

Are You Being Served Resident Satisfaction Survey 2021 Questionnaire Report

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1. Summary

Questionnaire format: Paper (postal)
Responses: 740
Date range: 10th September to 11th October 2021

2. Introduction

Are you being served is a benchmarking survey designed for local authorities by the Local Government Association (LGA) and Ipsos MORI. This is the fifth time Chesterfield Borough Council have used this method of community engagement to capture resident feedback, with previous surveys taking place in 2013, 2015, 2017 and 2019. Councils taking part in *Are you being served* follow guidance to create a questionnaire for residents to measure their satisfaction with services. There are a number of 'core questions' included which allow Councils to benchmark their performance on a national and regional basis.

Are you being served is different to the Citizen's Panel method it replaced because of the ability to undertake national benchmarking. In addition, the questionnaire is sent to a random sample of residents, rather than a panel of residents that have agreed to take part.

During September 2021, the postal questionnaire was sent to a random sample of 4500 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 740 residents, giving a response rate of 16.4%.

Receiving this number of responses has enabled us to achieve a confidence interval of 3.3. This means that we can be 95% confident that the results are accurate to within 3.3% if we had asked the entire Borough's population the same questions. For example, if 88% 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 84.7% and 91.3%.

The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

3. Summary of questionnaire results

	Inc. or exc. 'don't know' responses	2021 Satisfied / agree	2019 Satisfied / agree	2017 Satisfied / agree	Change from 2019 +/-	LGA national Oct 2021
Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Excluding	85%	84%	87%	+1%	78%
Q2 Overall, how satisfied or dissatisfied are you with the way Chesterfield Borough Council runs things?	Excluding	77%	74%	77%	+3%	56%
Q3 To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?	Excluding	60%	57%	60%	+3%	43%
Q4 On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council? I speak positively of the council without being asked, I speak positively of the council if I am asked about it	Including	46%	48%	48%	-2%	
Q5 To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?	Excluding	66%	64%	65%	+2%	52%
Q6 Overall, how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?	Excluding	67%	63%	64%	+4%	57%
Q7 How satisfied are you with the following aspects of the council's website? (only including those that have used the Council's website during the last 12 months)	Excluding					
General look and feel	Excluding	79%	76%	n/a	+3%	
Getting around the site	Excluding	71%	73%	n/a	-2%	
Ease of finding information	Excluding	67%	72%	n/a	-5%	
Value of the information	Excluding	70%	70%	n/a	=	
Site search	Excluding	66%	69%	n/a	-3%	
The website overall	Excluding	73%	72%	n/a	+1%	
Q9 How safe or unsafe do you feel when outside in the following areas	Excluding					
Local area after dark	Excluding	66%	65%	69%	+1%	71%
Local area daytime	Excluding	93%	89%	93%	+4%	92%
Town centre after dark	Excluding	35%	28%	31%	+4%	
Town centre daytime	Excluding	88%	79%	84%	+9%	
Q10 How strongly do you feel you belong to the local area?	Excluding	77%	78%	76%	-1%	
Q14 How satisfied or dissatisfied are you with each of the following	Excluding					
Refuse collection	Excluding	91%	86%	87%	+5%	75%
Kerbside recycling	Excluding	77%	76%	78%	+1%	75%
Queen's Park Sports Centre	Excluding	64%	69%	67%	-5%	58%
Healthy Living Centre	Excluding	53%	67%	69%	-14%	58%
Pomegranate Theatre	Excluding	80%	83%	83%	-3%	
The Winding Wheel Theatre	Excluding	80%	80%	80%	=	
The Museum	Excluding	65%	71%	67%	-6%	
Visitor Information Centre	Excluding	79%	87%	85%	-8%	
Parks and open spaces	Excluding	87%	83%	86%	+4%	75%
The Pavements Shopping Centre	Excluding	77%	76%	83%	+1%	
Q15 Do you agree that council staff are generally helpful, friendly and polite?	Excluding	82%	85%	84%	-3%	
Q17 If yes, how informed do you feel about the council's services after reading 'Your Chesterfield'?	Excluding	81%	80%	82%	+1%	

Q19 If you use the council's social media channels, how useful do you find them?	Excluding	53%	71%	n/a	-18%
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4. Full questionnaire results

About Chesterfield Borough Council and the local area in general

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

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

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 considerable majority (85%) of respondents indicated that they were either "satisfied" or "very satisfied" with their local area as a place to live.

<u>Overall, how satisfied or dissatisfied are you with your local area as a place to live?</u>	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Total respondents	247	356	32	39	34	3
Percentage	34.70%	50.10%	4.50%	5.50%	4.80%	0.40%
Percentage (excluding don't knows)	34.89%	50.28%	4.52%	5.51%	4.80%	n/a
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	87%	84%	85.2%			

Overall, how satisfied or dissatisfied are you with the way that CBC runs things?

Introductory text to this question was as follows: “Your local area receives services from two councils, Chesterfield Borough Council and Derbyshire County Council. This survey asks about Chesterfield Borough Council (CBC), which is responsible for services such as refuse collection, street cleaning and planning.”

Respondents were given six options ranging from ‘very satisfied’ to ‘very dissatisfied’, including a ‘don’t know’ option, and asked to indicate one option. 77% of respondents stated that they were either ‘satisfied’ or ‘very satisfied’ with the way CBC runs things, consistent with results from previous surveys.

<u>Overall, how satisfied or dissatisfied are you with the way that CBC runs things?</u>	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Total respondents	144	397	58	68	34	9
Percentage	20.30%	55.90%	8.20%	9.60%	4.80%	1.30%
Percentage (excluding don't knows)	20.54%	56.63%	8.27%	9.70%	4.85%	n/a
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	77%	74%	77.2%			

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

Introductory text to this question was as follows: “For the next question, please think about the range of services Chesterfield Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Chesterfield Borough Council provides to the community. We would like your general opinion.”

Respondents were given six options ranging from ‘strongly agree to ‘strongly disagree’, including a ‘don’t know’ option, and asked to indicate one option. Most respondents (60%) stated that they tend to agree, however a significant proportion said ‘neither’.

<u>To what extent do you agree or disagree that Chesterfield Borough Council provides value for money?</u>	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
Total respondents	61	339	136	96	33	48
Percentage	8.60%	47.50%	19.10%	13.50%	4.60%	6.70%
Percentage (excluding don't knows)	9.17%	50.98%	20.45%	14.44%	4.96%	n/a
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	60%	57%	60.2%			

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

Respondents were given six options including a ‘don’t know’ option, and asked to indicate one option. The most common response indicated by respondents was “I speak positively about the council if asked about it”. Almost a third of respondents stated they “have no views one way or another” – again reflecting a significant proportion remaining neutral in terms of their views on CBC.

<u>On balance which of the following statements comes closest to how you feel about Chesterfield Borough Council?</u>	I speak positively about the Council without being asked	I speak positively about the Council if I’m asked about it	I speak negatively about the Council without being asked	I speak negatively about the Council if I’m asked about it	I have no views one way or the other	Don't know
Total respondents	51	276	91	38	222	33
Percentage	7.20%	38.80%	12.80%	5.30%	31.20%	4.60%
Trend analysis (year) (positive response)	2017	2019	2021			
Percentage	48%	48%	46%			

To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?

Respondents were given five options ranging from 'a great deal' to 'not at all', including a 'don't know' option, and asked to indicate one option. There was no neutral option available for respondents to select. 66% responded positively, selecting either 'a great deal' or 'a fair amount'.

<u>To what extent do you think Chesterfield Borough Council acts on the concerns of local residents?</u>	A great deal	A fair amount	Not very much	Not at all	Don't know
Total respondents	54	336	175	28	110
Percentage	7.70%	47.80%	24.90%	4.00%	15.60%
Percentage (excluding don't knows)	9.11%	56.66%	29.51%	4.72%	n/a
Trend analysis (year) (positive response)	2017	2019	2021		
Percentage	65%	64%	66%		

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

Respondents were given 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. There was no neutral option available for respondents to select. 67% of respondents agreed that the Council keeps residents informed.

<u>Overall how well informed do you think Chesterfield Borough Council keeps residents about the services and benefits it provides?</u>	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
Total respondents	83	353	172	45	54
Percentage	11.70%	49.90%	24.30%	6.40%	7.60%
Percentage (excluding don't knows)	12.71%	54.06%	26.34%	6.89%	n/a
Trend analysis (year) (positive response)	2017	2019	2021		
Percentage	64%	63%	67%		

Have you visited the council's website within the last 12 months?

This was the second time we asked this question to provide further context to the questions about satisfaction with the Council's website. There was a slight increase in positive responses compared to 2019.

<u>Have you visited the Council's website within the last twelve months?</u>	Yes	No
Total respondents	350	336
Percentage	48.4%	46.5%
Trend analysis (year) (positive response)	2019	2021
Percentage	47.9%	48.4%

How satisfied are you with the following aspects of the council's website? Filtered by those who have visited the website in the last 12 months only

Respondents were given five options ranging from 'very satisfied' to 'very dissatisfied', plus a 'don't know' option, and asked to indicate one option for each of the aspects of the website.

<u>How satisfied are you with the following aspects of the Council's website? Last 12 months only</u>	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
General look and feel	59	207	39	25	5	12
Percentage	17.0%	59.7%	11.2%	7.2%	1.4%	3.5%
Excluding don't knows	17.6%	61.8%	11.6%	7.5%	1.5%	n/a
2019 comparison	15.9%	60.4%	17.1%	4.9%	1.6%	n/a
Getting around the site	53	186	50	41	7	9
Percentage	15.3%	53.8%	14.5%	11.8%	2.0%	2.6%
Excluding don't knows	15.7%	55.2%	14.8%	12.2%	2.1%	n/a
2019 comparison	18.8%	54.3%	15.5%	8.6%	2.9%	n/a
Ease of finding informaton you need	59	167	50	50	12	7
Percentage	17.1%	48.4%	14.5%	14.5%	3.5%	2.0%
Excluding don't knows	17.5%	49.4%	14.8%	14.8%	3.6%	n/a
2019 comparison	17.6%	54.1%	14.8%	10.7%	2.9%	n/a
Value of the information	59	174	66	23	10	12
Percentage	17.2%	50.6%	19.2%	6.7%	2.9%	3.5%
Excluding don't knows	17.8%	52.4%	19.9%	6.9%	3.0%	n/a
2019 comparison	14.8%	55.6%	21.0%	6.2%	2.5%	n/a
Site search	47	160	60	35	12	30
Percentage	13.7%	46.5%	17.4%	10.2%	3.5%	8.7%
Excluding don't knows	15.0%	51.0%	19.1%	11.1%	3.8%	n/a
2019 comparison	12.3%	56.6%	20.5%	7.0%	3.7%	n/a
The website overall	50	196	53	30	7	8
Percentage	14.5%	57.0%	15.4%	8.7%	2.0%	2.3%
Excluding don't knows	14.9%	58.3%	15.8%	8.9%	2.1%	n/a

2019 comparison	14.5%	57.7%	18.3%	7.1%	2.5%	n/a
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How satisfied are you with the following aspects of the council's website? All 2021 responses

Respondents were given five options ranging from 'very satisfied' to 'very dissatisfied', plus a 'don't know' option, and asked to indicate one option for each of the aspects of the website.

How satisfied are you with the following aspects of the Council's website? All 2021 responses	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
General look and feel	69	245	60	29	9	200
Percentage	11.3%	40.0%	9.8%	4.7%	1.5%	32.7%
Excluding don't knows	16.8%	59.5%	14.6%	7.0%	2.2%	n/a
Getting around the site	64	218	76	43	8	195
Percentage	10.6%	36.1%	12.6%	7.1%	1.3%	32.3%
Excluding don't knows	15.7%	53.3%	18.6%	10.5%	2.0%	n/a
Ease of finding informaton you need	69	205	79	54	14	192
Percentage	11.3%	33.4%	12.9%	8.8%	2.3%	31.3%
Excluding don't knows	16.4%	48.7%	18.8%	12.8%	3.3%	n/a
Value of the information	68	209	91	29	13	198
Percentage	11.2%	34.4%	15.0%	4.8%	2.1%	32.6%
Excluding don't knows	16.6%	51.00%	22.2%	7.1%	3.2%	n/a
Site search	53	191	88	38	14	216
Percentage	8.8%	31.8%	14.7%	6.3%	2.3%	36.0%
Excluding don't knows	13.8%	49.7%	22.9%	9.9%	3.7%	n/a
The website overall	55	234	73	32	8	194
Percentage	9.2%	39.3%	12.2%	5.4%	1.3%	32.6%
Excluding don't knows	13.7%	58.2%	18.2%	8.0%	2.0%	n/a

About the local community

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

Respondents were asked to select one response, ranging from 'very safe' to 'very unsafe' for each of the categories. There was also a 'don't know' option. All four categories show an increase in respondents feeling either 'very safe' or 'fairly safe' compared to 2019.

How safe or unsafe do you feel in the following areas?	Very safe	Fairly safe	Neither	Fairly unsafe	Very unsafe	Don't know
In your local area after dark	85	354	48	113	64	33
Percentage	12.20%	50.80%	6.90%	16.20%	9.20%	4.70%
Excluding don't knows	12.80%	53.31%	7.23%	17.02%	9.64%	n/a
In your local area during the day	355	294	14	28	7	3
Percentage	50.60%	41.90%	2.00%	4.00%	1.00%	0.40%
Excluding don't knows	50.86%	42.12%	2.01%	4.01%	1.00%	n/a
In Chesterfield town centre after dark	28	172	103	145	122	111
Percentage	4.10%	25.30%	15.10%	21.30%	17.90%	16.30%
Excluding don't knows	4.91%	30.18%	18.07%	25.44%	21.40%	n/a
In Chesterfield town centre during the day	264	330	33	36	15	20
Percentage	37.80%	47.30%	4.70%	5.20%	2.10%	2.90%
Excluding don't knows	38.94%	48.67%	4.87%	5.31%	2.21%	n/a
Trend analysis (positive response)	2019	2021				
Local area after dark	65%	66%				
Local area daytime	89%	93%				
Town centre after dark	28%	35%				
Town centre daytime	79%	88%				

If you have any concerns about safety in these areas, please tell us briefly what they are:

205 comments were made. These are detailed in full in appendix A.

Theme	Number of comments
Concerns regarding anti-social behaviour	29
Comments regarding lack of police / security presence	15
Concerns regarding drug / drink / substance abuse	46
Personal safety concerns	26
Comments regarding the need to improve street lighting	20
Concerns regarding number of homeless people / begging	32
Comments regarding traffic / parking / transport issues	9
Concerns regarding going out after dark	11
Other comments	17

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

How strongly do you feel you belong to the local area?

Respondents were given five options ranging from 'very strongly' to 'not at all strongly', including a 'don't know' option, and asked to indicate one option. There was no neutral option available to select. Most respondents (77%) report feeling strongly that they belong to their local area, showing a marginal decrease on previous years' results.

<u>How strongly do you feel you belong to the local area?</u>	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Total respondents	181	327	116	33	48
Percentage	25.7%	46.4%	16.5%	4.7%	6.8%
Percentage (excluding don't knows)	27.55%	49.77%	17.66%	5.02%	n/a
Trend analysis (positive response)	2017	2019	2021		
Percentage	76%	78%	77.3%		

To what extent do you agree or disagree that your local area is a place where different groups get on well together?

Additional supporting text for this question was: ‘By getting on well, we mean living alongside each other with respect’. Respondents were given 6 options including a ‘don’t know’ option. 73% of respondents agreed that the local area is a place where different groups get on well together.

<u>To what extent do you agree or disagree that your local area is a place where different groups get on well together?</u>	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Don't know
Total respondents	110	355	107	53	12	62
Percentage	15.70%	50.8%	15.3%	7.6%	1.7%	8.9%
Percentage (excluding don't knows)	17.27%	55.73%	16.8%	8.32%	1.88%	n/a
Positive response	2021					
Percentage	73%					

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

Respondents were given seven options for their response, including a 'don't know' option. 57% agreed that people in the local area pull together to improve the local area.

<u>To what extent would you agree disagree that people in this local area pull together to improve the local area?</u>	Definitely agree	Tend to agree	Neither	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
Total respondents	65	286	120	96	46	3	87
Percentage	9.2%	40.70%	17.10%	13.70%	6.5%	0.4%	12.4%
Percentage (excluding don't knows)	10.55%	46.43%	19.48%	15.58%	7.47%	0.49%	N/A
Positive response	2021						
Percentage	57.2%%						

About Chesterfield Borough Council Services

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

Respondents were reminded that this should include both in person and online activities.

<u>How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?</u>	Almost every day	At least once a week	About once a month	Within the last year	Longer ago	Never
Queen's Park Sports Centre (number)	11	44	34	65	228	299
Queen's Park Sports Centre (percentage)	1.5%	6.1%	4.7%	9.0%	31.5%	41.4%
2019 results	1.6%	8.6%	6.4%	18.6%	29.7%	35.0%
Healthy Living Centre (number)	6	17	15	31	155	452
Healthy Living Centre (percentage)	0.8%	2.4%	2.1%	4.3%	21.4%	62.5%
2019 results	0.9%	4.5%	2.8%	9.5%	20.9%	61.3%
Pomegranate Theatre (number)	1	1	23	116	368	165
Pomegranate Theatre (percentage)	0.1%	0.1%	3.2%	16.0%	50.9%	22.8%
2019 results	0.2%	0.5%	5.8%	37.7%	34.8%	20.9%
Winding Wheel Theatre (number)	3	3	14	194	327	137
Winding Wheel Theatre (percentage)	0.4%	0.4%	1.9%	26.8%	45.2%	18.9%
2019 results	0.4%	0.2%	2.7%	35.1%	41.1%	20.5%
The Museum	2	3	3	60	308	298

(number)						
The Museum (percentage)	0.3%	0.4%	0.4%	8.3%	42.6%	41.2%
2019 results	0.2%	0.4%	1.5%	16.9%	35.4%	45.6%
Visitor Information Centre (number)	0	8	45	148	287	187
Visitor Information Centre (percentage)	0.0%	1.1%	6.2%	20.5%	39.7%	25.9%
2019 results	0.6%	1.5%	11.6%	33.7%	28.0%	24.7%
Parks and open spaces (number)	91	171	139	137	96	44
Parks and open spaces (percentage)	12.6%	23.7%	19.2%	18.9%	13.3%	6.1%
2019 results	13.1%	23.4%	24.1%	23.2%	10.9%	5.3%
The Pavements Shopping Centre (number)	43	214	229	131	56	25
The Pavements Shopping Centre (percentage)	5.9%	29.6%	31.7%	18.1%	7.7%	3.5%
2019 results	8.0%	38.8%	31.7%	14.9%	4.4%	2.1%
Chesterfield markets (number)	21	198	173	155	104	39
Chesterfield markets (percentage)	2.9%	27.4%	23.9%	21.4%	14.4%	5.4%

How satisfied or dissatisfied are you with the following services?

