indicated by respondents were: leaflets (257), newspaper (209), and Your Chesterfield (202).

Table 22: How would you like to receive information about the Council? (Listed in order of most popular to least popular)

	No.
Leaflets	257
Newspaper	209
Your Chesterfield	202
Village newsletters	192
CBC website	140
Email	122
Posters	120
Local TV	92
Radio	90
Councillors	52
Visit a Council venue	39
Social Media	34
Council Officers	33
Text	19
Online forums	17
Telephone	14



**22: Other, please specify:**

The following 'other' sources were submitted by respondents:

Table 22.1: Other, please specify:	
By post (x6)	Visits from our Council officers at our Staveley over 50's forum
They don't seem to be bothered	I wouldn't as I feel all information is mostly used as a political tool
Retired, rely on family for info	Local newspaper (which I don't receive any more)
I do not want to receive information about the council (x3)	Community Assemblies
An information point in the library with a weekly or monthly update on council plans/decisions	Why bother it's all lies anyway Derbyshire times

**Q23. How easy do you find getting the information you need from the Council's website?**

Respondents were given six options ranging from 'very easy' to 'very difficult', including a 'don't know' option and asked to indicate one. 44% of respondents indicated 'don't know' to this question. Table 23.1 shows the results after those respondents indicating 'don't know' have been discounted. Using table 23.1, a total of 64.7% of respondents indicated 'very easy' or fairly easy'. A total 16.8% of respondents indicated 'fairly difficult' or 'very difficult'.

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Table 23: How easy do you find getting the information you need from the Council's website?		
	No.	%
Very easy	46	6.4%
Fairly easy	215	29.9%
Neither	74	10.3%
Fairly difficult	38	5.3%
Very difficult	30	4.2%
Don't know	317	44.0%

Very easy	6.4%
Fairly easy	29.9%
Neither	10.3%
Fairly difficult	5.3%
Very difficult	4.2%
Don't know	44.0%

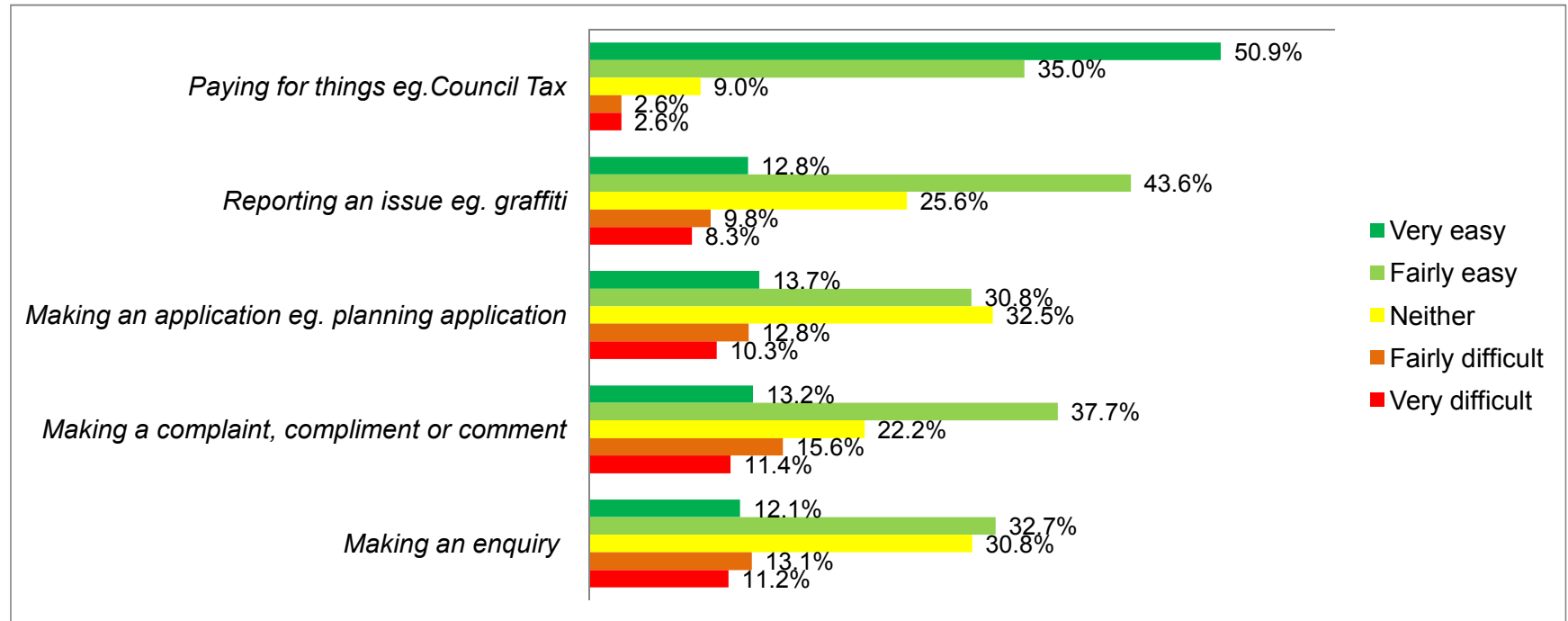
Table 24.1: How easy do you find getting the information you need from the Council's website? (Excluding 'don't know responses')		
	No.	%
Very easy	46	11.4%
Fairly easy	215	53.3%
Neither	74	18.4%
Fairly difficult	38	9.4%
Very difficult	30	7.4%

**Q24. How easy do you find making transactions on the Council's website?**

Respondents were given a list of five different transactions, and asked to indicate how easy they found each by selecting one of six options. The six options ranged from 'very easy' to 'very difficult', including a 'don't know/not used' option. Table 24.1 shows the results when the 'don't know' responses have been excluded. Referring to table 24.1, a total of 28% of respondents indicated that they find paying for things either 'very easy' or 'fairly easy'. 11% of respondents indicated that they found reporting an issue either 'very easy' or 'fairly easy', and a total of 7.8% of respondents indicated the same for 'making an application'. A total of 12.1% of respondents indicated that they found making a complaint, compliment or comment either 'very easy' or 'fairly easy', and a total of 7% of respondents indicated the same for 'making an enquiry'.

Table 24: How easy do you find making transactions on the Council's website?												
	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult		Don't know / not used	
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%	484	67.4%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%	551	80.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%	553	82.5%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%	523	75.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%	574	84.3%

Table 24.1: How easy do you find making transactions on the Council's website? (Excluding 'don't know responses')										
	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult	
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%

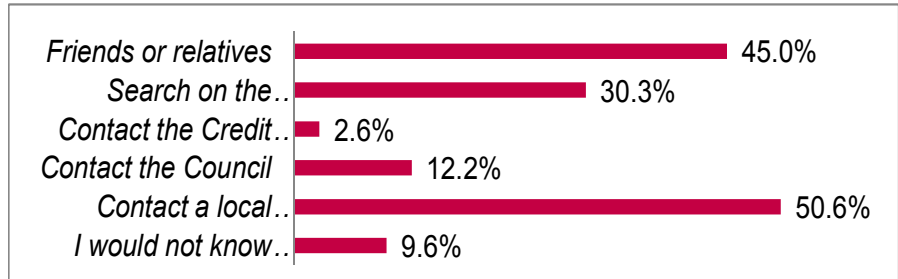




**Q25. If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?**

Respondents were given a list of six options, and an 'other, please specify' option. The options listed were: 'friends or relatives', 'search on the internet', 'contact the Credit Union', 'contact the Council', 'contact a local advice agency' and 'I would not know who to contact'. A high of 50.6% of respondents indicated they would contact a local advice agency, followed by 45% of respondents indicating they would contact friends or relatives. 30.3% of respondents indicated that they would search on the internet.

Table 25: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?		
	No.	%
Friends or relatives	309	45.0%
Search on the internet	208	30.3%
Contact the Credit Union	18	2.6%
Contact the Council	84	12.2%
Contact a local advice agency eg. Citizens Advice Bureau	347	50.6%
I would not know who to contact	66	9.6%



**25: Other, please specify:**

The following 'other' contacts were submitted by respondents:

Table 25.1: Other, please specify:	
Bank (x19)	It is extremely difficult to contact CAB due to lack of volunteers answering the telephone
Debt company, charity	Local councillor
Chesterfield Law Centre	Martin Lewis website
Contact my bank re mortgage	My husband does it online
Council staff are unapproachable and 98% of the time, dictate and threatening	N/A (x3)
DCC, Unemployed Workers Centre	Professional colleagues
Financial advisor (x11)	See my accountant

<i>I am a pensioner so do not need this advice</i>	<i>Stepchange, Church -Methodist, Anglican, Sovereign and Chesterfield Churches Together, Credit Action</i>
<i>I would sort myself (x5)</i>	<i>Stepping Stones</i>
<i>I would telephone the company we are with</i>	<i>Trade union</i>
<i>Internet and then Bank</i>	<i>Unemployed Workers' Centre</i>

## 5. About You

### Community Assembly Area

Respondents were broken down into the four Community Assembly Areas to enable further analysis. A high of 31.7% of respondents are in the West Assembly area, 25.1% in East, 23.3% in South, and 19.9% in North.

Community Assembly area of respondents		
		%
East	188	25.1%
South	175	23.3%
West	238	31.7%
North	149	19.9%

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Respondents were advised that completing the equalities monitoring questions will help us ensure we are providing a fair service. All the questions are optional but answering them will help us to make sure our services meet the needs of all our communities.

### Q26. What is your gender?

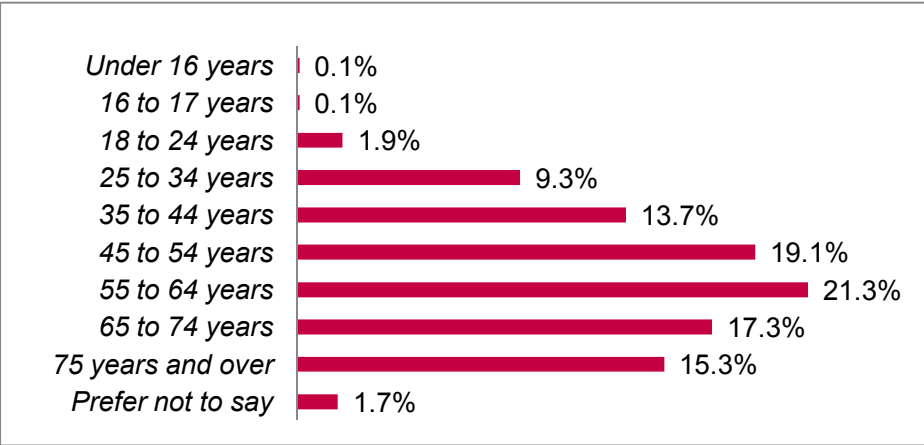
Respondents were given four options including 'prefer not to say' and asked to indicate one. A high of 58.5% of respondents indicated their gender as 'female', with 40.2% indicating 'male', 0.1% indicating 'transgender', and 1.2% preferring not to say.

Table 26: What is your gender?		
		%
Male		40.2%
Female		58.5%
Transgender		0.1%
Prefer not to say		1.2%

**Q27. How old are you?**

Respondents were given ten options, including 'prefer not to say', and asked to indicate their age. 1.7% of respondents indicated 'prefer not to say' in response to this question. A high of 21.3% of respondents indicated their age as 55 to 64 years, followed by 19.1% of respondents indicating 45 to 54 years.

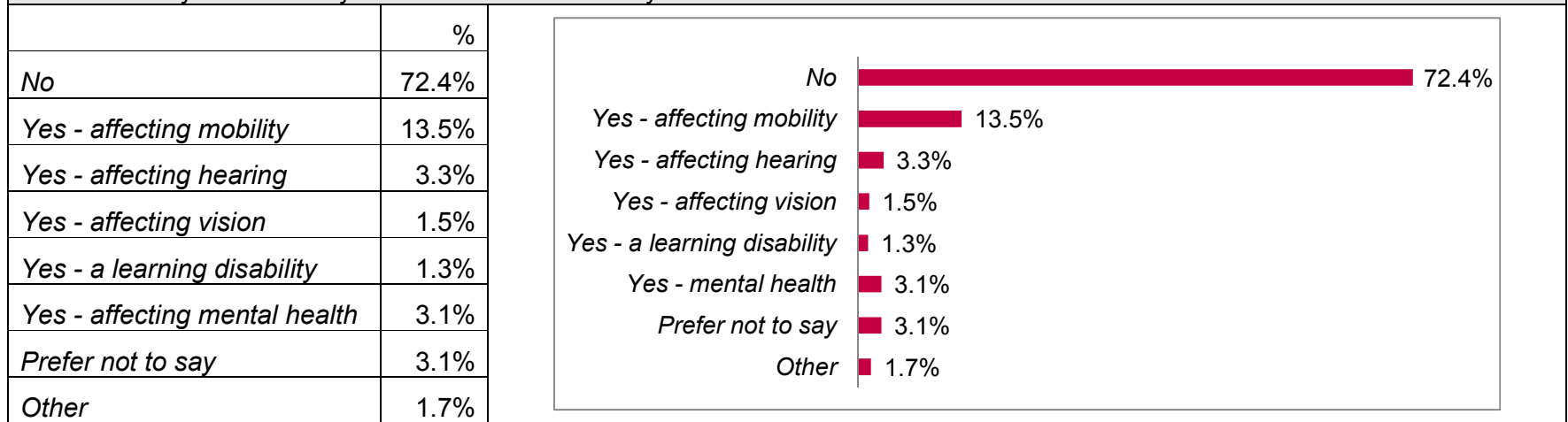
Table 27: How old are you?	
	%
Under 16 years	0.1%
16 to 17 years	0.1%
18 to 24 years	1.9%
25 to 34 years	9.3%
35 to 44 years	13.7%
45 to 54 years	19.1%
55 to 64 years	21.3%
65 to 74 years	17.3%
75 years and over	15.3%
Prefer not to say	1.7%



**Q28. The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?**

Respondents were given seven options, including 'prefer not to say', and asked to indicate one. There was also an 'other, please specify option'. 72.4% of respondents indicated 'no disability', with 3.1% of respondents indicating 'prefer not to say'. 24.5% of respondents indicated a disability of some sort. This is reflective of the percentage of the whole Borough's residents that identify themselves as having a disability (23.1%, Census 2011).

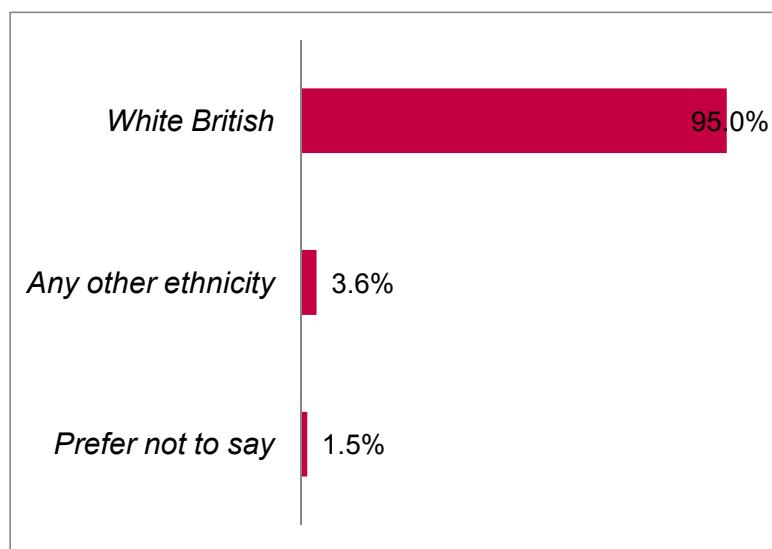
Table 28: Do you consider yourself to have a disability?



**Q29. What is your ethnicity?**

Respondents were given a list of 18 options, including 'prefer not to say', and asked to indicate one. There was also an 'other, please specify option'. 95.0% of respondents indicated their ethnicity as 'White British', 1.5% indicated 'prefer not to say', and 3.6% indicated other ethnicities (shown below).

Table 29: What is your ethnicity?			
	%		%
<i>White British</i>	95.0%	<i>Any other Asian background</i>	0.0%
<i>White Irish</i>	0.0%	<i>Black Caribbean</i>	0.4%
<i>Any other White background</i>	1.1%	<i>Black African</i>	0.3%
<i>White and Black Caribbean</i>	0.0%	<i>Any other Black background</i>	0.0%
<i>White and Black African</i>	0.1%	<i>Chinese</i>	0.3%
<i>White and Asian</i>	0.3%	<i>Gypsy</i>	0.0%
<i>Any other Mixed background</i>	0.0%	<i>Traveller</i>	0.0%
<i>Indian</i>	0.3%	<i>Prefer not to say</i>	1.5%
<i>Pakistani</i>	0.1%	<i>Other</i>	0.8%
<i>Bangladeshi</i>	0.0%		

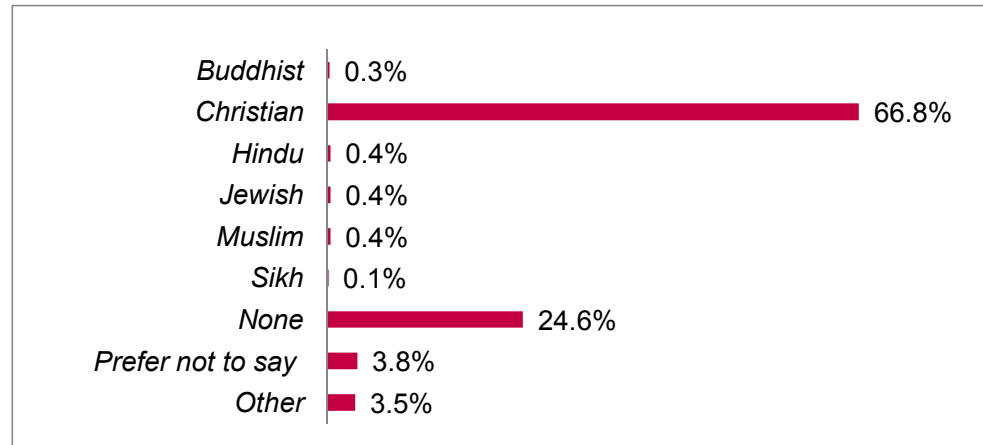


**Q30. Which of the following best describes your religion?**

Respondents were given a list of 9 options, including 'prefer not to say', and asked to indicate one. There was also an 'other, please specify option'. A high of 66.8% of respondents indicated 'Christian', followed by 24.6% indicating 'none'. 3.8% indicated 'prefer not to say' and a total of 5.1% of respondents indicated another religion (shown in the table below).

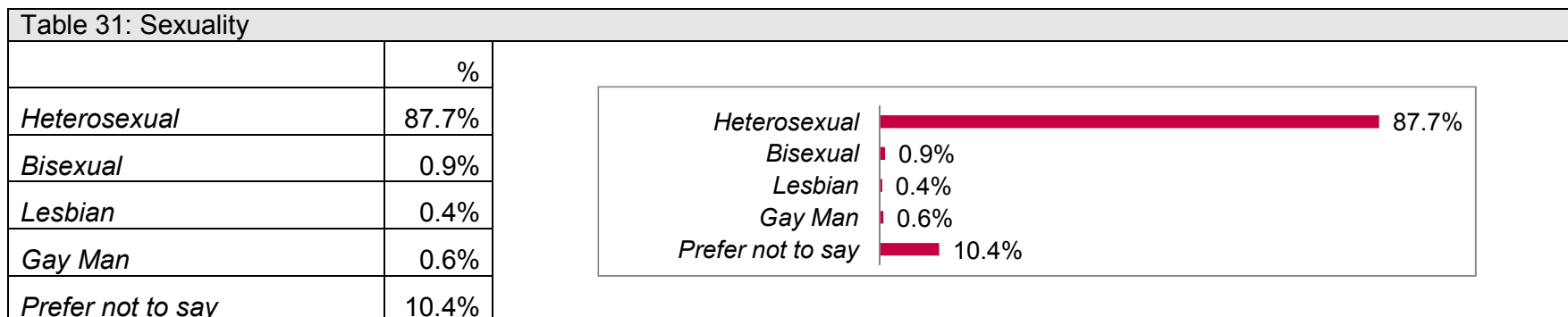
Table 30: What is your religion?

	%
<i>Buddhist</i>	0.3%
<i>Christian</i>	66.8%
<i>Hindu</i>	0.4%
<i>Jewish</i>	0.4%
<i>Muslim</i>	0.4%
<i>Sikh</i>	0.1%
<i>None</i>	24.6%
<i>Prefer not to say</i>	3.8%
<i>Other</i>	3.5%



**Q31. Which of the following best describes your sexual orientation?**

Respondents were given a list of 5 options, including 'prefer not to say', and asked to indicate one. 10.4% of respondents indicated 'prefer not to say' in response to this question. 87.7% of respondents indicated 'heterosexual', 0.9% indicated 'bisexual', 0.4% 'lesbian', and 0.6% indicated 'gay man'.



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**6. Further involvement**

Respondents were asked to give their contact details if they are happy to take part in future consultations or be contacted about concerns raised in this survey. A total of 242 respondents gave their contact details in response to this question.

**7. Other**

**Q32. Do you have any other comments to make?**

<b>Table 32. Compliments</b>
<i>I am still getting to know the area again, but from what I have seen I think I will enjoy living here.</i>
<i>The area in which I live is well looked after and safe.</i>
<i>Keep up the good work</i>
<i>The Council have always been fair with me.</i>
<i>CBC are the heart of Chesterfield, whilst there are areas to improve and tweak, on the whole they are good. My only concern is</i>



<b>Table 32. Compliments</b>
<i>the privatisation of services - I believe it is poor value and more expensive in the long term.</i>
<i>I think the Council are helpful when they are needed for anything and other necessary problems that arise concerning the community.</i>
<i>When I reported an incident of dog fouling on Vincent Crescent it was dealt with promptly and efficiently and I was kept informed. Well Done. Also I feel very lucky we have the Winding Wheel and Pomegranate.</i>
<i>A good survey</i>
<i>My experience with the Council has been that they stay in contact with you over any problems and inform you of the outcome of any reported situation.</i>
<i>On the whole, the council does well under difficult circumstances. The paper "Our Town" astonishes me with its information about the wealth of services the council performs. This is very reassuring, even though I may not benefit personally from many of them.</i>
<i>I moved to Chesterfield 2 years ago, having bought a property to set down my roots here, so the Council are clearly doing something right to make it a good place to live. Facilities are really good, arts could be publicised better.</i>
<i>I am satisfied.</i>
<i>Not lived in Chesterfield very long but am really pleased with services on a whole</i>
<i>Very fortunate to be able to live where we do. Would not have to travel far to come across serious concerns in a community.</i>
<i>I am very impressed with the support of local council staff always very polite and helpful</i>
<i>I think the Council is working well to improve the town and attract new business/investment into the area. Have no real issues of concern.</i>
<i>I think Chesterfield is a very pleasant place to live. The Council services are good for all ages. Our local Councillors are caring, hard-working people who do a lot of good.</i>
<i>Quite an interesting survey</i>
<i>I live in Tapton and think the park is maintained wonderfully by the Council. I know budgets are tight throughout the Council, so really appreciate its upkeep. I feel very lucky to live in such a pleasant area of Derbyshire. My concern for my area is the huge amount of traffic now using the lanes between Brimington Common and Tapton as a quick through route. We are getting large vehicles and speeding traffic around these single track lanes and then continuing to speed down/up Paxton Road at a terrific speed. Is there anything you could advise me to do to raise awareness of this issue and possibly address the cheapest way to combat the speed in a residential area – speed bumps?</i>
<i>Personally, fairly new to the area and therefore have not really had a proper chance to use many of the facilities. Fairly pleased with ones I have used - Winding Wheel/Queens Park, and will be visiting Pomegranate Theatre next month.</i>

**Table 32.1 Comments about Planning Services**

<i>There have been ongoing planning applications for (I assume) housing in my area, but it appears to be impossible to find out details. Sign has been torn so cannot see ref. number. I find your website very difficult to locate details of applications or status.</i>
<i>I strongly object to the Council giving permission to build houses on the Sheepbridge Field site, currently owned by GKM.</i>
<i>I live on Ballidon Close, Loundsley Green Road, most of my neighbours are aged late 70s or 80s. I have complained many times about the trees they are getting taller and wider, and can't get anything done, no one seems to care about it.</i>
<i>I find the planning department's attitude to home improvements old fashioned, paternalistic and its decisions are applied inconsistently. I look to the day when planning is substantially deregulated.</i>
<i>Objections to planning applications seem to be futile and a waste of time. Things that really affect a person's locality and quality of life seem to be out of that person's reach to influence. Speed humps are a problem, and people burning waste.</i>
<i>Thank you for forward planning. Environmental - You have a policy of a Smoke Control Order. Yet more and more people are having log burning stoves.</i>

**Table 32.2 Comments about roads, paths, highways and public transport**

<i>Rayleigh Avenue pathways are a disgrace, need tarmac paving potholes tarmac is perished</i>
<i>Think you should plan when road work happens so that you are not blocking every route.</i>
<i>When will the road traffic issues in Hasland be sorted?</i>
<i>As my drive is off the main road in Brimington, will the Council pay for any damage caused by cyclists to my vehicle since they have deemed to turn the pavement into a cycle path.</i>
<i>Overall I am satisfied with services, I am concerned that areas are becoming difficult to access. Most areas were built when private transport was low, roads are not wide, and parking causes blockages. Some have parking on garden others on road, needs sorting</i>
<i>Coniston Road sometimes is like a race track cars and motorbikes exceeding speed limit every day. Traffic calming measures needed before somebody gets hurt.</i>
<i>I would like to see more improvements in my area and street. For example; footpaths on my street are terrible and parking is horrendous and when contacting the Council I was advised I would have to pay for a single yellow line to be added!</i>
<i>Lots of pavements in and around Boythorpe area are not in a good state. Need of repairs.</i>
<i>Speeding on town centre roads is getting progressively worse.</i>
<i>Suggest to block pave or other form of hard standing where there are currently grass verges or grass areas to enable cars to park, to help keep the highways uncluttered of parked vehicles.</i>
<i>The junction at the top of Inkersall Green Road, going onto Inkersall Road, needs traffic lights. The blind spot when pulling out is</i>

**Table 32.2 Comments about roads, paths, highways and public transport**

*an accident waiting to happen and the 'slow down' sign doesn't work. Drivers ignore the sign and hardly slow down.*

*Roads in need of repair, spend money on them instead of questionnaire and cycle lanes at Tesco roundabout.*

*Manor Road was recently re-tarmaced and we are still sweeping the pavement.*

*Please can you do anything about getting out of Flintson Avenue junction. I wrote to the police years ago about this but nothing has been done. When cars are on Handley Road you have to pull into the road before you can see if anything is coming*

*I feel alone in my interests in public footpaths.*

*I would like the council to resurface the areas around the 'pink' traffic calmers on Bamford Road, Inkersall in the same manner as they have been done to the ones adjacent to Ilam Close. They are currently too high and have exposed edges, damaging vehicles*

*The bus time table at Barker Lane/Chatsworth Road is unreadable, the glass covering it is filthy.*

*I would like the bus service, 2A Green Farm, to run on Sundays and bank holidays*

*I have difficulty getting into Chesterfield as the bus is usually full when it reaches my shop which is the Sainsbury Supermarket.*

*Lack of public transport. Two buses required to get to Royal Hospital and a walk across town.*

*I was really happy to see the coping stones taken out of the Holme Brook after more than 20 years and replaced on the bridge on Purbeck Avenue. The damage to the recently installed safety barrier on Wenlock Crescent is an eyesore, needs replacing or removing*

**Table 32.3 Comments about housing**

*I would like to know why we pay more rent in a two room flat when you pay less for a 3 bed house, and cannot get anything done. Radiators out of the ark, the houses have all new and fires. We're 71-74 years old I'm sleeping in a damp room.*

*Not much help obtained from the Housing Department. Charged the services fees wrongly for a few years until I started to investigate. They shouldn't have done this as it is your obligation to make sure accounts are accurate. The overcharged me for 4 years.*

*Suggest that CBC should do more to ensure that gardens are maintained in a tidy condition*

*The cleaning system seems to be very hit and miss. For residents paying for this service it is a little disrespectful that a bottom floor is cleaned and not the first or second floor on odd occasions.*

*Tenants leave rubbish around and jam the security door open. Groups are intimidating outside my flat and dog poo is left by owners on the area outside my flat.*

*I feel that housing department does not enforce tenancy agreements, as I see many unkempt houses and gardens.*

*My home is very dark due to overgrown trees - mine and my neighbour's. I need my living room light on in broad daylight. This*

**Table 32.3 Comments about housing**

*has been reported several times.*

*My son recently contacted the Housing Department regarding his place on the housing waiting list, the lady he spoke to was extremely rude and unhelpful and speaking to other friends etc. This is the general feeling about the Housing Department.*

*My husband and I think the housing situation should be sorted out, there are people on Cordwell Avenue living in 2 and 3 bedroom houses on their own. Drug use on Cordwell Avenue.*

*Bungalows not having gas fires.*

*Had new heating installed in May, but still waiting for cupboard to cover the boiler, it has been measured twice. I have phoned and left messages but no one has called my phone. Still nothing. It's a pity you don't follow up alterations and repairs faster.*

*On the past three occasions I have contacted the Council who have agreed to carry out works they have gone back on the agreement and works have not been carried out, so why bother.*

*I have been waiting to move for over 2 years and still waiting. How long does it take?*

*Housing repair services needs improving, still waiting for a job doing over three years since first reporting it.*

*Yes, security lights left on all night on the neighbour's back door. It's a nuisance! It shines very bright on my back yard. They have been told about it, but still do it.*

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

*Please during the summer/spring months could we have the grass verges cut more often? Whey they do get round to being cut, within a week they look long and untidy, and it's at least 2/3 weeks until they are done again. Please could the cut grass be collected?*

*The banking on Kendal Road is a disgrace, needs cleaning up.*

*The shops on Littlemoor shopping centre need to keep their packaging more secure, it frequently gets blown down Ringwood Avenue. Likewise the school on Cranbourne Road should mention to the pupils that litter should not be thrown on the street*

*I would like to see the road sweeper more often as they come infrequently and we have weeds 10" high which we have to remove ourselves. You don't see this in other places nearer to the town.*

*I wish people would pick up after their dogs and put litter in the bins. Also, when the local park is mowed it would be a very good idea to pick litter up first as the mowers eat up the rubbish as well as the grass and splinters it everywhere.*

*We live at New Whittington and use the canal walks at times but find that the public footpaths on route are always covered with dog mess. There aren't enough dog bins and they aren't emptied regularly. Similar issues at Brearley Park.*

*We have asked for a grit bin on the estate for the last 2 years, to no avail. I have asked 2/3 times for a dog waste bin to be installed nr field exit/entrance on the walkway accessed from Nether Croft Road.*

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

<i>The main issues I have with my local area are litter, dog mess and the pavements, and speeding vehicles down Calow Lane. The improvements to Eastwood Park are excellent, but I am concerned that litter is becoming a big problem there too.</i>
<i>More dog waste bins made accessible on Trans Pennine Way (Staveley-Inkersall). Footballers and spectators to clean up/take home rubbish instead of leaving it all over Inkersall Green playing field (orange peel, empty pop bottles, chocolate wrappers)</i>
<i>Complaints about litter around the area do not seem to be acted on. The area seems dirty and uncared for.</i>
<i>Dog fouling. Litter. Damage to car by speed bumps. Damaged roads. Excessive council tax - our private property on band D is 20 yards away from band A properties.</i>
<i>I live at Barker Lane, Brampton and the road and pavement is always full of litter. I try and keep it clean around my house, but it's very depressing to the road so full with rubbish.</i>
<i>Reported previously, alas no action taken. The blocked and foul smelling drain outside Boythorpe Cemetery Gates on Hunloke Avenue, and blocked roadside drains on Walton Road. Overhanging hedgerows at junction of Hunloke Ave &amp; Walton Rd</i>
<i>Litter around Chesterfield is my main complaint - at the side of the A61 bypass especially - but all over - Chesterfield and surrounding areas want a good old scrub!</i>
<i>I am unhappy with the way the grass verges are maintained on Carlton Road. The "mowers" do a poor job and the debris is not cleared up nor are the edges attended to. It is a "slap happy" unsupervised process.</i>
<i>There are areas that are piled up with litter which are neglected.</i>
<i>The main issue I have is dog fouling on pavements and grass verges. It's bad in Hasland sometimes and always bad at Holme Hall. Need to think of ways to tackle this.</i>
<i>Repeated and prolific dog fouling is a real problem in our area (Ashgate, Loundsley Green and Brampton). Also, overhanging trees over walkways and pavements are a hazard to pedestrians.</i>
<i>I would like residents with dogs to clean up after their animals. I have a dog and always clean up. It is a regular problem at the top of Broomhill Road. If there is anything you can do it would be appreciated.</i>
<i>Plastic recycling collections at kerbside has made a great improvement to our recycling rate.</i>
<i>Chesterfield is a good place to live, just let down with litter problems on Beetwell Street and the steps leading up to shopping arcade from coach station (first things visitors to our town see).</i>
<i>Recycling/refuse, changes too many times, insufficient space in blue bin. Also no interpreters to save money. Roads/pavements in disrepair. Grass not mown enough.</i>
<i>Dissatisfied with kerbside recycling, there are often items left on the road when collections are made, which is much worse on a windy day. The company that collects makes no effort to pick up what they've dropped.</i>
<i>I would like more consideration when giving pubs licenses and regular checks on them as we suffer from noise pollution from them. Also fines should be enforced for people dropping litter in our parks and on our streets</i>
<i>I think neighbours could be more considerate, lighting fires when I've just put washing out, not stopping dogs barking. The people</i>

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

*in the flats opposite are often making a lot of noise on their balconies, late at night, getting drunk. Security lights.*

*The removal of all the recycling bins in the main car parks was one of the things I most disagreed with recently. The blue bin isn't enough and you need something in the town centre for when people are out.*

*I am mainly satisfied with the services. My only issues are dog fouling on pavements. Dogs not on leads in stand road park.*

*I am very dissatisfied with the bin situation because the bin collectors don't empty blue or black bins at all correctly.*

*If neighbours, including those in streets other than ours, wish to play loud music, including live bands, they should be made to give notice to residents. There has been an increase in parties/music events, near to Walton shops.*

*The Council may crow on about new projects but what about the old ones, Newbold Estates dirty streets, litter, dog mess, drinks cans, broken bottles, chip shop cartons, sludge on pavements from cars parking on front gardens, drugs openly sold on streets*

*The only comment I have is the gardens, it seems the only time we got the edges cut is if I constantly phone over them.*

*I would like to see the Council pay more attention to street cleaning etc in the Old Whittington side of town. The grass verge around the roundabout outside JE James is often littered and so gives a poor impression of the area.*

*Constant dog mess on Kirkstone Road and litter*

*My grievance with CBC is regarding the empty bakery on New Hall Road and the overgrown foliage that I have contacted you about several times.*

*Why does the grass under the trees on Coniston Road and Lindal Road never get cut? They always look a mess. Motor bikes and some cars travel too fast along Coniston Rd at weekends. They treat it as a race track. It has been reported, but nothing done.*

*The local pubs nearby do not clean up the numerous cigarette ends from the pavements outside the premises. Is it illegal to throw cigarette stubs on pavement.*

*There is an area just under the bridge towards Old Whittington (on right side) which is littered with many, many wine and beer bottles from the railway line – this is also very unsightly – if this is not the CBC's responsibility then could they pass the problem to Network Rail?*

*Some people with dogs go on the green and don't pick up after their dogs, along Coniston Road there should be CCTV. Also a law should be made that all dogs should be kept on a lead and anyone not abiding by it should be fined. I am afraid to take my little dogs round Holmebrook. There should be more wardens.*

*Causeways/grates not cleaned regularly, causing build ups, also loose gravel still coming onto properties, on feet, tyres etc. Trees/bushes all overgrown (especially on Private Drive) and coming over the road, causing obstructions to vehicles. Require more rubbish bins in our area. Still finding plenty of dog faeces on pavements, not cleaned up.*

*Litter is everywhere, despite the bins.*

*Not keeping hedgerows cut back on public footpaths and cause ways, sometimes you have to walk on the road. Cars parking on cause ways can be a problem.*

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

*Using assisted walking frame is hazardous due to the state of footpaths. After cutting the grass areas, leaving the cuttings on footpaths makes them hazardous, particularly after rain or frost.*

*The trees on Coniston Rd, the grass around them needs cutting not just left, it looks a mess.*

**Table 32.5 Comments about parking**

*After talking to 2 Councillors, nothing gets done about resident parking on our street, which is a dead-end road. Over the past 5-6 years it is more and more congested, is there anything that could be done?*

*On the whole Chesterfield Borough Council does a great job with the resources they get from government. I would like to see restricted parking in pedestrian areas for disabled drivers and introduce special bays for them.*

*I would like to see a very big improvement on the parking issues that are still a big problem on Sutton Crescent, Inkersall, as ambulances are still finding it hard to attend patients. I think the big green should be made into parking spaces.*

*CBC should reduce the car parking charges to actually encourage local residents to shop in town, rather than using out of town complexes. We need more disabled parking in town also, I can rarely find a space.*

*There's a lack of free parking in and around the town centre, I no longer visit. Expensive fees for resident parking permits, should be free. Lack of care of overgrown bushes, trees, verges - no longer done by Council workers, looks sub-contracted - badly.*

*Are disability car badges checked on a regular basis to make sure they are being used properly and not abused and are they given out at random by the Council? You do not seem to have to get a medical certificate to apply for same.*

*I live in a resident only parking area which I pay for. Firstly, I would prefer a parking pass without having to pay as I am penalised for living near the town. Also the permits only go up to 8pm so people who don't pay get the same benefits, this is unfair.*

*We consider the parking charges in the town centre are too expensive and it is not encouraging people to use the shops. We really enjoy the Staveley Healthy Living Centre*

*I dislike paying car park fees. The reduction in availability of free on street parking in town means I usually have to walk further, curtail my town centre activities or not go at all. If it is to raise more revenue it could be counterproductive.*

*Residential parking - big problem on the quite narrow roads in Inkersall, no one seems to want to help with this - always told on the phone 'the Council can't help' - re neighbours parking several vehicles and blocking road.*

*Car parks expensive - doesn't encourage people to stay in town. Public toilets too few - many in town closed. Facilities in 'bus station' poor.*

*Disappointed that as a blue badge holder I cannot park for free in council car parks and on street parking.*

*The questions regarding my opinion of CBC are as they are because I do not have much contact with CBC. On the one occasion I contacted the Council, the lady was about as rude as I could have believed. Parking permits should be included in council tax bills*

**Table 32.5 Comments about parking**

*The uneven surfaces in the town centre (eg cobbles) make walking very dangerous for the elderly. Having a blue badge parking card does little to help if there are so few available places in which to use it.*

*You're killing the town centre. High parking tariffs means less foot fall, and less business. Sunday trade dropped since car boot sale moved. Repair the Annexe as a running track would be very useful for the town centre, not a new smaller centre.*

*Town centre car parking is too expensive. This causes people to park on local roads in area during week.*

*I live on Catherine Street at Brampton. I have a young baby, our road is not permit holders and I cannot park outside our own house during the day as people park to go to town and a lot of Royal Mail staff use our street for parking.*

*Parking outside my house all day (Oakley Avenue)*

*Free parking*

*Free parking in town centre.*

*Introduce pay on return to more Council car parks same as Saltergate multi storey*

*Enforce street parking regulations, but make the centre user friendly by providing a park and ride scheme at reasonable cost*

*Parking charges too high*

**Table 32.6 Comments about waste collection**

*Don't listen too much to people moaning about bins! Considering you are being cut you are doing an excellent job.*

*My grumble is the bin collectors leave the empty bin three houses away in either direction, also the lid up when its raining or snowing.*

*It would be nice if the bin collectors would put the wheelie bins back in the place where they got them from. Also the parking in some of the streets such as in Barley Lane where I live can at times be absolutely stupid.*

*Waste collection should be weekly for all bins during the summer. Get rid of the car park patrols - the Council makes enough money from parking!*

*In my experience refuse collectors make more mess than anyone else!! If something drops out of the bin whilst being emptied they just leave it to blow all over the street.*

*Please look at the black bin emptying scheme. Even though we have a wheelie bin liner in place and it's washed out every time the Council empty it and is double bagged, inside is spilling out with maggots. This isn't hygienic for my children.*

*Would like to recycle more but there are so many different types of paper. The leaflet you send out doesn't explain enough about what paper you can and can't recycle.*

*I hope street lighting is kept working, not turned off early. I hope the Council does not start charging for garden waste removal as I see others have on the news. Being on JSA now having to pay council tax can cause people to struggle.*

*Extension of recycling has been good but a bit poorly planned and executed. What was the point in spending money on new*



**Table 32.6 Comments about waste collection**

'Chesterfield' signs when the old ones depicting the crooked spire were fine (as on your letterhead).

I wish black bins were emptied weekly and blue and green bins could be cleaned like the black bins. It would be good to lower Council tax rates a bit. Providing boiler scheme for private houses would be good.

**Table 32.7 Comments about community safety and anti-social behaviour and crime**

*Loundsley Green CCTV camera never seems to work, if it did it would see drug deals, people outside the shops becoming a nuisance, cars speeding around both car parks, no cameras on the park hut where people gather shouting abuse / getting drunk/ racially harassing people*

*The old coal yard (South Street, New Whittington) is a serious problem. Anti-social behaviour and fly tipping is rife. Can the owner be made to make this site secure or at least get on with the development?*

*At the entrance to King Georges Park, Frecheville side, the gate needs mending and locking at night to prevent drug dealers, it is unsafe. The equipment in the park needs upgrading as it is damaged and unsafe.*

*Skull and Crossbones Plantation urgently needs clearing, vegetations/nettles forces walkers onto road. 'Boy racers' in Tpton IC car park Sat/Sun make me feel intimidated when in park, also litter left behind. Speeding on Swaddale Avenue.*

*Where I live anti-social behaviour is getting worse but the Council and Police are not interested in helping decent, hard working, law abiding people, only those who make our lives a misery. I shall in future deal with problems myself.*

*Vandalism, graffiti, drugs, deliberate damage to property, alcohol, gangs, abusive behaviour at Holme Hall shops, Queens Park Annexe especially at the tennis and bowling pavilions. Litter in town centre, parks (dog fouling in parks & housing estate)*

*Tell the police to start doing their jobs properly!*

*I am very privileged to reside in a very pleasant area of Walton. The only thing lacking is the physical presence of a patrolling Police Officer from time to time to sort out major parking issues. It is their responsibility.*

*I am a crown green bowler and play for Queens Park, and am appalled at the amount of vandalism that has been done to the green and the cabin we use, windows smashed and doors kicked in, this has been reported time and time again*

*Where I live the area has changed drastically and not just myself but other residents are affected by the increase in litter, anti-social behaviour, damage to vehicles, problems parking, dog mess, graffiti and generally untidy. I have complained about this.*

*I live at Mastin Moor, there is a problem with dangerous dogs and litter. Also, the Turning Point Hospital has now closed and there has been no information/consultation about its future use or before it was built. Mastin Moor residents had no say.*

*Only what I see with drugs it concerns me because of the children this can be very bad for a peaceful life.*

*Children's behaviour and foul language seems to be upsetting many residents.*

*People have time to do silly things, like damage other people's property or cars. Anyway, thank you very much for being asked.*

*Direct contact, not via call centre. Action anti-social problems not continuous form filling and excuses. Christmas markets (2-3*

**Table 32.7 Comments about community safety and anti-social behaviour and crime**

weeks) bring in visitors, fill hotels, increase income, returning visitors in summer and short break destination benefits.

More community police officers. Street cleaning around Baden Powell Avenue could be improved.

The area I live in has a field which I have to walk down for the shops and bus stop, also a dark jetty way, so I do not go out in the evenings.

Community policing in our area (Davian Way, Walton) is poor. Last Halloween I confronted vandalising teenagers and was told by the police I could have got into trouble with them had I done anything and was told to spend £250 on CCTV. Not an isolated incident.

The answers on local area refer to Linacre Woods/Ashgate. If we included Holme Hall all would rate lower and we have serious concerns about the drug use/dealing that happens there.

There are no facilities to take teenagers off the streets in an evening. Instead they cause a nuisance outside local shops, on local parks and to other young people. We need to re-introduce some youth centres.

The areas in front of the Town Hall, the gardens and grass areas are being spoiled by people congregating and leaving rubbish, defacing behind the memorial and garden which is a disgrace at times.

Holmebrook Valley Park - anti-social behaviour.

Concerned about the idea of reducing street lighting in the area. Would like to see more local patrols and safety and security advice in the home and out in local areas. Monthly immediate area leaflet would be interesting.

**Table 32.8 Comments about parks, leisure and culture**

Think you do a good job of keeping parks etc. clean. It's the public after a sunny day, QP is littered, which public are to blame for not the bin collector. Dog poo is also an issue, more needs to be done. If people are caught they should do dog poo duty

Since you toughened up in Eastwood Park re. dogs not on leads, we now have a dog run in front of our houses at Annesley Close, night and day. I've sent numerous letters to your department - dog warden came out and agreed. Need more dog fouling notices put up

I understand about financial cut backs and am glad that I don't have the responsibility of allocating the budgets, but every day we walk the dogs to Holmebrook V Park along the footpath and they are very overgrown with nettles and thistles.

More seats needed at Poolsbrook Park around play area for older children

Are there plans to clean up/improve the park including demolition of the old loo block on Manor Road, Brimington Common? The playground facilities are dire, unsafe, dog poo everywhere and litter! Same on the corner of Grove Road litter/dog poo!

Please put a fence around the children's play area in Queens Park to contain the children for safety reasons.

I live close to Somersall Park and regularly take by 2 young boys there. Recently the bins have been overflowing near the play area with rubbish and bags of dog mess, I am worried about the health issue. Somersall is desperately in need of new

**Table 32.8 Comments about parks, leisure and culture**

equipment.

*I would really like to see an improved children's play area in Somersall Park. The existing one must be over 20 years old and is unsafe and out of date which is a huge shame for local children, parents and carers.*

*Eastwood Park, Hasland. Baby area needs boundaries and fences and benches for parents. The older kids' equipment needs safety checks. I am very happy the council has put speed limits on St Leonard's Drive.*

*No safe and appropriate parks available in our area. We are desperate for this for our children to have some outside enjoyment. Park rubbish bins overflowing, children tried to put rubbish in them but still not been emptied for over a month.*

*I relation to leisure facilities and parks, I believe that my local area has been abandoned. There has been no renovation of local parks, ie Somersall Park. Also, Queens Parks Sports Centre has needed renovating for years, I am pleased this is in the pipeline QP needs cleaning from duck/geese mess, I know 2 people who have e-coli after play in park.*

*Nowhere near enough money or effort is made and spent developing arts and culture. These are the things that would attract people to come to Chesterfield. No proper art gallery. No proper music venue. No contemporary theatre space.*

*The considered proposal to close Queen's Park leisure centre is a big mistake. Spend money on a refurbishment not get a loan to build a smaller centre and pool destroying Queen's Park Annex running track in the process.*

*Queen's Park Leisure Centre should not close. Dual provision with tec college should be abandoned. Wheelie bins should not shrink in size. I always feel that there is a lot going on in the background that we are not fully informed about (not just above).*

*The plans in place for the new leisure centre at Queen's Park Annexe seem ill thought out and a waste of tax payers money. Refurbishing the original building at a fraction of the cost of the new centre seems to be most local people's preferred option.*

*We are very concerned about the proposed new sports centre over refurbishing the existing facility. Queens Park Sports Centre undoubtedly needs attention but not knocking down. It smells of corruption. It seems that despite a large petition by local residents*

**Table 32.9 Comments about the town centre and regeneration**

*There seems to be so much regeneration talked about but not a lot seems to be happening other than the Market Hall. When shopping options/retailers are to be discussed I think the public should be asked what they want.*

*I don't agree with the pubs and clubs in Chesterfield town centre opening until 6am!*

*The seating next to Boots is very good, but not for me, as I am disabled and not able to get down to sit on them. I do hope there will be chairs or seating for all.*

*My main area of concern is the town centre lacks vibrancy with many empty stalls, but other stalls spread on other streets! The centre now lacks choice. Rising parking charges are off-putting. Many buildings seem to lack maintenance.*

**Table 32.9 Comments about the town centre and regeneration**

<i>Love market, market festivals and lantern festivals! Disagree with the proposal to close Queen's Park Sports Centre. Think more can be done to promote the services. Need to get email addresses and send details to people notifying them of events</i>
<i>While we feel overall Chesterfield is a great place to live we question some major changes being made, especially the changes to the market. Having seen markets recently in Doncaster, Oxford and Bristol which have been updated but retain their character</i>
<i>Chesterfield Market - under marketed</i>
<i>The market is a shadow of its former self (pity). Why are you allowing stall holders into the pedestrian walkways? Put all the stalls where they should be in the central market squares.</i>
<i>Market needs more promotion, fill the empty stalls.</i>
<i>Shop/market rents must be too high as there are too many empty premises, we soon won't be able to call ourselves a market town.</i>
<i>Please can we support local business and stop allowing Tesco to dominate.</i>

**Table 32.10 Comments about the Council and decision making**

<i>Before cutting services they should review and reduce to an acceptable level the allowances and expenses paid to elected Councillors. Acceptable to the council tax payers.</i>
<i>Would like to be more involved in Council committees.</i>
<i>All Council policies are set and made by whoever has been elected and fit in within their own agendas, not for the people of the community. It really doesn't matter which party, all have a tendency to waste money on different things.</i>
<i>Council tax should be reduced by privatising sports centres and theatres. My tax should not pay for other people's enjoyment!</i>
<i>During the recession period the Council needs to listen to the public's opinions and views as regards whether money needs to be spent on certain aspects, Market Hall refurbishment, Revenues Hall alterations, Horn's Bridge Island icon, Queen's Park etc.</i>
<i>Why don't the council if they are interested in Chesterfield consider reducing the rates instead of increasing everything then maybe just maybe we may get some shops/business properties filled instead of emptied?</i>
<i>The national political system needs to be modernised, especially the way in which local authorities serve and lead their communities!</i>
<i>My view is the council has dual standards. If it is a council run initiative the rules are relaxed. Everyone else the rules are black and white.</i>

**Table 32.11 Comments about the Council's customer services, accessibility and communications**

**Table 32.11 Comments about the Council's customer services, accessibility and communications**

*I think people on the phone should be a bit more polite and helpful and not make you feel like an inconvenience, and calls shouldn't be passed from dept to dept, an agent should deal with a call from start to finish.*

*Paying council tax by post office excellent.*

*I feel customer service skills are much needed improvement and more help for genuine people.*

*Withheld numbers not answered*

*Council staff think they have the right to bully and harass the public, constantly threatening court action. I now understand how people are pushed to suicide as a result of this. Council staff are rude and intimidating especially at the Revenues Hall in Chesterfield (market place), no privacy.*

*We have a seriously disabled 6 year old son. I feel there should be more "changing places" (specialist change toilets with full size change bed/hoist) radar key operated. Better access to swimming also.*

*I feel the Council spends too much money on interpreters when it should be spent on other more important things like health and education.*

*We don't seem to have received "Your Chesterfield" for some time. Has CBC stopped this publication?*

*I think people on the phone should be a bit more polite and helpful and not make you feel like an inconvenience, and calls shouldn't be passed from dept to dept, an agent should deal with a call from start to finish.*

**Table 32.12 Other comments**

*On surveys, such as this, the questions do not give space to say if elderly or not very mobile and a lot of questions need space for this.*

*I would like to be involved in an industrial heritage museum for history of all lost/decreasing manufacturing in our area:- Stanton and Staveley Works, Donkin Works, Coalite, Trebor Bassett, Tube works, Clay Cross Fireworks, Pearsons Pottery, GKN, Plastics*

*A lot more could be done to improve local communities and council services to bring people together*

*I think you should not be asking questions about people's ethnicity or religion or sexual orientation. If these things do not affect the way people are treated by CBC, why ask? To ensure fairness in the system, omit these questions from forms.*

*I would like to say that I am generally very pleased with Council services and we get to hear about current issues through our ward Councillor.*

*It's about time far more help was available to family carers and people who feel unsupported by the Council re health welfare & housing*

*Who introduced the obscene labyrinth at Tupton House? Who paid for it and how much did it cost? As an old Tuptonian I am extremely sad to see the hill in its present state.*

**Table 32.12 Other comments**

*Do you think it is possible to have a Hindu temple in Chesterfield?*

*Would be great if someone would visit our street and surrounding area to try to understand the reasoning behind the survey answers. Very difficult to explain through a survey. Thanks*

*Try living on a 1% pay increase like us! Don't line your own pockets.*

*Stop spending our money on navel gazing. You are not an important part of our lives. Please just do the tasks we pay you for.*

*Very disappointed at the disappearance of Community Forums, at least they kept us informed of local issues and CBC plans.*

*Feel this survey and it's costs are incredulous at these times of austerity! Shouldn't you be concentrating on delivering your core services to the best of your ability rather than the expense of this?*

*Stop wasting money on things like this.*

# Chesterfield Borough Council

## Are you being served? September 2013

### Full Demographics Report

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## Page 172 1. Introduction

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This year, Chesterfield Borough Council decided to trial a new benchmarking survey for local authorities, developed by the Local Government Association (LGA) and Ipsos MORI. Councils taking part in *Are you being served?* follow guidance to create a questionnaire for residents to measure their satisfaction with services. As there are a number of ‘core questions’ Councils taking part are able to benchmark their performance on a national and regional basis.

*Are you being served?* is different to the Citizen’s Panel method because of the core questions which enable benchmarking, and also because the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

During September 2013, the postal questionnaire was sent to a random sample of 3000 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 758 residents, giving a response rate of 25.3%. Receiving this number of responses has enabled us to achieve a confidence interval of 3.2. This means that we can be 95% confident that the results are accurate to within 3.2% if we had asked the entire Borough’s population the same questions. For example, if 39% 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 35.8% and 42.2%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding. Where significant, the results have been broken down by demographics.



## 2. Your Local Area

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

### Q1. Overall, how satisfied are you with your local area as a place to live?

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 total of 89.2% respondents indicated *very satisfied* or *fairly satisfied* with their local area as a place to live. 5.7% of respondents indicated *fairly dissatisfied* or *very dissatisfied*. Table 1.1 shows the results excluding those respondents that indicated *don't know* (0.4% of all respondents).

	No.	%
<i>Very satisfied</i>	297	39.7%
<i>Fairly satisfied</i>	371	49.5%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.1%
<i>Very dissatisfied</i>	12	1.6%
<i>Don't know</i>	3	0.4%

	No.	%
<i>Very satisfied</i>	297	39.8%
<i>Fairly satisfied</i>	371	49.7%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.2%
<i>Very dissatisfied</i>	12	1.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was West (95.3%), compared to a low of 80.2% for North area. A high of 93.7% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 68.8% of respondents aged 24 and under. A total of 87.8% of male respondents, and 90.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 81.4% of people with a disability indicated *very* or *fairly satisfied* compared with 92.0% of respondents without a disability, and 89.7% of White British respondents indicated the same, compared with 73.1% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	39.7%	24.6%	33.3%	58.4%	36.5%
<i>Fairly satisfied</i>	49.3%	62.8%	54.6%	36.9%	45.9%
<i>Neither</i>	4.7%	7.1%	2.9%	3.4%	6.1%
<i>Fairly dissatisfied</i>	4.2%	3.3%	7.5%	0.4%	7.4%
<i>Very dissatisfied</i>	1.6%	2.2%	0.6%	0.4%	4.1%
<i>Don't know</i>	0.4%	0.0%	1.1%	0.4%	0.0%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	39.5%	31.3%	20.6%	32.7%	37.1%	41.5%	46.5%	51.4%	30.8%
<i>Fairly satisfied</i>	49.6%	37.5%	69.1%	53.5%	53.8%	47.2%	42.6%	42.3%	46.2%
<i>Neither</i>	4.7%	25.0%	2.9%	6.9%	2.8%	6.9%	2.3%	2.7%	7.7%
<i>Fairly dissatisfied</i>	4.2%	6.3%	2.9%	3.0%	4.9%	3.8%	7.0%	0.9%	15.4%
<i>Very dissatisfied</i>	1.6%	0.0%	1.5%	3.0%	1.4%	0.6%	1.6%	2.7%	0.0%
<i>Don't know</i>	0.4%	0.0%	2.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Table 1.4: Overall, how satisfied are you with your local area as a place to live, by gender, disability and ethnicity.

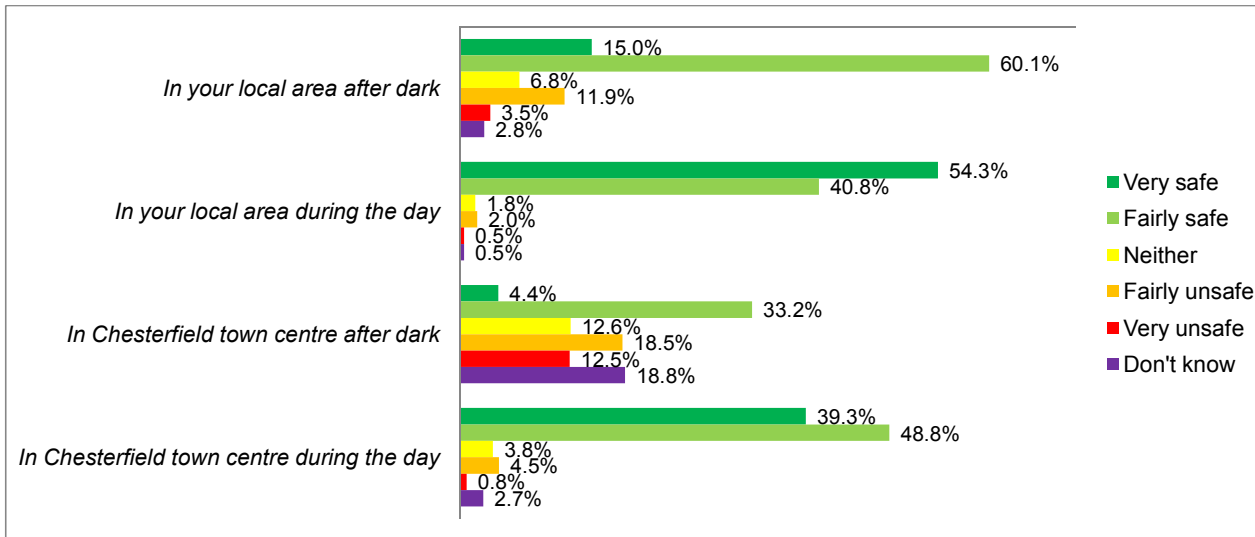
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	41.7%	38.3%	11.1%	35.5%	41.8%	21.7%	40.3%	23.1%	36.4%
<i>Fairly satisfied</i>	46.1%	52.2%	44.4%	45.9%	50.2%	52.2%	49.4%	50.0%	54.5%
<i>Neither</i>	7.1%	2.6%	33.3%	7.0%	3.7%	13.0%	4.5%	11.5%	0.0%
<i>Fairly dissatisfied</i>	3.4%	4.7%	11.1%	9.3%	2.4%	8.7%	3.8%	11.5%	9.1%
<i>Very dissatisfied</i>	1.4%	1.7%	0.0%	2.3%	1.3%	4.3%	1.7%	0.0%	0.0%
<i>Don't know</i>	0.3%	0.5%	0.0%	0.0%	0.6%	0.0%	0.3%	3.8%	0.0%

## Q2. How safe or unsafe do you feel in the following areas?

Respondents were given a list of four areas, and asked to indicate how safe they feel from six options which ranged from *very safe* to *very unsafe*, including a *don't know* option. The areas were: your local area after dark, your local area during daytime, Chesterfield town centre after dark, and Chesterfield town centre during the daytime. Responses show that in general, respondents feel safe in their local area, with 95.1% of respondents indicating they feel *very safe* or *fairly safe* in their local area during the daytime, and 75.1% of respondents indicating they feel *very safe* or *fairly safe* in their local area after dark. These figures are lower for Chesterfield town centre, with 88.1% of respondents indicating they feel *very safe* or *fairly safe* in the town centre during the daytime, but a low of 37.6% of respondents indicated they feel *very safe* or *fairly safe* in the town centre after dark. 31% of respondents indicated that they feel *fairly unsafe* or *very unsafe* in the town centre after dark.

Table 2: How safe or unsafe do you feel in the following areas?

	<i>Very safe</i>		<i>Fairly safe</i>		<i>Neither</i>		<i>Fairly unsafe</i>		<i>Very unsafe</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In your local area after dark	112	15.0%	450	60.1%	51	6.8%	89	11.9%	26	3.5%	21	2.8%
In your local area during the day	400	54.3%	301	40.8%	13	1.8%	15	2.0%	4	0.5%	4	0.5%
In Chesterfield town centre after dark	32	4.4%	242	33.2%	92	12.6%	135	18.5%	91	12.5%	137	18.8%
In Chesterfield town centre during the day	289	39.3%	359	48.8%	28	3.8%	33	4.5%	6	0.8%	20	2.7%



**In your local area after dark**

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was West (82.5%), compared to a low of 69.9% for North area. A high of 78.1% of respondents aged 55 to 64 years indicated *very* or *fairly safe*, compared to a low of 72.8% of respondents aged 35 to 44 years. A total of 81.8% of male respondents, and 70.7% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 67.4% of people with a disability indicated *very* or *fairly safe* compared with 78.4% of respondents without a disability, and 75.0% of White British respondents indicated the same, compared with 69.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very safe</i>	15.1%	9.8%	12.2%	22.1%	13.7%
<i>Fairly safe</i>	60.0%	63.0%	59.3%	60.4%	56.2%
<i>Neither</i>	6.5%	7.6%	6.4%	5.5%	6.8%
<i>Fairly unsafe</i>	12.1%	12.0%	14.5%	8.9%	14.4%
<i>Very unsafe</i>	3.5%	3.8%	5.2%	1.7%	4.1%
<i>Don't know</i>	2.8%	3.8%	2.3%	1.3%	4.8%

Table 2.2: How safe or unsafe do you feel in your local area after dark, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	14.7%	0.0%	15.7%	13.6%	18.9%	13.1%	15.5%	13.9%	8.3%
<i>Fairly safe</i>	60.5%	75.0%	60.0%	59.2%	55.2%	65.0%	60.5%	61.1%	50.0%
<i>Neither</i>	6.6%	6.3%	10.0%	7.8%	8.4%	5.0%	5.4%	2.8%	25.0%
<i>Fairly unsafe</i>	11.9%	18.8%	8.6%	16.5%	15.4%	11.3%	9.3%	8.3%	8.3%
<i>Very unsafe</i>	3.5%	0.0%	4.3%	1.9%	1.4%	4.4%	7.0%	2.8%	0.0%
<i>Don't know</i>	2.8%	0.0%	1.4%	1.0%	0.7%	1.3%	2.3%	11.1%	8.3%

Table 2.3: How safe or unsafe do you feel in your local area after dark, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	21.9%	9.9%	11.1%	8.1%	17.1%	0.0%	14.7%	23.1%	10.0%
<i>Fairly safe</i>	59.9%	60.8%	55.6%	59.3%	61.3%	56.5%	60.3%	46.2%	70.0%
<i>Neither</i>	5.5%	7.0%	22.2%	5.2%	6.9%	13.0%	6.9%	3.8%	10.0%
<i>Fairly unsafe</i>	6.5%	15.7%	11.1%	17.4%	10.1%	8.7%	12.0%	15.4%	0.0%
<i>Very unsafe</i>	3.4%	3.5%	0.0%	5.2%	2.4%	17.4%	3.4%	7.7%	0.0%
<i>Don't know</i>	2.7%	3.1%	0.0%	4.7%	2.2%	4.3%	2.7%	3.8%	10.0%

### In your local area during the day

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was West (96.6%), compared to a low of 93.9% for North area. A high of 96.8% of respondents aged 55 to 64 years indicated *very* or *fairly safe*, compared to a low of 91.4% of respondents aged 25 to 34 years. A total of 94.7% of male respondents, and 95.0% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 91.0% of people with a disability indicated *very* or *fairly safe* compared with 96.5% of respondents without a disability, and 95.3% of White British respondents indicated the same, compared with 88.5% of respondents from other ethnic backgrounds.

Table 2.4: How safe or unsafe do you feel in your local area during the day, by Community Assembly area.

	All areas	East	South	West	North
<i>Very safe</i>	54.2%	45.7%	54.8%	64.1%	48.0%
<i>Fairly safe</i>	41.0%	49.7%	39.3%	32.5%	45.9%
<i>Neither</i>	1.7%	1.7%	1.8%	1.3%	2.0%
<i>Fairly unsafe</i>	2.1%	1.1%	3.0%	1.3%	3.4%
<i>Very unsafe</i>	0.6%	0.6%	0.6%	0.9%	0.0%
<i>Don't know</i>	0.6%	1.1%	0.6%	0.0%	0.7%

Table 2.5: How safe or unsafe do you feel in your local area during the day, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	54.3%	50.0%	51.4%	52.0%	56.6%	54.8%	51.6%	62.9%	15.4%
<i>Fairly safe</i>	40.8%	43.8%	40.0%	43.1%	39.9%	42.0%	41.0%	33.3%	76.9%
<i>Neither</i>	1.8%	0.0%	5.7%	3.9%	2.1%	0.6%	0.8%	0.0%	0.0%
<i>Fairly unsafe</i>	2.1%	6.3%	1.4%	0.0%	1.4%	1.9%	5.7%	1.0%	0.0%
<i>Very unsafe</i>	0.5%	0.0%	0.0%	1.0%	0.0%	0.6%	0.8%	1.0%	0.0%
<i>Don't know</i>	0.5%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.9%	7.7%

Table 2.6: How safe or unsafe do you feel in your local area during the day, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	58.5%	52.0%	33.3%	47.6%	56.8%	31.8%	54.7%	50.0%	36.4%
<i>Fairly safe</i>	36.2%	43.0%	66.7%	43.4%	39.7%	59.1%	40.6%	38.5%	63.6%
<i>Neither</i>	2.4%	1.4%	0.0%	1.2%	2.1%	0.0%	1.7%	3.8%	0.0%
<i>Fairly unsafe</i>	2.1%	2.1%	0.0%	4.8%	0.9%	9.1%	2.0%	3.8%	0.0%
<i>Very unsafe</i>	0.3%	0.7%	0.0%	1.8%	0.2%	0.0%	0.6%	0.0%	0.0%
<i>Don't know</i>	0.3%	0.7%	0.0%	1.2%	0.4%	0.0%	0.4%	3.8%	0.0%

### In Chesterfield town centre after dark

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was South (44.9%), compared to a low of 31.6% for East area. A high of 37.0% of respondents aged 35 to 44 years indicated *very* or *fairly safe*, compared to a low of 22.3% of respondents aged 75 years and over. A total of 43.2% of male respondents, and 34.1% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 26.4% of people with a disability indicated *very* or *fairly safe* compared with 41.1% of respondents without a disability, and 37.2% of White British respondents indicated the same, compared with 26.9% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very safe</i>	4.2%	2.9%	6.0%	3.9%	4.2%
<i>Fairly safe</i>	33.2%	28.7%	38.9%	32.3%	33.3%
<i>Neither</i>	12.7%	10.9%	9.6%	15.1%	14.6%
<i>Fairly unsafe</i>	18.5%	19.0%	15.6%	22.8%	14.6%
<i>Very unsafe</i>	12.7%	17.2%	12.6%	9.9%	11.8%
<i>Don't know</i>	18.7%	21.3%	17.4%	15.9%	21.5%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	4.3%	0.0%	11.4%	2.9%	6.5%	2.6%	2.4%	3.9%	0.0%
<i>Fairly safe</i>	33.1%	37.5%	27.1%	44.1%	38.8%	37.2%	26.8%	18.4%	41.7%
<i>Neither</i>	12.8%	6.3%	21.4%	15.7%	11.5%	12.2%	13.8%	5.8%	16.7%
<i>Fairly unsafe</i>	18.3%	43.8%	24.3%	19.6%	17.3%	15.4%	15.4%	19.4%	8.3%
<i>Very unsafe</i>	12.5%	12.5%	5.7%	8.8%	10.1%	17.3%	17.1%	12.6%	0.0%
<i>Don't know</i>	19.0%	0.0%	10.0%	8.8%	15.8%	15.4%	24.4%	39.8%	33.3%

Table 2.9: How safe or unsafe do you feel in Chesterfield town centre after dark, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	7.4%	2.4%	0.0%	2.5%	4.9%	4.3%	3.8%	15.4%	10.0%
<i>Fairly safe</i>	35.8%	31.7%	22.2%	23.9%	36.2%	13.0%	33.4%	11.5%	50.0%
<i>Neither</i>	14.5%	11.8%	11.1%	14.1%	12.3%	17.4%	12.2%	23.1%	20.0%
<i>Fairly unsafe</i>	15.2%	20.4%	33.3%	18.4%	18.4%	21.7%	19.0%	15.4%	0.0%
<i>Very unsafe</i>	7.4%	15.8%	11.1%	17.8%	10.6%	21.7%	12.8%	11.5%	0.0%
<i>Don't know</i>	19.5%	18.0%	22.2%	23.3%	17.5%	21.7%	18.8%	23.1%	20.0%

### In Chesterfield town centre during the day

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly safe* was West (92.7%), compared to a low of 78.7% for East area. A high of 93.2% of respondents aged 35 to 44 years indicated *very* or *fairly safe*, compared to a low of 80.2% of respondents aged 75 years and over. A total of 91.2% of male respondents, and 86.9% of female respondents indicated *very* or *fairly safe*. When the results are analysed by disability, 77% of people with a disability indicated *very* or *fairly safe* compared with 91.7% of respondents without a disability, and 87.8% of White British respondents indicated the same, compared with 92.4% of respondents from other ethnic backgrounds.

Table 2.10: How safe or unsafe do you feel in Chesterfield town centre during the day, by Community Assembly area.

