

CUSTOMER SATISFACTION DATA

PI NO	Description	Previous performance (2013 unless otherwise stated)	2015 performance	Direction
CP08	User satisfaction with on-line Council services	New	Available at Q4	
CP11	Satisfaction with parks and open spaces	74%	68%	↓
CP12	Tenant satisfaction with their neighbourhood as a place to live	83%	Available at Q3	
CP18	Awareness of help and advice available on financial issues	90%	82%	↓
CC04	Satisfaction with the way the council runs things	74%	77%	↑
CC05	% agreeing that the council provides value for money	55%	60%	↑
CC06	Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides	59%	56%	↓
CC07	% of residents who would speak positively of the Council	43%	46%	↑
CC08	Overall satisfaction with the area as a place to live (all residents)	89%	87%	↓
CC09	Extent to which each statement applies to public services in your local area – promotes the interests of local residents	52%	42%	↓
CC10	Extent to which each statement applies to public services in your local area - working to make the area safer	60%	45%	↓
CC11	Extent to which each statement applies to public services in your local area - working to make the	60%	52%	↓

	area cleaner and greener			
CC12	Extent to which each statement applies to public services in your local area – acts on the concerns of local residents	50%	52%	↑
CC13	Extent to which each statement applies to public services in your local area – treat all groups of people fairly	55%	52%	↓
CC14	Whether you agree that you can influence decisions affecting your local area	24%	21%	↓
CC15	Residents agreeing that Council staff are generally helpful, friendly and polite	71%	69%	↓
CC16	% of people who find it fairly or very easy to get the information they need from the Council's website (large number of non-users – these have been taken out of the figures in brackets)	36% (64%)	33% (68%)	↓ ↑
CC17	% residents who read the Council's Your Chesterfield newsletter who are fairly or fully informed about the Council's services	80%	79%	↓
CC18	Residents satisfaction levels for the Winding Wheel (large number of non-users/don't knows – these have been taken out of the figures in brackets)	63% (84%)	51% (70%)	↓ ↓
CC19	Residents satisfaction levels for the Pomegranate Theatre (large number of non-users/don't knows – these have been taken out of the figures in brackets)	61% (84%)	52% (75%)	↓ ↓
CC20	Resident satisfaction levels for the Museum (large number of non-users/don't knows – these have been taken out of the figures in brackets)	43% (71%)	35% (63%)	↓ ↓
CC21	Resident satisfaction levels for the Revolution House	35%	26%	↓

	(large number of non-users/don't knows – these have been taken out of the figures in brackets)	(71%)	(63%)	↓
CC22	Resident satisfaction levels for the Visitor Information Centre (large number of non-users/don't knows – these have been taken out of the figures in brackets)	64% (86%)	50% (71%)	↓ ↓
CC23	Resident satisfaction with keeping public land clear of litter and refuse	90%	83%	↓
CC24	Resident satisfaction with refuse collection	61%	57%	↓
CC25	Resident satisfaction with kerbside recycling	90%	83%	↓
CC27	Satisfaction with Queen's Park Sports Centre (large number of non-users/don't knows – these have been taken out of the figures in brackets)	38% (60%)	36% (56%)	↓ ↓
CC28	Satisfaction with Healthy Living Centre (large number of non-users/don't knows – these have been taken out of the figures in brackets)	28% (64%)	36% (58%)	↑ ↓
CC29	Overall satisfaction with the Council as a landlord	88%	Available at Q3	
CC30	Community cohesion – residents feeling they belong to their local area	68%	72%	↑
CC31	Community cohesion – the local area is a place where people from different ethnic backgrounds get on well together	54%	59%	↑
CC32	Community cohesion – people in this local area pull together to improve the local area	43%	44%	↑
CC33	% residents feeling safe in local area during the day	95%	91%	↓
CC34	% residents feeling safe in local area after dark	75%	74%	↓