How satisfied or dissatisfied are you with the following services?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse collection (number)	389	248	18	34	9	2
Refuse collection (percentage)	55.6%	35.4%	2.6%	4.9%	1.3%	0.3%
Refuse collection excluding 'don't knows' (percentage)	55.7%	35.6%	2.6%	4.9%	1.3%	n/a
2019 results excluding 'don't knows' (percentage)	43.7%	42.1%	4.2%	5.8%	4.1%	n/a
Kerbside recycling (number)	217	225	71	38	25	88
Kerbside recycling (percentage)	32.7%	33.9%	10.7%	5.7%	3.8%	13.3%
Kerbside recycling excluding 'don't knows' (percentage)	37.7%	39.1%	12.3%	6.6%	4.3%	n/a
2019 results excluding 'don't knows' (percentage)	30.0%	45.5%	11.8%	8.5%	4.2%	n/a
Queen's Park Sports Centre (number)	83	94	81	13	7	380
Queen's Park Sports Centre (percentage)	12.6%	14.3%	12.3%	2.0%	1.1%	57.8%
Queen's Park Sports Centre excluding 'don't knows' (percentage)	29.9%	33.8%	29.1%	4.7%	2.5%	n/a
2019 results excluding 'don't knows' (percentage)	33.6%	35.5%	21.8%	5.0%	4.2%	n/a
Healthy Living Centre (number)	45	64	89	7	2	447
Healthy Living Centre (percentage)	6.9%	9.8%	13.6%	1.1%	0.3%	68.4%
Healthy Living Centre excluding 'don't knows' (percentage)	21.7%	30.9%	43.0%	3.4%	1.0%	n/a
2019 results excluding 'don't knows' (percentage)	25.3%	41.8%	29.4%	2.9%	0.6%	n/a
Pomegranate Theatre (number)	149	182	77	3	1	250
Pomegranate Theatre (percentage)	22.5%	27.5%	11.6%	0.5%	0.2%	37.8%
Pomegranate Theatre excluding 'don't knows' (percentage)	36.2%	44.2%	18.7%	0.7%	0.2%	n/a
2019 results excluding 'don't knows' (percentage)	39.1%	43.4%	14.5%	2.2%	0.8%	n/a
The Winding Wheel Theatre (number)	155	204	84	6	2	219

The Winding Wheel Theatre (percentage)	23.1%	131.6%	41.2%	7.1%	33.3%	32.7%
The Winding Wheel Theatre excluding 'don't knows' (percentage)	34.4%	45.2%	18.6%	1.3%	0.4%	n/a
2019 results excluding 'don't knows' (percentage)	37.1%	42.5%	16.1%	3.0%	1.4%	n/a
The Museum (number)	86	108	102	3	1	358
The Museum (percentage)	13.1%	16.4%	15.5%	0.5%	0.2%	54.4%
The Museum excluding 'don't knows' (percentage)	28.7%	36.0%	34.0%	1.0%	0.3%	n/a
2019 results excluding 'don't knows' (percentage)	30.6%	40.7%	24.2%	2.4%	2.0%	n/a
Visitor Information Centre (number)	165	168	82	7	1	240
Visitor Information Centre (percentage)	24.9%	25.3%	12.4%	1.1%	0.2%	36.2%
Visitor Information Centre excluding 'don't knows' (percentage)	39.0%	39.7%	19.4%	1.7%	0.2%	n/a
2019 results excluding 'don't knows' (percentage)	44.7%	42.5%	11.4%	0.5%	0.8%	n/a
Parks and open spaces (number)	235	297	49	24	8	67
Parks and open spaces (percentage)	34.6%	43.7%	7.2%	3.5%	1.2%	9.9%
Parks and open spaces excluding 'don't knows' (percentage)	38.3%	48.5%	8.0%	3.9%	1.3%	n/a
2019 results excluding 'don't knows' (percentage)	29.1%	53.7%	7.1%	6.7%	3.5%	n/a
The Pavements Shopping Centre (number)	158	337	87	51	9	46
The Pavements Shopping Centre (percentage)	23.0%	49.0%	12.7%	7.4%	1.3%	6.7%
The Pavements Shopping Centre excluding 'don't knows' (percentage)	24.6%	52.5%	13.6%	7.9%	1.4%	n/a
2019 results excluding 'don't knows' (percentage)	26.6%	49.7%	12.4%	7.3%	3.9%	n/a

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

Respondents were given six options ranging from 'strongly agree' to 'strongly disagree', including a 'don't know' option, and asked to indicate one option. 82% of respondents indicated that staff are generally helpful friendly and polite.

<u>Do you agree that Council staff are generally helpful, friendly and polite?</u>	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
Total respondents	136	336	71	25	9	106
Percentage	18.8%	46.5%	9.8%	3.5%	1.2%	14.7%
Percentage (excluding don't knows)	23.57%	58.23%	12.31%	4.33	1.56%	N/A
Trend analysis (positive response)	2017	2019	2021			
Percentage	84%	85%	82%			

About finding and receiving information

Have you seen the publication 'Your Chesterfield'?

Respondents were given two options 'yes' or 'no'. 68% of respondents have seen the publication.

Have you seen the publication 'Your Chesterfield'?	Yes	No
Total respondents	493	191
Percentage	68.2%	26.4%

Trend analysis (positive response)	2019	2021
Percentage	72%	68%

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

If yes, how informed do you feel about the Council's services after reading Your Chesterfield?	Fully informed	Fairly informed	Neither	Not very informed	Not at all informed	Don't know
Total respondents	77	308	55	37	2	8
Percentage	10.7%	42.6%	7.6%	5.1%	0.3%	1.1%
Percentage (excluding don't knows)	16.08%	64.30%	11.48%	7.72%	0.42%	N/A
Trend analysis (positive response)	2017	2019	2021			

Percentage	82%	80%	80.4%
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Where do you currently find out information about the Council?

Respondents were asked to indicate all that apply from the following list. There was also space to add additional responses.

<u>Where do you currently find out information about the Council?</u>	2021 No.	2021 %	2019 %
Local newspapers	221	30.6%	33.8%
Local radio	125	17.3%	16.9%
Local TV	66	9.1%	6.6%
Facebook	153	21.2%	19.1%
Twitter	30	4.1%	4.2%
YouTube	5	0.7%	1.1%
LinkedIn	5	0.7%	n/a
Your Chesterfield	307	42.5%	49.9%
CBC website	244	33.7%	32.3%
Councillors	35	4.8%	5.3%
Council officers	21	2.9%	2.4%
Friends / family	255	35.3%	28.1%
Instagram	4	0.6%	n/a

30 additional responses were made. These are detailed in Appendix A.

If you use the Council's social media channels, how useful do you find them?

487 respondents indicated that they don't use the Council's social media channels. Of the 160 that indicated that they use them, a total of 53% found them useful.

<u>If you use the Council's social media channels, how useful do you find them?</u>	Very useful	Fairly useful	Neither	Not very useful	Not at all useful	Don't know / don't use
Total respondents	12	72	59	13	4	487
Percentage	1.7%	10.0%	8.2%	1.8%	0.6%	67.4%
Percentage (excluding don't knows)	7.5%	45%	36.88%	8.13%	2.50%	N/A
Trend Analysis (positive responses)	2019	2021				
Percentage	71%	53%				

If you use social media, what sort of information would you like to find out about the council on Facebook, Twitter and YouTube in relation to council meetings, events and local information?

92 comments were made in response to this question. Full details can be found within Appendix A.

If you use social media, what sort of information would you like to find out about the council on Facebook, Twitter and YouTube in relation to council meetings, events and local information?	
Theme	Number of comments
Details of events	33
Council meeting information	5
Don't use social media	8
CBC updates	11
General Chesterfield information	10
Road / traffic information	6
Facebook	3
Other comments	16

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

If you need to contact the council, how would you prefer to do this?

Respondents were asked to tick all that apply

<u>If you need to contact the council, how would you prefer to do this?</u>	Telephone	Face to face	Online
Total respondents	555	187	226
Percentage	79.5%	26.8%	32.4%

Have you registered for a My Chesterfield account (an online account where you can request and manage a range of services provided by CBC)?

<u>Have you registered for a My Chesterfield account (an online account where you can request and manage a range of services provided by CBC)?</u>	Yes	No
Total respondents	113	569
Percentage	15.6%	78.7%

If you haven't registered, why haven't you done this?

364 comments were made. These are detailed in full in Appendix A.

If you haven't registered, why haven't you done this?	Number of comments
Theme	
Not interested	23
Don't like using computers / don't have internet access	54
Not had the need to register	39
Didn't know about it	187
Prefer other communication methods	14
Not had the time	7
Other comments	40

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

If more Council services were available online, would you use them where possible?

<u>If more Council services were available online, would you use them where possible?</u>	Yes	Maybe	No	Don't know
Total respondents	148	274	139	100
Percentage	20.5%	37.9%	19.2%	13.8%
Trend analysis (positive responses)	2019	2021		

Percentage	21.9%	20.5%
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If yes, what sort of services would you like to access using the website?

Respondents were asked to indicate all that apply from the following list. There was also space to add additional responses.

<u>If yes, what sort of services would you like to access using the website?</u>	No.	%
Local area information	168	23.2%
Bin collection days	202	27.9%
Leisure enquiries / bookings	184	25.4%
Council tax balance / instalments	168	23.2%
Planning applications	132	18.3%
Make payments for council services	107	14.8%
Submit forms and track requests	132	18.3%

Councillor and ward information	107	14.8%
Personalised benefits information	66	9.1%
Licence applications	52	7.2%
Rent balance (CBC tenants only)	17	2.4%

Other please specify:

32 comments were received. These are detailed in Appendix A.

If yes, what sort of services would you like to access using the website?	
Theme	Number of comments
No access to the internet / computer	10
Repair requests / reporting issues	4
New initiatives	2
Other comments	16

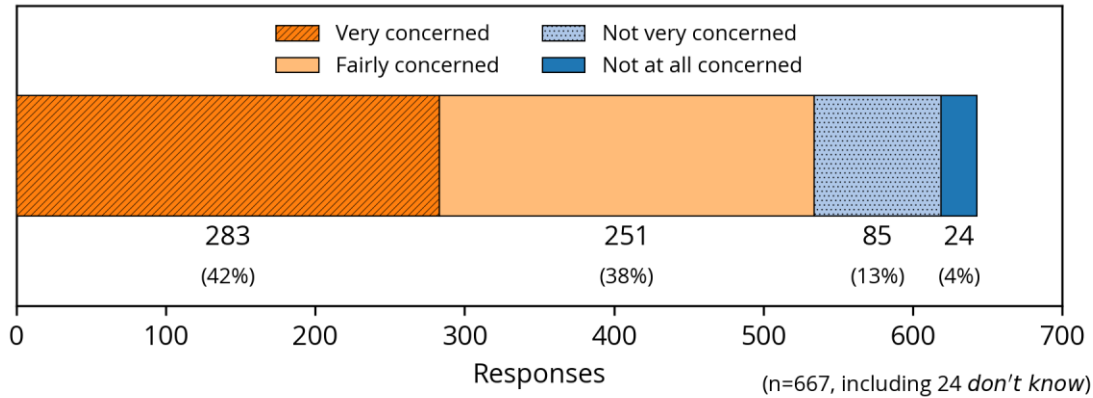
(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

About Climate Change

How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?

<u>How concerned, if at all, are you about current climate change, sometimes referred to as 'global warming'?</u>	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Total respondents	289	256	86	25	24
Percentage	42.5%	37.6%	12.6%	3.7%	3.5%
Percentage (excluding don't knows)	44.05%	37.02%	13.11%	3.81%	N/A
Total Positive	2021				
Percentage	81%				

Q28 How concerned, if at all, are you about current climate change, sometimes referred to as 'global warming'?

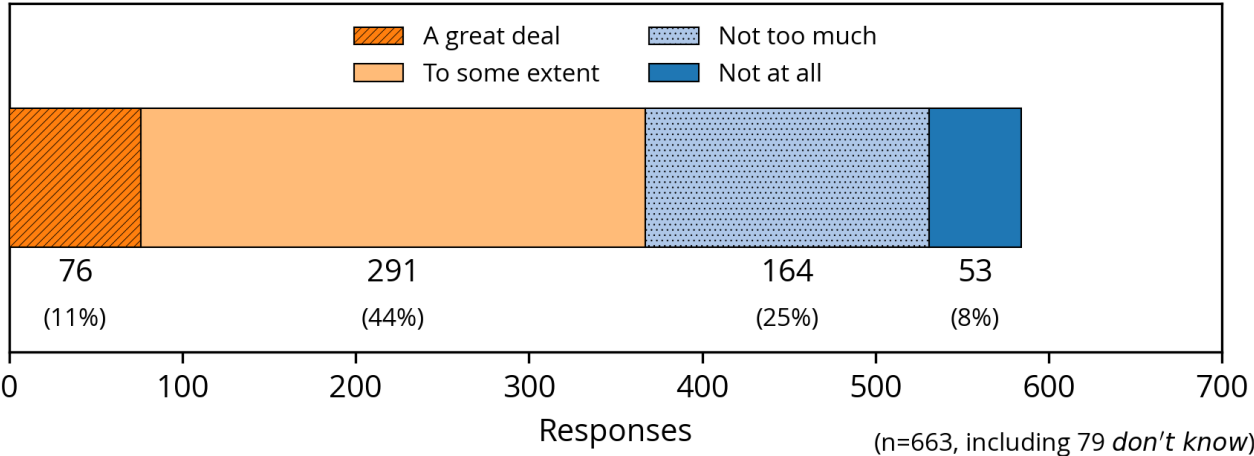


Thinking about climate change, how much do you think it will affect the following?

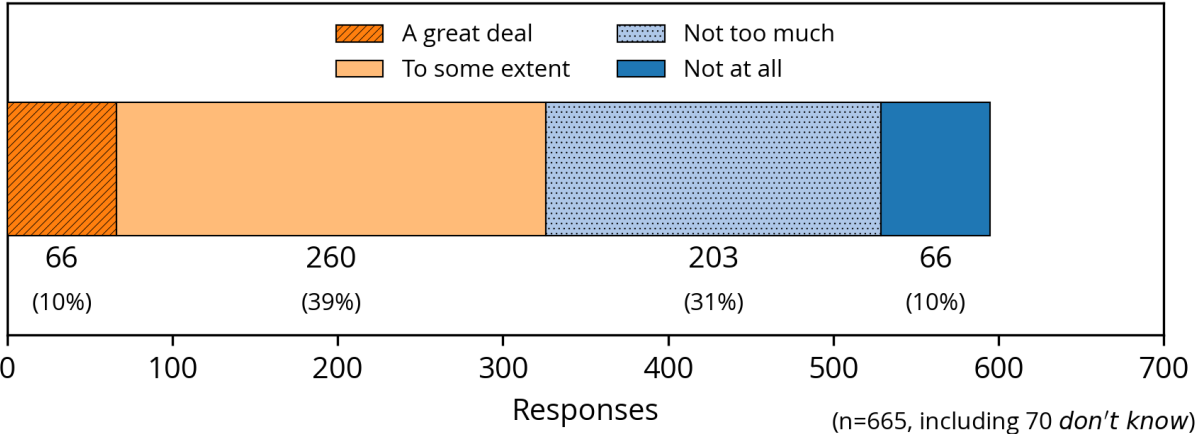
Thinking about climate change, how much do you think it will affect the following?	A great deal	To some extent	Not too much	Not at all	Don't know
How much, if at all, do you think climate change is currently affecting your local area? (number)	77	299	166	54	80
How much, if at all, do you think climate change is currently affecting your local area? (percentage)	10.7%	41.4%	23.0%	7.5%	11.1%
How much, if at all, do you think climate change is currently affecting you and your family? (number)	66	267	207	67	71
How much, if at all, do you think climate change is currently affecting you and your family? (percentage)	9.1%	36.9%	28.6%	9.3%	9.8%

How seriously do you think climate change will affect your local area in the future? (number)	291	214	61	25	88
How seriously do you think climate change will affect your local area in the future? (percentage)	40.2%	29.6%	8.4%	3.5%	12.2%
How seriously do you think climate change will affect you and your family in the future? (number)	297	214	60	23	82
How seriously do you think climate change will affect you and your family in the future? (percentage)	41.1%	29.6%	8.3%	3.2%	11.3%

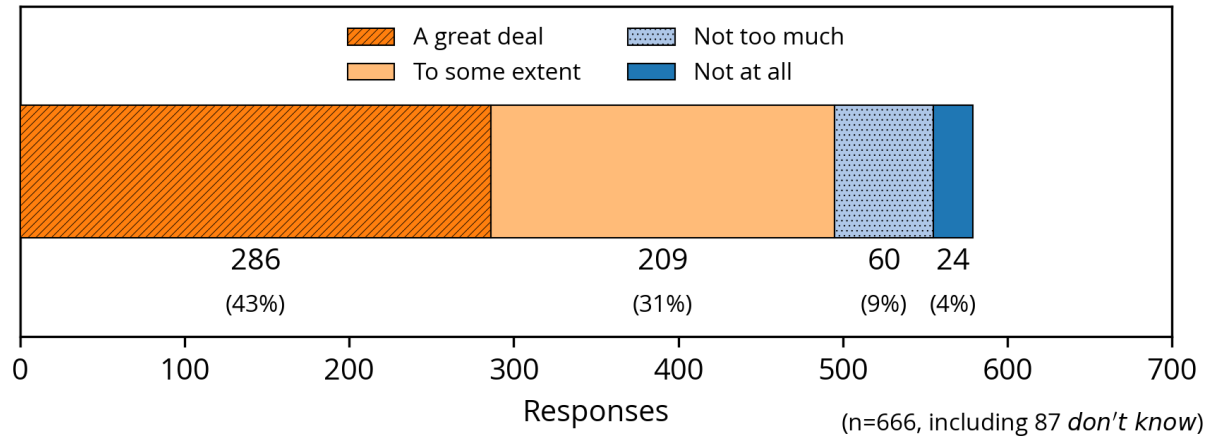
Q29a How much, if at all, do you think climate change is currently affecting your local area?



Q29b How much, if at all, do you think climate change is currently affecting you and your family?



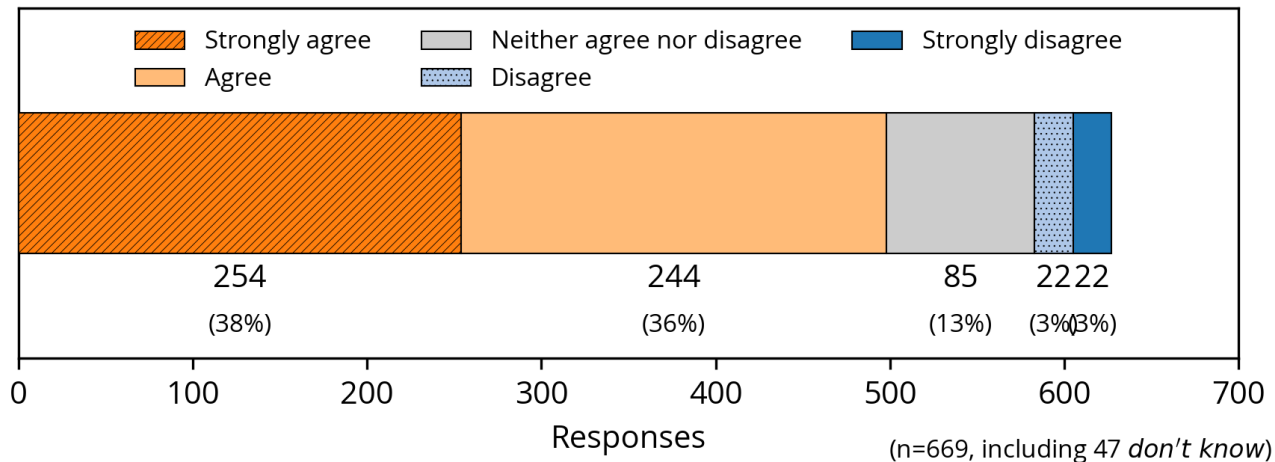
Q29c How seriously do you think climate change will affect you and your family in the future?