	All areas	East	South	West	North
<i>Very safe</i>	39.1%	29.3%	47.3%	41.4%	37.8%
<i>Fairly safe</i>	49.1%	49.4%	45.0%	51.3%	50.0%
<i>Neither</i>	3.6%	6.3%	1.2%	2.6%	4.7%
<i>Fairly unsafe</i>	4.6%	7.5%	4.1%	3.0%	4.1%
<i>Very unsafe</i>	0.8%	0.6%	0.6%	0.9%	1.4%
<i>Don't know</i>	2.8%	6.9%	1.8%	0.9%	2.0%



Table 2.11: How safe or unsafe do you feel in Chesterfield town centre during the day, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very safe</i>	39.3%	18.8%	35.7%	37.3%	48.2%	42.3%	39.8%	32.1%	16.7%
<i>Fairly safe</i>	48.9%	62.5%	55.7%	55.9%	43.3%	46.2%	47.2%	48.1%	58.3%
<i>Neither</i>	3.9%	12.5%	5.7%	2.0%	5.0%	5.1%	2.4%	1.9%	0.0%
<i>Fairly unsafe</i>	4.5%	6.3%	2.9%	3.9%	2.8%	4.5%	7.3%	5.7%	0.0%
<i>Very unsafe</i>	0.8%	0.0%	0.0%	1.0%	0.0%	0.6%	0.8%	1.9%	8.3%
<i>Don't know</i>	2.6%	0.0%	0.0%	0.0%	0.7%	1.3%	2.4%	10.4%	16.7%

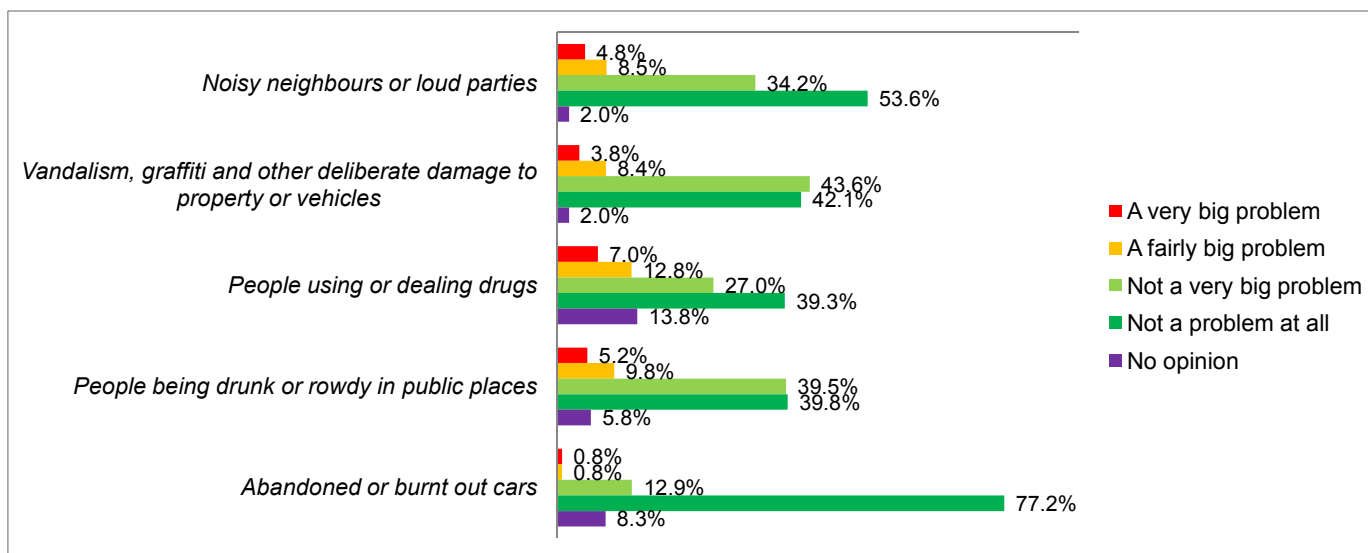
Table 2.12: How safe or unsafe do you feel in Chesterfield town centre during the day, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very safe</i>	47.2%	34.8%	22.2%	28.5%	42.9%	18.2%	38.7%	46.2%	54.5%
<i>Fairly safe</i>	44.0%	52.1%	55.6%	48.5%	48.8%	63.6%	49.1%	46.2%	45.5%
<i>Neither</i>	3.5%	3.8%	0.0%	6.7%	3.0%	4.5%	4.0%	0.0%	0.0%
<i>Fairly unsafe</i>	2.8%	5.5%	11.1%	10.3%	2.8%	4.5%	4.6%	3.8%	0.0%
<i>Very unsafe</i>	0.4%	1.0%	11.1%	1.2%	0.6%	4.5%	0.9%	0.0%	0.0%
<i>Don't know</i>	2.1%	2.9%	0.0%	4.8%	1.9%	4.5%	2.7%	3.8%	0.0%

**Q3. Thinking about your local area, how much of a problem do you think the following are?**

Respondents were given a list of five issues, and asked to indicate how much of a problem each issue is from options ranging from a *very big problem*, to *not a problem at all*, including a *don't know* option. The issue that the greatest percentage of respondents felt was a problem was people using or dealing drugs (19.8% indicated a *very big problem* or a *fairly big problem*), followed by people being drunk or rowdy in public places (15.0%) and noisy neighbours or loud parties (13.3%). 12.2% of respondents indicated that vandalism, graffiti and other deliberate damage to property is a *very big* or *big problem*, and a low of 1.6% indicated the same for abandoned or burnt out cars.

Table 3: Thinking about your local area, how much of a problem do you think the following are?										
	<i>A very big problem</i>		<i>A fairly big problem</i>		<i>Not a very big problem</i>		<i>Not a problem at all</i>		<i>No opinion</i>	
Noisy neighbours or loud parties	36	4.8%	63	8.5%	255	34.2%	399	53.6%	15	2.0%
Vandalism, graffiti and other deliberate damage to property or vehicles	28	3.8%	62	8.4%	320	43.6%	309	42.1%	15	2.0%
People using or dealing drugs	52	7.0%	95	12.8%	200	27.0%	291	39.3%	102	13.8%
People being drunk or rowdy in public places	38	5.2%	72	9.8%	291	39.5%	293	39.8%	43	5.8%
Abandoned or burnt out cars	6	0.8%	6	0.8%	95	12.9%	570	77.2%	61	8.3%



### Noisy neighbours or loud parties

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was East (17.2%), compared to a low of 5.9% for West area. A high of 25.0% of respondents aged 25 years and under indicated a *very big* or *fairly big problem*, compared to a low of 2.7% of respondents aged 75 years and over. A total of 13.4% of male respondents, and 14.2% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 13.5% of people with a disability indicated a *very big* or *fairly big problem* compared with 13.4% of respondents without a disability, and 12.9% of White British respondents indicated the same, compared with 19.2% of respondents from other ethnic backgrounds.

Table 3.1: Thinking about your local area, how much of a problem do you think noisy neighbours or loud parties are, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	4.8%	5.0%	5.8%	0.8%	9.6%
<i>A fairly big problem</i>	8.3%	12.2%	9.4%	5.1%	7.5%
<i>Not a very big problem</i>	34.7%	37.2%	32.7%	33.1%	36.3%
<i>Not a problem at all</i>	53.3%	44.4%	53.2%	63.1%	48.6%
<i>No opinion</i>	2.0%	2.8%	1.8%	0.8%	3.4%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	4.9%	25.0%	4.3%	6.8%	7.0%	3.2%	4.8%	0.9%	0.0%
<i>A fairly big problem</i>	8.4%	0.0%	18.6%	9.7%	9.9%	6.4%	10.3%	1.8%	0.0%
<i>Not a very big problem</i>	34.1%	12.5%	40.0%	41.7%	36.6%	36.9%	27.8%	25.2%	45.5%
<i>Not a problem at all</i>	53.5%	62.5%	35.7%	42.7%	52.8%	52.2%	59.5%	70.3%	45.5%
<i>No opinion</i>	2.0%	0.0%	1.4%	0.0%	1.4%	3.2%	3.2%	1.8%	9.1%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	5.2%	5.0%	0.0%	3.5%	5.4%	4.5%	4.7%	7.7%	10.0%
<i>A fairly big problem</i>	8.2%	9.2%	0.0%	10.0%	8.0%	13.6%	8.2%	11.5%	20.0%
<i>Not a very big problem</i>	30.6%	36.3%	44.4%	31.8%	35.0%	31.8%	33.5%	34.6%	70.0%
<i>Not a problem at all</i>	55.0%	51.7%	55.6%	55.9%	52.7%	50.0%	54.7%	38.5%	20.0%
<i>No opinion</i>	2.7%	1.7%	0.0%	1.8%	2.1%	0.0%	1.7%	7.7%	10.0%

### Vandalism, graffiti and other deliberate damage to property or vehicles

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was North (15.9%), compared to a low of 6.0% for West area. A high of 18.4% of respondents aged 25 years and under, and 25 to 34 years indicated a *very big* or *fairly big problem*, compared to a low of 8.3% of respondents aged 55 to 64 years. A total of 13.9% of male respondents, and 11.1% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 16.2% of people with a disability indicated a *very big* or *fairly big problem* compared with 10.5% of respondents without a disability, and 11.7% of White British respondents indicated the same, compared with 26.9% of respondents from other ethnic backgrounds.

Table 3.4: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	3.9%	2.3%	6.7%	1.3%	6.9%
<i>A fairly big problem</i>	8.3%	12.4%	8.5%	4.7%	9.0%
<i>Not a very big problem</i>	43.8%	44.6%	47.9%	40.4%	43.4%
<i>Not a problem at all</i>	42.0%	35.0%	34.5%	53.6%	40.0%
<i>No opinion</i>	2.1%	5.6%	2.4%	0.0%	0.7%

Table 3.5: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	3.9%	18.8%	2.9%	5.8%	1.4%	5.1%	3.2%	2.9%	0.0%
<i>A fairly big problem</i>	8.4%	0.0%	15.9%	12.6%	8.5%	3.2%	8.9%	5.8%	25.0%
<i>Not a very big problem</i>	43.6%	31.3%	43.5%	46.6%	45.1%	49.0%	43.5%	33.7%	33.3%
<i>Not a problem at all</i>	42.1%	37.5%	36.2%	34.0%	45.1%	39.5%	41.9%	55.8%	33.3%
<i>No opinion</i>	2.1%	12.5%	1.4%	1.0%	0.0%	3.2%	2.4%	1.9%	8.3%

Table 3.6: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	5.9%	2.4%	0.0%	4.8%	3.0%	15.0%	3.6%	7.7%	10.0%
<i>A fairly big problem</i>	8.0%	8.7%	0.0%	11.4%	7.5%	10.0%	8.1%	19.2%	10.0%
<i>Not a very big problem</i>	42.2%	44.1%	44.4%	39.8%	45.5%	25.0%	44.0%	38.5%	40.0%
<i>Not a problem at all</i>	41.5%	43.1%	44.4%	42.2%	42.3%	40.0%	42.4%	26.9%	40.0%
<i>No opinion</i>	2.4%	1.7%	11.1%	1.8%	1.7%	10.0%	1.9%	7.7%	0.0%

### People using or dealing drugs

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was South (29.2%), compared to a low of 12.0% for West area. A high of 25.0% of respondents aged 25 years and under indicated a *very big* or *fairly big problem*, compared to a low of 7.7% of respondents aged 75 years and over. A total of 14.9% of male respondents, and 23.2% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 26.8% of people with a disability indicated a *very big* or *fairly big problem* compared with 16.5% of respondents without a disability, and 19.7% of White British respondents indicated the same, compared with 29.2% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>A very big problem</i>	7.0%	6.7%	10.7%	2.6%	10.3%
<i>A fairly big problem</i>	12.9%	15.6%	18.5%	9.4%	8.9%
<i>Not a very big problem</i>	27.2%	28.3%	30.4%	20.1%	33.6%
<i>Not a problem at all</i>	39.1%	32.8%	29.8%	55.1%	32.2%
<i>No opinion</i>	13.7%	16.7%	10.7%	12.8%	15.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	7.1%	12.5%	11.8%	8.7%	6.3%	6.9%	8.7%	1.9%	0.0%
<i>A fairly big problem</i>	12.7%	12.5%	11.8%	13.6%	18.2%	12.6%	12.6%	5.8%	8.3%
<i>Not a very big problem</i>	27.0%	12.5%	42.6%	35.9%	26.6%	30.8%	20.5%	13.5%	25.0%
<i>Not a problem at all</i>	39.2%	43.8%	26.5%	35.9%	42.0%	37.1%	37.8%	53.8%	16.7%
<i>No opinion</i>	13.9%	18.8%	7.4%	5.8%	7.0%	12.6%	20.5%	25.0%	50.0%

Table 3.9: Thinking about your local area, how much of a problem do you think people using or dealing drugs are, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	6.2%	7.8%	0.0%	10.7%	5.6%	13.0%	6.4%	25.0%	10.0%
<i>A fairly big problem</i>	8.7%	15.4%	11.1%	16.1%	10.9%	21.7%	13.3%	4.2%	10.0%
<i>Not a very big problem</i>	25.6%	28.3%	33.3%	19.0%	29.9%	21.7%	26.7%	25.0%	60.0%
<i>Not a problem at all</i>	44.6%	35.6%	22.2%	37.5%	40.6%	26.1%	39.8%	29.2%	10.0%
<i>No opinion</i>	14.9%	12.8%	33.3%	16.7%	13.0%	17.4%	13.8%	16.7%	10.0%

### People being drunk or rowdy in public places

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was South (18.4%), compared to a low of 8.4% for West area. A high of 37.6% of respondents aged 25 years and under indicated a *very big* or *fairly big problem*, compared to a low of 6.5% of respondents aged 75 years and over. A total of 13.3% of male respondents, and 16.0% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 16.4% of people with a disability indicated a *very big* or *fairly big problem* compared with 14.0% of respondents without a disability, and 14.8% of White British respondents indicated the same, compared with 19.2% of respondents from other ethnic backgrounds.

Table 3.11: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places are, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	4.8%	5.1%	8.9%	2.1%	4.2%
<i>A fairly big problem</i>	9.8%	12.4%	9.5%	6.4%	12.5%
<i>Not a very big problem</i>	39.7%	42.7%	41.1%	34.7%	42.4%
<i>Not a problem at all</i>	39.8%	33.7%	32.1%	50.8%	38.2%
<i>No opinion</i>	5.9%	6.2%	8.3%	5.9%	2.8%

Table 3.11: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places are by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	5.1%	18.8%	8.7%	8.7%	5.6%	5.1%	1.6%	0.9%	0.0%
<i>A fairly big problem</i>	9.7%	18.8%	11.6%	18.4%	7.0%	7.6%	10.6%	5.6%	0.0%
<i>Not a very big problem</i>	39.7%	25.0%	46.4%	37.9%	44.4%	43.3%	40.7%	25.9%	50.0%
<i>Not a problem at all</i>	39.6%	31.3%	30.4%	33.0%	38.0%	39.5%	39.8%	55.6%	33.3%
<i>No opinion</i>	5.9%	6.3%	2.9%	1.9%	4.9%	4.5%	7.3%	12.0%	16.7%

Table 3.12: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places are, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	4.2%	5.5%	11.1%	6.7%	4.5%	9.5%	4.9%	11.5%	10.0%
<i>A fairly big problem</i>	9.1%	10.5%	11.1%	9.7%	9.5%	9.5%	9.9%	7.7%	10.0%
<i>Not a very big problem</i>	36.7%	42.0%	33.3%	38.8%	40.7%	23.8%	38.6%	53.8%	70.0%
<i>Not a problem at all</i>	42.3%	37.5%	44.4%	38.2%	40.6%	33.3%	40.7%	23.1%	0.0%
<i>No opinion</i>	7.7%	4.5%	0.0%	6.7%	4.7%	23.8%	5.9%	3.8%	10.0%

### Abandoned or burnt out cars

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating a *very big* or *fairly big problem* was South (4.8%), compared to a low of 0.0% for North area. A high of 4.3% of respondents aged 25 to 34 years indicated a *very big* or *fairly big problem*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 1.4% of male respondents, and 1.7% of female respondents indicated a *very big* or *fairly big problem*. When the results are analysed by disability, 1.2% of people with a disability indicated a *very big* or *fairly big problem* compared with 1.6% of respondents without a disability, and 1.5% of White British respondents indicated the same, compared with 4.0% of respondents from other ethnic backgrounds.



Table 3.11: Thinking about your local area, how much of a problem do you think abandoned or burnt out cars are, by Community Assembly area.

	All areas	East	South	West	North
<i>A very big problem</i>	0.8%	0.6%	3.0%	0.0%	0.0%
<i>A fairly big problem</i>	0.7%	0.0%	1.8%	0.9%	0.0%
<i>Not a very big problem</i>	12.9%	11.1%	13.9%	10.2%	18.6%
<i>Not a problem at all</i>	77.4%	77.2%	70.5%	84.7%	73.8%
<i>No opinion</i>	8.1%	11.1%	10.8%	4.3%	7.6%

Table 3.11: Thinking about your local area, how much of a problem do you think abandoned or burnt out cars are by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A very big problem</i>	0.8%	0.0%	1.4%	1.0%	0.7%	0.6%	0.8%	0.9%	0.0%
<i>A fairly big problem</i>	0.7%	0.0%	2.9%	2.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<i>Not a very big problem</i>	13.0%	6.3%	18.8%	11.8%	13.4%	12.7%	15.4%	8.3%	16.7%
<i>Not a problem at all</i>	77.1%	87.5%	72.5%	81.4%	79.6%	76.4%	74.0%	78.0%	58.3%
<i>No opinion</i>	8.4%	6.3%	4.3%	3.9%	6.3%	10.2%	8.9%	12.8%	25.0%

Table 3.12: Thinking about your local area, how much of a problem do you think abandoned or burnt out cars are, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A very big problem</i>	1.4%	0.5%	0.0%	0.6%	0.8%	4.5%	0.6%	4.0%	10.0%
<i>A fairly big problem</i>	0.0%	1.2%	0.0%	0.6%	0.8%	0.0%	0.9%	0.0%	0.0%
<i>Not a very big problem</i>	11.5%	14.5%	11.1%	16.2%	12.4%	9.1%	12.3%	28.0%	10.0%
<i>Not a problem at all</i>	78.3%	76.0%	77.8%	72.5%	79.5%	54.5%	78.1%	52.0%	80.0%
<i>No opinion</i>	8.7%	7.8%	11.1%	10.2%	6.6%	31.8%	8.2%	16.0%	0.0%

#### Q4. How strongly do you feel you belong to the local area?

Respondents were given a list of five options, ranging from very strongly to not at all strongly, including a don't know option, and asked to indicate one option. A total of 68.4% respondents indicated that they feel they belong to the area *very strongly* or *fairly strongly*, with a further 19.5% indicating *not very strongly* and 5.6% indicating *not at all strongly*.

	No.	%
<i>Very strongly</i>	173	22.9%
<i>Fairly strongly</i>	343	45.5%
<i>Not very strongly</i>	147	19.5%
<i>Not at all strongly</i>	42	5.6%
<i>Don't know</i>	49	6.5%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was West (74.7%), compared to a low of 61.0% for South area. A high of 81.5% of respondents aged 65 to 74 years indicated *very* or *fairly strongly*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 68.2% of male respondents, and 68.1% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 74.3% of people with a disability indicated *very* or *fairly strongly* compared with 65.8% of respondents without a disability, and 69.1% of White British respondents indicated the same, compared with 53.8% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very strongly</i>	22.8%	19.8%	20.1%	24.5%	26.8%
<i>Fairly strongly</i>	45.6%	41.2%	46.6%	50.2%	42.3%
<i>Not very strongly</i>	19.4%	25.8%	20.1%	15.2%	17.4%
<i>Not at all strongly</i>	5.7%	5.5%	6.9%	4.2%	6.7%
<i>Don't know</i>	6.6%	7.7%	6.3%	5.9%	6.7%

Table 4.2: How strongly do you feel you belong to the local area, by age group.

	All ages	24 yrs and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very strongly</i>	23.0%	0.0%	10.1%	16.7%	21.7%	22.6%	30.0%	33.6%	23.1%
<i>Fairly strongly</i>	45.4%	43.8%	47.8%	45.1%	46.2%	40.9%	51.5%	42.5%	46.2%
<i>Not very strongly</i>	19.5%	37.5%	24.6%	26.5%	22.4%	20.1%	10.8%	12.4%	23.1%
<i>Not at all strongly</i>	5.6%	0.0%	2.9%	8.8%	4.2%	8.8%	3.8%	5.3%	0.0%
<i>Don't know</i>	6.6%	18.8%	14.5%	2.9%	5.6%	7.5%	3.8%	6.2%	7.7%

Table 4.3: How strongly do you feel you belong to the local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very strongly</i>	25.0%	20.7%	33.3%	31.4%	19.3%	30.4%	23.0%	26.9%	0.0%
<i>Fairly strongly</i>	43.2%	47.4%	33.3%	42.9%	46.5%	39.1%	46.1%	26.9%	45.5%
<i>Not very strongly</i>	19.9%	19.7%	11.1%	11.4%	22.5%	17.4%	19.0%	26.9%	45.5%
<i>Not at all strongly</i>	5.7%	5.6%	0.0%	6.9%	5.6%	0.0%	5.6%	3.8%	9.1%
<i>Don't know</i>	6.1%	6.6%	22.2%	7.4%	6.1%	13.0%	6.3%	15.4%	0.0%

**Q5. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?**

Respondents were advised that by getting on well together, we mean living alongside each other with respect. Respondents were given a list of six options, ranging from *definitely agree* to *definitely disagree*, including a *don't know* option, and asked to indicate one option. Table 5.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 5.1, a total of 71.6% of respondents indicated that they *definitely agree* or *tend to agree* that their local area is a place where people from different ethnic backgrounds get on well together.

Table 5: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?		
	No.	%
<i>Definitely agree</i>	103	13.7%
<i>Tend to agree</i>	304	40.3%
<i>Neither</i>	115	15.3%
<i>Tend to disagree</i>	31	4.1%
<i>Definitely disagree</i>	15	2.0%
<i>Don't know</i>	186	24.7%

Table 5.1: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (Excluding respondents that indicated don't know)		
	No.	%
<i>Definitely agree</i>	103	18.1%
<i>Tend to agree</i>	304	53.5%
<i>Neither</i>	115	20.2%
<i>Tend to disagree</i>	31	5.5%
<i>Definitely disagree</i>	15	2.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *definitely agree* or *tend to agree* was West (56.9%), compared to a low of 48.9% for North area. A high of 62.6% of respondents aged 24 years and under indicated *definitely agree* or *tend to agree*, compared to a low of 45.6% of respondents aged 75 years and over. A total of 53% of male respondents, and 55.6% of female respondents indicated *definitely agree* or *tend to agree*. When the results are analysed by disability, 54.5% of people with a disability indicated *definitely agree* or *tend to agree* compared with 54.1% of respondents without a disability, and 53.3% of White British respondents indicated the same, compared with 69.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Definitely agree</i>	13.5%	7.6%	12.1%	19.8%	12.2%
<i>Tend to agree</i>	40.4%	44.6%	43.7%	37.1%	36.7%
<i>Neither</i>	15.2%	16.8%	13.8%	14.8%	15.6%
<i>Tend to disagree</i>	4.2%	3.8%	6.9%	2.1%	4.8%
<i>Definitely disagree</i>	1.9%	2.2%	2.9%	1.3%	1.4%
<i>Don't know</i>	24.8%	25.0%	20.7%	24.9%	29.3%

	All ages	24 yrs and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Definitely agree</i>	13.7%	18.8%	18.8%	13.7%	14.7%	16.3%	11.5%	8.8%	0.0%
<i>Tend to agree</i>	40.2%	43.8%	40.6%	39.2%	45.5%	41.9%	36.9%	36.8%	25.0%
<i>Neither</i>	15.4%	12.5%	11.6%	19.6%	15.4%	17.5%	18.5%	7.0%	25.0%
<i>Tend to disagree</i>	4.2%	6.3%	10.1%	5.9%	4.2%	3.8%	3.8%	0.0%	0.0%
<i>Definitely disagree</i>	1.7%	0.0%	5.8%	2.0%	1.4%	0.6%	0.8%	2.6%	0.0%
<i>Don't know</i>	24.8%	18.8%	13.0%	19.6%	18.9%	20.0%	28.5%	44.7%	50.0%

Table 5.4: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Definitely agree</i>	13.5%	14.1%	11.1%	13.6%	13.7%	4.5%	13.6%	23.1%	0.0%
<i>Tend to agree</i>	39.5%	41.5%	33.3%	40.9%	40.4%	27.3%	39.7%	46.2%	50.0%
<i>Neither</i>	13.5%	16.2%	33.3%	15.3%	15.6%	18.2%	15.7%	3.8%	20.0%
<i>Tend to disagree</i>	4.7%	3.7%	0.0%	4.5%	3.7%	9.1%	4.1%	3.8%	0.0%
<i>Definitely disagree</i>	3.4%	0.7%	0.0%	1.7%	2.0%	0.0%	1.7%	7.7%	10.0%
<i>Don't know</i>	25.3%	23.9%	22.2%	23.9%	24.5%	40.9%	25.2%	15.4%	20.0%

**Q6. To what extent would you agree or disagree that people in this local area pull together to improve the local area?**

Respondents were given a list of six options, ranging from *definitely agree* to *definitely disagree*, including a *don't know* option, and asked to indicate one option. 15.2% of respondents indicated *don't know* to this question. Table 6.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 6.1, a total of 50.8% of respondents indicated that they *definitely agree* or *tend to agree* that people in their local area pull together to improve the local area. A total 19.3% of respondents indicated *tend to disagree* or *definitely disagree*.

Table 6: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

	No.	%
<i>Definitely agree</i>	72	9.5%
<i>Tend to agree</i>	253	33.5%
<i>Neither</i>	192	25.4%
<i>Tend to disagree</i>	83	11.0%
<i>Definitely disagree</i>	40	5.3%
<i>Don't know</i>	115	15.2%

Table 6.1: To what extent would you agree or disagree that people in this local area pull together to improve the local area? (Excluding respondents that indicated don't know)

	No.	%
<i>Definitely agree</i>	72	11.3%
<i>Tend to agree</i>	253	39.5%
<i>Neither</i>	192	30.0%
<i>Tend to disagree</i>	83	13.0%
<i>Definitely disagree</i>	40	6.3%

<i>Definitely agree</i>	11.3%
<i>Tend to agree</i>	39.5%
<i>Neither</i>	30.0%
<i>Tend to disagree</i>	13.0%
<i>Definitely disagree</i>	6.3%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *definitely agree* or *tend to agree* was West (50.4%), compared to a low of 32.9% for East area. A high of 50.4% of respondents aged 75 years and over indicated *definitely agree* or *tend to agree*, compared to a low of 25.0% of respondents aged 24 years and under. A total of 42.7% of male respondents, and 43.7% of female respondents indicated *definitely agree* or *tend to agree*. When the results are analysed by disability, 42.8% of people with a disability indicated *definitely agree* or *tend to agree* compared with 43.8% of respondents without a disability, and 43.2% of White British respondents indicated the same, compared with 53.8% of respondents from other ethnic backgrounds.

Table 6.2: To what extent would you agree or disagree that people in this local area pull together to improve the local area, by Community Assembly area.

	All areas	East	South	West	North
<i>Definitely agree</i>	9.6%	8.6%	10.4%	9.2%	10.2%
<i>Tend to agree</i>	33.5%	24.3%	32.9%	41.2%	33.3%
<i>Neither</i>	25.6%	34.6%	23.1%	21.4%	23.8%
<i>Tend to disagree</i>	11.0%	11.9%	13.9%	7.6%	12.2%
<i>Definitely disagree</i>	5.2%	5.9%	6.9%	4.2%	4.1%
<i>Don't know</i>	15.1%	14.6%	12.7%	16.4%	16.3%

Table 6.3: To what extent would you agree or disagree that people in this local area pull together to improve the local area, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Definitely agree</i>	9.5%	0.0%	10.1%	5.8%	7.0%	9.4%	11.5%	15.9%	0.0%
<i>Tend to agree</i>	33.6%	25.0%	24.6%	30.1%	33.6%	40.0%	33.8%	34.5%	33.3%
<i>Neither</i>	25.3%	43.8%	34.8%	28.2%	28.7%	26.9%	22.3%	11.5%	25.0%
<i>Tend to disagree</i>	11.0%	12.5%	7.2%	16.5%	13.3%	9.4%	12.3%	5.3%	16.7%
<i>Definitely disagree</i>	5.4%	12.5%	10.1%	8.7%	2.8%	3.1%	3.1%	8.0%	0.0%
<i>Don't know</i>	15.1%	6.3%	13.0%	10.7%	14.7%	11.3%	16.9%	24.8%	25.0%

Table 6.4: To what extent would you agree or disagree that people in this local area pull together to improve the local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Definitely agree</i>	8.5%	10.3%	0.0%	15.4%	7.4%	8.7%	9.4%	19.2%	0.0%
<i>Tend to agree</i>	34.2%	33.4%	33.3%	27.4%	36.4%	26.1%	33.8%	34.6%	20.0%
<i>Neither</i>	25.8%	25.2%	22.2%	22.3%	26.9%	17.4%	25.1%	15.4%	60.0%
<i>Tend to disagree</i>	11.2%	10.7%	22.2%	13.1%	10.4%	4.3%	11.3%	7.7%	10.0%
<i>Definitely disagree</i>	6.4%	4.4%	0.0%	4.0%	5.6%	8.7%	5.5%	3.8%	0.0%
<i>Don't know</i>	13.9%	15.9%	22.2%	17.7%	13.4%	34.8%	15.0%	19.2%	10.0%

**Q7. Do you agree or disagree that you can influence decisions affecting your local area?**

Respondents were given a list of six options, ranging from *definitely agree* to *definitely disagree*, including a *don't know* option, and asked to indicate one option. 17.6% of respondents indicated *don't know* to this question. Table 7.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 7.1, a total of 29.5% of respondents indicated that they *definitely agree* or *tend to agree* that they can influence decisions affecting the local area. A total 35.5% of respondents indicated *tend to disagree* or *definitely disagree*.



Table 7: Do you agree or disagree that you can influence decisions affecting your local area?		
	No.	%
<i>Strongly agree</i>	25	3.3%
<i>Tend to agree</i>	158	21.0%
<i>Neither</i>	216	28.8%
<i>Tend to disagree</i>	142	18.9%
<i>Strongly disagree</i>	78	10.4%
<i>Don't know</i>	132	17.6%

Table 7.1: Do you agree or disagree that you can influence decisions affecting your local area? (Excluding respondents that indicated don't know)		
	No.	%
<i>Strongly agree</i>	25	4.0%
<i>Tend to agree</i>	158	25.5%
<i>Neither</i>	216	34.9%
<i>Tend to disagree</i>	142	22.9%
<i>Strongly disagree</i>	78	12.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *definitely agree* or *tend to agree* was South (29.7%), compared to a low of 18.5% for East area. A high of 30.4% of respondents aged 75 years and over indicated *definitely agree* or *tend to agree*, compared to a low of 6.3% of respondents aged 24 years and under. A total of 26.2% of male respondents, and 23.0% of female respondents indicated *definitely agree* or *tend to agree*. When the results are analysed by disability, 24.9% of people with a disability indicated *definitely agree* or *tend to agree* compared with 24.4% of respondents without a disability, and 23.9% of White British respondents indicated the same, compared with 36.0% of respondents from other ethnic backgrounds.

Table 7.2: Do you agree or disagree that you can influence decisions affecting your local area, by Community Assembly area.

	All areas	East	South	West	North
<i>Definitely agree</i>	3.1%	2.7%	4.1%	2.6%	3.4%
<i>Tend to agree</i>	21.0%	15.8%	25.6%	22.6%	19.6%
<i>Neither</i>	29.0%	32.6%	25.6%	26.8%	31.8%
<i>Tend to disagree</i>	18.9%	20.7%	19.2%	19.6%	15.5%
<i>Definitely disagree</i>	10.4%	13.0%	9.9%	8.9%	10.1%
<i>Don't know</i>	17.6%	15.2%	15.7%	19.6%	19.6%

Table 7.3: Do you agree or disagree that you can influence decisions affecting your local area, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Definitely agree</i>	3.2%	0.0%	1.4%	3.0%	3.5%	3.8%	3.1%	4.5%	0.0%
<i>Tend to agree</i>	21.2%	6.3%	22.9%	17.0%	15.4%	23.8%	25.0%	25.9%	15.4%
<i>Neither</i>	29.0%	37.5%	25.7%	30.0%	37.8%	28.8%	27.3%	22.3%	7.7%
<i>Tend to disagree</i>	18.7%	18.8%	21.4%	25.0%	19.6%	16.3%	18.8%	14.3%	15.4%
<i>Definitely disagree</i>	10.4%	18.8%	12.9%	11.0%	10.5%	10.0%	9.4%	8.9%	7.7%
<i>Don't know</i>	17.5%	18.8%	15.7%	14.0%	13.3%	17.5%	16.4%	24.1%	53.8%

Table 7.4: Do you agree or disagree that you can influence decisions affecting your local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Definitely agree</i>	4.4%	2.1%	11.1%	3.5%	3.2%	4.3%	2.8%	16.0%	9.1%
<i>Tend to agree</i>	21.8%	20.9%	11.1%	21.4%	21.2%	8.7%	21.1%	20.0%	9.1%
<i>Neither</i>	27.2%	30.4%	22.2%	22.0%	31.3%	26.1%	29.6%	4.0%	27.3%
<i>Tend to disagree</i>	19.7%	18.4%	11.1%	16.2%	20.3%	8.7%	18.5%	32.0%	27.3%
<i>Definitely disagree</i>	12.6%	8.5%	11.1%	13.9%	9.5%	8.7%	10.7%	4.0%	9.1%
<i>Don't know</i>	14.3%	19.8%	33.3%	23.1%	14.5%	43.5%	17.3%	24.0%	18.2%

**Q8. Would you like to be more involved in the decisions that affect your local area?**

Respondents were given a list of four options: *yes*, *no*, *depends on the issue*, and *don't know*, and asked to indicate one option. A high of 52.5% of respondents indicated *depends on the issue*, followed by 23.2% indicating *no*, 18.4% indicating *yes*, and 5.9% indicating *don't know*.

	No.	%
Yes	136	18.4%
No	172	23.2%
<i>Depends on the issue</i>	389	52.5%
<i>Don't know</i>	44	5.9%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *yes* was South (20%), compared to a low of 13.2% for North area. A high of 28.6% of respondents aged 25 to 34 years indicated *yes*, compared to a low of 11.4% of respondents aged 75 years and over. A total of 20.4% of male respondents, and 17.0% of female respondents indicated *yes*. When the results are analysed by disability, 19.4% of people with a disability indicated *yes* compared with 18.0% of respondents without a disability, and 17.3% of White British respondents indicated the same, compared with 34.6% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
Yes	18.2%	18.7%	20.0%	19.7%	13.2%
No	22.9%	24.7%	21.8%	18.9%	28.5%
<i>Depends on the issue</i>	52.9%	50.0%	51.8%	55.8%	53.5%
<i>Don't know</i>	5.9%	6.6%	6.5%	5.6%	4.9%

Table 8.3: Would you like to be more involved in the decisions that affect your local area, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
Yes	18.5%	25.0%	28.6%	25.5%	16.9%	16.3%	15.1%	11.4%	38.5%
No	23.0%	12.5%	2.9%	13.7%	15.5%	27.5%	25.4%	45.7%	38.5%
<i>Depends on the issue</i>	52.5%	62.5%	64.3%	53.9%	58.5%	50.6%	54.0%	38.1%	23.1%
<i>Don't know</i>	6.0%	0.0%	4.3%	6.9%	9.2%	5.6%	5.6%	4.8%	0.0%

Table 8.4: Would you like to be more involved in the decisions that affect your local area, by gender disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
Yes	20.4%	17.0%	33.3%	19.4%	18.0%	26.1%	17.3%	34.6%	36.4%
No	21.5%	24.1%	11.1%	35.8%	19.3%	13.0%	23.7%	15.4%	9.1%
<i>Depends on the issue</i>	54.0%	51.3%	55.6%	39.4%	57.2%	47.8%	53.4%	30.8%	54.5%
<i>Don't know</i>	4.2%	7.6%	0.0%	5.5%	5.4%	13.0%	5.6%	19.2%	0.0%

**Q9. Which of the following issues would you like to be more involved in?**

Respondents were given a list of 14 issues and asked to indicate all that they would be interested in being more involved. There was also an *other, please specify* option. The top 6 issues indicated by respondents were: my local area and community (206), crime and community safety (199), environmental issues (186), leisure and parks (174), street cleaning and litter (164), and health and wellbeing (149).

Table 9: Which of the following issues would you like to be more involved in? (Listed in order of most popular to least popular)																																
	No.																															
None	218	<table border="1"> <caption>Data for Figure 9: Issues respondents want to be more involved in</caption> <thead> <tr> <th>Issue</th> <th>Number of Respondents</th> </tr> </thead> <tbody> <tr><td>None</td><td>218</td></tr> <tr><td>My local area and community</td><td>206</td></tr> <tr><td>Crime and Community Safety</td><td>199</td></tr> <tr><td>Environmental Issues</td><td>186</td></tr> <tr><td>Leisure and Parks</td><td>174</td></tr> <tr><td>Street cleaning and litter</td><td>164</td></tr> <tr><td>Health and wellbeing</td><td>149</td></tr> <tr><td>Town centres</td><td>97</td></tr> <tr><td>Budget setting and service priorities</td><td>96</td></tr> <tr><td>Housing</td><td>86</td></tr> <tr><td>Arts and Culture</td><td>70</td></tr> <tr><td>Equality and Fairness</td><td>70</td></tr> <tr><td>Customer service</td><td>48</td></tr> <tr><td>Museums</td><td>46</td></tr> </tbody> </table>	Issue	Number of Respondents	None	218	My local area and community	206	Crime and Community Safety	199	Environmental Issues	186	Leisure and Parks	174	Street cleaning and litter	164	Health and wellbeing	149	Town centres	97	Budget setting and service priorities	96	Housing	86	Arts and Culture	70	Equality and Fairness	70	Customer service	48	Museums	46
Issue	Number of Respondents																															
None	218																															
My local area and community	206																															
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Leisure and Parks	174																															
Street cleaning and litter	164																															
Health and wellbeing	149																															
Town centres	97																															
Budget setting and service priorities	96																															
Housing	86																															
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Arts and Culture	70																															
Equality and Fairness	70																															
Customer service	48																															
Museums	46																															

**9: Other, please specify:**

*The following other issues were submitted by respondents:*

Table 9.1: Other, please specify:	
<ul style="list-style-type: none"> <li>• <i>A rifle range was not replaced, as in law it should have been</i></li> <li>• <i>A say on any design related issues/decisions. For example the new Chesterfield logo (the wave!)</i></li> <li>• <i>Accountability of services</i></li> <li>• <i>Antisocial behaviour, especially on Martins Walk</i></li> <li>• <i>Bus services and times in our area</i></li> <li>• <i>Car parking charges at local parks</i></li>   <li>• <i>Common courtesy</i></li> <li>• <i>Decisions on parking restrictions in residential areas</i></li> <li>• <i>Difficulties caused by on street car parking</i></li> <li>• <i>Dogs</i></li> <li>• <i>Forums need to be more effective in changing Council policies</i></li> <li>• <i>Gardens</i></li> <li>• <i>Hedging/trees to be cut as they overhang the pavements, so have to walk on the road</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Library</i></li>   <li>• <i>Local history</i></li>   <li>• <i>No facilities for older people</i></li> <li>• <i>Parking (x4)</i></li> <li>• <i>Parking issues in Inkersall</i></li> <li>• <i>Parking on pavements seems to be a major problem that no one seems to want to take responsibility for</i></li> <li>• <i>Planning and Development</i></li> <li>• <i>Planning and Economic Development</i></li> <li>• <i>Services for young people (under 20s)</i></li> <li>• <i>Snow clearing</i></li> <li>• <i>The Contemporary Art Gallery</i></li>   <li>• <i>Vehicles parked on footpaths</i></li> <li>• <i>Via local conservatives</i></li> <li>• <i>We need a mining, making, manufacturing museum</i></li> </ul>

### 3. Chesterfield Borough Council Services and Other Activities

Respondents were advised that the local area receives services from Chesterfield Borough Council (CBC), and that CBC is responsible for a range of different services such as street cleaning, refuse collection, planning and leisure. In addition to the postal survey, respondents received an information sheet explaining the services that are provided by Chesterfield Borough Council.

#### Q10. Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?

Respondents were given six options ranging from *very satisfied* to *very dissatisfied*, including a *don't know* option, and asked to indicate one option. 2.1% of respondents indicated *don't know* to this question. Table 10.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 10.1, a total of 75.5% of respondents indicated that they are *very satisfied* or *fairly satisfied* with the way that Chesterfield Borough Council runs things. A total 11.6% of respondents indicated *fairly dissatisfied* or *very dissatisfied*.

Table 10: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?		
	No.	%
<i>Very satisfied</i>	101	13.5%
<i>Fairly satisfied</i>	452	60.3%
<i>Neither</i>	95	12.7%
<i>Fairly dissatisfied</i>	60	8.0%
<i>Very dissatisfied</i>	25	3.3%
<i>Don't know</i>	16	2.1%

Table 10.1: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things? (Excluding respondents indicating don't know)

	No.	%
<i>Very satisfied</i>	101	13.8%
<i>Fairly satisfied</i>	452	61.7%
<i>Neither</i>	95	13.0%
<i>Fairly dissatisfied</i>	60	8.2%
<i>Very dissatisfied</i>	25	3.4%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (77.8%), compared to a low of 68.6% for East area. A high of 77.6% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 68.8% of respondents aged 24 years and under. A total of 71.4% of male respondents, and 75.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 72.6% of people with a disability indicated *definitely very* or *fairly satisfied* compared with 74.4% of respondents without a disability, and 74.3% of White British respondents indicated the same, compared with 65.4% of respondents from other ethnic backgrounds.

Table 10.2: Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	13.6%	9.3%	17.0%	13.1%	15.5%
<i>Fairly satisfied</i>	60.4%	59.3%	60.8%	60.6%	60.8%
<i>Neither</i>	12.6%	15.9%	7.0%	15.7%	10.1%
<i>Fairly dissatisfied</i>	8.1%	8.8%	7.6%	8.1%	8.1%
<i>Very dissatisfied</i>	3.3%	3.8%	4.1%	2.1%	3.4%
<i>Don't know</i>	2.0%	2.7%	3.5%	0.4%	2.0%



	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	13.4%	25.0%	7.1%	15.7%	9.1%	11.9%	13.8%	19.6%	23.1%
<i>Fairly satisfied</i>	60.7%	43.8%	62.9%	55.9%	62.2%	64.8%	63.8%	57.0%	38.5%
<i>Neither</i>	12.7%	18.8%	14.3%	14.7%	21.0%	10.1%	8.5%	5.6%	23.1%
<i>Fairly dissatisfied</i>	8.0%	6.3%	8.6%	11.8%	3.5%	9.4%	9.2%	7.5%	0.0%
<i>Very dissatisfied</i>	3.1%	0.0%	5.7%	0.0%	2.8%	1.9%	3.8%	6.5%	0.0%
<i>Don't know</i>	2.2%	6.3%	1.4%	2.0%	1.4%	1.9%	0.8%	3.7%	15.4%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	15.4%	11.7%	22.2%	17.0%	12.5%	8.7%	13.2%	19.2%	18.2%
<i>Fairly satisfied</i>	56.0%	63.8%	55.6%	55.6%	61.9%	60.9%	61.1%	46.2%	63.6%
<i>Neither</i>	14.7%	12.0%	11.1%	11.7%	13.4%	13.0%	12.7%	7.7%	9.1%
<i>Fairly dissatisfied</i>	8.5%	7.3%	0.0%	7.6%	7.8%	13.0%	8.1%	3.8%	9.1%
<i>Very dissatisfied</i>	4.4%	2.3%	0.0%	5.3%	2.6%	0.0%	3.3%	7.7%	0.0%
<i>Don't know</i>	1.0%	2.8%	11.1%	2.9%	1.9%	4.3%	1.7%	15.4%	0.0%

For question 11, respondents were asked to think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services their household uses. Respondents were advised that it does not matter if they do not know all of the services Chesterfield Borough Council provides to the Community, and that we would like their general opinion.

**Q11. To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?**

Respondents were given a list of six options, ranging from *strongly agree* to *strongly disagree*, including a *don't know* option, and asked to indicate one option. 9.1% of respondents indicated *don't know* to this question. Table 11.1 shows the results after those respondents indicating *don't know* have been discounted. Using table 11.1, a total of 60.1% of respondents indicated that they are *strongly agree* or *tend to agree* that Chesterfield Borough Council provides value for money. A total 18% of respondents indicated *tend to disagree* or *strongly disagree*.

Table 11: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?		
	No.	%
<i>Strongly agree</i>	43	5.9%
<i>Tend to agree</i>	357	48.7%
<i>Neither</i>	146	19.9%
<i>Tend to disagree</i>	88	12.0%
<i>Strongly disagree</i>	32	4.4%
<i>Don't know</i>	67	9.1%

Table 11.1: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money? (Excluding respondents indicating don't know)		
	No.	%
<i>Strongly agree</i>	43	6.5%
<i>Tend to agree</i>	357	53.6%
<i>Neither</i>	146	21.9%
<i>Tend to disagree</i>	88	13.2%
<i>Strongly disagree</i>	32	4.8%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *strongly* or *tend to agree* was West (59.2%), compared to a low of 47.5% for East area. A high of 74.0% of respondents aged 75 years and over indicated *strongly* or *tend to agree*, compared to a low of 43.5% of respondents aged 25 to 34 years. A total of 56.0% of male respondents, and 52.7% of female respondents indicated *strongly* or *tend to agree*. When the results are analysed by disability, 56.4% of people with a disability indicated *strongly* or *tend to agree* compared with 54.6% of respondents without a disability, and 55.1% of White British respondents indicated the same, compared with 54.2% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Strongly agree</i>	5.7%	3.4%	9.5%	5.3%	4.8%
<i>Tend to agree</i>	49.0%	44.1%	47.3%	53.9%	49.0%
<i>Neither</i>	20.1%	24.0%	15.4%	18.9%	22.8%
<i>Tend to disagree</i>	11.9%	10.6%	14.8%	11.8%	10.3%
<i>Strongly disagree</i>	4.3%	6.7%	4.7%	1.8%	4.8%
<i>Don't know</i>	9.0%	11.2%	8.3%	8.3%	8.3%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Strongly agree</i>	5.8%	0.0%	2.9%	5.0%	5.7%	5.7%	6.5%	7.7%	15.4%
<i>Tend to agree</i>	48.8%	50.0%	40.6%	42.0%	43.3%	49.4%	52.0%	66.3%	23.1%
<i>Neither</i>	20.2%	18.8%	23.2%	26.0%	27.7%	19.6%	16.3%	6.7%	30.8%
<i>Tend to disagree</i>	11.7%	12.5%	15.9%	15.0%	11.3%	9.5%	14.6%	7.7%	0.0%
<i>Strongly disagree</i>	4.3%	6.3%	10.1%	3.0%	3.5%	6.3%	2.4%	1.9%	0.0%
<i>Don't know</i>	9.3%	12.5%	7.2%	9.0%	8.5%	9.5%	8.1%	9.6%	30.8%

Table 11.4: To what extent do you agree or disagree that Chesterfield Borough Council provides value for money, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Strongly agree</i>	7.4%	5.0%	0.0%	10.3%	4.5%	4.8%	5.5%	16.7%	10.0%
<i>Tend to agree</i>	48.6%	47.7%	55.6%	46.1%	50.1%	28.6%	49.6%	37.5%	30.0%
<i>Neither</i>	17.0%	23.0%	11.1%	15.2%	21.7%	23.8%	19.9%	12.5%	40.0%
<i>Tend to disagree</i>	13.1%	11.4%	0.0%	13.9%	11.5%	4.8%	11.9%	8.3%	20.0%
<i>Strongly disagree</i>	6.0%	3.1%	0.0%	4.8%	4.2%	4.8%	4.3%	8.3%	0.0%
<i>Don't know</i>	7.8%	9.7%	33.3%	9.7%	7.9%	33.3%	8.8%	16.7%	0.0%

**Q12. How satisfied or dissatisfied are you with each of the following services?**

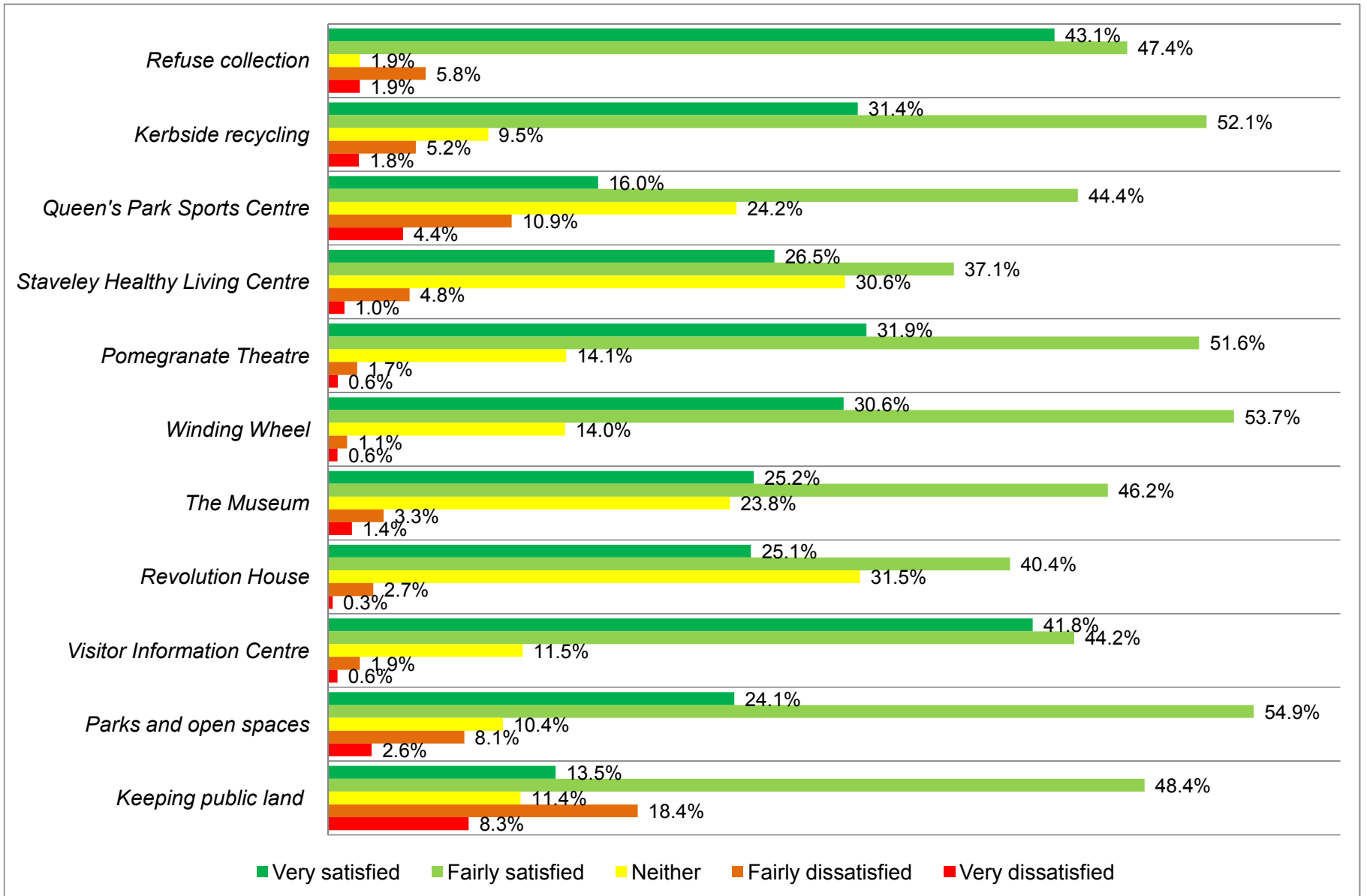
Respondents were given a list of 11 services provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. Table 12.1 shows the results from this question when the *don't know* responses have been discounted. Using table 12.1, the three services with the greatest percentage of respondents indicating *very satisfied* or *fairly satisfied* are: Refuse collection (90.5%), the Visitor Information Centre (86.0%), and the Winding Wheel (84.3%). The service with the lowest percentage of respondents indicating *very satisfied* or *fairly satisfied* was Queens Park Sports Centre (60.4%).

Table 12: How satisfied or dissatisfied are you with the following services?

	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	320	42.8%	352	47.1%	14	1.9%	43	5.7%	14	1.9%	5	0.7%
Kerbside recycling	205	28.8%	340	47.8%	62	8.7%	34	4.8%	12	1.7%	58	8.2%
Queens Park Sports Centre	72	10.1%	200	28.1%	109	15.3%	49	6.9%	20	2.8%	261	36.7%
Staveley Healthy Living Centre	82	11.8%	115	16.6%	95	13.7%	15	2.2%	3	0.4%	384	55.3%
Pomegranate Theatre	165	23.1%	267	37.4%	73	10.2%	9	1.3%	3	0.4%	196	27.5%
Winding Wheel	161	22.7%	283	39.9%	74	10.4%	6	0.8%	3	0.4%	183	25.8%
The Museum	107	15.2%	196	27.8%	101	14.3%	14	2.0%	6	0.8%	282	39.9%
Revolution House	93	13.3%	150	21.5%	117	16.8%	10	1.4%	1	0.1%	326	46.8%

Table 12: How satisfied or dissatisfied are you with the following services?												
	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>		<i>Don't know</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Visitor Information Centre	221	31.2%	234	33.1%	61	8.6%	10	1.4%	3	0.4%	179	25.3%
Parks and open spaces	158	22.4%	360	51.1%	68	9.6%	53	7.5%	17	2.4%	49	7.0%
Keeping public land clear of litter and refuse	97	13.2%	348	47.3%	82	11.2%	132	18.0%	60	8.2%	16	2.2%

Table 12.1: How satisfied or dissatisfied are you with the following services? (Excluding respondents indicating don't know)										
	<i>Very satisfied</i>		<i>Fairly satisfied</i>		<i>Neither</i>		<i>Fairly dissatisfied</i>		<i>Very dissatisfied</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%
Refuse collection	320	43.1%	352	47.4%	14	1.9%	43	5.8%	14	1.9%
Kerbside recycling	205	31.4%	340	52.1%	62	9.5%	34	5.2%	12	1.8%
Queens Park Sports Centre	72	16.0%	200	44.4%	109	24.2%	49	10.9%	20	4.4%
Staveley Healthy Living Centre	82	26.5%	115	37.1%	95	30.6%	15	4.8%	3	1.0%
Pomegranate Theatre	165	31.9%	267	51.6%	73	14.1%	9	1.7%	3	0.6%
Winding Wheel	161	30.6%	283	53.7%	74	14.0%	6	1.1%	3	0.6%
The Museum	107	25.2%	196	46.2%	101	23.8%	14	3.3%	6	1.4%
Revolution House	93	25.1%	150	40.4%	117	31.5%	10	2.7%	1	0.3%
Visitor Information Centre	221	41.8%	234	44.2%	61	11.5%	10	1.9%	3	0.6%
Parks and open spaces	158	24.1%	360	54.9%	68	10.4%	53	8.1%	17	2.6%
Keeping public land clear of litter and refuse	97	13.5%	348	48.4%	82	11.4%	132	18.4%	60	8.3%



### Refuse collection

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was North (91.8%), compared to a low of 86.5% for South area. A high of 97.3% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 75.0% of respondents aged 24 years and under. A total of 87.7% of male respondents, and 91.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 86.9% of people with a disability indicated *very* or *fairly satisfied* compared with 90.7% of respondents without a disability, and 89.9% of White British respondents indicated the same, compared with 80.8% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	42.8%	37.0%	41.5%	45.1%	47.6%
<i>Fairly satisfied</i>	47.1%	52.5%	45.0%	46.4%	44.2%
<i>Neither</i>	1.9%	1.1%	2.3%	3.0%	0.7%
<i>Fairly dissatisfied</i>	5.8%	6.1%	7.0%	5.1%	5.4%
<i>Very dissatisfied</i>	1.6%	2.8%	2.3%	0.4%	1.4%
<i>Don't know</i>	0.7%	0.6%	1.8%	0.0%	0.7%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	42.6%	50.0%	20.3%	35.9%	36.2%	45.3%	46.5%	61.5%	46.2%
<i>Fairly satisfied</i>	47.4%	25.0%	59.4%	57.3%	53.9%	44.0%	43.4%	35.8%	38.5%
<i>Neither</i>	1.9%	0.0%	4.3%	2.9%	2.1%	2.5%	0.8%	0.0%	0.0%
<i>Fairly dissatisfied</i>	5.7%	12.5%	10.1%	2.9%	6.4%	5.7%	7.0%	0.9%	15.4%
<i>Very dissatisfied</i>	1.8%	0.0%	4.3%	1.0%	1.4%	1.3%	2.3%	1.8%	0.0%
<i>Don't know</i>	0.7%	12.5%	1.4%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%

Table 12.4: How satisfied or dissatisfied are you with refuse collection, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	48.5%	38.7%	33.3%	45.8%	41.7%	34.8%	42.9%	30.8%	54.5%
<i>Fairly satisfied</i>	39.2%	52.8%	44.4%	41.1%	49.0%	56.5%	47.0%	50.0%	45.5%
<i>Neither</i>	2.0%	1.9%	0.0%	1.2%	2.2%	0.0%	1.8%	3.8%	0.0%
<i>Fairly dissatisfied</i>	7.2%	5.0%	0.0%	6.0%	5.6%	8.7%	5.8%	7.7%	0.0%
<i>Very dissatisfied</i>	2.4%	1.4%	0.0%	4.8%	0.9%	0.0%	1.8%	3.8%	0.0%
<i>Don't know</i>	0.7%	0.2%	22.2%	1.2%	0.6%	0.0%	0.6%	3.8%	0.0%

### Kerbside recycling

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was North (79.2%), compared to a low of 70.4% for South area. A high of 79.2% of respondents aged 35 to 44 years indicated *very* or *fairly satisfied*, compared to a low of 69.1% of respondents aged 25 to 34 years. A total of 73.8% of male respondents, and 78.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 77.3% of people with a disability indicated *very* or *fairly satisfied* compared with 76.7% of respondents without a disability, and 77.5% of White British respondents indicated the same, compared with 56.0% of respondents from other ethnic backgrounds.

Table 12.5: How satisfied or dissatisfied are you with kerbside recycling, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	29.0%	26.2%	29.6%	28.8%	32.1%
<i>Fairly satisfied</i>	47.7%	44.2%	48.8%	50.0%	47.1%
<i>Neither</i>	8.7%	8.7%	8.0%	9.3%	8.6%
<i>Fairly dissatisfied</i>	4.9%	5.8%	6.8%	4.0%	2.9%
<i>Very dissatisfied</i>	1.6%	2.3%	1.2%	0.4%	2.9%
<i>Don't know</i>	8.1%	12.8%	5.6%	7.5%	6.4%



Table 12.6: How satisfied or dissatisfied are you with kerbside recycling, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	29.0%	31.3%	17.6%	29.7%	25.0%	33.1%	28.3%	35.5%	36.4%
<i>Fairly satisfied</i>	47.8%	43.8%	51.5%	49.5%	51.4%	47.4%	46.7%	40.9%	45.5%
<i>Neither</i>	8.8%	0.0%	20.6%	8.9%	10.7%	5.8%	8.3%	3.2%	18.2%
<i>Fairly dissatisfied</i>	4.4%	6.3%	0.0%	4.0%	5.7%	5.8%	5.8%	2.2%	0.0%
<i>Very dissatisfied</i>	1.7%	12.5%	2.9%	0.0%	2.1%	2.6%	0.8%	0.0%	0.0%
<i>Don't know</i>	8.3%	6.3%	7.4%	7.9%	5.0%	5.2%	10.0%	18.3%	0.0%

Table 12.7: How satisfied or dissatisfied are you with kerbside recycling, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	31.6%	27.2%	33.3%	31.2%	28.3%	15.8%	28.5%	28.0%	45.5%
<i>Fairly satisfied</i>	42.2%	51.1%	55.6%	46.1%	48.4%	57.9%	49.0%	28.0%	36.4%
<i>Neither</i>	9.6%	8.5%	0.0%	5.2%	9.8%	10.5%	8.1%	20.0%	18.2%
<i>Fairly dissatisfied</i>	5.7%	3.7%	0.0%	4.5%	4.6%	0.0%	4.6%	8.0%	0.0%
<i>Very dissatisfied</i>	2.1%	1.5%	0.0%	3.2%	1.3%	0.0%	1.5%	8.0%	0.0%
<i>Don't know</i>	8.9%	8.0%	11.1%	9.7%	7.6%	15.8%	8.4%	8.0%	0.0%

### Queens Park Sports Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (45.3%), compared to a low of 29.7% for South area. A high of 60% of respondents aged 25 to 34 years indicated *very* or *fairly satisfied*, compared to a low of 30% of respondents aged 65 to 74 years. A total of 37.8% of male respondents, and 39.5% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 34.4% of people with a disability indicated *very* or *fairly satisfied* compared with 40.0% of respondents without a disability, and 37.7% of White British respondents indicated the same, compared with 61.6% of respondents from other ethnic backgrounds.

Table 12.8: How satisfied or dissatisfied are you with Queens Park Sports Centre, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	10.0%	4.6%	15.1%	11.9%	7.9%
<i>Fairly satisfied</i>	28.0%	25.1%	30.2%	27.3%	30.2%
<i>Neither</i>	15.1%	18.9%	16.4%	11.5%	15.1%
<i>Fairly dissatisfied</i>	7.0%	8.0%	8.2%	6.2%	5.8%
<i>Very dissatisfied</i>	2.7%	2.9%	3.1%	3.1%	1.4%
<i>Don't know</i>	37.1%	40.6%	27.0%	40.1%	39.6%

Table 12.9: How satisfied or dissatisfied are you with Queens Park Sports Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	10.1%	12.5%	14.3%	8.7%	10.1%	5.9%	10.0%	15.4%	9.1%
<i>Fairly satisfied</i>	28.3%	18.8%	45.7%	37.9%	31.7%	26.1%	20.0%	17.6%	9.1%
<i>Neither</i>	15.2%	25.0%	5.7%	18.4%	19.4%	15.0%	17.5%	5.5%	36.4%
<i>Fairly dissatisfied</i>	7.0%	12.5%	15.7%	11.7%	4.3%	6.5%	5.0%	2.2%	0.0%
<i>Very dissatisfied</i>	2.8%	12.5%	5.7%	2.9%	2.9%	3.3%	0.8%	1.1%	0.0%
<i>Don't know</i>	36.6%	18.8%	12.9%	20.4%	31.7%	43.1%	46.7%	58.2%	45.5%

Table 12.10: How satisfied or dissatisfied are you with Queens Park Sports Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	13.2%	8.2%	0.0%	12.1%	9.6%	5.6%	9.6%	23.1%	18.2%
<i>Fairly satisfied</i>	24.6%	31.3%	0.0%	22.3%	30.4%	11.1%	28.1%	38.5%	9.1%
<i>Neither</i>	16.7%	14.1%	44.4%	15.9%	14.6%	38.9%	14.8%	19.2%	27.3%
<i>Fairly dissatisfied</i>	6.8%	7.4%	0.0%	6.4%	7.5%	0.0%	7.2%	3.8%	0.0%
<i>Very dissatisfied</i>	1.4%	3.2%	22.2%	4.5%	2.5%	0.0%	3.0%	0.0%	0.0%
<i>Don't know</i>	37.4%	35.7%	33.3%	38.9%	35.4%	44.4%	37.4%	15.4%	45.5%

### Staveley Healthy Living Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was East (45.7%), compared to a low of 18.5% for West area. A high of 44.3% of respondents aged 25 to 34 years indicated *very* or *fairly satisfied*, compared to a low of 15.7% of respondents aged 75 years and over. A total of 22.2% of male respondents, and 33.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 25.8% of people with a disability indicated *very* or *fairly satisfied* compared with 30.1% of respondents without a disability, and 28.1% of White British respondents indicated the same, compared with 42.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	11.6%	17.1%	12.2%	8.8%	8.1%
<i>Fairly satisfied</i>	16.7%	28.6%	12.2%	9.7%	17.8%
<i>Neither</i>	13.3%	15.4%	12.8%	10.1%	16.3%
<i>Fairly dissatisfied</i>	2.0%	3.4%	1.3%	0.5%	3.7%
<i>Very dissatisfied</i>	0.3%	1.1%	0.0%	0.0%	0.0%
<i>Don't know</i>	56.1%	34.3%	61.5%	71.0%	54.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	11.7%	25.0%	20.0%	18.6%	8.0%	11.4%	5.3%	10.1%	0.0%
<i>Fairly satisfied</i>	16.8%	12.5%	24.3%	26.5%	21.2%	14.8%	11.5%	5.6%	0.0%
<i>Neither</i>	13.6%	31.3%	11.4%	8.8%	17.5%	14.8%	15.0%	7.9%	10.0%
<i>Fairly dissatisfied</i>	2.2%	12.5%	2.9%	4.9%	1.5%	1.3%	0.9%	0.0%	10.0%
<i>Very dissatisfied</i>	0.4%	0.0%	1.4%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	55.4%	18.8%	40.0%	40.2%	51.8%	57.7%	66.4%	76.4%	80.0%

Table 12.13: How satisfied or dissatisfied are you with Staveley Healthy Living Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	10.9%	12.2%	11.1%	10.6%	12.5%	0.0%	11.5%	23.1%	11.1%
<i>Fairly satisfied</i>	11.3%	21.1%	0.0%	15.2%	17.6%	0.0%	16.6%	19.2%	11.1%
<i>Neither</i>	14.6%	13.2%	22.2%	15.2%	13.1%	22.2%	13.6%	19.2%	0.0%
<i>Fairly dissatisfied</i>	2.2%	2.3%	0.0%	1.3%	2.2%	11.1%	2.0%	3.8%	11.1%
<i>Very dissatisfied</i>	0.4%	0.3%	11.1%	0.7%	0.4%	0.0%	0.5%	0.0%	0.0%
<i>Don't know</i>	60.6%	50.9%	55.6%	57.0%	54.1%	66.7%	55.9%	34.6%	66.7%

### Pomegranate Theatre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (65.8%), compared to a low of 54.9% for East area. A high of 67.0% of respondents aged 35 to 44 years indicated *very* or *fairly satisfied*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 56.6% of male respondents, and 63.9% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 55.2% of people with a disability indicated *very* or *fairly satisfied* compared with 62.7% of respondents without a disability, and 61.1% of White British respondents indicated the same, compared with 40.0% of respondents from other ethnic backgrounds.

Table 12.14: How satisfied or dissatisfied are you with Pomegranate Theatre, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	23.1%	20.2%	23.6%	24.0%	24.5%
<i>Fairly satisfied</i>	37.6%	34.7%	42.2%	38.9%	33.8%
<i>Neither</i>	9.8%	13.3%	8.1%	9.2%	8.6%
<i>Fairly dissatisfied</i>	1.3%	0.6%	0.0%	1.7%	2.9%
<i>Very dissatisfied</i>	0.4%	1.2%	0.0%	0.4%	0.0%
<i>Don't know</i>	27.8%	30.1%	26.1%	25.8%	30.2%

Table 12.15: How satisfied or dissatisfied are you with Pomegranate Theatre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	23.1%	25.0%	14.5%	26.2%	21.7%	23.2%	20.8%	31.9%	10.0%
<i>Fairly satisfied</i>	37.7%	18.8%	33.3%	40.8%	44.2%	37.4%	40.8%	28.7%	30.0%
<i>Neither</i>	10.1%	25.0%	14.5%	7.8%	13.8%	9.0%	8.3%	5.3%	10.0%
<i>Fairly dissatisfied</i>	1.3%	12.5%	1.4%	1.0%	2.2%	0.6%	0.8%	0.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.0%	0.0%	0.0%	0.7%	0.0%	0.8%	1.1%	0.0%
<i>Don't know</i>	27.4%	18.8%	36.2%	24.3%	17.4%	29.7%	28.3%	33.0%	50.0%

Table 12.16: How satisfied or dissatisfied are you with Pomegranate Theatre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	19.6%	26.0%	22.2%	21.4%	24.0%	15.0%	23.5%	20.0%	10.0%
<i>Fairly satisfied</i>	37.0%	37.9%	33.3%	33.8%	38.7%	35.0%	37.6%	20.0%	60.0%
<i>Neither</i>	11.0%	9.9%	11.1%	11.0%	9.9%	15.0%	10.0%	24.0%	0.0%
<i>Fairly dissatisfied</i>	1.8%	1.0%	0.0%	0.6%	1.5%	0.0%	1.3%	4.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.5%	0.0%	0.6%	0.4%	0.0%	0.4%	0.0%	0.0%
<i>Don't know</i>	30.2%	24.8%	33.3%	32.5%	25.4%	35.0%	27.2%	32.0%	30.0%

### Winding Wheel

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (70.5%), compared to a low of 55.2% for East area. A high of 68.1% of respondents aged 45 to 54 years indicated *very* or *fairly satisfied*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 59.5% of male respondents, and 64.6% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 53.9% of people with a disability indicated *very* or *fairly satisfied* compared with 65.1% of respondents without a disability, and 63.0% of White British respondents indicated the same, compared with 37.5% of respondents from other ethnic backgrounds.