CC35	% residents feeling safe in Chesterfield Town Centre during the day	88%	86%	↓
CC36	% residents feeling safe in Chesterfield Town Centre after dark	38%	39%	↑
CC37	% residents stating that noisy neighbours or loud parties are a problem	13%	20%	↓
CC38	% residents stating that vandalism, graffiti and other deliberate damage to property or vehicles are a problem	12%	18%	↓
CC39	% residents stating that people using or dealing drugs are a problem	20%	28%	↓
CC40	% residents stating that people being drunk or rowdy in public places are a problem	15%	25%	↓
CC41	Satisfaction with overall quality of Council homes	83%	Available at Q3	
CC43	Satisfaction that Council home rent provides value for money	77%	Available at Q3	
CC44	Satisfaction with Housing repairs and maintenance	80%	Available at Q3	
CC45	% who believe Housing Service listens to their views and acts upon them	67%	Available at Q3	
CC46	Satisfaction with overall condition of Council home	81%	Available at Q3	
CC47	% agree the housing service provides an effective and efficient service	80%	Available at Q3	
CC48	% agree the Housing Service is providing the service I expect from my landlord	81%	Available at Q3	
CC49	% agree the Housing Service treats its residents fairly	80%	Available at Q3	
CC50	% agree the Housing Service has a good reputation in my area	69%	Available at Q3	

CC51	% agree the Housing Service has friendly and approachable staff	85%	Available at Q3
CC52	% agree they trust the Housing Service	78%	Available at Q3
CC53	Satisfaction with gas servicing arrangements	86%	Available at Q3
CC54	% tenants agreeing neighbourhood has improved over the last three years	23%	Available at Q3
CC55	Satisfaction with the overall estate services provided by the Housing Service	70%	Available at Q3
CC56	% satisfied that overall estate services provided by the Housing Service offer value for money	66%	Available at Q3
CC57	% satisfied that service charge provides value for money	55%	Available at Q3
CC58	Satisfaction with the support provided by staff on Housing ASB cases	47%	Available at Q3
CC59	Satisfaction with final outcome of Housing ASB case	35%	Available at Q3
CC60	Satisfaction with the way Housing ASB case was dealt with	37%	Available at Q3
CC61	% willing to report ASB	68%	Available at Q3
CC62	% agreeing Housing Service is good at keeping you residents informed	73%	Available at Q3
CC63	Satisfaction with The ability of staff to deal with queries quickly and efficiently	75%	Available at Q3
CC64	Satisfaction with outcome of enquiries	68%	Available at Q3
CC65	Satisfaction with advice and support in claiming housing benefit and other welfare benefits	63%	Available at Q3
CC66	Satisfaction with advice and support in Managing your finances and	62%	Available at Q3

	paying rent and service charges			
CC67	Satisfaction with advice and support for moving home	32%	Available at Q3	
CC68	Satisfaction with support and advice for new tenants	32%	Available at Q3	
CC69	Satisfaction with support and advice for vulnerable tenants	25%	Available at Q3	
CC70	Satisfaction with support and advice for moving or swapping your home (transfers and exchanges)	23%	Available at Q3	
CC72	User satisfaction with the Councils website	New	Available at Q4	
CC75	Net promoter score – Winding Wheel	43% (2014/15)	38%	↓
CC76	Net promoter score – Pomegranate Theatre	56% (2014/15)	57%	↑
CC77	Satisfaction levels for users of the Museum	98% (2014/15)	100%	↑
CC78	Satisfaction levels for users of the Visitor Information Centre	99% (2014/15)	98%	↓
CC79	Satisfaction with pest control service	New	Available at Q4	
CC80	Satisfaction with noise control service	New	Available at Q4	
CC81	Satisfaction with dog control service	New	Available at Q4	
CC84	Leisure net promoter score	New	Available at Q4	
CC85	Satisfaction with Community Assemblies	New	Available at Q4	