The way we live our lives will have to change substantially to address climate change

<u>The way we live our lives will have to change substantially to address climate change</u>	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Total respondents	258	250	86	22	18	48
Percentage	37.8%	36.7%	12.6%	3.2%	2.6%	7%
Percentage (excluding don't knows)	42.16%	40.85%	14.05%	3.59%	2.94%	n/a
Total positive	2021					
Percentage	83%					

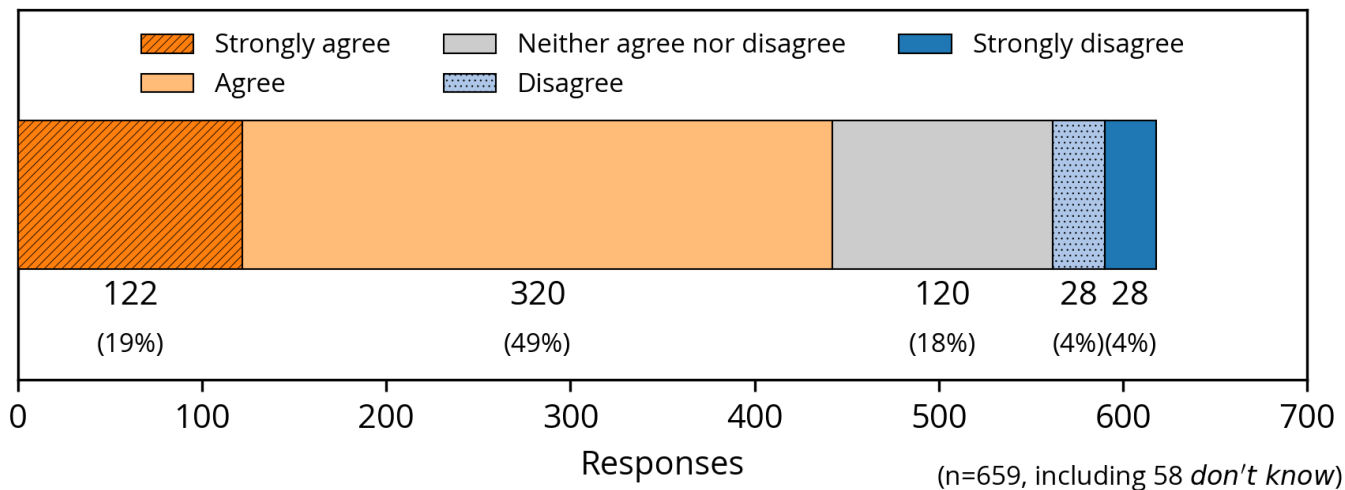
To what extent do you agree or disagree that the way we live our lives will have to change substantially to address climate change?



I know enough about climate change to make adjustments in my own life

<u>I know enough about climate change to make adjustments in my own life</u>	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Total respondents	126	325	123	28	11	58
Percentage	18.8%	48.4%	18.3%	4.2%	1.6%	8.6%
Percentage (excluding don't knows)	20.55%	53.02%	0.08%	4.57%	1.79%	n/a
Total positive	2021					
Percentage	73.6%					

Q30b To what extent do you agree or disagree that [you] know enough about climate change to make adjustments in [your] own life?

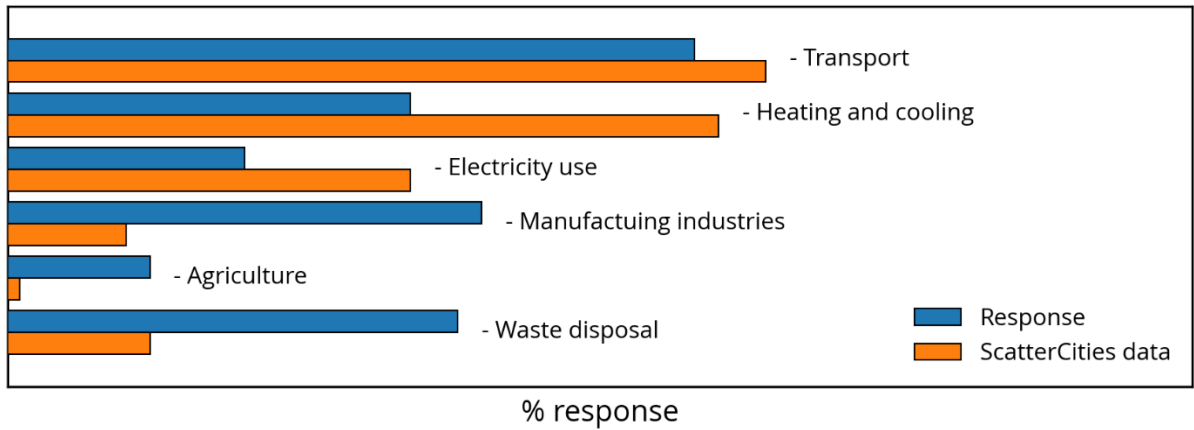


In your view, how much do each of the following sectors contribute to carbon emissions in the Borough? Please select your top three only.

Respondents were asked to indicate their top three choices from the following list

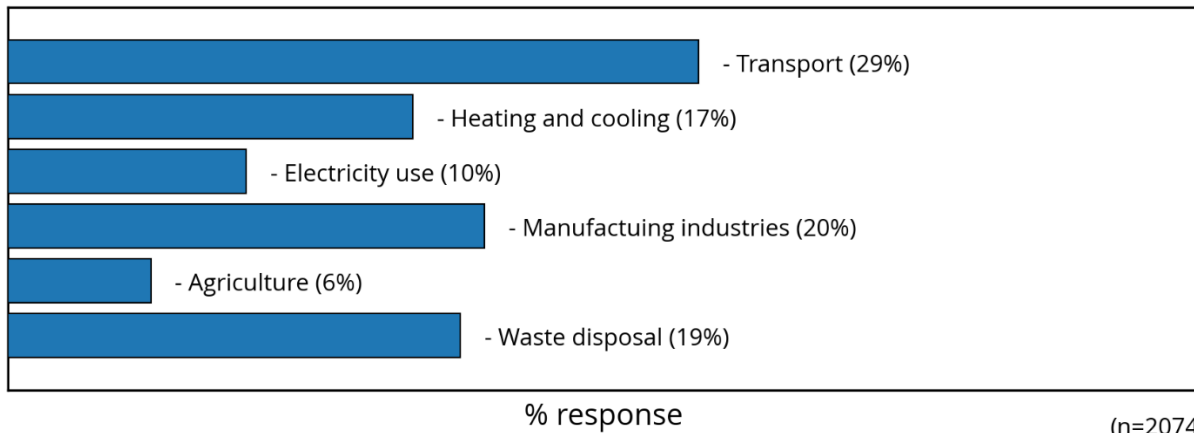
<u>In your view, how much do each of the following sectors contribute to carbon emissions in the Borough?</u>	No.	%
Transport (e.g. cars, planes)	608	84.1%
Heating and cooling (in homes and commercial)	349	48.3%
Electricity use (in homes and commercial)	206	28.5%
Manufacturing industries	417	57.7%
Agriculture	133	18.4%
Waste disposal (household and commercial)	398	55.0%

Q31 In your view, how much do each of the [specified] sectors contribute to carbon emissions in the Borough?



(n=2074)

Q31 In your view, how much do each of the [specified] sectors contribute to carbon emissions in the Borough?



(n=2074)

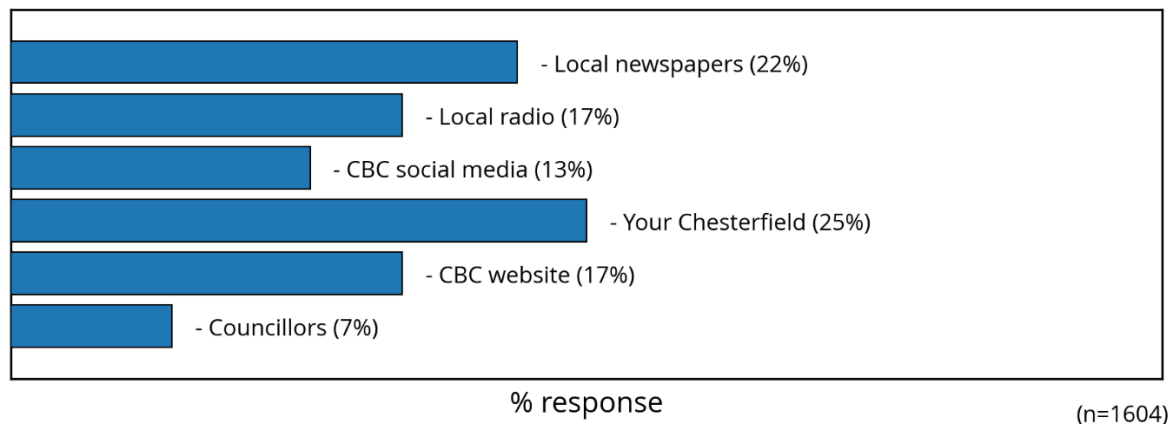
Which do you think are the most important ways for CBC to keep people informed about climate change locally?

Respondents were asked to indicate their top three choices from the following list.

<u>Which do you think are the most important ways for CBC to keep people informed about climate change locally?</u>	No.	%
Local newspapers	368	56.1%
Local radio	274	41.8%
CBC social media	203	30.9%
Your Chesterfield	404	61.6%
CBC website	273	41.6%

CBC Councillors	109	16.6%
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Q32 Which do you think are the most important ways for CBC to keep people informed about climate change locally?



Other, please specify:

45 comments were received. These are detailed in Appendix A.

Which do you think are the most important ways for CBC to keep people informed about climate change locally?	
Theme	Number of comments
Comments regarding assistance from councillors	5
Not really important / necessary	6
Paper-based communication	11
Radio-based communication	2
Online communication	5
They are all important	4
Other comments	12

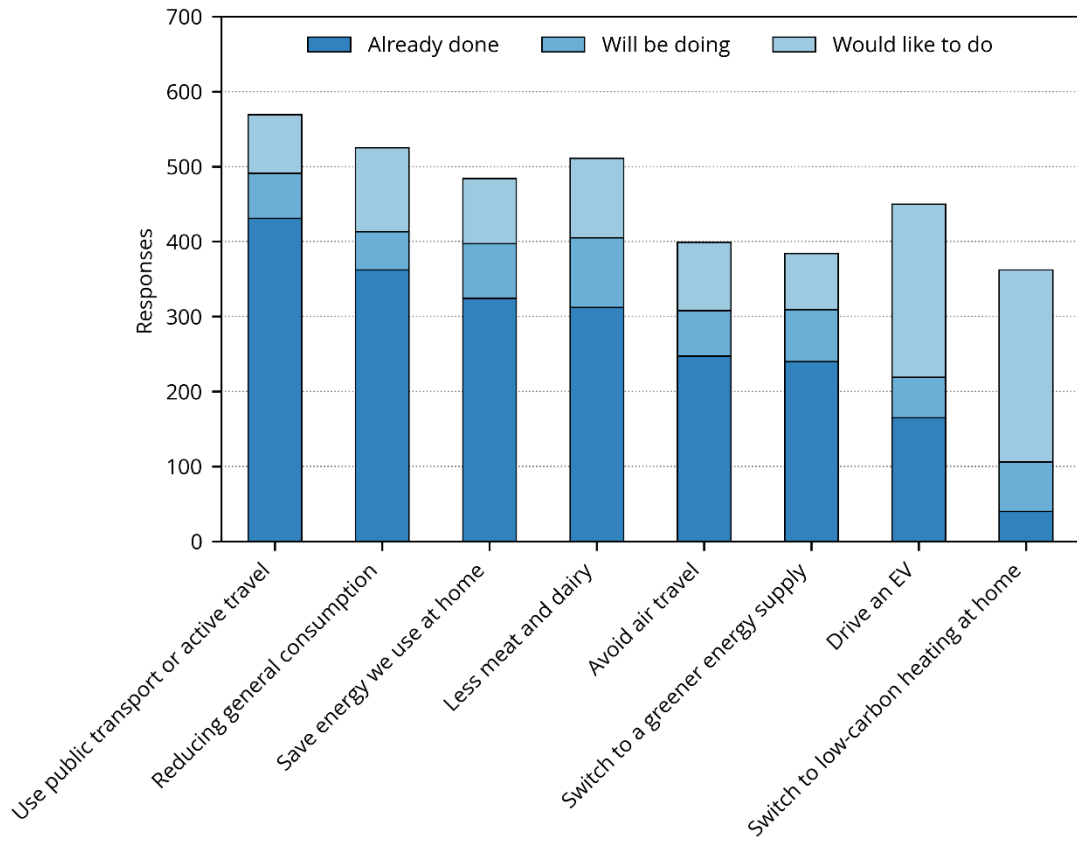
(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?

Respondents were asked to leave any which are not of interest or do not apply blank.

<u>From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?</u>	Already done	Will be doing	Would like to do
Walk, cycle or use public transport more instead of using a car (number)	369	52	113
Walk, cycle or use public transport more instead of using a car (percentage)	69.5%	9.8%	21.3%
Avoid/eat less meat and dairy produce (number)	250	61	93
Avoid/eat less meat and dairy produce (percentage)	62.3%	15.2%	23.2%
Drive an electric car, instead of a petrol/diesel car (number)	41	69	258
Drive an electric car, instead of a petrol/diesel car (percentage)	11.1%	18.8%	70.1%

Avoid/minimise air travel (number)	246	70	76
Avoid/minimise air travel (percentage)	63.2%	18.0%	19.5%
Minimise the amount of energy we use at home (number)	319	93	109
Minimise the amount of energy we use at home (percentage)	61.6%	18.0%	21.0%
Switch from gas central heating to a low-carbon heating technology e.g. heat pump (number)	25	25	303
Switch from gas central heating to a low-carbon heating technology e.g. heat pump (percentage)	7.1%	7.1%	86.1%
Switch to a greener energy supply (renewable energy) (number)	165	54	237
Switch to a greener energy supply (renewable energy) (percentage)	36.2%	11.8%	52%
Minimise the amount of waste (including food) that is put in rubbish bins/goes to landfill (number)	440	62	79
Minimise the amount of waste (including food) that is put in rubbish bins/goes to landfill (percentage)	75.7%	10.7%	13.6%
Reducing general consumption e.g. buying fewer products, using more recycled and second hand items (number)	330	73	90
Reducing general consumption e.g. buying fewer products, using more recycled and second hand items (percentage)	67.1%	14.8%	18.3%



Other, please specify:

66 comments were received. These are detailed in full in Appendix A.

From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?	
Theme	Number of comments
Climate change cannot be stopped	6
Ideas / changes already made	21
Comments regarding traffic / transport	11
Comments regarding recycling	8
Comments regarding using charity shops	2
Comments regarding expense	3
Other comments	15

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.

610 comments were made in total. These are detailed in Appendix A.

Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.	
Theme	Number of comments
Cost - general	94
Cost – electric cars	73
Age	20
Transport / travel comments	66
Climate Change is beyond my control	8
Actions locally have no impact on the bigger picture	25
Time constraints	11
Work constraints	3
Comments regarding disability	8
Comments regarding heating upgrades, cost of heat pumps	62
Recycling comments	44
Cost - solar	9
Cost – greener energy	9
Comments regarding government action	13
Lack of information / don't understand climate change	28
Other comments	137

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

About your local community and Covid-19 recovery

Have you given unpaid help to groups, clubs or organisations within the last 12 months?

<u>Have you given unpaid help to groups, clubs or organisations within the last 12 months?</u>	Yes	No
Total respondents	117	554
Percentage	16.2%	76.6%

If yes, please briefly tell us what type of unpaid help you have provided:

120 comments were received. These are detailed in Appendix A.

Please briefly tell us what type of unpaid help you have provided	
Theme	Number of comments
Foodbank	19
Volunteering in charity shops	3
Litter picking / maintenance	9
Donations	5
Volunteering for groups	37
Local community help	9
NHS volunteer	5
School volunteer	8
Guide / Scouts volunteer	5
Church volunteer	8
Ashgate Hospice volunteer	3
Other comments	8

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

During the Covid-19 pandemic Chesterfield Borough Council supported a range of additional services to put our communities first.

Respondents were asked to indicate any that they were aware of from the following list.

<u>During the Covid-19 pandemic Chesterfield Borough Council supported a range of additional services to put our communities first.</u> <u>Please tick any of the following that you were aware of:</u>	No.	%
Derbyshire Community Response Unit	113	15.6%
Food parcel delivery to shielding and vulnerable people	397	54.9%
Prescription collection for shielding and vulnerable people	413	57.1%
Enhanced support to community and voluntary sector organisations	79	10.9%
Increased homelessness provision to ensure all rough sleepers had somewhere safe to stay	318	44%
Business support grant distribution	170	23.5%
Council Tax hardship funding	97	13.4%
Town centre public safety measures	328	45.4%
Business engagement and support to respond to Covid-19 challenges	77	10.7%
Re-opening the town centre and high streets with mini events, entertainment and Love Chesterfield shop local campaign	212	29.3%
Ensuring Parks and open spaces remain open and in good condition to provide exercise opportunities	417	57.7%
Campaigns to encourage outdoor exercise e.g. Year of Outdoors	113	15.6%
Online events and activities e.g. museum and theatre activities, commemorative activity, online family activities, online exercise opportunities	97	13.4%

To what extent are you and your household currently impacted by the following?

<u>To what extent are you and your household currently impacted by the following?</u>	To a great extent	To some extent	Not at all	Don't know
Material insecurity e.g. food, housing, financial hardship (number)	29	123	450	22
Material insecurity e.g. food, housing, financial hardship (percentage)	4.0%	17.0%	62.2%	3.0%
Poor physical health and wellbeing (number)	78	236	328	17
Poor physical health and wellbeing (percentage)	10.8%	32.6%	45.4%	2.4%
Poor mental health and wellbeing (number)	53	184	365	20
Poor mental health and wellbeing (percentage)	7.3%	25.4%	50.5%	2.8%
Loneliness and social isolation (number)	38	158	423	15
Loneliness and social isolation (percentage)	5.3%	21.9%	58.5%	2.1%
Digital exclusion - unable to access services online due to skills, access to devices and internet etc. (number)	50	68	468	29
Digital exclusion - unable to access services online due to skills, access to devices and internet etc. (percentage)	6.9%	9.4%	64.7%	4.0%

If you have concerns about any of the issues raised above, where would you access help and support? (tick all that apply)

<u>If you have concerns about any of the issues raised above, where would you access help and support?</u>	No.	%
Derbyshire County Council	140	19.4%
Chesterfield Borough Council	217	30.0%
GP	385	53.3%
Community / voluntary sector groups	76	10.5%
Online	207	28.6%
Library	59	8.2%
Friends and Family	371	51.3%
Faith Group	49	6.8%

Other, please specify

24 comments were made. These are detailed in Appendix A.

Do you have any other comments to make?

171 comments were received. These are detailed in Appendix A.

Do you have any other comments to make?	
Theme	Number of comments
Traffic, transport, parking concerns	26
Town centre / market comments	18
Tenancy issues	6
Refuse collection comments	10
Dog fouling / warden comments	2
Children's play areas	8
Gardening / landscape issues	7
More policing needed	3
Comments regarding anti-social behaviour	8
Comments regarding Litter	9
Climate change / green issues	6
Comments regarding disability	2
Comments regarding homelessness	4
General positive comments	11
Comments regarding council tax	7
Comments regarding leisure facilities	2
Other comments	42

(Please note that comments may include more than one 'theme', and where this is the case, they have been themed based on the opening comment)

About you

<u>Are you a Chesterfield Borough Council housing tenant?</u>	2021
Yes	16.9%
No	79.3%
Prefer not to say	1.0%

<u>What is your gender?</u>	2021
Male	39.80%
Female	55.50%
Prefer not to say	1.90%

Is your gender identity the same as you were assigned at birth?

96.5% of respondents indicated 'yes', with 1.1% indicating 'no', and 2.4% preferring not to say.