Table 12.17: How satisfied or dissatisfied are you with the Winding Wheel, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	22.6%	19.0%	25.8%	23.0%	22.9%
<i>Fairly satisfied</i>	39.8%	36.2%	44.7%	40.3%	37.9%
<i>Neither</i>	10.3%	13.8%	7.5%	9.3%	10.7%
<i>Fairly dissatisfied</i>	0.9%	0.6%	0.0%	1.8%	0.7%
<i>Very dissatisfied</i>	0.4%	0.6%	0.0%	0.9%	0.0%
<i>Don't know</i>	26.0%	29.9%	22.0%	24.8%	27.9%

Table 12.18: How satisfied or dissatisfied are you with the Winding Wheel, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	22.6%	25.0%	15.9%	26.5%	18.8%	23.7%	22.7%	28.3%	10.0%
<i>Fairly satisfied</i>	39.9%	18.8%	39.1%	38.2%	49.3%	37.2%	41.2%	34.8%	40.0%
<i>Neither</i>	10.3%	31.3%	13.0%	9.8%	11.6%	9.6%	10.1%	5.4%	0.0%
<i>Fairly dissatisfied</i>	0.9%	0.0%	0.0%	1.0%	0.0%	1.9%	0.8%	1.1%	0.0%
<i>Very dissatisfied</i>	0.4%	0.0%	0.0%	0.0%	0.7%	0.0%	1.7%	0.0%	0.0%
<i>Don't know</i>	25.9%	25.0%	31.9%	24.5%	19.6%	27.6%	23.5%	30.4%	50.0%

Table 12.19: How satisfied or dissatisfied are you with the Winding Wheel, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	21.5%	23.5%	22.2%	21.8%	23.5%	10.5%	22.8%	16.7%	20.0%
<i>Fairly satisfied</i>	38.0%	41.1%	44.4%	32.1%	41.6%	47.4%	40.2%	20.8%	60.0%
<i>Neither</i>	11.5%	10.1%	0.0%	13.5%	9.8%	5.3%	10.0%	29.2%	10.0%
<i>Fairly dissatisfied</i>	1.4%	0.5%	0.0%	1.3%	0.8%	0.0%	0.9%	0.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.5%	0.0%	0.6%	0.4%	0.0%	0.4%	0.0%	0.0%
<i>Don't know</i>	27.2%	24.3%	33.3%	30.8%	23.9%	36.8%	25.6%	33.3%	10.0%

## The Museum

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (47.9%), compared to a low of 39.3% for East area. A high of 50% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 18.8% of respondents aged 24 years and under. A total of 40.5% of male respondents, and 44.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 40.9% of people with a disability indicated *very* or *fairly satisfied* compared with 43.5% of respondents without a disability, and 43.3% of White British respondents indicated the same, compared with 29.1% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	15.1%	15.0%	16.8%	16.1%	11.6%
<i>Fairly satisfied</i>	27.9%	24.3%	31.1%	26.0%	31.9%
<i>Neither</i>	14.1%	16.8%	12.4%	12.6%	15.2%
<i>Fairly dissatisfied</i>	2.0%	1.2%	3.1%	3.1%	0.0%
<i>Very dissatisfied</i>	0.7%	0.6%	0.6%	1.3%	0.0%
<i>Don't know</i>	40.1%	42.2%	36.0%	40.8%	41.3%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	15.2%	18.8%	8.8%	12.9%	14.4%	14.8%	16.4%	22.6%	10.0%
<i>Fairly satisfied</i>	27.8%	0.0%	23.5%	28.7%	25.9%	30.3%	33.6%	25.8%	30.0%
<i>Neither</i>	14.0%	25.0%	14.7%	14.9%	19.4%	10.3%	13.8%	8.6%	20.0%
<i>Fairly dissatisfied</i>	2.0%	6.3%	4.4%	0.0%	2.2%	1.9%	1.7%	2.2%	0.0%
<i>Very dissatisfied</i>	0.9%	0.0%	2.9%	0.0%	2.2%	0.0%	0.0%	1.1%	0.0%
<i>Don't know</i>	40.1%	50.0%	45.6%	43.6%	36.0%	42.6%	34.5%	39.8%	40.0%

Table 12.22: How satisfied or dissatisfied are you with the Museum, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	13.6%	16.3%	22.2%	17.5%	14.7%	15.0%	15.0%	20.8%	0.0%
<i>Fairly satisfied</i>	26.9%	28.0%	22.2%	23.4%	28.8%	25.0%	28.3%	8.3%	30.0%
<i>Neither</i>	11.8%	16.3%	11.1%	17.5%	13.0%	25.0%	14.2%	12.5%	30.0%
<i>Fairly dissatisfied</i>	2.2%	2.0%	0.0%	3.2%	1.7%	0.0%	1.6%	8.3%	10.0%
<i>Very dissatisfied</i>	1.4%	0.5%	0.0%	0.6%	1.0%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	44.1%	37.0%	44.4%	37.7%	40.8%	35.0%	39.9%	50.0%	30.0%

### Revolution House

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was North (51.4%), compared to a low of 27.5% for East area. A high of 38.8% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 6.3% of respondents aged 24 years and under. A total of 30.9% of male respondents, and 37.2% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 32.9% of people with a disability indicated *very* or *fairly satisfied* compared with 34.9% of respondents without a disability, and 34.7% of White British respondents indicated the same, compared with 30.8% of respondents from other ethnic backgrounds.

Table 12.23: How satisfied or dissatisfied are you with the Revolution House, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	13.3%	10.1%	11.9%	12.4%	20.0%
<i>Fairly satisfied</i>	21.4%	23.2%	19.4%	15.1%	31.4%
<i>Neither</i>	16.8%	20.8%	16.9%	14.7%	15.0%
<i>Fairly dissatisfied</i>	1.5%	0.0%	1.3%	2.3%	2.1%
<i>Very dissatisfied</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>Don't know</i>	47.1%	45.8%	50.6%	55.5%	31.4%



Table 12.24: How satisfied or dissatisfied are you with the Revolution House, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	13.2%	6.3%	10.3%	8.9%	12.2%	14.6%	12.1%	22.7%	10.0%
<i>Fairly satisfied</i>	21.5%	0.0%	19.1%	20.8%	22.3%	25.8%	26.7%	14.8%	0.0%
<i>Neither</i>	16.7%	37.5%	16.2%	10.9%	21.6%	15.9%	19.8%	9.1%	20.0%
<i>Fairly dissatisfied</i>	1.5%	6.3%	2.9%	0.0%	1.4%	1.3%	1.7%	0.0%	10.0%
<i>Very dissatisfied</i>	0.1%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>Don't know</i>	47.0%	50.0%	50.0%	59.4%	42.4%	42.4%	39.7%	53.4%	60.0%

Table 12.25: How satisfied or dissatisfied are you with the Revolution House, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	11.6%	13.9%	22.2%	15.8%	12.4%	15.0%	13.2%	15.4%	0.0%
<i>Fairly satisfied</i>	19.3%	23.3%	0.0%	17.1%	22.5%	20.0%	21.5%	15.4%	22.2%
<i>Neither</i>	17.8%	16.7%	11.1%	19.7%	15.7%	25.0%	16.6%	23.1%	22.2%
<i>Fairly dissatisfied</i>	1.1%	1.5%	11.1%	1.3%	1.4%	5.0%	1.2%	0.0%	22.2%
<i>Very dissatisfied</i>	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.0%	0.0%
<i>Don't know</i>	49.8%	44.6%	55.6%	46.1%	47.8%	35.0%	47.3%	46.2%	33.3%

### Visitor Information Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (72.3%), compared to a low of 56.7% for East area. A high of 76.5% of respondents aged 65 to 74 years indicated *very* or *fairly satisfied*, compared to a low of 31.3% of respondents aged 24 years and under. A total of 61.0% of male respondents, and 66.7% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 63.2% of people with a disability indicated *very* or *fairly satisfied* compared with 64.3% of respondents without a disability, and 64.5% of White British respondents indicated the same, compared with 57.7% of respondents from other ethnic backgrounds.

Table 12.26: How satisfied or dissatisfied are you with the Visitor Information Centre refuse collection, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	31.4%	21.6%	34.0%	36.8%	31.4%
<i>Fairly satisfied</i>	33.0%	35.1%	38.3%	26.3%	35.0%
<i>Neither</i>	8.6%	11.1%	4.9%	10.1%	7.3%
<i>Fairly dissatisfied</i>	1.4%	1.8%	1.9%	1.3%	0.7%
<i>Very dissatisfied</i>	0.3%	0.6%	0.0%	0.4%	0.0%
<i>Don't know</i>	25.4%	29.8%	21.0%	25.0%	25.5%

Table 12.27: How satisfied or dissatisfied are you with the Visitor Information Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	31.1%	6.3%	21.7%	20.6%	21.2%	32.9%	42.0%	52.1%	27.3%
<i>Fairly satisfied</i>	32.9%	25.0%	33.3%	37.3%	38.0%	34.2%	34.5%	17.0%	36.4%
<i>Neither</i>	8.6%	31.3%	8.7%	11.8%	9.5%	6.6%	5.0%	6.4%	18.2%
<i>Fairly dissatisfied</i>	1.4%	0.0%	1.4%	1.0%	2.2%	0.7%	2.5%	1.1%	0.0%
<i>Very dissatisfied</i>	0.4%	0.0%	1.4%	1.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<i>Don't know</i>	25.6%	37.5%	33.3%	28.4%	29.2%	25.7%	15.1%	23.4%	18.2%

Table 12.28: How satisfied or dissatisfied are you with the Visitor Information Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	30.7%	31.0%	22.2%	33.5%	30.9%	20.0%	31.2%	26.9%	36.4%
<i>Fairly satisfied</i>	30.3%	35.7%	11.1%	29.7%	33.4%	40.0%	33.3%	30.8%	18.2%
<i>Neither</i>	9.7%	7.7%	22.2%	10.3%	7.7%	25.0%	8.6%	7.7%	18.2%
<i>Fairly dissatisfied</i>	2.5%	0.7%	0.0%	1.9%	1.4%	0.0%	1.5%	0.0%	0.0%
<i>Very dissatisfied</i>	0.4%	0.2%	0.0%	0.6%	0.4%	0.0%	0.5%	0.0%	0.0%
<i>Don't know</i>	26.4%	24.6%	44.4%	23.9%	26.3%	15.0%	24.9%	34.6%	27.3%

### Parks and open spaces

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (79.9%), compared to a low of 61.1% for East area. A high of 77.4% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 53.4% of respondents aged 24 years and under. A total of 71.5% of male respondents, and 75.6% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 66.7% of people with a disability indicated *very* or *fairly satisfied* compared with 75.3% of respondents without a disability, and 73.2% of White British respondents indicated the same, compared with 69.2% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very satisfied</i>	22.4%	13.2%	25.2%	25.2%	25.5%
<i>Fairly satisfied</i>	51.2%	47.9%	54.7%	51.3%	51.1%
<i>Neither</i>	9.4%	13.8%	6.9%	8.3%	8.8%
<i>Fairly dissatisfied</i>	7.6%	13.2%	3.8%	7.4%	5.8%
<i>Very dissatisfied</i>	2.3%	3.0%	2.5%	1.7%	2.2%
<i>Don't know</i>	7.1%	9.0%	6.9%	6.1%	6.6%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	22.2%	6.7%	18.6%	17.6%	20.1%	23.5%	22.8%	33.3%	18.2%
<i>Fairly satisfied</i>	51.2%	46.7%	52.9%	57.8%	51.8%	49.7%	52.6%	44.1%	45.5%
<i>Neither</i>	9.6%	33.3%	5.7%	9.8%	14.4%	9.2%	8.8%	2.2%	18.2%
<i>Fairly dissatisfied</i>	7.5%	6.7%	14.3%	7.8%	7.2%	6.5%	7.9%	3.2%	9.1%
<i>Very dissatisfied</i>	2.4%	6.7%	4.3%	2.9%	2.9%	1.3%	2.6%	1.1%	0.0%
<i>Don't know</i>	7.0%	0.0%	4.3%	3.9%	3.6%	9.8%	5.3%	16.1%	9.1%

Table 12.31: How satisfied or dissatisfied are you with parks and open spaces, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	23.0%	21.8%	11.1%	21.8%	22.7%	10.5%	22.2%	26.9%	27.3%
<i>Fairly satisfied</i>	48.5%	53.8%	22.2%	44.9%	52.6%	57.9%	51.0%	42.3%	63.6%
<i>Neither</i>	10.9%	8.7%	22.2%	10.2%	9.5%	10.5%	9.7%	11.5%	9.1%
<i>Fairly dissatisfied</i>	5.8%	7.9%	22.2%	9.5%	7.0%	5.3%	7.8%	3.8%	0.0%
<i>Very dissatisfied</i>	3.3%	1.5%	11.1%	2.7%	2.3%	5.3%	2.4%	3.8%	0.0%
<i>Don't know</i>	8.4%	6.2%	11.1%	10.9%	5.9%	10.5%	6.9%	11.5%	0.0%

### Keeping public land clear of litter and refuse

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly satisfied* was South (65.3%), compared to a low of 53.4% for East area. A high of 63.2% of respondents aged 75 years and over indicated *very* or *fairly satisfied*, compared to a low of 43.8% of respondents aged 24 years and under. A total of 57.6% of male respondents, and 62.3% of female respondents indicated *very* or *fairly satisfied*. When the results are analysed by disability, 59.9% of people with a disability indicated *very* or *fairly satisfied* compared with 60.5% of respondents without a disability, and 60.1% of White British respondents indicated the same, compared with 58.3% of respondents from other ethnic backgrounds.

Table 12.32: How satisfied or dissatisfied are you with keeping public land clear of litter and refuse, by Community Assembly area.

	All areas	East	South	West	North
<i>Very satisfied</i>	13.0%	7.3%	14.4%	16.2%	13.2%
<i>Fairly satisfied</i>	47.0%	46.1%	50.9%	48.3%	41.7%
<i>Neither</i>	11.3%	15.7%	6.0%	11.5%	11.8%
<i>Fairly dissatisfied</i>	18.3%	18.0%	17.4%	17.5%	20.8%
<i>Very dissatisfied</i>	8.2%	10.1%	9.0%	5.1%	9.7%
<i>Don't know</i>	2.2%	2.8%	2.4%	1.3%	2.8%

Table 12.33: How satisfied or dissatisfied are you with keeping public land clear of litter and refuse, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very satisfied</i>	13.2%	6.3%	11.4%	13.7%	15.0%	8.9%	16.0%	16.0%	9.1%
<i>Fairly satisfied</i>	47.3%	37.5%	50.0%	46.1%	45.0%	50.3%	45.6%	47.2%	63.6%
<i>Neither</i>	11.3%	25.0%	15.7%	13.7%	12.1%	12.1%	9.6%	2.8%	18.2%
<i>Fairly dissatisfied</i>	18.0%	12.5%	12.9%	19.6%	18.6%	19.1%	20.0%	17.9%	0.0%
<i>Very dissatisfied</i>	8.0%	18.8%	7.1%	6.9%	7.1%	6.4%	8.8%	10.4%	9.1%
<i>Don't know</i>	2.2%	0.0%	2.9%	0.0%	2.1%	3.2%	0.0%	5.7%	0.0%

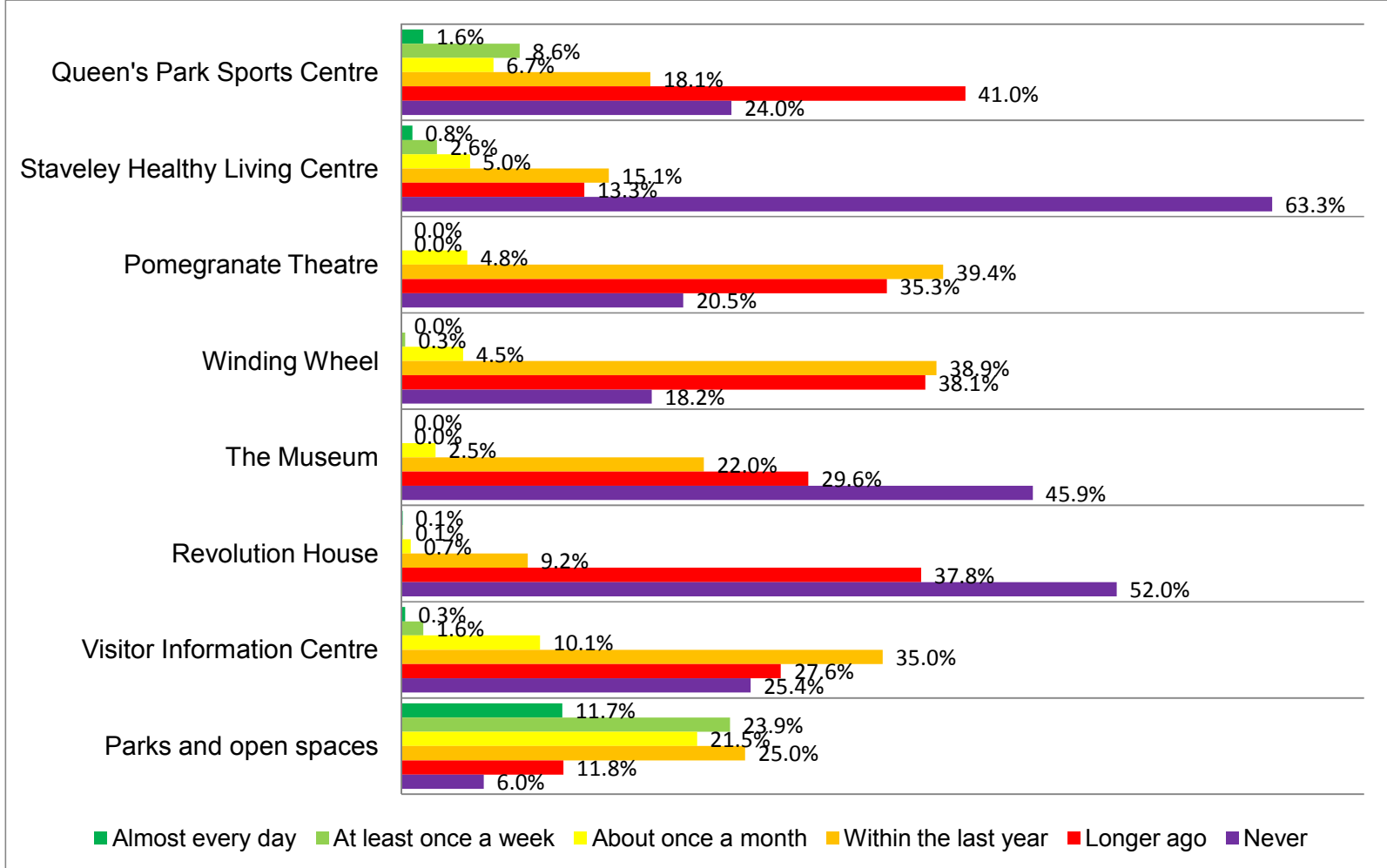
Table 12.34: How satisfied or dissatisfied are you with keeping public land clear of litter and refuse, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very satisfied</i>	13.2%	12.9%	22.2%	16.8%	12.1%	4.8%	12.8%	25.0%	18.2%
<i>Fairly satisfied</i>	44.4%	49.4%	33.3%	43.1%	48.4%	61.9%	47.3%	33.3%	54.5%
<i>Neither</i>	12.5%	10.6%	22.2%	6.0%	12.4%	23.8%	11.4%	8.3%	18.2%
<i>Fairly dissatisfied</i>	17.4%	18.7%	0.0%	20.4%	17.7%	4.8%	18.7%	8.3%	0.0%
<i>Very dissatisfied</i>	10.1%	6.2%	22.2%	10.2%	7.5%	4.8%	7.9%	12.5%	9.1%
<i>Don't know</i>	2.4%	2.2%	0.0%	3.6%	1.9%	0.0%	1.9%	12.5%	0.0%

**Q13. How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?**

Respondents were given a list of eight services and venues provided by Chesterfield Borough Council, and asked to indicate one of six options for each service. The six options ranged from *almost every day* to *never*. The two services with the greatest percentage of respondents indicating *almost every day* or *at least once a week* were: parks and open spaces (35.6% and Queens Park Sports Centre (10.2%). The two services with the greatest percentage of respondents indicating *never* were the Healthy Living Centre (63.3%) and the Revolution House (52.0%).

Table 13: How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?												
	<i>Almost every day</i>		<i>At least once a week</i>		<i>About once a month</i>		<i>Within the last year</i>		<i>Longer ago</i>		<i>Never</i>	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Queens Park Sports Centre	12	1.6%	63	8.6%	49	6.7%	133	18.1%	302	41.0%	177	24.0%
Staveley Healthy Living Centre	6	0.8%	19	2.6%	36	5.0%	109	15.1%	96	13.3%	458	63.3%
Pomegranate Theatre	0	0.0%	0	0.0%	35	4.8%	286	39.4%	256	35.3%	149	20.5%
Winding Wheel	0	0.0%	2	0.3%	33	4.5%	283	38.9%	277	38.1%	132	18.2%
The Museum	0	0.0%	0	0.0%	18	2.5%	158	22.0%	212	29.6%	329	45.9%
Revolution House	1	0.1%	1	0.1%	5	0.7%	66	9.2%	270	37.8%	371	52.0%
Visitor Information Centre	2	0.3%	12	1.6%	74	10.1%	256	35.0%	202	27.6%	186	25.4%
Parks and open spaces	86	11.7%	176	23.9%	158	21.5%	184	25.0%	87	11.8%	44	6.0%



### Queens Park Sports Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was West (14.1%), compared to a low of 3.9% for East area. A high of 18.8% of respondents aged 25 to 34 years indicated *almost every day* or *at least once a week*, compared to a low of 7.2% of respondents aged 65 to 74 years. A total of 11.1% of male respondents, and 10.0% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 5.9% of people with a disability indicated *almost every day* or *at least once a week* compared with 12.0% of respondents without a disability, and 9.4% of White British respondents indicated the same, compared with 28.0% of respondents from other ethnic backgrounds.

Table 13.1: How frequently have you used Queens Park Sports Centre, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	1.7%	0.0%	4.2%	1.7%	0.7%
<i>At least once a week</i>	8.6%	3.9%	8.4%	12.4%	8.4%
<i>About once a month</i>	6.6%	6.1%	5.4%	6.8%	8.4%
<i>Within the last year</i>	18.2%	18.3%	23.4%	18.8%	11.2%
<i>Longer ago</i>	40.7%	46.1%	35.9%	36.8%	46.2%
<i>Never</i>	24.2%	25.6%	22.8%	23.5%	25.2%

Table 13.2: How frequently have you used Queens Park Sports Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	1.6%	0.0%	1.4%	3.9%	1.4%	0.6%	0.8%	2.8%	0.0%
<i>At least once a week</i>	8.7%	12.5%	17.4%	9.7%	6.4%	7.1%	6.4%	8.5%	16.7%
<i>About once a month</i>	6.6%	12.5%	24.6%	13.6%	5.0%	2.6%	2.4%	0.0%	8.3%
<i>Within the last year</i>	18.0%	6.3%	23.2%	23.3%	27.0%	20.5%	10.4%	6.6%	0.0%
<i>Longer ago</i>	40.8%	56.3%	26.1%	38.8%	46.1%	44.9%	44.8%	32.1%	41.7%
<i>Never</i>	24.3%	12.5%	7.2%	10.7%	14.2%	24.4%	35.2%	50.0%	33.3%



Table 13.3: How frequently have you used Queens Park Sports Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	3.1%	0.7%	0.0%	0.0%	2.3%	0.0%	1.3%	8.0%	9.1%
<i>At least once a week</i>	8.0%	9.3%	0.0%	5.9%	9.7%	4.5%	8.1%	20.0%	9.1%
<i>About once a month</i>	5.2%	7.9%	0.0%	2.4%	8.1%	4.5%	6.5%	8.0%	18.2%
<i>Within the last year</i>	17.8%	18.6%	11.1%	14.8%	19.7%	4.5%	17.7%	36.0%	9.1%
<i>Longer ago</i>	41.3%	40.0%	66.7%	37.9%	41.7%	36.4%	41.3%	20.0%	54.5%
<i>Never</i>	24.5%	23.6%	22.2%	39.1%	18.6%	50.0%	25.2%	8.0%	0.0%

### Staveley Healthy Living Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was East (8.3%), compared to a low of 0.9% for West area. A high of 8.7% of respondents aged 35 to 44 years indicated *almost every day* or *at least once a week*, compared to a low of 1.4% of respondents aged 45 to 54 years. A total of 2.5% of male respondents, and 4.1% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 3.1% of people with a disability indicated *almost every day* or *at least once a week* compared with 3.8% of respondents without a disability, and 3.5% of White British respondents indicated the same, compared with 4.2% of respondents from other ethnic backgrounds.

Table 13.4: How frequently have you used Staveley Healthy Living Centre, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.7%	2.2%	0.0%	0.0%	0.7%
<i>At least once a week</i>	2.7%	6.1%	1.8%	0.9%	2.1%
<i>About once a month</i>	4.8%	10.6%	3.0%	2.2%	3.6%
<i>Within the last year</i>	15.2%	21.8%	13.7%	12.4%	12.9%
<i>Longer ago</i>	12.9%	17.3%	14.3%	9.8%	10.7%
<i>Never</i>	63.8%	41.9%	67.3%	74.7%	70.0%

Table 13.5: How frequently have you used Staveley Healthy Living Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.8%	0.0%	1.4%	2.9%	0.7%	0.0%	0.8%	0.0%	0.0%
<i>At least once a week</i>	2.6%	6.3%	4.3%	5.8%	0.7%	3.2%	0.8%	2.0%	0.0%
<i>About once a month</i>	4.9%	12.5%	13.0%	7.8%	3.5%	4.5%	2.4%	1.0%	0.0%
<i>Within the last year</i>	14.9%	31.3%	24.6%	26.2%	19.9%	12.3%	6.5%	2.0%	9.1%
<i>Longer ago</i>	13.4%	0.0%	15.9%	18.4%	16.3%	10.4%	11.4%	12.0%	9.1%
<i>Never</i>	63.3%	50.0%	40.6%	38.8%	58.9%	69.5%	78.0%	83.0%	81.8%

Table 13.6: How frequently have you used Staveley Healthy Living Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.7%	0.7%	11.1%	0.0%	1.1%	0.0%	0.9%	0.0%	0.0%
<i>At least once a week</i>	1.8%	3.4%	0.0%	3.1%	2.7%	0.0%	2.6%	4.2%	0.0%
<i>About once a month</i>	4.6%	5.1%	11.1%	2.5%	5.9%	0.0%	4.7%	12.5%	10.0%
<i>Within the last year</i>	12.1%	17.2%	0.0%	8.6%	17.1%	9.1%	15.2%	12.5%	20.0%
<i>Longer ago</i>	12.4%	14.3%	11.1%	16.7%	12.9%	0.0%	13.1%	20.8%	10.0%
<i>Never</i>	68.4%	59.3%	66.7%	69.1%	60.3%	90.9%	63.5%	50.0%	60.0%

### Pomegranate Theatre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was West (43.5%), compared to a low of 34.8% for North area. A high of 44.7% of respondents aged 35 to 44 years indicated *within the last year*, compared to a low of 25.0% of respondents aged 24 years and under. A total of 36.2% of male respondents, and 42.8% of female respondents indicated *within the last year*. When the results are analysed by disability, 30.7% of people with a disability indicated *within the last year* compared with 43.3% of respondents without a disability, and 39.5% of White British respondents indicated the same, compared with 39.5% of respondents from other ethnic backgrounds.

Table 13.7: How frequently have you used the Pomegranate Theatre, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	4.6%	2.2%	4.9%	7.0%	3.5%
<i>Within the last year</i>	39.8%	38.5%	40.2%	43.5%	34.8%
<i>Longer ago</i>	35.2%	35.8%	30.5%	35.2%	39.7%
<i>Never</i>	20.4%	23.5%	24.4%	14.3%	22.0%

Table 13.8: How frequently have you used the Pomegranate Theatre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	4.9%	6.3%	1.4%	1.9%	7.1%	3.8%	4.8%	7.9%	9.1%
<i>Within the last year</i>	39.4%	25.0%	31.9%	44.7%	40.7%	41.0%	44.4%	32.7%	27.3%
<i>Longer ago</i>	35.1%	50.0%	40.6%	31.1%	33.6%	37.2%	35.5%	34.7%	9.1%
<i>Never</i>	20.6%	18.8%	26.1%	22.3%	18.6%	17.9%	15.3%	24.8%	54.5%

Table 13.9: How frequently have you used the Pomegranate Theatre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	5.0%	5.0%	0.0%	3.0%	5.2%	9.5%	4.9%	4.7%	4.0%
<i>Within the last year</i>	36.2%	42.8%	22.2%	30.7%	43.3%	14.3%	39.4%	39.5%	40.0%
<i>Longer ago</i>	35.8%	33.9%	44.4%	41.0%	34.0%	28.6%	35.1%	36.2%	16.0%
<i>Never</i>	23.0%	18.3%	33.3%	25.3%	17.6%	47.6%	20.6%	19.7%	40.0%

### Winding Wheel

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was South (44.5%), compared to a low of 32.8% for East area. A high of 44.7% of respondents aged 45 to 54 years indicated *within the last year*, compared to a low of 27.5% of

respondents aged 25 to 34 years. A total of 39.9% of male respondents, and 38.9% of female respondents indicated *within the last year*. When the results are analysed by disability, 30.3% of people with a disability indicated *within the last year* compared with 42.7% of respondents without a disability, and 39.2% of White British respondents indicated the same, compared with 28.0% of respondents from other ethnic backgrounds.

Table 13.10: How frequently have you used the Winding Wheel, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.3%	0.0%	0.0%	0.4%	0.7%
<i>About once a month</i>	4.3%	2.2%	4.3%	6.5%	3.5%
<i>Within the last year</i>	39.2%	32.8%	44.5%	40.0%	40.1%
<i>Longer ago</i>	38.0%	45.0%	31.7%	38.7%	35.2%
<i>Never</i>	18.2%	20.0%	19.5%	14.3%	20.4%

Table 13.11: How frequently have you used the Winding Wheel, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	9.1%
<i>About once a month</i>	4.6%	0.0%	1.4%	1.9%	5.7%	5.7%	5.8%	4.9%	9.1%
<i>Within the last year</i>	38.9%	37.5%	27.5%	37.9%	44.7%	39.5%	43.8%	35.3%	18.2%
<i>Longer ago</i>	38.1%	43.8%	42.0%	40.8%	36.9%	36.3%	32.2%	45.1%	18.2%
<i>Never</i>	18.2%	18.8%	29.0%	19.4%	12.8%	18.5%	17.4%	14.7%	45.5%

Table 13.12: How frequently have you used the Winding Wheel, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.5%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%	0.0%
<i>About once a month</i>	4.9%	4.6%	0.0%	2.4%	4.8%	9.1%	4.5%	4.0%	10.0%
<i>Within the last year</i>	39.9%	38.9%	33.3%	30.3%	42.7%	13.6%	39.2%	28.0%	50.0%
<i>Longer ago</i>	36.4%	38.9%	33.3%	41.8%	37.0%	40.9%	38.7%	28.0%	20.0%
<i>Never</i>	18.9%	17.1%	33.3%	25.5%	15.2%	36.4%	17.3%	40.0%	20.0%

## The Museum

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was West (24.6%), compared to a low of 19.4% for East area. A high of 28.8% of respondents aged 65 to 74 years indicated *within the last year*, compared to a low of 11.6% of respondents aged 25 to 34 years. A total of 20.7% of male respondents, and 22.7% of female respondents indicated *within the last year*. When the results are analysed by disability, 18.6% of people with a disability indicated *within the last year* compared with 22.7% of respondents without a disability, and 22.2% of White British respondents indicated the same, compared with 12.0% of respondents from other ethnic backgrounds.

Table 13.13: How frequently have you used the Museum, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	2.3%	1.7%	3.1%	1.3%	3.7%
<i>Within the last year</i>	22.2%	19.4%	22.8%	24.6%	21.3%
<i>Longer ago</i>	29.5%	31.7%	27.8%	29.4%	28.7%
<i>Never</i>	46.0%	47.2%	46.3%	44.7%	46.3%

Table 13.14: How frequently have you used the Museum, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	2.5%	0.0%	2.9%	1.0%	1.4%	2.6%	5.9%	2.0%	0.0%
<i>Within the last year</i>	22.0%	18.8%	11.6%	22.3%	23.7%	17.6%	28.8%	23.8%	36.4%
<i>Longer ago</i>	29.6%	18.8%	33.3%	26.2%	28.1%	33.3%	26.3%	33.7%	18.2%
<i>Never</i>	45.9%	62.5%	52.2%	50.5%	46.8%	46.4%	39.0%	40.6%	45.5%

Table 13.15: How frequently have you used the Museum, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<i>About once a month</i>	4.6%	1.2%	0.0%	3.7%	2.3%	0.0%	2.5%	4.0%	0.0%
<i>Within the last year</i>	20.7%	22.7%	33.3%	18.6%	22.7%	22.7%	22.2%	12.0%	40.0%
<i>Longer ago</i>	28.2%	29.8%	22.2%	32.9%	29.0%	22.7%	29.2%	32.0%	30.0%
<i>Never</i>	46.4%	46.2%	44.4%	44.7%	46.0%	54.5%	46.1%	52.0%	30.0%

### Revolution House

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *within the last year* was West (24.6%), compared to a low of 19.4% for East area. A high of 28.8% of respondents aged 65 to 74 years indicated *within the last year*, compared to a low of 11.6% of respondents aged 25 to 34 years. A total of 20.7% of male respondents, and 22.7% of female respondents indicated *within the last year*. When the results are analysed by disability, 18.6% of people with a disability indicated *within the last year* compared with 22.7% of respondents without a disability, and 22.2% of White British respondents indicated the same, compared with 12.0% of respondents from other ethnic backgrounds.

Table 13.16: How frequently have you used the Revolution House, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.1%	0.0%	0.0%	0.0%	0.7%
<i>At least once a week</i>	0.1%	0.0%	0.0%	0.4%	0.0%
<i>About once a month</i>	0.6%	1.1%	0.6%	0.0%	0.7%
<i>Within the last year</i>	9.1%	8.5%	5.5%	4.4%	21.7%
<i>Longer ago</i>	38.3%	39.2%	33.5%	38.2%	42.8%
<i>Never</i>	51.8%	51.1%	60.4%	56.9%	34.1%

Table 13.17: How frequently have you used the Revolution House, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.1%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%
<i>At least once a week</i>	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
<i>About once a month</i>	0.6%	0.0%	2.9%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%
<i>Within the last year</i>	9.2%	6.3%	10.1%	9.7%	9.9%	9.1%	9.5%	7.1%	10.0%
<i>Longer ago</i>	37.9%	18.8%	23.2%	23.3%	34.8%	43.5%	50.9%	49.0%	20.0%
<i>Never</i>	52.1%	75.0%	63.8%	67.0%	54.6%	46.8%	39.7%	41.8%	70.0%

Table 13.18: How frequently have you used the Revolution House, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	4.0%	0.0%
<i>At least once a week</i>	0.0%	0.2%	0.0%	0.6%	0.0%	0.0%	0.1%	0.0%	0.0%
<i>About once a month</i>	1.1%	0.2%	0.0%	0.6%	0.6%	0.0%	0.7%	0.0%	0.0%
<i>Within the last year</i>	7.5%	10.1%	0.0%	9.0%	9.2%	9.1%	8.9%	16.0%	11.1%
<i>Longer ago</i>	42.3%	34.8%	37.5%	41.9%	36.4%	36.4%	37.6%	28.0%	55.6%
<i>Never</i>	48.8%	54.6%	62.5%	47.7%	53.6%	54.5%	52.4%	52.0%	33.3%

### Visitor Information Centre

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was West (3.0%), compared to a low of 0.7% for North area. A high of 4.0% of respondents aged 65 to 74 years indicated *almost every day* or *at least once a week*, compared to a low of 0.0% of respondents aged 35 to 44 years and 24 years and under. A total of 1.8% of male respondents, and 2.1% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 3.6% of people with a disability indicated *almost every day* or *at least once a week* compared with 1.3% of respondents without a disability, and 2.0% of White British respondents indicated the same, compared with 0.0% of respondents from other ethnic backgrounds.

Table 13.19: How frequently have you used the Visitor Information Centre, by Community Assembly area.

	All areas	East	South	West	North
<i>Almost every day</i>	0.3%	0.0%	0.6%	0.4%	0.0%
<i>At least once a week</i>	1.7%	1.7%	1.2%	2.6%	0.7%
<i>About once a month</i>	9.9%	5.6%	11.8%	11.2%	10.7%
<i>Within the last year</i>	35.3%	28.2%	38.8%	39.1%	33.6%
<i>Longer ago</i>	27.4%	30.5%	26.5%	24.0%	30.0%
<i>Never</i>	25.6%	33.9%	21.2%	22.7%	25.0%

Table 13.20: How frequently have you used the Visitor Information Centre, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	0.3%	0.0%	0.0%	0.0%	0.7%	0.6%	0.0%	0.0%	0.0%
<i>At least once a week</i>	1.7%	0.0%	1.4%	0.0%	2.1%	0.6%	4.0%	2.0%	0.0%
<i>About once a month</i>	10.1%	0.0%	8.7%	1.9%	7.7%	8.9%	14.4%	20.6%	9.1%
<i>Within the last year</i>	34.9%	25.0%	26.1%	25.2%	34.5%	36.3%	46.4%	35.3%	45.5%
<i>Longer ago</i>	27.4%	37.5%	33.3%	39.8%	29.6%	28.0%	16.0%	19.6%	27.3%
<i>Never</i>	25.7%	37.5%	30.4%	33.0%	25.4%	25.5%	19.2%	22.5%	18.2%

Table 13.21: How frequently have you used the Visitor Information Centre, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	0.4%	0.2%	0.0%	1.2%	0.0%	0.0%	0.3%	0.0%	0.0%
<i>At least once a week</i>	1.4%	1.9%	0.0%	2.4%	1.3%	0.0%	1.7%	0.0%	0.0%
<i>About once a month</i>	11.9%	8.6%	11.1%	8.5%	10.4%	13.0%	9.8%	12.0%	20.0%
<i>Within the last year</i>	34.7%	34.9%	22.2%	36.0%	35.0%	30.4%	34.5%	44.0%	40.0%
<i>Longer ago</i>	25.3%	29.4%	22.2%	26.8%	28.4%	17.4%	28.2%	8.0%	30.0%
<i>Never</i>	26.3%	24.9%	44.4%	25.0%	25.0%	39.1%	25.4%	36.0%	10.0%

### Parks and open spaces

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *almost every day* or *at least once a week* was West (44.4%), compared to a



low of 29.3% for East area. A high of 56.5% of respondents aged 25 to 34 years indicated *almost every day* or *at least once a week*, compared to a low of 15.5% of respondents aged 75 years and over. A total of 38.9% of male respondents, and 34.5% of female respondents indicated *almost every day* or *at least once a week*. When the results are analysed by disability, 25.5% of people with a disability indicated *almost every day* or *at least once a week* compared with 39.8% of respondents without a disability, and 34.6% of White British respondents indicated the same, compared with 58.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Almost every day</i>	11.6%	6.6%	11.4%	15.8%	11.3%
<i>At least once a week</i>	24.2%	22.7%	24.1%	28.6%	19.0%
<i>About once a month</i>	21.6%	20.4%	28.9%	17.1%	21.8%
<i>Within the last year</i>	24.9%	28.7%	22.3%	24.4%	23.9%
<i>Longer ago</i>	11.8%	13.8%	7.2%	10.7%	16.2%
<i>Never</i>	5.9%	7.7%	6.0%	3.4%	7.7%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Almost every day</i>	11.8%	0.0%	14.5%	22.3%	13.5%	9.5%	8.7%	5.8%	16.7%
<i>At least once a week</i>	24.0%	37.5%	42.0%	28.2%	19.9%	30.4%	17.5%	9.7%	25.0%
<i>About once a month</i>	21.4%	25.0%	24.6%	28.2%	22.7%	21.5%	15.9%	16.5%	25.0%
<i>Within the last year</i>	24.9%	31.3%	11.6%	14.6%	28.4%	22.2%	34.9%	31.1%	16.7%
<i>Longer ago</i>	11.8%	0.0%	5.8%	3.9%	12.1%	10.8%	14.3%	24.3%	8.3%
<i>Never</i>	6.0%	6.3%	1.4%	2.9%	3.5%	5.7%	8.7%	12.6%	8.3%

Table 13.24: How frequently have you used parks and open spaces, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Almost every day</i>	14.0%	10.5%	11.1%	6.7%	13.6%	8.7%	11.2%	25.0%	30.0%
<i>At least once a week</i>	24.9%	24.0%	11.1%	18.8%	26.2%	17.4%	23.4%	33.3%	30.0%
<i>About once a month</i>	21.1%	21.6%	22.2%	17.6%	22.8%	13.0%	21.6%	16.7%	20.0%
<i>Within the last year</i>	24.2%	24.7%	33.3%	24.8%	24.7%	26.1%	25.6%	8.3%	20.0%
<i>Longer ago</i>	11.6%	12.1%	0.0%	20.0%	8.9%	21.7%	12.1%	12.5%	0.0%
<i>Never</i>	4.2%	7.1%	22.2%	12.1%	4.0%	13.0%	6.2%	4.2%	0.0%

**Q14. How often have you taken part in the following activities over the past 12 months?**

Respondents were given a list of seven cultural activities and asked to indicate one of six options for each service. The six options ranged from *at least once a week* to *never*. There was also an *other, please specify* option. The two activities with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* were: designing or making crafts or visiting craft fair (7.6%) and playing an instrument, writing music/ lyrics, or watching a music performance (6.9%). The two activities with the greatest percentage of respondents indicating *never* were the writing, performing, or reading poetry (85.7%) and the watching/taking part in a drama class/ performance (75.7%).

	At least once a week		At least once a month		3 or 4 times a year		Twice a year		Once a year or less		Never	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Visiting an art gallery or creating art	17	2.3%	30	4.1%	51	7.0%	38	5.2%	163	22.5%	427	58.8%
Designing or making crafts or visiting craft fairs	24	3.3%	31	4.3%	59	8.2%	48	6.7%	162	22.5%	396	55.0%
Playing an instrument, writing music/ lyrics, or watching a music performance	27	3.7%	23	3.2%	65	9.0%	70	9.6%	150	20.7%	391	53.9%
Writing, performing, or reading poetry	12	1.7%	16	2.2%	13	1.8%	9	1.3%	53	7.4%	615	85.7%
Watching/taking part in a dance class/performance	24	3.4%	9	1.3%	24	3.4%	33	4.6%	109	15.2%	517	72.2%
Watching/taking part in a drama class/ performance	3	0.4%	13	1.8%	28	3.9%	39	5.4%	91	12.7%	543	75.7%
Other art / cultural activity	17	2.7%	17	2.7%	29	4.7%	18	2.9%	59	9.5%	482	77.5%

**Visiting an art gallery or creating art**

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (7.9%), compared to a low of 5.0% for East area. A high of 11.6% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 6.8% of male respondents, and 6.5% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 5.6% of people with a disability indicated *at least once a week* or *at least once a month* compared with 6.9% of respondents without a

disability, and 6.4% of White British respondents indicated the same, compared with 8.7% of respondents from other ethnic backgrounds.

Table 14.1: How often have you taken part in visiting an art gallery or creating art over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	2.4%	1.1%	1.2%	5.3%	0.7%
<i>At least once a month</i>	4.2%	3.9%	5.5%	2.6%	5.6%
<i>3 or 4 times a year</i>	7.0%	4.4%	6.7%	11.0%	4.2%
<i>Twice a year</i>	5.3%	5.0%	5.5%	6.6%	3.5%
<i>Once a year or less</i>	22.5%	25.4%	20.7%	21.6%	22.4%
<i>Never</i>	58.6%	60.2%	60.4%	52.9%	63.6%

Table 14.2: How often have you taken part in visiting an art gallery or creating art over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	2.4%	0.0%	1.4%	5.8%	1.4%	0.7%	2.4%	2.9%	9.1%
<i>At least once a month</i>	4.2%	0.0%	4.3%	5.8%	4.3%	3.3%	3.9%	3.9%	9.1%
<i>3 or 4 times a year</i>	7.0%	0.0%	8.7%	10.7%	7.9%	7.3%	6.3%	1.0%	18.2%
<i>Twice a year</i>	5.3%	12.5%	7.2%	2.9%	7.9%	6.0%	3.1%	2.9%	9.1%
<i>Once a year or less</i>	22.5%	31.3%	27.5%	24.3%	22.3%	22.5%	23.6%	17.5%	0.0%
<i>Never</i>	58.7%	56.3%	50.7%	50.5%	56.1%	60.3%	60.6%	71.8%	54.5%

Table 14.3: How often have you taken part in visiting an art gallery or creating art over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	2.5%	2.4%	0.0%	1.9%	2.7%	0.0%	2.5%	0.0%	0.0%
<i>At least once a month</i>	4.3%	4.1%	0.0%	3.7%	4.2%	4.5%	3.9%	8.7%	10.0%
<i>3 or 4 times a year</i>	5.0%	8.2%	22.2%	4.3%	7.6%	13.6%	6.7%	4.3%	30.0%
<i>Twice a year</i>	3.6%	6.2%	22.2%	4.3%	5.7%	4.5%	4.4%	21.7%	30.0%
<i>Once a year or less</i>	22.4%	23.3%	11.1%	15.5%	25.4%	0.0%	23.3%	8.7%	0.0%
<i>Never</i>	62.3%	55.9%	44.4%	70.2%	54.5%	77.3%	59.3%	56.5%	30.0%

### Designing or making crafts or visiting craft fairs

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (8.5%), compared to a low of 7.2% for East area. A high of 14.7% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 7.9% of male respondents, and 7.7% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 8.1% of people with a disability indicated *at least once a week* or *at least once a month* compared with 8.0% of respondents without a disability, and 7.9% of White British respondents indicated the same, compared with 4.2% of respondents from other ethnic backgrounds.

Table 14.4: How often have you taken part in designing or making crafts or visiting craft fairs over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	3.4%	2.2%	2.5%	5.8%	2.1%
<i>At least once a month</i>	4.2%	5.0%	4.3%	2.7%	5.6%
<i>3 or 4 times a year</i>	8.2%	6.1%	9.3%	9.3%	7.7%
<i>Twice a year</i>	6.8%	6.7%	7.4%	6.2%	7.0%
<i>Once a year or less</i>	22.6%	27.4%	19.8%	22.6%	19.7%
<i>Never</i>	54.9%	52.5%	56.8%	53.5%	57.7%

Table 14.5: How often have you taken part in designing or making crafts or visiting craft fairs over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	3.4%	0.0%	2.9%	6.9%	2.2%	4.6%	2.4%	2.0%	0.0%
<i>At least once a month</i>	4.3%	0.0%	5.8%	7.8%	6.5%	3.3%	2.4%	2.0%	0.0%
<i>3 or 4 times a year</i>	8.3%	0.0%	8.7%	9.8%	8.0%	7.2%	8.7%	10.0%	0.0%
<i>Twice a year</i>	6.7%	12.5%	7.2%	8.8%	8.7%	6.6%	5.5%	1.0%	22.2%
<i>Once a year or less</i>	22.4%	18.8%	24.6%	19.6%	26.8%	24.3%	25.2%	13.0%	11.1%
<i>Never</i>	54.8%	68.8%	50.7%	47.1%	47.8%	53.9%	55.9%	72.0%	66.7%

Table 14.6: How often have you taken part in designing or making crafts or visiting craft fairs over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	3.6%	3.1%	11.1%	3.1%	3.6%	0.0%	3.5%	0.0%	0.0%
<i>At least once a month</i>	4.3%	4.6%	0.0%	5.0%	4.4%	0.0%	4.4%	4.2%	0.0%
<i>3 or 4 times a year</i>	3.2%	12.1%	0.0%	12.5%	6.9%	4.8%	8.4%	8.3%	0.0%
<i>Twice a year</i>	3.6%	8.5%	22.2%	2.5%	7.6%	19.0%	6.5%	0.0%	30.0%
<i>Once a year or less</i>	22.2%	22.7%	33.3%	11.3%	26.0%	19.0%	22.1%	29.2%	30.0%
<i>Never</i>	63.1%	49.0%	33.3%	65.6%	51.4%	57.1%	55.1%	58.3%	40.0%

#### Playing an instrument, writing music/ lyrics, or watching a music performance

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (9.7%), compared to a low of 4.2% for North area. A high of 8.7% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 10.6% of male respondents, and 3.9% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 4.4% of people with a disability indicated *at least once a week* or *at least once a month* compared with 7.2% of respondents without a disability, and 6.8% of White British respondents indicated the same, compared with 0.0% of respondents from other ethnic backgrounds

Table 14.7: How often have you taken part in playing an instrument, writing music/ lyrics, or watching a music performance over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	3.8%	2.8%	3.6%	5.3%	2.8%
<i>At least once a month</i>	2.8%	1.7%	3.0%	4.4%	1.4%
<i>3 or 4 times a year</i>	9.1%	9.6%	7.8%	10.1%	8.4%
<i>Twice a year</i>	9.8%	6.7%	11.4%	12.3%	7.7%
<i>Once a year or less</i>	20.8%	25.8%	15.1%	21.1%	21.0%
<i>Never</i>	53.7%	53.4%	59.0%	46.9%	58.7%

Table 14.8: How often have you taken part in playing an instrument, writing music/ lyrics, or watching a music performance over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	3.6%	0.0%	2.9%	5.8%	4.3%	0.6%	5.5%	3.0%	11.1%
<i>At least once a month</i>	3.1%	0.0%	1.4%	2.9%	3.6%	3.8%	3.1%	2.0%	11.1%
<i>3 or 4 times a year</i>	9.0%	0.0%	4.3%	11.7%	12.9%	8.3%	6.3%	8.1%	33.3%
<i>Twice a year</i>	9.7%	18.8%	11.6%	9.7%	11.4%	7.7%	11.0%	7.1%	0.0%
<i>Once a year or less</i>	20.9%	18.8%	33.3%	27.2%	17.1%	21.8%	21.3%	11.1%	0.0%
<i>Never</i>	53.7%	62.5%	46.4%	42.7%	50.7%	57.7%	52.8%	68.7%	44.4%

Table 14.9: How often have you taken part in playing an instrument, writing music/ lyrics, or watching a music performance over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	6.0%	1.7%	11.1%	1.9%	3.8%	14.3%	3.6%	0.0%	20.0%
<i>At least once a month</i>	4.6%	2.2%	11.1%	2.5%	3.4%	4.8%	3.2%	0.0%	0.0%
<i>3 or 4 times a year</i>	8.5%	9.6%	11.1%	6.2%	10.0%	4.8%	8.9%	8.3%	20.0%
<i>Twice a year</i>	6.4%	11.8%	22.2%	8.0%	10.6%	4.8%	9.3%	20.8%	10.0%
<i>Once a year or less</i>	19.4%	22.6%	0.0%	12.3%	23.9%	4.8%	20.5%	16.7%	30.0%
<i>Never</i>	55.1%	52.2%	44.4%	69.1%	48.3%	66.7%	54.4%	54.2%	20.0%

### Writing, performing, or reading poetry

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (4.5%), compared to a low of 3.3% for East area. A high of 6.2% of respondents aged 75 years and over indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 4.7% of male respondents, and 3.1% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 4.4% of people with a disability indicated *at least once a week* or *at least once a month* compared with 3.6% of respondents without a disability, and 3.7% of White British respondents indicated the same, compared with 9.0% of respondents from other ethnic backgrounds

Table 14.10: How often have you taken part in writing, performing, or reading poetry over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	1.7%	2.2%	0.6%	1.8%	2.1%
<i>At least once a month</i>	2.3%	1.1%	3.7%	2.7%	1.4%
<i>3 or 4 times a year</i>	1.8%	1.7%	0.6%	2.2%	2.8%
<i>Twice a year</i>	1.3%	1.1%	1.9%	0.4%	2.1%
<i>Once a year or less</i>	7.4%	9.0%	5.6%	6.7%	8.4%
<i>Never</i>	85.6%	84.8%	87.7%	86.2%	83.2%

Table 14.11: How often have you taken part in writing, performing, or reading poetry over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	1.7%	0.0%	1.4%	2.0%	1.4%	0.6%	1.6%	3.1%	11.1%
<i>At least once a month</i>	2.3%	0.0%	1.4%	2.0%	2.2%	3.2%	1.6%	3.1%	0.0%
<i>3 or 4 times a year</i>	1.8%	0.0%	1.4%	3.0%	2.2%	2.6%	0.8%	0.0%	11.1%
<i>Twice a year</i>	1.3%	0.0%	1.4%	3.0%	0.7%	0.6%	0.8%	1.0%	11.1%
<i>Once a year or less</i>	7.5%	13.3%	10.1%	11.9%	5.0%	8.4%	7.9%	1.0%	11.1%
<i>Never</i>	85.5%	86.7%	84.1%	78.2%	88.5%	84.4%	87.3%	91.8%	55.6%

Table 14.12: How often have you taken part in writing, performing, or reading poetry over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	1.8%	1.2%	11.1%	1.2%	1.5%	9.5%	1.5%	4.5%	0.0%
<i>At least once a month</i>	2.9%	1.9%	0.0%	3.1%	2.1%	0.0%	2.2%	4.5%	0.0%
<i>3 or 4 times a year</i>	1.8%	1.7%	11.1%	0.0%	2.1%	9.5%	1.6%	4.5%	10.0%
<i>Twice a year</i>	0.7%	1.5%	11.1%	0.6%	1.3%	4.8%	1.2%	0.0%	10.0%
<i>Once a year or less</i>	5.7%	8.5%	22.2%	6.8%	7.9%	0.0%	7.0%	13.6%	20.0%
<i>Never</i>	87.1%	85.2%	44.4%	88.2%	85.0%	76.2%	86.5%	72.7%	60.0%



### Watching/taking part in a dance class/performance

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (8.1%), compared to a low of 1.7% for East area. A high of 7.9% of respondents aged 35 to 44 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 4.7% of male respondents, and 4.9% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 2.5% of people with a disability indicated *at least once a week* or *at least once a month* compared with 5.6% of respondents without a disability, 4.3% of White British respondents indicated the same, compared with 13.0% of respondents from other ethnic backgrounds

Table 14.13: How often have you taken part in watching/taking part in a dance class/performance over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	3.4%	1.1%	2.4%	6.3%	2.9%
<i>At least once a month</i>	1.3%	0.6%	1.8%	1.8%	0.7%
<i>3 or 4 times a year</i>	3.4%	3.9%	3.6%	4.0%	1.5%
<i>Twice a year</i>	4.5%	5.1%	6.6%	4.0%	2.2%
<i>Once a year or less</i>	15.5%	14.0%	13.9%	14.7%	20.4%
<i>Never</i>	71.9%	75.3%	71.7%	69.2%	72.3%

Table 14.14: How often have you taken part in watching/taking part in a dance class/performance over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	3.4%	0.0%	5.8%	6.9%	3.6%	3.3%	1.6%	1.0%	0.0%
<i>At least once a month</i>	1.3%	0.0%	0.0%	1.0%	3.6%	0.7%	0.0%	2.0%	0.0%
<i>3 or 4 times a year</i>	3.4%	0.0%	1.4%	4.9%	4.3%	3.3%	4.0%	2.0%	0.0%
<i>Twice a year</i>	4.7%	6.7%	4.3%	5.9%	10.7%	0.7%	4.8%	1.0%	0.0%
<i>Once a year or less</i>	15.4%	13.3%	20.3%	20.6%	13.6%	17.8%	14.5%	6.1%	22.2%
<i>Never</i>	71.9%	80.0%	68.1%	60.8%	64.3%	74.3%	75.0%	87.8%	77.8%

Table 14.15: How often have you taken part in watching/taking part in a dance class/performance over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	2.5%	4.2%	0.0%	0.6%	4.4%	0.0%	3.1%	8.7%	0.0%
<i>At least once a month</i>	2.2%	0.7%	0.0%	1.9%	1.2%	0.0%	1.2%	4.3%	0.0%
<i>3 or 4 times a year</i>	1.4%	4.9%	0.0%	1.3%	4.2%	0.0%	3.4%	0.0%	10.0%
<i>Twice a year</i>	3.2%	5.9%	0.0%	2.5%	5.4%	0.0%	4.4%	8.7%	10.0%
<i>Once a year or less</i>	11.5%	18.3%	11.1%	15.0%	15.4%	19.0%	15.2%	13.0%	20.0%
<i>Never</i>	79.2%	66.0%	88.9%	78.8%	69.4%	81.0%	72.7%	65.2%	60.0%

#### Watching/taking part in a drama class/ performance

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was South (2.4%), compared to a low of 2.1% for North area. A high of 4.0% of respondents aged 55 to 64 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under, 25 to 34 years, and 65 to 74 years. A total of 1.8% of male respondents, and 2.7% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 0.6% of people with a disability indicated *at least once a week* or *at least once a month* compared with 2.7% of respondents without a disability, 2.2% of White British respondents indicated the same, compared with 0.0% of respondents from other ethnic backgrounds.

Table 14.16: How often have you taken part in watching/taking part in a drama class/ performance over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	0.4%	0.0%	0.6%	0.9%	0.0%
<i>At least once a month</i>	1.8%	2.3%	1.8%	1.3%	2.1%
<i>3 or 4 times a year</i>	3.8%	3.4%	3.1%	5.3%	2.9%
<i>Twice a year</i>	5.5%	4.5%	6.1%	7.1%	3.6%
<i>Once a year or less</i>	12.9%	11.9%	9.2%	13.3%	17.9%
<i>Never</i>	75.5%	78.0%	79.1%	72.1%	73.6%

Table 14.17: How often have you taken part in watching/taking part in a drama class/ performance over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	0.4%	0.0%	0.0%	1.0%	0.7%	0.7%	0.0%	0.0%	0.0%
<i>At least once a month</i>	1.8%	0.0%	0.0%	2.9%	1.4%	3.3%	0.0%	2.0%	11.1%
<i>3 or 4 times a year</i>	3.9%	0.0%	1.5%	4.9%	9.3%	2.0%	3.2%	1.0%	11.1%
<i>Twice a year</i>	5.5%	6.3%	7.5%	7.8%	7.1%	0.7%	5.6%	6.1%	11.1%
<i>Once a year or less</i>	12.8%	18.8%	13.4%	20.6%	15.7%	9.9%	11.9%	6.1%	0.0%
<i>Never</i>	75.5%	75.0%	77.6%	62.7%	65.7%	83.4%	79.4%	84.8%	66.7%

Table 14.18: How often have you taken part in watching/taking part in a drama class/ performance over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	0.4%	0.5%	0.0%	0.0%	0.6%	0.0%	0.4%	0.0%	0.0%
<i>At least once a month</i>	1.4%	2.2%	0.0%	0.6%	2.1%	4.8%	1.8%	0.0%	10.0%
<i>3 or 4 times a year</i>	2.9%	4.4%	11.1%	1.3%	4.8%	4.8%	3.8%	0.0%	10.0%
<i>Twice a year</i>	3.9%	6.6%	11.1%	3.2%	6.3%	4.8%	5.5%	8.3%	0.0%
<i>Once a year or less</i>	9.6%	15.1%	22.2%	9.6%	14.1%	4.8%	12.8%	8.3%	20.0%
<i>Never</i>	81.8%	71.2%	55.6%	85.4%	72.1%	81.0%	75.7%	83.3%	60.0%

### Other art / cultural activity

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *at least once a week* or *at least once a month* was West (6.2%), compared to a low of 4.1% for North area. A high of 8.3% of respondents aged 65 to 74 years indicated *at least once a week* or *at least once a month*, compared to a low of 0.0% of respondents aged 24 years and under. A total of 5.7% of male respondents, and 5.1% of female respondents indicated *at least once a week* or *at least once a month*. When the results are analysed by disability, 4.8% of people with a disability indicated *at least once a week* or *at least once a month* compared with 5.6% of respondents without a disability, 5.2% of White British respondents indicated the same, compared with 9.5% of respondents from other ethnic backgrounds.

Table 14.19: How often have you taken part in another art / cultural activity over the past 12 months, by Community Assembly area.

	All areas	East	South	West	North
<i>At least once a week</i>	2.8%	2.5%	5.0%	2.6%	0.8%
<i>At least once a month</i>	2.8%	1.9%	2.2%	3.6%	3.3%
<i>3 or 4 times a year</i>	4.6%	3.8%	3.6%	7.3%	2.5%
<i>Twice a year</i>	2.8%	1.9%	2.9%	2.1%	5.0%
<i>Once a year or less</i>	9.6%	6.3%	10.1%	13.0%	8.3%
<i>Never</i>	77.5%	83.8%	76.3%	71.4%	80.2%

Table 14.20: How often have you taken part in another art / cultural activity over the past 12 months, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>At least once a week</i>	2.8%	0.0%	3.5%	2.4%	1.7%	0.7%	5.5%	3.4%	20.0%
<i>At least once a month</i>	2.8%	0.0%	3.5%	3.6%	2.5%	3.5%	2.8%	1.1%	0.0%
<i>3 or 4 times a year</i>	4.7%	7.7%	7.0%	4.8%	5.9%	4.2%	3.7%	3.4%	0.0%
<i>Twice a year</i>	2.8%	0.0%	7.0%	1.2%	5.1%	1.4%	2.8%	1.1%	0.0%
<i>Once a year or less</i>	9.6%	0.0%	7.0%	10.7%	11.0%	11.2%	10.1%	5.7%	20.0%
<i>Never</i>	77.5%	92.3%	71.9%	77.4%	73.7%	79.0%	75.2%	85.2%	60.0%

Table 14.21: How often have you taken part in another art / cultural activity over the past 12 months, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>At least once a week</i>	1.2%	3.4%	16.7%	4.1%	2.0%	5.9%	2.7%	0.0%	14.3%
<i>At least once a month</i>	4.5%	1.7%	0.0%	0.7%	3.6%	0.0%	2.5%	9.5%	0.0%
<i>3 or 4 times a year</i>	3.7%	5.6%	0.0%	5.5%	4.7%	0.0%	4.1%	19.0%	14.3%
<i>Twice a year</i>	2.9%	3.1%	0.0%	3.4%	2.7%	5.9%	2.5%	9.5%	14.3%
<i>Once a year or less</i>	9.0%	10.4%	0.0%	4.8%	11.4%	0.0%	9.8%	4.8%	0.0%
<i>Never</i>	78.8%	75.8%	83.3%	81.5%	75.6%	88.2%	78.3%	57.1%	57.1%

**14: Other, please specify:**

The following other activities were submitted by respondents:

Table 14.22: Other, please specify:	
• <i>Oldies music - 20s, 30s, 40s etc.</i>	• <i>Brass band and Christmas carols at Brimington Community Centre</i>
• <i>Antique fairs</i>	• <i>Medieval history class</i>
• <i>Art appreciation</i>	• <i>Morris dancing performance outdoors.</i>
• <i>Art installation for church</i>	• <i>National Trust properties</i>
• <i>Book launch</i>	• <i>No funds to attend any culture events.</i>
• <i>Chatsworth Show, Woolley Moor Show</i>	• <i>Painting</i>
• <i>Chesterfield Canal restoration work</i>	• <i>Photography (x2)</i>
• <i>Chesterfield Football Season Ticket Holder</i>	• <i>Places of worship</i>
• <i>Cinema</i>	• <i>Plant sales, open gardens</i>
• <i>Classes at Wea Hurst House</i>	• <i>Readers club</i>
• <i>Classical concert, cinema</i>	• <i>Singing / part of choir (x6)</i>
• <i>Craft (x3)</i>	• <i>Circus skills</i>
• <i>Cultural groups</i>	• <i>Staveley fireworks display is amazing</i>
• <i>Derbyshire Food Festivals</i>	• <i>Medieval Market</i>
• <i>Folk music and dancing</i>	• <i>Theatre, shows, festivals</i>
• <i>Gardening (x2)</i>	• <i>U3A</i>
• <i>German language conversation group (U3A)</i>	• <i>Underwater photography</i>
• <i>Grandchildrens school dramas and plays</i>	• <i>Visiting cultural attraction i.e. spire, country house or ancient monument</i>
• <i>Healing festivals plus mind body spirit</i>	• <i>Visiting local historical properties, craft circles</i>
• <i>History re-enactment</i>	• <i>Visiting sculpture parks, museums etc.</i>
• <i>Ken Jutsu</i>	• <i>Watching ballet, plays, opera and being in a book club</i>
• <i>Literacy festivals, author readings</i>	• <i>Watching comedians</i>
• <i>Lock history and Civic Society NEDIAS</i>	• <i>Watching plays</i>
• <i>May Day Festival</i>	• <i>Workshops on precious metal clay</i>

**Q15. Do you agree that Council staff are generally helpful, friendly and polite?**

Respondents were given a list of six options, ranging from *strongly agree* to *strongly disagree*, including a *don't know* option, and asked to indicate one option. 9.1% of respondents indicated *don't know* to this question. A total of 70.6% of respondents indicated that they *strongly agree* or *tend to agree* that Council staff are generally helpful, friendly and polite. A total 7% of respondents indicated *tend to disagree* or *strongly disagree*.

	No.	%
<i>Strongly agree</i>	119	15.8%
<i>Tend to agree</i>	414	54.8%
<i>Neither</i>	93	12.3%
<i>Tend to disagree</i>	35	4.6%
<i>Strongly disagree</i>	18	2.4%
<i>Don't know</i>	76	10.1%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (77.7%), compared to a low of 64.8% for East area. A high of 86.6% of respondents aged 75 years and over indicated *very* or *fairly strongly*, compared to a low of 58.6% of respondents aged 25 to 34 years. A total of 71.4% of male respondents, and 70.1% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 76.4% of people with a disability indicated *very* or *fairly strongly* compared with 68.9% of respondents without a disability, and 70.3% of White British respondents indicated the same, compared with 77.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Strongly agree</i>	15.7%	12.4%	15.0%	16.0%	20.3%
<i>Tend to agree</i>	55.0%	52.4%	56.1%	54.9%	57.4%
<i>Neither</i>	12.1%	16.2%	11.6%	11.8%	8.1%
<i>Tend to disagree</i>	4.7%	5.9%	5.8%	4.6%	2.0%
<i>Strongly disagree</i>	2.3%	3.8%	2.9%	0.8%	2.0%
<i>Don't know</i>	10.1%	9.2%	8.7%	11.8%	10.1%

Table 15.2: Do you agree that Council staff are generally helpful, friendly and polite, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Strongly agree</i>	15.7%	12.5%	10.0%	9.7%	16.8%	11.9%	16.9%	26.8%	23.1%
<i>Tend to agree</i>	55.0%	56.3%	48.6%	51.5%	50.3%	60.0%	56.9%	59.8%	46.2%
<i>Neither</i>	12.3%	12.5%	8.6%	16.5%	17.5%	13.1%	11.5%	4.5%	7.7%
<i>Tend to disagree</i>	4.6%	6.3%	15.7%	3.9%	4.2%	3.1%	3.1%	2.7%	0.0%
<i>Strongly disagree</i>	2.3%	6.3%	4.3%	1.9%	2.1%	2.5%	2.3%	0.0%	7.7%
<i>Don't know</i>	10.2%	6.3%	12.9%	16.5%	9.1%	9.4%	9.2%	6.3%	15.4%

Table 15.3: Do you agree that Council staff are generally helpful, friendly and polite, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Strongly agree</i>	17.7%	13.7%	22.2%	19.5%	14.6%	4.3%	15.3%	30.8%	18.2%
<i>Tend to agree</i>	53.7%	56.4%	44.4%	56.9%	54.3%	47.8%	55.0%	46.2%	54.5%
<i>Neither</i>	12.2%	13.0%	0.0%	8.0%	13.7%	21.7%	12.8%	7.7%	0.0%
<i>Tend to disagree</i>	5.8%	3.9%	0.0%	4.6%	4.6%	4.3%	4.5%	7.7%	9.1%
<i>Strongly disagree</i>	2.7%	1.9%	0.0%	2.9%	2.0%	4.3%	2.5%	0.0%	0.0%
<i>Don't know</i>	7.8%	11.1%	33.3%	8.0%	10.7%	17.4%	10.0%	7.7%	18.2%

**Q16. Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?**

Respondents were given a list of five statements, and asked to indicate to what extent each statement applies to services in the area from five options. The five options ranged from a great deal to not at all and included a don't know option. Table 16.1 shows the results from this question when the don't know responses have been discounted. Using table 16.1, the three statements with the greatest percentage of respondents indicating a great deal or to some extent are: CBC and partners treat all groups of people fairly (85.2%) and CBC and partners are working to make the area safer (78.7%).

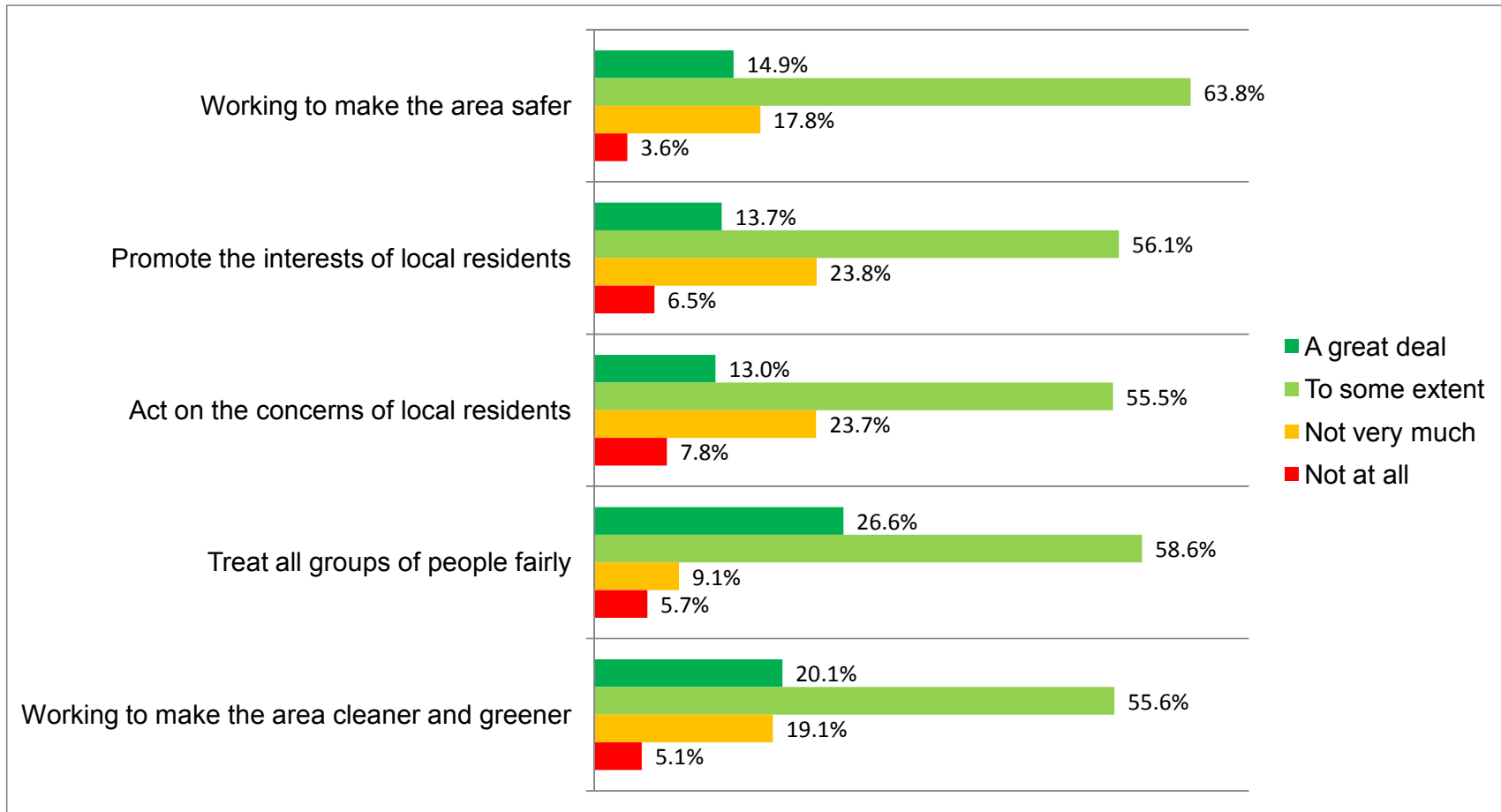
Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area?