How old are you?	2021
16 to 17 years	0.0%
18 to 24 years	0.8%
25 to 34 years	5.5%
35 to 44 years	6.4%
45 to 54 years	14.4%
55 to 64 years	22.8%
65 to 74 years	26.4%
75 years and over	20.1%
Prefer not to say	1.9%

Do you consider yourself to have a disability?	2021
No	64.0%
Yes - affecting mobility	19.8%
Yes - affecting hearing	8.9%
Yes - affecting vision	5.5%
Yes - a learning disability	1.9%
Yes - affecting mental health	6.8%

Yes - another disability	4.6%
Prefer not to say	4.0%
<u>Which of the following best describes your religion?</u>	2021
Buddhist	0.4%
Christian	62.1%
Hindu	0.1%
Jewish	0.1%
Muslim	0.0%
Sikh	0.0%
None	28.8%
Other	2.2%
Prefer not to say	3.7%

<u>Which of the following best describes your sexual orientation?</u>	2021
Heterosexual	84.2%
Bisexual	1.1%
Lesbian	0.3%
Gay Man	0.6%
Prefer not to say	7.5%

Appendix A

If you have any concerns about safety in these areas, please tell us briefly what they are:

Concerns regarding anti-social behaviour
In both my local area and Chesterfield town centre I do encounter very bad behaviour. Cyclists do ride in pedestrian areas and you are in danger of being knocked down because you're unaware.
Too many youths out late at night. Drunk and disorderly. Boy racers driving around after dark, both cars and motorbikes.
People hanging around market stalls and parks. Drinking and bad language and drugs.
Young teens hanging around in different areas.
Local teens. Major concerns. Have reported to police and local councillors.
Too many drunks and menacing looking youths carrying cans of beer roaming round the streets.
Gangs of young people gathering and walking about.
Undesirables loitering by car park payment machines and in strategic doorways etc. do cause some unease to the elderly like myself.
Nothing seems to be done about drop out and alcoholics constantly arguing and fighting outside my flat, day or night (in town centre).
In the local area many of us who live in Dunston, especially Cordwell Avenue and Kingswood Close anti-social behaviour, number [.....]flat is growing and dealing cannabis. You need to stop them spoiling our enjoyment, Dunston is now a drug den.
Young kids go up to Tapton Park in the evening, drinking etc. Feel quite threatened by noisy neighbour. We recently had a stone thrown at our window, we have lived here 22 years and never experienced such hostile neighbours as now.
Drunks, beggars, traffic noise and speeding.
Young teenagers loitering about. Vandalism on local parks. Reported this issue yet nothing done.
Would not go out on my own after dark, too many people outside pubs causing trouble.
Groups gathering in market place after stalls packed up can be noisy and intimidating.
Too many pubs and bars that are flashpoints after dark. Not a pleasant place to be in the town centre.
Yobs riding on scooters. Drug users on streets. Total disgrace.
Gangs of children causing trouble in the area. Police don't seem to be tackling the issue. Also the cameras which are in place do not seem to stop the kids or help in any crime, waste of money.
Local kids generally take the p**s on motorbikes. Drinking. Smoking. Wrecking stuff and giving out grief to anyone who says anything to them.
Too many gangs around the estate. Unsociable behaviour, shouting and drinking etc.
Groups of youths around, no policing, youths giving abusive verbal threats, drug addicts sitting throughout town
Groups of men in dark clothing, drinking and shouting
Too many loud and unruly young people wandering the streets with little or no police presence.

There are many issues surrounding anti-social behaviour and begging in car parks.
Boy racers in Sainsburys car park at night.
Groups of teens. Drug deals done in the street outside my house. Homeless lingering around public spaces in town.
Had a lot of local trouble with young teenagers
Congregation of adults in the park near families, where adults are drinking very heavily or engaged in drug use (needles around cafe).
Teens, youths, drunks, drug users, shouting abuse, following you. Men, drunk / drugged.

Comments regarding lack of police / security presence
I go into town twice a week, I see a police man once every five weeks.
The lack of policing
Need more police on the streets, both day and night due to drug users and drunks swearing and being a nuisance.
No police
Need more police presence, never seen them.
There needs to be more police presence to deter the drug dealers during the day. I have seen them dealing on the market place.
Around my area, one household next to the park is doing drugs, regular visits by foot and car arrive throughout with banging and shouting a regular occurrence. Reported and logged to police and Guinness Trust, but still continues, so now I have no confidence in services provided. One day something will happen, when someone gets tired of the nuisance activity, neighbours too aren't happy either.
Lack of policing due to them focussing on other things plus cut backs in wrong areas, cut back from the top not the man on the coal face.
Zero police visibility in town on foot.
These areas need more visible policing and a faster response from them also. Too many drug users in flats.
The usual, not enough police patrolling.
Response time in event of need at any of the times would appear to be slow, no real visible bobbies on the beat, all driving in traffic cars.
Community policing / safety under-resourced and understaffed. Still evidence of alcohol / drug abuse / begging in town centre and other areas.
I cannot remember the last time I saw an active police presence on our streets apart from their cars up and down the main road. Fences around waste sites waiting to be built on are often broken down and left unattended.
I very rarely see police in the town centre. I have noticed drinking of alcohol in areas by homeless people

Concerns regarding drug / drink / substance abuse
The amount of drug users and drug dealing around Whittington Moor underpass, day and night. Runners on electric scooters and motorised bikes.
Lots of drug users about, loads of smashed windows.
The drug users around Chesterfield make me very wary of their intentions.
Drug use. Unsafe using suicide (Whittington Moor) roundabout.
Drugs and alcohol in market square and town centre. It's becoming a no go zone. It's a shame.

Drug users within town.
Live on Derby Road, Chesterfield next to Tesco and St Augustine's Church. Drug dealing in car park and drinking after dark in both car parks plus fly tipping.
Constant drug dealing. Drug dealing from cars and flats
On my street I have people dealing drugs on my drive, people sitting on my front wall that are completely off their head and people coming in to my garden in the middle of the night.
Town centre is a draw for drug users. No police at all, they never get moved on. I don't go to town much anymore.
Newbridge Lane on approach to Wards recycling, known drug dealing after dark, also bikes in fields, scrambling.
Concern about drug users in town.
The local drug users and homeless
People dealing drugs, outside houses drunk or on drugs, cars speeding through estate.
Local area - large groups of people in the local park and area smoking drugs and drinking alcohol, children unable to play there.
A lot of drunk / drug users around, approaching people for money and intimidating people.
I am told that there may be a drug exchange near my house on Derby Road in the vicinity of Tesco local.
More needs to be done to combat drugs and gangs.
Drunken and drug users spoiling the area, parks, roads and town centres. They need more support - Pathways etc.
Drug dealing and drug usage in plain sight and people drinking alcohol in groups, especially around the local shops where I live.
Both in Staveley and Chesterfield there are too many drunks and drug users hanging around. They need to be removed. Shopping is not pleasant when they are shouting, swearing and fighting over a can of beer.
Moved during summer months. Seems to be drug users walking around the town centre.
Some unsavoury types tend to congregate at the bottom of the town hall (Shentall Gardens). Often various stages of drink influenced.
Known drug users in the area, homeless people entering buildings to sleep in corridors. Known sex offenders living in the area.
Too many 'down and outs', alcoholics in the centre. Too many homeless people on the streets.
Drug users and undesirable characters hanging around the town near to cash machines and parking machines, begging.
People who drink excessively in the street and drug users. We didn't used to see this in 60s or 70s.
Drug and alcohol abusers. Homeless people in car parks and bus shelters etc.
There seems to be lots of people hanging about around the town centre most of the time, day or night. We think drugs and alcohol are a problem.
Areas where the substance misuse users congregate are off putting.
Needles all around by old Lidl-Mecca, drugs, drunks, homeless, it is disgusting around that part
Groups of people drinking, taking drugs in town centre, very intimidating for people who are on their own.
Local area surrounded by drug users and dealers. A lot are walking around area and some in town centre puts me off going. Do most shopping etc online so I don't have to leave home.
Drug users and people walking around drinking alcohol

Town centre has a large gathering of drug users, especially around bus station. Never see police therefore don't frequent area unless we have to, it's dirty, unkempt, empty buildings.
Drug users after money, homeless sleeping and begging in doorways.
People wandering streets at night on drugs / drunk.
Too many drug users day and night. Wouldn't go out at night on my own nor round town.
Feel that there are too many drunks and not enough people to enforce the law.
A lot of drug users around. My friends car was scratched in the day on a busy main road with the kids in the car. A drug user trying to get in the car.
Drug users, using and buying at the side of my home in the jitty.
There are local issues of drug users and also bad parking which causes issues when driving at night.
Drug users, Beggars
Certain areas in town centre have groups of people hanging around who are more than likely under influence of drink or drugs
Drug dealing, drug using, litter from local shops (broken bottles), threatening behaviour from people.
Drug users
Drunks and anti-social behaviour in parts of the town centre

Personal safety concerns
There are a lot of house burglaries / garden intrusions and people going into / onto properties during night at the moment in Brimington. This is not helping to maintain a safe place. Often those reported are known and get released or not charged.
Cannot go to town. Am a black belt 'Kenjusu' sensi.
Not restricted to Chesterfield but afraid of attack or mugging. Lots of drug users etc.
I am a little nervous anywhere after dark on my own.
Someone tried to get into my Mum's car near Abercrombie primary school whilst waiting for pick up time. She was in the car and he reached in to unlock the door.
The pavements badly need attention, and there are problems with undesirables in local flats.
Too many beggars including ones on the fringe of town like Coop, Ashgate Road, very intimidating.
The town centre has lots of unused buildings and not very nice after dark.
Down near the industrial units it feels unsafe when dark. Cars travel too fast, feels unsafe.
Walking out in my area after dark unsafe due to people and cars in car park on our park which is at side of where we live. Chesterfield town centre, day, unnerving due to drug users or drunken people, so obviously at night even worse. Have a business in town, so come dark nights in winter and closing the business is a worry.
There are some people intimidate, bully us. At night there are young people who stand by and talk loudly.
I do not feel safe in my area after dark. I have been approached before (twice) by an old man and there are some dodgy looking people around at night.
Don't tend to venture out on foot after dark.

Wouldn't go into town centre at night on my own.
Myself and my neighbours are very concerned about some residents in the flats on Bodmin Way, just round the corner. I wouldn't feel safe going out when they are outside. They are a nuisance and that's being polite.
We tend to avoid going into Chesterfield late at night due to the menacing atmosphere, largely as a result of crowds who had too much to drink.
We live two doors down from the Rose and Crown and Britannia pubs on Old Road. Recently there have been a lot of large groups of drunks when walking up and down and on several occasions I have been forced to walk in the road to avoid them. This makes me feel very threatened.
I am a woman, any place after dark makes me feel unsafe
I am aware of violent crimes occurring at a fairly high rate in St Helen's areas and would like to know more, so that I can be as safe as possible (assume they are alcohol related).
No specific concerns, but as a single female I try never to be out after dark.
I feel unsafe walking my dogs alone in Holmebrook Valley Park after dusk. Many dogs are being stolen and I have a puppy.
I am always looking over my shoulder as I was jumped upon a few years ago and was beaten. The youths were either drunk or drug users.
Myself or my family don't go out after dark for fear of drunks, harassment, mugging etc.
I do get nervous of the groups around town near McDonalds, also the beggars at the car parks. See a lot of drug taking etc down near the bus station.
I would not go into Brimington or the town centre on my own. There have been a few reports that I have read on Facebook of vandalism / attempted breaking and entering of properties in Brimington.
Due to being a woman, feel unsafe at night time.

Comments regarding the need to improve street lighting
Since changing to LED lighting it has made our estate fairly dark, could give better opportunities to burglars and the like.
My local area, not much lighting in certain areas.
Local parks / alley or paths require lighting to stop drug use.
Street lighting along jitty to Ashgate Road
New lighting has not improved, rather made it darker
The council erected new LED lighting. They are very inefficient, it's very dark on the streets and scary.
A light needed at the top of Newbridge Lane on the Green.
Underpasses at Loundsley Green poorly lit and often teenagers or other characters lurking there after dark.
Not enough lighting in our area, not well looked after. Glass everywhere.
Street lighting very poor on Gorman Close
The new LED street lights are inadequate. Begging in the town is unpleasant.
The street lighting on my street have been replaced and now there are areas on my street that are dark where the trees are and I feel unsafe at night walking back so don't go out.
Street lighting very poor and lack of police in town centre.

Areas around here are dark and not very well lit and a lot of drug users hanging around and groups of teenagers.
Street lights aren't bright enough. There are some very dark areas around where I live. Some lights are very dim and some aren't even turned on.
New build estate, no street lights, to walk from there to anywhere at night is very dark. No street lights at bottom of Dunston Lane / Dunston Road, next to fields etc. Feels unsafe for lone females.
The street lighting on Highfield Road is abysmal, I feel very unsafe after dark. I also note that people who deliver after dark require a torch to approach properties, shocking. I have found it necessary to fit three lights to the front of my house. Street lighting is very poor.
Lighting and lack of police and Gracie murder and dog/cat poisoning nearby and car thefts etc nearby.
Street lighting not good for walking. Town centre, too many youths shouting and drinking, so older people feel threatened during the day. Don't go out at night as I feel it is unsafe.
New street lights do not illuminate streets the same and there are a lot of dark areas.

Concerns regarding number of homeless people / begging
Too many homeless people in town centre, move them on.
There are still too many vagrants in the town.
Bit scared of the homeless after dark if I'm on my own.
With all homeless and drug users begging all the time.
Car park pay machine beggars and homeless groups worry me.
My only real concerns are from being approached by beggars as this makes me feel uneasy as I do not know the best way to help the person.
Lots of homeless people begging at cash machines, parking machines and near Greggs.
Homeless people hanging around, quite intimidating if out on your own after dark if they approach you.
The homeless outside shops or doorways not knowing if they will pounce on you or try to rob you during day or night.
There are places where beggars sit and beg i.e. car park payment machines and we have witnessed organised change overs where they phone each other to organise where to go.
I feel intimidated when using the Rose Hill and Soresby Street car parks due to beggars at the ticket machines.
Move beggars from car park ticket machines, it puts people off going to town. Parking charges are also putting people off.
Rough sleepers, people using drugs.
Too many homeless in town. My local area, including our street, are drug users, they are dealers and all cars collecting drugs keep coming to our street. Police not interested, and she's a council tenant and has been reported.
Not so much safety but you cannot walk 50 yards without one of the town's so called homeless or drug users asking you for money. It's very intimidating and find yourself selecting a route where you hope they won't be. No wonder at all why people don't visit the town. Needs addressing.
I live near the Chesterfield canal near the Mill pub. I've seen, a couple of times, homeless, drunk people on the sitting area of the canal (near Station Road) during the day time.
All the homeless people, drug users and speeding cars

Areas around West Bars and towards the old Royal Mail / Town Hall are rife with homeless.
Beggars, drunks, general appearance
Homeless people, in general, and particularly around car park pay machines. It's very intimidating. Lack of visible policing in main areas, especially the market and seating areas and around the Crooked Spire where groups tend to gather and drink
A lot of homeless in the centre puts me off going to town or on the market and even to pay at car parks.
My wife walks into town and back to work and at the time there was a lot of rough sleepers sometimes asking for money and drinking cans of whatever. This does not seem as bad lately.
Too many beggars around constantly asking for money, especially around the car parks
When parking. Surrounded by people who are begging. Very scary for a woman on her own.
I feel intimidated by all the so called homeless people who just sit in shop doorways and car parks begging for money. The worst place is Rose Hill car park where one sits either side of the pay machine asking for change.
There seem to be constant beggars / homeless people and a number of people on drugs which is very intimidating.
A male street sleeper demanded money and when given enough for a sandwich said it was not enough.
Being approached for money from homeless
Too many homeless people in town centre begging for money, often aggressive. Alcohol / drugs seem to be involved. Inability / reluctance of police to act.
There seems to be an increased amount of homeless people on the streets some of which are obvious drug users.
Homeless people and people under the influence of drugs / alcohol invading my space when shopping. They can become abusive.

Comments regarding traffic / parking / transport issues
A bus timetable with bus times.
Traffic parking on road with green area, could be used for parking in front of my house with close by junctions and busy turn offs.
Speeding motorists in a 20mph zone. In our Hasland village the crossings are not safe.
Speeding cars on Manor Road, day, but mainly at night drug users and drunks in town centre.
Concerned about speeding traffic. Police speed surveys confirm problem outside Brearley Park. Please put in place either a speed camera or pelican crossing.
My main concern locally day and night are speeding motorists on Old Whittington main street and Broomhill Road at all times of day.
I find it dangerous trying to turn right coming out of the bottom of Middlecroft Road. It would be highly helpful if there was a mirror to see oncoming traffic from the left.
Volume and speed of traffic
Motorcycles speeding and revving at 4am. Drunks shouting after midnight with no police presence. This is around Cineworld and McDonalds car park every night.

Concerns regarding going out after dark
--

I am registered blind so I do not go out at night.
It seems no one around after dark in town centre unless in pub. There's nothing open other than pubs e.g. would be nice to have some cafe bars for people who don't go to pubs.
I don't go out after dark and rarely venture into the town centre unless essential, but this is due to Covid. Before then I went to town often.
We don't frequent the town much at night except for theatre, which we have not done since lockdown.
I don't go out much, or just to a friends in the area or day trips.
I currently have mobility issues but don't have the need to go out after dark and never go into Chesterfield town centre.
Don't visit Chesterfield after dark.
I don't go into town after dark.
I don't go out when it's dark.
Don't go out after dark unless visiting Winding Wheel or Pomegranate or friends.
Never out on foot after dark, would like to see more police about town during the day.

Other comments
General upkeep of green areas, pavements, roads and public spaces.
Disabled so don't go out
Crime, homeless asking for money.
Drivers speeding around Staveley in the evening and early hours of the morning.
I am disabled and don't go into Chesterfield very often.
My main concern is about the state of Slack Walk, and needs regular cleaning so we can get down.
Dog theft, when out walking or home.
I am unable to go out walking on my own, semi disabled, rely on others.
Don't go into town unless necessary.
I have a few concerns that young people in the park are struggling with life issues especially around the cricket pavilion. I feel they need more love and encouragement.
Feel safe but the local parks are destroyed at night with litter and broken glass.
I'm getting on a bit now and so worry about uneven and badly maintained pavements (both local and in town). I thought the new road crossing devices (where you wave your hand below the box other than passing a button) were a good initiative.
I generally don't visit the town centre that often, too greedy with parking costs and potential fines, over zealous, so I go elsewhere. Greed kills my attendance, well done.
General society issues, lack of services for young people, homeless etc.
I've lived in Chesterfield for the last 60 years. The town centre was a fabulous place, but in the last 8-10 years it's now sadly very disappointing.
Miss the horse/collection vehicle, big mistake to get rid of it.
There could be more CCTV cameras installed around the market area, high street.

Personally I feel agency for my own state, I have no apparent reason to believe that the council as a body has a reliable and informed attitude, agency and action on truly useful and helpful actions.

Where do you find out information about the council? Other comments

By phone, but staff never return calls, even when messages are left on answer phone.
Reflections and Twist
Can't say I get much really.
Internet
Market stall holders
Google
Destination Chesterfield
Don't look for information about the council
Online search
Internet search
Internet for theatre etc.
Internet
We receive the Derbyshire Times weekly.
Don't usually need any. May phone town hall if I wish to know anything.
Online when having to deal with them but rubbish council that don't like to respond
Online BBC local information
Councillors! Only had one rude man round telling me about his dissatisfaction re cycle path
Telephone
When we need information, we phone up
Internet
Focus magazine, Liberal Democrats
Chesterfield Theatres website
Google
If I need to know anything I google it
I just google what information I need
Don't go looking for it
Not found any information about the council yet. There is lots I need to know being new to the area.
Google
Not much information in the Derbyshire Times
Google

If you use social media, what sort of information would you like to find out about the council on Facebook, Twitter and YouTube in relation to council meetings, events and local information?

Details of events
Details of regular and special events. Weather issues
Events and local information. I would have liked to have had a stand in the recent charity event in the market but I hadn't seen it advertised anywhere.
Local events, future planning, town centre planning.
Just publish a what's on
What is on? What funding it being used for?
Events in the local area
Events regarding special events in the market, Pomegranate and Winding Wheel. Would also like more information about events at the Crooked Spire.
Local events. Update in town centre
What's happening in Chesterfield (weekly)
Regular updates. Forthcoming events.
Plans for upcoming things. Show you are listening and care. Report on actions taken.
What's on. Suggestions / comments. Online meetings where we can participate.
I don't think local events are very well publicised by the council
Local events
Events for children, specifically babies and toddlers. Disruptions/changes to services such as waste and recycling collections.
Events
Local events, local policing
More information on local events
What's on, competitions, road closures, charity events, Christmas events, events in parks
What's on and updates regarding road works etc
Events
Events. Family things to do. How to increase health and wellbeing. Local heroes. What money is being spent on. Small business support / highlights
Events
More information about events and general information
Events, local updates
Events to be publicised more
Local events, Mum/baby groups, weather, environment, every day information

Events, services, contact information
Events in the town centre like the poppy day and music performances
Events taking place. Publicising of shows at the Winding Wheel and Pomegranate.
Events, ticket information, age appropriate activities, offers and discounts for local shops. Updates on developments and ways local businesses could benefit or get involved.
Events. Changes to policies. Local cleaning / grass cutting schedule
Everything that's happening in Chesterfield and my local area, particularly events and important up to date information regarding plans for the future and on crime.