	A great deal		To some extent		Not very much		Not at all		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%
CBC and partners are working to make the area safer	84	11.4%	359	48.5%	100	13.5%	20	2.7%	177	23.9%
CBC and partners promote the interests of local residents	74	10.1%	304	41.4%	129	17.6%	35	4.8%	192	26.2%
CBC and partners act on the concerns of local residents	70	9.5%	299	40.7%	128	17.4%	42	5.7%	196	26.7%
CBC and partners treat all groups of people fairly	126	17.2%	277	37.8%	43	5.9%	27	3.7%	259	35.4%
CBC and partners are working to make the area cleaner and greener	118	15.9%	326	44.1%	112	15.1%	30	4.1%	154	20.8%

Table 16: Here are some things that people have said about Chesterfield Borough Council and partner agencies. To what extent do you think these statements apply to services in your area? (Excluding respondents indicating don't know)

	A great deal		To some extent		Not very much		Not at all	
	No.	%	No.	%	No.	%	No.	%
CBC and partners are working to make the area safer	84	14.9%	359	63.8%	100	17.8%	20	3.6%
CBC and partners promote the interests of local residents	74	13.7%	304	56.1%	129	23.8%	35	6.5%
CBC and partners act on the concerns of local residents	70	13.0%	299	55.5%	128	23.7%	42	7.8%
CBC and partners treat all groups of people fairly	126	26.6%	277	58.6%	43	9.1%	27	5.7%
CBC and partners are working to make the area cleaner and greener	118	20.1%	326	55.6%	112	19.1%	30	5.1%





**CBC and partners are working to make the area safer**

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was South (51.5%), compared to a low of 58.0% for East area. A high of 65.2% of respondents aged 25 to 34 years indicated *very* or *fairly strongly*, compared to a low of 55.4% of respondents aged 35 to 44 years. A total of 58.7% of male respondents, and 60.9% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 59.5% of people with a disability indicated *very* or *fairly strongly* compared

with 60.8% of respondents without a disability, and 59.9% of White British respondents indicated the same, compared with 64.0% of respondents from other ethnic backgrounds.

Table 16.1: Do you agree that CBC and partners are working to make the area safer, by Community Assembly area.

	All areas	East	South	West	North
<i>A great deal</i>	11.4%	7.7%	11.2%	11.2%	16.7%
<i>A fair amount</i>	48.6%	50.3%	50.3%	48.7%	44.4%
<i>Not very much</i>	13.7%	17.5%	9.5%	12.9%	15.3%
<i>Not at all</i>	2.6%	2.7%	5.9%	0.9%	1.4%
<i>Don't know</i>	23.6%	21.9%	23.1%	26.3%	22.2%

Table 16.2: Do you agree that CBC and partners are working to make the area safer, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	11.2%	18.8%	11.6%	7.8%	9.2%	13.4%	10.2%	13.3%	15.4%
<i>A fair amount</i>	48.8%	43.8%	53.6%	47.6%	47.2%	47.8%	54.3%	47.6%	23.1%
<i>Not very much</i>	13.4%	12.5%	10.1%	14.6%	11.3%	13.4%	17.3%	12.4%	15.4%
<i>Not at all</i>	2.7%	0.0%	4.3%	1.9%	4.2%	5.1%	0.0%	1.0%	0.0%
<i>Don't know</i>	23.9%	25.0%	20.3%	28.2%	28.2%	20.4%	18.1%	25.7%	46.2%

Table 16.3: Do you agree that CBC and partners are working to make the area safer, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	12.2%	10.9%	11.1%	13.1%	10.9%	4.3%	11.0%	16.0%	18.2%
<i>A fair amount</i>	46.5%	50.0%	33.3%	46.4%	49.9%	34.8%	48.9%	48.0%	45.5%
<i>Not very much</i>	16.7%	11.1%	0.0%	16.1%	12.6%	13.0%	13.6%	16.0%	18.2%
<i>Not at all</i>	3.8%	2.1%	0.0%	1.2%	2.8%	13.0%	2.9%	0.0%	0.0%
<i>Don't know</i>	20.8%	25.8%	55.6%	23.2%	23.8%	34.8%	23.6%	20.0%	18.2%

### CBC and partners promote the interests of local residents

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (56.3%), compared to a low of 46.7% for South area. A high of 57.1% of respondents aged 65 to 74 years indicated *very* or *fairly strongly*, compared to a low of 31.3% of respondents aged 24 years and under. A total of 52.4% of male respondents, and 51.2% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 47.8% of people with a disability indicated *very* or *fairly strongly* compared with 53.1% of respondents without a disability, and 51.8% of White British respondents indicated the same, compared with 56.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>A great deal</i>	10.1%	7.8%	10.2%	9.9%	13.2%
<i>A fair amount</i>	41.6%	39.7%	36.5%	45.7%	43.1%
<i>Not very much</i>	17.7%	22.3%	18.6%	15.1%	15.3%
<i>Not at all</i>	4.7%	5.6%	6.6%	3.4%	3.5%
<i>Don't know</i>	25.9%	24.6%	28.1%	25.9%	25.0%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	10.1%	6.3%	18.8%	9.8%	4.9%	10.8%	10.3%	11.0%	7.7%
<i>A fair amount</i>	41.6%	25.0%	36.2%	43.1%	41.3%	40.1%	46.8%	46.0%	15.4%
<i>Not very much</i>	17.5%	31.3%	14.5%	12.7%	18.2%	19.7%	19.0%	16.0%	15.4%
<i>Not at all</i>	4.8%	0.0%	8.7%	2.9%	4.9%	7.6%	4.8%	1.0%	0.0%
<i>Don't know</i>	26.0%	37.5%	21.7%	31.4%	30.8%	21.7%	19.0%	26.0%	61.5%

Table 16.6: Do you agree that CBC and partners promote the interests of local residents, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	10.8%	9.3%	22.2%	10.4%	10.2%	0.0%	9.7%	20.0%	18.2%
<i>A fair amount</i>	41.6%	41.9%	22.2%	37.4%	42.9%	39.1%	42.1%	36.0%	18.2%
<i>Not very much</i>	18.5%	17.1%	0.0%	21.5%	16.7%	13.0%	18.0%	12.0%	18.2%
<i>Not at all</i>	6.6%	3.6%	0.0%	5.5%	4.3%	13.0%	4.9%	0.0%	9.1%
<i>Don't know</i>	22.4%	28.1%	55.6%	25.2%	25.9%	34.8%	25.3%	32.0%	36.4%

### CBC and partners act on the concerns of local residents

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was West (53.8%), compared to a low of 46.6% for East area. A high of 56.3% of respondents aged 65 to 74 years indicated *very* or *fairly strongly*, compared to a low of 26.7% of respondents aged 24 years and under. A total of 48.9% of male respondents, and 51.1% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 48.2% of people with a disability indicated *very* or *fairly strongly* compared with 51.1% of respondents without a disability, and 50.3% of White British respondents indicated the same, compared with 56.0% of respondents from other ethnic backgrounds.

Table 16.7: Do you agree that CBC and partners act on the concerns of local residents, by Community Assembly area.

	All areas	East	South	West	North
<i>A great deal</i>	9.5%	7.2%	8.9%	9.4%	13.5%
<i>A fair amount</i>	40.8%	39.4%	40.5%	44.4%	36.9%
<i>Not very much</i>	17.6%	24.4%	15.5%	13.7%	17.7%
<i>Not at all</i>	5.7%	6.1%	6.5%	4.7%	5.7%
<i>Don't know</i>	26.4%	22.8%	28.6%	27.8%	26.2%

Table 16.8: Do you agree that CBC and partners act on the concerns of local residents, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	9.5%	6.7%	13.2%	8.7%	5.6%	10.9%	7.9%	12.5%	15.4%
<i>A fair amount</i>	40.8%	20.0%	42.6%	38.8%	42.0%	38.5%	48.4%	42.3%	0.0%
<i>Not very much</i>	17.4%	26.7%	14.7%	12.6%	15.4%	20.5%	19.8%	16.3%	30.8%
<i>Not at all</i>	5.6%	13.3%	7.4%	4.9%	4.9%	9.0%	4.8%	1.9%	0.0%
<i>Don't know</i>	26.6%	33.3%	22.1%	35.0%	32.2%	21.2%	19.0%	26.9%	53.8%

Table 16.9: Do you agree that CBC and partners act on the concerns of local residents, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	9.4%	9.0%	22.2%	12.7%	8.7%	4.3%	9.2%	20.0%	9.1%
<i>A fair amount</i>	39.5%	42.1%	11.1%	35.5%	42.4%	30.4%	41.1%	36.0%	36.4%
<i>Not very much</i>	21.0%	15.0%	22.2%	21.7%	16.6%	13.0%	17.6%	16.0%	27.3%
<i>Not at all</i>	7.0%	4.8%	0.0%	5.4%	5.5%	13.0%	5.9%	0.0%	9.1%
<i>Don't know</i>	23.1%	29.0%	44.4%	24.7%	26.9%	39.1%	26.2%	28.0%	18.2%

### **CBC and partners treat all groups of people fairly**

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (66.5%), compared to a low of 52.1% for South area. A high of 62.5% of respondents aged 24 years and under indicated *very* or *fairly strongly*, compared to a low of 53.5% of respondents aged 45 to 54 years. A total of 54.5% of male respondents, and 56.3% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 52.8% of people with a disability indicated *very* or *fairly strongly* compared with 56.9% of respondents without a disability, and 55.5% of White British respondents indicated the same, compared with 60.0% of respondents from other ethnic backgrounds.

Table 16.10: Do you agree that CBC and partners treat all groups of people fairly, by Community Assembly area.

	All areas	East	South	West	North
<i>A great deal</i>	17.4%	16.8%	16.2%	16.0%	21.7%
<i>A fair amount</i>	37.9%	36.3%	35.9%	36.4%	44.8%
<i>Not very much</i>	6.0%	8.9%	4.8%	6.5%	2.8%
<i>Not at all</i>	3.6%	4.5%	4.2%	1.7%	4.9%
<i>Don't know</i>	35.1%	33.5%	38.9%	39.4%	25.9%

Table 16.11: Do you agree that CBC and partners treat all groups of people fairly, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	17.1%	12.5%	20.3%	19.6%	15.5%	17.8%	12.8%	19.8%	15.4%
<i>A fair amount</i>	38.2%	50.0%	36.2%	37.3%	38.0%	40.1%	43.2%	34.7%	0.0%
<i>Not very much</i>	5.8%	12.5%	8.7%	1.0%	5.6%	5.1%	8.8%	5.0%	7.7%
<i>Not at all</i>	3.6%	6.3%	5.8%	2.9%	2.1%	5.7%	4.0%	1.0%	0.0%
<i>Don't know</i>	35.3%	18.8%	29.0%	39.2%	38.7%	31.2%	31.2%	39.6%	76.9%

Table 16.12: Do you agree that CBC and partners treat all groups of people fairly, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	17.8%	16.9%	11.1%	16.6%	17.7%	8.7%	17.1%	20.0%	18.2%
<i>A fair amount</i>	36.7%	39.4%	11.1%	36.2%	39.2%	21.7%	38.4%	40.0%	27.3%
<i>Not very much</i>	8.4%	4.3%	0.0%	8.6%	5.1%	4.3%	6.1%	0.0%	9.1%
<i>Not at all</i>	4.9%	2.9%	0.0%	3.1%	3.8%	4.3%	3.5%	8.0%	9.1%
<i>Don't know</i>	32.2%	36.5%	77.8%	35.6%	34.3%	60.9%	35.0%	32.0%	36.4%

### **CBC and partners are working to make the area cleaner and greener**

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly strongly* was North (64.8%), compared to a low of 53.0% for East area. A high of 68.8% of respondents aged 24 years and under indicated *very* or *fairly strongly*, compared to a low of 55.1% of respondents aged 55 to 64 years. A total of 60.1% of male respondents, and 59.3% of female respondents indicated *very* or *fairly strongly*. When the results are analysed by disability, 59.1% of people with a disability indicated *very* or *fairly strongly*.

compared with 60.4% of respondents without a disability, and 59.5% of White British respondents indicated the same, compared with 64.0% of respondents from other ethnic backgrounds.

Table 16.13: Do you agree that CBC and partners are working to make the area cleaner and greener, by Community Assembly area.					
	All areas	East	South	West	North
<i>A great deal</i>	16.1%	10.5%	16.1%	17.1%	21.4%
<i>A fair amount</i>	44.0%	42.5%	44.0%	45.3%	43.4%
<i>Not very much</i>	15.4%	20.4%	14.3%	13.2%	13.8%
<i>Not at all</i>	4.0%	5.0%	5.4%	2.6%	3.4%
<i>Don't know</i>	20.6%	21.5%	20.2%	21.8%	17.9%

Table 16.14: Do you agree that CBC and partners are working to make the area cleaner and greener, by age group.									
	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>A great deal</i>	15.8%	18.8%	18.8%	16.7%	8.5%	16.5%	15.7%	21.9%	15.4%
<i>A fair amount</i>	44.3%	50.0%	44.9%	41.2%	47.2%	38.6%	48.8%	43.8%	53.8%
<i>Not very much</i>	15.0%	0.0%	11.6%	13.7%	14.1%	19.0%	18.1%	14.3%	0.0%
<i>Not at all</i>	4.1%	6.3%	7.2%	4.9%	4.9%	5.1%	1.6%	1.0%	7.7%
<i>Don't know</i>	20.8%	25.0%	17.4%	23.5%	25.4%	20.9%	15.7%	19.0%	23.1%

Table 16.15: Do you agree that CBC and partners are working to make the area cleaner and greener, by gender, disability and ethnicity.									
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>A great deal</i>	18.1%	13.9%	22.2%	17.5%	15.5%	13.0%	15.6%	20.0%	18.2%
<i>A fair amount</i>	42.0%	45.4%	55.6%	41.6%	44.9%	43.5%	43.9%	44.0%	63.6%
<i>Not very much</i>	17.0%	13.7%	0.0%	19.3%	14.2%	4.3%	15.6%	8.0%	9.1%
<i>Not at all</i>	6.3%	2.8%	0.0%	2.4%	4.5%	8.7%	4.1%	4.0%	0.0%
<i>Don't know</i>	16.7%	24.1%	22.2%	19.3%	20.9%	30.4%	20.7%	24.0%	9.1%

**Q17. On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?**

Respondents were given a list of six statements, and asked to indicate the one which best reflected their opinion. The six statements were: *I speak positively about the Council without being asked*, *I speak positively about the Council if I am asked about it*, *I am negative about the Council if I am asked about it*, *I am negative about the Council without being asked*, *I have no views one way or another*, and *don't know*. The statement indicated by the greatest percentage of respondents was *I speak positively of the Council if I am asked about it* (37.2%), followed by *I have no views one way or another* (31.9%). The statement indicated by the least percentage of respondents was *I am negative about the Council without being asked* (4.2%).

Table 17: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?		
	No.	%
<i>I speak positively of the Council without being asked</i>	43	5.8%
<i>I speak positively of the Council if I am asked about it</i>	274	37.2%
<i>I am negative about the Council if I am asked about it</i>	91	12.4%
<i>I am negative about the Council without being asked</i>	31	4.2%
<i>I have no views one way or another</i>	235	31.9%
<i>Don't know</i>	62	8.4%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *I speak positively of the Council without being asked* or *I speak positively of the Council if I am asked about it* was West (48.2%), compared to a low of 38.7% for East area. A high of 60.2% of respondents aged 75 years and over indicated *I speak positively of the Council without being asked* or *I speak positively of the*



*Council if I am asked about it*, compared to a low of 36.3% of respondents aged 35 to 44 years. A total of 45.4% of male respondents, and 41.2% of female respondents indicated *I speak positively of the Council without being asked or I speak positively of the Council if I am asked about it*. When the results are analysed by disability, 45.8% of people with a disability indicated *I speak positively of the Council without being asked or I speak positively of the Council if I am asked about it* compared with 42.2% of respondents without a disability, and 42.7% of White British respondents indicated the same, compared with 46.2% of respondents from other ethnic backgrounds.

Table 17.1: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council, by Community Assembly area.

	All areas	East	South	West	North
<i>I speak positively of the Council without being asked</i>	5.9%	6.1%	8.2%	6.1%	2.8%
<i>I speak positively of the Council if I am asked about it</i>	37.4%	32.6%	34.5%	42.1%	39.6%
<i>I am negative about the Council if I am asked about it</i>	12.4%	16.0%	9.4%	12.3%	11.8%
<i>I am negative about the Council without being asked</i>	4.1%	3.9%	5.8%	3.1%	4.2%
<i>I have no views one way or another</i>	31.6%	35.9%	29.2%	29.8%	31.9%
<i>Don't know</i>	8.4%	5.5%	12.9%	6.6%	9.7%

Table 17.2: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>I speak positively of the Council without being asked</i>	5.8%	0.0%	7.2%	3.0%	5.6%	4.5%	4.8%	11.5%	0.0%
<i>I speak positively of the Council if I am asked about it</i>	37.4%	37.5%	33.3%	33.3%	34.5%	34.2%	40.3%	48.7%	33.3%
<i>I am negative about the Council if I am asked about it</i>	12.5%	6.3%	15.9%	11.1%	13.4%	14.8%	13.7%	7.1%	8.3%
<i>I am negative about the Council without being asked</i>	4.0%	6.3%	10.1%	0.0%	2.1%	5.8%	5.6%	1.8%	0.0%
<i>I have no views one way or another</i>	32.1%	25.0%	30.4%	44.4%	32.4%	31.0%	30.6%	23.9%	50.0%
<i>Don't know</i>	8.4%	25.0%	2.9%	8.1%	12.0%	9.7%	4.8%	7.1%	8.3%

Table 17.3: On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>I speak positively of the Council without being asked</i>	7.6%	4.1%	0.0%	10.9%	4.4%	0.0%	5.2%	23.1%	0.0%
<i>I speak positively of the Council if I am asked about it</i>	37.8%	37.1%	37.5%	34.9%	37.8%	28.6%	37.5%	23.1%	60.0%
<i>I am negative about the Council if I am asked about it</i>	16.2%	10.0%	12.5%	13.1%	12.0%	23.8%	12.8%	3.8%	10.0%
<i>I am negative about the Council without being asked</i>	6.5%	2.6%	0.0%	5.7%	3.8%	0.0%	3.9%	11.5%	10.0%
<i>I have no views one way or another</i>	25.1%	36.6%	50.0%	22.3%	35.5%	33.3%	32.5%	23.1%	20.0%
<i>Don't know</i>	6.9%	9.6%	0.0%	13.1%	6.6%	14.3%	8.2%	15.4%	0.0%

## 4. Accessing Services and Finding Information

### Q18. Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?

Respondents were advised that by benefits, we mean positive impacts it has on the area. Respondents were given a list of five options, ranging from *very well informed* to *not well informed at all*, including a *don't know* option, and asked to indicate one option. 10.6% of respondents indicated *don't know* to this question. A total of 59.7% of respondents indicated *very well informed* or *fairly well informed*. A total 15.4% of respondents indicated *not very well informed* or *not well informed at all*.

Table 18: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?

	No.	%
<i>Very well informed</i>	79	10.6%
<i>Fairly well informed</i>	366	49.1%
<i>Not very well informed</i>	185	24.8%
<i>Not well informed at all</i>	36	4.8%
<i>Don't know</i>	79	10.6%

<i>Very well informed</i>	10.6%
<i>Fairly well informed</i>	49.1%
<i>Not very well informed</i>	24.8%
<i>Not well informed at all</i>	4.8%
<i>Don't know</i>	10.6%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly well informed* was South (60.8%), compared to a low of 57.7% for East area. A high of 69.9% of respondents aged 75 years and over indicated *very* or *fairly well informed*, compared to a low of 31.3% of respondents aged 24 years and under. A total of 61.1% of male respondents, and 59.6% of female respondents indicated *very* or *fairly well informed*. When the results are analysed by disability, 62.7% of people with a disability indicated *very* or *fairly well informed* compared with 59.6% of respondents without a disability, and 59.3% of White British respondents indicated the same, compared with 73.0% of respondents from other ethnic backgrounds.

Table 18.1: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides, by Community Assembly area.

	All areas	East	South	West	North
<i>Very well informed</i>	10.5%	8.8%	14.6%	7.7%	12.3%
<i>Fairly well informed</i>	49.0%	48.9%	46.2%	50.9%	49.3%
<i>Not very well informed</i>	25.0%	28.0%	24.0%	25.6%	21.2%
<i>Not well informed at all</i>	4.8%	3.8%	6.4%	4.3%	4.8%
<i>Don't know</i>	10.8%	10.4%	8.8%	11.5%	12.3%

Table 18.2: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very well informed</i>	10.6%	0.0%	5.8%	10.8%	7.8%	9.5%	13.4%	15.0%	23.1%
<i>Fairly well informed</i>	49.3%	31.3%	42.0%	47.1%	52.5%	48.1%	52.8%	54.9%	23.1%
<i>Not very well informed</i>	24.9%	56.3%	40.6%	25.5%	22.7%	24.1%	20.5%	18.6%	30.8%
<i>Not well informed at all</i>	4.7%	0.0%	4.3%	2.0%	5.0%	8.2%	3.9%	3.5%	7.7%
<i>Don't know</i>	10.6%	12.5%	7.2%	14.7%	12.1%	10.1%	9.4%	8.0%	15.4%

Table 18.3: Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very well informed</i>	13.0%	8.5%	11.1%	16.4%	8.8%	4.5%	10.4%	19.2%	10.0%
<i>Fairly well informed</i>	48.1%	51.1%	22.2%	46.3%	50.8%	40.9%	48.9%	53.8%	50.0%
<i>Not very well informed</i>	25.9%	23.6%	44.4%	23.2%	25.0%	31.8%	25.6%	7.7%	30.0%
<i>Not well informed at all</i>	5.5%	3.8%	11.1%	5.6%	3.9%	18.2%	4.8%	3.8%	0.0%
<i>Don't know</i>	7.5%	13.0%	11.1%	8.5%	11.5%	4.5%	10.4%	15.4%	10.0%

**Q19. Have you seen the publication Your Chesterfield?**

Respondents were given two options: *yes* or *no*, and asked to indicate one. 53.3% of respondents indicated *no*, and 46.7% indicated *yes* they had seen the publication.

Table 19: Have you seen the publication Your Chesterfield?		
	No.	%
Yes	332	46.7%
No	379	53.3%

A horizontal bar chart with two bars. The top bar is labeled 'Yes' and has a value of 46.7%. The bottom bar is labeled 'No' and has a value of 53.3%. Both bars are colored in a dark red/maroon shade.

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *yes* was South (52.6%), compared to a low of 47.4% for East area. A high of 60.0% of respondents aged 65 to 74 years indicated *yes*, compared to a low of 26.7% of respondents aged 24 years and under. 48.9% of male respondents, and 45.9% of female respondents indicated *yes*. When the results are analysed by disability, 46.2% of people with a disability indicated *yes* compared with 56.8% of respondents without a disability, and 46.9% of White British respondents indicated the same, compared with 40.0% of respondents from other ethnic backgrounds.

Table 19.1: Have you seen the publication Your Chesterfield, by Community Assembly area.					
	All areas	East	South	West	North
Yes	46.6%	52.6%	41.6%	42.9%	51.1%
No	53.4%	47.4%	58.4%	57.1%	48.9%

Table 19.2: Have you seen the publication Your Chesterfield, by age group.									
	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
Yes	46.6%	26.7%	29.0%	29.1%	47.4%	51.3%	60.0%	56.4%	36.4%
No	53.4%	73.3%	71.0%	70.9%	52.6%	48.7%	40.0%	43.6%	63.6%

Table 19.3: Have you seen the publication Your Chesterfield, by gender, disability and ethnicity.									
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
Yes	48.9%	45.9%	33.3%	46.2%	46.8%	41.2%	46.9%	40.0%	60.0%
No	51.1%	54.1%	66.7%	53.8%	53.2%	58.8%	53.1%	60.0%	40.0%

**Q20. If yes, how informed do you feel about the Councils services after reading Your Chesterfield?**

Only those respondents that indicated yes to question 20 were asked this question. Respondents were given five options ranging from *fully informed* to *not at all informed* including a *don't know* option, and asked to indicate one. A total of 80.2% of respondents indicated they feel either *fully informed* or *fairly informed* about the Councils services after reading Your Chesterfield. A total of 7.2% indicated either *not really informed* or *not at all informed*.

	No.	%
<i>Fully informed</i>	59	16.9%
<i>Fairly informed</i>	221	63.3%
<i>Neither</i>	31	8.9%
<i>Not really informed</i>	22	6.3%
<i>Not at all informed</i>	3	0.9%
<i>Don't know</i>	13	3.7%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *fully* or *fairly informed* was West (82.8%), compared to a low of 76.0% for East area. A high of 86.5% of respondents aged 65 to 74 years indicated *fully* or *fairly informed*, compared to a low of 50.0% of respondents aged 24 years and under. A total of 79.4% of male respondents, and 82.3% of female respondents indicated *fully* or *fairly informed*. When the results are analysed by disability, 81.7% of people with a disability indicated *fully* or *fairly informed* compared with 81.2% of respondents without a disability, and 81.9% of White British respondents indicated the same, compared with 80.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Fully informed</i>	16.9%	17.7%	15.8%	13.1%	21.9%
<i>Fairly informed</i>	63.1%	58.3%	63.2%	69.7%	60.3%
<i>Neither</i>	9.0%	11.5%	5.3%	11.1%	6.8%
<i>Not really informed</i>	6.4%	6.3%	7.9%	4.0%	8.2%
<i>Not at all informed</i>	0.9%	1.0%	1.3%	0.0%	1.4%
<i>Don't know</i>	3.8%	5.2%	6.6%	2.0%	1.4%

Table 20.2: If yes, how informed do you feel about the Councils services after reading Your Chesterfield, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Fully informed</i>	16.8%	0.0%	15.0%	20.0%	10.1%	17.7%	18.9%	20.0%	20.0%
<i>Fairly informed</i>	63.9%	50.0%	60.0%	60.0%	60.9%	65.8%	67.6%	66.2%	40.0%
<i>Neither</i>	9.0%	25.0%	10.0%	13.3%	20.3%	6.3%	2.7%	1.5%	40.0%
<i>Not really informed</i>	6.1%	25.0%	5.0%	3.3%	5.8%	7.6%	5.4%	6.2%	0.0%
<i>Not at all informed</i>	0.9%	0.0%	5.0%	0.0%	0.0%	0.0%	1.4%	1.5%	0.0%
<i>Don't know</i>	3.5%	0.0%	5.0%	3.3%	2.9%	2.5%	4.1%	4.6%	0.0%

Table 20.3: If yes, how informed do you feel about the Councils services after reading Your Chesterfield, by gender, disability and ethnicity.

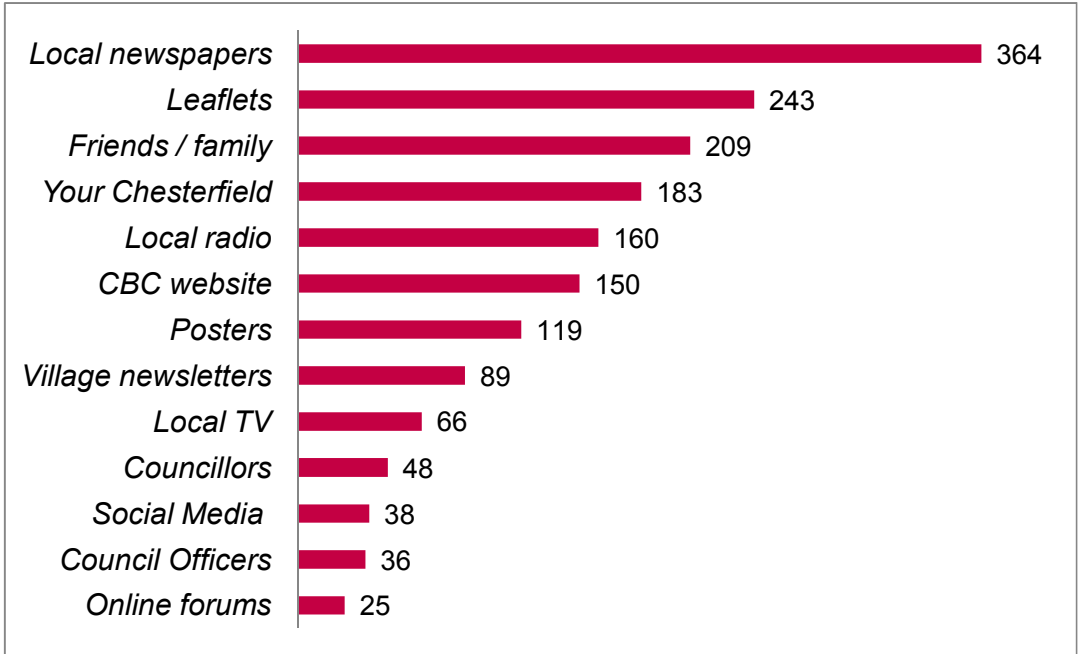
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Fully informed</i>	15.6%	18.3%	0.0%	17.1%	17.3%	0.0%	17.2%	20.0%	0.0%
<i>Fairly informed</i>	63.8%	64.0%	66.7%	64.6%	63.9%	54.5%	64.7%	60.0%	16.7%
<i>Neither</i>	11.3%	7.1%	33.3%	4.9%	10.0%	18.2%	7.6%	0.0%	66.7%
<i>Not really informed</i>	7.1%	5.1%	0.0%	7.3%	5.6%	9.1%	5.7%	20.0%	16.7%
<i>Not at all informed</i>	0.7%	1.0%	0.0%	2.4%	0.4%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	1.4%	4.6%	0.0%	3.7%	2.8%	18.2%	3.9%	0.0%	0.0%

**Q21. Where do you currently find out information about the Council?**

Respondents were given a list of 13 sources, and asked to indicate all that they currently use to find information about the Council. There was also an *other, website please specify* and an *other, please specify* option.

Table 21: Where do you currently find out information about the Council? (Listed in order of most popular to least popular)

	No.
<i>Local newspapers</i>	364
<i>Leaflets</i>	243
<i>Friends / family</i>	209
<i>Your Chesterfield</i>	183
<i>Local radio</i>	160
<i>CBC website</i>	150
<i>Posters</i>	119
<i>Village newsletters</i>	89
<i>Local TV</i>	66
<i>Councillors</i>	48
<i>Social Media</i>	38
<i>Council Officers</i>	36
<i>Online forums</i>	25





These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The most popular option indicated by each group has been identified in bold text.

	All areas	East	South	West	North
<i>Local newspapers</i>	<b>360</b>	<b>85</b>	<b>84</b>	<b>122</b>	<b>69</b>
<i>Local radio</i>	158	39	38	48	33
<i>Local TV</i>	66	14	18	22	12
<i>Social Media</i>	37	11	9	12	5
<i>Online forums</i>	25	7	7	6	5
<i>Village newsletters</i>	86	35	18	20	13
<i>Your Chesterfield</i>	181	56	39	52	34
<i>CBC website</i>	149	34	38	48	29
<i>Leaflets</i>	239	54	58	72	55
<i>Posters</i>	118	27	26	43	22
<i>Councillors</i>	47	16	9	10	12
<i>Council Officers</i>	36	8	12	10	6
<i>Friends / family</i>	208	61	47	56	44

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Local newspapers</i>	361	<b>6</b>	29	<b>51</b>	<b>62</b>	<b>86</b>	<b>61</b>	<b>61</b>	5
<i>Local radio</i>	159	3	17	25	34	33	25	22	0
<i>Local TV</i>	66	1	6	7	9	24	9	10	0
<i>Social Media</i>	38	1	13	8	9	6	1	0	0
<i>Online forums</i>	25	0	7	5	6	7	0	0	0
<i>Village newsletters</i>	88	2	9	14	16	18	22	7	0
<i>Your Chesterfield</i>	182	1	12	14	29	50	44	31	1
<i>CBC website</i>	148	4	<b>34</b>	32	40	21	11	4	2
<i>Leaflets</i>	242	5	23	31	45	50	52	28	<b>8</b>
<i>Posters</i>	117	5	11	19	20	24	24	12	2
<i>Councillors</i>	48	2	3	2	8	11	11	10	1
<i>Council Officers</i>	35	2	5	1	10	7	4	5	1
<i>Friends / family</i>	208	<b>6</b>	21	31	35	45	32	35	3

Table 21.3: Where do you currently find out information about the Council, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Local newspapers</i>	<b>140</b>	<b>208</b>	5	<b>88</b>	<b>256</b>	<b>14</b>	<b>346</b>	<b>12</b>	3
<i>Local radio</i>	58	96	1	40	114	1	152	6	1
<i>Local TV</i>	30	35	0	20	43	1	62	2	1
<i>Social Media</i>	12	26	0	6	31	0	36	1	0
<i>Online forums</i>	11	14	0	4	21	0	23	2	0
<i>Village newsletters</i>	31	55	0	21	64	2	84	4	1
<i>Your Chesterfield</i>	64	116	1	40	138	2	174	7	2
<i>CBC website</i>	57	90	1	16	130	1	139	7	3
<i>Leaflets</i>	80	153	<b>7</b>	50	180	9	228	9	<b>4</b>
<i>Posters</i>	44	71	1	25	86	4	112	6	0
<i>Councillors</i>	25	22	0	17	29	1	44	2	1
<i>Council Officers</i>	19	14	0	13	20	1	34	1	1
<i>Friends / family</i>	74	130	1	58	141	8	199	7	1

**21: Other website, please specify:**

The following other websites were submitted by respondents:

Table 21.4: Other, please specify:

- *Derbyshire Times website*
- *chesterfieldpost.co.uk (x2)*
- *www.gov.uk*
- *www.derbyshire.gov.uk*

**21: Other, please specify:**

The following other sources were submitted by respondents:

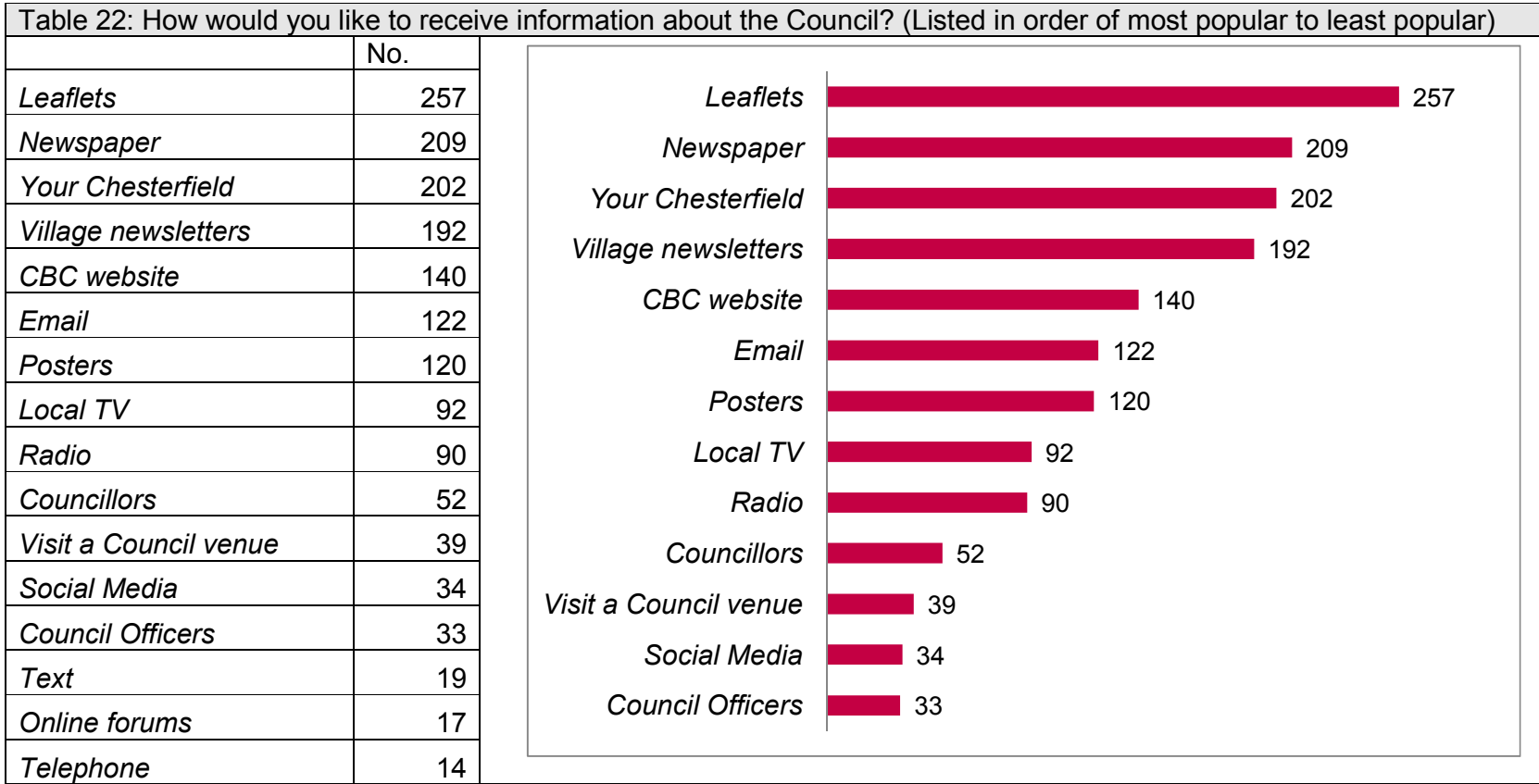
Table 21.5: Other, please specify:

- *Annual Council Tax bill (x4)*
- *Parents*

• <i>By telephone (x3)</i>	• <i>Political DCC and CBC meetings</i>
• <i>Derbyshire Times Occasionally</i>	• <i>Reflections Magazine</i>
• <i>Letters from the Council (x3)</i>	• <i>S40 magazine</i>
• <i>Library</i>	• <i>See things happening in the area</i>
• <i>Library, Staveley</i>	• <i>Twist magazine (x2)</i>
• <i>Newspaper</i>	• <i>Over 60 forums</i>
• <i>Occasional leaflet informing of any new activities/interests</i>	• <i>Visiting the Council offices (x2)</i>
• <i>Used to go to local forum meetings - Now no information locally</i>	• <i>Word of mouth (x2)</i>
	• <i>Work</i>

**Q22. How would you like to receive information about the Council?**

Respondents were given a list of 16 methods of communication, and asked to indicate all that they would be happy to receive information about the Council by. There was also an *other, please specify* option. The three most popular options indicated by respondents were: leaflets (257), newspaper (209), and Your Chesterfield (202).



These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The most popular option indicated by each group has been identified in bold text.

Table 22.1 How would you like to receive information about the Council, by Community Assembly area.					
	All areas	East	South	West	North
<i>CBC website</i>	140	34	34	47	25
<i>Telephone</i>	14	3	4	5	2
<i>Visit a Council venue</i>	39	9	9	14	7
<i>Radio</i>	89	19	22	25	23
<i>Email</i>	120	36	25	35	24
<i>Text</i>	19	5	4	5	5
<i>Newspaper</i>	207	53	46	65	43
<i>Local TV</i>	92	20	25	30	17
<i>Social Media</i>	34	9	10	12	3
<i>Online forums</i>	17	5	3	7	2
<i>Your Chesterfield</i>	199	52	53	62	32
<i>Village newsletters</i>	188	<b>69</b>	42	36	41
<i>Leaflets</i>	<b>255</b>	60	<b>69</b>	<b>74</b>	<b>52</b>

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>CBC website</i>	139	4	25	<b>34</b>	36	27	9	2	2
<i>Telephone</i>	14	0	1	1	1	7	0	4	0
<i>Visit a Council venue</i>	39	0	3	4	13	11	3	4	1
<i>Radio</i>	90	1	8	15	26	20	9	11	0
<i>Email</i>	121	6	17	28	25	23	17	4	1
<i>Text</i>	19	2	4	4	3	4	0	2	0
<i>Newspaper</i>	207	4	22	24	36	49	35	35	2
<i>Local TV</i>	91	2	11	12	16	22	14	14	0
<i>Social Media</i>	34	1	11	10	6	4	1	1	0
<i>Online forums</i>	17	0	4	0	5	7	1	0	0
<i>Your Chesterfield</i>	200	3	19	19	30	<b>54</b>	<b>42</b>	31	2
<i>Village newsletters</i>	190	6	24	23	33	40	36	27	1
<i>Leaflets</i>	255	<b>7</b>	<b>32</b>	32	<b>55</b>	47	36	<b>39</b>	<b>7</b>

Table 22.3 How would you like to receive information about the Council, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>CBC website</i>	49	87	1	12	124	2	130	6	3
<i>Telephone</i>	5	8	0	9	4	1	13	1	0
<i>Visit a Council venue</i>	17	21	0	7	27	3	34	4	0
<i>Radio</i>	28	62	0	20	69	0	86	4	0
<i>Email</i>	51	67	3	19	102	0	113	5	4
<i>Text</i>	7	11	1	4	13	2	19	0	0
<i>Newspaper</i>	<b>80</b>	<b>121</b>	2	52	<b>148</b>	<b>6</b>	<b>199</b>	<b>9</b>	0
<i>Local TV</i>	33	57	1	26	64	0	87	5	0
<i>Social Media</i>	15	18	0	6	27	0	32	1	0
<i>Online forums</i>	8	9	0	5	12	0	16	1	0
<i>Your Chesterfield</i>	76	119	2	47	146	4	192	6	3
<i>Village newsletters</i>	65	117	2	<b>55</b>	128	5	182	6	2
<i>Leaflets</i>	91	157	5	66	178	9	241	12	3

**22: Other, please specify:**

The following other sources were submitted by respondents:

Table 22.4 Other, please specify:	
<i>By post (x6)</i>	<i>Visits from our Council officers at our Staveley over 50s forum</i>
<i>They don't seem to be bothered</i>	<i>I wouldnt as I feel all information is mostly used as a political tool</i>
<i>Retired, rely on family for info</i>	<i>Local newspaper (which I don't receive any more)</i>
<i>I do not want to receive information about the council (x3)</i>	<i>Community Assemblies</i>
<i>An information point in the library with a weekly or monthly update on council plans/decisions</i>	<i>Why bother its all lies anyway</i>
	<i>Derbyshire times</i>

**Q23. How easy do you find getting the information you need from the Councils website?**

Respondents were given six options ranging from *very easy* to *very difficult*, including a *don't know* option and asked to indicate one. Using table 23.1, a total of 64.7% of respondents indicated *very easy* or *fairly easy*. A total 16.8% of respondents indicated *fairly difficult* or *very difficult*.

Table 23: How easy do you find getting the information you need from the Councils website?		
	No.	%
<i>Very easy</i>	46	6.4%
<i>Fairly easy</i>	215	29.9%
<i>Neither</i>	74	10.3%
<i>Fairly difficult</i>	38	5.3%
<i>Very difficult</i>	30	4.2%
<i>Don't know</i>	317	44.0%

Table 23.1: How easy do you find getting the information you need from the Councils website? (Excluding don't know responses)		
	No.	%
<i>Very easy</i>	46	11.4%
<i>Fairly easy</i>	215	53.3%
<i>Neither</i>	74	18.4%
<i>Fairly difficult</i>	38	9.4%
<i>Very difficult</i>	30	7.4%

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (38.0%), compared to a low of 35.2% for West area. A high of 56.5% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 12.2% of respondents aged 75 years and over. A total of 35.3% of male respondents, and 38.0% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 29.1% of people with a disability indicated *very* or *fairly easy* compared



with 39.6% of respondents without a disability, and 36.1% of White British respondents indicated the same, compared with 42.3% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very easy</i>	6.5%	7.9%	7.2%	4.4%	7.3%
<i>Fairly easy</i>	30.1%	29.4%	29.3%	30.8%	30.7%
<i>Neither</i>	10.0%	10.7%	9.0%	9.7%	10.9%
<i>Fairly difficult</i>	5.4%	6.2%	6.0%	4.4%	5.1%
<i>Very difficult</i>	4.0%	3.4%	4.8%	2.6%	5.8%
<i>Don't know</i>	44.1%	42.4%	43.7%	48.0%	40.1%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	6.4%	6.3%	7.2%	6.8%	5.7%	9.0%	3.3%	6.1%	9.1%
<i>Fairly easy</i>	30.0%	18.8%	49.3%	45.6%	31.2%	30.8%	25.0%	6.1%	18.2%
<i>Neither</i>	10.2%	12.5%	8.7%	13.6%	15.6%	9.6%	5.8%	5.1%	18.2%
<i>Fairly difficult</i>	5.2%	18.8%	7.2%	1.9%	5.0%	8.3%	1.7%	2.0%	27.3%
<i>Very difficult</i>	4.2%	0.0%	5.8%	1.9%	5.0%	3.2%	2.5%	9.2%	0.0%
<i>Don't know</i>	44.0%	43.8%	21.7%	30.1%	37.6%	39.1%	61.7%	71.4%	27.3%

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	6.7%	6.6%	0.0%	7.3%	6.5%	0.0%	5.9%	15.4%	20.0%
<i>Fairly easy</i>	28.6%	31.4%	44.4%	21.8%	33.1%	9.5%	30.2%	26.9%	0.0%
<i>Neither</i>	9.5%	10.5%	22.2%	7.3%	11.3%	9.5%	9.7%	11.5%	30.0%
<i>Fairly difficult</i>	3.5%	6.4%	11.1%	4.2%	5.6%	4.8%	5.2%	7.7%	10.0%
<i>Very difficult</i>	3.9%	4.7%	0.0%	7.9%	3.1%	4.8%	4.3%	0.0%	10.0%
<i>Don't know</i>	47.7%	40.4%	22.2%	51.5%	40.4%	71.4%	44.8%	38.5%	30.0%

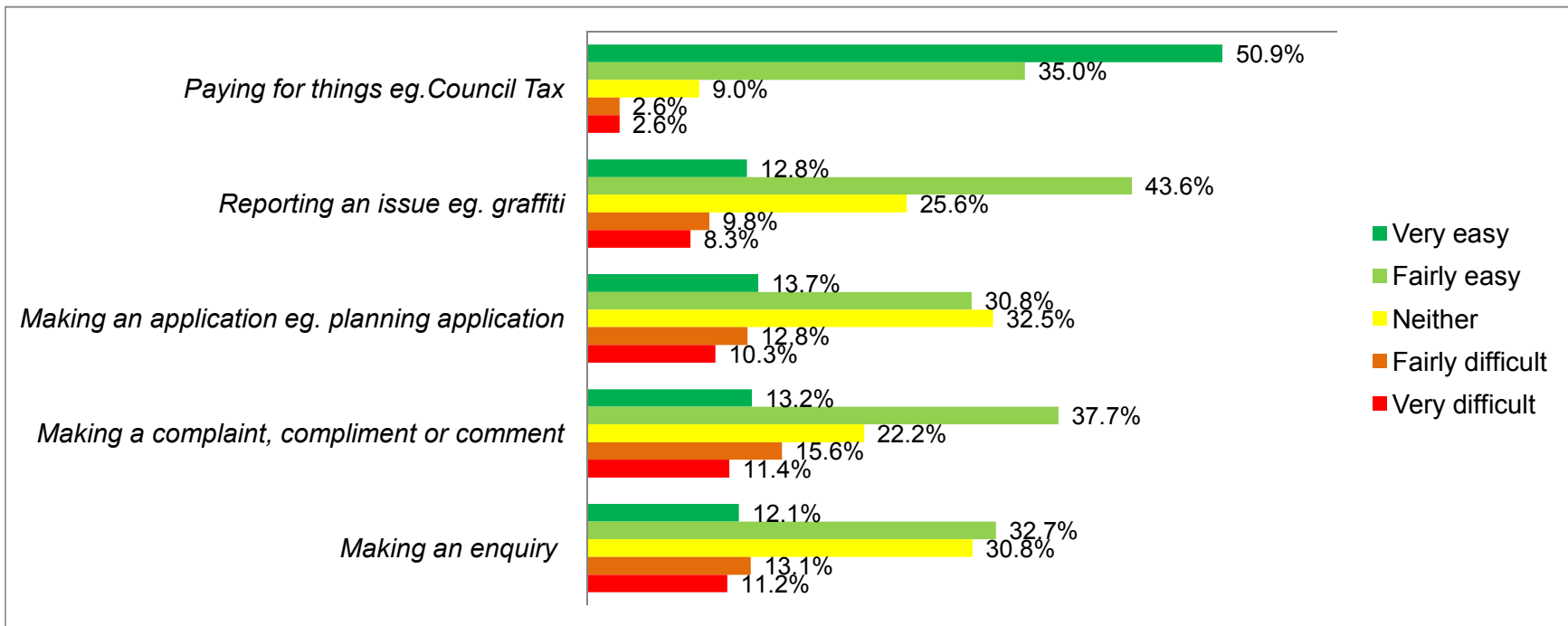
**Q24. How easy do you find making transactions on the Councils website?**

Respondents were given a list of five different transactions, and asked to indicate how easy they found each by selecting one of six options. The six options ranged from *very easy* to *very difficult*, including a *don't know/not used* option. Table 24.1 shows the results when the *don't know* responses have been excluded. Referring to table 24.1, a total of 28% of respondents indicated that they find paying for things either *very easy* or *fairly easy*. 11% of respondents indicated that they found reporting an issue either *very easy* or *fairly easy*, and a total of 7.8% of respondents indicated the same for making an application. A total of 12.1% of respondents indicated that they found making a complaint, compliment or comment either *very easy* or *fairly easy*, and a total of 7% of respondents indicated the same for making an enquiry.

Table 24: How easy do you find making transactions on the Councils website?												
	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult		Don't know / not used	
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%	484	67.4%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%	551	80.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%	553	82.5%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%	523	75.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%	574	84.3%

Table 24.1: How easy do you find making transactions on the Councils website? (Excluding don't know responses)

	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult	
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%



### Paying for things eg. Council Tax

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (31.2%), compared to a low of 25.8% for South area. A high of 50.0% of respondents aged 24 years and under indicated *very* or *fairly easy*, compared to a low of 22.5% of respondents aged 35 to 44 years. A total of 28.7% of male respondents, and 28.2% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 32.3% of people with a disability indicated *very* or *fairly easy* compared with 27.1% of respondents without a disability, and 27.2% of White British respondents indicated the same, compared with 52.0% of respondents from other ethnic backgrounds.

	All areas	East	South	West	North
<i>Very easy</i>	16.7%	17.8%	13.5%	15.9%	20.1%
<i>Fairly easy</i>	11.5%	12.1%	12.3%	10.6%	11.1%
<i>Neither</i>	2.8%	2.3%	1.2%	3.1%	4.9%
<i>Fairly difficult</i>	0.8%	1.1%	1.2%	0.9%	0.0%
<i>Very difficult</i>	0.8%	0.6%	1.8%	0.9%	0.0%
<i>Don't know</i>	67.3%	66.1%	69.9%	68.6%	63.9%

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	16.6%	25.0%	21.7%	14.7%	15.1%	13.7%	13.9%	23.8%	15.4%
<i>Fairly easy</i>	11.3%	25.0%	15.9%	7.8%	15.1%	9.2%	13.1%	6.9%	0.0%
<i>Neither</i>	2.9%	12.5%	2.9%	2.0%	0.7%	3.9%	3.3%	4.0%	0.0%
<i>Fairly difficult</i>	0.8%	0.0%	2.9%	0.0%	0.7%	1.3%	0.0%	1.0%	0.0%
<i>Very difficult</i>	0.8%	0.0%	1.4%	0.0%	1.4%	2.0%	0.0%	0.0%	0.0%
<i>Don't know</i>	67.4%	37.5%	55.1%	75.5%	66.9%	69.9%	69.7%	64.4%	84.6%

Table 24.4: How easy do you find paying for things on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	17.0%	16.8%	0.0%	18.0%	16.4%	4.5%	16.0%	36.0%	9.1%
<i>Fairly easy</i>	11.7%	11.4%	0.0%	14.3%	10.7%	9.1%	11.2%	16.0%	9.1%
<i>Neither</i>	3.5%	2.7%	0.0%	4.3%	2.5%	0.0%	2.8%	8.0%	0.0%
<i>Fairly difficult</i>	0.0%	1.2%	0.0%	1.9%	0.6%	0.0%	0.9%	0.0%	0.0%
<i>Very difficult</i>	0.4%	1.2%	0.0%	1.9%	0.6%	0.0%	0.9%	0.0%	0.0%
<i>Don't know</i>	67.5%	66.7%	100.0%	59.6%	69.3%	86.4%	68.2%	40.0%	81.8%

### Reporting an issue eg. graffiti

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (15.2%), compared to a low of 8.2% for West area. A high of 19.2% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 6.6% of respondents aged 55 to 64 years. A total of 9.8% of male respondents, and 12.1% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 14.2% of people with a disability indicated *very* or *fairly easy* compared with 10.3% of respondents without a disability, and 10.1% of White British respondents indicated the same, compared with 29.2% of respondents from other ethnic backgrounds.

Table 24.5: How easy do you find reporting an issue on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	2.5%	3.1%	1.9%	1.8%	3.6%
<i>Fairly easy</i>	8.6%	11.1%	6.5%	6.4%	11.6%
<i>Neither</i>	4.7%	3.7%	6.5%	3.6%	5.8%
<i>Fairly difficult</i>	1.9%	2.5%	0.6%	2.7%	1.4%
<i>Very difficult</i>	1.6%	1.2%	3.9%	0.9%	0.7%
<i>Don't know</i>	80.6%	78.4%	80.5%	84.5%	76.8%

Table 24.6: How easy do you find reporting an issue on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	2.5%	6.3%	7.4%	3.0%	1.5%	1.3%	2.7%	1.2%	0.0%
<i>Fairly easy</i>	8.4%	12.5%	11.8%	10.9%	8.9%	5.3%	9.8%	5.8%	0.0%
<i>Neither</i>	5.0%	6.3%	1.5%	2.0%	4.4%	9.3%	4.5%	5.8%	0.0%
<i>Fairly difficult</i>	1.9%	12.5%	0.0%	0.0%	1.5%	4.0%	0.0%	2.3%	8.3%
<i>Very difficult</i>	1.6%	6.3%	1.5%	0.0%	2.2%	2.6%	1.8%	0.0%	0.0%
<i>Don't know</i>	80.6%	56.3%	77.9%	84.2%	81.5%	77.5%	81.3%	84.9%	91.7%

Table 24.7: How easy do you find reporting an issue on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	1.9%	3.0%	0.0%	2.0%	2.8%	0.0%	2.2%	12.5%	0.0%
<i>Fairly easy</i>	7.9%	9.1%	0.0%	12.2%	7.5%	4.8%	7.9%	16.7%	18.2%
<i>Neither</i>	6.0%	4.5%	0.0%	7.5%	4.3%	0.0%	5.1%	4.2%	0.0%
<i>Fairly difficult</i>	2.3%	1.3%	11.1%	2.7%	1.4%	4.8%	1.6%	8.3%	9.1%
<i>Very difficult</i>	1.1%	1.8%	0.0%	4.1%	0.8%	4.8%	1.7%	0.0%	0.0%
<i>Don't know</i>	80.8%	80.3%	88.9%	71.4%	83.3%	85.7%	81.5%	58.3%	72.7%

### **Making an application eg. planning application**

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was East (10.0%), compared to a low of 6.5% for West area. A high of 16.2% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 5.0% of respondents aged 35 to 44 years. A total of 8.8% of male respondents, and 7.0% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 7.8% of people with a disability indicated *very* or *fairly easy* compared with 8.0% of respondents without a disability, and 7.0% of White British respondents indicated the same, compared with 29.1% of respondents from other ethnic backgrounds.

Table 24.8: How easy do you find making an application on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	2.4%	5.0%	2.0%	0.9%	2.2%
<i>Fairly easy</i>	5.5%	5.0%	5.3%	5.6%	5.9%
<i>Neither</i>	5.5%	7.5%	2.0%	4.7%	8.1%
<i>Fairly difficult</i>	2.3%	4.3%	2.0%	1.4%	1.5%
<i>Very difficult</i>	1.8%	1.2%	4.0%	1.4%	0.7%
<i>Don't know</i>	82.6%	77.0%	84.8%	85.9%	81.5%

Table 24.9: How easy do you find making an application on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	2.4%	6.3%	5.9%	1.0%	3.0%	1.4%	1.8%	2.4%	0.0%
<i>Fairly easy</i>	5.4%	6.3%	10.3%	4.0%	4.5%	4.2%	8.0%	3.6%	0.0%
<i>Neither</i>	5.5%	12.5%	1.5%	3.0%	6.8%	7.0%	5.4%	7.2%	0.0%
<i>Fairly difficult</i>	2.2%	0.0%	2.9%	1.0%	4.5%	2.8%	0.9%	1.2%	0.0%
<i>Very difficult</i>	1.8%	6.3%	0.0%	2.0%	3.8%	1.4%	0.9%	1.2%	0.0%
<i>Don't know</i>	82.6%	68.8%	79.4%	89.1%	77.4%	83.2%	83.0%	84.3%	100.0%

Table 24.10: How easy do you find making an application on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	2.7%	2.3%	0.0%	2.1%	2.6%	0.0%	2.2%	8.3%	0.0%
<i>Fairly easy</i>	6.1%	4.7%	0.0%	5.7%	5.4%	5.3%	4.8%	20.8%	0.0%
<i>Neither</i>	3.8%	7.0%	0.0%	7.9%	5.0%	0.0%	5.9%	0.0%	0.0%
<i>Fairly difficult</i>	2.3%	2.3%	0.0%	2.9%	2.2%	0.0%	2.1%	8.3%	0.0%
<i>Very difficult</i>	1.5%	1.8%	0.0%	5.0%	1.0%	0.0%	1.6%	4.2%	9.1%
<i>Don't know</i>	83.7%	81.8%	100.0%	76.4%	83.9%	94.7%	83.5%	58.3%	90.9%

### Making a complaint, compliment or comment

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was North (15.7%), compared to a low of 9.4% for South area. A high of 21.7% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 7.0% of respondents aged 35 to 44 years. A total of 11.1% of male respondents, and 13.4% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 15.3% of people with a disability indicated *very* or *fairly easy* compared with 11.3% of respondents without a disability, and 11.8% of White British respondents indicated the same, compared with 25.0% of respondents from other ethnic backgrounds.

Table 24.11: How easy do you find making a complaint, compliment or comment on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	4.2%	2.6%	1.8%	5.1%	4.2%
<i>Fairly easy</i>	11.5%	9.1%	7.6%	9.5%	11.5%
<i>Neither</i>	6.1%	4.5%	4.0%	7.3%	6.1%
<i>Fairly difficult</i>	4.8%	4.5%	2.7%	2.9%	4.8%
<i>Very difficult</i>	2.4%	5.2%	2.2%	1.5%	2.4%
<i>Don't know</i>	70.9%	74.0%	81.7%	73.7%	70.9%

Table 24.12: How easy do you find making a complaint, compliment or comment on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	3.2%	6.3%	8.7%	0.0%	2.2%	2.0%	2.7%	6.5%	0.0%
<i>Fairly easy</i>	9.2%	6.3%	13.0%	7.0%	12.5%	6.0%	8.0%	11.8%	0.0%
<i>Neither</i>	5.4%	12.5%	1.4%	7.0%	4.4%	7.4%	5.3%	3.2%	8.3%
<i>Fairly difficult</i>	3.8%	6.3%	5.8%	1.0%	2.9%	6.0%	2.7%	3.2%	8.3%
<i>Very difficult</i>	2.8%	6.3%	1.4%	1.0%	5.1%	3.4%	2.7%	1.1%	0.0%
<i>Don't know</i>	75.7%	62.5%	69.6%	84.0%	72.8%	75.2%	78.8%	74.2%	83.3%



Table 24.13: How easy do you find making a complaint, compliment or comment on the Councils website, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	3.0%	3.3%	0.0%	4.0%	2.9%	0.0%	2.9%	12.5%	0.0%
<i>Fairly easy</i>	8.1%	10.1%	0.0%	11.3%	8.4%	9.1%	8.9%	12.5%	0.0%
<i>Neither</i>	6.7%	4.3%	11.1%	9.3%	4.1%	9.1%	5.4%	4.2%	0.0%
<i>Fairly difficult</i>	4.8%	2.8%	11.1%	5.3%	3.5%	0.0%	3.5%	12.5%	0.0%
<i>Very difficult</i>	3.0%	2.5%	0.0%	5.3%	2.0%	4.5%	2.8%	0.0%	9.1%
<i>Don't know</i>	74.4%	77.1%	77.8%	64.9%	79.0%	77.3%	76.5%	58.3%	90.9%

#### Making an enquiry including Freedom of Information request

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The area with the greatest percentage of respondents indicating *very* or *fairly easy* was East (10.5%), compared to a low of 5.0% for West area. A high of 15.2% of respondents aged 25 to 34 years indicated *very* or *fairly easy*, compared to a low of 3.4% of respondents aged 55 to 64 years. A total of 8.2% of male respondents, and 6.6% of female respondents indicated *very* or *fairly easy*. When the results are analysed by disability, 9.3% of people with a disability indicated *very* or *fairly easy* compared with 6.2% of respondents without a disability, and 6.6% of White British respondents indicated the same, compared with 21.7% of respondents from other ethnic backgrounds.

Table 24.14: How easy do you find making an enquiry including a Freedom of Information request on the Councils website, by Community Assembly area.

	All areas	East	South	West	North
<i>Very easy</i>	1.9%	3.1%	0.7%	1.8%	2.2%
<i>Fairly easy</i>	5.1%	7.4%	6.6%	3.2%	3.6%
<i>Neither</i>	4.8%	7.4%	3.3%	4.1%	4.4%
<i>Fairly difficult</i>	2.1%	1.2%	2.0%	2.7%	2.2%
<i>Very difficult</i>	1.8%	1.8%	4.0%	0.9%	0.7%
<i>Don't know</i>	84.4%	79.1%	83.4%	87.3%	86.9%

Table 24.15: How easy do you find making an enquiry including a Freedom of Information request on the Councils website, by age group.

	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Very easy</i>	1.9%	6.3%	6.1%	1.0%	0.7%	0.7%	1.7%	3.4%	0.0%
<i>Fairly easy</i>	5.2%	6.3%	9.1%	4.0%	5.2%	2.7%	6.0%	6.9%	0.0%
<i>Neither</i>	4.9%	12.5%	1.5%	4.0%	5.2%	5.5%	6.0%	4.6%	0.0%
<i>Fairly difficult</i>	2.1%	0.0%	0.0%	0.0%	0.7%	6.2%	1.7%	1.1%	8.3%
<i>Very difficult</i>	1.8%	12.5%	0.0%	2.0%	3.7%	1.4%	0.9%	0.0%	0.0%
<i>Don't know</i>	84.2%	62.5%	83.3%	89.1%	84.4%	83.6%	83.6%	83.9%	91.7%

Table 24.16: How easy do you find making an enquiry including a Freedom of Information request on the Councils website, by gender, disability and ethnicity.

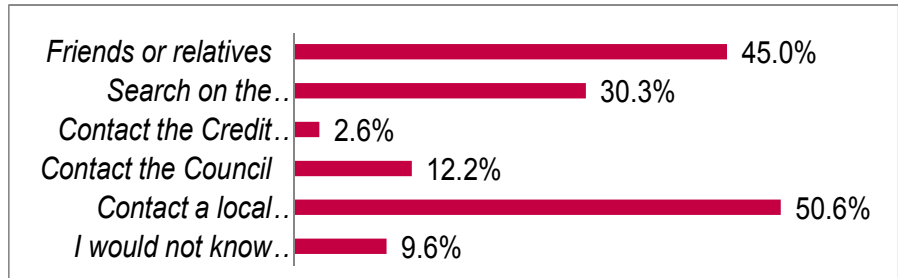
	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Very easy</i>	3.0%	1.3%	0.0%	1.3%	2.2%	0.0%	1.6%	13.0%	0.0%
<i>Fairly easy</i>	5.2%	5.3%	0.0%	8.0%	4.0%	9.5%	5.0%	8.7%	0.0%
<i>Neither</i>	4.5%	4.8%	11.1%	8.0%	4.2%	0.0%	5.0%	4.3%	0.0%
<i>Fairly difficult</i>	3.4%	1.0%	11.1%	4.0%	1.4%	4.8%	1.9%	4.3%	9.1%
<i>Very difficult</i>	1.9%	1.0%	11.1%	4.7%	0.8%	4.8%	1.7%	0.0%	9.1%
<i>Don't know</i>	82.0%	86.5%	66.7%	74.0%	87.5%	81.0%	84.9%	69.6%	81.8%

**Q25. If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?**

Respondents were given a list of six options, and an *other, please specify* option. The options listed were: friends or relatives, search on the internet, contact the Credit Union, contact the Council, contact a local advice agency and I would not know who to contact. A high of 50.6% of respondents indicated they would contact a local advice agency, followed by 45% of respondents indicating they would contact friends or relatives. 30.3% of respondents indicated that they would search on the internet.

Table 25: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?

	No.	%
<i>Friends or relatives</i>	309	45.0%
<i>Search on the internet</i>	208	30.3%
<i>Contact the Credit Union</i>	18	2.6%
<i>Contact the Council</i>	84	12.2%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	347	50.6%
<i>I would not know who to contact</i>	66	9.6%



**25: Other, please specify:**

The following other contacts were submitted by respondents:

Table 25.1: Other, please specify:	
<i>Bank (x19)</i>	<i>It is extremely difficult to contact CAB due to lack of volunteers answering the telephone</i>
<i>Debt company, charity</i>	<i>Local councillor</i>
<i>Chesterfield Law Centre</i>	<i>Martin Lewis website</i>
<i>Contact my bank re mortgage</i>	<i>My husband does it online</i>
<i>Council staff are unapproachable and 98% of the time, dictate and threatening</i>	<i>N/A (x3)</i>
<i>DCC, Unemployed Workers Centre</i>	<i>Professional colleagues</i>

<i>Financial advisor (x11)</i>	<i>See my accountant</i>
<i>I am a pensioner so do not need this advice</i>	<i>Stepchange, Church -Methodist, Anglican, Sovereign and Chesterfield Churches Together, Credit Action</i>
<i>I would sort myself (x5)</i>	<i>Stepping Stones</i>
<i>I would telephone the company we are with</i>	<i>Trade union</i>
<i>Internet and then Bank</i>	<i>Unemployed Workers Centre</i>

These responses have also been broken down by Community Assembly area, age, gender, disability status and ethnicity. The most popular option indicated by each group has been highlighted in bold text.

Table 25.2: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact, by Community Assembly area.					
	All areas	East	South	West	North
<i>Friends or relatives</i>	45.2%	45.2%	47.4%	<b>45.6%</b>	41.9%
<i>Search on the internet</i>	30.1%	29.2%	32.7%	32.3%	25.0%
<i>Contact the Credit Union</i>	2.7%	2.4%	3.8%	1.4%	3.7%
<i>Contact the Council</i>	12.3%	11.9%	16.7%	6.9%	16.2%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	<b>50.5%</b>	<b>50.6%</b>	<b>55.1%</b>	41.9%	<b>58.8%</b>
<i>I would not know who to contact</i>	9.7%	10.7%	8.3%	11.1%	8.1%

Table 25.3: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact, by age group.									
	All ages	24 years and under	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years and over	Prefer not to say
<i>Friends or relatives</i>	45.1%	<b>66.7%</b>	<b>59.1%</b>	50.5%	45.3%	33.3%	35.1%	<b>55.8%</b>	40.0%
<i>Search on the internet</i>	30.2%	53.3%	45.5%	45.3%	37.2%	30.6%	18.0%	6.7%	30.0%
<i>Contact the Credit Union</i>	2.6%	13.3%	4.5%	0.0%	4.4%	2.0%	2.7%	0.0%	10.0%
<i>Contact the Council</i>	12.3%	40.0%	15.2%	7.4%	10.9%	11.6%	9.9%	16.3%	10.0%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	<b>50.7%</b>	33.3%	50.0%	<b>52.6%</b>	<b>51.1%</b>	<b>57.8%</b>	<b>54.1%</b>	37.5%	<b>50.0%</b>
<i>I would not know who to contact</i>	9.6%	20.0%	3.0%	7.4%	10.2%	6.8%	12.6%	14.4%	10.0%

Table 25.4: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact, by gender, disability and ethnicity.

	Gender			Disability			Ethnicity		
	Male	Female	Prefer not to say	Yes	No	Prefer not to say	White British	Any other background	Prefer not to say
<i>Friends or relatives</i>	42.0%	48.0%	<b>50.0%</b>	<b>43.9%</b>	46.0%	36.4%	44.9%	<b>48.0%</b>	42.9%
<i>Search on the internet</i>	32.2%	29.8%	37.5%	14.6%	36.7%	4.5%	30.3%	28.0%	28.6%
<i>Contact the Credit Union</i>	2.3%	2.5%	12.5%	4.9%	2.0%	0.0%	2.5%	8.0%	0.0%
<i>Contact the Council</i>	11.4%	11.8%	25.0%	20.1%	9.3%	18.2%	12.0%	24.0%	0.0%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	<b>47.3%</b>	<b>53.3%</b>	<b>50.0%</b>	54.9%	<b>49.7%</b>	<b>40.9%</b>	<b>50.7%</b>	<b>48.0%</b>	<b>71.4%</b>
<i>I would not know who to contact</i>	8.0%	9.8%	12.5%	12.8%	8.3%	18.2%	10.1%	0.0%	0.0%

## 5. About You

### Community Assembly Area

Respondents were broken down into the four Community Assembly Areas to enable further analysis. A high of 31.7% of respondents are in the West Assembly area, 25.1% in East, 23.3% in South, and 19.9% in North.

Community Assembly area of respondents		
		%
<i>East</i>	188	25.1%
<i>South</i>	175	23.3%
<i>West</i>	238	31.7%
<i>North</i>	149	19.9%

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Respondents were advised that completing the equalities monitoring questions will help us ensure we are providing a fair service. All the questions are optional but answering them will help us to make sure our services meet the needs of all our communities.

### Q26. What is your gender?

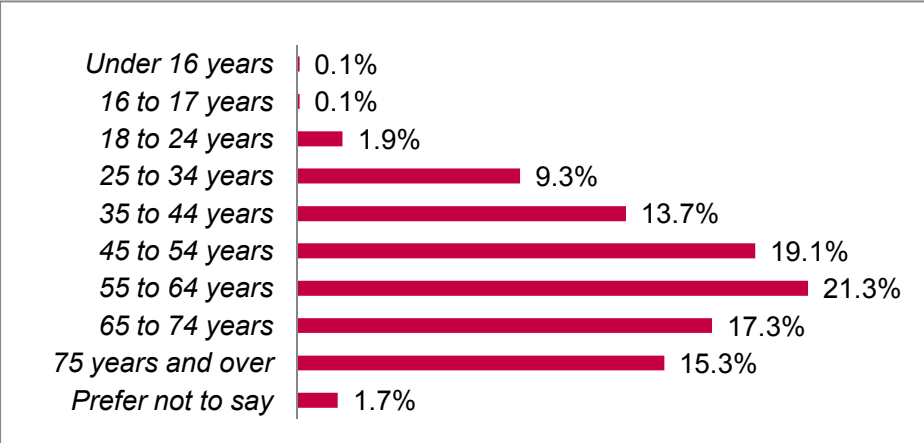
Respondents were given four options including *prefer not to say* and asked to indicate one. A high of 58.5% of respondents indicated their gender as *female*, with 40.2% indicating *male*, 0.1% indicating *transgender*, and 1.2% *preferring not to say*.

Table 26: What is your gender?		
		%
<i>Male</i>		40.2%
<i>Female</i>		58.5%
<i>Transgender</i>		0.1%
<i>Prefer not to say</i>		1.2%

**Q27. How old are you?**

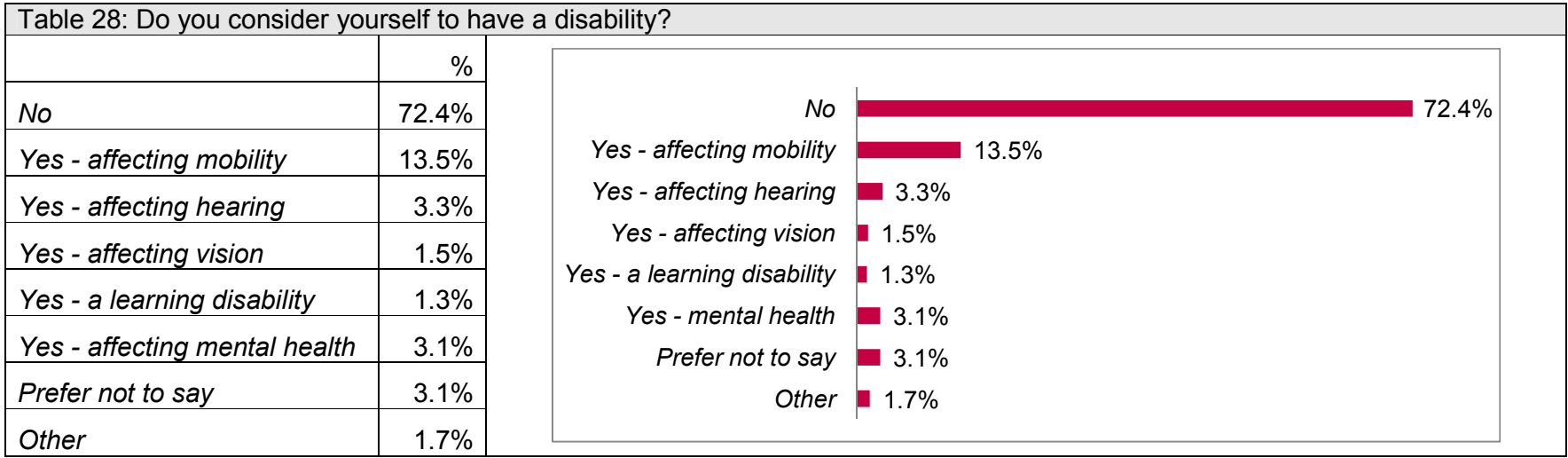
Respondents were given ten options, including *prefer not to say*, and asked to indicate their age. 1.7% of respondents indicated *prefer not to say* in response to this question. A high of 21.3% of respondents indicated their age as 55 to 64 years, followed by 19.1% of respondents indicating 45 to 54 years.

Table 27: How old are you?	
	%
<i>Under 16 years</i>	0.1%
<i>16 to 17 years</i>	0.1%
<i>18 to 24 years</i>	1.9%
<i>25 to 34 years</i>	9.3%
<i>35 to 44 years</i>	13.7%
<i>45 to 54 years</i>	19.1%
<i>55 to 64 years</i>	21.3%
<i>65 to 74 years</i>	17.3%
<i>75 years and over</i>	15.3%
<i>Prefer not to say</i>	1.7%



**Q28. The Equality Act defines a disability as a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you consider yourself to have a disability?**

Respondents were given seven options, including *prefer not to say*, and asked to indicate one. There was also an *other, please specify* option. 72.4% of respondents indicated no disability, with 3.1% of respondents indicating *prefer not to say*. 24.5% of respondents indicated a disability of some sort. This is reflective of the percentage of the whole Boroughs residents that identify themselves as having a disability (23.1%, Census 2011).

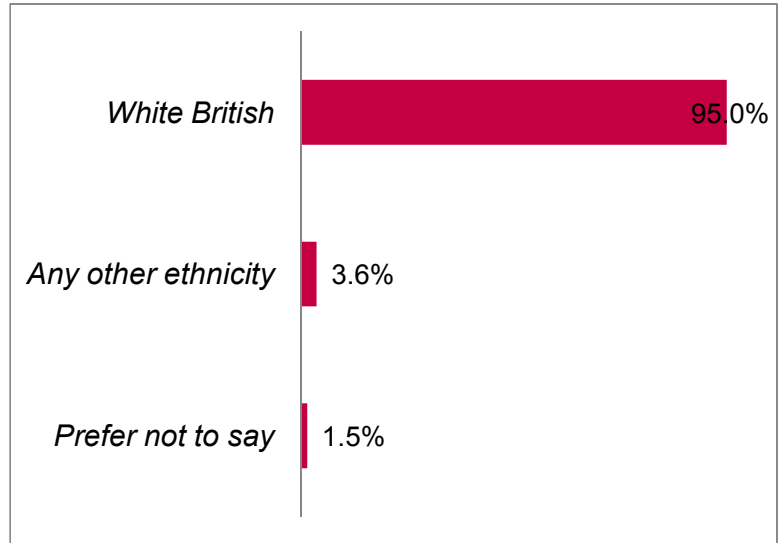




**Q29. What is your ethnicity?**

Respondents were given a list of 18 options, including prefer not to say, and asked to indicate one. There was also an *other, please specify* option. 95.0% of respondents indicated their ethnicity as White British, 1.5% indicated *prefer not to say*, and 3.6% indicated other ethnicities (shown below).

Table 29: What is your ethnicity?			
	%		%
<i>White British</i>	95.0%	<i>Any other Asian background</i>	0.0%
<i>White Irish</i>	0.0%	<i>Black Caribbean</i>	0.4%
<i>Any other White background</i>	1.1%	<i>Black African</i>	0.3%
<i>White and Black Caribbean</i>	0.0%	<i>Any other Black background</i>	0.0%
<i>White and Black African</i>	0.1%	<i>Chinese</i>	0.3%
<i>White and Asian</i>	0.3%	<i>Gypsy</i>	0.0%
<i>Any other Mixed background</i>	0.0%	<i>Traveller</i>	0.0%
<i>Indian</i>	0.3%	<i>Prefer not to say</i>	1.5%
<i>Pakistani</i>	0.1%	<i>Other</i>	0.8%
<i>Bangladeshi</i>	0.0%		

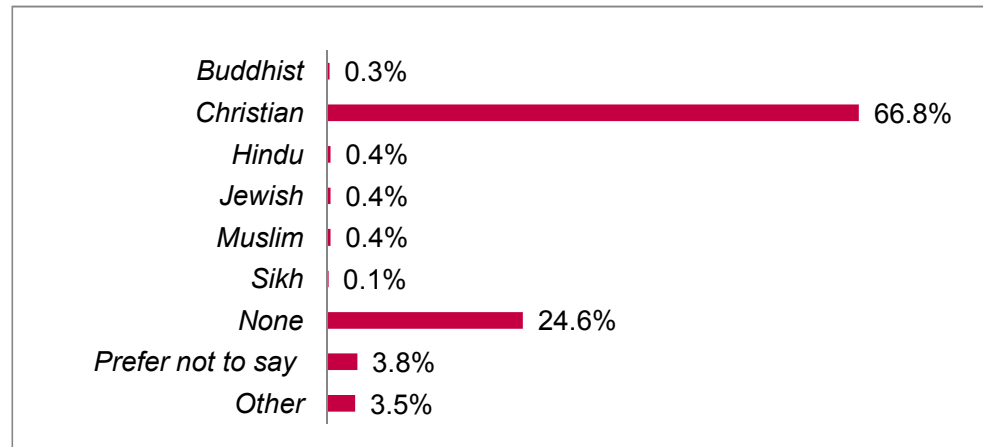


**Q30. Which of the following best describes your religion?**

Respondents were given a list of 9 options, including prefer not to say, and asked to indicate one. There was also an *other, please specify* option. A high of 66.8% of respondents indicated Christian, followed by 24.6% indicating none. 3.8% indicated *prefer not to say* and a total of 5.1% of respondents indicated another religion (shown in the table below).

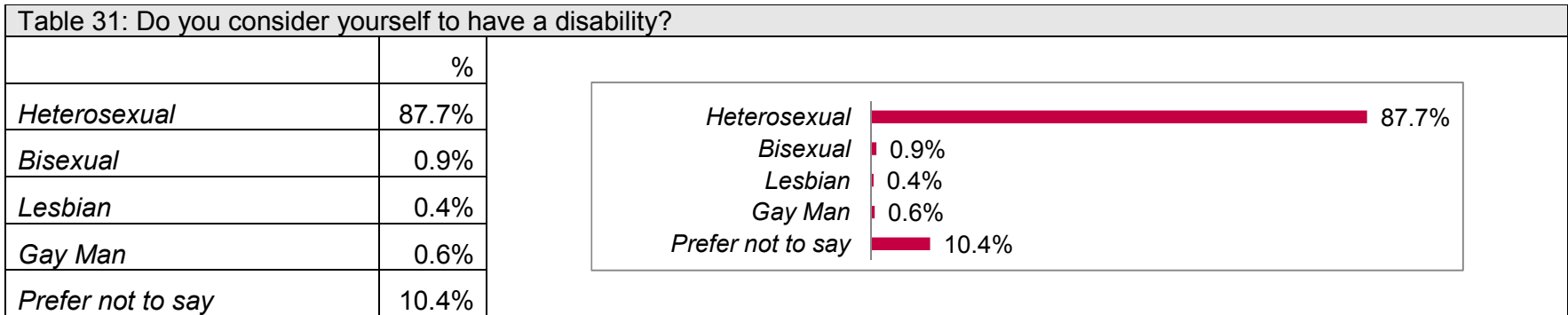
Table 30: Do you consider yourself to have a disability?

	%
<i>Buddhist</i>	0.3%
<i>Christian</i>	66.8%
<i>Hindu</i>	0.4%
<i>Jewish</i>	0.4%
<i>Muslim</i>	0.4%
<i>Sikh</i>	0.1%
<i>None</i>	24.6%
<i>Prefer not to say</i>	3.8%
<i>Other</i>	3.5%



**Q31. Which of the following best describes your sexual orientation?**

Respondents were given a list of 5 options, including *prefer not to say*, and asked to indicate one. 10.4% of respondents indicated *prefer not to say* in response to this question. 87.7% of respondents indicated heterosexual, 0.9% indicated bisexual, 0.4% lesbian, and 0.6% indicated gay man.



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**6. Further involvement**

Respondents were asked to give their contact details if they are happy to take part in future consultations or be contacted about concerns raised in this survey. A total of 242 respondents gave their contact details in response to this question.

**7. Other**

**Q32. Do you have any other comments to make?**

<b>Table 32. Compliments</b>
<i>I am still getting to know the area again, but from what I have seen I think I will enjoy living here.</i>
<i>The area in which I live is well looked after and safe.</i>
<i>Keep up the good work</i>
<i>The Council have always been fair with me.</i>

**Table 32. Compliments**

*CBC are the heart of Chesterfield, whilst there are areas to improve and tweak, on the whole they are good. My only concern is the privatisation of services - I believe it is poor value and more expensive in the long term.*

*I think the Council are helpful when they are needed for anything and other necessary problems that arise concerning the community.*

*When I reported an incident of dog fouling on Vincent Crescent it was dealt with promptly and efficiently and I was kept informed. Well Done. Also I feel very lucky we have the Winding Wheel and Pomegranate.*

*A good survey*

*My experience with the Council has been that they stay in contact with you over any problems and inform you of the outcome of any reported situation.*

*On the whole, the council does well under difficult circumstances. The paper "Our Town" astonishes me with its information about the wealth of services the council performs. This is very reassuring, even though I may not benefit personally from many of them.*

*I moved to Chesterfield 2 years ago, having bought a property to set down my roots here, so the Council are clearly doing something right to make it a good place to live. Facilities are really good, arts could be publicised better.*

*I am satisfied.*

*Not lived in Chesterfield very long but am really pleased with services on a whole*

*Very fortunate to be able to live where we do. Would not have to travel far to come across serious concerns in a community.*

*I am very impressed with the support of local council staff always very polite and helpful*

*I think the Council is working well to improve the town and attract new business/investment into the area. Have no real issues of concern.*

*I think Chesterfield is a very pleasant place to live. The Council services are good for all ages. Our local Councillors are caring, hard-working people who do a lot of good.*

*Quite an interesting survey*

*I live in Tapton and think the park is maintained wonderfully by the Council. I know budgets are tight throughout the Council, so really appreciate its upkeep. I feel very lucky to live in such a pleasant area of Derbyshire. My concern for my area is the huge amount of traffic now using the lanes between Brimington Common and Tapton as a quick through route. We are getting large vehicles and speeding traffic around these single track lanes and then continuing to speed down/up Paxton Road at a terrific speed. Is there anything you could advise me to do to raise awareness of this issue and possibly address the cheapest way to combat the speed in a residential area – speed bumps?*

*Personally, fairly new to the area and therefore have not really had a proper chance to use many of the facilities. Fairly pleased with ones I have used - Winding Wheel/Queens Park, and will be visiting Pomegranate Theatre next month.*

<b>Table 32.1 Comments about Planning Services</b>
--

<i>There have been ongoing planning applications for (I assume) housing in my area, but it appears to be impossible to find out details. Sign has been torn so cannot see ref. number. I find your website very difficult to locate details of applications or status.</i>
<i>I strongly object to the Council giving permission to build houses on the Sheepbridge Field site, currently owned by GKM.</i>
<i>I live on Ballidon Close, Loundsley Green Road, most of my neighbours are aged late 70s or 80s. I have complained many times about the trees they are getting taller and wider, and cant get anything done, no one seems to care about it.</i>
<i>I find the planning departments attitude to home improvements old fashioned, paternalistic and its decisions are applied inconsistently. I look to the day when planning is substantially deregulated.</i>
<i>Objections to planning applications seem to be futile and a waste of time. Things that really affect a persons locality and quality of life seem to be out of that persons reach to influence. Speed humps are a problem, and people burning waste.</i>
<i>Thank you for forward planning. Environmental - You have a policy of a Smoke Control Order. Yet more and more people are having log burning stoves.</i>

<b>Table 32.2 Comments about roads, paths, highways and public transport</b>
--

<i>Rayleigh Avenue pathways are a disgrace, need tarmacing potholes tarmac is perished</i>
<i>Think you should plan when road work happens so that you are not blocking every route.</i>
<i>When will the road traffic issues in Hasland be sorted?</i>
<i>As my drive is off the main road in Brimington, will the Council pay for any damage caused by cyclists to my vehicle since they have deemed to turn the pavement into a cycle path.</i>
<i>Overall I am satisfied with services, I am concerned that areas are becoming difficult to access. Most areas were built when private transport was low, roads are not wide, and parking causes blockages. Some have parking on garden others on road, needs sorting</i>
<i>Coniston Road sometimes is like a race track cars and motorbikes exceeding speed limit every day. Traffic calming measures needed before somebody gets hurt.</i>
<i>I would like to see more improvements in my area and street. For example; footpaths on my street are terrible and parking is horrendous and when contacting the Council I was advised I would have to pay for a single yellow line to be added!</i>
<i>Lots of pavements in and around Boythorpe area are not in a good state. Need of repairs.</i>
<i>Speeding on town centre roads is getting progressively worse.</i>
<i>Suggest to block pave or other form of hard standing where there are currently grass verges or grass areas to enable cars to park, to help keep the highways uncluttered of parked vehicles.</i>

**Table 32.2 Comments about roads, paths, highways and public transport**

*The junction at the top of Inkersall Green Road, going onto Inkersall Road, needs traffic lights. The blind spot when pulling out is an accident waiting to happen and the slow down sign doesnt work. Drivers ignore the sign and hardly slow down.*

*Roads in need of repair, spend money on them instead of questionnaire and cycle lanes at Tesco roundabout.*

*Manor Road was recently re-tarmaced and we are still sweeping the pavement.*

*Please can you do anything about getting out of Flintson Avenue junction. I wrote to the police years ago about this but nothing has been done. When cars are on Handley Road you have to pull into the road before you can see if anything is coming*

*I feel alone in my interests in public footpaths.*

*I would like the council to resurface the areas around the pink traffic calmers on Bamford Road, Inkersall in the same manner as they have been done to the ones adjacent to Ilam Close. They are currently too high and have exposed edges, damaging vehicles*

*The bus time table at Barker Lane/Chatsworth Road is unreadable, the glass covering it is filthy.*

*I would like the bus service, 2A Green Farm, to run on Sundays and bank holidays*

*I have difficulty getting into Chesterfield as the bus is usually full when it reaches my shop which is the Sainsbury Supermarket.*

*Lack of public transport. Two buses required to get to Royal Hospital and a walk across town.*

*I was really happy to see the coping stones taken out of the Holme Brook after more than 20 years and replaced on the bridge on Purbeck Avenue. The damage to the recently installed safety barrier on Wenlock Crescent is an eyesore, needs replacing or removing*

**Table 32.3 Comments about housing**

*I would like to know why we pay more rent in a two room flat when you pay less for a 3 bed house, and cannot get anything done. Radiators out of the ark, the houses have all new and fires. Were 71-74 years old Im sleeping in a damp room.*

*Not much help obtained from the Housing Department. Charged the services fees wrongly for a few years until I started to investigate. They shouldnt have done this as it is your obligation to make sure accounts are accurate. The overcharged me for 4 years.*

*Suggest that CBC should do more to ensure that gardens are maintained in a tidy condition*

*The cleaning system seems to be very hit and miss. For residents paying for this service it is a little disrespectful that a bottom floor is cleaned and not the first or second floor on odd occasions.*

*Tenants leave rubbish around and jam the security door open. Groups are intimidating outside my flat and dog poo is left by owners on the area outside my flat.*

*I feel that housing department does not enforce tenancy agreements, as I see many unkempt houses and gardens.*

**Table 32.3 Comments about housing**

*My home is very dark due to overgrown trees - mine and my neighbours. I need my living room light on in broad daylight. This has been reported several times.*

*My son recently contacted the Housing Department regarding his place on the housing waiting list, the lady he spoke to was extremely rude and unhelpful and speaking to other friends etc. This is the general feeling about the Housing Department.*

*My husband and I think the housing situation should be sorted out, there are people on Cordwell Avenue living in 2 and 3 bedroom houses on their own. Drug use on Cordwell Avenue.*

*Bungalows not having gas fires.*

*Had new heating installed in May, but still waiting for cupboard to cover the boiler, it has been measured twice. I have phoned and left messages but no one has called my phone. Still nothing. Its a pity you don't follow up alterations and repairs faster.*

*On the past three occasions I have contacted the Council who have agreed to carry out works they have gone back on the agreement and works have not been carried out, so why bother.*

*I have been waiting to move for over 2 years and still waiting. How long does it take?*

*Housing repair services needs improving, still waiting for a job doing over three years since first reporting it.*

*Yes, security lights left on all night on the neighbours back door. Its a nuisance! It shines very bright on my back yard. They have been told about it, but still do it.*

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

*Please during the summer/spring months could we have the grass verges cut more often? Whey they do get round to being cut, within a week they look long and untidy, and its at least 2/3 weeks until they are done again. Please could the cut grass be collected?*

*The banking on Kendal Road is a disgrace, needs cleaning up.*

*The shops on Littlemoor shopping centre need to keep their packaging more secure, it frequently gets blown down Ringwood Avenue. Likewise the school on Cranbourne Road should mention to the pupils that litter should not be thrown on the street*

*I would like to see the road sweeper more often as they come infrequently and we have weeds 10" high which we have to remove ourselves. You don't see this in other places nearer to the town.*

*I wish people would pick up after their dogs and put litter in the bins. Also, when the local park is mowed it would be a very good idea to pick litter up first as the mowers eat up the rubbish as well as the grass and splinters it everywhere.*

*We live at New Whittington and use the canal walks at times but find that the public footpaths on route are always covered with dog mess. There arent enough dog bins and they arent emptied regularly. Similar issues at Brearley Park.*

*We have asked for a grit bin on the estate for the last 2 years, to no avail. I have asked 2/3 times for a dog waste bin to be*

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

*installed nr field exit/entrance on the walkway accessed from Nether Croft Road.*

*The main issues I have with my local area are litter, dog mess and the pavements, and speeding vehicles down Calow Lane. The improvements to Eastwood Park are excellent, but I am concerned that litter is becoming a big problem there too.*

*More dog waste bins made accessible on Trans Pennine Way (Staveley-Inkersall). Footballers and spectators to clean up/take home rubbish instead of leaving it all over Inkersall Green playing field (orange peel, empty pop bottles, chocolate wrappers)*

*Complaints about litter around the area do not seem to be acted on. The area seems dirty and uncared for.*

*Dog fouling. Litter. Damage to car by speed bumps. Damaged roads. Excessive council tax - our private property on band D is 20 yards away from band A properties.*

*I live at Barker Lane, Brampton and the road and pavement is always full of litter. I try and keep it clean around my house, but its very depressing to the road so full with rubbish.*

*Reported previously, alas no action taken. The blocked and foul smelling drain outside Boythorpe Cemetery Gates on Hunloke Avenue, and blocked roadside drains on Walton Road. Overhanging hedgerows at junction of Hunloke Ave & Walton Rd*

*Litter around Chesterfield is my main complaint - at the side of the A61 bypass especially - but all over - Chesterfield and surrounding areas want a good old scrub!*

*I am unhappy with the way the grass verges are maintained on Carlton Road. The "mowers" do a poor job and the debris is not cleared up nor are the edges attended to. It is a "slap happy" unsupervised process.*

*There are areas that are piled up with litter which are neglected.*

*The main issue I have is dog fouling on pavements and grass verges. Its bad in Hasland sometimes and always bad at Holme Hall. Need to think of ways to tackle this.*

*Repeated and prolific dog fouling is a real problem in our area (Ashgate, Loundsley Green and Brampton). Also, overhanging trees over walkways and pavements are a hazard to pedestrians.*

*I would like residents with dogs to clean up after their animals. I have a dog and always clean up. It is a regular problem at the top of Broomhill Road. If there is anything you can do it would be appreciated.*

*Plastic recycling collections at kerbside has made a great improvement to our recycling rate.*

*Chesterfield is a good place to live, just let down with litter problems on Beetwell Street and the steps leading up to shopping arcade from coach station (first things visitors to our town see).*

*Recycling/refuse, changes too many times, insufficient space in blue bin. Also no interpreters to save money. Roads/pavements in disrepair. Grass not mown enough.*

*Dissatisfied with kerbside recycling, there are often items left on the road when collections are made, which is much worse on a windy day. The company that collects makes no effort to pick up what theyve dropped.*

*I would like more consideration when giving pubs licenses and regular checks on them as we suffer from noise pollution from them. Also fines should be enforced for people dropping litter in our parks and on our streets*



**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

<i>I think neighbours could be more considerate, lighting fires when Ive just put washing out, not stopping dogs barking. The people in the flats opposite are often making a lot of noise on their balconies, late at night, getting drunk. Security lights.</i>
<i>The removal of all the recycling bins in the main car parks was one of the things I most disagreed with recently. The blue bin isnt enough and you need something in the town centre for when people are out.</i>
<i>I am mainly satisfied with the services. My only issues are dog fouling on pavements. Dogs not on leads in stand road park.</i>
<i>I am very dissatisfied with the bin situation because the bin collectors don't empty blue or black bins at all correctly.</i>
<i>If neighbours, including those in streets other than ours, wish to play loud music, including live bands, they should be made to give notice to residents. There has been an increase in parties/music events, near to Walton shops.</i>
<i>The Council may crow on about new projects but what about the old ones, Newbold Estates dirty streets, litter, dog mess, drinks cans, broken bottles, chip shop cartons, sludge on pavements from cars parking on front gardens, drugs openly sold on streets</i>
<i>The only comment I have is the gardens, it seems the only time we got the edges cut is if I constantly phone over them.</i>
<i>I would like to see the Council pay more attention to street cleaning etc in the Old Whittington side of town. The grass verge around the roundabout outside JE James is often littered and so gives a poor impression of the area.</i>
<i>Constant dog mess on Kirkstone Road and litter</i>
<i>My grievance with CBC is regarding the empty bakery on New Hall Road and the overgrown foliage that I have contacted you about several times.</i>
<i>Why does the grass under the trees on Coniston Road and Lindal Road never get cut? They always look a mess. Motor bikes and some cars travel too fast along Coniston Rd at weekends. They treat it as a race track. It has been reported, but nothing done.</i>
<i>The local pubs nearby do not clean up the numerous cigarette ends from the pavements outside the premises. Is it illegal to throw cigarette stubs on pavement.</i>
<i>There is an area just under the bridge towards Old Whittington (on right side) which is littered with many, many wine and beer bottles from the railway line – this is also very unsightly – if this is not the CBCs responsibility then could they pass the problem to Network Rail?</i>
<i>Some people with dogs go on the green and don't pick up after their dogs, along Coniston Road there should be CCTV. Also a law should be made that all dogs should be kept on a lead and anyone not abiding by it should be fined. I am afraid to take my little dogs round Holmebrook. There should be more wardens.</i>
<i>Causeways/grates not cleaned regularly, causing build ups, also loose gravel still coming onto properties, on feet, tyres etc. Trees/bushes all overgrown (especially on Private Drive) and coming over the road, causing obstructions to vehicles. Require more rubbish bins in our area. Still finding plenty of dog faeces on pavements, not cleaned up.</i>
<i>Litter is everywhere, despite the bins.</i>
<i>Not keeping hedgerows cut back on public footpaths and cause ways, sometimes you have to walk on the road. Cars parking on</i>

**Table 32.4 Comments about Environmental Services – grass cutting, litter, road sweeping etc.**

*cause ways can be a problem.*

*Using assisted walking frame is hazardous due to the state of footpaths. After cutting the grass areas, leaving the cuttings on footpaths makes them hazardous, particularly after rain or frost.*

*The trees on Coniston Rd, the grass around them needs cutting not just left, it looks a mess.*

**Table 32.5 Comments about parking**

*After talking to 2 Councillors, nothing gets done about resident parking on our street, which is a dead-end road. Over the past 5-6 years it is more and more congested, is there anything that could be done?*

*On the whole Chesterfield Borough Council does a great job with the resources they get from government. I would like to see restricted parking in pedestrian areas for disabled drivers and introduce special bays for them.*

*I would like to see a very big improvement on the parking issues that are still a big problem on Sutton Crescent, Inkersall, as ambulances are still finding it hard to attend patients. I think the big green should be made into parking spaces.*

*CBC should reduce the car parking charges to actually encourage local residents to shop in town, rather than using out of town complexes. We need more disabled parking in town also, I can rarely find a space.*

*Theres a lack of free parking in and around the town centre, I no longer visit. Expensive fees for resident parking permits, should be free. Lack of care of overgrown bushes, trees, verges - no longer done by Council workers, looks sub-contracted - badly.*

*Are disability car badges checked on a regular basis to make sure they are being used properly and not abused and are they given out at random by the Council? You do not seem to have to get a medical certificate to apply for same.*

*I live in a resident only parking area which I pay for. Firstly, I would prefer a parking pass without having to pay as I am penalised for living near the town. Also the permits only go up to 8pm so people who don't pay get the same benefits, this is unfair.*

*We consider the parking charges in the town centre are too expensive and it is not encouraging people to use the shops. We really enjoy the Staveley Healthy Living Centre*

*I dislike paying car park fees. The reduction in availability of free on street parking in town means I usually have to walk further, curtail my town centre activities or not go at all. If it is to raise more revenue it could be counterproductive.*

*Residential parking - big problem on the quite narrow roads in Inkersall, no one seems to want to help with this - always told on the phone the Council cant help - re neighbours parking several vehicles and blocking road.*

*Car parks expensive - doesnt encourage people to stay in town. Public toilets too few - many in town closed. Facilities in bus station poor.*

*Disappointed that as a blue badge holder I cannot park for free in council car parks and on street parking.*

*The questions regarding my opinion of CBC are as they are because I do not have much contact with CBC. On the one occasion*

**Table 32.5 Comments about parking**

<i>I contacted the Council, the lady was about as rude as I could have believed. Parking permits should be included in council tax bills</i>
<i>The uneven surfaces in the town centre (eg cobbles) make walking very dangerous for the elderly. Having a blue badge parking card does little to help if there are so few available places in which to use it.</i>
<i>Youre killing the town centre. High parking tariffs means less foot fall, and less business. Sunday trade dropped since car boot sale moved. Repair the Annexe as a running track would be very useful for the town centre, not a new smaller centre.</i>
<i>Town centre car parking is too expensive. This causes people to park on local roads in area during week.</i>
<i>I live on Catherine Street at Brampton. I have a young baby, our road is not permit holders and I cannot park outside our own house during the day as people park to go to town and a lot of Royal Mail staff use our street for parking.</i>
<i>Parking outside my house all day (Oakley Avenue)</i>
<i>Free parking</i>
<i>Free parking in town centre.</i>
<i>Introduce pay on return to more Council car parks same as Saltergate multi storey</i>
<i>Enforce street parking regulations, but make the centre user friendly by providing a park and ride scheme at reasonable cost</i>
<i>Parking charges too high</i>

**Table 32.6 Comments about waste collection**

<i>Don't listen too much to people moaning about bins! Considering you are being cut you are doing an excellent job.</i>
<i>My grumble is the bin collectors leave the empty bin three houses away in either direction, also the lid up when its raining or snowing.</i>
<i>It would be nice if the bin collectors would put the wheelie bins back in the place where they got them from. Also the parking in some of the streets such as in Barley Lane where I live can at times be absolutely stupid.</i>
<i>Waste collection should be weekly for all bins during the summer. Get rid of the car park patrols - the Council makes enough money from parking!</i>
<i>In my experience refuse collectors make more mess than anyone else!! If something drops out of the bin whilst being emptied they just leave it to blow all over the street.</i>
<i>Please look at the black bin emptying scheme. Even though we have a wheelie bin liner in place and its washed out every time the Council empty it and is double bagged, inside is spilling out with maggots. This isnt hygienic for my children.</i>
<i>Would like to recycle more but there are so many different types of paper. The leaflet you send out doesnt explain enough about what paper you can and cant recycle.</i>
<i>I hope street lighting is kept working, not turned off early. I hope the Council does not start charging for garden waste removal as</i>

**Table 32.6 Comments about waste collection**

I see others have on the news. Being on JSA now having to pay council tax can cause people to struggle.

Extension of recycling has been good but a bit poorly planned and executed. What was the point in spending money on new Chesterfield signs when the old ones depicting the crooked spire were fine (as on your letterhead).

I wish black bins were emptied weekly and blue and green bins could be cleaned like the black bins. It would be good to lower Council tax rates a bit. Providing boiler scheme for private houses would be good.

**Table 32.7 Comments about community safety and anti-social behaviour and crime**

*Loundsley Green CCTV camera never seems to work, if it did it would see drug deals, people outside the shops becoming a nuisance, cars speeding around both car parks, no cameras on the park hut where people gather shouting abuse / getting drunk/ racially harassing people*

*The old coal yard (South Street, New Whittington) is a serious problem. Anti-social behaviour and fly tipping is rife. Can the owner be made to make this site secure or at least get on with the development?*

*At the entrance to King Georges Park, Frecheville side, the gate needs mending and locking at night to prevent drug dealers, it is unsafe. The equipment in the park needs upgrading as it is damaged and unsafe.*

*Skull and Crossbones Plantation urgently needs clearing, vegetations/nettles forces walkers onto road. Boy racers in Tapton IC car park Sat/Sun make me feel intimidated when in park, also litter left behind. Speeding on Swaddale Avenue.*

*Where I live anti-social behaviour is getting worse but the Council and Police are not interested in helping decent, hard working, law abiding people, only those who make our lives a misery. I shall in future deal with problems myself.*

*Vandalism, graffiti, drugs, deliberate damage to property, alcohol, gangs, abusive behaviour at Holme Hall shops, Queens Park Annexe especially at the tennis and bowling pavilions. Litter in town centre, parks (dog fouling in parks & housing estate)*

*Tell the police to start doing their jobs properly!*

*I am very privileged to reside in a very pleasant area of Walton. The only thing lacking is the physical presence of a patrolling Police Officer from time to time to sort out major parking issues. It is their responsibility.*

*I am a crown green bowler and play for Queens Park, and am appalled at the amount of vandalism that has been done to the green and the cabin we use, windows smashed and doors kicked in, this has been reported time and time again*

*Where I live the area has changed drastically and not just myself but other residents are affected by the increase in litter, anti-social behaviour, damage to vehicles, problems parking, dog mess, graffiti and generally untidy. I have complained about this.*

*I live at Mastin Moor, there is a problem with dangerous dogs and litter. Also, the Turning Point Hospital has now closed and there has been no information/consultation about its future use or before it was built. Mastin Moor residents had no say.*

*Only what I see with drugs it concerns me because of the children this can be very bad for a peaceful life.*

*Childrens behaviour and foul language seems to be upsetting many residents.*

**Table 32.7 Comments about community safety and anti-social behaviour and crime**

*People have time to do silly things, like damage other peoples property or cars. Anyway, thank you very much for being asked.*

*Direct contact, not via call centre. Action anti-social problems not continuous form filling and excuses. Christmas markets (2-3 weeks) bring in visitors, fill hotels, increase income, returning visitors in summer and short break destination benefits.*

*More community police officers. Street cleaning around Baden Powell Avenue could be improved.*

*The area I live in has a field which I have to walk down for the shops and bus stop, also a dark jetty way, so I do not go out in the evenings.*

*Community policing in our area (Davian Way, Walton) is poor. Last Halloween I confronted vandalising teenagers and was told by the police I could have got into trouble with them had I done anything and was told to spend £250 on CCTV. Not an isolated incident.*

*The answers on local area refer to Linacre Woods/Ashgate. If we included Holme Hall all would rate lower and we have serious concerns about the drug use/dealing that happens there.*

*There are no facilities to take teenagers off the streets in an evening. Instead they cause a nuisance outside local shops, on local parks and to other young people. We need to re-introduce some youth centres.*

*The areas in front of the Town Hall, the gardens and grass areas are being spoiled by people congregating and leaving rubbish, defacing behind the memorial and garden which is a disgrace at times.*

*Holmebrook Valley Park - anti-social behaviour.*

*Concerned about the idea of reducing street lighting in the area. Would like to see more local patrols and safety and security advice in the home and out in local areas. Monthly immediate area leaflet would be interesting.*

**Table 32.8 Comments about parks, leisure and culture**

*Think you do a good job of keeping parks etc. clean. Its the public after a sunny day, QP is littered, which public are to blame for not the bin collector. Dog poo is also an issue, more needs to be done. If people are caught they should do dog poo duty*

*Since you toughened up in Eastwood Park re. dogs not on leads, we now have a dog run in front of our houses at Annesley Close, night and day. Ive sent numerous letters to your department - dog warden came out and agreed. Need more dog fouling notices put up*

*I understand about financial cut backs and am glad that I don't have the responsibility of allocating the budgets, but every day we walk the dogs to Holmebrook V Park along the footpath and they are very overgrown with nettles and thistles.*

*More seats needed at Poolsbrook Park around play area for older children*

*Are there plans to clean up/improve the park including demolition of the old loo block on Manor Road, Brimington Common? The playground facilities are dire, unsafe, dog poo everywhere and litter! Same on the corner of Grove Road litter/dog poo!*

*Please put a fence around the childrens play area in Queens Park to contain the children for safety reasons.*

**Table 32.8 Comments about parks, leisure and culture**

*I live close to Somersall Park and regularly take by 2 young boys there. Recently the bins have been overflowing near the play area with rubbish and bags of dog mess, I am worried about the health issue. Somersall is desperately in need of new equipment.*

*I would really like to see an improved childrens play area in Somersall Park. The existing one must be over 20 years old and is unsafe and out of date which is a huge shame for local children, parents and carers.*

*Eastwood Park, Hasland. Baby area needs boundaries and fences and benches for parents. The older kids equipment needs safety checks. I am very happy the council has put speed limits on St Leonards Drive.*

*No safe and appropriate parks available in our area. We are desperate for this for our children to have some outside enjoyment. Park rubbish bins overflowing, children tried to put rubbish in them but still not been emptied for over a month.*

*I relation to leisure facilities and parks, I believe that my local area has been abandoned. There has been no renovation of local parks, ie Somersall Park. Also, Queens Parks Sports Centre has needed renovating for years, I am pleased this is in the pipeline QP needs cleaning from duck/geese mess, I know 2 people who have e-coli after play in park.*

*Nowhere near enough money or effort is made and spent developing arts and culture. These are the things that would attract people to come to Chesterfield. No proper art gallery. No proper music venue. No contemporary theatre space.*

*The considered proposal to close Queens Park leisure centre is a big mistake. Spend money on a refurbishment not get a loan to build a smaller centre and pool destroying Queens Park Annex running track in the process.*

*Queens Park Leisure Centre should not close. Dual provision with tec college should be abandoned. Wheelie bins should not shrink in size. I always feel that there is a lot going on in the background that we are not fully informed about (not just above).*

*The plans in place for the new leisure centre at Queens Park Annexe seem ill thought out and a waste of tax payers money. Refurbishing the original building at a fraction of the cost of the new centre seems to be most local peoples preferred option.*

*We are very concerned about the proposed new sports centre over refurbishing the existing facility. Queens Park Sports Centre undoubtedly needs attention but not knocking down. It smells of corruption. It seems that despite a large petition by local residents*

**Table 32.9 Comments about the town centre and regeneration**

*There seems to be so much regeneration talked about but not a lot seems to be happening other than the Market Hall. When shopping options/retailers are to be discussed I think the public should be asked what they want.*

*I don't agree with the pubs and clubs in Chesterfield town centre opening until 6am!*

*The seating next to Boots is very good, but not for me, as I am disabled and not able to get down to sit on them. I do hope there will be chairs or seating for all.*

**Table 32.9 Comments about the town centre and regeneration**

*My main area of concern is the town centre lacks vibrancy with many empty stalls, but other stalls spread on other streets! The centre now lacks choice. Rising parking charges are off-putting. Many buildings seem to lack maintenance.*

*Love market, market festivals and lantern festivals! Disagree with the proposal to close Queens Park Sports Centre. Think more can be done to promote the services. Need to get email addresses and send details to people notifying them of events*

*While we feel overall Chesterfield is a great place to live we question some major changes being made, especially the changes to the market. Having seen markets recently in Doncaster, Oxford and Bristol which have been updated but retain their character*

*Chesterfield Market - under marketed*

*The market is a shadow of its former self (pity). Why are you allowing stall holders into the pedestrian walkways? Put all the stalls where they should be in the central market squares.*

*Market needs more promotion, fill the empty stalls.*

*Shop/market rents must be too high as there are too many empty premises, we soon wont be able to call ourselves a market town.*

*Please can we support local business and stop allowing Tesco to dominate.*

**Table 32.10 Comments about the Council and decision making**

*Before cutting services they should review and reduce to an acceptable level the allowances and expenses paid to elected Councillors. Acceptable to the council tax payers.*

*Would like to be more involved in Council committees.*

*All Council policies are set and made by whoever has been elected and fit in within their own agendas, not for the people of the community. It really doesnt matter which party, all have a tendency to waste money on different things.*

*Council tax should be reduced by privatising sports centres and theatres. My tax should not pay for other peoples enjoyment!*

*During the recession period the Council needs to listen to the publics opinions and views as regards whether money needs to be spent on certain aspects, Market Hall refurbishment, Revenues Hall alterations, Horns Bridge Island icon, Queens Park etc.*

*Why don't the council if they are interested in Chesterfield consider reducing the rates instead of increasing everything then maybe just maybe we may get some shops/business properties filled instead of emptied?*

*The national political system needs to be modernised, especially the way in which local authorities serve and lead their communities!*

*My view is the council has dual standards. If it is a council run initiative the rules are relaxed. Everyone else the rules are black and white.*

**Table 32.11 Comments about the Councils customer services, accessibility and communications**

*I think people on the phone should be a bit more polite and helpful and not make you feel like an inconvenience, and calls shouldnt be passed from dept to dept, an agent should deal with a call from start to finish.*

*Paying council tax by post office excellent.*

*I feel customer service skills are much needed improvement and more help for genuine people.*

*Withheld numbers not answered*

*Council staff think they have the right to bully and harass the public, constantly threatening court action. I now understand how people are pushed to suicide as a result of this. Council staff are rude and intimidating especially at the Revenues Hall in Chesterfield (market place), no privacy.*

*We have a seriously disabled 6 year old son. I feel there should be more "changing places" (specialist change toilets with full size change bed/hoist) radar key operated. Better access to swimming also.*

*I feel the Council spends too much money on interpreters when it should be spent on other more important things like health and education.*

*We don't seem to have received "Your Chesterfield" for some time. Has CBC stopped this publication?*

*I think people on the phone should be a bit more polite and helpful and not make you feel like an inconvenience, and calls shouldnt be passed from dept to dept, an agent should deal with a call from start to finish.*

**Table 32.12 Other comments**

*On surveys, such as this, the questions do not give space to say if elderly or not very mobile and a lot of questions need space for this.*

*I would like to be involved in an industrial heritage museum for history of all lost/decreasing manufacturing in our area:- Stanton and Staveley Works, Donkin Works, Coalite, Trebor Bassett, Tube works, Clay Cross Fireworks, Pearsons Pottery, GKN, Plastics*

*A lot more could be done to improve local communities and council services to bring people together*

*I think you should not be asking questions about peoples ethnicity or religion or sexual orientation. If these things do not affect the way people are treated by CBC, why ask? To ensure fairness in the system, omit these questions from forms.*

*I would like to say that I am generally very pleased with Council services and we get to hear about current issues through our ward Councillor.*

*Its about time far more help was available to family carers and people who feel unsupported by the Council re health welfare & housing*

*Who introduced the obscene labyrinth at Tupton House? Who paid for it and how much did it cost? As an old Tuptonian I am extremely sad to see the hill in its present state.*



**Table 32.12 Other comments**

*Do you think it is possible to have a Hindu temple in Chesterfield?*

*Would be great if someone would visit our street and surrounding area to try to understand the reasoning behind the survey answers. Very difficult to explain through a survey. Thanks*

*Try living on a 1% pay increase like us! Don't line your own pockets.*

*Stop spending our money on navel gazing. You are not an important part of our lives. Please just do the tasks we pay you for.*

*Very disappointed at the disappearance of Community Forums, at least they kept us informed of local issues and CBC plans.*

*Feel this survey and its costs are incredulous at these times of austerity! Shouldnt you be concentrating on delivering your core services to the best of your ability rather than the expense of this?*

*Stop wasting money on things like this.*

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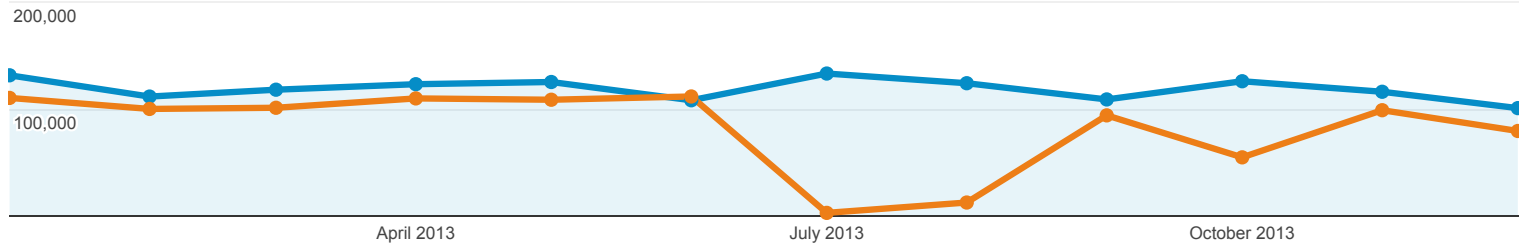
# Audience Overview

Jan 1, 2013 - Dec 31, 2013  
Compare to: Jan 1, 2012 - Dec 31, 2012

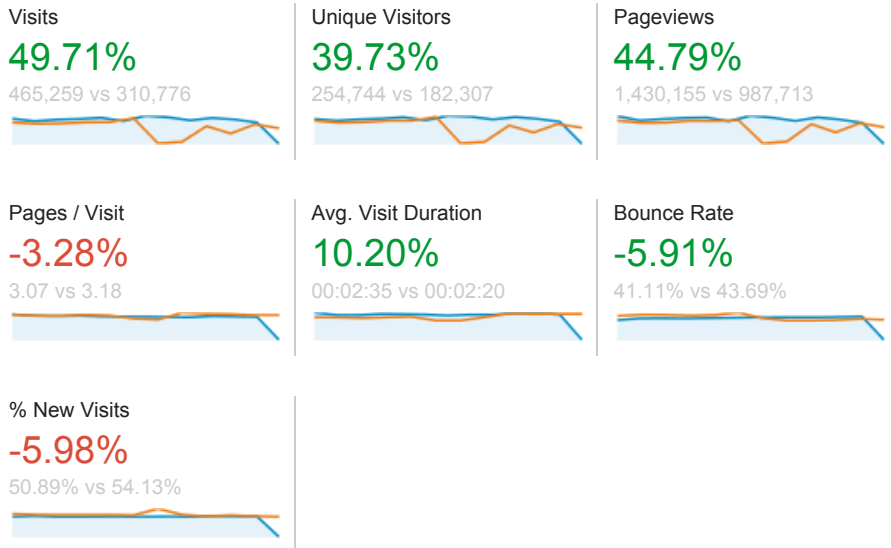
All Visits  
+0.00%

## Overview

Jan 1, 2013 - Dec 31, 2013: ● Pageviews  
Jan 1, 2012 - Dec 31, 2012: ● Pageviews

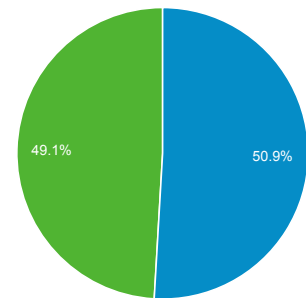


## 254,744 people visited this site

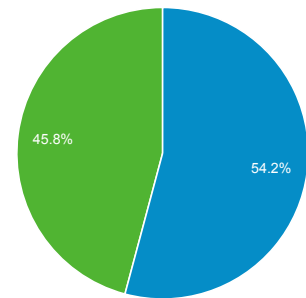


■ New Visitor ■ Returning Visitor

Jan 1, 2013 - Dec 31, 2013



Jan 1, 2012 - Dec 31, 2012



Language	Visits	% Visits
<b>1. en-us</b>		
Jan 1, 2013 - Dec 31, 2013	302,079	64.93%
Jan 1, 2012 - Dec 31, 2012	224,521	72.25%
<b>% Change</b>	<b>34.54%</b>	<b>-10.13%</b>
<b>2. en-gb</b>		
Jan 1, 2013 - Dec 31, 2013	140,878	30.28%
Jan 1, 2012 - Dec 31, 2012	67,209	21.63%
<b>% Change</b>	<b>109.61%</b>	<b>40.01%</b>
<b>3. en</b>		
Jan 1, 2013 - Dec 31, 2013	15,126	3.25%
Jan 1, 2012 - Dec 31, 2012	10,000	1.00%

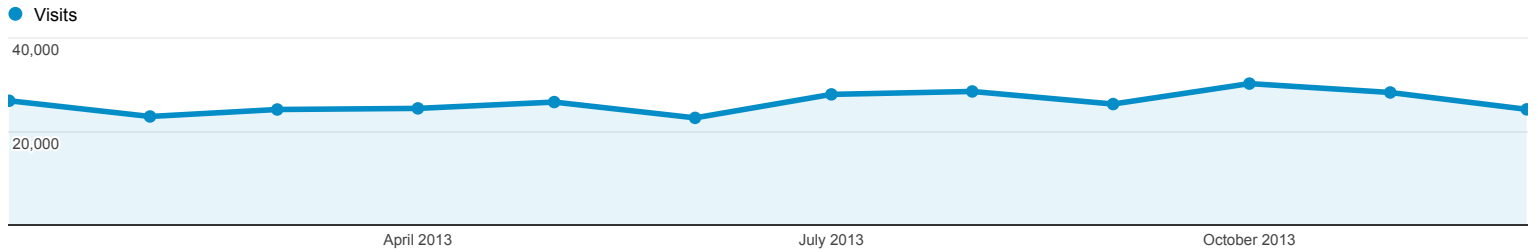
Jan 1, 2012 - Dec 31, 2012	13,627	4.38%
<b>% Change</b>	<b>11.00%</b>	<b>-25.86%</b>
4. <a href="#">en_gb</a>		
Jan 1, 2013 - Dec 31, 2013	1,772	0.38%
Jan 1, 2012 - Dec 31, 2012	1,374	0.44%
<b>% Change</b>	<b>28.97%</b>	<b>-13.86%</b>
5. <a href="#">pl</a>		
Jan 1, 2013 - Dec 31, 2013	1,217	0.26%
Jan 1, 2012 - Dec 31, 2012	756	0.24%
<b>% Change</b>	<b>60.98%</b>	<b>7.53%</b>
6. <a href="#">(not set)</a>		
Jan 1, 2013 - Dec 31, 2013	407	0.09%
Jan 1, 2012 - Dec 31, 2012	216	0.07%
<b>% Change</b>	<b>88.43%</b>	<b>25.86%</b>
7. <a href="#">de-de</a>		
Jan 1, 2013 - Dec 31, 2013	350	0.08%
Jan 1, 2012 - Dec 31, 2012	254	0.08%
<b>% Change</b>	<b>37.80%</b>	<b>-7.96%</b>
8. <a href="#">fr</a>		
Jan 1, 2013 - Dec 31, 2013	264	0.06%
Jan 1, 2012 - Dec 31, 2012	294	0.09%
<b>% Change</b>	<b>-10.20%</b>	<b>-40.02%</b>
9. <a href="#">zh-cn</a>		
Jan 1, 2013 - Dec 31, 2013	245	0.05%
Jan 1, 2012 - Dec 31, 2012	205	0.07%
<b>% Change</b>	<b>19.51%</b>	<b>-20.17%</b>
10. <a href="#">es</a>		
Jan 1, 2013 - Dec 31, 2013	226	0.05%
Jan 1, 2012 - Dec 31, 2012	259	0.08%
<b>% Change</b>	<b>-12.74%</b>	<b>-41.71%</b>

Organic Search Traffic

All Visits  
67.70%

Explorer

Summary



Keyword	Acquisition			Behavior			Conversions		
	Visits	% New Visits	New Visits	Bounce Rate	Pages / Visit	Avg. Visit Duration	Goal Conversion Rate	Goal Completions	Goal Value
	314,963 <small>% of Total: 67.70% (465,259)</small>	49.76% <small>Site Avg: 50.89% (-2.23%)</small>	156,714 <small>% of Total: 66.19% (236,767)</small>	40.20% <small>Site Avg: 41.11% (-2.20%)</small>	3.06 <small>Site Avg: 3.07 (-0.55%)</small>	00:02:29 <small>Site Avg: 00:02:35 (-3.66%)</small>	0.00% <small>Site Avg: 0.00% (0.00%)</small>	0 <small>% of Total: 0.00% (0)</small>	\$0.00 <small>% of Total: 0.00% (\$0.00)</small>
1. (not provided)	132,053	52.85%	69,792	41.47%	3.02	00:02:36	0.00%	0	\$0.00
2. chesterfield borough council	36,194	40.72%	14,737	25.83%	3.68	00:03:10	0.00%	0	\$0.00
3. chesterfield council	9,054	53.27%	4,823	28.99%	3.54	00:02:51	0.00%	0	\$0.00
4. queens park chesterfield	6,074	50.48%	3,066	33.39%	3.19	00:01:59	0.00%	0	\$0.00
5. healthy living centre staveley	3,173	35.93%	1,140	24.93%	4.00	00:02:32	0.00%	0	\$0.00
6. staveley healthy living centre	2,987	38.63%	1,154	24.31%	4.04	00:02:34	0.00%	0	\$0.00
7. chesterfield	2,772	72.22%	2,002	46.14%	2.71	00:01:44	0.00%	0	\$0.00
8. healthy living centre	2,603	42.60%	1,109	28.39%	3.94	00:02:39	0.00%	0	\$0.00
9. queens park leisure centre	2,340	47.39%	1,109	36.20%	3.02	00:02:03	0.00%	0	\$0.00
10. www.chesterfield.gov.uk	2,303	35.61%	820	11.77%	4.01	00:04:48	0.00%	0	\$0.00
11. chesterfield borough council planning	1,555	36.98%	575	41.99%	3.17	00:03:32	0.00%	0	\$0.00
12. staveley leisure centre	1,545	44.72%	691	25.76%	4.22	00:02:43	0.00%	0	\$0.00
13. queens park sports centre	1,502	39.01%	586	37.42%	3.04	00:02:14	0.00%	0	\$0.00
14. chesterfield.gov.uk	1,427	35.11%	501	17.73%	3.69	00:04:02	0.00%	0	\$0.00
15. chesterfield museum	1,376	51.45%	708	46.29%	3.64	00:03:36	0.00%	0	\$0.00
16. chesterfield crematorium	1,340	70.15%	940	54.40%	2.26	00:01:46	0.00%	0	\$0.00
17. queens park leisure centre chesterfield	1,203	43.81%	527	34.91%	3.24	00:02:14	0.00%	0	\$0.00
18. chesterfield council tax	956	46.86%	448	29.81%	2.92	00:02:26	0.00%	0	\$0.00
19. chesterfield market	768	80.99%	622	54.82%	2.32	00:01:17	0.00%	0	\$0.00
20. chesterfield swimming pool	759	62.32%	473	39.00%	2.65	00:01:35	0.00%	0	\$0.00
21. on the move chesterfield	731	39.26%	287	57.05%	2.31	00:01:55	0.00%	0	\$0.00
22. chesterfield bc	722	42.94%	310	25.76%	3.74	00:02:51	0.00%	0	\$0.00
23. chesterfield planning	721	32.04%	231	33.84%	3.22	00:03:01	0.00%	0	\$0.00
24. chesterfield borough council jobs	715	45.73%	327	56.36%	2.13	00:01:29	0.00%	0	\$0.00
25. queens park swimming pool	602	48.48%	296	34.05%	2.75	00:01:50	0.00%	0	\$0.00

25.	<a href="#">queens park swimming pool</a>	<b>693</b>	48.48%	336	34.05%	2.75	00:01:59	0.00%	0	\$0.00
26.	<a href="#">chesterfield county council</a>	<b>583</b>	59.35%	346	26.24%	3.54	00:02:35	0.00%	0	\$0.00
27.	<a href="#">chesterfield borough council housing</a>	<b>561</b>	43.32%	243	30.84%	3.78	00:02:57	0.00%	0	\$0.00
28.	<a href="#">chesterfield leisure centre</a>	<b>541</b>	54.34%	294	33.64%	3.42	00:02:32	0.00%	0	\$0.00
29.	<a href="#">chesterfield district council</a>	<b>511</b>	78.67%	402	47.75%	2.92	00:01:50	0.00%	0	\$0.00
30.	<a href="#">healthy living centre chesterfield</a>	<b>482</b>	30.50%	147	28.84%	3.66	00:02:33	0.00%	0	\$0.00
31.	<a href="#">brimington crematorium</a>	<b>476</b>	73.53%	350	57.56%	2.00	00:01:39	0.00%	0	\$0.00
32.	<a href="#">queens park</a>	<b>476</b>	42.44%	202	27.31%	3.43	00:02:23	0.00%	0	\$0.00
33.	<a href="#">chesterfield car boot</a>	<b>467</b>	72.16%	337	65.52%	1.70	00:00:54	0.00%	0	\$0.00
34.	<a href="#">queens park sports centre chesterfield</a>	<b>438</b>	47.03%	206	39.04%	3.35	00:02:02	0.00%	0	\$0.00
35.	<a href="#">council tax chesterfield</a>	<b>383</b>	45.43%	174	31.07%	2.82	00:02:10	0.00%	0	\$0.00
36.	<a href="#">chesterfield borough council planning applications</a>	<b>381</b>	26.51%	101	44.36%	3.24	00:04:29	0.00%	0	\$0.00
37.	<a href="#">chesterfield city council</a>	<b>348</b>	52.30%	182	41.09%	2.85	00:02:07	0.00%	0	\$0.00
38.	<a href="#">chesterfield council housing</a>	<b>339</b>	50.74%	172	28.02%	3.22	00:02:05	0.00%	0	\$0.00
39.	<a href="#">chesterfield town hall</a>	<b>334</b>	61.98%	207	47.31%	2.43	00:01:38	0.00%	0	\$0.00
40.	<a href="#">queens park swimming</a>	<b>331</b>	44.41%	147	34.44%	2.80	00:01:37	0.00%	0	\$0.00
41.	<a href="#">chesterfield planning applications</a>	<b>330</b>	36.06%	119	52.12%	2.36	00:02:54	0.00%	0	\$0.00
42.	<a href="#">chesterfield borough council tax</a>	<b>317</b>	41.32%	131	28.39%	2.96	00:02:40	0.00%	0	\$0.00
43.	<a href="#">chesterfield queens park</a>	<b>317</b>	52.68%	167	33.75%	3.77	00:02:22	0.00%	0	\$0.00
44.	<a href="#">chesterfield council planning</a>	<b>305</b>	41.97%	128	33.77%	3.75	00:04:28	0.00%	0	\$0.00
45.	<a href="#">staveley gym</a>	<b>305</b>	50.82%	155	34.75%	4.24	00:02:46	0.00%	0	\$0.00
46.	<a href="#">chesterfield borough</a>	<b>304</b>	38.16%	116	20.39%	3.94	00:03:06	0.00%	0	\$0.00
47.	<a href="#">chesterfield car parks</a>	<b>304</b>	58.22%	177	47.37%	2.97	00:02:09	0.00%	0	\$0.00
48.	<a href="#">staveley healthy living centre opening times</a>	<b>298</b>	35.23%	105	25.50%	4.05	00:02:25	0.00%	0	\$0.00
49.	<a href="#">chesterfield council jobs</a>	<b>293</b>	61.77%	181	54.27%	2.17	00:00:43	0.00%	0	\$0.00
50.	<a href="#">chesterfield parking</a>	<b>265</b>	65.66%	174	39.25%	3.34	00:02:07	0.00%	0	\$0.00
51.	<a href="#">chesterfield gov</a>	<b>263</b>	38.78%	102	19.01%	3.76	00:03:25	0.00%	0	\$0.00
52.	<a href="#">parking in chesterfield</a>	<b>249</b>	74.70%	186	34.94%	3.29	00:02:24	0.00%	0	\$0.00
53.	<a href="#">on the move chesterfield borough council</a>	<b>247</b>	31.17%	77	53.04%	2.33	00:01:57	0.00%	0	\$0.00
54.	<a href="#">chesterfield planning department</a>	<b>244</b>	34.43%	84	41.80%	3.52	00:04:05	0.00%	0	\$0.00
55.	<a href="#">chesterfield borough council council tax</a>	<b>239</b>	35.98%	86	23.43%	3.46	00:03:36	0.00%	0	\$0.00
56.	<a href="#">queens park swimming chesterfield</a>	<b>231</b>	47.62%	110	34.20%	2.57	00:01:42	0.00%	0	\$0.00
57.	<a href="#">healthy living center staveley</a>	<b>229</b>	32.75%	75	31.44%	3.99	00:03:06	0.00%	0	\$0.00
58.	<a href="#">www.chesterfield.gov</a>	<b>225</b>	27.56%	62	20.00%	3.72	00:03:58	0.00%	0	\$0.00
59.	<a href="#">chesterfield borough council repairs</a>	<b>223</b>	39.91%	89	58.74%	2.17	00:01:47	0.00%	0	\$0.00
60.	<a href="#">chesterfield housing</a>	<b>207</b>	50.24%	104	34.78%	2.92	00:02:20	0.00%	0	\$0.00
61.	<a href="#">chesterfield borough council pay online</a>	<b>204</b>	21.57%	44	10.29%	3.21	00:04:50	0.00%	0	\$0.00
62.	<a href="#">healthy living staveley</a>	<b>201</b>	33.83%	68	28.36%	3.42	00:01:58	0.00%	0	\$0.00
63.	<a href="#">chesterfield.gov</a>	<b>196</b>	39.80%	78	13.78%	3.76	00:04:20	0.00%	0	\$0.00
64.	<a href="#">queens park gym chesterfield</a>	<b>193</b>	41.45%	80	24.87%	3.60	00:02:23	0.00%	0	\$0.00
65.	<a href="#">http://www.chesterfield.gov.uk/</a>	<b>188</b>	47.87%	90	13.30%	4.52	00:04:51	0.00%	0	\$0.00
66.	<a href="#">chesterfield swimming baths</a>	<b>184</b>	70.65%	130	29.35%	3.13	00:02:47	0.00%	0	\$0.00
67.	<a href="#">healthy living center</a>	<b>183</b>	37.70%	69	32.24%	3.33	00:02:21	0.00%	0	\$0.00
68.	<a href="#">chesterfield+borough+council</a>	<b>181</b>	34.81%	63	19.34%	3.80	00:02:35	0.00%	0	\$0.00
69.	<a href="#">queens park swimming pool chesterfield</a>	<b>181</b>	46.41%	84	32.60%	2.38	00:01:39	0.00%	0	\$0.00
70.	<a href="#">queens park chesterfield swimming</a>	<b>180</b>	43.89%	79	36.11%	2.50	00:01:27	0.00%	0	\$0.00
71.	<a href="#">chesterfield borough council refuse collection</a>	<b>172</b>	46.51%	80	44.77%	2.88	00:02:27	0.00%	0	\$0.00

72.	<a href="#">chesterfield core strategy</a>	170	17.06%	29	19.41%	3.25	00:04:28	0.00%	0	\$0.00
73.	<a href="#">staveley swimming pool</a>	168	52.98%	89	23.81%	4.17	00:02:23	0.00%	0	\$0.00
74.	<a href="#">winding wheel chesterfield</a>	150	62.67%	94	49.33%	2.16	00:01:41	0.00%	0	\$0.00
75.	<a href="#">housing association chesterfield</a>	148	52.03%	77	54.73%	2.36	00:02:26	0.00%	0	\$0.00
76.	<a href="#">chesterfield museum and art gallery</a>	145	55.86%	81	46.21%	2.25	00:01:45	0.00%	0	\$0.00
77.	<a href="#">chesterfield election results 2013</a>	144	40.28%	58	35.42%	2.72	00:01:58	0.00%	0	\$0.00
78.	<a href="#">chesterfield borough council on the move</a>	143	37.06%	53	51.05%	2.62	00:02:22	0.00%	0	\$0.00
79.	<a href="#">chesterfield council tax bands</a>	140	52.14%	73	70.71%	1.67	00:01:15	0.00%	0	\$0.00
80.	<a href="#">chesterfield market hall</a>	140	45.71%	64	53.57%	2.28	00:01:17	0.00%	0	\$0.00
81.	<a href="#">chesterfield planning applications search</a>	140	3.57%	5	73.57%	1.43	00:04:20	0.00%	0	\$0.00
82.	<a href="#">chesterfield b c</a>	139	75.54%	105	24.46%	3.38	00:03:15	0.00%	0	\$0.00
83.	<a href="#">chesterfield housing benefit</a>	139	61.87%	86	43.88%	2.59	00:02:30	0.00%	0	\$0.00
84.	<a href="#">queens park chesterfield swimming times</a>	139	41.01%	57	47.48%	2.09	00:01:25	0.00%	0	\$0.00
85.	<a href="#">healthy living centre staveley</a>	138	50.00%	69	24.64%	3.80	00:02:07	0.00%	0	\$0.00
86.	<a href="#">planning chesterfield</a>	137	6.57%	9	21.90%	3.02	00:03:17	0.00%	0	\$0.00
87.	<a href="#">housing benefit chesterfield</a>	136	36.03%	49	52.21%	2.14	00:02:24	0.00%	0	\$0.00
88.	<a href="#">poolsbrook country park</a>	135	73.33%	99	67.41%	1.77	00:00:42	0.00%	0	\$0.00
89.	<a href="#">queen's park chesterfield</a>	134	48.51%	65	39.55%	3.60	00:01:28	0.00%	0	\$0.00
90.	<a href="#">chesterfield borough council housing benefit</a>	132	37.88%	50	40.91%	2.71	00:02:18	0.00%	0	\$0.00
91.	<a href="#">mayor of chesterfield</a>	131	54.96%	72	63.36%	2.16	00:01:12	0.00%	0	\$0.00
92.	<a href="#">chesterfield borough council rent</a>	130	26.92%	35	36.15%	3.57	00:04:42	0.00%	0	\$0.00
93.	<a href="#">chesterfield borough council planning dept</a>	126	16.67%	21	69.05%	2.60	00:02:12	0.00%	0	\$0.00
94.	<a href="#">staveley healthy living centre</a>	124	34.68%	43	24.19%	3.61	00:02:21	0.00%	0	\$0.00
95.	<a href="#">chesterfield sports centre</a>	122	59.84%	73	33.61%	3.45	00:02:20	0.00%	0	\$0.00
96.	<a href="#">staveley healthy living</a>	121	44.63%	54	32.23%	3.61	00:02:08	0.00%	0	\$0.00
97.	<a href="#">chesterfield tip</a>	120	66.67%	80	79.17%	1.44	00:00:33	0.00%	0	\$0.00
98.	<a href="#">pay council tax chesterfield</a>	120	12.50%	15	72.50%	1.60	00:01:10	0.00%	0	\$0.00
99.	<a href="#">homeswapper chesterfield</a>	118	22.88%	27	65.25%	2.42	00:01:34	0.00%	0	\$0.00
100.	<a href="#">chesterfield planning application search</a>	116	40.52%	47	51.72%	2.45	00:03:18	0.00%	0	\$0.00
101.	<a href="#">chesterfield uk</a>	116	80.17%	93	45.69%	3.09	00:01:58	0.00%	0	\$0.00
102.	<a href="#">staveley healthy living centre classes</a>	115	35.65%	41	28.70%	3.36	00:02:14	0.00%	0	\$0.00
103.	<a href="#">car boot chesterfield</a>	114	77.19%	88	74.56%	1.53	00:00:47	0.00%	0	\$0.00
104.	<a href="#">staveley leisure centre</a>	113	53.10%	60	25.66%	4.53	00:02:27	0.00%	0	\$0.00
105.	<a href="#">chesterfield borough council site</a>	111	45.95%	51	16.22%	3.88	00:03:51	0.00%	0	\$0.00
106.	<a href="#">chesterfield borough council planning department</a>	110	48.18%	53	28.18%	3.10	00:03:54	0.00%	0	\$0.00
107.	<a href="#">chesterfield council bungalows</a>	110	4.55%	5	65.45%	1.53	00:00:36	0.00%	0	\$0.00
108.	<a href="#">chesterfield gov uk</a>	108	39.81%	43	14.81%	4.15	00:03:46	0.00%	0	\$0.00
109.	<a href="#">queens park chesterfield opening times</a>	108	43.52%	47	41.67%	2.64	00:01:49	0.00%	0	\$0.00
110.	<a href="#">staveley sports centre</a>	108	52.78%	57	21.30%	4.69	00:03:24	0.00%	0	\$0.00
111.	<a href="#">council tax bands chesterfield</a>	107	47.66%	51	59.81%	1.88	00:01:41	0.00%	0	\$0.00
112.	<a href="#">revolution house</a>	105	82.86%	87	61.90%	1.79	00:01:01	0.00%	0	\$0.00
113.	<a href="#">revolution house chesterfield</a>	102	69.61%	71	54.90%	1.85	00:01:17	0.00%	0	\$0.00
114.	<a href="#">swimming chesterfield</a>	102	57.84%	59	27.45%	3.00	00:02:03	0.00%	0	\$0.00
115.	<a href="#">the healthy living centre staveley</a>	102	41.18%	42	30.39%	4.70	00:03:59	0.00%	0	\$0.00
116.	<a href="#">chesterfield markets</a>	101	81.19%	82	44.55%	2.83	00:02:06	0.00%	0	\$0.00
117.	<a href="#">the healthy living centre chesterfield</a>	101	52.48%	53	25.74%	3.96	00:02:22	0.00%	0	\$0.00