Council meeting information
Outcome of meetings and important developments coming to the borough.
When the meetings are, times etc. Roadworks.
Minutes of meetings (which can be published) would be useful
Timings of meetings, how to attend or who to contact.
A list of council meetings where the general public are able to attend, I particularly use Facebook.

Don't use social media
Don't use
No website in home.
Don't use social media
Don't really use social media
Do not have a computer
Unable to use / don't want to use social media
Don't use social media
I personally don't use Facebook, but it's a way lots of people communicate, however it comes and the more the merrier.

CBC updates
How CBC are improving services i.e. cleaning pigeon poop from under both bridges (Hornsbridge especially).
I like to read about what our local councillors and MPs are doing to help the area.
More advertising how to contact council in local area.
Modernisations, plans to local area
Any changes in services, road closures, upcoming events.
Planned changes / works

Be kept up to date e.g. new cycle path E-W across Chesterfield. Planning applications
Plans to reinvest in area, positive action re drug users, how buildings are being used i.e. old council buildings that were boarded up and then taken over by drug users / homeless
What the council does for young people, especially assisting them with transitions / life issues
Updates on key information. Community information
Change of bin collections. Things that are happening around Chesterfield.

General Chesterfield information
News and general information about Chesterfield, as I have only lived here for nine months. Community projects e.g. market/canal.
More detailed information in general
All information regarding parks/streets around my area.
Local services available. Changes. Information about recycling etc.
Information in my area or events that are on
General information
Free / cheap things to do in the area with children
Just a general update with news of any initiatives etc.
More happy stories, more events, what's happening in the area
More about activities, times etc. More about services.

Road / traffic information
Road closures
Road closures, jobs.
An action plan for roadworks so as a system that completes the job fully then moves on, not another company/supplier digging same place up moments later and communication is missing, lots of roadworks but never see any work done, either asleep, on phone or smoking.
Road closures, charity events, markets
Roadworks, new builds. How you spend our money
Updates on roads / roadworks. Recycling

Facebook
Facebook
Facebook
Facebook

Other comments
Polls, have your say, what is being done to address situations, who to contact - by phone.
Who is getting the back handers when planning permission is failed twice then all or a sudden it is granted i.e. McDonalds, West Bars roundabout.
Don't want to rely on such a source
The local paper, Derbyshire Times, or My Chesterfield
Local planning
The upgrading of the market. Events especially artisan markets and others.
Where money is being spent.
I use the library regularly.
Didn't know CBC was on social media. Winding Wheel performances need more advertising.
I would like to know about environmental issues and how to help the council to stop people dropping litter everywhere (especially near canal area).
Chesterfield town centre once was a lovely place to go, not now.
Efforts towards making housing more affordable for first time buyers and efforts of sustainability in SMEs and housing (carbon audits and grants available)
Good news, achievements
Results news, positive outcomes
Anything, nowhere near enough information. Nor a big enough social media presence, especially for the younger generation.
Mainly jobs

If you haven't registered, why haven't you done this?

Not interested
Not interested
Not interested
Not bothered
Can't see the point
Not interested
Didn't want to
Did not want to
Happy with what I do now
Not interested
Not interested
Not interested, too old
Don't see the need
Unnecessary, another login to remember
Because I don't want to receive information, emails etc that I would probably not use.
Not interested
Not high on my priority list
Not interested
Not interested
Do not get involved with anyone or anything
Happy as I am
Not interested, no computer access
Not interested
Not interested

Don't like using computers / don't have internet access
Because I don't like using the internet
No computer
Don't have internet or online
Not online
No online access
No website in home

I cannot manage to use a computer (blind)
No internet access
Not online
I hate computers. They are too time consuming, too difficult
Do not bother with internet
Not online
Don't have facilities to use it
Don't have a computer
Not certain, not too good with computers
We are not online (please be aware that not everyone is)
We are not happy using technology, the older generation. We find we spend a lot of time getting nowhere, if you deal face to face more successful
Not computer proficient
Don't do online
No computer
Not online
Don't go online
Minimal internet use
Do not have a computer
Do not have online access
Not online
Don't use internet
No internet
Do not have internet access. Didn't know this could be possible. Not seen anything about this.
Prefer not to use online services which contain huge quantities of data
I am not online
Don't use online
Don't do online
Not online
No internet access
Not online
No computer
Don't like online services, don't trust computers
Because I do not do online
Not online

Try not to do things online
Don't have the facilities to do this. It is always assumed that we can and are able to.
I find online and the web to be hard to do and frustrating
Don't have IT
Do not use internet
Not got a laptop
Not online
Do not have the equipment
No computer
Don't use a computer
Do not use a computer
Not online
Not online

Not had the need to register
Have not had the need to
Never really thought about it
No need at present
Because I don't have to
Not needed to
Haven't got round to it yet
Not got round to it
Not required services
Don't feel the need. Don't offer anything I need
No need to
Not felt it necessary
No requirement
Don't really need it
Not had the need to
No need so far
Don't need to
I have but never used it
Not needed to
Not need to use it, would register if I did

I rarely need services of CBC
Not needed to do so but will have a look.
No need yet
Not needed to do so yet
Don't need it
I haven't needed to
Haven't needed to and wasn't aware of it
Not needed it, didn't know it existed
Don't need it
Haven't felt the need
Not had a need to
Not needed
Haven't needed to
Not needed to
Haven't needed to
Not found it necessary at this time
Haven't needed to
Never had the need to do so
Haven't felt it necessary
Not really needed to yet
Not had any reason to

Didn't know about it
Didn't know about it
Didn't know about it
Didn't know about this service
Did not know I could
Didn't know about it
Never realised
Not aware
I wasn't aware of it and I don't have a need to have one, unless you can convince me otherwise.
Didn't know it existed
Didn't know about it
Didn't know about it

Didn't know about this
Totally unaware of it and I consider myself well informed and up to date.
Didn't know about it
Didn't know about it
Didn't know about it
Didn't know about it
Not known
Don't know about it
Wasn't aware of it
Don't know
Did not know
Didn't know about it
Unaware
Wasn't aware of this facility
Didn't know about it
Didn't know about it
Don't know how to go about it
Not aware of it
I did not know about it
Didn't know
Did not know how
Didn't really know about it
Wasn't aware of it
I didn't know about this
No idea what it is
Not heard of it before
Wasn't aware of it
Not aware
Did not know about it
Didn't know it existed
Didn't know anything about it
Didn't know about it
I don't know what it is
Not know about it
Didn't know

Didn't know about it
Didn't know about it, no reason to do so.
Not heard of it before
Wasn't aware that it was available
I didn't know about the service
Did not know about it
Didn't know
Don't know how it would help us
Wasn't aware of it
Didn't even know about it
Did not know
Did not know about it
Because I don't know anything about it
Because I didn't know they had one
Wasn't aware of it
Never heard of it
Don't know
I didn't know about it, will now google
Didn't know anything about it
Didn't know about it
Didn't know about it
Didn't know it existed
Didn't hear about it until now
Didn't know I could register
Haven't heard about it
Didn't know it existed
Not aware
Didn't know about it
Wasn't aware of this
Never heard of it
Never knew I could
Not sure I was aware of it
Did not know about it
Didn't know about it
Didn't know about it

Never heard of it
Didn't know you could register for this
Never heard of it
Did not know about this
I have not heard of it
I did not know that it existed
Did not know about it
Don't know about it
Didn't know about it and probably wouldn't use it anyway
Didn't know about it
Wasn't aware of it
It's passed me by
Unaware
Never heard of it
Did not know
Didn't know about the service
Didn't know about it
Wasn't aware it existed
Didn't know it was available
Will take a look now I am more aware
I didn't know it was an option
Didn't know you did one
Wasn't aware of the service
Wasn't aware of it
Didn't know about it
Not aware of it
Not heard of it
Didn't know about it, never been informed
Never heard of this
Not heard of it
Wasn't aware of it
Didn't know about it
Didn't know it existed
Didn't know it existed
Didn't know about it

Didn't know about it
Didn't know anything about it
Knew nothing of it
Didn't know about it
Unaware
I didn't know about it
Didn't know it existed
Did not know of this service
Wasn't aware that it was an option
I have never heard of it
Didn't know about it
I didn't know it existed
Didn't know about it
Don't know how to
Wasn't aware, not sure if I have a need to
Never heard of it
Didn't know about it
Didn't know about it
Didn't know about it
Didn't know about it
Not aware of it
I was not aware of it
Know nothing about it
Don't know how
Did not know about it
I did not know about the account
Didn't know about it
Didn't know it existed
Did not know about it
Didn't feel the need to
Didn't know about it and what do I get out of doing it
I didn't know I could
Did not know about registration requirements
Didn't realise about it
Wasn't aware of this service

Didn't know I could
Wasn't aware
Unsure of the advantages of doing so. Also, concerned about use of information when registering
Wasn't aware of the service
Didn't know about it
I wasn't aware of this service
I don't know anything about this
Didn't know about the service
I did not know about this service
Never heard of it
Totally nescient of its existence
Didn't know about it
Don't know about it, no need for it
Didn't know it existed
Never heard of it
Didn't know it existed
Didn't know about it
Did not know about it
Never heard of it
Didn't know about it
Didn't know about it
Didn't know about it
Don't know how to
Didn't know it existed
Didn't know about it, don't know how to
No idea what it is
Don't know
Unaware of it
Not aware
Never heard of it
Wasn't aware
Haven't heard of this before. Interesting to know about it
Wasn't aware
Not aware of it
Don't know anything about it

Prefer other communication methods
Because I prefer to talk to a person
Prefer to speak to a human being
Prefer to speak to a representative on the phone
Prefer to talk to someone about my issues
Didn't want yet more online accounts, if I need information I can telephone the town hall, where I find the people are helpful
There is too much online nonsense. People need to talk and meet face to face
Prefer to ring up
Prefer to speak to a person
Prefer to phone
I would prefer to speak to someone
Sooner read a publication
Not sure if it would be beneficial. Prefer to speak to a person should the need arise
Prefer to speak to someone
Prefer human contact

Not had the time
Haven't got time, too busy
Workload
Not got round to it, must do it
Don't have the time
Not got round to it
Not had time
Not had time, but going to

Other comments
Total ignorance
Need our first council tax bill to set up
I will now
House bound, don't get out much
Access limited - especially during Covid

Pay council tax direct debit. Don't use services
I don't think I have but not sure
Can find out via other means
Why, do I need to?
Barred from library because of my disabilities
I thought I had, however I've just checked and found that I do not have one, I will sign up for one immediately.
It hadn't occurred to me.
Had to feedback on everything else
Why should I?
Not thought about it, if I read about this account and I wasn't in a position to register immediately then I will have forgotten about it, not interested
Just haven't
Don't want to be bothered with lots of emails
Avoid getting overwhelmed with online information
Slipped my mind to register
Don't understand it
Ashgate Hospice fund raising
Personal preference
Thought it was delivered free
Anything related to council online is the most frustrating process ever
Looking after husband with Alzheimer's, no time or energy
Have just moved to the area
Technology failures
Not much point, whenever I raise a problem with the Council nothing happens
Because it will not make any difference
Not been in the area long
Unable to do so
Too old
Don't want any more emails unless absolutely necessary. Fed up of online
Data mining of personal information, needs to be a simple service (has to be used because CBC depts never answer the phone/biased to tenants
I may well register in the near future
Old age
Wouldn't let me
No faith in Council

Not sure
Don't have it
We just get on with every day things on our own.

If yes, what sort of services would you like to access using the website?

No access to the internet / computer
Don't have website
No computer access
Don't use the website
Do not have a computer
Don't use internet or websites
Haven't got a computer
No computer
Do not use the website
No computer
Not on website

Repair requests / reporting issues
Repair requests
To report roadside fly tipping.
Complaints services, reporting fly tipping
Raising complaints / reporting issues

New initiatives
New initiatives, support networks
Local eco-friendly or de-carbonisation schemes

Other comments
Road works information
All
Link to Derbyshire county council
Not sure
I am thinking of joining the leisure facilities at Queen's park, web booking difficult to use?
Disabled services
All the above are accessed in My Chesterfield

I thought most of the above was on the Website - council tax
Health and wellbeing information, tips, events
Neighbourhood Wardens - what do they do, and where do they do it?
What bin some recycling items go in
Park and playground map/information/events
Paying ground rent / service charges / buildings insurance as a leaseholder
Events to enhance Chesterfield
Probably all of them if/when needed
Advice on energy efficiency

Which do you think are the most important ways for CBC to keep people informed about climate change locally?

Comments regarding assistance from councillors
CBC councillors seem more concerned with political messages rather than informing local people
Can I talk to my local councillor on the phone?
I have not met any local councillors, recently not been possible
Councillors! Who are they, do they even exist?
Leaflets, posters, awareness events etc.

Not really important / necessary
This really is not an important issues
I don't believe it is necessary. Whatever you choose, it will itself, contribute to climate change
Not bothered
Not really bothered, think it's all a lot of hot air.
Not necessary
None are important to me

Paper-based communication
Have your own paper, free, monthly, distributed to all
Sending letters
Letters through doors
In the post like this questionnaire
Letters
Door publications
Leaflets, Facebook
Leaflets / brochures
Direct leafleting
Flyers posted through the door
Direct communication via post

Radio-based communication

We haven't got a local radio station other than greatest hits which is useless for local information
I really miss Peak FM, the amalgamation of stations is not useful

Online communication
Google
Facebook, Snap Chat (youth use it), schools
Email, text
Facebook
Email newsletter would be better

They are all important
Any method of communication would help with this.
All of the above
They all apply
All these ways are important, and you could add outdoor advertisement (businesses)

Other comments
Local TV
Again, all are equal and relevant, CBC are very low profile
Hands on actual activity such as picking up plastic, litter etc.
On the huge screen
Climate change is disputed by many scientists however their voices and opinions are never aired.
CBC talk the good talk but have no consideration for residents particularly with car emissions
Don't know what Your Chesterfield is
Cannot see the point, unless China, India and the United States reduce their 'footprints'.
Working with local groups
We need a balanced debate on issues, not dogmatic claims
Stop wasting our money on a myth
Personal contact in all situations by all personnel

From the list below, which changes (if any) have you already made, will be making, or would like to make in response to climate change concerns?

Climate change cannot be stopped
You cannot stop climate change
None, until China does something, we are a tiny tiny island that is insignificant to global warming
Until all countries agree to reduce carbon emissions anything CBC could do is useless and only a way to increase CBC revenue
Some of the climate problems are because of the Moon's rotation and getting closer to the Earth. The Earth's rotation to the Sun and getting closer, these we cannot change.
No point in any of this if China, India, United States don't reduce footprint. Put your energy into contacts in these countries, not into how many cardboard boxes I put into a particular bin.
I have studied climate for decades and true evidence shows that climate change has been going on for thousands of years and is nothing to do with human activity.

Ideas / examples of changes made
I use eco products and when its not rained for a few days I used my washing up water on the garden. We also have an allotment.
Please renew plastic bag collection
Minimise the use of water
Growing own fruit and veg. Always voting for green party candidates. Working from home. Planting flowers for pollinators.
Wearing clothes longer, much less buying new.
Sharing climate change information with friends and family. Growing more flowers, fruit and veg at home. Voting for political parties with the best environmental policies.
You as a custodian of our town must install water and electricity meters to all council properties, would make a massive different to climate emergency. I am a pensioner and I have both installed.
More energy efficient light bulbs. Boiling just enough water.
Gardening for wildlife. Rain water capture and reuse
Leave green field sites alone. Stop giving planning other than on brown field sites. Practice what you preach.
Trying to avoid plastics in packaging, clothes and household products. Buying loose fruit and veg in supermarkets. Not using bitcoin whose mining consumes equivalent to Sweden's energy use per year.
Keep hedges, lawns and flower beds rather than fencing and concrete
Having solar panels fitted when our roof is renewed this year
Using library for books and information. Try to shop locally.
Grow your own
I won't be having any household pets
Shop locally. Turn off vehicle engine when parked.

Getting involved to inform/educate/change mentalities - partially done, more to do, in progress (was actually going to contact you about it)
Trees in my garden and allocated wildlife space
Using rainwater butts and compost bins
Seeking out education on these matters, applying personal development and upgrading personal responsibility for own thoughts, behaviours and actions.

Comments regarding traffic / transport
There needs to be a reduction in traffic overall. What powers the vehicle is immaterial as all traffic produces air pollution, whilst vehicle production contributes to emissions
There should be more support for public transport.
Stop narrowing main roads into one lane, creating bottle necks with standing traffic and engine running - Brimington is a perfect example of this. A619 down to one lane causing traffic jams.
Cost of electric cars and solar energy panels
More of an effort to develop hydrogen for vehicles should be made. Electricity comes from the same source. If I switch supplier I don't get electricity from a greener source.
Am disabled so reliant on car, do not wish to go electric, anyway that power has to come from somewhere. I eat healthily but will not become vegetarian. I object to being told not to live my life.
Got Motability scooter
Need better and more safely maintained cycle paths, currently maintenance and other non-cyclist users (particularly dog walkers with long leads or no leads at all are dangerous to cyclists).
I now drive a hybrid. Would like to grow more food in my garden.
I ride a bike far more often than I drive. I do this for my health and fitness not because of the climate change myth.
We are doing less trips in car by trying to combine all tasks into one or two outings per week.

Comments regarding recycling
I've recently stopped recycling as only 10% gets recycled. Who is going to pay for me to switch to a different heating technology?
Teach people to save, recycle, stop throwing food and stuff away.
Reduced single use plastic. Dry washing outside
Careful recycling using local shops/businesses to prevent spending money on deliveries and affect carbon footprint. Recycling rubbish at local tip and taking unwanted reusable items to charity.
I recycle everything possible.
I recycle more items that the council do by donating to 'Chesterfield Let's Recycle More'.
We contacted the Council as we have so much recycling. They supplied us with an extra blue bin within the week.
I recycle a lot. Wash everything. Hardly anything in my black bin, half full once a month and 2 adults live here.

Comments regarding using charity shops
Charity shops are the best thing since the wheel.
I use the local charity shop much more for clothes.

Comments regarding expense
Heat pumps and electric cars too expensive for 79 year old.
Reduce the reliance on expensive gas imports. What energy provides the power for electric unreliable cars 7 yr battery life and low mileage. Heat pumps require hot water tanks back in each house. Cost
All the above is dependent on cost. It can't be done if we cannot afford to do it.

Other comments
Not being trendy is fashionable
Bored of the subject now
Would like to do many things but I privately rent so can't. Can't afford electric car.
I am disabled so a lot of these don't apply for me
The Borough Council or DCC should not be dictating to private citizens about their life styles. You seem to be part of the green fascist movement.
Don't like using second hand items
Since I have started using a mobility scooter I see how dirty and littered the streets are. More bins in areas that are used by the public e.g. McDonalds, Skateboard park.
All above is a way to raise taxes
I would appreciate help from Council towards heating my home in terms of insulation. A very old home which takes a lot of heating. Not within bracket to qualify for grants etc.
We need lots of these above to be cheaper
I would like to know my carbon footprint based on my energy use, water use etc. Maybe a company called Tunley Engineering could help?
Would not have children for environmental reasons, I use Facebook, charity shops to buy clothes. I vote for parties with strong environmental policies.
All these items are an attack on people who can't afford to follow dogmatic (and unscientific) measures to go green. Who pays for going carbon neutral?
That's a good comprehensive list
Housebound, rely on carers / family to shop, clean, put waste out etc. Live in electric only house to limited with power source.

Is anything stopping you from acting more quickly on climate change? Please write up to three reasons.

Cost - general
Poverty
Finances, on less pay now
Cost
Financial concerns
Finances / costs
Cost
Affordability
Money
Cost
Cost
Cost
Cost
Affordability
Cost
Affordability - both local and national
People are penniless
Money needed to change existing
Cost
Affordability
It's expensive to buy more eco products
Money to do these things
Money
Lack of subsidies
Costs
Insulating loft of property, due to cost
Cost
Cost
Cost
Finances
Cost
Everything seems too expensive

Cost
Increase in cost
Money
The cost
Financial (retired, living off state pension)
Money, cost of changing
Cost
Taxes
The cost of switching
Lack of funds
Cost/finances
Affordability
Cost of sustainable products
Financial
Cost
Not knowing of any grants available for carbon reduction
Cost
Money
Cost
Finances
Cost
Cost of living, can't afford to
Cost
Lack of money to make real change
Cost, can't afford to even if the case was made
Funds
Finances
Cost obviously
Cost of change for individuals / families
Price of things
Cost
Costs
Money
Income
Affordability

Affordability, vegan food/milk costs more
Money
Cost
Finances, initial outlay to change
Financial reasons
The cost of becoming more greener is expensive
The main reason is money and cost of converting
Low income
Income
No grants for insulation
Money
Our income has been decimated by Covid, not able to afford an electric car, renewable energy tariff
Money
Cost
Availability of products locally and affordable
Availability of products locally and affordable
Money
Planning costs to improve home
Money
Cost
Cost of using peat free composts
Expense of changing things over
General cost - sustainable products are more expensive for retailers i.e. foot trays, utensils
Finance
Cost
Money
Will it be cheaper to use
Eco friendly solutions more expensive

Cost – electric cars
Availability and cost of electric cars/low carbon heating
Cost of electric vehicles
I'm still not convinced about electric cars and costs of these
Price of changing car to electric

Cost of electric vehicles
Ability to afford a change of car to hybrid/electric
Not enough money to get electric car and heat pump
I would buy an electric car but too expensive
The cost of electric cars
Cost of buying electric car
Cost of electric cars (out of range)
Lack of infrastructure for electric cars
Cost of new electric car, cost of conversion of boiler
Can't afford to buy an electric car
Cost of electric vehicles
Cost of electric vehicles
Cost of electric vehicles
Not enough funds (electric vehicle)
Price of electric cars
Cost of new electric cars are expensive and heat pumps
Affordability of electric cars
Cost of electric vehicles
Cost of changing the car
Limitations and additional expense of electric cars
Electric cars far too expensive, no infrastructure
Electric cars are expensive
Finance cost of electric cars
Cost of electric car, low carbon heating
I can't afford an electric car
Cost, especially of electric cars and heat pumps
Cost of electric cars - we have a hybrid
Affordability e.g. cost of electric car
Electric cars are out of my price range
Cost e.g. electric car, charging point installation
Cost e.g. cars
Cost of electric car
Cost of electric cars
Availability on price of electric cars for households
Electric cars are generally too expensive to buy

The cost of a brand new electric car
Expensive electric cars
The cost of making changes e.g. car, heating
Cost of electric cars and few charging points
Prices for electric vehicles are too high
Electric cars too expensive at the moment
Cost of electric cars
Cost of electric cars
Cost of electric cars
Cost of electric car, charging and limited range
Lack of money to invest in electric car
Excessive cost of electric vehicles and heat pumps
Cost of electric cars
Cost of buying an electric car
Cost of electric car, logistics of charging
Cost of electric vehicle
Cost of electric cars
Cannot afford electric car
Electric battery cars, problem with cost of purchase
New electric cars are unaffordable to us
Cost of electric cars and limited charging points
Electric cars are too expensive
Money - costs of car changes, solar panels etc.
Cannot afford an electric car
Cost and facilities for electric car
Cost of electric vehicles is too high for us to afford one
Can't afford new cars, can't afford to change central heating
Too expensive, electric cars
Cost of electric cars
Cost of a new car
Can't afford new car
Expensive electric cars and no infrastructure
Affordability i.e. changing car to electric and changing gas heating

Age
Too old
Age
Age
Age and requirements e.g. heat
My age (91)
Age 80+
Age
Too old
Age restraint
Age
80 years old
Am aged 90 and limited mobility
Age
Being elderly reduces what you can contribute
Getting older - pensioner
Ageing
Too old to benefit from investing in solar panels
Too old now to make many changes
My age

Transport / travel comments
Train prices are too high
Drive long distances for work
Bus prices are too high so I use car
The total lack of cycle lanes stops my whole family cycling in the area for school, work, leisure
Work away from home and public transport not easy and takes much longer
Poor transport service
Electric cars - on street parking where I live
Not using the car as much
Waiting for hydrogen powered cars and infrastructure
Limitations on electric car travel distance
Do not have an electric car
The need for a vehicle for work

Need to use car for school run
The cost and availability of alternatives to low income families
The reasons for electric cars is all pie in the sky at the moment
Apparently if everyone in Europe had electric cars it would cut by 0.4
Electric cars depreciation
Need my car but do use public transport as well
Work commute
No cycle path to town (off road)
The nearest bus to my estate is 20 minutes away
Too many cars on road prevent cycling
Green transport not available in Chesterfield
Bus routes and times not frequent enough for work.
I think I would like to own an electric car when technology improves
I need a van for work
Enjoyment of travel
Prices of public transport
Installing the technology for an electric car
Cost of public transport
Uncertainty about new technology e.g. electric car
I use public transport more
Lack of home charging for electric cars
Infrastructure, not enough charging points
After a 12 hour shift running around a Ward, don't want to walk home
Need a car to get to work
Distance from work
Unable to use bus for work
Infrastructure to charge electric cars
Inconvenience of some public travel use
Lack of cycle lanes
Insufficient charging facilities for EVs
Would need better bus services to minimise use of car
Public transport is expensive
Public transport being more local with smaller vehicles
Kids cycling proficiency lessons
Can't walk / cycle / use public transport due to employment type

Too few buses which are expensive
Buses never seem to go where/when I need
Not enough infrastructure in place (i.e. car charging stations)
Cost of public transport
No street walk to school without fields
Airlines and travel agents
Public transport links to the train station are poor
Reduced local bus frequency
Public transport becoming more expensive
Bus fares are too expensive
No drive to have an electric car
Price of public transport
Pandemic preventing use of public transport
Availability of public transport
Availability of public transport
Why do we rely on thousands of lorries up and down the motorways to deliver our goods to everyone
Infrastructure for electric car charging requires improvement
Unreliable and unsafe public transport - Covid
Electric vans not enough range

Climate change is beyond my control
Things beyond my control
You cannot stop climate change
Not much I can do about it
Because other countries such as China and India don't give a damn
Unfortunately I believe that climate change happens every 20,000 years naturally
Other people's ignorance or reluctance to change (why should I be the minority making the effort)
Other people not doing it
We have gone too far down this road, if proven wrong the juggernaut can't be stopped

Actions locally have no impact on the bigger picture
How does a small house impact the bigger picture?
Personal changes have negligible impact when compared to industrial emissions from global industry

Waste of time - India and China are building a 1000 coal fired plants each year
I think the big companies need to act first
It is difficult to know how to make an impact when big nations are not doing much
Large companies not making enough change
Waiting for China to make big changes
China
China, India and USA need to address this more. Futile until they sort themselves out.
Lack of effort by countries like China, USA, India.
Unclear in the result of individual actions
0.1% of the problem is ours. 99.9% need to be doing this
The UK is a tiny country on a big stage
It will not matter what we do as China is opening one power station each week
Look at China / India / US for example
Our 1% contribution is wiped out by any number of volcanic eruptions
The UK is a very small part of the problem.
How can China and other massive contributors be persuaded?
Other large countries make our efforts a drop in the ocean
Commercial and industrial organisations can do more first
China, India etc negate anything we do
The earth was 2% warmer 600 years ago. It is cyclical and we can't control it.
China / Russia / USA / India don't seem bothered, why should we
I can't do anything about the main problems of China, America, Russia
Worldwide action needed, so individual behaviour is almost insignificant

Time constraints
Time and cost layout
Time, because of work
Both I and my husband have terminal cancer, limited time
Time
Time
Spare time
Time to get involved
The time

Time it takes to do zero waste shopping (I work full time)
Time
Time

Work constraints
My occupation
Work
Work commitments

Comments regarding disability
Housebound
Disabled
Poor mobility
Mobility issues
Housebound
Am housebound
My health - lack of mobility
Disability

Comments regarding heating upgrades, cost of heat pumps
Cost of installation of a 'green' boiler
Gas central heating is an alternative to heat pumps. Heat pumps are not most efficient
More information on the best central heating products
Finance. Changing heating to low carbon is expensive for many
Money. Heat pumps and electric cars aren't cheap
Cost of heat pumps and solar panels
Cost of other heating systems
Cost of heat pumps
Lack of money to invest in greener alternatives (new boiler)
Cost of heat pumps to replace boiler
Can't afford to change boiler

Cost of replacing gas central heating to low carbon heat pump
Cost of switching to heat pump
Cost of boiler replacement
Cost of heat pumps
Cost of heat pump and new technology
Cost - heat pumps, electric vehicles
Would need financial help to have greener / eco-friendly house heating
Cost of heating alternatives
Cost of heating alternatives
Gas is not renewable for heating home/cooking and I don't have space/money for heat pump
Cost of change to heating system
Cost of heat pumps
Cost of replacing heating
Cost of changes, e.g. heat pump, new car
To change heating etc costs money - no help
Would change from gas to heat pump if more affordable
Difficulty in changing to sustainable heating due to cost
Low carbon heating, installation costs
I'm still not convinced about heat pumps for heating and costs of these
Cost of changing energy in house (heat pump)
Ability to afford a new boiler
Environmentally friendly products i.e. heat pumps and electric cars are still too expensive
Grants to switch from gas to heat pumps
My gas boiler is quite new and don't want or need to change just yet
Cost of new boiler system
Lack of cost effective green heat source
Cost of replacing gas oven, cost of solar panels etc.
Cost of heat pump
Cost of low carbon heating technology
Too much trouble and expense to change gas central heating
Not enough funds (low carbon heating tech)
Cost of installation of heat pump
Expense in changing the whole heating system

Cost of change to other heating systems
Cost of changing heating
I can't afford to instal a heat pump in my home
Cost of heat pump
Cost of using fuel, electricity, gas should be reduced not increased
Cost of heat pump installation
Have a toddler, need to keep warm
Cost to change type of heating
Budgeting heat pump
Heat/air pumps still too inefficient to replace gas boilers
Low carbon heating technology too expensive
No grants for solar water heaters or heating
Cost of upgrading to low carbon heating / solar panels
A heat pump boiler is out of my price range
Cannot afford heat pump for the house
Unable to afford a heat pump for whole house
Our relatively new boiler has nothing wrong with it
Recently updated gas boiler

Recycling comments
Nearly everything you buy is packed in plastic
Not enough items can be recycled
Recycling, my bin is too small
Not able to recycle all packaging from supermarkets
Confusion about exactly which plastics are recyclable
I'd like kerbside recycling to take more recyclables.
A lot of materials still can't be recycled locally
Refill centres for shampoo, laundry products, flour etc to be more widely available
CBC will not supply a green bin for garden waste
Not being able to recycle soft plastics using blue bin
Flats don't have recycling bins
Not enough recycle bins
Retailers and manufacturers are slow to minimise use of plastics

Lack of large manufacturers helping (less packaging)
Current supermarket packaging
Size of recycling bin is not big enough for fortnightly collection
Hygiene of having a separate food waste collection once per fortnight attracts flies and maggots
Too much packaging on food etc.
See no reduction in use of plastic
Grass bin is too small
We are shocked at the amount of packaging we have in our shopping, what can be done?
Not enough roadside recycling
Limited local area recycling options
Clothes recycling, kerbside, especially for rags, stained clothes
Too many items in shops have plastic wrappings
Need more shops selling renewable/reusable items at reasonable cost
Availability of products without plastic wrappers
Too much one use packaging
Food in supermarkets still have too much plastic on them.
Manufacturing of product e.g. all the wrapping
Inability to recycle things kerbside e.g. tetrapak, soft plastics
More recycling bins for more types of plastics
Supermarkets using too much unnecessary plastic
Not many recycle bins in area
Recyclable products seem to produce more carbon energy
We don't understand a lot of the science re plastics, should be alternatives used.
Stop producing plastic/using fossil fuel
Recycling as much as I can
Still a lot of veg in plastic wrappers
Unnecessary packaging on most items for sale
Supermarket packaging e.g. wrapping turnips etc. in plastic
No methods by CBC/DCC for recycling old clothes
A lot of hard plastic not recyclable

Cost - solar
Money, costs too much for solar panels

Cost of switching - solar panels / electric car
Can't afford solar panels
Lack of finance e.g. solar panels / change of boiler too much initial outlay
Lack of money, solar too expensive to install as are others
Solar is too expensive to install
Cost of solar panels
Cost of solar / wind at home
Cost of solar panels

Cost – greener energy
The cost of low carbon technology
Financial, using renewable energy and electric cars is not yet affordable to me
Lack of money to install other energy options
Money, lack of funds to buy green
Cost of making home more energy efficient
Cost - greener energy / electric vehicles more expensive
Cost of green energy
Funding of green fuels, companies should be taking up the slack not us
Cost of greener energy supply

Comments regarding government action
Government policies to reduce road traffic and enable or promote active travel options
Lack of government action re domestic heating, industrial and agricultural emissions
No clear direction given by local or central government about changing from gas central heating
UK government acting fairly quickly but main offenders are not
Government needs to do more
Limited effort by successive governments in UK
Government disinformation
Lack of support from local/national government
Lack of government incentives
The Government's lack of action
Government policy - capitalism is only interested in profit

Government grant to switch to electric car
Once applied for government incentive for solar panels - but did not get any

Lack of information / don't understand climate change
Lack of information
Confusing reports
Don't really understand it
Lack of knowledge
Knowledge
Not had enough information
Need more information to know what to do
Lack of information
Don't know enough about them
Lack of practical information on what to do
Just really about getting all the facts and information
Greater understanding of exactly what to do and how to do it
Don't know enough
Lack of knowledge, focus, direction etc
Not enough is known about low carbon technology
Knowing best products
Evidence based knowledge
Availability of support and help
Lack of knowledge
Information
Knowledge
Information
Knowledge
How it will affect things
Not enough information known about technology
Need more information on how to live sustainably
Informed, truthful facts
Lack of information and dishonest traders

Other comments
Habits
Laziness
Like my food too much
Climate change initiatives need to be driven / led by those in authority
Uncertainty
Nothing
Infrastructure / speed of operation for electric car
Other, more immediate, household concerns
Modern life
I will do what I please
No actual organisation to perform the task
Damage to wall ties due to cavity wall insulation
Action now, time is running out every day
We already live a responsible life in this respect
China
There is no climate emergency just listen to a wider opinion
Use big screen to advertise this, using good and dramatic videos.
There is no climate emergency, just listen to wider opinions
Packaging excess
Not enough services provided
I burn solid fuel, smokeless, it's concessionary
Already done
Already doing my bit as much as possible
It's nonsense, pseudoscience rubbish
Don't feel safe walking alone
Live by myself
Cannot get out as much due to illness
Your lack of commitment
Opportunity / alternatives available
I have my own views on the subject
Not bothered about climate change or hearing about it, just live the way I do now.
Convenience

I already do what I can
No, act now
Needs more publicity to educate ones not interested
Lack of incentive
I think it is a load of rubbish
Mainly don't want to change lifestyle (holidays etc)
Facilities / services (unable to shop plastic free)
I don't think there is much to be done to stop climate change, damage by modern living irreversible
Climate change is natural and not man made
I don't believe in it
When you put solar panels/plant trees everywhere, I will consider the myth more seriously
My health
Man made so called climate change has not been scientifically proven
If there is climate change, little is due to human activity.
Unrealistic alternative solutions
Climate will always change, we can only slow it
Taking more steps already, waste
UK already does its bit
Hard to change habits
Big business
Most vegan food tastes of sawdust and cardboard
More focus should be on industries
Motivation
Disruption
Lack of measures on industry (much more impactful than personal changes)
Availability
Health
I have a young child to take to school in the morning
Change
Resources
Technology. More efficient solar panels and better domestic storage solutions (batteries)
Own property so can make changes
Convenience

Infrastructure - both local and national
People are starving
Planning permission
Local officials are not moving
Area
Too easy already to not make any changes
Council can't pay for all Council tenants to have solar panels
USA
Just keep living day to day
Not eating so much
Rely on others
India
You show you are serious
Will it work if I do switch
Little faith in Tradesmen
Effect
Availability
Others seem very selfish re behaviour
Being offered options for carbon offsetting
I rely on other people to do my shopping
Unsure how to make effective change
Socialists acting as policy makers. Models predicting the future
There should be a top down approach
Ditching usual lifestyle habits
Floods etc happen periodically over time
Convenience
Rely on others for all aspects of care
Availability
Less energy
Agencies and contractors listing (locally) re loft insulation, cavity wall, other suggested actions
Enjoy travelling around Asia
What about other countries?
So far there is little availability of low carbon technology

Apathy to others less willing
Food retailers / supermarkets cater for families, not single people wanting small amounts
Convenience
Will be a game changer
People shout a lot but won't adapt if it affects their lifestyles much
Health issues
Social aspect
People are homeless
Lack of facilities within 15 minutes walk (doctors etc.)
Loss of green space
More reminders on television to remind us techniques on how to help
Upheaval
Lack of environmentally friendly products available for consumers
Why are residents allowed to tip waste in my area and not clean up after their dogs
Try my best
Too many big changes here will only hand our economy and manufacturing to China
Russia
Friends live abroad, so enjoy a cheap holiday now and again
Stop building on greenfield sites
Other world problems, e.g. Covid
Sceptical of the technology longevity
Focus
The majority need to do it, not just a few
Other distractions / study / courses / time restraints
Practicality
Energy companies profiteering
Planning a more plant based diet
I cannot walk far
Unproven benefits of a particular course of action e.g. does eating less meat really reduce climate change
Raising children, food waste higher, to reduce
Irritation at environmentalists pseudo religious adherence to articles of green faith
Heatwaves happen periodically over time
Lack of reliable contractors to do work locally

Only have electric as energy supply
Little support for local businesses to purchase local produce
Poor technology
Health
Politicians / council has gone PC over green issues
Help
Politicians

Please briefly tell us what type of unpaid help you have provided

Foodbanks
I volunteer at Chesterfield foodbank in New Whittington. Church on the bus, distributing food to homeless people. Chesterfield Canal Trust in the shop at Hollingwood Hub
We run a food bank from our Church
Donating to food banks during covid crisis
Food provision. Caring for elderly
Donations to food bank. Producing newsletter for Church group.
Food banks. Women's refuge
Food bank donations
Food banks
I bake 30 malt loafs, 30 soups a week for two food banks
Contributions to food banks
Food bank volunteer, Chesterfield Volunteer Bureau Volunteers, Set up WhatsApp group for street.