118.	car boot sales chesterfield	100	57.00%	57	50.00%	3.04	00:02:26	0.00%	0	\$0.00
119.	car parks in chesterfield	98	72.45%	71	43.88%	2.76	00:02:06	0.00%	0	\$0.00
120.	queens park gym	97	51.55%	50	34.02%	2.97	00:02:13	0.00%	0	\$0.00
121.	stavely gym	97	56.70%	55	34.02%	3.60	00:02:05	0.00%	0	\$0.00
122.	brimington crematorium chesterfield	96	77.08%	74	59.38%	2.33	00:01:23	0.00%	0	\$0.00
123.	staveley health centre	96	41.67%	40	37.50%	3.76	00:01:48	0.00%	0	\$0.00
124.	town hall chesterfield	96	52.08%	50	57.29%	1.92	00:00:50	0.00%	0	\$0.00
125.	queen park chesterfield	95	36.84%	35	31.58%	3.13	00:02:58	0.00%	0	\$0.00
126.	chesterfield council planning application search	94	39.36%	37	63.83%	1.91	00:01:54	0.00%	0	\$0.00
127.	hlc staveley	94	38.30%	36	39.36%	4.02	00:02:17	0.00%	0	\$0.00
128.	chesterfield building control	93	41.94%	39	50.54%	2.69	00:01:50	0.00%	0	\$0.00
129.	queens park swimming baths	93	67.74%	63	37.63%	2.65	00:01:50	0.00%	0	\$0.00
130.	car parking in chesterfield	90	62.22%	56	50.00%	3.22	00:02:42	0.00%	0	\$0.00
131.	car parking chesterfield	89	59.55%	53	42.70%	2.92	00:02:30	0.00%	0	\$0.00
132.	chesterfield cil	89	16.85%	15	65.17%	2.15	00:05:06	0.00%	0	\$0.00
133.	chesterfield councillors	89	40.45%	36	34.83%	4.12	00:03:33	0.00%	0	\$0.00
134.	chesterfield market days	89	82.02%	73	71.91%	1.82	00:00:46	0.00%	0	\$0.00
135.	council housing chesterfield	88	60.23%	53	28.41%	3.40	00:02:34	0.00%	0	\$0.00
136.	queens park swimming baths chesterfield	88	56.82%	50	31.82%	3.16	00:02:54	0.00%	0	\$0.00
137.	staveley leisure centre swimming times	88	48.86%	43	25.00%	3.83	00:02:41	0.00%	0	\$0.00
138.	building control chesterfield	87	28.74%	25	51.72%	2.78	00:02:43	0.00%	0	\$0.00
139.	crematorium chesterfield	87	63.22%	55	66.67%	1.72	00:01:19	0.00%	0	\$0.00
140.	chesterfield farmers market	86	69.77%	60	66.28%	1.85	00:01:01	0.00%	0	\$0.00
141.	holmebrook valley park	86	50.00%	43	63.95%	1.97	00:01:02	0.00%	0	\$0.00
142.	planning applications chesterfield	85	23.53%	20	60.00%	2.13	00:02:07	0.00%	0	\$0.00
143.	staveley swimming pool opening times	85	31.76%	27	23.53%	4.08	00:02:11	0.00%	0	\$0.00
144.	chesterfield town council	84	69.05%	58	36.90%	2.49	00:01:23	0.00%	0	\$0.00
145.	chesterfield borough council planning application search	83	8.43%	7	46.99%	1.81	00:02:09	0.00%	0	\$0.00
146.	chesterfield bourgh council	83	31.33%	26	14.46%	3.54	00:03:07	0.00%	0	\$0.00
147.	chesterfield county	83	71.08%	59	60.24%	1.89	00:00:59	0.00%	0	\$0.00
148.	queenspark chesterfield	83	53.01%	44	36.14%	3.34	00:03:14	0.00%	0	\$0.00
149.	council chesterfield	82	51.22%	42	46.34%	2.90	00:02:16	0.00%	0	\$0.00
150.	swimming pool chesterfield	82	59.76%	49	47.56%	2.66	00:01:42	0.00%	0	\$0.00
151.	chesterfield flea market	81	76.54%	62	34.57%	2.77	00:01:34	0.00%	0	\$0.00
152.	chesterfieldboroughcouncil	81	44.44%	36	8.64%	4.19	00:04:49	0.00%	0	\$0.00
153.	environmental health chesterfield	81	39.51%	32	56.79%	2.60	00:02:10	0.00%	0	\$0.00
154.	chesterfield borough council car parks	80	48.75%	39	30.00%	3.49	00:02:42	0.00%	0	\$0.00
155.	chesterfield borough council parking	79	32.91%	26	31.65%	3.01	00:02:06	0.00%	0	\$0.00
156.	chesterfield on the move	79	31.65%	25	72.15%	1.80	00:00:47	0.00%	0	\$0.00
157.	chesterfield benefit centre	78	75.64%	59	71.79%	1.44	00:00:41	0.00%	0	\$0.00
158.	private landlords chesterfield	77	40.26%	31	67.53%	1.77	00:01:36	0.00%	0	\$0.00
159.	careline chesterfield	76	50.00%	38	69.74%	2.07	00:01:44	0.00%	0	\$0.00
160.	chesterfield housing association	76	51.32%	39	55.26%	2.36	00:01:54	0.00%	0	\$0.00
161.	parking chesterfield	76	59.44%	51	31.58%	3.92	00:01:55	0.00%	0	\$0.00
162.	queens park leisure chesterfield	76	48.68%	37	28.95%	3.75	00:03:30	0.00%	0	\$0.00
163.	chesterfield bourough council	75	54.67%	41	16.00%	4.23	00:04:42	0.00%	0	\$0.00



164.	<a href="#">council houses chesterfield</a>	75	32.00%	24	38.67%	2.80	00:01:42	0.00%	0	\$0.00
165.	<a href="#">economic development chesterfield</a>	75	0.00%	0	21.33%	4.32	00:04:00	0.00%	0	\$0.00
166.	<a href="#">healthy living centre staveley opening times</a>	75	14.67%	11	45.33%	2.91	00:02:03	0.00%	0	\$0.00
167.	<a href="#">the avenue wingerworth</a>	75	1.33%	1	4.00%	2.53	00:00:58	0.00%	0	\$0.00
168.	<a href="#">chesterfield healthy living centre</a>	74	45.95%	34	35.14%	3.72	00:02:32	0.00%	0	\$0.00
169.	<a href="#">car parks chesterfield</a>	71	56.34%	40	52.11%	2.83	00:01:56	0.00%	0	\$0.00
170.	<a href="#">chesterfield council repairs</a>	71	36.62%	26	80.28%	1.54	00:00:47	0.00%	0	\$0.00
171.	<a href="#">chesterfield swimming pool opening times</a>	71	52.11%	37	59.15%	2.08	00:01:46	0.00%	0	\$0.00
172.	<a href="#">staveley swimming</a>	71	36.62%	26	28.17%	4.14	00:02:05	0.00%	0	\$0.00
173.	<a href="#">chesterfield borough councillors</a>	70	24.29%	17	50.00%	2.64	00:02:10	0.00%	0	\$0.00
174.	<a href="#">chesterfield local authority</a>	70	75.71%	53	25.71%	3.57	00:02:47	0.00%	0	\$0.00
175.	<a href="#">chesterfield swimming</a>	70	52.86%	37	32.86%	3.23	00:02:21	0.00%	0	\$0.00
176.	<a href="#">the healthy living centre</a>	70	71.43%	50	34.29%	4.21	00:02:05	0.00%	0	\$0.00
177.	<a href="#">chesterfield borough council licensing</a>	69	33.33%	23	39.13%	3.57	00:04:17	0.00%	0	\$0.00
178.	<a href="#">queens park swimming times</a>	69	42.03%	29	34.78%	2.32	00:01:38	0.00%	0	\$0.00
179.	<a href="#">chesterfield brough council</a>	68	33.82%	23	23.53%	4.06	00:03:50	0.00%	0	\$0.00
180.	<a href="#">commercial property chesterfield</a>	68	54.41%	37	45.59%	2.24	00:02:21	0.00%	0	\$0.00
181.	<a href="#">housing associations in chesterfield</a>	68	47.06%	32	64.71%	1.79	00:01:16	0.00%	0	\$0.00
182.	<a href="#">chesterfield crematorium brimington</a>	67	74.63%	50	47.76%	3.16	00:02:35	0.00%	0	\$0.00
183.	<a href="#">pay rent online chesterfield</a>	67	17.91%	12	8.96%	2.84	00:02:43	0.00%	0	\$0.00
184.	<a href="#">queens leisure centre chesterfield</a>	67	50.75%	34	44.78%	2.73	00:01:20	0.00%	0	\$0.00
185.	<a href="#">chesterfield car parking</a>	66	53.03%	35	40.91%	3.76	00:04:11	0.00%	0	\$0.00
186.	<a href="#">chesterfield mayor</a>	66	39.39%	26	45.45%	2.76	00:02:46	0.00%	0	\$0.00
187.	<a href="#">queens park swimming pool opening times</a>	66	45.45%	30	37.88%	2.27	00:01:55	0.00%	0	\$0.00
188.	<a href="#">chesterfield train station parking</a>	65	80.00%	52	83.08%	1.43	00:00:50	0.00%	0	\$0.00
189.	<a href="#">chesterfield council number</a>	64	62.50%	40	78.12%	1.38	00:01:03	0.00%	0	\$0.00
190.	<a href="#">poolsbrook miners welfare</a>	64	0.00%	0	40.62%	6.55	00:06:19	0.00%	0	\$0.00
191.	<a href="#">staveley living centre</a>	64	46.88%	30	21.88%	3.77	00:03:08	0.00%	0	\$0.00
192.	<a href="#">chesterfield crematorium book of remembrance</a>	63	49.21%	31	46.03%	2.68	00:02:07	0.00%	0	\$0.00
193.	<a href="#">chesterfield museum opening times</a>	63	28.57%	18	25.40%	2.84	00:01:52	0.00%	0	\$0.00
194.	<a href="#">chesterfield queens park swimming pool</a>	63	47.62%	30	36.51%	2.67	00:01:28	0.00%	0	\$0.00
195.	<a href="#">council houses in chesterfield</a>	63	58.73%	37	23.81%	2.79	00:02:09	0.00%	0	\$0.00
196.	<a href="#">chesterfield council housing benefit</a>	62	58.06%	36	38.71%	2.71	00:04:20	0.00%	0	\$0.00
197.	<a href="#">housing associations chesterfield</a>	62	51.61%	32	70.97%	1.89	00:02:11	0.00%	0	\$0.00
198.	<a href="#">chesterfield council houses</a>	61	57.38%	35	36.07%	2.38	00:01:40	0.00%	0	\$0.00
199.	<a href="#">chesterfield council tax pay online</a>	61	37.70%	23	11.48%	3.20	00:03:35	0.00%	0	\$0.00
200.	<a href="#">chesterfield waterside</a>	61	27.87%	17	50.82%	3.66	00:06:31	0.00%	0	\$0.00
201.	<a href="http://www.chesterfield.gov.uk/healthylivingcentre/">http://www.chesterfield.gov.uk/healthylivingcentre/</a>	61	67.21%	41	32.79%	4.84	00:03:37	0.00%	0	\$0.00
202.	<a href="http://www.chesterfield.gov.uk/queenspark/">http://www.chesterfield.gov.uk/queenspark/</a>	61	47.54%	29	19.67%	3.25	00:03:31	0.00%	0	\$0.00
203.	<a href="#">staveley leisure centre chesterfield</a>	61	45.90%	28	26.23%	3.95	00:02:34	0.00%	0	\$0.00
204.	<a href="#">chesterfield borough council emergency repairs</a>	60	41.67%	25	78.33%	1.72	00:00:50	0.00%	0	\$0.00
205.	<a href="#">queens park sports centre opening times</a>	60	30.00%	18	36.67%	2.67	00:00:55	0.00%	0	\$0.00
206.	<a href="#">staveley gym opening times</a>	60	10.00%	6	43.33%	3.22	00:01:40	0.00%	0	\$0.00
207.	<a href="#">car parks in chesterfield town centre</a>	58	72.41%	42	36.21%	3.76	00:02:12	0.00%	0	\$0.00
208.	<a href="#">council flats in chesterfield to rent</a>	58	13.79%	8	31.03%	3.47	00:03:17	0.00%	0	\$0.00
209.	<a href="#">queens park leisure centre chesterfield opening times</a>	58	31.03%	18	37.93%	2.78	00:00:56	0.00%	0	\$0.00

	times									
210.	<a href="#">staveley climbing wall</a>	58	62.07%	36	17.24%	4.40	00:01:56	0.00%	0	\$0.00
211.	<a href="#">staveley swimming baths</a>	58	53.45%	31	27.59%	4.17	00:02:14	0.00%	0	\$0.00
212.	<a href="#">swimming pools chesterfield</a>	58	58.62%	34	43.10%	3.45	00:01:50	0.00%	0	\$0.00
213.	<a href="#">chesterfield births deaths and marriages</a>	57	78.95%	45	68.42%	1.79	00:01:24	0.00%	0	\$0.00
214.	<a href="#">chesterfield borough council</a>	57	35.09%	20	26.32%	3.42	00:02:31	0.00%	0	\$0.00
215.	<a href="#">council tax chesterfield borough council</a>	57	43.86%	25	35.09%	3.21	00:01:50	0.00%	0	\$0.00
216.	<a href="#">chesterfield design for security</a>	56	0.00%	0	89.29%	1.52	00:00:53	0.00%	0	\$0.00
217.	<a href="#">staveley leisure centre opening times</a>	56	32.14%	18	50.00%	3.66	00:02:37	0.00%	0	\$0.00
218.	<a href="#">car boots in chesterfield</a>	55	61.82%	34	60.00%	1.60	00:00:42	0.00%	0	\$0.00
219.	<a href="#">gyms in chesterfield</a>	55	52.73%	29	30.91%	3.87	00:02:01	0.00%	0	\$0.00
220.	<a href="#">queens park leisure centre opening times</a>	55	43.64%	24	40.00%	3.09	00:01:50	0.00%	0	\$0.00
221.	<a href="#">queens park sport centre</a>	55	49.09%	27	32.73%	2.78	00:02:16	0.00%	0	\$0.00
222.	<a href="#">swimming pools in chesterfield</a>	55	63.64%	35	29.09%	3.69	00:03:05	0.00%	0	\$0.00
223.	<a href="#">chesterfield recycling</a>	54	57.41%	31	37.04%	3.85	00:01:51	0.00%	0	\$0.00
224.	<a href="#">healthy living chesterfield</a>	54	37.04%	20	27.78%	4.89	00:03:53	0.00%	0	\$0.00
225.	<a href="#">leisure centre chesterfield</a>	54	72.22%	39	24.07%	3.93	00:02:48	0.00%	0	\$0.00
226.	<a href="#">chesterfield, england</a>	53	66.04%	35	56.60%	2.19	00:01:27	0.00%	0	\$0.00
227.	<a href="#">healthy living centre staveley swimming timetable</a>	53	7.55%	4	37.74%	2.77	00:02:45	0.00%	0	\$0.00
228.	<a href="#">private landlords in chesterfield</a>	53	60.38%	32	56.60%	2.21	00:01:15	0.00%	0	\$0.00
229.	<a href="#">queens park swimming timetable</a>	53	32.08%	17	24.53%	2.70	00:00:53	0.00%	0	\$0.00
230.	<a href="#">chesterfield borough council rent payments</a>	52	48.08%	25	26.92%	2.94	00:02:37	0.00%	0	\$0.00
231.	<a href="#">swimming in chesterfield</a>	52	50.00%	26	15.38%	3.63	00:02:23	0.00%	0	\$0.00
232.	<a href="#">winding wheel</a>	52	53.85%	28	57.69%	1.98	00:00:30	0.00%	0	\$0.00
233.	<a href="#">chesterfield car boot sunday</a>	51	70.59%	36	76.47%	1.65	00:00:55	0.00%	0	\$0.00
234.	<a href="#">chesterfield parks</a>	51	66.67%	34	27.45%	4.27	00:03:59	0.00%	0	\$0.00
235.	<a href="#">chesterfield wards map</a>	51	3.92%	2	9.80%	2.67	00:02:37	0.00%	0	\$0.00
236.	<a href="#">chesterfield borough council careline</a>	50	22.00%	11	50.00%	3.34	00:09:23	0.00%	0	\$0.00
237.	<a href="#">chesterfield borough council councillors</a>	50	38.00%	19	50.00%	2.78	00:03:21	0.00%	0	\$0.00
238.	<a href="#">chesterfield borough council housing application</a>	50	58.00%	29	48.00%	2.58	00:01:38	0.00%	0	\$0.00
239.	<a href="#">chesterfield borough council uk</a>	50	36.00%	18	14.00%	3.72	00:03:00	0.00%	0	\$0.00
240.	<a href="#">chesterfield leisure centre queens park</a>	50	56.00%	28	22.00%	3.66	00:02:28	0.00%	0	\$0.00
241.	<a href="#">chesterfield queens park leisure centre</a>	50	54.00%	27	32.00%	4.02	00:03:12	0.00%	0	\$0.00
242.	<a href="#">eastwood park chesterfield</a>	50	44.00%	22	36.00%	3.54	00:03:58	0.00%	0	\$0.00
243.	<a href="#">markham vale chesterfield</a>	50	58.00%	29	62.00%	1.94	00:01:12	0.00%	0	\$0.00
244.	<a href="#">chesterfield market stalls</a>	49	69.39%	34	55.10%	2.20	00:03:23	0.00%	0	\$0.00
245.	<a href="#">chesterfield parking charges</a>	49	71.43%	35	46.94%	3.22	00:03:20	0.00%	0	\$0.00
246.	<a href="#">staveley healthy living centre timetable</a>	49	34.69%	17	24.49%	4.55	00:03:06	0.00%	0	\$0.00
247.	<a href="#">chesterfield borough council core strategy</a>	48	18.75%	9	31.25%	2.98	00:03:43	0.00%	0	\$0.00
248.	<a href="#">chesterfield borough council recycling</a>	48	60.42%	29	22.92%	4.42	00:01:48	0.00%	0	\$0.00
249.	<a href="#">chesterfield market stall prices</a>	48	72.92%	35	70.83%	1.65	00:00:32	0.00%	0	\$0.00
250.	<a href="#">chesterfield planning portal</a>	48	33.33%	16	66.67%	1.96	00:03:01	0.00%	0	\$0.00
251.	<a href="#">dema glass chesterfield</a>	48	64.58%	31	50.00%	2.31	00:01:49	0.00%	0	\$0.00
252.	<a href="#">free parking in chesterfield</a>	48	66.67%	32	56.25%	2.52	00:02:27	0.00%	0	\$0.00
253.	<a href="#">queens park sport centre chesterfield</a>	48	64.58%	31	31.25%	3.92	00:01:50	0.00%	0	\$0.00
254.	<a href="#">staveley hlc</a>	48	27.08%	13	22.92%	3.54	00:02:31	0.00%	0	\$0.00

255.	<a href="#">car boot chesterfield sunday</a>	47	42.55%	20	87.23%	1.28	00:00:16	0.00%	0	\$0.00
256.	<a href="#">car boot sale chesterfield</a>	47	68.09%	32	74.47%	1.43	00:00:47	0.00%	0	\$0.00
257.	<a href="#">chesterfield allotments</a>	47	38.30%	18	34.04%	3.15	00:04:14	0.00%	0	\$0.00
258.	<a href="#">chesterfield borough council address</a>	47	63.83%	30	76.60%	1.38	00:00:11	0.00%	0	\$0.00
259.	<a href="#">chesterfield borough council apprenticeships</a>	47	53.19%	25	27.66%	2.74	00:01:20	0.00%	0	\$0.00
260.	<a href="#">chesterfield crematorium fees</a>	47	36.17%	17	57.45%	1.96	00:01:45	0.00%	0	\$0.00
261.	<a href="#">newbold community school</a>	47	61.70%	29	74.47%	2.04	00:02:06	0.00%	0	\$0.00
262.	<a href="#">queens park swimming prices</a>	47	44.68%	21	55.32%	2.15	00:00:44	0.00%	0	\$0.00
263.	<a href="#">swimming lessons chesterfield</a>	47	36.17%	17	53.19%	2.11	00:00:38	0.00%	0	\$0.00
264.	<a href="#">www.chesterfield .gov.uk</a>	47	6.38%	3	76.60%	1.77	00:01:52	0.00%	0	\$0.00
265.	<a href="#">chesterfield borough council areas list</a>	46	0.00%	0	52.17%	1.98	00:00:19	0.00%	0	\$0.00
266.	<a href="#">chesterfield borough council tax bands</a>	46	41.30%	19	45.65%	2.26	00:00:47	0.00%	0	\$0.00
267.	<a href="#">chesterfield local plan</a>	46	41.30%	19	10.87%	5.24	00:04:23	0.00%	0	\$0.00
268.	<a href="#">chesterfield town centre</a>	46	86.96%	40	73.91%	1.83	00:00:38	0.00%	0	\$0.00
269.	<a href="#">http://chesterfield.gov.uk/</a>	46	43.48%	20	17.39%	3.28	00:01:32	0.00%	0	\$0.00
270.	<a href="#">parking in chesterfield town centre</a>	46	73.91%	34	41.30%	3.13	00:01:51	0.00%	0	\$0.00
271.	<a href="#">chesterfield+council</a>	45	62.22%	28	28.89%	4.27	00:03:19	0.00%	0	\$0.00
272.	<a href="#">gym chesterfield</a>	45	62.22%	28	35.56%	3.18	00:01:33	0.00%	0	\$0.00
273.	<a href="#">healthy living centre staveley swimming times</a>	45	28.89%	13	17.78%	3.49	00:01:38	0.00%	0	\$0.00
274.	<a href="#">leisure centre staveley</a>	45	53.33%	24	24.44%	4.16	00:02:10	0.00%	0	\$0.00
275.	<a href="#">queens park leisure</a>	45	46.67%	21	44.44%	2.47	00:01:35	0.00%	0	\$0.00
276.	<a href="#">staveley gym chesterfield</a>	45	40.00%	18	51.11%	3.20	00:03:42	0.00%	0	\$0.00
277.	<a href="#">chester council</a>	44	97.73%	43	47.73%	2.75	00:01:28	0.00%	0	\$0.00
278.	<a href="#">chesterfield borough council housing benefit calculator</a>	44	43.18%	19	65.91%	1.59	00:01:37	0.00%	0	\$0.00
279.	<a href="#">chesterfield borough council number</a>	44	68.18%	30	86.36%	1.39	00:00:32	0.00%	0	\$0.00
280.	<a href="#">chesterfield core strategy examination</a>	44	13.64%	6	43.18%	3.27	00:03:26	0.00%	0	\$0.00
281.	<a href="#">council tax</a>	44	45.45%	20	38.64%	3.09	00:03:00	0.00%	0	\$0.00
282.	<a href="#">environmental health chesterfield borough council</a>	44	52.27%	23	31.82%	3.82	00:02:33	0.00%	0	\$0.00
283.	<a href="#">healthy living centre staveley swimming</a>	44	29.55%	13	34.09%	3.20	00:01:58	0.00%	0	\$0.00
284.	<a href="#">chesterfield borough council complaints</a>	43	37.21%	16	58.14%	2.63	00:01:32	0.00%	0	\$0.00
285.	<a href="#">chesterfield borough council leisure</a>	43	11.63%	5	13.95%	3.93	00:04:11	0.00%	0	\$0.00
286.	<a href="#">chesterfield borough council pest control</a>	43	39.53%	17	51.16%	2.67	00:01:19	0.00%	0	\$0.00
287.	<a href="#">chesterfield electoral register</a>	43	46.51%	20	65.12%	2.53	00:00:52	0.00%	0	\$0.00
288.	<a href="#">chesterfield housing associations</a>	43	58.14%	25	53.49%	2.02	00:02:12	0.00%	0	\$0.00
289.	<a href="#">chesterfield museum &amp; art gallery</a>	43	62.79%	27	39.53%	2.53	00:01:03	0.00%	0	\$0.00
290.	<a href="#">queens park sports centre chesterfield derbyshire</a>	43	48.84%	21	48.84%	2.70	00:01:49	0.00%	0	\$0.00
291.	<a href="#">rose hill car park chesterfield</a>	43	60.47%	26	53.49%	2.23	00:01:34	0.00%	0	\$0.00
292.	<a href="#">spital cemetery</a>	43	65.12%	28	44.19%	2.56	00:02:19	0.00%	0	\$0.00
293.	<a href="#">staveley healthy living centre swimming timetable</a>	43	13.95%	6	41.86%	2.81	00:01:55	0.00%	0	\$0.00
294.	<a href="#">car boot sales in chesterfield</a>	42	71.43%	30	69.05%	1.90	00:01:34	0.00%	0	\$0.00
295.	<a href="#">chesterfield borough council pay rent</a>	42	38.10%	16	28.57%	3.07	00:03:53	0.00%	0	\$0.00
296.	<a href="#">chesterfield environmental health</a>	42	57.14%	24	45.24%	3.14	00:01:27	0.00%	0	\$0.00
297.	<a href="#">chesterfieldcouncil</a>	42	57.14%	24	9.52%	4.36	00:04:22	0.00%	0	\$0.00
298.	<a href="#">gymnastics chesterfield</a>	42	45.24%	19	28.57%	3.93	00:01:32	0.00%	0	\$0.00
299.	<a href="#">healthy living centre staveley chesterfield</a>	42	59.52%	25	30.95%	2.95	00:02:03	0.00%	0	\$0.00
300.	<a href="#">on the move chesterfield council</a>	42	38.10%	16	45.24%	2.31	00:01:56	0.00%	0	\$0.00

300.	<a href="#">on the move chesterfield council</a>	42	38.10%	16	43.24%	2.31	00:01:30	0.00%	0	\$0.00
301.	<a href="#">parks in chesterfield</a>	42	64.29%	27	42.86%	3.86	00:02:09	0.00%	0	\$0.00
302.	<a href="#">queens park opening times</a>	42	40.48%	17	35.71%	2.24	00:01:09	0.00%	0	\$0.00
303.	<a href="#">staveley healthy living center</a>	42	42.86%	18	23.81%	3.86	00:02:46	0.00%	0	\$0.00
304.	<a href="#">boythorpe cemetery</a>	41	41.46%	17	60.98%	2.32	00:01:51	0.00%	0	\$0.00
305.	<a href="#">car boots chesterfield</a>	41	78.05%	32	70.73%	1.34	00:00:14	0.00%	0	\$0.00
306.	<a href="#">chesterfield bc planning</a>	41	36.59%	15	34.15%	3.32	00:03:45	0.00%	0	\$0.00
307.	<a href="#">chesterfield borough council pay council tax</a>	41	19.51%	8	21.95%	3.17	00:03:42	0.00%	0	\$0.00
308.	<a href="#">chesterfield coucil</a>	41	39.02%	16	19.51%	3.46	00:03:39	0.00%	0	\$0.00
309.	<a href="#">chesterfield taxi licensing</a>	41	58.54%	24	48.78%	2.59	00:02:00	0.00%	0	\$0.00
310.	<a href="#">healthy living center chesterfield</a>	41	41.46%	17	41.46%	2.37	00:00:53	0.00%	0	\$0.00
311.	<a href="#">chesterfield and district crematorium</a>	40	50.00%	20	55.00%	1.70	00:02:07	0.00%	0	\$0.00
312.	<a href="#">chesterfield community right to bid</a>	40	0.00%	0	47.50%	2.62	00:02:12	0.00%	0	\$0.00
313.	<a href="#">chesterfield council tax prices</a>	40	15.00%	6	77.50%	1.55	00:02:32	0.00%	0	\$0.00
314.	<a href="#">chesterfield spirepride contact</a>	40	0.00%	0	17.50%	4.00	00:04:54	0.00%	0	\$0.00
315.	<a href="#">deaths chesterfield</a>	40	70.00%	28	60.00%	2.00	00:01:10	0.00%	0	\$0.00
316.	<a href="#">queens park leisure center</a>	40	37.50%	15	35.00%	3.50	00:03:26	0.00%	0	\$0.00
317.	<a href="#">queenspark</a>	40	47.50%	19	27.50%	3.62	00:05:27	0.00%	0	\$0.00
318.	<a href="#">chesterfield borough council bin collection dates</a>	39	48.72%	19	58.97%	2.03	00:00:45	0.00%	0	\$0.00
319.	<a href="#">chesterfield tourist information</a>	39	71.79%	28	51.28%	2.26	00:02:04	0.00%	0	\$0.00
320.	<a href="#">council tax bands</a>	39	41.03%	16	74.36%	1.79	00:00:54	0.00%	0	\$0.00
321.	<a href="#">map of chesterfield town centre</a>	39	76.92%	30	79.49%	1.31	00:00:28	0.00%	0	\$0.00
322.	<a href="#">queens park sports centre chesterfield opening times</a>	39	38.46%	15	33.33%	3.00	00:02:04	0.00%	0	\$0.00
323.	<a href="#">www.chesterfield borough council</a>	39	38.46%	15	7.69%	5.26	00:05:38	0.00%	0	\$0.00
324.	<a href="#">chesterfield borough council building control</a>	38	28.95%	11	84.21%	1.29	00:00:43	0.00%	0	\$0.00
325.	<a href="#">chesterfield car parks map</a>	38	63.16%	24	28.95%	4.50	00:04:15	0.00%	0	\$0.00
326.	<a href="#">chesterfield carboot</a>	38	73.68%	28	47.37%	2.08	00:01:42	0.00%	0	\$0.00
327.	<a href="#">chesterfield housing list</a>	38	55.26%	21	39.47%	2.87	00:01:21	0.00%	0	\$0.00
328.	<a href="#">chesterfield local election results</a>	38	36.84%	14	31.58%	2.79	00:01:24	0.00%	0	\$0.00
329.	<a href="#">housing benefit calculator chesterfield</a>	38	39.47%	15	78.95%	1.26	00:00:47	0.00%	0	\$0.00
330.	<a href="#">successful places spd</a>	38	0.00%	0	39.47%	2.58	00:02:26	0.00%	0	\$0.00
331.	<a href="#">beetwell street car park chesterfield</a>	37	29.73%	11	40.54%	2.62	00:01:39	0.00%	0	\$0.00
332.	<a href="#">chesterfield borough council repairs number</a>	37	51.35%	19	70.27%	1.57	00:01:26	0.00%	0	\$0.00
333.	<a href="#">chesterfield borough council website</a>	37	24.32%	9	29.73%	3.54	00:02:47	0.00%	0	\$0.00
334.	<a href="#">chesterfield car boot sale</a>	37	70.27%	26	59.46%	1.81	00:00:26	0.00%	0	\$0.00
335.	<a href="#">chesterfield gym</a>	37	56.76%	21	18.92%	4.62	00:02:35	0.00%	0	\$0.00
336.	<a href="#">queens park chesterfield parking</a>	37	18.92%	7	81.08%	1.62	00:00:33	0.00%	0	\$0.00
337.	<a href="#">allotments chesterfield</a>	36	61.11%	22	33.33%	2.25	00:01:53	0.00%	0	\$0.00
338.	<a href="#">car park chesterfield</a>	36	69.44%	25	69.44%	2.06	00:02:22	0.00%	0	\$0.00
339.	<a href="#">chesterfield appliance collection</a>	36	0.00%	0	100.00%	1.00	00:00:00	0.00%	0	\$0.00
340.	<a href="#">chesterfield council tax number</a>	36	47.22%	17	69.44%	1.67	00:00:34	0.00%	0	\$0.00
341.	<a href="#">chesterfield election results</a>	36	52.78%	19	16.67%	3.25	00:01:19	0.00%	0	\$0.00
342.	<a href="#">chesterfield england</a>	36	91.67%	33	52.78%	3.22	00:01:35	0.00%	0	\$0.00
343.	<a href="#">chesterfield licensing</a>	36	36.11%	13	41.67%	2.64	00:01:46	0.00%	0	\$0.00
344.	<a href="#">chesterfield refuse collection</a>	36	50.00%	18	41.67%	2.86	00:01:23	0.00%	0	\$0.00
345.	<a href="#">commercial property to let chesterfield</a>	36	66.67%	24	52.78%	2.00	00:01:53	0.00%	0	\$0.00

346.	<a href="#">gymnastics in chesterfield</a>	36	44.44%	16	47.22%	3.28	00:02:40	0.00%	0	\$0.00
347.	<a href="#">queens park sports centre swimming</a>	36	38.89%	14	44.44%	2.14	00:00:57	0.00%	0	\$0.00
348.	<a href="#">swimming queens park chesterfield</a>	36	52.78%	19	44.44%	2.83	00:01:42	0.00%	0	\$0.00
349.	<a href="#">chesterfield borough council business rates</a>	35	48.57%	17	42.86%	3.17	00:02:56	0.00%	0	\$0.00
350.	<a href="#">chesterfield cemetery</a>	35	74.29%	26	45.71%	2.54	00:02:31	0.00%	0	\$0.00
351.	<a href="#">chesterfield queens park sports centre</a>	35	40.00%	14	34.29%	4.06	00:03:22	0.00%	0	\$0.00
352.	<a href="#">housing association in chesterfield</a>	35	54.29%	19	62.86%	1.97	00:01:27	0.00%	0	\$0.00
353.	<a href="#">pictures of queens park swimming pool chesterfield</a>	35	0.00%	0	97.14%	1.11	00:00:05	0.00%	0	\$0.00
354.	<a href="#">queens park sports center chesterfield</a>	35	54.29%	19	28.57%	2.86	00:01:47	0.00%	0	\$0.00
355.	<a href="#">queens park sports chesterfield</a>	35	37.14%	13	45.71%	2.71	00:02:22	0.00%	0	\$0.00
356.	<a href="#">staveley healthy living centre swimming pool</a>	35	25.71%	9	34.29%	3.06	00:02:21	0.00%	0	\$0.00
357.	<a href="#">the avenue chesterfield</a>	35	57.14%	20	65.71%	1.43	00:01:02	0.00%	0	\$0.00
358.	<a href="#">chesterfield borough council environmental services</a>	34	23.53%	8	29.41%	4.50	00:03:08	0.00%	0	\$0.00
359.	<a href="#">chesterfield borough council housing application form</a>	34	35.29%	12	52.94%	2.03	00:02:08	0.00%	0	\$0.00
360.	<a href="#">chesterfield council pay online</a>	34	32.35%	11	5.88%	3.44	00:05:00	0.00%	0	\$0.00
361.	<a href="#">chesterfield elections</a>	34	55.88%	19	32.35%	3.26	00:03:07	0.00%	0	\$0.00
362.	<a href="#">chesterfield sites and boundaries consultation</a>	34	2.94%	1	76.47%	1.53	00:02:19	0.00%	0	\$0.00
363.	<a href="#">council bungalows</a>	34	88.24%	30	52.94%	2.21	00:01:11	0.00%	0	\$0.00
364.	<a href="#">holmebrook valley park chesterfield</a>	34	29.41%	10	50.00%	2.65	00:02:28	0.00%	0	\$0.00
365.	<a href="#">homeless chesterfield</a>	34	70.59%	24	82.35%	1.26	00:00:33	0.00%	0	\$0.00
366.	<a href="http://www.chesterfield.gov.uk/tourist-attractions-63.html">http://www.chesterfield.gov.uk/tourist-attractions-63.html</a>	34	88.24%	30	52.94%	1.79	00:01:23	0.00%	0	\$0.00
367.	<a href="#">pomegranate theatre chesterfield</a>	34	55.88%	19	44.12%	2.65	00:01:26	0.00%	0	\$0.00
368.	<a href="#">queens park in chesterfield</a>	34	41.18%	14	58.82%	3.09	00:01:24	0.00%	0	\$0.00
369.	<a href="#">queens park leisure centre swimming timetable</a>	34	32.35%	11	47.06%	2.21	00:01:46	0.00%	0	\$0.00
370.	<a href="#">queens park swimming pool chesterfield opening times</a>	34	50.00%	17	38.24%	2.68	00:02:03	0.00%	0	\$0.00
371.	<a href="#">staveley fitness centre</a>	34	52.94%	18	35.29%	3.53	00:03:13	0.00%	0	\$0.00
372.	<a href="#">chesterfield borough council intranet</a>	33	9.09%	3	60.61%	2.15	00:02:15	0.00%	0	\$0.00
373.	<a href="#">chesterfield borough council pay rent online</a>	33	36.36%	12	6.06%	3.03	00:03:06	0.00%	0	\$0.00
374.	<a href="#">chesterfield commercial property</a>	33	51.52%	17	75.76%	1.48	00:00:32	0.00%	0	\$0.00
375.	<a href="#">chesterfield council planning applications</a>	33	45.45%	15	48.48%	2.76	00:02:44	0.00%	0	\$0.00
376.	<a href="#">chesterfield council rent</a>	33	27.27%	9	57.58%	2.03	00:01:39	0.00%	0	\$0.00
377.	<a href="#">dema glass</a>	33	90.91%	30	63.64%	1.64	00:00:12	0.00%	0	\$0.00
378.	<a href="#">housing benefit</a>	33	57.58%	19	51.52%	2.30	00:03:34	0.00%	0	\$0.00
379.	<a href="#">irongate chesterfield</a>	33	6.06%	2	33.33%	3.24	00:04:40	0.00%	0	\$0.00
380.	<a href="#">midwife staveley</a>	33	18.18%	6	72.73%	1.64	00:01:01	0.00%	0	\$0.00
381.	<a href="#">queens park chesterfield fitness timetable</a>	33	27.27%	9	51.52%	3.24	00:02:28	0.00%	0	\$0.00
382.	<a href="#">brimington cemetery chesterfield</a>	32	59.38%	19	56.25%	2.59	00:02:33	0.00%	0	\$0.00
383.	<a href="#">chesterfield borough council planning portal</a>	32	34.38%	11	46.88%	2.78	00:03:03	0.00%	0	\$0.00
384.	<a href="#">chesterfield council parking</a>	32	68.75%	22	31.25%	3.19	00:03:21	0.00%	0	\$0.00
385.	<a href="#">chesterfield market hall redevelopment</a>	32	9.38%	3	21.88%	7.38	00:14:08	0.00%	0	\$0.00
386.	<a href="#">chesterfield planning permission</a>	32	62.50%	20	46.88%	2.97	00:02:04	0.00%	0	\$0.00
387.	<a href="#">chesterfield town centre parking</a>	32	71.88%	23	34.38%	2.81	00:02:20	0.00%	0	\$0.00
388.	<a href="#">chesterfieldborough council</a>	32	56.25%	14	21.88%	3.12	00:01:45	0.00%	0	\$0.00
389.	<a href="#">newbold court chesterfield</a>	32	59.38%	19	81.25%	1.25	00:01:12	0.00%	0	\$0.00
390.	<a href="#">northern gateway chesterfield</a>	32	31.25%	10	56.25%	2.12	00:01:04	0.00%	0	\$0.00

391.	<a href="#">queen's park sports centre chesterfield</a>	32	28.12%	9	43.75%	2.59	00:02:14	0.00%	0	\$0.00
392.	<a href="#">queens park chesterfield swimming pool</a>	32	31.25%	10	34.38%	2.75	00:02:15	0.00%	0	\$0.00
393.	<a href="#">queens park, chesterfield</a>	32	59.38%	19	40.62%	2.66	00:02:50	0.00%	0	\$0.00
394.	<a href="#">spital cemetery chesterfield</a>	32	59.38%	19	46.88%	2.28	00:02:05	0.00%	0	\$0.00
395.	<a href="#">staveley healthy living centre swimming</a>	32	43.75%	14	9.38%	4.78	00:02:36	0.00%	0	\$0.00
396.	<a href="#">staveley leisure centre timetable</a>	32	31.25%	10	18.75%	3.88	00:03:23	0.00%	0	\$0.00
397.	<a href="#">the winding wheel chesterfield</a>	32	90.62%	29	43.75%	2.31	00:01:04	0.00%	0	\$0.00
398.	<a href="#">time beauty chesterfield</a>	32	21.88%	7	43.75%	2.88	00:02:12	0.00%	0	\$0.00
399.	<a href="#">www.chesterfieldboroughcouncil</a>	32	28.12%	9	21.88%	4.34	00:02:21	0.00%	0	\$0.00
400.	<a href="#">chestefield borough council</a>	31	48.39%	15	25.81%	2.87	00:02:00	0.00%	0	\$0.00
401.	<a href="#">chesterfield .gov</a>	31	45.16%	14	9.68%	4.29	00:04:16	0.00%	0	\$0.00
402.	<a href="#">chesterfield bin collection</a>	31	45.16%	14	48.39%	2.03	00:00:53	0.00%	0	\$0.00
403.	<a href="#">chesterfield borough council green bins</a>	31	6.45%	2	29.03%	3.29	00:05:22	0.00%	0	\$0.00
404.	<a href="#">chesterfield borough council opening hours</a>	31	19.35%	6	38.71%	4.94	00:03:27	0.00%	0	\$0.00
405.	<a href="#">chesterfield borough council parking permits</a>	31	45.16%	14	45.16%	2.19	00:01:12	0.00%	0	\$0.00
406.	<a href="#">chesterfield borough council planning permission</a>	31	32.26%	10	45.16%	2.94	00:02:33	0.00%	0	\$0.00
407.	<a href="#">chesterfield borough council taxi licensing</a>	31	41.94%	13	32.26%	2.74	00:02:54	0.00%	0	\$0.00
408.	<a href="#">chesterfield council address</a>	31	87.10%	27	83.87%	1.32	00:00:07	0.00%	0	\$0.00
409.	<a href="#">chesterfield elections 2013</a>	31	48.39%	15	32.26%	3.00	00:01:26	0.00%	0	\$0.00
410.	<a href="#">chesterfield refuse</a>	31	67.74%	21	67.74%	1.94	00:00:40	0.00%	0	\$0.00
411.	<a href="#">eastwood park hasland chesterfield</a>	31	58.06%	18	74.19%	1.65	00:00:32	0.00%	0	\$0.00
412.	<a href="http://www.chesterfield.gov.uk/queens-park-288.html">http://www.chesterfield.gov.uk/queens-park-288.html</a>	31	70.97%	22	61.29%	3.81	00:02:00	0.00%	0	\$0.00
413.	<a href="#">private rent chesterfield</a>	31	45.16%	14	64.52%	1.77	00:00:35	0.00%	0	\$0.00
414.	<a href="#">queens park swimming times chesterfield</a>	31	38.71%	12	35.48%	2.74	00:01:15	0.00%	0	\$0.00
415.	<a href="#">bin collection chesterfield</a>	30	43.33%	13	46.67%	1.93	00:01:23	0.00%	0	\$0.00
416.	<a href="#">chesterfield bc jobs</a>	30	26.67%	8	6.67%	4.60	00:01:38	0.00%	0	\$0.00
417.	<a href="#">chesterfield borough council elections</a>	30	26.67%	8	26.67%	3.63	00:02:13	0.00%	0	\$0.00
418.	<a href="#">chesterfield borough council free parking</a>	30	43.33%	13	50.00%	3.53	00:02:38	0.00%	0	\$0.00
419.	<a href="#">chesterfield car park prices</a>	30	6.67%	2	76.67%	1.30	00:01:41	0.00%	0	\$0.00
420.	<a href="#">chesterfield car parking charges</a>	30	46.67%	14	66.67%	1.97	00:01:31	0.00%	0	\$0.00
421.	<a href="#">chesterfield fc car boot</a>	30	73.33%	22	70.00%	1.63	00:01:14	0.00%	0	\$0.00
422.	<a href="#">chesterfield market hall refurbishment</a>	30	73.33%	22	53.33%	2.43	00:00:59	0.00%	0	\$0.00
423.	<a href="#">chesterfield town</a>	30	90.00%	27	63.33%	2.10	00:01:10	0.00%	0	\$0.00
424.	<a href="#">eastwood park hasland</a>	30	66.67%	20	73.33%	1.97	00:00:43	0.00%	0	\$0.00
425.	<a href="#">fitness classes chesterfield</a>	30	33.33%	10	46.67%	2.33	00:01:30	0.00%	0	\$0.00
426.	<a href="#">homeless in chesterfield</a>	30	56.67%	17	86.67%	1.67	00:00:24	0.00%	0	\$0.00
427.	<a href="#">housing benefit chesterfield borough council</a>	30	26.67%	8	40.00%	2.93	00:02:43	0.00%	0	\$0.00
428.	<a href="#">local housing allowance chesterfield</a>	30	60.00%	18	76.67%	1.60	00:01:06	0.00%	0	\$0.00
429.	<a href="mailto:neighbourhood.team@chesterfield.gov.uk">neighbourhood.team@chesterfield.gov.uk</a>	30	0.00%	0	0.00%	3.67	00:04:43	0.00%	0	\$0.00
430.	<a href="#">peak resort chesterfield</a>	30	83.33%	25	83.33%	1.20	00:00:24	0.00%	0	\$0.00
431.	<a href="#">planning chesterfield borough council</a>	30	30.00%	9	30.00%	3.47	00:01:50	0.00%	0	\$0.00
432.	<a href="#">queen's park sports centre</a>	30	33.33%	10	33.33%	2.87	00:05:48	0.00%	0	\$0.00
433.	<a href="#">queens park sports centre chesterfield uk</a>	30	40.00%	12	43.33%	2.83	00:01:55	0.00%	0	\$0.00
434.	<a href="#">staveley healthy living centre chesterfield</a>	30	18.89%	4	36.67%	2.40	00:00:41	0.00%	0	\$0.00
435.	<a href="#">borough council chesterfield</a>	29	51.72%	15	27.59%	3.14	00:01:41	0.00%	0	\$0.00
436.	<a href="#">chesterfield benefits office</a>	29	51.72%	15	68.97%	1.97	00:01:08	0.00%	0	\$0.00

437.	<a href="#">chesterfield borough council environmental health</a>	29	27.59%	8	27.59%	6.07	00:07:03	0.00%	0	\$0.00
438.	<a href="#">chesterfield borough council twitter</a>	29	24.14%	7	44.83%	2.76	00:01:37	0.00%	0	\$0.00
439.	<a href="#">chesterfield council bins</a>	29	34.48%	10	51.72%	2.79	00:02:30	0.00%	0	\$0.00
440.	<a href="#">chesterfield council repairs number</a>	29	44.83%	13	79.31%	1.41	00:01:57	0.00%	0	\$0.00
441.	<a href="#">chesterfield crematorium map</a>	29	65.52%	19	86.21%	1.45	00:00:20	0.00%	0	\$0.00
442.	<a href="#">chesterfield planning committee</a>	29	17.24%	5	41.38%	2.17	00:00:54	0.00%	0	\$0.00
443.	<a href="#">council flats in chesterfield</a>	29	58.62%	17	55.17%	2.72	00:02:21	0.00%	0	\$0.00
444.	<a href="#">health living center staveley</a>	29	13.79%	4	86.21%	1.31	00:00:09	0.00%	0	\$0.00
445.	<a href="#">queens park chesterfield swimming prices</a>	29	37.93%	11	41.38%	2.07	00:00:34	0.00%	0	\$0.00
446.	<a href="#">queens park swimming timetable in holidays</a>	29	0.00%	0	65.52%	1.86	00:03:09	0.00%	0	\$0.00
447.	<a href="#">queens sports centre chesterfield</a>	29	41.38%	12	24.14%	3.62	00:02:53	0.00%	0	\$0.00
448.	<a href="#">revenues hall chesterfield</a>	29	51.72%	15	55.17%	2.79	00:02:18	0.00%	0	\$0.00
449.	<a href="#">staveley midwifery base</a>	29	37.93%	11	34.48%	2.45	00:02:01	0.00%	0	\$0.00
450.	<a href="#">water rates chesterfield</a>	29	31.03%	9	41.38%	2.07	00:01:28	0.00%	0	\$0.00
451.	<a href="#">www.onthemove-cbc.org.uk</a>	29	41.38%	12	65.52%	2.48	00:01:33	0.00%	0	\$0.00
452.	<a href="#">chesterfield borough council</a>	28	60.71%	17	32.14%	3.29	00:02:30	0.00%	0	\$0.00
453.	<a href="#">chesterfield borough council bins</a>	28	50.00%	14	39.29%	2.36	00:01:15	0.00%	0	\$0.00
454.	<a href="#">chesterfield borough council housing on the move</a>	28	32.14%	9	39.29%	2.54	00:01:42	0.00%	0	\$0.00
455.	<a href="#">chesterfield borough council planning application forms</a>	28	35.71%	10	57.14%	2.07	00:01:56	0.00%	0	\$0.00
456.	<a href="#">chesterfield borough council telephone number</a>	28	60.71%	17	67.86%	1.86	00:04:10	0.00%	0	\$0.00
457.	<a href="#">chesterfield bough council</a>	28	50.00%	14	32.14%	3.54	00:02:26	0.00%	0	\$0.00
458.	<a href="#">chesterfield car boot sales</a>	28	78.57%	22	57.14%	2.07	00:00:47	0.00%	0	\$0.00
459.	<a href="#">chesterfield council tax rates</a>	28	57.14%	16	82.14%	1.89	00:00:22	0.00%	0	\$0.00
460.	<a href="#">chesterfield electoral roll</a>	28	64.29%	18	67.86%	1.54	00:00:12	0.00%	0	\$0.00
461.	<a href="#">chesterfield free parking</a>	28	39.29%	11	50.00%	2.71	00:01:22	0.00%	0	\$0.00
462.	<a href="#">chesterfield pool</a>	28	64.29%	18	46.43%	1.93	00:00:35	0.00%	0	\$0.00
463.	<a href="#">chesterfield train station car park</a>	28	28.57%	8	53.57%	1.71	00:00:57	0.00%	0	\$0.00
464.	<a href="#">climbing wall chesterfield</a>	28	50.00%	14	71.43%	2.39	00:01:25	0.00%	0	\$0.00
465.	<a href="#">electoral roll chesterfield</a>	28	78.57%	22	60.71%	2.00	00:01:04	0.00%	0	\$0.00
466.	<a href="#">farmers market chesterfield</a>	28	82.14%	23	50.00%	2.68	00:01:10	0.00%	0	\$0.00
467.	<a href="#">market hall chesterfield</a>	28	50.00%	14	57.14%	1.86	00:00:45	0.00%	0	\$0.00
468.	<a href="#">pest control chesterfield</a>	28	50.00%	14	71.43%	1.61	00:02:27	0.00%	0	\$0.00
469.	<a href="#">proact stadium car boot</a>	28	53.57%	15	85.71%	1.25	00:00:43	0.00%	0	\$0.00
470.	<a href="#">queens park chesterfield gym</a>	28	57.14%	16	17.86%	3.68	00:01:50	0.00%	0	\$0.00
471.	<a href="#">queens park fitness classes</a>	28	28.57%	8	39.29%	2.11	00:01:11	0.00%	0	\$0.00
472.	<a href="#">queens park leisure centre chesterfield swimming</a>	28	39.29%	11	42.86%	2.57	00:02:00	0.00%	0	\$0.00
473.	<a href="#">shops to rent in chesterfield</a>	28	57.14%	16	60.71%	1.61	00:00:52	0.00%	0	\$0.00
474.	<a href="#">staveley cemetery</a>	28	50.00%	14	50.00%	2.89	00:02:22	0.00%	0	\$0.00
475.	<a href="#">staveley leisure center</a>	28	42.86%	12	28.57%	3.18	00:02:39	0.00%	0	\$0.00
476.	<a href="#">www.chesterfield borough coucil.co.uk</a>	28	3.57%	1	0.00%	3.64	00:00:48	0.00%	0	\$0.00
477.	<a href="#">chesterfield borough council building regulations</a>	27	22.22%	6	55.56%	1.93	00:01:16	0.00%	0	\$0.00
478.	<a href="#">chesterfield borough council commercial property</a>	27	29.63%	8	62.96%	1.44	00:01:15	0.00%	0	\$0.00
479.	<a href="#">chesterfield borough council house bidding</a>	27	33.33%	9	59.26%	1.78	00:00:53	0.00%	0	\$0.00
480.	<a href="#">chesterfield borough council housing repairs</a>	27	48.15%	13	59.26%	2.89	00:02:30	0.00%	0	\$0.00
481.	<a href="#">chesterfield city council jobs</a>	27	88.89%	24	37.04%	3.15	00:01:18	0.00%	0	\$0.00
482.	<a href="#">chesterfield council contact</a>	27	55.56%	15	74.07%	1.37	00:01:18	0.00%	0	\$0.00



482.	<a href="#">chesterfield council contact</a>	27	58.52%	10	74.07%	2.67	00:01:13	0.00%	0	\$0.00
483.	<a href="#">chesterfield council homes</a>	27	37.04%	10	59.26%	2.44	00:01:13	0.00%	0	\$0.00
484.	<a href="#">chesterfield leisure centre swimming</a>	27	62.96%	17	33.33%	4.04	00:02:21	0.00%	0	\$0.00
485.	<a href="#">chesterfield planning policy</a>	27	29.63%	8	14.81%	4.59	00:02:45	0.00%	0	\$0.00
486.	<a href="#">chesterfield shopping centre</a>	27	88.89%	24	48.15%	2.85	00:01:05	0.00%	0	\$0.00
487.	<a href="#">chesterfield+borough+council+planning+applications</a>	27	14.81%	4	59.26%	1.78	00:01:29	0.00%	0	\$0.00
488.	<a href="#">housing associations</a>	27	81.48%	22	62.96%	2.37	00:00:52	0.00%	0	\$0.00
489.	<a href="#">queens+park+chesterfield</a>	27	81.48%	22	40.74%	2.74	00:01:29	0.00%	0	\$0.00
490.	<a href="#">soft play chesterfield</a>	27	44.44%	12	92.59%	1.26	00:00:22	0.00%	0	\$0.00
491.	<a href="#">staveley healthy living centre gym</a>	27	18.52%	5	22.22%	5.67	00:04:53	0.00%	0	\$0.00
492.	<a href="#">swimming staveley chesterfield</a>	27	25.93%	7	25.93%	3.67	00:01:43	0.00%	0	\$0.00
493.	<a href="#">allotments in chesterfield</a>	26	42.31%	11	42.31%	2.12	00:01:02	0.00%	0	\$0.00
494.	<a href="#">chesterfield borough concil</a>	26	42.31%	11	19.23%	3.85	00:01:59	0.00%	0	\$0.00
495.	<a href="#">chesterfield borough council blue bin</a>	26	53.85%	14	65.38%	2.27	00:01:41	0.00%	0	\$0.00
496.	<a href="#">chesterfield borough council parking services</a>	26	38.46%	10	26.92%	3.27	00:02:07	0.00%	0	\$0.00
497.	<a href="#">chesterfield borough council, apprenticeships</a>	26	0.00%	0	92.31%	1.08	00:01:04	0.00%	0	\$0.00
498.	<a href="#">chesterfield council bin collection</a>	26	38.46%	10	38.46%	2.92	00:03:10	0.00%	0	\$0.00
499.	<a href="#">chesterfield council house</a>	26	42.31%	11	42.31%	2.62	00:01:54	0.00%	0	\$0.00
500.	<a href="#">chesterfield council planning department</a>	26	61.54%	16	23.08%	4.46	00:04:29	0.00%	0	\$0.00
501.	<a href="#">chesterfield crem</a>	26	76.92%	20	50.00%	2.19	00:01:39	0.00%	0	\$0.00
502.	<a href="#">chesterfield crematorium address</a>	26	65.38%	17	69.23%	1.42	00:00:27	0.00%	0	\$0.00
503.	<a href="#">chesterfield parking permit</a>	26	34.62%	9	53.85%	2.88	00:01:49	0.00%	0	\$0.00
504.	<a href="#">chesterfield revenues hall</a>	26	42.31%	11	50.00%	2.12	00:02:39	0.00%	0	\$0.00
505.	<a href="#">queens park annexe chesterfield</a>	26	30.77%	8	38.46%	3.08	00:02:06	0.00%	0	\$0.00
506.	<a href="#">queens park chesterfield postcode</a>	26	57.69%	15	73.08%	1.73	00:01:18	0.00%	0	\$0.00
507.	<a href="#">queens park shool holidays chesterfield</a>	26	0.00%	0	69.23%	1.73	00:03:32	0.00%	0	\$0.00
508.	<a href="#">queens park sports center</a>	26	50.00%	13	19.23%	2.96	00:02:25	0.00%	0	\$0.00
509.	<a href="#">benefits office chesterfield</a>	25	60.00%	15	80.00%	1.48	00:00:21	0.00%	0	\$0.00
510.	<a href="#">cbc housing</a>	25	12.00%	3	72.00%	2.04	00:01:13	0.00%	0	\$0.00
511.	<a href="#">chesterfield borough council allotments</a>	25	60.00%	15	20.00%	3.88	00:03:23	0.00%	0	\$0.00
512.	<a href="#">chesterfield borough council local plan</a>	25	36.00%	9	28.00%	4.20	00:04:16	0.00%	0	\$0.00
513.	<a href="#">chesterfield borough council right to buy</a>	25	28.00%	7	76.00%	1.44	00:02:20	0.00%	0	\$0.00
514.	<a href="#">chesterfield council contact number</a>	25	80.00%	20	80.00%	1.32	00:01:22	0.00%	0	\$0.00
515.	<a href="#">chesterfield council houses to rent</a>	25	44.00%	11	32.00%	2.88	00:02:10	0.00%	0	\$0.00
516.	<a href="#">chesterfield council properties</a>	25	60.00%	15	44.00%	3.12	00:01:26	0.00%	0	\$0.00
517.	<a href="#">chesterfield state of the borough</a>	25	0.00%	0	12.00%	3.12	00:01:02	0.00%	0	\$0.00
518.	<a href="#">chesterfield town centre map</a>	25	56.00%	14	76.00%	1.68	00:00:51	0.00%	0	\$0.00
519.	<a href="#">chesterfield town hall history</a>	25	36.00%	9	72.00%	2.80	00:06:03	0.00%	0	\$0.00
520.	<a href="#">chesterfield ward map</a>	25	24.00%	6	36.00%	3.44	00:05:55	0.00%	0	\$0.00
521.	<a href="#">chesterfield winding wheel</a>	25	68.00%	17	36.00%	2.04	00:00:59	0.00%	0	\$0.00
522.	<a href="#">council flats to rent in chesterfield</a>	25	56.00%	14	40.00%	2.76	00:01:56	0.00%	0	\$0.00
523.	<a href="#">council house chesterfield</a>	25	60.00%	15	28.00%	3.04	00:04:53	0.00%	0	\$0.00
524.	<a href="#">houses to rent in chesterfield private landlords</a>	25	48.00%	12	84.00%	1.48	00:00:19	0.00%	0	\$0.00
525.	<a href="#">middlecroft leisure centre staveley</a>	25	32.00%	9	12.00%	4.24	00:01:29	0.00%	0	\$0.00
526.	<a href="#">olympic torch route chesterfield</a>	25	0.00%	0	28.00%	2.72	00:01:24	0.00%	0	\$0.00
527.	<a href="#">pay council tax online chesterfield</a>	25	32.00%	8	20.00%	3.00	00:02:08	0.00%	0	\$0.00



528.	<a href="#">queen park leisure centre chesterfield</a>	25	48.00%	12	24.00%	3.96	00:02:54	0.00%	0	\$0.00
529.	<a href="#">queens park chesterfield events</a>	25	44.00%	11	40.00%	2.76	00:02:28	0.00%	0	\$0.00
530.	<a href="#">queens park chesterfield gym opening times</a>	25	36.00%	9	64.00%	2.52	00:02:10	0.00%	0	\$0.00
531.	<a href="#">queens park sports centre boythorpe road chesterfield</a>	25	8.00%	2	72.00%	1.96	00:01:33	0.00%	0	\$0.00
532.	<a href="#">queens park swimming lessons</a>	25	28.00%	7	32.00%	2.92	00:01:03	0.00%	0	\$0.00
533.	<a href="#">spital cemetry</a>	25	0.00%	0	8.00%	4.24	00:06:43	0.00%	0	\$0.00
534.	<a href="#">wimbourne crescent community room, chesterfield</a>	25	0.00%	0	0.00%	3.24	00:04:25	0.00%	0	\$0.00
535.	<a href="#">ww.chesterfield.gov.uk</a>	25	0.00%	0	32.00%	2.76	00:02:05	0.00%	0	\$0.00
536.	<a href="#">car parks chesterfield town centre</a>	24	79.17%	19	20.83%	3.58	00:01:58	0.00%	0	\$0.00
537.	<a href="#">chesterfield benefit centre address</a>	24	87.50%	21	75.00%	1.29	00:00:14	0.00%	0	\$0.00
538.	<a href="#">chesterfield concil</a>	24	45.83%	11	41.67%	3.17	00:02:22	0.00%	0	\$0.00
539.	<a href="#">chesterfield council building control</a>	24	50.00%	12	66.67%	1.58	00:00:43	0.00%	0	\$0.00
540.	<a href="#">chesterfield council housing list</a>	24	45.83%	11	58.33%	1.92	00:01:49	0.00%	0	\$0.00
541.	<a href="#">chesterfield council pest control</a>	24	41.67%	10	62.50%	1.75	00:02:35	0.00%	0	\$0.00
542.	<a href="#">chesterfield council tax band prices</a>	24	20.83%	5	37.50%	3.00	00:04:07	0.00%	0	\$0.00
543.	<a href="#">chesterfield council tax office</a>	24	58.33%	14	54.17%	2.33	00:02:15	0.00%	0	\$0.00
544.	<a href="#">chesterfield cricket club</a>	24	70.83%	17	70.83%	1.62	00:00:41	0.00%	0	\$0.00
545.	<a href="#">chesterfield cricket ground</a>	24	87.50%	21	33.33%	2.46	00:01:08	0.00%	0	\$0.00
546.	<a href="#">chesterfield housing authority</a>	24	54.17%	13	29.17%	2.38	00:01:06	0.00%	0	\$0.00
547.	<a href="#">chesterfield housing benefit number</a>	24	45.83%	11	75.00%	1.38	00:00:34	0.00%	0	\$0.00
548.	<a href="#">chesterfield leisure centres</a>	24	62.50%	15	41.67%	2.83	00:01:25	0.00%	0	\$0.00
549.	<a href="#">chesterfield museums</a>	24	50.00%	12	54.17%	1.79	00:00:28	0.00%	0	\$0.00
550.	<a href="#">chesterfield planning core strategy</a>	24	0.00%	0	41.67%	2.25	00:01:28	0.00%	0	\$0.00
551.	<a href="#">chesterfield queens park swimming times</a>	24	37.50%	9	33.33%	2.38	00:02:47	0.00%	0	\$0.00
552.	<a href="#">chesterfield swimming pool timetable</a>	24	45.83%	11	66.67%	3.00	00:01:38	0.00%	0	\$0.00
553.	<a href="#">chesterfield town hall postcode</a>	24	45.83%	11	50.00%	2.54	00:02:17	0.00%	0	\$0.00
554.	<a href="#">gym tots chesterfield</a>	24	20.83%	5	50.00%	3.29	00:02:52	0.00%	0	\$0.00
555.	<a href="#">health living center</a>	24	75.00%	18	45.83%	2.96	00:01:23	0.00%	0	\$0.00
556.	<a href="#">healthy living stavely</a>	24	16.67%	4	33.33%	3.25	00:03:19	0.00%	0	\$0.00
557.	<a href="#">housing chesterfield</a>	24	54.17%	13	25.00%	2.79	00:01:42	0.00%	0	\$0.00
558.	<a href="#">housing solutions chesterfield</a>	24	37.50%	9	58.33%	2.46	00:00:30	0.00%	0	\$0.00
559.	<a href="#">inspire fitness chesterfield</a>	24	37.50%	9	25.00%	3.29	00:02:24	0.00%	0	\$0.00
560.	<a href="#">markham vale</a>	24	75.00%	18	79.17%	1.33	00:00:59	0.00%	0	\$0.00
561.	<a href="#">midwife centre chesterfield</a>	24	4.17%	1	70.83%	1.50	00:05:33	0.00%	0	\$0.00
562.	<a href="#">planning permission chesterfield</a>	24	54.17%	13	37.50%	4.12	00:03:11	0.00%	0	\$0.00
563.	<a href="#">queens park chesterfield fitness classes</a>	24	25.00%	6	33.33%	2.83	00:00:56	0.00%	0	\$0.00
564.	<a href="#">careline</a>	23	47.83%	11	73.91%	1.70	00:00:51	0.00%	0	\$0.00
565.	<a href="#">chesterfield bin collection dates</a>	23	30.43%	7	47.83%	2.48	00:02:30	0.00%	0	\$0.00
566.	<a href="#">chesterfield borough council contact</a>	23	60.87%	14	69.57%	1.35	00:00:12	0.00%	0	\$0.00
567.	<a href="#">chesterfield borough council electoral register</a>	23	56.52%	13	56.52%	2.91	00:02:09	0.00%	0	\$0.00
568.	<a href="#">chesterfield borough council planning search</a>	23	13.04%	3	52.17%	1.96	00:01:37	0.00%	0	\$0.00
569.	<a href="#">chesterfield business rates</a>	23	69.57%	16	30.43%	3.04	00:01:57	0.00%	0	\$0.00
570.	<a href="#">chesterfield council licensing</a>	23	56.52%	13	39.13%	2.96	00:02:24	0.00%	0	\$0.00
571.	<a href="#">chesterfield council on the move</a>	23	60.87%	14	65.22%	1.87	00:01:38	0.00%	0	\$0.00
572.	<a href="#">chesterfield homeless</a>	23	52.17%	12	78.26%	1.39	00:01:06	0.00%	0	\$0.00
573.	<a href="#">chesterfield housing benefit calculator</a>	23	21.74%	5	60.87%	1.78	00:02:51	0.00%	0	\$0.00

573.	<a href="#">chesterfield housing benefit calculator</a>	23	21.74%	5	66.67%	1.76	00:02:31	0.00%	0	\$0.00
574.	<a href="#">chesterfield market stall</a>	23	60.87%	14	73.91%	1.61	00:00:27	0.00%	0	\$0.00
575.	<a href="#">chesterfield parking services</a>	23	43.48%	10	34.78%	2.52	00:01:48	0.00%	0	\$0.00
576.	<a href="#">chesterfield refuse site</a>	23	82.61%	19	73.91%	1.78	00:00:33	0.00%	0	\$0.00
577.	<a href="#">chesterfield rent office</a>	23	43.48%	10	69.57%	1.91	00:01:17	0.00%	0	\$0.00
578.	<a href="#">chesterfield shopping</a>	23	73.91%	17	95.65%	1.09	00:00:01	0.00%	0	\$0.00
579.	<a href="#">chesterfield sites and boundaries</a>	23	8.70%	2	65.22%	1.83	00:04:55	0.00%	0	\$0.00
580.	<a href="#">chesterfield tourism</a>	23	86.96%	20	52.17%	3.17	00:00:57	0.00%	0	\$0.00
581.	<a href="#">council flats chesterfield</a>	23	73.91%	17	30.43%	2.87	00:02:10	0.00%	0	\$0.00
582.	<a href="#">council housing in chesterfield</a>	23	65.22%	15	39.13%	2.22	00:02:05	0.00%	0	\$0.00
583.	<a href="#">council tax band chesterfield</a>	23	34.78%	8	52.17%	2.22	00:00:47	0.00%	0	\$0.00
584.	<a href="#">healthy living centre opening times</a>	23	13.04%	3	26.09%	3.65	00:01:32	0.00%	0	\$0.00
585.	<a href="#">healthy living centre swimming times</a>	23	21.74%	5	13.04%	3.39	00:04:20	0.00%	0	\$0.00
586.	<a href="#">healthy living centre, staveley</a>	23	47.83%	11	34.78%	3.70	00:02:27	0.00%	0	\$0.00
587.	<a href="#">jobs chesterfield council</a>	23	65.22%	15	69.57%	1.87	00:00:40	0.00%	0	\$0.00
588.	<a href="#">museum chesterfield</a>	23	69.57%	16	52.17%	1.78	00:01:34	0.00%	0	\$0.00
589.	<a href="#">pavements shopping centre</a>	23	52.17%	12	56.52%	1.91	00:01:47	0.00%	0	\$0.00
590.	<a href="#">staveley healthy living centre midwife</a>	23	47.83%	11	26.09%	3.17	00:01:01	0.00%	0	\$0.00
591.	<a href="#">waist wise chesterfield</a>	23	52.17%	12	73.91%	1.52	00:01:08	0.00%	0	\$0.00
592.	<a href="#">boythorpe cemetery chesterfield</a>	22	50.00%	11	59.09%	2.73	00:01:34	0.00%	0	\$0.00
593.	<a href="#">chesterfield benifit calculator</a>	22	0.00%	0	9.09%	2.50	00:01:41	0.00%	0	\$0.00
594.	<a href="#">chesterfield borough council council tax bands</a>	22	50.00%	11	81.82%	1.64	00:00:43	0.00%	0	\$0.00
595.	<a href="#">chesterfield borough councils mayor</a>	22	0.00%	0	40.91%	9.36	00:08:28	0.00%	0	\$0.00
596.	<a href="#">chesterfield car boot sale sunday</a>	22	59.09%	13	72.73%	1.41	00:01:19	0.00%	0	\$0.00
597.	<a href="#">chesterfield car park</a>	22	54.55%	12	72.73%	1.64	00:00:27	0.00%	0	\$0.00
598.	<a href="#">chesterfield careline</a>	22	63.64%	14	77.27%	1.50	00:00:47	0.00%	0	\$0.00
599.	<a href="#">chesterfield council elections</a>	22	63.64%	14	22.73%	3.95	00:03:38	0.00%	0	\$0.00
600.	<a href="#">chesterfield election</a>	22	27.27%	6	31.82%	2.64	00:02:20	0.00%	0	\$0.00
601.	<a href="#">chesterfield local development scheme</a>	22	9.09%	2	72.73%	1.50	00:00:19	0.00%	0	\$0.00
602.	<a href="#">chesterfield local elections 2013</a>	22	45.45%	10	31.82%	2.50	00:01:23	0.00%	0	\$0.00
603.	<a href="#">chesterfield multi storey car park</a>	22	59.09%	13	59.09%	1.82	00:02:25	0.00%	0	\$0.00
604.	<a href="#">chesterfield queens park events</a>	22	22.73%	5	9.09%	3.05	00:01:57	0.00%	0	\$0.00
605.	<a href="#">chesterfield wards</a>	22	13.64%	3	68.18%	2.91	00:01:44	0.00%	0	\$0.00
606.	<a href="#">choice based lettings chesterfield</a>	22	22.73%	5	22.73%	2.45	00:01:16	0.00%	0	\$0.00
607.	<a href="#">community right to challenge chesterfield</a>	22	0.00%	0	4.55%	5.23	00:03:09	0.00%	0	\$0.00
608.	<a href="#">council tax bands in chesterfield</a>	22	68.18%	15	59.09%	2.05	00:01:21	0.00%	0	\$0.00
609.	<a href="#">donut car park chesterfield</a>	22	72.73%	16	59.09%	1.73	00:01:29	0.00%	0	\$0.00
610.	<a href="#">hasland park</a>	22	54.55%	12	90.91%	1.18	00:00:46	0.00%	0	\$0.00
611.	<a href="#">hasland park chesterfield</a>	22	40.91%	9	90.91%	1.36	00:00:06	0.00%	0	\$0.00
612.	<a href="#">health living centre staveley</a>	22	40.91%	9	13.64%	5.18	00:03:05	0.00%	0	\$0.00
613.	<a href="#">healthy living centre staveley price list</a>	22	22.73%	5	63.64%	3.77	00:02:29	0.00%	0	\$0.00
614.	<a href="#">healthy living centre staveley swimming lessons</a>	22	36.36%	8	22.73%	4.00	00:02:16	0.00%	0	\$0.00
615.	<a href="#">local election results for chesterfield</a>	22	9.09%	2	54.55%	2.45	00:02:26	0.00%	0	\$0.00
616.	<a href="#">peak resort derbyshire</a>	22	13.64%	3	22.73%	4.73	00:08:44	0.00%	0	\$0.00
617.	<a href="#">queens park chesterfield swimming lessons</a>	22	27.27%	7	27.27%	3.41	00:02:09	0.00%	0	\$0.00
618.	<a href="#">queens park chesterfield swimming pool opening times</a>	22	36.36%	8	45.45%	2.55	00:00:51	0.00%	0	\$0.00

619.	<a href="#">queens park leisure center chesterfield</a>	22	54.55%	12	36.36%	3.09	00:02:02	0.00%	0	\$0.00
620.	<a href="#">queens park membership</a>	22	31.82%	7	31.82%	3.05	00:02:07	0.00%	0	\$0.00
621.	<a href="#">staveley leisure centre gym</a>	22	36.36%	8	40.91%	4.36	00:01:30	0.00%	0	\$0.00
622.	<a href="#">staveley leisure centre swimming timetable</a>	22	27.27%	6	27.27%	3.64	00:01:51	0.00%	0	\$0.00
623.	<a href="#">staveley healthy living</a>	22	31.82%	7	31.82%	3.50	00:04:07	0.00%	0	\$0.00
624.	<a href="#">the healthy living center</a>	22	13.64%	3	31.82%	3.91	00:01:22	0.00%	0	\$0.00
625.	<a href="#">waist wise</a>	22	59.09%	13	77.27%	1.59	00:00:35	0.00%	0	\$0.00
626.	<a href="#">chesterfield bc council tax</a>	21	42.86%	9	19.05%	3.86	00:03:21	0.00%	0	\$0.00
627.	<a href="#">chesterfield borough council contact numbers</a>	21	57.14%	12	52.38%	2.62	00:01:54	0.00%	0	\$0.00
628.	<a href="#">chesterfield borough council core strategy submission</a>	21	0.00%	0	23.81%	2.81	00:04:35	0.00%	0	\$0.00
629.	<a href="#">chesterfield borough council election results</a>	21	47.62%	10	19.05%	5.33	00:03:29	0.00%	0	\$0.00
630.	<a href="#">chesterfield borough council online payment</a>	21	28.57%	6	4.76%	3.86	00:04:28	0.00%	0	\$0.00
631.	<a href="#">chesterfield borough planning</a>	21	57.14%	12	38.10%	4.00	00:02:02	0.00%	0	\$0.00
632.	<a href="#">chesterfield business premises</a>	21	14.29%	3	52.38%	2.00	00:01:34	0.00%	0	\$0.00
633.	<a href="#">chesterfield council commercial property</a>	21	52.38%	11	57.14%	1.86	00:00:39	0.00%	0	\$0.00
634.	<a href="#">chesterfield council election results</a>	21	38.10%	8	38.10%	2.71	00:00:57	0.00%	0	\$0.00
635.	<a href="#">chesterfield dc</a>	21	76.19%	16	33.33%	2.19	00:00:52	0.00%	0	\$0.00
636.	<a href="#">chesterfield housing benefits</a>	21	9.52%	2	80.95%	1.81	00:01:26	0.00%	0	\$0.00
637.	<a href="#">chesterfield parking map</a>	21	66.67%	14	38.10%	3.19	00:01:50	0.00%	0	\$0.00
638.	<a href="#">chesterfield town centre masterplan</a>	21	14.29%	3	42.86%	2.24	00:00:26	0.00%	0	\$0.00
639.	<a href="#">chesterfield.gov.uk/planningapplications</a>	21	61.90%	13	61.90%	2.95	00:02:45	0.00%	0	\$0.00
640.	<a href="#">council tax in chesterfield</a>	21	61.90%	13	14.29%	2.76	00:01:50	0.00%	0	\$0.00
641.	<a href="#">council tax rates chesterfield</a>	21	57.14%	12	85.71%	1.67	00:00:22	0.00%	0	\$0.00
642.	<a href="#">healthy living centre staveley membership</a>	21	28.57%	6	28.57%	3.43	00:02:18	0.00%	0	\$0.00
643.	<a href="#">healthy living centre staveley timetable</a>	21	38.10%	8	9.52%	4.62	00:02:23	0.00%	0	\$0.00
644.	<a href="#">on the move</a>	21	52.38%	11	57.14%	1.95	00:01:20	0.00%	0	\$0.00
645.	<a href="#">parks chesterfield</a>	21	57.14%	12	9.52%	4.33	00:02:00	0.00%	0	\$0.00
646.	<a href="#">planning permission chesterfield borough council</a>	21	42.86%	9	47.62%	3.00	00:06:14	0.00%	0	\$0.00
647.	<a href="#">queens park pool</a>	21	57.14%	12	52.38%	2.57	00:02:46	0.00%	0	\$0.00
648.	<a href="#">queens park sports centre, chesterfield</a>	21	47.62%	10	42.86%	2.24	00:01:53	0.00%	0	\$0.00
649.	<a href="#">register birth chesterfield</a>	21	47.62%	10	80.95%	1.24	00:01:18	0.00%	0	\$0.00
650.	<a href="#">shops to let chesterfield</a>	21	42.86%	9	52.38%	1.62	00:01:30	0.00%	0	\$0.00
651.	<a href="#">www.chesterfield.gov.uk/planningapplications</a>	21	28.57%	6	33.33%	4.57	00:07:03	0.00%	0	\$0.00
652.	<a href="#">chesterfield borough council</a>	20	10.00%	2	35.00%	3.70	00:03:08	0.00%	0	\$0.00
653.	<a href="#">chesterfield borough council benefits calculator</a>	20	55.00%	11	45.00%	2.05	00:02:35	0.00%	0	\$0.00
654.	<a href="#">chesterfield borough council chesterfield</a>	20	50.00%	10	40.00%	4.05	00:03:00	0.00%	0	\$0.00
655.	<a href="#">chesterfield borough council waste collection</a>	20	40.00%	8	55.00%	2.10	00:00:45	0.00%	0	\$0.00
656.	<a href="#">chesterfield community safety partnership</a>	20	35.00%	7	40.00%	2.95	00:03:34	0.00%	0	\$0.00
657.	<a href="#">chesterfield council derbyshire</a>	20	25.00%	5	35.00%	2.45	00:01:08	0.00%	0	\$0.00
658.	<a href="#">chesterfield council uk</a>	20	60.00%	12	15.00%	3.75	00:01:42	0.00%	0	\$0.00
659.	<a href="#">chesterfield home improvement agency</a>	20	55.00%	11	60.00%	2.30	00:01:14	0.00%	0	\$0.00
660.	<a href="#">chesterfield job cdntre plus maternity allowance</a>	20	0.00%	0	10.00%	4.65	00:01:37	0.00%	0	\$0.00
661.	<a href="#">chesterfield leisure centre swimming times</a>	20	50.00%	10	25.00%	3.65	00:01:47	0.00%	0	\$0.00
662.	<a href="#">chesterfield refuse tip</a>	20	70.00%	14	75.00%	1.35	00:00:09	0.00%	0	\$0.00
663.	<a href="#">chesterfield swimming pool queens park</a>	20	55.00%	11	30.00%	2.40	00:01:12	0.00%	0	\$0.00
664.	<a href="#">chestetfield borough council</a>	20	5.00%	1	10.00%	2.35	00:01:27	0.00%	0	\$0.00

665.	<a href="#">disabled parking chesterfield</a>	20	60.00%	12	30.00%	3.10	00:02:24	0.00%	0	\$0.00
666.	<a href="#">disabled parking in chesterfield</a>	20	75.00%	15	55.00%	2.45	00:01:29	0.00%	0	\$0.00
667.	<a href="#">electoral register chesterfield</a>	20	40.00%	8	50.00%	1.95	00:01:27	0.00%	0	\$0.00
668.	<a href="http://www.chesterfield.gov.uk">http://www.chesterfield.gov.uk</a>	20	60.00%	12	35.00%	4.45	00:02:44	0.00%	0	\$0.00
669.	<a href="#">inkerman park chesterfield</a>	20	55.00%	11	55.00%	1.65	00:00:45	0.00%	0	\$0.00
670.	<a href="#">linacre open space chesterfield</a>	20	0.00%	0	15.00%	2.70	00:04:58	0.00%	0	\$0.00
671.	<a href="#">onthemove chesterfield</a>	20	40.00%	8	70.00%	1.55	00:00:59	0.00%	0	\$0.00
672.	<a href="#">pamper days chesterfield</a>	20	30.00%	6	15.00%	3.00	00:03:53	0.00%	0	\$0.00
673.	<a href="#">queen's park, chesterfield map</a>	20	0.00%	0	35.00%	3.75	00:09:14	0.00%	0	\$0.00
674.	<a href="#">refuse collection chesterfield</a>	20	45.00%	9	35.00%	2.20	00:01:16	0.00%	0	\$0.00
675.	<a href="site:chesterfield.gov.uk">site:chesterfield.gov.uk</a> chesterfield borough council	20	50.00%	10	25.00%	4.80	00:04:22	0.00%	0	\$0.00
676.	<a href="#">staveley sports centre chesterfield</a>	20	40.00%	8	20.00%	4.75	00:03:13	0.00%	0	\$0.00
677.	<a href="#">swimming lessons in chesterfield</a>	20	35.00%	7	40.00%	2.50	00:01:53	0.00%	0	\$0.00
678.	<a href="#">water rates chesterfield derbyshire</a>	20	20.00%	4	45.00%	2.20	00:02:13	0.00%	0	\$0.00
679.	<a href="#">www.chesterfield</a>	20	55.00%	11	50.00%	2.05	00:01:03	0.00%	0	\$0.00
680.	<a href="#">www.chesterfieldboroughcouncil.gov.uk</a>	20	30.00%	6	30.00%	4.30	00:06:45	0.00%	0	\$0.00
681.	<a href="#">cctv chesterfield</a>	19	68.42%	13	73.68%	1.53	00:00:07	0.00%	0	\$0.00
682.	<a href="#">chesterfield bc tax pay online</a>	19	0.00%	0	26.32%	2.74	00:04:57	0.00%	0	\$0.00
683.	<a href="#">chesterfield blue bin</a>	19	26.32%	5	47.37%	1.84	00:01:11	0.00%	0	\$0.00
684.	<a href="#">chesterfield borough coucil</a>	19	47.37%	9	10.53%	5.53	00:06:30	0.00%	0	\$0.00
685.	<a href="#">chesterfield borough council</a>	19	52.63%	10	21.05%	5.63	00:04:12	0.00%	0	\$0.00
686.	<a href="#">chesterfield borough council homeless section</a>	19	52.63%	10	78.95%	1.21	00:00:51	0.00%	0	\$0.00
687.	<a href="#">chesterfield borough council houses</a>	19	42.11%	8	26.32%	2.84	00:05:05	0.00%	0	\$0.00
688.	<a href="#">chesterfield borough council meet the buyer</a>	19	0.00%	0	10.53%	5.16	00:04:00	0.00%	0	\$0.00
689.	<a href="#">chesterfield borough council takeaway premises</a>	19	0.00%	0	42.11%	3.47	00:04:22	0.00%	0	\$0.00
690.	<a href="#">chesterfield borough uncil</a>	19	21.05%	4	52.63%	2.58	00:04:27	0.00%	0	\$0.00
691.	<a href="#">chesterfield car park charges</a>	19	52.63%	10	52.63%	2.42	00:02:47	0.00%	0	\$0.00
692.	<a href="#">chesterfield cemeteries</a>	19	42.11%	8	42.11%	2.42	00:01:06	0.00%	0	\$0.00
693.	<a href="#">chesterfield council -</a>	19	0.00%	0	5.26%	4.26	00:03:29	0.00%	0	\$0.00
694.	<a href="#">chesterfield council emergency number</a>	19	31.58%	6	63.16%	2.26	00:02:01	0.00%	0	\$0.00
695.	<a href="#">chesterfield council noise complaints</a>	19	73.68%	14	21.05%	3.05	00:02:18	0.00%	0	\$0.00
696.	<a href="#">chesterfield council opening times</a>	19	42.11%	8	63.16%	1.84	00:00:39	0.00%	0	\$0.00
697.	<a href="#">chesterfield crematorium services</a>	19	63.16%	12	47.37%	2.84	00:01:20	0.00%	0	\$0.00
698.	<a href="#">chesterfield local council</a>	19	68.42%	13	63.16%	1.84	00:00:33	0.00%	0	\$0.00
699.	<a href="#">chesterfield pay council tax</a>	19	15.79%	3	15.79%	3.74	00:05:50	0.00%	0	\$0.00
700.	<a href="#">chesterfield planning search</a>	19	21.05%	4	57.89%	1.84	00:04:58	0.00%	0	\$0.00
701.	<a href="#">chesterfield residents parking scheme</a>	19	36.84%	7	31.58%	2.79	00:01:36	0.00%	0	\$0.00
702.	<a href="#">chesterfield station car park</a>	19	73.68%	14	89.47%	1.21	00:00:05	0.00%	0	\$0.00
703.	<a href="#">chesterfield tourist information centre</a>	19	68.42%	13	57.89%	1.95	00:00:49	0.00%	0	\$0.00
704.	<a href="#">chesterfield+borough+council+local+plan</a>	19	0.00%	0	73.68%	1.42	00:02:32	0.00%	0	\$0.00
705.	<a href="#">chesterfiled borough council</a>	19	31.58%	6	31.58%	3.84	00:04:55	0.00%	0	\$0.00
706.	<a href="#">chesterfiled council</a>	19	57.89%	11	15.79%	3.05	00:01:54	0.00%	0	\$0.00
707.	<a href="#">commercial property in chesterfield</a>	19	68.42%	13	47.37%	1.74	00:00:39	0.00%	0	\$0.00
708.	<a href="#">council tax band a chesterfield</a>	19	73.68%	14	78.95%	1.37	00:00:16	0.00%	0	\$0.00
709.	<a href="#">food hygiene certificate chesterfield</a>	19	0.00%	0	57.89%	3.16	00:00:32	0.00%	0	\$0.00
710.	<a href="#">houses in chesterfield</a>	19	68.42%	13	68.42%	2.00	00:01:44	0.00%	0	\$0.00

710.	houses in chesterfield	19	88.42%	13	88.42%	2.95	00:01:44	0.00%	0	\$0.00
711.	housing strategy 2013	19	84.21%	16	100.00%	1.00	00:00:00	0.00%	0	\$0.00
712.	industrial units to let chesterfield	19	57.89%	11	68.42%	1.89	00:01:37	0.00%	0	\$0.00
713.	jobs in chesterfield council	19	73.68%	14	57.89%	1.89	00:01:03	0.00%	0	\$0.00
714.	living well centre staveley	19	57.89%	11	42.11%	3.95	00:02:12	0.00%	0	\$0.00
715.	markham vale development	19	15.79%	3	21.05%	2.63	00:03:21	0.00%	0	\$0.00
716.	parking charges chesterfield	19	52.63%	10	47.37%	2.84	00:03:45	0.00%	0	\$0.00
717.	parking chesterfield town centre	19	68.42%	13	21.05%	4.11	00:02:13	0.00%	0	\$0.00
718.	planning applications chesterfield borough council	19	47.37%	9	57.89%	3.26	00:03:43	0.00%	0	\$0.00
719.	queens park chesterfield number	19	52.63%	10	84.21%	1.32	00:01:38	0.00%	0	\$0.00
720.	saltergate health centre	19	68.42%	13	94.74%	1.11	00:00:03	0.00%	0	\$0.00
721.	spinning classes in chesterfield	19	52.63%	10	15.79%	3.42	00:02:14	0.00%	0	\$0.00
722.	staveley area action plan	19	36.84%	7	63.16%	2.89	00:01:35	0.00%	0	\$0.00
723.	staveley gym membership	19	57.89%	11	47.37%	2.53	00:01:24	0.00%	0	\$0.00
724.	staveley swimming pool timetable	19	31.58%	6	36.84%	2.68	00:01:28	0.00%	0	\$0.00
725.	staveley swimming	19	42.11%	8	21.05%	5.11	00:03:56	0.00%	0	\$0.00
726.	swimming baths chesterfield	19	57.89%	11	31.58%	3.53	00:02:10	0.00%	0	\$0.00
727.	swimming pool in chesterfield	19	68.42%	13	26.32%	2.95	00:02:11	0.00%	0	\$0.00
728.	swimming pool queens park	19	68.42%	13	31.58%	3.68	00:03:44	0.00%	0	\$0.00
729.	taxi licence chesterfield	19	26.32%	5	57.89%	1.63	00:00:54	0.00%	0	\$0.00
730.	tenant & residents association newbold	19	0.00%	0	10.53%	2.84	00:01:37	0.00%	0	\$0.00
731.	benefit fraud cases failing to declare capital 2013	18	5.56%	1	88.89%	1.50	00:00:48	0.00%	0	\$0.00
732.	births deaths and marriages chesterfield	18	72.22%	13	83.33%	1.94	00:00:24	0.00%	0	\$0.00
733.	brimington crematorium chesterfield derbyshire	18	72.22%	13	27.78%	2.89	00:02:47	0.00%	0	\$0.00
734.	brimington crematorium postcode	18	72.22%	13	66.67%	1.50	00:00:26	0.00%	0	\$0.00
735.	brimington crematorium	18	72.22%	13	50.00%	3.22	00:02:23	0.00%	0	\$0.00
736.	building regulations chesterfield borough council	18	50.00%	9	55.56%	2.44	00:03:26	0.00%	0	\$0.00
737.	can recycling chesterfield	18	0.00%	0	83.33%	1.17	00:00:03	0.00%	0	\$0.00
738.	car boot in chesterfield	18	77.78%	14	66.67%	1.56	00:00:31	0.00%	0	\$0.00
739.	chesterfield borough council bin collection	18	61.11%	11	38.89%	2.67	00:02:03	0.00%	0	\$0.00
740.	chesterfield borough council contact details	18	66.67%	12	83.33%	1.67	00:00:17	0.00%	0	\$0.00
741.	chesterfield borough council opening times	18	44.44%	8	55.56%	2.17	00:01:02	0.00%	0	\$0.00
742.	chesterfield borough council parking fines	18	22.22%	4	55.56%	1.94	00:02:39	0.00%	0	\$0.00
743.	chesterfield borough council#	18	50.00%	9	16.67%	4.39	00:02:28	0.00%	0	\$0.00
744.	chesterfield cemetery records	18	77.78%	14	38.89%	2.83	00:02:24	0.00%	0	\$0.00
745.	chesterfield council business rates	18	61.11%	11	50.00%	2.56	00:00:53	0.00%	0	\$0.00
746.	chesterfield council offices	18	61.11%	11	44.44%	2.72	00:03:21	0.00%	0	\$0.00
747.	chesterfield council phone number	18	66.67%	12	88.89%	1.17	00:00:12	0.00%	0	\$0.00
748.	chesterfield disabled parking	18	77.78%	14	50.00%	2.61	00:01:18	0.00%	0	\$0.00
749.	chesterfield festival	18	66.67%	12	66.67%	2.06	00:00:26	0.00%	0	\$0.00
750.	chesterfield local election results 2013	18	27.78%	5	33.33%	3.61	00:02:01	0.00%	0	\$0.00
751.	chesterfield museum	18	5.56%	1	33.33%	4.28	00:05:55	0.00%	0	\$0.00
752.	chesterfield market hall opening times	18	66.67%	12	66.67%	1.83	00:00:31	0.00%	0	\$0.00
753.	chesterfield planning office	18	44.44%	8	22.22%	2.83	00:01:37	0.00%	0	\$0.00
754.	chesterfield revenues hall opening times	18	66.67%	12	44.44%	3.39	00:02:09	0.00%	0	\$0.00
755.	chesterfield shlaa	18	0.00%	0	22.22%	3.28	00:03:20	0.00%	0	\$0.00

756.	<a href="#">chesterfield swimming pools</a>	18	88.89%	16	38.89%	3.17	00:02:30	0.00%	0	\$0.00
757.	<a href="#">climbing staveley</a>	18	38.89%	7	33.33%	3.61	00:01:22	0.00%	0	\$0.00
758.	<a href="#">council tax office chesterfield</a>	18	72.22%	13	66.67%	1.56	00:00:15	0.00%	0	\$0.00
759.	<a href="#">esterfield borough council</a>	18	5.56%	1	72.22%	1.94	00:01:05	0.00%	0	\$0.00
760.	<a href="#">flooding in chesterfield</a>	18	44.44%	8	55.56%	1.89	00:04:49	0.00%	0	\$0.00
761.	<a href="#">free parking chesterfield</a>	18	55.56%	10	66.67%	2.50	00:01:26	0.00%	0	\$0.00
762.	<a href="#">healthy living centre membership</a>	18	5.56%	1	11.11%	3.11	00:01:06	0.00%	0	\$0.00
763.	<a href="#">housing benefit number chesterfield</a>	18	55.56%	10	77.78%	1.39	00:00:11	0.00%	0	\$0.00
764.	<a href="#">housing in chesterfield</a>	18	55.56%	10	33.33%	3.28	00:02:36	0.00%	0	\$0.00
765.	<a href="#">is revenues hall the town hall chesterfield</a>	18	0.00%	0	16.67%	4.17	00:03:25	0.00%	0	\$0.00
766.	<a href="#">on the move cbc chesterfield</a>	18	27.78%	5	55.56%	2.44	00:01:47	0.00%	0	\$0.00
767.	<a href="#">planning application chesterfield</a>	18	61.11%	11	44.44%	2.44	00:03:51	0.00%	0	\$0.00
768.	<a href="#">queens park chesterfield class timetable</a>	18	38.89%	7	33.33%	2.17	00:00:51	0.00%	0	\$0.00
769.	<a href="#">queens park pool chesterfield</a>	18	72.22%	13	33.33%	3.06	00:02:29	0.00%	0	\$0.00
770.	<a href="#">staveley healthy living centre prices</a>	18	11.11%	2	38.89%	3.06	00:02:33	0.00%	0	\$0.00
771.	<a href="#">staveley leisure centre climbing wall</a>	18	44.44%	8	22.22%	4.56	00:03:04	0.00%	0	\$0.00
772.	<a href="#">staveley soft play</a>	18	22.22%	4	38.89%	2.94	00:02:38	0.00%	0	\$0.00
773.	<a href="#">staveley swimming pool times</a>	18	27.78%	5	50.00%	2.94	00:01:49	0.00%	0	\$0.00
774.	<a href="#">stavely health centre</a>	18	61.11%	11	33.33%	5.83	00:04:52	0.00%	0	\$0.00
775.	<a href="#">supported accommodation</a>	18	77.78%	14	88.89%	1.44	00:00:27	0.00%	0	\$0.00
776.	<a href="#">swimming baths in chesterfield</a>	18	66.67%	12	22.22%	4.44	00:03:41	0.00%	0	\$0.00
777.	<a href="#">units to let chesterfield</a>	18	33.33%	6	44.44%	2.50	00:02:06	0.00%	0	\$0.00
778.	<a href="#">vicar lane car park chesterfield</a>	18	72.22%	13	83.33%	1.56	00:00:55	0.00%	0	\$0.00
779.	<a href="#">who is the mayor of chesterfield uk</a>	18	5.56%	1	94.44%	1.06	00:00:02	0.00%	0	\$0.00
780.	<a href="#">area action plans</a>	17	0.00%	0	11.76%	3.82	00:00:44	0.00%	0	\$0.00
781.	<a href="#">care line chesterfield</a>	17	52.94%	9	88.24%	1.18	00:00:13	0.00%	0	\$0.00
782.	<a href="#">chestefield council</a>	17	58.82%	10	11.76%	4.53	00:02:11	0.00%	0	\$0.00
783.	<a href="#">chesterfield bmd</a>	17	70.59%	12	88.24%	1.18	00:00:10	0.00%	0	\$0.00
784.	<a href="#">chesterfield borough council benefits</a>	17	41.18%	7	41.18%	2.71	00:00:56	0.00%	0	\$0.00
785.	<a href="#">chesterfield borough council chesterfield, derbyshire</a>	17	76.47%	13	17.65%	4.18	00:03:27	0.00%	0	\$0.00
786.	<a href="#">chesterfield borough council homes</a>	17	52.94%	9	41.18%	3.76	00:03:47	0.00%	0	\$0.00
787.	<a href="#">chesterfield borough council housing list</a>	17	58.82%	10	29.41%	2.76	00:02:27	0.00%	0	\$0.00
788.	<a href="#">chesterfield borough council leisure services</a>	17	58.82%	10	29.41%	4.24	00:01:55	0.00%	0	\$0.00
789.	<a href="#">chesterfield borough council refuse department</a>	17	52.94%	9	52.94%	2.65	00:03:09	0.00%	0	\$0.00
790.	<a href="#">chesterfield borough council vacancies</a>	17	52.94%	9	52.94%	2.12	00:01:08	0.00%	0	\$0.00
791.	<a href="#">chesterfield borough council ward map</a>	17	5.88%	1	35.29%	3.59	00:02:08	0.00%	0	\$0.00
792.	<a href="#">chesterfield borough council waste disposal</a>	17	47.06%	8	47.06%	2.82	00:01:01	0.00%	0	\$0.00
793.	<a href="#">chesterfield borough local plan</a>	17	23.53%	4	41.18%	2.94	00:04:37	0.00%	0	\$0.00
794.	<a href="#">chesterfield core strategy modifications</a>	17	0.00%	0	52.94%	2.00	00:00:40	0.00%	0	\$0.00
795.	<a href="#">chesterfield council house list</a>	17	41.18%	7	35.29%	3.24	00:01:25	0.00%	0	\$0.00
796.	<a href="#">chesterfield council housing department</a>	17	64.71%	11	41.18%	2.76	00:01:15	0.00%	0	\$0.00
797.	<a href="#">chesterfield council refuse collection</a>	17	70.59%	12	47.06%	3.06	00:03:15	0.00%	0	\$0.00
798.	<a href="#">chesterfield homes</a>	17	64.71%	11	41.18%	2.12	00:00:32	0.00%	0	\$0.00
799.	<a href="#">chesterfield market opening days</a>	17	76.47%	13	64.71%	1.47	00:00:27	0.00%	0	\$0.00
800.	<a href="#">chesterfield town hall licensing section</a>	17	0.00%	0	100.00%	1.00	00:00:00	0.00%	0	\$0.00
801.	<a href="#">chesterfield+borough+council+planning</a>	17	35.29%	6	58.82%	2.76	00:02:53	0.00%	0	\$0.00

802.	<a href="#">chesterfield borough council</a>	17	29.41%	5	52.94%	3.41	00:04:58	0.00%	0	\$0.00
803.	<a href="#">council</a>	17	47.06%	8	29.41%	3.00	00:03:37	0.00%	0	\$0.00
804.	<a href="#">framework chesterfield</a>	17	41.18%	7	64.71%	2.24	00:01:58	0.00%	0	\$0.00
805.	<a href="#">gym in chesterfield</a>	17	88.24%	15	23.53%	4.53	00:01:32	0.00%	0	\$0.00
806.	<a href="#">hackney carriage and private hire licensing policy chesterfield borough council</a>	17	0.00%	0	35.29%	3.12	00:06:32	0.00%	0	\$0.00
807.	<a href="#">healthy living centre staveley spa</a>	17	17.65%	3	11.76%	3.71	00:02:09	0.00%	0	\$0.00
808.	<a href="#">jobs at chesterfield borough council</a>	17	29.41%	5	58.82%	2.29	00:00:56	0.00%	0	\$0.00
809.	<a href="#">lchesterfield borough council</a>	17	0.00%	0	5.88%	7.12	00:04:43	0.00%	0	\$0.00
810.	<a href="#">leisure centre staveley chesterfield</a>	17	52.94%	9	29.41%	4.24	00:02:45	0.00%	0	\$0.00
811.	<a href="#">miller homes chesterfield</a>	17	29.41%	5	88.24%	1.59	00:00:29	0.00%	0	\$0.00
812.	<a href="#">pay chesterfield council tax online</a>	17	29.41%	5	5.88%	3.53	00:04:00	0.00%	0	\$0.00
813.	<a href="#">planning department chesterfield</a>	17	23.53%	4	52.94%	2.35	00:03:41	0.00%	0	\$0.00
814.	<a href="#">pomegranate theatre</a>	17	82.35%	14	47.06%	2.35	00:01:00	0.00%	0	\$0.00
815.	<a href="#">queen park swimming pool</a>	17	47.06%	8	23.53%	2.41	00:00:48	0.00%	0	\$0.00
816.	<a href="#">queens park chesterfield gym membership</a>	17	41.18%	7	29.41%	2.94	00:01:54	0.00%	0	\$0.00
817.	<a href="#">queens park chesterfield leisure centre</a>	17	52.94%	9	52.94%	2.00	00:00:50	0.00%	0	\$0.00
818.	<a href="#">she chesterfield</a>	17	76.47%	13	82.35%	1.24	00:00:07	0.00%	0	\$0.00
819.	<a href="#">shops for rent in chesterfield</a>	17	52.94%	9	41.18%	2.76	00:01:20	0.00%	0	\$0.00
820.	<a href="#">spire pride</a>	17	17.65%	3	35.29%	4.47	00:06:26	0.00%	0	\$0.00
821.	<a href="#">staveley cemetery chesterfield</a>	17	0.00%	0	23.53%	2.82	00:05:10	0.00%	0	\$0.00
822.	<a href="#">staveley leisure</a>	17	41.18%	7	29.41%	4.88	00:01:48	0.00%	0	\$0.00
823.	<a href="#">staveley leisure centre derbyshire</a>	17	70.59%	12	35.29%	4.06	00:02:21	0.00%	0	\$0.00
824.	<a href="#">staveley midwifery base phone number</a>	17	64.71%	11	47.06%	2.24	00:00:28	0.00%	0	\$0.00
825.	<a href="#">swimming lessons queens park chesterfield</a>	17	23.53%	4	17.65%	3.71	00:01:54	0.00%	0	\$0.00
826.	<a href="#">the healthy living centre - chesterfield borough council</a>	17	23.53%	4	17.65%	3.94	00:03:15	0.00%	0	\$0.00
827.	<a href="#">units to rent in chesterfield</a>	17	29.41%	5	52.94%	2.06	00:00:35	0.00%	0	\$0.00
828.	<a href="#">www.chesterfield.gov.uk/selfservice</a>	17	5.88%	1	5.88%	4.41	00:08:55	0.00%	0	\$0.00
829.	<a href="#">www.chesterfieldbc.gov.uk</a>	17	35.29%	6	5.88%	4.35	00:04:05	0.00%	0	\$0.00
830.	<a href="#">careline chesterfield borough council</a>	16	31.25%	5	68.75%	1.62	00:01:34	0.00%	0	\$0.00
831.	<a href="#">chesterfeild council</a>	16	68.75%	11	31.25%	3.75	00:01:59	0.00%	0	\$0.00
832.	<a href="#">chesterfield .gov.uk</a>	16	56.25%	9	6.25%	3.44	00:03:11	0.00%	0	\$0.00
833.	<a href="#">chesterfield art gallery</a>	16	87.50%	14	43.75%	2.31	00:02:09	0.00%	0	\$0.00
834.	<a href="#">chesterfield b council</a>	16	25.00%	4	25.00%	3.62	00:02:22	0.00%	0	\$0.00
835.	<a href="#">chesterfield bin collection days</a>	16	25.00%	4	43.75%	2.25	00:02:38	0.00%	0	\$0.00
836.	<a href="#">chesterfield bin collections</a>	16	56.25%	9	37.50%	2.25	00:00:35	0.00%	0	\$0.00
837.	<a href="#">chesterfield borough council bedroom tax</a>	16	6.25%	1	37.50%	2.25	00:06:03	0.00%	0	\$0.00
838.	<a href="#">chesterfield borough council council tax 2013</a>	16	6.25%	1	18.75%	3.44	00:00:23	0.00%	0	\$0.00
839.	<a href="#">chesterfield borough council email address</a>	16	43.75%	7	62.50%	1.56	00:02:27	0.00%	0	\$0.00
840.	<a href="#">chesterfield building regulations</a>	16	25.00%	4	50.00%	2.19	00:01:27	0.00%	0	\$0.00
841.	<a href="#">chesterfield care line</a>	16	56.25%	9	62.50%	1.81	00:01:11	0.00%	0	\$0.00
842.	<a href="#">chesterfield climbing wall</a>	16	75.00%	12	68.75%	1.88	00:01:50	0.00%	0	\$0.00
843.	<a href="#">chesterfield council bidding</a>	16	50.00%	8	50.00%	2.69	00:02:35	0.00%	0	\$0.00
844.	<a href="#">chesterfield council complaints</a>	16	56.25%	9	12.50%	2.25	00:01:08	0.00%	0	\$0.00
845.	<a href="#">chesterfield council pay rent</a>	16	43.75%	7	31.25%	3.31	00:03:07	0.00%	0	\$0.00
846.	<a href="#">chesterfield council rent free weeks</a>	16	68.75%	11	56.25%	1.75	00:01:07	0.00%	0	\$0.00



847.	<a href="#">chesterfield council tax contact number</a>	16	50.00%	8	75.00%	1.38	00:00:09	0.00%	0	\$0.00
848.	<a href="#">chesterfield council website</a>	16	25.00%	4	18.75%	3.56	00:04:52	0.00%	0	\$0.00
849.	<a href="#">chesterfield councill</a>	16	25.00%	4	43.75%	2.44	00:05:29	0.00%	0	\$0.00
850.	<a href="#">chesterfield gyms</a>	16	68.75%	11	43.75%	3.69	00:02:49	0.00%	0	\$0.00
851.	<a href="#">chesterfield housing application form</a>	16	75.00%	12	25.00%	2.94	00:02:54	0.00%	0	\$0.00
852.	<a href="#">chesterfield housing benefit office</a>	16	62.50%	10	75.00%	2.81	00:03:31	0.00%	0	\$0.00
853.	<a href="#">chesterfield registrar births deaths</a>	16	81.25%	13	81.25%	1.50	00:00:09	0.00%	0	\$0.00
854.	<a href="#">chesterfield sports centre queens park</a>	16	43.75%	7	12.50%	3.94	00:03:25	0.00%	0	\$0.00
855.	<a href="#">chesterfield swimming pool diving boards</a>	16	75.00%	12	50.00%	2.38	00:01:54	0.00%	0	\$0.00
856.	<a href="#">chesterfield town hall address</a>	16	50.00%	8	62.50%	1.69	00:00:16	0.00%	0	\$0.00
857.	<a href="#">chesterfield.gov.uk/selfservice</a>	16	6.25%	1	12.50%	4.06	00:03:46	0.00%	0	\$0.00
858.	<a href="#">chesterfieldbc</a>	16	56.25%	9	12.50%	4.19	00:07:17	0.00%	0	\$0.00
859.	<a href="#">clarence car park chesterfield</a>	16	0.00%	0	37.50%	2.62	00:04:57	0.00%	0	\$0.00
860.	<a href="#">climbing wall staveley chesterfield</a>	16	37.50%	6	18.75%	4.56	00:01:41	0.00%	0	\$0.00
861.	<a href="#">council houses to rent in chesterfield</a>	16	31.25%	5	37.50%	2.75	00:03:42	0.00%	0	\$0.00
862.	<a href="#">council tax band b chesterfield</a>	16	50.00%	8	68.75%	1.38	00:00:26	0.00%	0	\$0.00
863.	<a href="#">councillors brown &amp; king chesterfield</a>	16	0.00%	0	0.00%	5.94	00:07:50	0.00%	0	\$0.00
864.	<a href="#">healthy living centre staveley gym opening times</a>	16	18.75%	3	37.50%	2.75	00:00:48	0.00%	0	\$0.00
865.	<a href="#">healthy living centres</a>	16	75.00%	12	43.75%	3.06	00:01:43	0.00%	0	\$0.00
866.	<a href="#">healthy living staveley chesterfield</a>	16	62.50%	10	31.25%	4.06	00:05:10	0.00%	0	\$0.00
867.	<a href="#">hlc chesterfield</a>	16	18.75%	3	31.25%	3.31	00:01:52	0.00%	0	\$0.00
868.	<a href="#">holywell cross car park chesterfield</a>	16	62.50%	10	75.00%	1.25	00:01:51	0.00%	0	\$0.00
869.	<a href="#">lha chesterfield</a>	16	56.25%	9	62.50%	1.38	00:02:24	0.00%	0	\$0.00
870.	<a href="#">local election results chesterfield</a>	16	68.75%	11	68.75%	2.00	00:01:52	0.00%	0	\$0.00
871.	<a href="#">on the move chesterfield number</a>	16	43.75%	7	68.75%	1.56	00:00:36	0.00%	0	\$0.00
872.	<a href="#">plans for newbold community school chesterfield</a>	16	0.00%	0	62.50%	1.81	00:01:33	0.00%	0	\$0.00
873.	<a href="#">queens park centre chesterfield</a>	16	56.25%	9	18.75%	4.62	00:02:09	0.00%	0	\$0.00
874.	<a href="#">queens park chesterfield diving board</a>	16	37.50%	6	81.25%	1.25	00:00:13	0.00%	0	\$0.00
875.	<a href="#">queens park gymnastics</a>	16	50.00%	8	43.75%	3.00	00:01:34	0.00%	0	\$0.00
876.	<a href="#">queens park leisure centre timetable</a>	16	56.25%	9	37.50%	2.56	00:00:41	0.00%	0	\$0.00
877.	<a href="#">queens park swimming baths opening times</a>	16	31.25%	5	31.25%	2.19	00:01:39	0.00%	0	\$0.00
878.	<a href="#">queens park swimming pool prices</a>	16	43.75%	7	37.50%	2.19	00:01:37	0.00%	0	\$0.00
879.	<a href="#">registered social landlords operating chesterfield derbyshire</a>	16	0.00%	0	18.75%	3.12	00:01:08	0.00%	0	\$0.00
880.	<a href="#">shops to let in chesterfield</a>	16	68.75%	11	75.00%	2.06	00:01:01	0.00%	0	\$0.00
881.	<a href="#">spinning classes chesterfield</a>	16	62.50%	10	25.00%	3.88	00:02:15	0.00%	0	\$0.00
882.	<a href="#">staveley chesterfield</a>	16	81.25%	13	62.50%	3.69	00:01:55	0.00%	0	\$0.00
883.	<a href="#">staveley healthy living centre creche</a>	16	18.75%	3	18.75%	3.62	00:01:14	0.00%	0	\$0.00
884.	<a href="#">staveley healthy living centre spa</a>	16	50.00%	8	25.00%	3.06	00:00:33	0.00%	0	\$0.00
885.	<a href="#">staveley healthy living centre swimming times</a>	16	25.00%	4	12.50%	3.44	00:01:35	0.00%	0	\$0.00
886.	<a href="#">stavely swimming pool</a>	16	43.75%	7	6.25%	3.81	00:02:34	0.00%	0	\$0.00
887.	<a href="#">the pavements chesterfield</a>	16	68.75%	11	56.25%	2.06	00:00:30	0.00%	0	\$0.00
888.	<a href="#">brimington crematorium map</a>	15	66.67%	10	46.67%	2.67	00:01:56	0.00%	0	\$0.00
889.	<a href="#">business premises chesterfield</a>	15	33.33%	5	60.00%	1.93	00:01:55	0.00%	0	\$0.00
890.	<a href="#">cbc chesterfield</a>	15	80.00%	12	13.33%	4.80	00:07:02	0.00%	0	\$0.00
891.	<a href="#">chesterfield borough council commercial properties</a>	15	46.67%	7	66.67%	1.60	00:00:30	0.00%	0	\$0.00
892.	<a href="#">chesterfield borough council commercial property rent</a>	15	33.33%	5	40.00%	2.87	00:04:49	0.00%	0	\$0.00



893.	<a href="#">chesterfield borough council contact number</a>	15	73.33%	11	80.00%	1.27	00:00:18	0.00%	0	\$0.00
894.	<a href="#">chesterfield borough council crematorium</a>	15	40.00%	6	53.33%	2.20	00:01:20	0.00%	0	\$0.00
895.	<a href="#">chesterfield borough council election results 2013</a>	15	60.00%	9	33.33%	3.60	00:01:29	0.00%	0	\$0.00
896.	<a href="#">chesterfield borough council mick blythe</a>	15	0.00%	0	26.67%	4.20	00:05:43	0.00%	0	\$0.00
897.	<a href="#">chesterfield cctv</a>	15	93.33%	14	53.33%	2.20	00:00:37	0.00%	0	\$0.00
898.	<a href="#">chesterfield council</a>	15	66.67%	10	6.67%	3.20	00:01:01	0.00%	0	\$0.00
899.	<a href="#">chesterfield council core strategy</a>	15	26.67%	4	13.33%	2.33	00:02:46	0.00%	0	\$0.00
900.	<a href="#">chesterfield council housing application</a>	15	40.00%	6	26.67%	4.00	00:02:08	0.00%	0	\$0.00
901.	<a href="#">chesterfield council#</a>	15	40.00%	6	40.00%	3.07	00:01:25	0.00%	0	\$0.00
902.	<a href="#">chesterfield council</a>	15	20.00%	3	6.67%	6.80	00:08:09	0.00%	0	\$0.00
903.	<a href="#">chesterfield cricket</a>	15	73.33%	11	66.67%	1.53	00:00:13	0.00%	0	\$0.00
904.	<a href="#">chesterfield district council planning</a>	15	53.33%	8	40.00%	3.20	00:07:57	0.00%	0	\$0.00
905.	<a href="#">chesterfield housing office</a>	15	46.67%	7	20.00%	4.07	00:03:41	0.00%	0	\$0.00
906.	<a href="#">chesterfield in bloom 2013</a>	15	53.33%	8	40.00%	4.00	00:03:05	0.00%	0	\$0.00
907.	<a href="#">chesterfield land charges</a>	15	73.33%	11	40.00%	2.27	00:00:59	0.00%	0	\$0.00
908.	<a href="#">chesterfield lead local flood authority</a>	15	0.00%	0	20.00%	4.20	00:04:29	0.00%	0	\$0.00
909.	<a href="#">chesterfield moto bc</a>	15	60.00%	9	80.00%	1.27	00:02:49	0.00%	0	\$0.00
910.	<a href="#">chesterfield museum bank holidays</a>	15	0.00%	0	33.33%	4.40	00:15:08	0.00%	0	\$0.00
911.	<a href="#">chesterfield social services</a>	15	86.67%	13	40.00%	3.40	00:00:56	0.00%	0	\$0.00
912.	<a href="#">chesterfield town hall opening times</a>	15	40.00%	6	66.67%	1.60	00:00:15	0.00%	0	\$0.00
913.	<a href="#">chesterfield+borough+council+jobs</a>	15	26.67%	4	73.33%	1.53	00:00:17	0.00%	0	\$0.00
914.	<a href="#">chesterfield council</a>	15	13.33%	2	13.33%	2.80	00:01:00	0.00%	0	\$0.00
915.	<a href="#">commercial property to rent chesterfield</a>	15	46.67%	7	73.33%	1.73	00:00:39	0.00%	0	\$0.00
916.	<a href="#">disabled parking in chesterfield town centre</a>	15	60.00%	9	13.33%	4.27	00:02:40	0.00%	0	\$0.00
917.	<a href="#">eastwood park</a>	15	73.33%	11	46.67%	2.13	00:01:43	0.00%	0	\$0.00
918.	<a href="#">exercise classes chesterfield</a>	15	40.00%	6	40.00%	2.53	00:04:05	0.00%	0	\$0.00
919.	<a href="#">friends of queens park chesterfield</a>	15	26.67%	4	46.67%	2.27	00:03:17	0.00%	0	\$0.00
920.	<a href="#">funeral directors chesterfield</a>	15	53.33%	8	40.00%	4.00	00:03:47	0.00%	0	\$0.00
921.	<a href="#">gym in staveley</a>	15	66.67%	10	33.33%	7.00	00:03:36	0.00%	0	\$0.00
922.	<a href="#">health living centre</a>	15	33.33%	5	60.00%	2.00	00:00:52	0.00%	0	\$0.00
923.	<a href="#">healthy living center staveley</a>	15	40.00%	6	40.00%	2.20	00:01:22	0.00%	0	\$0.00
924.	<a href="#">healthy living centre chesterfield staveley</a>	15	73.33%	11	0.00%	3.53	00:02:14	0.00%	0	\$0.00
925.	<a href="#">healthy living centre swimming timetable</a>	15	33.33%	5	26.67%	2.87	00:00:39	0.00%	0	\$0.00
926.	<a href="#">holmebrook valley park cafe</a>	15	46.67%	7	60.00%	2.93	00:00:50	0.00%	0	\$0.00
927.	<a href="http://www.chesterfield.gov.uk/planningapplications">http://www.chesterfield.gov.uk/planningapplications</a>	15	40.00%	6	46.67%	2.87	00:03:54	0.00%	0	\$0.00
928.	<a href="#">jobs chesterfield borough council</a>	15	26.67%	4	80.00%	1.67	00:00:43	0.00%	0	\$0.00
929.	<a href="#">mayors of chesterfield</a>	15	53.33%	8	53.33%	2.00	00:02:15	0.00%	0	\$0.00
930.	<a href="#">queens park chesterfield car park prices</a>	15	0.00%	0	86.67%	2.07	00:03:39	0.00%	0	\$0.00
931.	<a href="#">queens park opening times chesterfield</a>	15	60.00%	9	20.00%	2.53	00:01:10	0.00%	0	\$0.00
932.	<a href="#">queens park sports</a>	15	53.33%	8	46.67%	1.80	00:02:00	0.00%	0	\$0.00
933.	<a href="#">queens park sports centre gym</a>	15	20.00%	3	80.00%	1.40	00:00:07	0.00%	0	\$0.00
934.	<a href="#">queens park sports centre swimming times</a>	15	33.33%	5	46.67%	2.33	00:03:24	0.00%	0	\$0.00
935.	<a href="#">queenspark leisure centre</a>	15	53.33%	8	46.67%	1.87	00:00:28	0.00%	0	\$0.00
936.	<a href="#">room hire chesterfield</a>	15	53.33%	8	60.00%	1.73	00:01:29	0.00%	0	\$0.00
937.	<a href="#">saltergate car park chesterfield</a>	15	73.33%	11	80.00%	1.40	00:00:19	0.00%	0	\$0.00
938.	<a href="#">shambles chesterfield</a>	15	33.33%	5	33.33%	4.13	00:04:46	0.00%	0	\$0.00

939.	staveley swimming pool chesterfield	15	26.67%	4	26.67%	3.40	00:01:53	0.00%	0	\$0.00
940.	swimming party chesterfield	15	26.67%	4	46.67%	4.07	00:04:01	0.00%	0	\$0.00
941.	your chesterfield	15	20.00%	3	46.67%	3.47	00:06:10	0.00%	0	\$0.00
942.	chesterfield bo	14	35.71%	5	42.86%	4.07	00:04:34	0.00%	0	\$0.00
943.	chesterfield borough council car parking	14	21.43%	3	14.29%	5.50	00:03:46	0.00%	0	\$0.00
944.	chesterfield borough council dog warden	14	42.86%	6	42.86%	2.93	00:03:51	0.00%	0	\$0.00
945.	chesterfield borough council emergency number	14	35.71%	5	28.57%	2.50	00:03:10	0.00%	0	\$0.00
946.	chesterfield borough council enforcement	14	0.00%	0	35.71%	3.43	00:02:21	0.00%	0	\$0.00
947.	chesterfield borough council home improvement	14	21.43%	3	7.14%	9.29	00:13:56	0.00%	0	\$0.00
948.	chesterfield borough council local development brief	14	0.00%	0	14.29%	4.64	00:03:24	0.00%	0	\$0.00
949.	chesterfield borough council planning application	14	42.86%	6	64.29%	1.43	00:04:53	0.00%	0	\$0.00
950.	chesterfield borough council planning committee	14	14.29%	2	35.71%	3.36	00:03:59	0.00%	0	\$0.00
951.	chesterfield borough council property for sale	14	14.29%	2	50.00%	2.43	00:01:45	0.00%	0	\$0.00
952.	chesterfield borough council refuse	14	57.14%	8	64.29%	2.07	00:00:18	0.00%	0	\$0.00
953.	chesterfield borough council refuse site	14	71.43%	10	85.71%	1.43	00:00:31	0.00%	0	\$0.00
954.	chesterfield borough council residents parking	14	21.43%	3	42.86%	3.07	00:03:10	0.00%	0	\$0.00
955.	chesterfield borough council staveley office	14	7.14%	1	28.57%	2.21	00:01:15	0.00%	0	\$0.00
956.	chesterfield borough council. revenue office to close?,	14	0.00%	0	100.00%	1.00	00:00:00	0.00%	0	\$0.00
957.	chesterfield counnil	14	42.86%	6	35.71%	5.79	00:03:58	0.00%	0	\$0.00
958.	chesterfield council news	14	92.86%	13	28.57%	4.00	00:02:53	0.00%	0	\$0.00
959.	chesterfield council recycling	14	57.14%	8	28.57%	4.71	00:03:03	0.00%	0	\$0.00
960.	chesterfield council staveley area office, high street, staveley	14	0.00%	0	21.43%	2.71	00:00:31	0.00%	0	\$0.00
961.	chesterfield in bloom	14	57.14%	8	50.00%	2.29	00:00:51	0.00%	0	\$0.00
962.	chesterfield noise pollution	14	0.00%	0	28.57%	2.71	00:04:31	0.00%	0	\$0.00
963.	chesterfield northern gateway	14	57.14%	8	42.86%	3.07	00:02:37	0.00%	0	\$0.00
964.	chesterfield pest control	14	71.43%	10	71.43%	1.36	00:00:23	0.00%	0	\$0.00
965.	chesterfield planning application	14	35.71%	5	64.29%	3.00	00:03:59	0.00%	0	\$0.00
966.	chesterfield poop scoop bags	14	0.00%	0	21.43%	4.36	00:04:57	0.00%	0	\$0.00
967.	chesterfield revenue hall	14	7.14%	1	85.71%	1.29	00:00:34	0.00%	0	\$0.00
968.	chesterfield s fra	14	35.71%	5	100.00%	1.00	00:00:00	0.00%	0	\$0.00
969.	chesterfield+museum	14	35.71%	5	42.86%	2.93	00:00:45	0.00%	0	\$0.00
970.	council tax bands chesterfield borough council	14	71.43%	10	64.29%	1.86	00:00:24	0.00%	0	\$0.00
971.	crematorium in chesterfield	14	42.86%	6	78.57%	1.43	00:00:40	0.00%	0	\$0.00
972.	doughnut car park chesterfield	14	57.14%	8	85.71%	1.29	00:00:19	0.00%	0	\$0.00
973.	enviromental health chesterfield	14	0.00%	0	64.29%	1.71	00:01:01	0.00%	0	\$0.00
974.	fitness classes in chesterfield	14	57.14%	8	35.71%	3.29	00:02:38	0.00%	0	\$0.00
975.	frecheville street	14	0.00%	0	7.14%	2.50	00:03:44	0.00%	0	\$0.00
976.	fridge collection chesterfield	14	7.14%	1	14.29%	4.36	00:02:56	0.00%	0	\$0.00
977.	function room hire chesterfield	14	50.00%	7	78.57%	1.36	00:00:07	0.00%	0	\$0.00
978.	garage to rent chesterfield	14	42.86%	6	57.14%	1.93	00:02:19	0.00%	0	\$0.00
979.	<a href="http://www.chesterfield.gov.uk/default.aspx?catid=63&amp;ttype=summary&amp;cid=265">http://www.chesterfield.gov.uk/default.aspx?catid=63&amp;ttype=summary&amp;cid=265</a>	14	85.71%	12	28.57%	1.79	00:00:16	0.00%	0	\$0.00
980.	industrial units to let in chesterfield	14	50.00%	7	42.86%	2.21	00:02:33	0.00%	0	\$0.00
981.	leisure centres in chesterfield	14	5.00%	9	14.29%	9.14	00:09:26	0.00%	0	\$0.00
982.	making a coffin	14	92.86%	13	92.86%	1.14	00:00:18	0.00%	0	\$0.00
983.	museums in chesterfield	14	78.57%	11	57.14%	1.57	00:00:56	0.00%	0	\$0.00

984.	<a href="#">on the move@chesterfield.gov.uk</a>	14	7.14%	1	42.86%	2.00	00:00:41	0.00%	0	\$0.00
985.	<a href="#">paying council tax chesterfield</a>	14	0.00%	0	50.00%	1.93	00:02:24	0.00%	0	\$0.00
986.	<a href="#">queen park</a>	14	42.86%	6	14.29%	3.36	00:03:54	0.00%	0	\$0.00
987.	<a href="#">queens park cafe chesterfield</a>	14	28.57%	4	78.57%	1.36	00:00:05	0.00%	0	\$0.00
988.	<a href="#">queens park chesterfield badminton</a>	14	57.14%	8	14.29%	3.79	00:01:24	0.00%	0	\$0.00
989.	<a href="#">queens park chesterfield jobs</a>	14	64.29%	9	35.71%	3.21	00:01:05	0.00%	0	\$0.00
990.	<a href="#">queens park chesterfield timetable</a>	14	21.43%	3	28.57%	4.21	00:03:09	0.00%	0	\$0.00
991.	<a href="#">queens park leisure centre, chesterfield</a>	14	57.14%	8	50.00%	2.36	00:01:44	0.00%	0	\$0.00
992.	<a href="#">queens park sports centre swimming prices</a>	14	57.14%	8	14.29%	3.43	00:01:55	0.00%	0	\$0.00
993.	<a href="#">recycling chesterfield</a>	14	64.29%	9	42.86%	3.79	00:01:06	0.00%	0	\$0.00
994.	<a href="#">registrar of deaths chesterfield</a>	14	21.43%	3	28.57%	3.71	00:05:19	0.00%	0	\$0.00
995.	<a href="#">richard bryant chesterfield council telephone number</a>	14	0.00%	0	50.00%	2.07	00:02:53	0.00%	0	\$0.00
996.	<a href="#">shops to rent chesterfield</a>	14	35.71%	5	57.14%	2.64	00:01:01	0.00%	0	\$0.00
997.	<a href="#">sites and premises chesterfield</a>	14	0.00%	0	71.43%	1.50	00:00:27	0.00%	0	\$0.00
998.	<a href="#">social services chesterfield</a>	14	28.57%	4	35.71%	3.64	00:02:27	0.00%	0	\$0.00
999.	<a href="#">staveley midwifery base contact</a>	14	42.86%	6	71.43%	1.36	00:00:10	0.00%	0	\$0.00
1000.	<a href="#">staveley wellbeing centre</a>	14	35.71%	5	7.14%	3.36	00:01:05	0.00%	0	\$0.00

Rows 1 - 1000 of 34697

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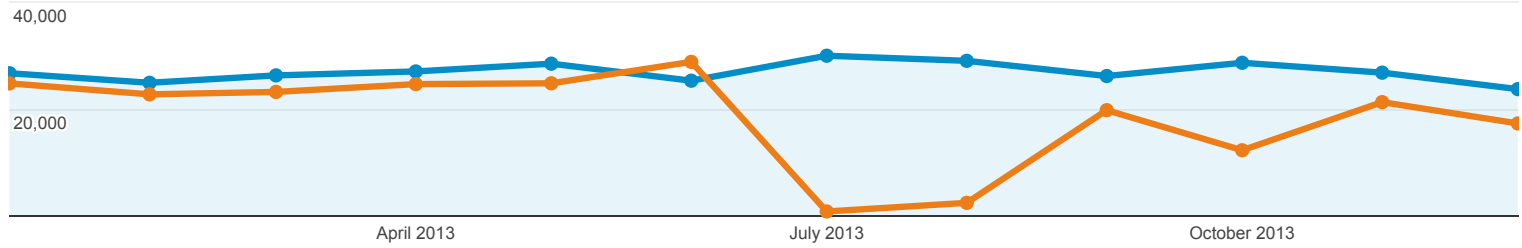
# Audience Overview

Jan 1, 2013 - Dec 31, 2013  
Compare to: Jan 1, 2012 - Dec 31, 2012

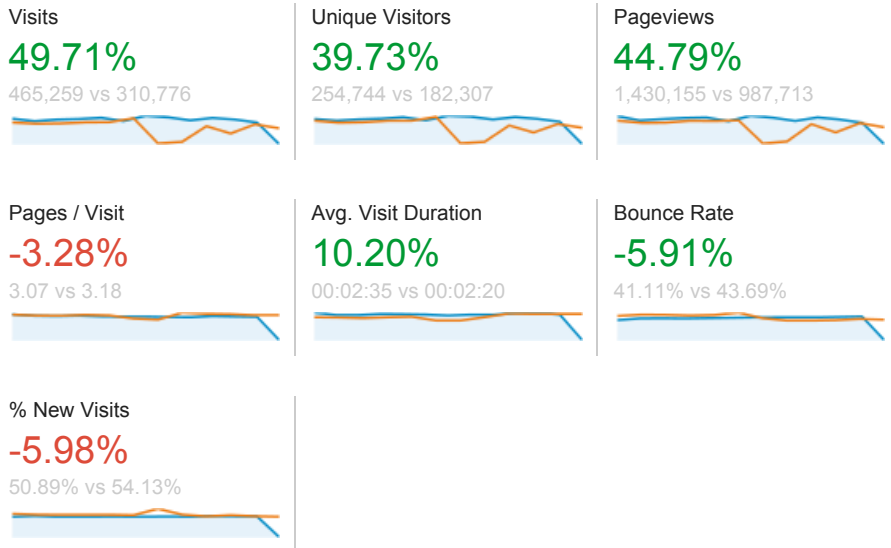


## Overview

Jan 1, 2013 - Dec 31, 2013: Unique Visitors  
Jan 1, 2012 - Dec 31, 2012: Unique Visitors

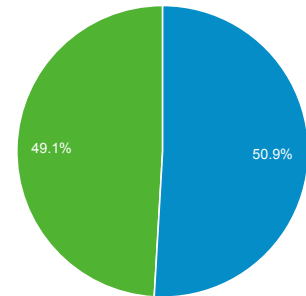


## 254,744 people visited this site

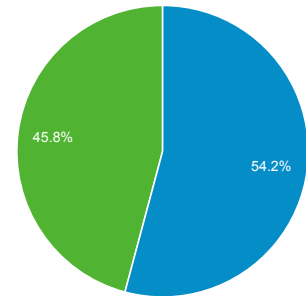


■ New Visitor ■ Returning Visitor

Jan 1, 2013 - Dec 31, 2013



Jan 1, 2012 - Dec 31, 2012



Language	Visits	% Visits
<b>1. en-us</b>		
Jan 1, 2013 - Dec 31, 2013	302,079	64.93%
Jan 1, 2012 - Dec 31, 2012	224,521	72.25%
<b>% Change</b>	<b>34.54%</b>	<b>-10.13%</b>
<b>2. en-gb</b>		
Jan 1, 2013 - Dec 31, 2013	140,878	30.28%
Jan 1, 2012 - Dec 31, 2012	67,209	21.63%
<b>% Change</b>	<b>109.61%</b>	<b>40.01%</b>
<b>3. en</b>		
Jan 1, 2013 - Dec 31, 2013	15,126	3.25%
Jan 1, 2012 - Dec 31, 2012	12,000	2.80%
<b>% Change</b>	<b>25.98%</b>	<b>14.29%</b>

Jan 1, 2012 - Dec 31, 2012	13,627	4.38%
<b>% Change</b>	<b>11.00%</b>	<b>-25.86%</b>
4. <a href="#">en_gb</a>		
Jan 1, 2013 - Dec 31, 2013	1,772	0.38%
Jan 1, 2012 - Dec 31, 2012	1,374	0.44%
<b>% Change</b>	<b>28.97%</b>	<b>-13.86%</b>
5. <a href="#">pl</a>		
Jan 1, 2013 - Dec 31, 2013	1,217	0.26%
Jan 1, 2012 - Dec 31, 2012	756	0.24%
<b>% Change</b>	<b>60.98%</b>	<b>7.53%</b>
6. <a href="#">(not set)</a>		
Jan 1, 2013 - Dec 31, 2013	407	0.09%
Jan 1, 2012 - Dec 31, 2012	216	0.07%
<b>% Change</b>	<b>88.43%</b>	<b>25.86%</b>
7. <a href="#">de-de</a>		
Jan 1, 2013 - Dec 31, 2013	350	0.08%
Jan 1, 2012 - Dec 31, 2012	254	0.08%
<b>% Change</b>	<b>37.80%</b>	<b>-7.96%</b>
8. <a href="#">fr</a>		
Jan 1, 2013 - Dec 31, 2013	264	0.06%
Jan 1, 2012 - Dec 31, 2012	294	0.09%
<b>% Change</b>	<b>-10.20%</b>	<b>-40.02%</b>
9. <a href="#">zh-cn</a>		
Jan 1, 2013 - Dec 31, 2013	245	0.05%
Jan 1, 2012 - Dec 31, 2012	205	0.07%
<b>% Change</b>	<b>19.51%</b>	<b>-20.17%</b>
10. <a href="#">es</a>		
Jan 1, 2013 - Dec 31, 2013	226	0.05%
Jan 1, 2012 - Dec 31, 2012	259	0.08%
<b>% Change</b>	<b>-12.74%</b>	<b>-41.71%</b>

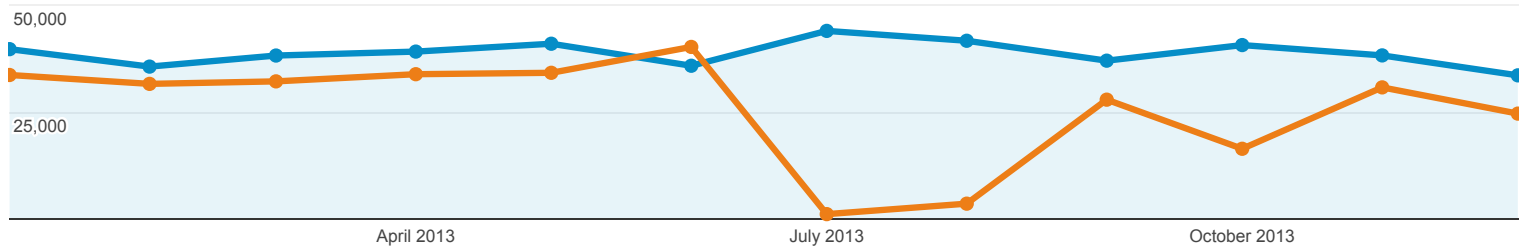
# Audience Overview

Jan 1, 2013 - Dec 31, 2013  
Compare to: Jan 1, 2012 - Dec 31, 2012



## Overview

Jan 1, 2013 - Dec 31, 2013: Visits  
Jan 1, 2012 - Dec 31, 2012: Visits

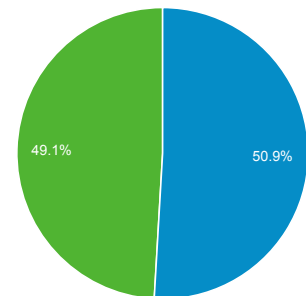


## 254,744 people visited this site

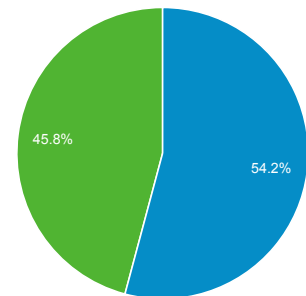
<b>Visits</b> <b>49.71%</b> 465,259 vs 310,776	<b>Unique Visitors</b> <b>39.73%</b> 254,744 vs 182,307	<b>Pageviews</b> <b>44.79%</b> 1,430,155 vs 987,713
<b>Pages / Visit</b> <b>-3.28%</b> 3.07 vs 3.18	<b>Avg. Visit Duration</b> <b>10.20%</b> 00:02:35 vs 00:02:20	<b>Bounce Rate</b> <b>-5.91%</b> 41.11% vs 43.69%
<b>% New Visits</b> <b>-5.98%</b> 50.89% vs 54.13%		

■ New Visitor ■ Returning Visitor

Jan 1, 2013 - Dec 31, 2013



Jan 1, 2012 - Dec 31, 2012



Language	Visits	% Visits
1. en-us		
Jan 1, 2013 - Dec 31, 2013	302,079	64.93%
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<b>% Change</b>	<b>34.54%</b>	<b>-10.13%</b>
2. en-gb		
Jan 1, 2013 - Dec 31, 2013	140,878	30.28%
Jan 1, 2012 - Dec 31, 2012	67,209	21.63%
<b>% Change</b>	<b>109.61%</b>	<b>40.01%</b>
3. en		
Jan 1, 2013 - Dec 31, 2013	15,126	3.25%
Jan 1, 2012 - Dec 31, 2012	10,000	1.00%

Jan 1, 2012 - Dec 31, 2012	13,627	4.38%
<b>% Change</b>	<b>11.00%</b>	<b>-25.86%</b>
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Jan 1, 2012 - Dec 31, 2012	1,374	0.44%
<b>% Change</b>	<b>28.97%</b>	<b>-13.86%</b>
5. <a href="#">pl</a>		
Jan 1, 2013 - Dec 31, 2013	1,217	0.26%
Jan 1, 2012 - Dec 31, 2012	756	0.24%
<b>% Change</b>	<b>60.98%</b>	<b>7.53%</b>
6. <a href="#">(not set)</a>		
Jan 1, 2013 - Dec 31, 2013	407	0.09%
Jan 1, 2012 - Dec 31, 2012	216	0.07%
<b>% Change</b>	<b>88.43%</b>	<b>25.86%</b>
7. <a href="#">de-de</a>		
Jan 1, 2013 - Dec 31, 2013	350	0.08%
Jan 1, 2012 - Dec 31, 2012	254	0.08%
<b>% Change</b>	<b>37.80%</b>	<b>-7.96%</b>
8. <a href="#">fr</a>		
Jan 1, 2013 - Dec 31, 2013	264	0.06%
Jan 1, 2012 - Dec 31, 2012	294	0.09%
<b>% Change</b>	<b>-10.20%</b>	<b>-40.02%</b>
9. <a href="#">zh-cn</a>		
Jan 1, 2013 - Dec 31, 2013	245	0.05%
Jan 1, 2012 - Dec 31, 2012	205	0.07%
<b>% Change</b>	<b>19.51%</b>	<b>-20.17%</b>
10. <a href="#">es</a>		
Jan 1, 2013 - Dec 31, 2013	226	0.05%
Jan 1, 2012 - Dec 31, 2012	259	0.08%
<b>% Change</b>	<b>-12.74%</b>	<b>-41.71%</b>



**FOR PUBLICATION**

**SCRUTINY ANNUAL REPORT 2013/14**

MEETING: 1. OVERVIEW AND PERFORMANCE  
SCRUTINY FORUM  
2. COUNCIL

DATE: 1. 19 JUNE 2014  
2. 30 JULY 2014

REPORT BY: POLICY AND SCRUTINY OFFICER

WARD: ALL

COMMUNITY FORUM: ALL

KEY DECISION REFERENCE (IF APPLICABLE): NON KEY DECISION REF NO 29.

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FOR PUBLICATION

BACKGROUND PAPERS N/A  
FOR PUBLIC REPORTS:

TITLE:

LOCATION:

---

## **1.0 PURPOSE OF REPORT**

- 1.1 To present to the Scrutiny Forum and Council for consideration the Scrutiny Annual Report which details development of the Overview and Scrutiny function, and the work of the Council's Overview and Scrutiny Committees during 2013/14.
- 1.2 To promote and raise awareness of the role and work of the Council's statutory Overview and Scrutiny function.

## **2.0 RECOMMENDATION**

- 2.1 To consider and endorse the Scrutiny Annual Report 2013/14.

## **3.0 BACKGROUND**

- 3.1 The Scrutiny Annual Report is produced and presented to the Council each year. This is the Council's 8<sup>th</sup> Scrutiny Annual Report which is to be agreed for submission to Council by the Overview and Performance Scrutiny Forum.
- 3.2 The submission of the Scrutiny Annual Report is considered to be good practice and its provision is a requirement of the Council's approved Code of Corporate Governance adopted to ensure effective operation of the Council's functions.
- 3.3 This Scrutiny Annual Report sets out the work, achievements and impact of the Council's Overview and Scrutiny function during 2013/14. The Annual report is intended to :-
  - i) evidence the work of the Overview and Scrutiny function;
  - ii) give an overview of the effectiveness of the Overview and Scrutiny function and how it is developing;
  - iii) provide a comprehensive record of the work of the Overview and Scrutiny function for future reference; and
  - iv) promote and raise the profile of the Overview and Scrutiny function.

## **4.0 RISK CONSIDERATIONS**

- 4.1 There are no implications arising from the contents of this report.