Donate to local food bank
Donated food to the foodbank. Monetary support to local and national charities. Supply and fill child backpacks for a charity (Mary's meals)
Because of my age I have been shielding. Before that Foodbank, Ashgate Hospice and Church and Cats Protection
Donated a fair amount of my stock to community food hub
Admin support for foodbank
Donated to foodbanks
Donating produce to food banks. Donating clothes to refugees. Running talks/events for community group. Writing articles.
Donated fruit to local charity to people in need. Donated clothes etc to local charities

Volunteering in charity shops
Volunteer in charity shop
Charity shops were closed down by the Government during lockdown.
I volunteer for two days a week in my local dog rescue charity shop

Litter picking / maintenance
We often go litter picking in Somersall Park and we're in the litter picking group too. Volunteered at Oxfam (18 yrs)
Painting and grounds maintenance at NCA, Newbold
Litter picking
Volunteer cleaner in Spire Church
I often litter pick my local area
Pick up litter. Unblock blocked up gullies and drains when we see them. Everyone could do this
Litter pick and weed control in my immediate area on a regular basis
Helped the council by picking up and binning extreme amounts of street rubbish
Tidied up canal banks with Canal Trust from Chesterfield town centre (removal of invasive weeds/plants and rubbish).

Donations
Donation to Ashgate Hospice
Donations? Why no category?
Providing items for charity
Donated easter eggs to the hospital Childrens ward
I provided donations regularly and made masks and scrubs bags for the NHS and Ashgate Hospice Care.

Volunteering for groups
Walking and Tai Chi groups
Helping at my local slimming world group, twice a week
Night shelter
Wife runs a support group, stepping stones at Tontine Road
Youth Countryside
Help organise social venue for mainly retired men. Collected used tools for third world.
Linacre volunteer
Volunteer centre during early Covid, not recently. Volunteer at Museum before Covid, keen to do so again when Council allows.
Gussies kitchen
Help at Air Ambulance
I am a trustee with the Elm Foundation, Chesterfield
Dog Trust
Sport Association Volunteer
Age UK, Dementia
Used to help with youth groups when younger
Member of SVP (St Vincent De Paul Society) have helped provide food vouchers, school computers, shopping, transport and telephone contact for vulnerable and lonely members of the community
Volunteer and fundraiser
Chesterfield Jazz Club, I run it on a voluntary basis. I recorded 86 pieces of music between March and August 2020 which went out as a daily live broadcast on YouTube to keep peoples spirits up during lockdown.
Local cricket club volunteer
Volunteer for Chesterfield Cats Protection
Treasurer of Chesterfield Tennis Club
Hope House Chesterfield (13 bed house for homeless on Derby Road), Volunteer at vaccination centre (Winding Wheel and Walton), St Thomas' Church, National Trust (Hasland Hall)
Probus club
Support Gussies kitchen
Volunteering at Rhubarb Farm CIC, Langwith
Referee for rugby in the community
Citizens advice bureau helpline
Telephone befriending with Age UK, volunteer at Transition Chesterfield repair cafe, volunteer for Peak District National Park twice per month.
Help with beer cellar dispensing at local golf club
Coffee mornings, Hasland club, big local etc.

Apiary management Chesterfield and District, Bee Keepers, fundraising Chesterfield Tsumeb Association
Helped support football, cricket social clubs by non-paid work.
Repair and refurbish chairs used by a charity. Used clothes and household goods taken to charity shops (usually Ashgate Hospice)
Help/volunteer with National Trust (Hardwick Hall). Contribute to food banks
Help a children charity (Chicks)
Salvation Army
Co-hosting the non-violent communication (NVC) network via Zoom, Listening Hour

Local community help
Not groups, clubs, organisations, but have given quite a bit to individuals (neighbours)
Community help, shopping for neighbours. Local litter picking. Taxi for vulnerable neighbours
Delivering prescriptions to isolating and vulnerable people during lockdown
Caring for older friends and also Age Concern
Shopping for disabled neighbours
Taking cooked foods to local elderly. I continue to help with Ashgate Hospice collections
Help with neighbours
Assisted regularly with OAP locals in need at anytime
Preparing lunches for elderly

NHS volunteer
NHS volunteer. Other volunteering
I am a volunteer at the Royal Hospital. My wife knits patient distraction mitts for the Royal Hospital too.
Assisting at Flu clinics. Surgery support group
I work for the NHS and have worked extra on my own time.
Volunteered at vaccination centre. Campaigned for the local labour party. Shopping/medical appointments for relatives and neighbours.

School volunteer
Previously volunteered in primary school, before Covid
Help given to local primary school (my previous place of work). Collections of food items for food bank.
I helped with Covid 19 testing at Brookfield Community School for safe return of pupils. I volunteered for the Royal Voluntary Service as a volunteer responder, assisting with telephone calls from vulnerable people.
Support a local school, allotment, fund raising etc.
Treasurer to school parent association. Leader of Brownie group

School governor meetings
I volunteer in my local school
Member of PTA at school. Donations to local charity shops

Scouts / Guides volunteer
Brownies and Guides
Scouts
Helped local cub/scouts groups
Volunteer at Scout group. Act as an executive
Chair of local scout group

Church volunteer
My community Church group. I have contributed by offering support, prayer, my home, home cooked food, offered prayer/knowledge to people in need in the community. Serve Church in three areas.
Church and chaplaincy at Hospital
Church, sending out worship sheets to those not online. Keeping my yoga group together via email / posting practice weekly.
Voluntary work in Church and at Ashgate Hospice
I am a member of the local Church council
Church Warden at local Church
Church on the bus
Volunteer at a Friendship group at local Church. Collected food for foodbank

Ashgate Hospice volunteer
Support to Ashgate Hospice
Helped at Ashgate Hospice at volunteer for 4 years, both on ward and clerical
Ashgate Hospice and Walton Holymoorside School

Other comments
Range conducting officer
Am in my 90th year
Offered and signed up, but was never contacted

Would have liked to but we were shielding
Looking after 91 year old uncle did prevent this
No but offered help on canal boat
Professional help during Covid pandemic
Treasurer and administrative leadership

If you have concerns about any of the issues raised above, where would you access help and support?

If you have concerns about any of the issues raised above, where would you access help and support?
Sight Support Derbyshire, Deaf and Hearing Support Derbyshire
Hospital
I work at Chesterfield Royal Hospital and we have some very good supportive schemes available for wellness and wellbeing
Community occupational therapy service
Don't know
Nowhere, no real point and wouldn't trouble others when I've tried in the past, no help available. Just have to get on with things really especially as I am old, single and not important enough to matter.
Kindly please build a pathway next to Home Bargain, TK Max or a stepping stone, it's a long walk going there. Not safe to cross due to trees behind and no footpath from roundabout going there
Access to GPs is not good enough, especially in Staveley
It is almost impossible to get an appointment with GP, takes days to get a slot in the 8am waiting game that we all play. So sad, when hospital staff work so hard and have been visible throughout the pandemic. It feels like GPs have hidden.
Mental health services
Church
Councillors
GPs must offer face to face appointments
Ex-husband, been let down by various organisations
Please consider people who do not use or want to use the internet. Face to face please is humane
Bank. Trent psychological therapies, self-refer
It is generally assumed that everyone has internet access and they can readily use it. However, this is not always the case. Is this discrimination?
I work for Derbyshire community health care NHS trust, they provide staff with a lot of support
I have lived along for 4 years since my wife went to live abroad. I have been ready to meet someone else for the last few years (head is now straight), but since becoming ready to move on Covid began, I know I am isolated/lonely but I will wait, I have to
I don't trust my GP to help me
Very difficult to contact my GP practice
No clue as new to area
Even though it is difficult to contact my GP
I have had good support from social services and Chesterfield borough council

Do you have any other comments to make?

Traffic, transport, parking concerns
The road leaving Hollingwood (Laburnum Street) needs resurfacing as soon as possible. It's diabolical and could cause damage to cars/vans etc.
We must have more well planned and safe cycling paths and routes across our town.
Reintroduce subsidised parking in precinct car park for blue badge holders floor 4B
Road and pavement is terrible considering old age bungalows. I have been waiting 3 years for a new kitchen floor.
Too many to mention, in relation to parking, anti-social behaviour, litter
Brimington is over run with vehicles. Bypass desperately needed, not more houses. Plus getting impossible to park near homes due to some having two or more vehicles and limited parking.
If parking was free (or say two hours) more folk would pop into town for a coffee. More seats in town please and on Ashgate Road, Old Road and Loundsley Green Road (seat on Loundsley Green Road near Woodside broken). Get Market Square swinging again, fewer stalls in the streets, some roads very neglected, weed and grass in gutters, more spraying needed.
Complete the cycle route from Somersall Lane to Greendale Avenue. In the 35 years I have lived here, the local bus has gone from once every 20 minutes to once every 30 minutes and now hourly. Meanwhile the traffic queueing on Chatsworth Road increases. There are also properties on the Chatsworth Road that have remained boarded up all that time.
Our main complaint is the state of roads in Chesterfield
Using a mobility scooter I have found out how uneven the pavement and lowered kerbs are. I have had to get a more expensive scooter because of the wear and tear of the battery. I invite any councillor to ride a scooter for a week to experience the rough ride and steer clear of you know what. Also rubbish again and dog fouling. The market stalls are a no go area.
The parking permit is excellent and I use it a lot. Free parking needs to be extended to support shops. A park and ride scheme would be excellent. There are far too many homes being built for the local roads, A61 struggles with extra traffic particularly Birdholme, Langer Lane, it's dangerous and like a race track. Traffic calming measures are necessary.
I would like to see more regular maintenance of public walkways that are used regularly en-route to schools, for instance the path that runs between Old Road, Brampton and Manor Road that is used by lots of school children / parents / dog walkers, is terribly overgrown and badly lit, especially through the winter months. It does not feel safe to use this pathway for many months of the year due to poor lighting / overgrown trees. An easier online way to report these types of issues would be helpful.
Our free parking permit is greatly appreciated, as is the regular refuse collections. Would like to see the regular resumption of weed clearance on roads and gutters. There is a total disregard of parking on pavements and grass verges with no attempt by the council to control this. We are concerned that you will destroy the uniqueness of chesterfield town centre specifically the market square. We relocated from the south eight years ago and disappointed at the recent development, the multi storey car park, the ugliness and grating orange colour and why has the donut car park had to be sacrificed for more office accommodation with all the empty buildings available. We love the well run library and theatres and tourist information centre. CBC staff are always helpful when phoning. Thank you.
The road repair service is very poor
Would like to see pavements in the area made safer for walking on, resurfaced instead of bodged up with tarmac.

We have asked and reported our pathway outside and parking area being in need of redoing as well as a cracked drain, however nothing has been done. We have an elderly person next door that finds it very unsteady on her feet.
Poor state of roads, particularly cul-de-sacs
Speed limit on Chatsworth Road, needs to be 30mph until Holymoorside, the road services three local schools. Traffic also backs up and this issue wasn't/hasn't ever been addressed. Far too much traffic congestion in town centre, more fast foods increase traffic and no solutions. Really, really poor in relation to amount of traffic / speeding vehicles. Can't find out the current situation re cycle path towards Holymoorside. Why is the police precept so high, poor service, never see them, never use them.
The new white street lights are not as bright as the orange ones. During the pandemic the policing of Covid rules in our town centre was non-existent.
The County Council do not make effective or proper repairs to the road surfaces/pot holes. They make only token repairs which are neither efficiently not competently done. They don't last and the tar and asphalt patchworks are definitely not value for money.
Why waste money on ridiculous backlit road signs? Why are parking costs so high, compared to Sheffield? Why is there unnecessary construction e.g. multi storey car parks. No one can afford to pay for car parking in Chesterfield which is why it is dying.
Whittington moor railway bridge (B6052) exit off Whittington moor roundabout, railway bridge large pigeon population, with pedestrian footway underneath with lots of droppings, regularly falling whilst children walking to and from school.
Traffic congestion around town centre, by pass required. Use of vacant office space instead of building new in town centre, including hotel and leisure facilities. Re-use brown field sites for housing instead of green field.
Please please sort out the pavements (re-tarmac) on Barbon/Bentham Close S40 4DP. Many are a serious trip hazard to the older people here, very very poor condition. It's a lovely place to drive, but let down by the pavement.
The car parking charges in Chesterfield are extortionately expensive and thereby increase social isolation, especially because the buses are so expensive and not Covid safe re masks etc.
Just a note. A lot of road resurfacing has been done round here recently which is great but it's not been followed up with reviewing road markings. Double yellow lines and stop/give ways at the top of Brearley Avenue and other roads in the area. There have been many close calls already. Plus there's been a lot of rubbish on Brearley Park lately, it used to be cleaned up every day.

Town centre / market comments
The town centre, encouragement to small businesses to ensure empty outlets are used.
I think the centre of town needs a lot of regeneration. Lots of areas for improvement i.e. regeneration, Robinsons factory, the land could be a fabulous shopping centre in the Brampton area.
If you charge less rent for market stalls you would probably let more out. Why refurbish all the market? Bank holiday markets and medieval markets have less footfall because too many stalls are tombola, that is why we have stopped going.
Too many empty shops on the high street. Too many rubbish shops such as tattoo parlours, phone shops, charity shops, nail bars etc. Do something about graffiti (it's not art, it's vandalism). Put up more plants and flowers around the town centre. Employ more PCs and security personnel to minimise the riff raff wandering around the town.

<p>Chesterfield town centre is not a disabled friendly place. More disabled parking required close to amenities. Buses need to make sure they park next to the higher curbs and not away from them. A lot of people cannot stride onto a bus.</p>
<p>The only thing letting Chesterfield down at the moment is the market which has really deteriorated over the past ten years. It's really looking sad at the moment.</p>
<p>Save our market and don't turn it into a ghost town, ask us, the people, instead of trying to be something we are not. I'm all for progress but don't throw away tradition</p>
<p>Chesterfield town centre is now losing popularity. Building happening around Chesterfield but nothing to help town centre, too many shops closed, market non-existent (rents too high) too many beggars sat about.</p>
<p>Chesterfield, like many towns is a disgrace, unlike years ago, it's overrated, scruffy and no life.</p>
<p>I am concerned about the decline of the town centre shopping area. We appear to have more than our fair share of empty shops and parking fees are far more expensive than other towns I have visited recently. I realise we need more people to use public transport, but Stagecoach are useless and it's still cheaper to pay inflated parking fees than purchase a day rider.</p>
<p>CBC see tax payers as a cash cow and keeps building white elephants like offices on donut car park, when we need to fill the town centre which is slowly dying.</p>
<p>Chesterfield's drive to increase the flow of tourists / visitors would be enhanced by cleaning the pigeon droppings from the High Street and the Shambles. The most historic areas are filthy and unable to sustain repeat visits.</p>
<p>I would like the market making better it's quite upsetting to see what is happening to what was once a thriving happy place to be in. I wonder what visitors think when they come to where it's still advertised as a market town, they must feel let down.</p>
<p>Please bring the markets back how they used to be, not half empty. Chesterfield is supposed to be an historical market town. At the moment it is rubbish.</p>
<p>Town centre needs redevelopment, more restaurants and bars, better shops with longer opening hours for people who work. There's less for people here than when I was growing up here.</p>
<p>Please modernise the market stands in town. More events in town. Turn the tourist information into something else. Invest in more nice pavers/stone footways to make town more attractive. Try and get more people in town before we lose the high street.</p>
<p>One of the main reasons I am dissatisfied with the local authority is the state of the town centre, too many empty shops. Homeless begging and being aggressive. Parking costly. I would also like to comment on the corridor from Chesterfield train station to town centre via Corporation Street, it is a total disgrace with abandoned hotels, demolished properties and empty buildings. The priority to develop the area and improve is paramount. It is the first impression visitors have of our town when visiting by rail and it is a disgrace.</p>
<p>Very nice job on Elder Way. Would like a smooth path for wheelchair down middle of market (to get to Boots from M&S). More dropped kerbs for wheelchair.</p>

<p>Tenancy issues</p>
<p>I have a problem with cleanliness from a next door council tenant which I have rung the council about but to no avail. My daughter has also complained but the problem still exists. It's like living next door to the council tip.</p>
<p>Garages on Sanforth Street require someone coming out to weed them as we pay rent but don't get much maintenance service.</p>

Repairs never get done regardless of how many times they are reported. Treat other tenants differently regarding work done to properties. Staff are generally just pure rude.
Yes, when you report housing repairs why does it take so long for the repairs to be done when other councils do it a lot faster and I can never get through to Stonegravels at all when I ring and stop blaming Covid 19 for the repairs not being done. Chesterfield borough council is shocking we are still waiting for repairs to be done.
I feel very frustrated about not being able to get a council house. I live in inadequate housing and it impacts my mental health. I have been trying to get one for ten years.
Act of reports of neighbours etc. More local rangers

Refuse collection comments
Why do the refuse collectors tip all batteries, glasses etc, cardboard, paper in together when we have kept them separate?
I feel Duckmanton is a dumping ground for under privileged people, impacting on the look of the village i.e. rubbish everywhere, some down to bin men not bothering to pick up after themselves when litter is dropped. Gardens full of rubbish. People out on street smoking cannabis. Dangerous roads down to more traffic through village from motorway. Motorway services being used and rubbish thrown in village, then to top it off the smell of rubbish from the tip. This village has been severely neglected over the years, we pay council tax for what?
Difficult to keep track what day bins are, people leave bins out and obstruct paths. Cars parked on pavement - what about accessibility. Appears no street cleaning in the area I live, dog fouling is immense and no one cleans up. More local information comes from S40 magazine, otherwise My Chesterfield doesn't get delivered. There is no catering for ethnic minorities e.g. no halal meat to buy or find in cafes or shops, even large Tesco / Morrisons etc, it feels they are excluded. My husband has already experienced racism. I am from the area but moved back only recently. I know my elderly family (with health conditions) received no support during Covid from Council.
Refuse collection should be inhouse, not privately run. Grounds maintenance needs more attention, grass cutting done on a regular basis. Stop using Barrow Hill as a dumping ground for bad families. Nursing homes should be council run.
Regarding a business in Chesterfield town centre that pays for a black bin and emptying service, there is no facility for recycling plastics, cardboard etc, so it all goes in black bins as we were told for the last seven years. I do think there should be some form of recycling for businesses with CBC refuse site, but I do realise that would mean more bins in the town centre, which is a problem in keeping it tidy and clean.
Bins are left in the middle of the path (once emptied), which is a pain with a pram. If rubbish left next to the bin it isn't taken and would be helpful if it was.
Wish there were more recycling options / drop off and recycling points more local. Chance / opportunity / some way online, to report issues i.e. local gangs, speeding cars, litter etc.
When completing recycling and rubbish bin emptying it would be helpful if staff made a note of broken bins etc. The lid of my recycling bin was broken on one collection and no idea if I can get it repaired by CBC. They should carry spare lid stoppers (fix lid to bins).
I think that the refuse collection service provided by the Council is excellent. The collectors come on time, they are polite and helpful and deserve a salary commensurate to their value to the community.

Please put the correct black receptacle in the right blue bin. Close all bin lids once emptied, they get filled with rain. Clear street kerb/gutters of leaves and general debris. Pick up rubbish (sweet packets etc) from pavements that inconsiderate people drop and blow all around the street. Provide more pavement rubbish bins.

Dog fouling / warden comments

Irresponsible dog owners letting dogs off lead and fouling the pavements and area and not picking up mess. Too many cars parked on the roads when they have driveways. Most people with two cars and single driveway are lazy and leave one car on the road, car parked any old way, even at bus stop at top of Greenways, Walton. Not enough (if any) police presence in the area (Walton). Youths littering the area and causing late night disturbance, and boy racers in cars and on motorbikes.

Dog warden service, having recently found a lost dog, after finding the microchip wasn't up to date via Pets at Home, we twice phoned the dog warden. Each time we just got a recorded message. We left urgent messages on each call. It is now six days later and we have not received a call back. We managed to find the owner through social media. Had it been left to the dog warden, the poor dog would probably have died.

Children's play areas

Some of the children's play areas could be better maintained. Also, drain cleaning, especially in the autumn. Leaf collection which can become hazardous. Pavement could be in better condition for wheel chair / push chair users. Stopping cars parking on pavements and in cycle lanes.

Parks need fixing and making better for children to play on

Q33 says the council is ensuring parks and open spaces remain open and in good condition to provide exercise opportunities. However, people in my local area have set up a group to raise funds to replace the play equipment in Brushfield Park, as the Council cannot afford to do this, but can waste money on silly questionnaires like this.