## **5.0 FINANCIAL CONSIDERATIONS**

5.1 There are no implications arising from the contents of this report.

## **6.0 LEGAL CONSIDERATION**

6.1 There are no implications arising from the contents of this report.

## **7.0 EQUALITIES CONSIDERATIONS**

7.1 There are no implications arising from the contents of this report.

## **8.0 RECOMMENDATION**

8.1 To consider and endorse the Scrutiny Annual Report for 2013/14.

## **9.0 REASON FOR RECOMMENDATION**

9.1 To enable Council oversight of the work and operation of the Overview and Scrutiny function, its effectiveness and contribution to the work of the Council.

ANITA CUNNINGHAM  
POLICY AND SCRUTINY OFFICER

You can get more information about this report from Anita Cunningham  
(Tel. 01246 345273).

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Draft

**SCRUTINY**

**ANNUAL**

**REPORT**

*2013/14*

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# 1 OVERVIEW AND SCRUTINY COMMITTEE CHAIRS' FOREWORD

(To be completed. )

Scrutiny Chairs

Councillor Jean Innes

Councillor Vicki Lang

## **2 COMMENTS FROM THE CHIEF EXECUTIVE**

(To be completed).

Huw Bowen  
Chief Executive



### 3 OVERVIEW AND SCRUTINY COMMITTEE WORK AND ACHIEVEMENTS

The council's scrutiny structure currently comprises 3 Overview and Scrutiny Committees which are the **Overview and Performance Scrutiny Forum**, the **Enterprise and Wellbeing Scrutiny Committee** and the **Community, Customer and Organisational Scrutiny Committee**.

The Council's Overview and Scrutiny Committees may undertake scrutiny work as a committee, or appoint Scrutiny Project Groups (informal working groups) to undertake specific task and finish projects before reporting back to the parent Overview and Scrutiny Committee.

Work undertaken by our Council's Scrutiny Committees during the municipal year 2013/14 is detailed below.

#### **Forward Plan and Pre-Decision Scrutiny**

A standing item on each Scrutiny Committee agenda is the Council's Forward Plan. The Forward Plan is a public document which contains details of the key decisions the Cabinet and Executive Councillors will make over a four month period, and is updated each month. Receiving and considering the Forward Plan provides the Scrutiny Committee with the opportunity to undertake 'pre-decision scrutiny', scrutiny of a matter before a formal decision is made by Cabinet and to then make recommendations to influence the decision. The Forward Plan must also contain reference to key decisions to be made which are exempt from public access and are to be made in private.

The following Executive Members (and/or their Assistant Executive Members as necessary) have attended scrutiny committees during the year to present pre-cabinet reports, policies, plans and strategies and answer scrutiny members' questions :

Leader of the Council / Executive Member for Regeneration, Councillor Burrows  
Deputy Leader and Executive Member for Planning, Councillor Gilby  
Executive Member for Governance & Organisational Development, Councillor King  
Executive Member for Customers and Communities, Councillor Blank  
Executive Member for Environment, Councillor Ludlow  
Executive Member for Leisure, Culture and Tourism, Councillor  
Executive Member for Housing, Councillor McManus

Throughout 2013/14 Overview and Scrutiny Committees undertook pre-decision scrutiny, influencing decisions on the following policies, strategies and plans :

- Cemeteries Strategy
- Corporate Communications Strategy
- Chesterfield Sport and Leisure Strategy
- Great Place, Great Service Transformation Plan
- Chesterfield Corporate Plan
- Housing Tenant-Led Self Regulation
- Community Infrastructure Levy
- Early Morning Restriction Order
- Review of Housing Allocations Policy

The Committees also received pre-decision and consultation reports on :

- Delivering the Market Hall Refurbishment.
- Government's Consultation on HS2 Proposals
- Taxing the Town Hall
- Health and Wellbeing in Chesterfield
- Overview and Scrutiny Arrangements Evaluation
- Chesterfield Procurement Service
- Appointing a Green Deal Eco Partner
- Derbyshire County Council Composting Facility
- 'Are You Being Served' Community Survey Results
- Community Assemblies and Scrutiny Involvement
- Discretionary Housing Payments

### **Budget and Performance Scrutiny**

Our Overview and Scrutiny Committees undertake budget and performance scrutiny receiving and scrutinising budget management reports every two months and corporate performance reports on a six monthly basis. Progress and performance reports on Service Delivery Improvement/Action Plans are also scrutinised regularly. Throughout the year, the Council Leader, Executive Members and Chief Officers are challenged on the budget, progress and performance for their service areas and on how they continue to contribute to priorities for the Chesterfield community.

In particular during the 2013/14 period Scrutiny Committees have :

- Questioned the Leader of the Council about ongoing Budget proposals and the full draft budget. Budget scrutiny is a standing item at every meeting of the Overview and Performance Scrutiny Forum.
- Scrutinised overall Corporate Performance against agreed targets.
- Monitored and challenged progress in implementing the Great Place, Great Service Council-wide Transformation Programme.
- Monitored action plan performance progress in implementing the Equalities, Diversity and Social Inclusion Strategy.
- Monitored and challenged progress in implementing the Council's adopted Street Scene Improvement Plan.
- Monitored and challenged progress in delivering the Corporate Services Public / Private Partnership contract for the Council's Corporate Services functions.
- Monitored progress with implementation of the action plan for delivery of Overview and Scrutiny arrangements.
- Scrutinised implementation of the Customer Services Strategy.

- Scrutinised progress in implementing the Corporate Health and Safety Improvement Plan.
- Monitored and challenged progress in delivering the Community Safety Partnership Plan (see below for further information).
- Received progress in delivering the Allotments Strategy.

### **Scrutiny Committee Power of 'Call-in'**

Scrutiny legislation allows for an Overview and Scrutiny Committee (OSC) to investigate, make reports and recommendations on Cabinet decisions that have been agreed but not yet put into action. Legislation allows for action on these decisions to be suspended pending such a Scrutiny inquiry. This process is referred to as scrutiny 'Call-in'. Following a scrutiny call-in inquiry, the Scrutiny Committee may request Cabinet reconsider its decision on the basis of the further evidence gathered.

During the 2013/14 year, the following Call-in request was considered :

#### ***Call-in Regarding the Restructure of the Governance Service***

In December 2013 the Council's Joint Cabinet and Employment and General Committee considered a report regarding proposals for the restructure of the Governance Service. The proposals and recommendations in that report were agreed.

A call-in request was made and the decision was called for consideration by the Overview and Performance Scrutiny Forum. Members requesting call-in listed the following reason for consideration ;

'We believe the consultation process to be inadequately carried out with all stakeholders to ensure a better outcome. We feel a well documented wide consultation would have maximised the chances of success of the proposed changes. Ownership of these changes is vital'.

The Overview and Performance Scrutiny Forum considered the matter at a meeting on 12 December 2013. The Forum received information and evidence from call-in members, the Executive Member and Head of Service for Governance. The Forum resolved not to support the call-in and let the decision of Joint Cabinet and Employment and General Committee stand.

### **Scrutiny Project Group on Parking Policy Review**

#### ***Councillor Gordon Simmons – Project Group Lead Member***

A Scrutiny Project Group was appointed by the Enterprise and Wellbeing Scrutiny Committee to look into the council's parking policy. The project aimed to assess the quality of public parking within Chesterfield town centre; the management and enforcement arrangements; and facilities available to visitors, to identify what might need to change to improve parking. The Project Group's report and following

recommendations were approved by the Enterprise and Wellbeing Scrutiny Committee on 14 February 2013 :

1. That the barrier system of parking control, which gives change, should be extended to include other car parks.
2. That improvements be implemented for the New Beetwell Street Multi Storey Car Park to bring the facility up to a standard equivalent to that a Vicar Lane.
3. That improvements to signage across the town centre and at the entry points to off-street car parks be undertaken.

The scrutiny work was approved by Cabinet on 5 March 2013 which resolved that the recommendations of the Enterprise and Wellbeing Scrutiny Committee be supported through the implementation of the Medium-Term Strategy and that the Committee be thanked for its valuable contribution.

### **Scrutiny Project Group on Housing Tenants Water Rates Arrears Evictions**

#### ***Councillor Gordon Simmons – Project Group Lead Member***

A Scrutiny Project Group was appointed by the Enterprise and Wellbeing Scrutiny Committee to look into the council's policy on Housing Tenants' Water Rates Payments. This followed a previous scrutiny review which recommended policy changes subsequently approved by Cabinet in January 2012. Implementation of the new policy had been monitored by the Enterprise and Wellbeing Scrutiny Committee which decided to re-appoint a Scrutiny Project Group to undertake further evaluation of the policy, and to also look at arrangements around the collection of water rates payments. The Scrutiny Committee considered the Project Group's report and approved the following recommendations :

1. That officers report to scrutiny in six months time, as to the outcome and progress on the water rate collection process and technology review.
2. That an update be made to scrutiny when the contract with Severn Trent Water is formally signed.
3. That an update on the contract be given to scrutiny after one year.
4. That an informal meeting take place between the scrutiny Chairs, Executive Member and Review Group Lead to discuss the operation of the policy to confirm with Revenues and Housing that they either remove the sentence about 'write-offs' from the policy, or insert "write-offs to be officer recommendations carried out by Executive Members".

The report and recommendations are pending submission to Cabinet while further work in relation to recommendation 4 above is being undertaken.

## **Scrutiny Project Group on Hackney Carriage Licence Capping**

### ***Councillor Vicki Lang – Project Group Lead Member***

A Scrutiny Project Group was appointed by the Enterprise and Wellbeing Scrutiny Committee to look into the review of the current cap on the number of Hackney Carriage licences. The scrutiny review aimed to ensure that (i) review process had the confidence of both council Members and the Taxi Trade within the borough, and (ii) that the review was robust enough to aid the Council in its aim to reduce the number of Hackney Carriages to a level which allows the service in the borough to thrive. The Scrutiny Committee considered the Project Group's report on 16 January 2014 and approved the following recommendations :

1. That a clear comparison of the review survey be produced and broken down into each taxi rank to aid members of the Appeals and Regulatory Committee at the decision making stage.
2. That a clear written process be put together including the reviews inclusion in the Council's Forward Plan, in future.
3. That the Appeals and Regulatory Committee considers taking action to resolve the number of Hackney Carriage licences within the borough, such as removing the option to transfer the licence, when legislation permits.

The recommendations were considered by the Council's Appeals and Regulatory Committee held 12 February 2014 and resolved that the Enterprise and Wellbeing Scrutiny Committee be informed that the Appeals and Regulatory Committee will take account of the Project Group's report on the hackney carriage capping review process when considering and reaching its decision on future policy, in addition to the results of the Hackney Carriage Unmet Demand Survey undertaken in November 2013.

## **Scrutiny Project Group on External Communications Strategy**

### ***Councillors Helen Bagley & Howard Borrell – Joint Project Group Lead Members***

In September 2013 a Scrutiny Project Group was appointed by the Overview and Performance Scrutiny Forum to review and inform the production of a new External Communications Strategy. The work aimed to ensure that the new strategy is customer focused but also takes into account the needs of the council as it moves forward with embracing new technology and managing a difficult budget.

The work is still in progress at the time of writing this report. It is anticipated the Project Group's report and recommendations will be considered by the Scrutiny Forum on 19 June 2014.

## **Scrutiny Project Group on Health Inequalities**

### ***Councillor Julie Lowe – Project Group Lead Member***

In November 2012 a Scrutiny Project Group was appointed by the Community, Customer and Organisational Scrutiny Committee to look into health inequalities issues and inform the council's Health Inequalities Plan. The project work aimed to develop a better understanding of the outcomes of the Plan, review ongoing work to address the health inequality issues highlighted and recommend further action as necessary.

The work is still in progress at the time of writing this report. It is anticipated a report and recommendations will be submitted to the Scrutiny Committee in the near future.

## **Scrutiny Project Group on New Leisure Centre Facilities**

### ***Councillor Jenny Flood – Project Group Lead Member***

In February 2012 a Scrutiny Review Panel was originally appointed to monitor and scrutinise implementation of Cabinet proposals to progress the council's ambition to improve the effectiveness and efficiency of its Leisure Centres. This work evolved in 2013 and a scrutiny project group re-appointed with revised terms of reference to look at new leisure centre facilities. The Panel's work is currently ongoing.

## **Statutory Crime and Disorder Scrutiny Committee**

Legislation requires that all Councils appoint a Crime and Disorder Scrutiny Committee (CDSC) which must meet at least once a year to provide overview and scrutiny of the Community Safety Partnership's work and performance. Meetings of the Committee were held on 5 December 2013 and 10 April 2014 to receive and scrutinise performance progress against the Chesterfield Community Safety Partnership Plan actions for 2013/14, specifically to reduce Anti Social Behaviour, Violent Crime (including Domestic Violence) and Acquisitive Crime.

As part of its work, the committee made recommendations to the Community Safety Partnership and the Council's Executive Member for Communities as follows :

- (1) That the Committee be consulted on the 'Redeeming our Communities' project proposals when completed.
- (2) That the Committee undertake pre-decision scrutiny of proposals for the review of the Council's Community Safety service.
- (3) The introduction of an alternative shopwatch scheme be looked into with some expedience.
- (4) The cessation of the making of Road Closure Orders in relation to crime in the night time economy as has been done in recent years.

- (5) A request to Derbyshire County Council's Scrutiny Committee to help obtain information from Chesterfield Hospital regarding alcohol-related health problems and hospital admissions.

The committee also received reports on the Anti Social Behaviour Crime and Policing Bill.

### **Joint Overview and Scrutiny Panel for Chesterfield, North East Derbyshire and Bolsover**

During the 2013/14 municipal year the Joint Overview and Scrutiny Panel (JOSP) met in July and November 2013.

The Panel scrutinised performance and monitored joint services delivered between the three Councils of Chesterfield, Bolsover and North East Derbyshire receiving reports from the Head of Internal Audit Consortium, Head of Shared Procurement Unit and Business Manager for the BCN (Building Control) Consultancy, regarding the effective and efficient operation of their services.

Additionally, the Panel undertook a health-check inquiry into the purchase and costs of all insurances for each of the three councils. Officers from the three authorities researched the possibility and provided a report to the Panel. The report concluded that the insurance needs of the three councils varied too much for a unified approach to insurance but consideration of the issue had provided a good learning experience which may usefully be shared with Parish Councils.

## **4 SCRUTINY OUTCOMES AND IMPACT ON SERVICE DELIVERY**

### **Monitoring Impact of Scrutiny Work and Recommendations**

Our Scrutiny Committees monitor the progress of implementation of scrutiny recommendations that are approved by decision makers, requesting regular 6 monthly updates on progress. This follow up procedure is essential to ensure that once the recommendations are approved they are put into action, that the work of Scrutiny impacts on service delivery and the benefits of scrutiny work are received by people in our community.

Monitoring also continues to take place around those issues and services where our Scrutiny Committees have had a concern and undertaken some scrutiny work, but their scrutiny recommendations have not been approved. Regular update reports are still requested.

During 2013/14 our Scrutiny Committees monitored progress on scrutiny work and recommendations regarding :

- Water Rates Payments Policy Scrutiny Review
- Corporate Services Public / Private Partnership Scrutiny Review
- Refuse Collection – Blue Bins Scrutiny Review
- Parking Policy Scrutiny Review
- Council Tax Support Scheme Scrutiny Review
- Crime and Disorder Scrutiny Committee
- Anti Social Behaviour Scrutiny Review

Background detail of these reports and the scrutiny recommendations can be found in the previous section of this report and/or in previous Annual Scrutiny Reports. More specific progress made this year is detailed below.

### **Scrutiny Project Group on Parking Policy Review**

In February 2013 a Scrutiny Project Group was appointed by the Enterprise and Wellbeing Scrutiny Committee to look into the council's parking policy. Its recommendations are detailed in Section 3 of this report.

In March 2013 Cabinet agreed that the recommendations of the Enterprise and Wellbeing Scrutiny Committee be supported through the implementation of the Medium-Term Strategy and that the Committee thanked for their valuable contribution.

### ***Achievements :***

(To be completed).



## **Scrutiny Project Group on introduction of a Local Council Tax Support Scheme**

In January 2013 Cabinet considered a report of the Overview and Performance Scrutiny Forum which had appointed a Scrutiny Review Panel to look at helping develop a Local Council Tax Support Scheme.

Cabinet agreed that further consideration be given to the recommendations of the Overview and Performance Scrutiny Forum as part of the Cabinet's deliberations on establishing a Local Council Tax Support Scheme for Chesterfield.

Cabinet also recognised the value of the work done by the Scrutiny Panel and the Overview and Scrutiny Forum and acknowledged the Scrutiny Panel's recommendations had some merit and could be used to inform and develop Council policies for dealing with shortfalls in government funding for Council Tax Benefit. It was also noted however that some of the savings identified in the Scrutiny Panel's report were to be used for other purposes within the Council's budget and were therefore not available to support Council Tax Benefit claimants.

### ***Achievements :***

The work of the Scrutiny Project Group helped inform the development of the Local Council Tax Support Scheme particularly in relation to changing, and making savings from, the discretionary housing payments and subsidy arrangements that the council currently had in place. The involvement and work of the scrutiny group promoted lots of discussion and debate around the government's welfare reforms and ways to find a local solution.

## **Scrutiny Project Group on Anti Social Behaviour Policy**

A Scrutiny Review Panel was appointed to scrutinise and help develop the Council's Anti Social Behaviour Policy and its report was considered by the Overview and Performance Scrutiny Forum on 17 January 2013 which agreed recommendations to Cabinet. The Forum's recommendations were considered by Cabinet on 10 September 2013 which agreed :

- (1) That the thanks of Cabinet be conveyed to Members of the Scrutiny Review Panel and of the Overview and Performance Scrutiny Forum for their work and candid observations on the Council's approach to tackling anti-social behaviour.
- (2) That Cabinet notes and takes cognisance of the contents of the scrutiny report produced and, in particular, of the recommendations made by the Overview and Performance Scrutiny Forum on how the Council might modify its approach to tackling antisocial behaviour.
- (3) That the Overview and Performance Scrutiny Forum's report and recommendations be referred for immediate consideration by the Joint Member/Officer Working Group that has been established to review the Council's arrangements for the management of private sector anti-social behaviour.

(4) That Members of the Scrutiny Review Panel and of the Overview and Performance Scrutiny Forum be afforded the opportunity to consider and comment on the final working drafts of any new policy and procedures so developed for the management of private sector anti-social behaviour prior to their submission to full Council for final approval.

***Achievements :***

The Scrutiny Project Group report and Scrutiny Forum recommendations were taken into consideration by the executive working group set up in August 2013 to look into and review anti social behaviour policy and service delivery. The subsequent report and recommendations of the executive working group, namely concerning the resourcing of the service, were submitted to the Scrutiny Forum for further consideration. The Forum considered the options and recommended to Cabinet to use part of the funding from the vacant post to employ a part time ASB case worker.

**Scrutiny Project Group on Refuse Collection**

***Councillor Howard Borrell – Project Group Lead Member***

A Scrutiny project group was appointed to look into issues associated with the introduction of the new blue recycling bin following some public concern and negative correspondence in the local media. The Scrutiny Project Group's report was considered by the Overview and Performance Scrutiny Forum on 21 March 2013, and then by Cabinet on 23 April 2013.

Cabinet agreed that the scrutiny report be noted, and the conclusions drawn and recommendations made be taken into account in informing Cabinet's consideration of the officer's report on the matter.

***Achievements :***

The Scrutiny Project Group report and Scrutiny Forum recommendations were kept in mind by Cabinet when considering the report of the Head of Environment. The work of scrutiny and officers lead to changes which enabled a solution to the problems – namely that the blue bin caddy insert would be used for glass, and that paper and card could go into the main body of the bin with plastic and cans.

## 5 SCRUTINY DEVELOPMENTS DURING THE YEAR

Developments in scrutiny are ongoing. Each of the Council's Scrutiny Committees includes scrutiny development as a standing item on their meeting agendas.

### **Evaluation & Review of the Council's Overview and Scrutiny Function**

In last year's Annual Scrutiny Report we detailed progress in delivering the council's new scrutiny arrangements and committee structure following an independent review of the function. An internal evaluation of the delivery and performance of the new arrangements was undertaken where all our Council Members, Managers and Scrutiny Link Officers were surveyed for their views.

Overall the key findings of the 2012/13 evaluation are good. Generally the majority of measured responses to the survey questions (ie 10 out of the 12 measured questions) indicated a positive view of the new arrangements. Some of the new arrangements that have been well received include :

- Introduction of Scrutiny Link Officers
- Informal Scrutiny and Executive Member Communications Meetings
- Informal Pre-Agenda Meetings for Scrutiny Committee Chairs
- A stronger focus on pre-decision scrutiny from the Forward Plan

A combined 47.8% of responders said their experience of scrutiny had either improved or improved a lot on previous arrangements, 26.1% felt things were pretty much the same but none felt arrangements were worse than before. Feedback and engagement in the delivery of the new arrangements has on the whole been very encouraging and the general trend is positive.

A report detailing the findings and providing recommendations and an action plan to further develop the overview and scrutiny arrangements, were considered and approved by the Overview and Performance Scrutiny Forum, Cabinet and Full Council. Actions in the agreed Action Plan have been delivered.

Scrutiny committees, members and officers continue to work pro-actively to successfully undertake and support scrutiny work, and embed the new arrangements. A further evaluation for 201/14 is underway at the time of writing this report. A results update will be included in next year's Scrutiny Annual Report.

### **Scrutiny Guidance and Protocols**

In line with the new overview and scrutiny arrangements we agreed the need for the introduction of key guidance documents as follows :

- *An Internal Working Protocol for the Council's Members and Officers, clarifying the day to day scrutiny and executive working relationship* : This document has been adopted by the Overview and Performance Scrutiny Forum and is in use.

- *Internal Working Protocol(s) for Scrutiny Councillors to help them deliver their overview and scrutiny duties and obligations* : A Toolkit for Scrutiny Project Groups has been adopted and is in use. Guidance for Call-in, Councillor Call for Action, Petitions, and Reporting, are under consideration.
- *A Public Guidance document which promotes scrutiny externally, explains its role to the public and how the public can be involved* : Commencement planned for this year.
- *A Partner Protocol which explains how the Council's overview and scrutiny function will engage and involve key partners and external organisations* : Commencement planned for this year.

### **Scrutiny Councillor Learning and Development**

The Council agrees that the development and growth of individuals to enable them to undertake their roles effectively is essential. During the year Scrutiny members attended in-house scrutiny development sessions every 2 months prior to each meeting of the Overview and Performance Scrutiny Forum. The sessions have given members an opportunity to learn about scrutiny and consider and discuss scrutiny process with a view to improvement.

During 2013/14 Scrutiny Members received learning and development sessions on :

- Budget Setting and Scrutiny
- Scrutiny Project Management and Process
- Chairing Skills for Scrutiny Members
- Decision Making Process, Policy Cycle and Scrutiny Relationship

Learning and development plans are ongoing and for the new year currently include Questioning Skills and Councillor Call for Action.

### **Tenants' Challenge Panel**

Members have also held an introductory meeting with representatives of the Council's new Tenant Challenge Panel (TCP). Like the Council's corporate scrutiny function, tenants of social landlords (such as the Council) now have rights to scrutinise the performance and plans of their landlords housing provision service.

The TCP is the body comprising Council house tenants set up to undertake this role. The new role will co-exist alongside that of the council's corporate scrutiny function. A further informal, networking meeting is planned for October 2014.

## **East Midlands Councils' Regional Scrutiny Network and the National Overview and Scrutiny Forum**

The East Midlands Councils Regional Scrutiny Network and the National Overview and Scrutiny Forum are both forums for learning, sharing, promoting, supporting and developing the scrutiny function regionally and nationally.

*The Regional Scrutiny Network* is supported by East Midlands Councils which is a local government consultative body and provides important learning and development for local government councillors and officers in the East Midlands. The Regional Scrutiny Network gives councillors and officers the opportunity to share knowledge, work programmes and information, as well as providing opportunity to explore and influence national developments concerning scrutiny.

*The National Overview and Scrutiny Forum* was set up in 2007 to help develop the overview and scrutiny function in England and Wales. The Forum comprises Chairs and Vice Chairs (or equivalent) of each Regional Scrutiny Network. It controls its own agenda and work programme which are driven by the needs and interests of overview and scrutiny practitioners. Forum meetings are convened and facilitated by the Centre for Public Scrutiny, but this is currently under review.

The Council plays a proactive role in supporting and contributing to the work of these bodies and the influence they have regionally and nationally. The Council's Policy and Scrutiny Officer is currently Vice Chair for the East Midlands Regional Scrutiny Network and Vice Chair for the National Overview and Scrutiny Forum. This helps raise Chesterfield's profile and puts Chesterfield in a good place to learn and influence developments around scrutiny, and to help champion, lead and promote scrutiny externally.

## 6 SCRUTINY COMMITTEE WORK PLANS 2014/15

The three Scrutiny Committees update their Work Programme business on a bi-monthly basis, in line with their bi-monthly meetings. Programmes of work would normally include :

- Items agreed by the Scrutiny Committees for consideration including Scrutiny Project Group work.
- Ongoing priorities such as budget, performance and corporate priority (Corporate Plan) scrutiny.
- Scrutiny of the Council's Forward Plan of key decisions.
- The monitoring of implementation of approved scrutiny recommendations.
- The monitoring of implementation of corporate and service improvement plans.
- Other unplanned business items that the Committees will decide to deal with as and when they arise.

Scrutiny aims for its work to have both a strategic and community focus, and to involve all stakeholders where possible. Councillors, Officers, Public and Partners all have opportunity to inform contents of the Scrutiny Work Programmes. This year the Scrutiny Chairs and Policy and Scrutiny Officer attended Chesterfield's four Community Assemblies to introduce and raise the profile of scrutiny whilst engaging members of the community about their current priorities for change. Community issues raised by the Assemblies are being considered for inclusion into the scrutiny work programmes.

Work Programme business (*as at 12 May 2014*) includes :

### Overview and Performance Scrutiny Forum

<ul style="list-style-type: none"> <li>- Corporate Budget, Corporate Plan and Corporate Performance monitoring and scrutiny.</li> <li>- Great Place Great Service Transformation Programme</li> <li>- Constitution Review</li> <li>- Overview and Scrutiny Arrangements Annual Evaluation</li> <li>- Tenant Involvement Strategy</li> <li>- Tenant Consultation Survey</li> <li>- Dog Control Measures</li> <li>- Corporate Services Public / Private Partnership Performance</li> </ul>	<ul style="list-style-type: none"> <li>- ICT Strategy and Action Plan</li> <li>- Corporate Asset Management Plan</li> <li>- Chesterfield Procurement Service</li> <li>- External Communications Strategy</li> </ul> <p><i>Scrutiny Project Groups on :</i></p> <ul style="list-style-type: none"> <li>- Welfare Reform</li> <li>- External Communications Strategy</li> </ul>
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## Community, Customer and Organisational Scrutiny Committee

<ul style="list-style-type: none"> <li>- Health Inequalities Plan / Health and Wellbeing Strategy</li> <li>- Outside Market Reconfiguration</li> <li>- Corporate Health and Safety Improvement Plan Monitoring.</li> <li>- Community Assemblies Progress Report</li> <li>- Equality, Diversity and Social Inclusion Strategy and Action Plan.</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>- Statutory Crime and Disorder Committee duties (with Police and Crime Panel Update)</li> <li>- Customer Services Strategy.</li> </ul> <p style="text-align: center;"><i>Scrutiny Project Groups on :</i></p> <ul style="list-style-type: none"> <li>- Health Inequalities Plan</li> </ul>
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## Enterprise and Wellbeing Scrutiny Committee

<ul style="list-style-type: none"> <li>- Sport and Leisure Strategy</li> <li>- Parks and Open Spaces Strategy</li> <li>- Playing Pitches Strategy</li> <li>- Homeless Prevention Service</li> <li>- Housing Accommodation and Support Budget / Older People's Services</li> <li>- Housing Allocations Policy</li> </ul>	<ul style="list-style-type: none"> <li>- Street Scene Improvement Plan</li> <li>- Housing Self Finance (Decent Homes and Rents)</li> <li>- Allotments Strategy</li> </ul> <p style="text-align: center;"><i>Scrutiny Project Groups on :</i></p> <ul style="list-style-type: none"> <li>- New Sport and Leisure Facilities</li> <li>- Water Rates Policy Review</li> <li>- Taxi Subsidy</li> </ul>
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The Overview and Scrutiny function is a continually evolving and growing role, requiring ongoing learning and development. Much of the developments this year are detailed in the previous section of this report.

The Council will undertake formal, annual reviews of its overview and scrutiny function to ensure its ongoing evaluation and effectiveness.

## 7 SCRUTINY COMMITTEE MEMBERSHIP 2013/14

<b>Overview and Performance Scrutiny Forum :</b>	
Councillors	
Vicki Lang – Co Chair Jean Innes – Co Chair Helen Bagley Howard Borrell Stewart Bradford Ian Callan Alexis Diouf Barry Dyke	Jenny Flood Bob Gibson Denise Hawksworth Julie Lowe Tom Murphy Neil Rayner Andy Slack Paul Stone
<b>Community, Customer and Organisational Scrutiny Committee</b>	
Councillors	
Jean Innes – Chair Tom Murphy – Vice Chair Helen Bagley Howard Borrell	Alexis Diouf Julie Lowe Neil Rayner Andy Slack
<b>Enterprise and Wellbeing Scrutiny Committee</b>	
Councillors	
Vicki Lang – Chair Denise Hawksworth – Vice Chair Stewart Bradford Ian Callan	Barry Dyke Jenny Flood Bob Gibson Gordon Simmons

For further information contact :

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[scrutiny@chesterfield.gov.uk](mailto:scrutiny@chesterfield.gov.uk);

or visit the Council's website at <http://www.chesterfield.gov.uk>



CHESTERFIELD BOROUGH COUNCIL FORWARD PLAN  
FOR THE FOUR MONTH PERIOD 1 JULY 2014 TO 31 OCTOBER 2014

This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of key decisions to be made on behalf of the Council. As far as possible and in the interests of transparency, the Council will seek to provide at least 28 clear days notice of new key decisions (and many new non-key decisions) that are listed on this document. Where this is not practicable, such key decisions will be taken under urgency procedures. Decisions which are expected to be taken in private (at a meeting of the Cabinet or by an individual Cabinet Member) are marked "private".

This Forward Plan sets out the details of the 'key' and other major decisions which the Council expects to take during the next four month period. The Plan is rolled forward every month and is available to the public 28 days before the beginning of each month.

A 'Key' Decision is defined as:

Any executive decision which is likely to result in the Council incurring significant expenditure or the making of savings where there is:

- a decision to spend £50,000 or more from an approved budget, or
- a decision to vire more than £10,000 from one budget to another, or
- a decision which would result in a saving of £10,000 or more to any budget head, or
- a decision to dispose or acquire any interest in land or buildings with a value of £50,000 or more, or
- a decision to propose the closure of, or reduction by more than ten (10) percent in the level of service (for example in terms of funding, staffing or hours of operation) provided from any facility from which Council services are supplied.

Any executive decision which will have a significant impact in environmental, physical, social or economic terms on communities living or working in one or more electoral wards. This includes any plans or strategies which are not within the meaning of the Council's Policy Framework set out in Article 4 of the Council's Constitution.

The law and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in the Forward Plan in accordance with Rule 15 (General Exception) and Rule 16 (Special Urgency) of the Access to information Procedure Rules.

The Forward Plan has been extended to now include details of any significant issues to be considered by the Executive Cabinet, full Council and Overview and Scrutiny Committee. It is hoped that this will better meet the needs of elected Members, Officers and the public. They are called "non key decisions". In addition the plan contains details of any reports which are to be taken in the private section of an Executive meeting.

Anyone wishing to make representations about any of the matters in the schedule below may do so by contacting the officer listed. Copies of the Council's Constitution and agenda and minutes for all meeting of the Council may be accessed on the Council's website: [www.chesterfield.gov.uk](http://www.chesterfield.gov.uk).

## Notice of Intention to Conduct Business in Private

Whilst the majority of the business at Cabinet meetings will be open to the public and media to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. This is formal notice under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that the Cabinet meetings shown on this Forward Plan will be held partly in private because some of the reports for the meeting will contain either confidential information or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

A list of the reports which are expected to be considered at this meeting in private are set out in a list on this Forward Plan. They are marked "private", including a number indicating the reason why the decision will be taken in private under the categories set out below:

- (1) information relating to any individual
- (2) information which is likely to reveal the identity of an individual
- (3) information relating the financial or business affairs of any particular person (including the authority holding that information)
- (4) information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
- (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
- (6) Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
- (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

If you would like to make representations about any particular decision to be conducted in private at this meeting then please email: [democratic.services@chesterfield.gov.uk](mailto:democratic.services@chesterfield.gov.uk). Such representations must be received in advance of 5 clear working days before the date Cabinet meeting itself, normally by the preceding Monday. The Council is required to consider any representations received as to why an item should not be taken in private and to publish its decision.

It is possible that other private reports may be added at shorter notice to the agenda for the Cabinet meeting or for a Cabinet Member decision.

Cabinet meetings are held at the Town Hall, Chesterfield, S40 1LP, usually starting at 10.30 am on Tuesdays, but subject to change in accordance with legal notice periods.

**Huw Bowen**  
**Chief Executive**



Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
<b>Key Decisions</b>									
Key Decision 296	Careline Consortium - Update on the current position regarding potential partnership arrangements with DCC.	Cabinet	Executive Member - Housing	29 Jul 2014	Assistant Executive Member	Meeting.	Service Manager - Housing Services	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Public
Key Decision 321	Review of Allocations Policy - Welfare Reform	Cabinet	Executive Member - Housing	7 Jul 2014	Assistant Executive Member	Meetings	Service Manager - Housing Services	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Public
Key Decision 329	Local Plan: Sites and Boundaries Development Plan document - to agree preferred options for public consultation.	Cabinet	Deputy Leader & Executive Member for Planning	29 Jul 2014		Meetings	Head of Regeneration	Alan Morey Tel: 01246 345371 alan.morey@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 337	THI Scheme Project Evaluation - to receive a final evaluation of the THI project for Chesterfield Town Centre.	Cabinet	Deputy Leader & Executive Member for Planning	29 Jul 2014		Meetings	Head of Regeneration	Paul Staniforth Tel: 01246 345781 paul.staniforth@chesterfield.gov.uk	Public
Key Decision 339	Proposals for future use of the former garage site of Hady Lane	Cabinet	Executive Member - Housing	7 Jul 2014	Assistant Executive Member	Meetings.	Business Planning and Strategy Manager	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 340	Caravan and Mobile Home Park Licensing	Cabinet	Executive Member - Housing	29 Jul 2014	Assistant Executive Member	Meetings.	Business Planning and Strategy Manager - Housing Services	Laurie Thomas Tel: 01246 345256 laurie.thomas@chesterfield.gov.uk	Public
Key Decision 355	Proposed Sports Pavilion for Eastwood Park	Cabinet	Executive Member - Environment	7 Jul 2014	Assistant Executive Member	Meeting	Head of Environment	John Ramsey Tel: 01246 345097 john.ramsey@chesterfield.gov.uk	Public
Key Decision 369	Costings Associated with Construction of the New Sports Centre (L000)	Cabinet	Executive Member - Leisure, Culture and Tourism	7 Jul 2014	Assistant Executive Member	Meeting	Head of Environment	Darran West Tel: 01246 345751 darran.west@chesterfield.gov.uk	Exempt 3 Contains financial information

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 370	Appropriation of Land at Queen's Park Annexe for the Construction of the New Sports Centre (R320)	Cabinet	Executive Member - Leisure, Culture and Tourism	7 Jul 2014	Assistant Executive Member	Meeting	Head of Environment	Darran West Tel: 01246 345751 darran.west@chesterfield.gov.uk	Public
Key Decision 389	Staveley Area Action Plan	Cabinet	Deputy Leader & Executive Member for Planning	9 Sep 2014		Meetings	Head of Regeneration	Neil Johnson Tel: 01246 345241 neil.johnson@chesterfield.gov.uk	Public
Key Decision 390	Chesterfield Waterside GPF Loan	Council	Leader & Executive Member for Regeneration	18 Jun 2014		Meetings	Head of Regeneration	Neil Johnson Tel: 01246 345241 neil.johnson@chesterfield.gov.uk	Exempt 3 Financial information
Key Decision 395	Review of Arts and Venues Policies and Strategies - a review 12 months after their adoption and their impact. Will also include 2015 fees and charges proposals for the Venues.	Cabinet	Executive Member - Leisure, Culture and Tourism	29 Jul 2014	Assistant Executive Member	Meetings	Head of Regeneration	Anthony Radford Tel: 01246 345339 anthony.radford@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 397	Review of the Museum's Acquisitions, Rationalisation and Disposal Policies	Cabinet	Executive Member - Leisure, Culture and Tourism	17 Jun 2014	Assistant Executive Member	Meeting	Head of Regeneration	Alyson Barnes alyson.barnes@chesterfield.gov.uk	Public
Key Decision 398	Sale of CBC Land/Property	Deputy Leader & Executive Member for Planning	Deputy Leader & Executive Member for Planning	17 Jun 2014		Meeting.	Head of Kier	Matthew Sorby Tel: 01246 345800 matthew.sorby@chesterfield.gov.uk	Exempt 3 Contains financial information
Key Decision 399	Housing Revenue Final Accounts 2013/14	Cabinet	Executive Member - Housing	17 Jun 2014	Assistant Executive Member	Meeting	Head of Housing	Steve Spencer Tel: 01246 345454 steve.spencer@chesterfield.gov.uk	Public
Key Decision 400(1)	Portfolio Accounts 2013/14 - Leader and Executive Member for Regeneration	Cabinet	Leader & Executive Member for Regeneration	17 Jun 2014		Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public
Key Decision 400(2)	Portfolio Accounts 2013/14 - Deputy Leader and Executive Member for Planning	Cabinet	Deputy Leader & Executive Member for Planning	17 Jun 2014		Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 400(3)	Portfolio Accounts 2013/14 - Executive Member for Governance and Organisational Development	Cabinet	Executive Member - Governance and Organisational Development	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public
Key Decision 400(4)	Portfolio Accounts 2013/14 - Executive Member Leisure, Culture and Tourism	Cabinet	Executive Member - Leisure, Culture and Tourism	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public
Key Decision 400(5)	Portfolio Accounts 2013/14 - Executive Member for Environment	Cabinet	Executive Member - Environment	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public
Key Decision 400(6)	Portfolio Accounts 2013/14 - Customers and Communities	Cabinet	Executive Member - Customers and Communities	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public
Key Decision 400(7)	Portfolio Accounts 2013/14 - Housing General Fund	Cabinet	Executive Member - Housing	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 401	General Fund Revenue and Capital Final Accounts 2013/14	Cabinet	Deputy Leader & Executive Member for Planning	17 Jun 2014		Meeting	Head of Finance	Barry Dawson Tel: 01246 345451 barry.dawson@chesterfield.gov.uk	Public
Key Decision 402	Treasury Management Report for 2013/14	Cabinet	Deputy Leader & Executive Member for Planning	7 Jul 2014	Standards Committee	Meeting	Head of Finance	Helen Fox Tel: 01246 345452 helen.fox@chesterfield.gov.uk	Public
Key Decision 403	Security DSO Final Accounts 2013/14 & Business Plan 2014/15	Cabinet	Deputy Leader & Executive Member for Planning	17 Jun 2014		Meeting	Head of Finance	Steve Spencer Tel: 01246 345454 steve.spencer@chesterfield.gov.uk	Exempt 3 Contains Financial Information
Key Decision 404	Building Cleaning Final Accounts 2013 and Business Plan 2014/15	Cabinet	Executive Member - Environment	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Steve Spencer Tel: 01246 345454 steve.spencer@chesterfield.gov.uk	Exempt 3 Contains Financial Information
Key Decision 405	Spirepride Final Accounts 2013/14 and Business Plan 2014/15	Cabinet	Executive Member - Environment	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	John Hassall john.hassall@chesterfield.gov.uk	Exempt 3 Contains Financial Information



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Key Decision 406	Operational Services I.S.P. Final Accounts 2013/14 and Business Plan 2014/15	Cabinet	Executive Member - Housing	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Steve Spencer Tel: 01246 345454 steve.spencer@chesterfield.gov.uk	Exempt 3 Contains Financial Information
Key Decision 407	PCVU Window and Door Assembly Factory Final Accounts 2013/14 and Business Plan 2014/15	Cabinet	Executive Member - Housing	17 Jun 2014	Assistant Executive Member	Meeting	Head of Finance	Steve Spencer Tel: 01246 345454 steve.spencer@chesterfield.gov.uk	Exempt 3 Contains Financial Information
Key Decision 410	Stock Condition Survey	Cabinet	Executive Member - Housing	7 Jul 2014	Assistant Executive Member	Meetings	Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 411	Parkside Update and Appointment of Developer	Cabinet	Executive Member - Housing	29 Jul 2014	Assistant Executive Member	Meetings	Business Planning and Strategy Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 412	Proposed Budget for the Linacre Road Site, Ashgate	Council	Deputy Leader & Executive Member for Planning	18 Jun 2014	Executive Member for Housing Assistant Executive Member Housing	Meeting	Head of Kier Asset Management	Linda Martin Tel: 01246 345445 linda.martin@chesterfield.gov.uk	Exempt 3 Contains financial information
Key Decision 415	Performance Outturn for 2013/14 - To consider performance management information for 2013/14 and plans for 2014/15.	Cabinet	Deputy Leader & Executive Member for Planning	7 Jul 2014		Meetings	Report of Head of Business Transformation	Donna Reddish Tel: 01246 345307 donna.reddish@chesterfield.gov.uk	Public
Key Decision 416	Fire Risk Assessments	Cabinet	Executive Member - Housing	7 Jul 2014	Assistant Executive Member for Housing	Meeting	Service Manager - Housing Services	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 417	Economic Development Unit Staffing	Joint Cabinet and Employment & General Committee	Leader & Executive Member for Regeneration	17 Jun 2014	Executive Member for Governance & Organisational Development Assistant Executive Member for Governance & Organisational Development	Meeting.	Report of Head of Regeneration	Lynda Sharp, Laurie Thomas Tel: 01246 345256 lynda.sharp@chesterfield.gov.uk, Tel: 01246 345256 laurie.thomas@chesterfield.gov.uk	Public
Key Decision 418	Annual Report to Tenants	Cabinet	Executive Member - Housing	29 Jul 2014	Assistant Executive Member for Housing	Meeting	Service Manager - Housing Services	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Public
Key Decision 419	Review of Tenant Involvement	Cabinet	Executive Member - Housing	29 Jul 2014	Assistant Executive Member for Housing	Meeting	Service Manager - Housing Services	Julie McGrogan Tel: 01246 345135 julie.mcgrogan@chesterfield.gov.uk	Public
Key Decision 420	Adoption of Revised Statement of Community Involvement	Cabinet	Deputy Leader & Executive Member for Planning	29 Jul 2014		Meeting	Report of Head of Regeneration	Louise Briggs Tel: 01246 345794 louise.briggs@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 421	Cultural and Visitor Services Restructure	Joint Cabinet and Employment & General Committee	Executive Member - Leisure, Culture and Tourism	29 Jul 2014	All Portfolio Holders, Assistant Executive Member – Leisure, Culture & Tourism	Meetings	Report of Head of Regeneration	Bernadette Wainwright Tel: 01246 345779 bernadette.wainwright@chesterfield.gov.uk	Exempt 1, 3, 5 relates to individuals and financial information
Key Decision 423	Non Traditional Stock Condition Survey	Cabinet	Executive Member - Housing	29 Jul 2014	Assistant Executive Member	Meetings	Business Planning and Strategy Manager	Alison Craig Housing Tel: 01246 345156 alison.craig@chesterfield.gov.uk	Public
Key Decision 424	Contract for the future provision of Security Services to the Pavements Centre, Yards and Market, Chesterfield	Cabinet	Deputy Leader & Executive Member for Planning	17 Jun 2014		Meeting.	Report of Kier Asset Management and Head of Finance	Matthew Sorby Tel: 01246 345800 matthew.sorby@chesterfield.gov.uk	Exempt 2, 3 Contains information which is likely to reveal the identity of an individual and information relating to financial affairs.
<b>Private Items -Non Key/ Significant but non-Key</b>									

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision 363	Application for Home Repairs Assistance	Executive Member - Housing	Executive Member Housing - Executive Member decisions	20 Jun 2014	Assistant Executive Member	Meeting	Head of Housing	Jane Thomas jane.thomas@chesterfield.gov.uk	Exempt 1, 3 Info. relating to an individual Info. relating to financial affairs
Key Decision 364	Application for Waiver of Private Sector Housing Discretionary Decisions (including Home Repair Assistance and Disabled Facilities Grants)	Executive Member - Housing	Executive Member - Housing	13 Jun 2014	Assistant Executive Member - Housing	Meeting	Head of Governance	Stephen Oliver Tel: 01246 345313 stephen.oliver@chesterfield.gov.uk	Exempt 1 Contains information relating to an individual.
<b>Non Key Decision</b>									
Non-Key Non Key 24	List of Buildings of Local Interest - to consider the list of nominated buildings and agree an assessment panel and process	Deputy Leader & Executive Member for Planning	Deputy Leader & Executive Member for Planning	29 Jul 2014	Consultation with property owners	Meeting	Head of Regeneration	Paul Staniforth Tel: 01246 345781 paul.staniforth@chesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Key Decision Non-key 28	Consideration of the report on the Annual Review of Overview and Scrutiny Arrangements 2013/14	Council	Executive Member - Governance and Organisational Development	30 Jul 2014	Assistant Executive Member Overview and Performance Scrutiny Forum	Meetings Email	Report of Head of Business Transportation	Anita Cunningham Tel: 01246 345273 anita.cunningham@c hesterfield.gov.uk	Public
Key Decision Non-Key 29	Scrutiny Annual Report 2013/14	Council	Executive Member - Governance and Organisational Development	30 Jul 2014	Assistant Executive Member Overview and Performance Scrutiny Forum	Meetings Email	Report of Head of Business Transformation	Anita Cunningham Tel: 01246 345273 anita.cunningham@c hesterfield.gov.uk	Public
Key Decision Non-key 30	Consideration of the report and recommendations of the Enterprise and Wellbeing Scrutiny Committee on matters regarding the water rates collection process and related evictions policy.	Cabinet	Executive Member - Customers and Communities	7 Jul 2014	Executive Member for Customers and Communities Assistant Executive Member for Housing Assistant Executive Member for Customers and Communities	Meeting	Report of Head of Business Transformation	Anita Cunningham Tel: 01246 345273 anita.cunningham@c hesterfield.gov.uk	Public

Key Decision No	Details of the Decision to be Taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date Decision can be Taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated	Private
Non-Key 31	Community Assemblies Annual Report 2013/14	Cabinet	Executive Member - Customers and Communities	7 Jul 2014	Assistant Executive Member for Customers and Communities , Scrutiny	Meeting	Head of Business Transformation	Wendy Blunt Community Development Officer Tel: 01246-345344 wendy.blunt@chesterfield.gov.uk	Public

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## SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING FORM

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Minute Ref. / Date (Scrutiny Committee & Cabinet, Council & its Committees)	Scrutiny Committee Recommendations or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> )	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW3	Parking Policy (SPG)	<b>14.02.13</b> (No 0027)  Approved at Cabinet on 05.03.13	<ol style="list-style-type: none"> <li>1. The barrier system of parking control which gives change, be extended to other car parks.</li> <li>2. Improvements be implemented for the New Beetwell Street MSCP to bring the facility up to a standard equivalent to that at Vicar Lane.</li> <li>3. Improvements to signage across the town centre and at the entry points to off-street car parks be undertaken.</li> </ol>	Progress update 6 months from 05.03.13	Head of Regeneration provided progress update to EW on 05.09.13 and 05.06.14.	
OP3	Anti Social Behaviour (SPG)	<b>17.01.13</b> (No 0064) Considered by Cabinet 10.09.13.  <b>12.12.13</b>	<p>See report and minute.</p> <ol style="list-style-type: none"> <li>1. Support use of vacant post funding to employ 0.6 (FTE) case worker.</li> </ol>		Executive Report considered by OP 12.12.13 before Cabinet decision. Scrutiny recommendation made.	Scrutiny recommendation reported to Joint Cabinet / Employment & General Committee on 08.04.14.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Minute Ref. / Date (Scrutiny Committee & Cabinet, Council & its Committees)	Scrutiny Committee Recommendations or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> )	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)	
CCO1	Statutory Crime & Disorder Scrutiny	<b>29/09/11</b> (No 0044)	1. Progress report on sharing information re alcohol related health problems and hospital admissions.	6 months from 29/09/11.	1. Update provided 30.05.13. Statistics awaited.	Report received 05.12.13, and 10.04.14. Next report due 20.11.14 (to be confirmed)	
		(No 0045)	2. Consult Committee on internal Review of Community Safety before submission to Cabinet.		2. Update received 05.12.13 to confirm internal review tied into report on Anti Social Behaviour.		
		<b>04/10/12</b>	3. Consult Committee on Redeeming our Communities Proposals when completed.		3. Awaiting.		
		<b>30/05/13</b> (No 0003)	4. Recommendation to Community Safety Partnership regarding introduction of Shopwatch scheme.		Letter sent 25.07.13		4. Scrutiny Committee awaiting response to letter from Community Safety Partnership.
		<b>10.04.14</b> (No 58)	5. Derbyshire County Council Health Scrutiny Committee requested to obtain / share information regarding alcohol related hospital admissions.		Request made 13.05.14.		Awaiting response.
CCO3	Cumulative Impact Policy	<b>SB 14/07/11</b> (No 0015)  Licensing Ctte	1. Supports consultation on introduction of CIP.  2. A further report on consultation outcome be reported to Licensing Ctte and Cabinet before Council.		1. Completed.  2. Completed.		

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Minute Ref. / Date (Scrutiny Committee & Cabinet, Council & its Committees)	Scrutiny Committee Recommendations or <i>Decision making body resolution</i> ( <i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i> )	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
Page 383 383			<p>3. Scrutiny Board /Ctte to be involved with monitor and review of CIP after 12 months in operation.</p> <p>4. Impact of alcohol consumption on health service to be brought to attention of Licensing Committee.</p>	3. Following 12 months in operation.	<p>3. Completed. Report received 31.01.13.</p> <p>4. Update received 01.08.13. Hospital statistics not yet available.</p>	Statistics requested for meeting on 10.04.14. (see CCO 1)
	W2	<p><b>SB 16/06/11</b> (No 0004)</p> <p>Cabinet 31/1/12 (No 0164)</p>	1. Refer proposed amended Water Rates Payment policies to Executive Member / Cabinet for adoption.		Last progress report received 27.06.13 Scrutiny Project Group set up to undertake further review completed and approved by EW 16.01.14. Further recommendations approved on 05.06.14.	Policy & Scrutiny Officer to arrange scrutiny report submission to Cabinet.

Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee).

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**CHESTERFIELD BOROUGH COUNCIL**

**WORK PROGRAMME : OVERVIEW AND PERFORMANCE SCRUTINY FORUM on 19 JUNE 2014**

	<b>Scrutiny Meeting Date:</b>	<b>Business Items :</b>	<b>Status :</b>	<b>Raised by:</b>	<b>Executive Responsibility</b>
1	19.06.14	Budget Scrutiny and Monitoring	Ongoing. Last reported 03.04.14.	O&P	<i>Leader &amp; Regeneration</i>
2	19.06.14	Great Place, Great Service (council wide transformation programme) Progress Report.	Considered Joint Cabinet / Employment & General Committee 03.12.13. Last reported 03.04.14.	O&P Chairs	<i>Deputy Leader / Executive Member Planning</i>
3	19.06.14	Constitution Review	Document under review.	O&P	<i>Governance</i>
4	19.06.14	1) Overview and Scrutiny Arrangements Annual Review	Draft complete, ready for scrutiny.	O&P	<i>Governance</i>
		2) Overview and Scrutiny Arrangements Action Plan 2012/13 Progress	Action Plan delivered. Update last received 28.11.13.	O&P	<i>Governance</i>
5	19.06.14	Overview and Scrutiny Annual Report	Draft available.	O&P	<i>Governance</i>
6	19.06.14	Council Corporate Performance Scrutiny and Monitoring	Report for 6 monthly monitoring. Last received 17.10.13.	O&P	<i>Deputy Leader &amp; Planning</i>
7	11.09.14 TBC	Refresh of Tenant Involvement	Met Tenant Challenge Panel representatives on 24.03.14.	<i>Link Officer (Housing)</i>	<i>Housing</i>
8	11.09.14 TBC	Tenant Consultation Survey Results	Results from 'STAR' housing tenants' survey.	<i>Link Officer (Policy)</i>	<i>Housing</i>
9	11.09.14 TBC	Dog Control Measures Progress Report	Measures introduced to Hasland Park. Monitoring underway.	O&P	<i>Environment</i>

## CHESTERFIELD BOROUGH COUNCIL

	<b>Scrutiny Meeting Date:</b>	<b>Business Items :</b>	<b>Status :</b>	<b>Raised by:</b>	<b>Executive Responsibility</b>
10	11.09.14 TBC	ICT Strategy and Action Plan Progress Report	Strategy approved December 2012. Report received 30.01.14. 6 month update due July.	O&P Chairs	Executive Member Governance
11	11.09.14	Public, Private Partnership (Corporate Services) Performance Scrutiny and Monitoring	Last reported 26.09.13. Annual update due October 2014.	O&P (carried forward)	Governance & Organisational Development
12	11.09.14 TBC	Corporate Asset Management Plan	Available for progress update.	Former structure	Deputy Leader & Planning
13	TBC	Chesterfield Procurement Service	New arrangements pending scrutiny monitoring. Report received 30.01.14.	O&P Chairs	Executive Member Governance
14	Annually TBC	Council Corporate Plan	Received 17.01.13 and 30.01.14.	O&P	Deputy Leader & Planning
<b>Scrutiny Project Groups :</b>					
15	Every meeting	Welfare Reform	Part 2 – Review agreed 25.07.13.	O&P 28.05.12	Leader & Regeneration
16	Every meeting	External Communications Strategy	Review agreed 26.09.13.	O&P 26.09.13.	Leader & Regeneration
<b>New Business Items Proposed :</b>					
		Disposal of Hazardous Waste		Member O&P	Environment
	19.06.14	Appointment to Sheffield City Region Scrutiny Body	Ready.	Monitoring Officer	Governance

Note: Items for monitoring (from scrutiny reviews and/or recommendations) are not included above but are listed in the Scrutiny Monitoring Form a separate item on the agenda. Members may wish to agree items from the Forward Plan and Scrutiny Monitoring Form for the work programme. [KEY to abbreviations: O&P = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. E&W = Enterprise and Wellbeing Scrutiny Committee. TBC = to be confirmed]. (Next meeting is 11 September 2014).



## Communities and Local Government Committee

House of Commons London SW1P 3JA

Tel 020 7219 3927 Email [mckeeg@parliament.uk](mailto:mckeeg@parliament.uk) Website [www.parliament.uk](http://www.parliament.uk)

Twitter @CommonsCLG

9 June 2014

Scrutiny officers in local authorities in England

Dear colleagues,

### **Inquiry into Community Rights**

The Communities and Local Government Committee has today launched an inquiry into 'community rights', most of which were provided through the Localism Act 2011.

I am writing to you both to draw your attention to the inquiry and also to invite local authority scrutiny committees to submit written evidence. It is quite easy to do this through our new evidence portal.

The Committee is keen to build links with local government scrutiny. While we often receive valuable evidence from local authorities, we very rarely receive evidence specifically from scrutiny committees. Community rights are an issue on which a local scrutiny perspective would be especially valuable. The Committee is particularly keen to hear the perspective of local authorities that have direct experience of the operation of the rights or have promoted them. The Committee would further be especially interested if local authorities were able to share, in written submissions, the findings of any recent scrutiny reviews of the use of community rights within their areas. The submissions need only be brief, setting out the key findings and, potentially, linking to any reports produced.

**How to submit evidence:** Full terms of reference for the inquiry can be found on the Committee's [website](#). Written evidence can be uploaded on to the website via the Committee's online [portal](#). The deadline for submission is Thursday 4 September 2014.

If you have any questions about the inquiry, please contact [me](#) on 020 7219 4972.

We look forward to hearing from you. If you are not able to contribute on this occasion, I hope you will continue to take an interest in the work of the Committee. Parliament has a dedicated [webpage](#) to provide further information for those working in local government scrutiny and we plan to invite further contributions in the future.

Yours sincerely

**Glenn McKee**

**Clerk, Communities and Local Government Committee**

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**OVERVIEW AND PERFORMANCE SCRUTINY FORUM MEETING****Thursday, 3 April, 2014**

Present:-

Councillor Lang (Chair)

Councillors	Bagley	Lowe
	Blank+++	Tom Murphy
	Borrell	Neil Rayner
	Flood	Slack
	Gibson	
	Innes	

Jonathan Alsop, ICT Programme Manager++  
Anita Cunningham, Policy and Scrutiny Officer  
Barry Dawson, Head of Finance+  
John Moran, Programme Manager++  
Donna Reddish, Policy Manager+++  
Mary Stead, Democratic Services Officer

+ Attended for Minute No. 76  
++ Attended for Minute No. 77  
+++ Attended for Minute No. 78

**74 DECLARATIONS OF MEMBERS' AND OFFICERS INTERESTS  
RELATING TO ITEMS ON THE AGENDA**

No declarations were received.

**75 APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Bradford, Callan and Paul Stone.

**76 LEADER AND EXECUTIVE MEMBER FOR REGENERATION -  
UPDATE REPORT ON THE BUDGET**

The Head of Finance provided an update on the Council's General Fund Budget 2013/14 and 2014/15.

The update included:-

- details of the forecast 2013/14 year-end position;
- key issues to monitor in 2014/15, including:
  - implementation of approved budget savings targets,
  - business rates income and appeals outcomes
  - key income sources
  - key expenditure budgets;
- General Fund capital programme outline;
- progress on implementation of budget-saving proposals.

Regular monitoring reports would be provided for Cabinet and Scrutiny, so that the effectiveness of measures intended to meet savings targets and reduce the predicted deficit could be assessed.

Members requested further details of the voluntary severance costs, and of the progress made in renegotiating the Public Private Partnership contracts.

## **RESOLVED –**

That the report be noted, and staff and Members commended for their work to achieve a balanced budget.

## **77 DEPUTY LEADER AND EXECUTIVE MEMBER FOR PLANNING - PROGRESS REPORT ON GREAT PLACE:GREAT SERVICE TRANSFORMATION PROGRAMME**

### **General Progress Update**

The Programme Manager gave a report on progress made with the Great Place:Great Service Transformation Programme.

The report included information on the objectives of Great Place:Great Service, which was intended to achieve an integrated approach to the Council's four key strategies: ICT, Customer Services, Workforce Development and Asset Management.

The strategies aimed to help deliver the Council's Vision 'Putting Our Communities First' while maintaining a solvent and financially sound Council over the medium term (2014/17).

Customer Services Update - The Council was collecting data around its current interactions with customers, so that it would better understand their behaviour and expectations. It was hoped that the first results would be available in May 2014.

Presentations had already been given to the Council on plans for self-service and improved workflow, and proposals to enable customers to access more Council services on-line, at a time that would suit them.

ICT Update (GPGS) - Several measures had been taken to implement the ICT Strategy. These included –

- encouraging employees to 'clock on' on line;
- demonstrating the technology used to deliver flexible working;
- installing WiFi in Committee Rooms 1 and 2;
- initiating the procurement process for a new intranet system;
- collating data on all the IT systems used in the Council;
- profiling users, to meet the requirements of each role in the Council.

It was hoped that this ICT work would deliver 'quick wins' and facilitate flexible working, as well as saving money by avoiding any duplication or overlapping of procedures and technology. The intention was to ensure that staff had the tools that they needed to do the job.

Workforce update - Service managers and the Corporate Management Team (CMT) were being trained to manage performance.

Lean Academy master belt training was being given, so that the Council could undertake its own Lean reviews.

An NVQ3 training programme for employees was being developed, to improve work in their service areas.

The second phase of the Project Academy had just begun, with the aim of training staff to undertake work often done by external consultants, thus saving money and developing staff skills.

The employee survey had just finished, and results would be analysed and reported to Members. There had been a 58% response rate, which was encouraging.

Members welcomed the formal update on GPGS provided at the Overview and Performance Scrutiny Forum meetings, and the additional informal update meetings held in between. They were reminded that if there were specific issues on which they needed more information, the officers would provide it on request.

The use of ICT by Members was discussed in some detail, and issues relating to training in the use of Ipads and accessing WiFi in Council premises were raised. It was suggested that Elected Members would benefit from more information about devices when they were issued with them, and more training in how to use them.

Further information was requested on the proposals for New Square, so that Members would better understand the benefits of merging CCTV and Parking.

There was consideration of the ways that the demand for 'on line' services would change over time, as a result of demographic change. It was assumed that younger people would feel more comfortable with doing most of their transactions on line.

In the short term, better marketing and communication would be needed to inform the public of the different options for contacting the Council, and to encourage them to use them, rather than relying on 'face-to-face' contact, the telephone, cash payments and letters.

The Customer Survey had shown that almost two thirds of customers did not use the Council's website, so there was evidently a need to promote it.

### **ICT Strategy Implementation Progress Update**

The ICT Projects Manager gave an update on the progress implementing the ICT Strategy.

The report outlined the strategic vision for the ICT Strategy, and work being done to establish a new governance structure for it, as part of the Great Place:Great Service (GPGS) initiative.

The report summarised the key themes of the ICT Strategy, including Citizen Centric Services, Flexible Working (remote and mobile), application system improvements, corporate Intranet development, the Corporate Document Management System (CDMS), the Geographical Information System (GIS), e-payments and security.

The proposed changes to the ICT governance structure to link with the GPGS governance structure were outlined.

A Strategic Steering Group was working on the implementation of the ICT Strategy and there would be a further update at the next meeting of the Overview and Performance Scrutiny Forum.

Progress was being made with the development of Customer Centric Services, for example for Leisure bookings. The provision of WiFi at Leisure Centres, and in future at the Winding Wheel and Assembly Rooms was expected to attract customers.

The CDMS would enable the Council to keep more complete records without needing much space to do so, and GIS would facilitate the collation of information and mapping of problems, making it easier to plan how best to resolve issues effectively.

Improvements had already been achieved in the Operational Services Division (OSD) contractors recording process, and in the security of documents and transactions, to comply with the Government's Public Sector Network requirements and annual audit.

### **Corporate Asset Management Plan (CAMP) Progress Update**

The Programme Manager provided an update on the implementation of the Corporate Asset Management Plan.

This included completing the refurbishment of the lower ground floor to accommodate four voluntary sector organisations, which were expected to move in by May 2014.

Land currently occupied by the Derbyshire Unemployed Workers Centre would become available for sale, and there was considerable interest in this town centre location.

If more space could be made available in the Town Hall it was likely that other public bodies would wish to rent it, producing an income for the Council.

The Environment Services team had relocated from East Lodge to their new accommodation at the Operational Services Division (OSD) depot at Stonegravels. East Lodge had been sold, subject to contract. The merging of the Environment and Housing depots had created a 'super depot' offering better facilities, and an improved working environment, to staff, and encouraging co-operation between them.

Garages were being constructed and were expected to be completed by the end of April.

Staveley area office was on the market and had attracted some interest. Payments could now be made using machines located within the Healthy Living Centre.

A model office was being established in the Town Hall, to demonstrate to staff what working in this new environment would be like for them.

The CCTV and Parking teams were being merged, to create more space at 87 New Square, and the building was on the market.

Further information was requested about some CCTV equipment that had been bought using Community Forum funds, but could not be used as envisaged because of changes in Police guidance on the use of CCTV. It was suggested that this matter be raised with officers, and if necessary, suggested to the Community, Customer and Organisational Scrutiny Committee as a possible topic for their work programme.

It was hoped that cash receipts from the current sale of assets would total approximately £800,000. These measures were part of a three year asset management programme.

There was a four year asset disposal plan, and in the longer term Planning were involved in a 25 year plan for the remaining assets.

**RESOLVED –**

That the Programme Manager and ICT Projects Manager be thanked for their presentations, and that a regular update on these matters be provided at future Scrutiny meetings.

**78 EXECUTIVE MEMBER FOR CUSTOMERS AND COMMUNITIES -  
REPORT ON COMMUNITY CONSULTATION SURVEY RESULTS**

The Policy Manager gave a presentation on the 'Are You Being Served?' Community Consultation Survey Results.

The survey used the MORI and Local Government Association (LGA) recommended methodology and met all data quality requirements to enable benchmarking with other authorities.

The Community Engagement Group, and the Executive Member for Customers and Communities and the Assistant Executive Member for Customers and Communities had endorsed the project, which had been delivered on time and on budget. With a sample size of 758 the survey had yielded good quality data. Little 'weighting' had been needed, because the sample was a good match with the demographic data for the Borough.

It was possible to compare the 2008 Place Survey data with the 'Are You Being Served?' data. The vast majority of the indicators showed positive progress, indicating higher levels of customer satisfaction.

The responses showed the areas of greatest concern, which could be taken into account when deciding on Council policies and actions.

A more detailed breakdown by ward would be made available to Members of Council, Community Assemblies could also access the data for their area.

It was requested that a copy of the presentation and reports be circulated with the Minutes.

**RESOLVED –**

That the report be noted and the Policy Manager thanked for her presentation.

## 79 **SCRUTINY REPORT ON COMMUNITY ASSEMBLIES INVOLVEMENT**

The Scrutiny and Policy Officer reported on the presentation of the Council's Overview and Scrutiny role to Community Assemblies.

The report included information about the priorities raised by the Community Assemblies, for inclusion in the scrutiny work programmes. It also included options to involve Community Assembly representatives in scrutiny work.

Each Community Assembly had been visited by the Scrutiny and Policy Officer and the Overview and Scrutiny Committee Chairs. A presentation had been given to the Community Assemblies, and workshops had been held to prioritise issues for scrutiny, using the 'issues for change' agenda already drawn up by each Community Assembly.

The priorities identified were, in order of importance:-

- community development for people of all ages;
- dealing more effectively with dog fouling;
- litter and street scene issues;
- protection of green spaces and verges;
- parking and roads issues;
- public service agencies working better together, and on community safety.

Community Assemblies would be kept informed of the response of the Overview and Performance Scrutiny Forum to their suggested priorities.

Consideration was given to the future role of Community Assembly representatives in the scrutiny process, as co-opted members of Scrutiny Project Groups, or by attending meetings to give evidence and inform the scrutiny reviews. It was suggested that Community Assemblies be requested to put a Scrutiny item on their agendas at regular meetings, to provide an opportunity for an update on issues raised by the Community



Assembly for action by Scrutiny, and to enable people attending the Assemblies to raise matters for Scrutiny.

The first two priorities for Scrutiny would be dog fouling and building communities, and the other priorities could be considered at a future Scrutiny meeting. Items raised by Community Assemblies would be covered by the appropriate Scrutiny Committee.

Two-way communication between Scrutiny and Community Assemblies was important, so that expectations of Scrutiny action raised at Community Assemblies remained realistic. It was also necessary to ensure that there was a good understanding of the Scrutiny process by Community Assemblies.

### **RESOLVED –**

1. That the priorities outlined in paragraph 4.2 of the report be considered when drawing up the scrutiny committee work programmes, prioritising community development and action to deal with dog fouling as the first two priorities to be added to the work programmes.
2. That involvement of Community Assembly representatives be encouraged, and further consideration be given to how best to achieve this objective at a future meeting of the Overview and Performance Scrutiny Forum.

### **80 FORWARD PLAN**

The Forward Plan was considered. Some information was requested around the Review of Town Centre Events. It was requested that the Member contact the responsible officer directly.

### **81 SCRUTINY MONITORING**

Consideration was given to the Monitoring Form for the implementation of Scrutiny Committee recommendations.

It was reported that Councillor Innes would be attending the Joint Cabinet and Employment and General Committee meeting on 8 April, 2014, to present the Scrutiny Committee recommendations on Anti Social Behaviour.

**82** **SCRUTINY PROJECT GROUP PROGRESS UPDATES)**

An update was provided on the Scrutiny Project Group progress on:-

**Welfare Reform**

No report was given. The Chair agreed to contact Councillor Hawksworth to get an update on the situation.

**External Communications Strategy**

It was reported that the Scrutiny Project Group's draft report was near to completion.

There was still more information to be collected, but the working group were close to being able to make recommendations based on information collected on the work and policies, through interviews and survey results. Information had been gathered on the use of the Council's website.

It was regretted that support had not been available to assist with this work. For this reason, despite support from the Policy and Scrutiny Officer, it was unlikely that the Scrutiny Project Group's report would be produced in time to meet its original deadline.

**83** **WORK PROGRAMME FOR THE OVERVIEW AND PERFORMANCE SCRUTINY FORUM**

The Work Programme for the Overview and Performance Scrutiny Forum was considered.

The Work Programme included items that were on the Agenda for every meeting, as well as those that having been dealt with at this meeting, could now be removed.

Suggestions for the next Agendas included:

- Constitution
- Refresh of Tenant Involvement
- Tenant Consultation Survey Results

- Overview and Performance Scrutiny Arrangements - Action Plan progress
- Dog Control Measures Progress Report
- Corporate Performance.

These suggested priorities were in addition to the standing agenda items, which included the budget and Great Place: Great Service. reports. It was possible that some of the issues could be dealt with by written reports rather than in the next meeting.

#### **84 JOINT OVERVIEW AND SCRUTINY**

The Scrutiny and Policy Officer reported that the last scheduled meeting of this committee had been cancelled.

Items for inclusion in the Agenda of the next Joint Overview and Scrutiny Panel should be given to the Policy and Scrutiny Officer.

#### **85 OVERVIEW AND SCRUTINY DEVELOPMENTS**

The Scrutiny and Policy Officer reported that the next training session for Scrutiny Members, before the Overview and Performance Scrutiny Forum, would be on the Councillor Call for Action.

An extra session was being arranged on Questioning Skills, and Members would be notified of its date and time.

Further suggestions about training needs would be welcomed by the Policy and Scrutiny Officer.

#### **86 MINUTES**

The Minutes of the meeting of the Overview and Performance Scrutiny Forum held on 30 January, 2014 were presented.

#### **RESOLVED –**

That the Minutes be approved as a correct record and signed by the Chair.