Not sure how Eastwood Park gets a green flag aware when the fountain is generally disgusting and is only on about two days a year after cleaning.

I recently took my grandson to the Queen's Park play area for a picnic. Unfortunately, there were no picnic tables, also the children's play area was old with some broken equipment (roundabout), the sandpit was dirty and I had to remove some glass from the area.

I would like to hear about what happened to plans to create a children's play area on a green near my house (Grasmere/Windermere Road)

Holmebrook Valley Park is my local green space, I love it. I go there at least twice a week to walk or run and want to say thank you for managing it for people and wildlife. Women's safety and climate change/biodiversity loss are the most important issues to me. Anything and everything the council can do to improve these is good.

We are currently raising funds for a new children's park on Brushfield. The council have been fabulous with all the support and help given to us @friends of brushfield park

Gardening / landscape issues
Due to Covid, myself and my wife have walked more around the estate to take exercise. I am annoyed at the amount of bushes, trees, hedges etc that encroach onto the pavement. Letters should be sent to all residents to make them cut them pack to their boundaries.
Been trying for five months to get shrubs cut down at bottom of Dunston Road on safety barriers. Tree branches on footpath.
It would be nice to see hanging baskets / flower displays in Brimington.
I live on a tree lined street and the growth from the tree trunks has always been clipped back by the council. This year it didn't happen and they become a safety concern, you couldn't walk on the pavements or see when you pulled out your drive in the car. The street has a lot of elderly residents who are unable to undertake this. Despite being reported to the council it wasn't addressed.
Councils should act upon complaints. My complaint about conifers over 90 feet blocking natural light from two houses. Have to be £320 for an application of complaint, disgraceful. Infact if I publicised it, it probably would be sorted quicker, without charge, absolute robbery.
Why do you let plants grow for so long in streets and roadsides that they start to ruin the tarmac. Pretty obvious it's not cost effective. The high street in Chesterfield is on its knees, why is it so expensive to park, Meadowhall is free. Oh and those silly things you stick in the car window don't help time wise.
We usually have weeds growing down the edges of my road, they don't seem to get removed. They look messy and unsightly. I don't think the council and police are doing enough to tackle drug issues in this area.

More policing needed
Feel the area should be policed more and kept cleaner, more investment.
Need more active police on and in our communities engaging with and knowing the locals kids to prevent them growing up as criminals in their own community.
We need more police on the streets

Comments regarding anti-social behaviour
I do feel where I live is an unsafe environment due to constant drug dealing, cars coming for drugs at all hours
I believe Chesterfield has a drug problem, supply, demand, which needs addressing.
Noticed an increase in graffiti in the area. Sometimes household waste is dumped on the kerbside and remains there for months. My elderly neighbours reported it but the Council wanted money to come and collect it, outrageous. Road markings have worn away at a cross roads on Gloucester Road and I fear there will be a serious accident as drivers don't realise that it is a junction and don't stop (Gloucester Road / Malson Way junction).
I will say again, I live on Cordwell Avenue, Dunston and feel drug dealing is out of control and me and my family want to see the area clean and safe for ordinary residents, please put a stop to it.
Please do something about the issues in Birdholme with the children problem before something bad happens. Please also clean our streets more.

To make it easier and safer to report anti-social behaviour in flats as there is a lot of it in flats and a lot of people are frightened and scared to report it because of intimidation so people put up with it.
My husband and I moved into our new home on 17th September 21 from Hampshire. We have settled into our home and love this area. However, we have both been shocked at the amount of crime that is taking place in and around Brimington. I would like to know what, if anything, is being done, put in place, to put a stop to it.
We have trouble with neighbours smoking cannabis. I've reported it to the council quite a few times and nothing has been done about it and I'm fed up with my home stinking of it when I come home from work. They have family and friends round doing it as well and all through the pandemic. I'm disgusted with the council as you don't seem bothered. I don't know why I have to pay my taxes for services when no one does anything.

Comments regarding litter
When I look at my local area (i.e. Dunston), I feel it has really gone downhill e.g. rubbish in gardens, dog mess. Is this because there are not enough bins? Boarded up properties. I feel a lot of people in general are not considerate to others, such a shame.
Yes, the streets are littered all over the place in local villages etc. Weeds growing from kerb sides and walkways. Driving signage unreadable due to soiled or leaf covered signs. Tar spraying roads is a complete waste of council money (wears out in two to three weeks).
The provision and regular emptying of litter bins in the town centre is poor
My main concern is litter and graffiti in our Hasland Park. Also the untidiness of our Kent Street and surrounding areas. Not until late August did the council spray the weeds in kerb edges, far too late in the year.
I walk a great deal around the town and local area and I am feeling that the town has become scruffy and dirty with excess litter. It shouldn't be down to the council to have to clean it up either. There is a significant change to the people in the town which is not nice at all. This is one of the driving factors in our decision to leave Chesterfield.
Old Whittington needs a good tidy up. Long term unemployed should be assigned to cleaning streets and cutting verges and greens.
Rats are a huge problem, as are the used needles over Queen's Park near sand pit. Alleyway down Alexandra Road West S40 needs dog bins top and bottom, it is always full of dog poo. Junction music is a joke especially at weekends / evenings, needs sorting.
Chesterfield has been left dirty in door entrances. Needs a good clean. Jet wash. It used to be a lovely clean town, it is now neglected in certain places.
I don't know if this is the concern of CBC but since the revamping of Elder Way there are no litter bins at all on there and it would be good if there were more places available to sit as you wait for buses.

Climate change / green issues
The council are not bothered about global warming, they are letting housing be built all over the borough, taking land instead of using brown sites. I feel environmental issues are brushed under the carpet, stop getting rid of green spaces and sort out urgent environmental

issues. Stop charging exorbitant rent for market stalls, shops and the market hall to encourage people to take over the empty shops and stalls. Stop charging for parking or reduce fees.
Money is wasted by the attention paid to the hysterics of the 'Green Mob', so some research. Do something about the town centre it's dying. Staveley would benefit from a tactical nuclear strike, then rebuilt. Keep the drunks and addicts out of town and out of Staveley. Get on with developments and stop talking about them.
Don't destroy Chesterfield fighting climate change. All the cycle paths don't get used people literally cycle next to them on the road. Sorts the roads out, pot holes. All the new houses, are you building schools, doctors etc. to cope.
It is everyone's duty to address climate change, the people of Chesterfield depend upon CBC services, CBC relies upon Chesterfield people being conscious and then acting, collaboration, maintained and collective responsibility.
I would be happy to play more of an active role within my local council, therefore if there are any events where realistic and impactful change can be discussed and (more importantly) implemented, I would be happy to attend and make these points of change a reality. I have an MSc in Chemistry and work for a company that completes carbon reduction assessments for any business, any sector, therefore I feel I would make a positive contribution.
I would like to see fewer houses being built on pasture land and green belt. There are enough brown sites around Chesterfield that would benefit and enhance the town. You talk a lot about climate change but by allowing developer to develop a pasture and green belt land you are actually contributing to a very large extent. How do you expect ordinary people to follow your recommendations when you don't do as an authority.

Comments regarding disability
I have significant mobility issues due to needing a hip replacement and potential knee replacement (I'm 57 years old and otherwise fit and healthy) and until recently worked as a senior nurse. Apparently this excludes me from a blue badge, however I can barely walk and need wide parking spaces to be able to open the car door. It also apparently excludes me from gaining a key to the disabled toilets and normal toilets are too low so in effect I am becoming more housebound and excluded from the town centre. People significantly less disabled have blue badges as they are not reviewed.
Am aged 90 and so limited physical activities and not able to use computers or internet.

Comments regarding homelessness
All these fake homeless people need removing from the town centre for good. Certain areas need cleaning up, Knifemithgate / Victoria centre area / down the side of She Fashion, starting to look very run down area and this is main area for buses dropping off. Not good for first impressions of this town.
I would like to see more help for homeless in this area. Perhaps a day centre where they could get a meal, shower, clean clothes, a bed for the night.
There should be empty buildings for homeless people to live and receive a meal service / hygiene facilities.

Very pleased about the work you did with the homeless, no one in this day and age should be living rough on the streets. It also stops the worry about personal security for people walking to and from work or shopping. The refuse service you supply is first rate, the bin men and the dump off Sheffield Road, brilliant.

General positive comments

Thank you for keeping the allotments open during the last 18 months

I feel what our local councillors do is of a great help in our village

I have received help when not too sure about stuff. I have always found staff good and well informed, also polite and explain stuff very well.

Chesterfield is a brilliantly contained unit, a lot could be improved by sector management, and greater area awareness e.g. traffic problems.

I would just like to say a big thank you to Chesterfield Borough Council. I have been a council tenant for about 45 years. I love my home and it's thanks to the council and it's workforce that it is in such a lovely condition,. I have no problem when reporting repairs and having them carried out, and the workmen are always pleasant, skilled and tidy. Thank you.

Very difficult, strange times. Many thanks to the genuine people who have worked and cared for others. Such a shame that some others profit from something that we all should work together on, shame on them.

I moved back to the year one year ago and have found CBC very helpful and responsive whenever I have needed them. I use the parks, particularly Queen's Park, a lot and they are extremely well maintained, staff are always friendly and polite. Thank you. Chesterfield does, however, have a major litter problem despite the provision of ample bins. There is clearly a significant education / PR programme required to address this.

I have lived here since 2015 and am generally happy with the service provided.

I think Chesterfield punches well about its weight in terms of entertainment (theatre, Winding Wheel, shows, acts, films etc.) and should be very proud of the fact. It has done very well to keep, extend and improve them. The addition of a drinks offer (vodka martini offer) for the new Bond film is welcome, good thinking and commercialisation. Similarly it seems the council supports small business try outs with units being made available, this should be encouraged. A good business idea may flourish.

I appreciate the work of the council, they always try to deal with issues quickly and safely. I cannot understand why people moan so much. If I speak to anyone on the phone and they say they will phone back, they always do. I am happy with the way the council is run.

I believe the council is doing a good job overall. Lots of different problems to overcome and sort out from a very diverse community so honestly believe council trying the best they can possibly do to help and support where they can. Well done.

Comments regarding council tax

On your last survey I also mentioned this. I work part time and the hours vary, and as I'm on universal credit I also receive support with council tax. Every month I receive two letters on the same day telling me about changes to my support allowance, this has happened for

over 3 years now and must have cost around £250 in wages, postage etc in that time, this seems a waste. This should be done in a better way maybe through universal credit account. No good tackling environmental issues if council are creating an extra paper trail.
Is it possible for someone to confirm my council tax band and payments. Is it possible to obtain face to face appointments with GP rather than phone appointments.
My council tax has gone up drastically, called a few times, no response.
I pay a very large amount of council tax but 'Your Chesterfield' can be read as a list of all the services and support my tax is spent on, and none of them relate to me directly. At least one small part of 'Your Chesterfield' should indicate the benefits high rate council tax papers receive, otherwise the publication can be a very irritating read, much as I appreciate the support provided to local residents.
Council tax is far too expensive for services given Staveley residents pay extra for Staveley Town Council and premises upkeep for Staveley Hall and Speedwell Rooms. Both should be self-funded or scrapped. Improved bus services needed for Staveley/Inkersall, especially to and from hospital and in the evenings to encourage more people to use them. Allow household extra green bin for garden waste.
I am paying more every year for council tax and less is being done, no street cleaning around my area, overgrown pathways full of weeds, rubbish on the streets, neglected boarded up buildings which are an eyesore, and dog mess on my street. Never see any community police around.
Council tax is too high. It goes up every year, way above any pay rise I receive. My local services aren't improving and my NI is about to go up. Street and road conditions are going downhill fast.

Comments regarding leisure facilities
My main concern right now is accessing exercise facilities. Where I live there's no gym facilities. Brampton Manor closed in recent times. Everything is on the other side of town. I am considering joining Queen's Park but some friends' recent experiences confirmed my past experience that the staff and website are not user friendly. Say hello to visitors, care and point us in the right direction, it's easy.
I would use the swimming pool at QP Sports Centre but I oppose the unisex changing areas as I feel they are unsafe for young girls and women. I will not be returning until single sex changing areas are available. I would like the recycling scheme run by the council to include soft plastics and other items not currently recycled.

Other comments
I enjoy helping others through volunteering
Not without swearing.
Tapton park needs upgrading desperately. It's a litter spot, especially the woods next to it. It looks really run down. Not suitable for the growing area. Tapton House needs to be looked at like Dronfield Barn, a real hub to attract people in the wider community.
GPs don't give a damn (have no time for me), yes I have been told this. Cannot get access to internet as barred from library as due to my disability I cannot wear footwear (crushed in a quarry). An utter disgrace. And why are you destroying Thursday market? Please use my name in correspondence, so annoying.

<p>This whole detailed questionnaire has been a waste of time, pointless and does not really comment on the quality of services, issues encountered or whether councillors are performing as they should. During the pandemic, too many staff worked away from the office so either nothing got done or it took forever.</p>
<p>More free activities for people with dementia, extend help to the old and vulnerable people. Thank you.</p>
<p>It's been a bad two years, 2020-21, the place Chesterfield is not the same, Covid 19 has killed it. People have not the say. Covid has sent a lot of different people mixed messages all the time.</p>
<p>As a new resident to Derbyshire (3 months) it is hard to comment on many of the survey questions. We are still exploring the local amenities and finding out what is available in the area.</p>
<p>Too much notice taken of a vociferous minority, they are entitled to their views and opinions but seem to get too much publicity e.g. Pride, Extinction Rebellion</p>
<p>Employ more GPs and nurse practitioners to help people that really need to see a health practitioner but don't want to put more pressure on the hospitals.</p>
<p>Dilapidated state of area around the railway station. Uncomfortable seats at bus stops, New Beetwell Street, not good for people with back problems. Cigarette stubs littering Cavendish Street around the bus stops, a terrible eye sore for us and visitors.</p>
<p>Why do Chesterfield / Derbyshire County Councils procurements operate a cloak and dagger purchasing policy with no regard to price, quality or service. Continuing to use the same companies each year after sending out bogus quotation forms. Stop wasting tax payers money.</p>
<p>Chesterfield Borough Council don't listen to people. They don't take peoples concerns into consideration, they are full of excuses to help.</p>
<p>We are appalled at some of the recent planning decisions to allow huge inappropriate and ugly developments in the town centre, Saltergate roundabout, the two new developments on Sheffield Road (opposite Proact and old bus station). Why do we need a further drive through McDonalds when there is one already when car usage is supposed to being discouraged and it is in the town centre clogging up busy roads. How does this contribute to the council's attempts to limit carbon emissions. No priority given to developing a coherent cycle route network in the town.</p>
<p>We assume that everyone is internet savvy or has access to the internet. Many older people are isolated because of this e.g. ring for GP appointment 'you can book online for an e consultation' - unfair.</p>
<p>Sorry, I feel I am too old to answer a lot of questions but I must say I think my younger days were better. Snooker halls for the young ones, keep them off streets. Dance places, cinemas, we had four cinemas, easy to get to, three snooker halls and three dance places, all in Chesterfield.</p>
<p>There is so much unused office space that there is no need to build any new offices i.e. the new building in the donut. Speeding, dangerous driving and exceeding safe driving speeds in residential areas. Blind corners and parked cars create unsafe roads. Parking anywhere and blocking access in residential areas.</p>
<p>I'm the main carer for my Mum and my husband. I have filled this form out with myself and my husband's needs and thoughts.</p>
<p>I find this questionnaire a laugh, CBC do not care about local residents. The planning board just do what they want with no thought how it can impact people. As for the environment, again they couldn't care less, otherwise a car park would not have been granted in a residential area so old and young can breathe in fumes. They talk a good talk but are overpaid and I wouldn't be surprised if some take large backhanders.</p>

Please don't let Matlock, Derbyshire county council, take you over, ever. It will be so bad for Chesterfield.
Myself and my husband have only just moved to Chesterfield so couldn't answer a couple of questions due to not being in the area. I would like to say we are impressed with the area. Generally clean and tidy, lovely parks and town centre.
Please consider actually helping those in fulltime work in times of hardship (i.e. Covid) and self isolating etc. It appears that working people who would actually lose ten days wages have to jump through more hoops to be entitled to help as opposed to those already on benefits receiving £500 when they aren't down on wages for isolating anyway.
New Whittington high street is a disgrace and it's getting to the point where I am embarrassed to bring anyone into the village, it looks like a ghetto.
People in the community are growing more and more selfish. They seem to lack the ability to trust more and more. I do believe that this impacts on services and how we treat others more and more leading people to feel isolated, rejected and defeated. I believe that if we want a better community it starts with loving people and listening to them.
Value the over 60s. Don't talk down to us. We need respect. More information on climate change in the library (central), our best asset. Cut down on use of street lights in middle of night.
I am disappointed to see another McDonalds being opened on a busy roundabout. We don't need any more. Healthy eating outlets (not chains) should be encouraged. Obesity is at epidemic proportions in this area. The amount of new housing is increasing traffic flow in urban areas, contributing to more pollution. There are plenty of places to build/restore old buildings in central Chesterfield. We don't need any more supermarkets. Young people need affordable housing, not McDonalds.
Stop wasting money building (allowing builds) new offices. Changes being proposed and already happened need to keep Chesterfield's historic heritage intact. Modern signage is not in keeping with this (northern interchange). Need more cycle paths (not to be shared with unattended, uncontrolled dogs).
Asking for comments on councillors (i.e. q29) and others from the council will not produce any sort of action. Councillors should be far more proactive, is as much that they should be knocking on doors asking tenants, council or otherwise, to clear up their gardens, pick up their litter e.g. I walk down Bowness road nearly every day and there is a pile of furniture outside on of the flats (Bonsal Court) that has been there for months. Have the councillor for this area told the wardens for this area to take action, I doubt it.
Concerned about lip service to big issues. Single use plastics, take aways, confusion on recycled goods, still too much waste.
Children centres, library events, playgroups, mums socials, I feel need to be prioritised. A lot of mums in the community are feeling lonely and isolated since Covid 19. Help encourage socialising for under 2s and mums.
Me and my partner only moved to Chesterfield in January so have ticked a lot of don't know.
Think too much money is being spent on building offices when more people will be working at home. New car park in town is a monstrosity. Car parking should be cheaper. Car park near town hall, both payment machines are for disabled users, really difficult to key in, have to stoop and have a bad back.
You have selected issues which I believe reflect your political outlook. This can be dangerous in that responses can reinforce your predilections rather than question what your constituents actually want. Sorry to be so negative, but there is very little debate, too much fear of not following a minority of activists. Feel free to contact me if you wish a rational discussion about this.
I would like to see the results of this survey at some point

<p>Shop rent and rates far too high so businesses cannot afford a shop in Chesterfield hence the high level of empty shops. Disastrous planning applications being granted e.g. old cattle market, donut roundabout and demolition of old buildings to create office buildings to lay empty. All in all CBC have ruined Chesterfield.</p>
<p>Stop taking on jobs you don't need to and revert to past jobs, street cleaners, kerb and grate cleaning, trees, parks, drainage ditches. Make our environment clean and pleasant, create more manpower and less digital image making. Mean more to people than image. Have people at the end of a phone. Do more to help local businesses.</p>
<p>Pleased to have the opportunity, but questionnaire is still quite limited in range, my major concerns are; How will the council continue to fund its activities (accounts must be a mess). Still no tourism strategy. Streetscene continues to gradually deteriorate despite the teams operating better. Town centre/northern gateway/waterside, major concern at lack of progress (for understandable reasons). Get the town hall back to normal. Is there news of local government reorganisation? I hope the corporate service director is being paid the same as the other directors at her level now.</p>
<p>Staveley flats, town car park are rarely cleaned. The shrubs and bushes are cut maybe once a year. Rats are a common sight. Streets with kerbside shrubs are cut once a year. The playground at the end of Franklyn Drive has been derelict for several years. Nowhere for the children to go unless they walk over to the estate. No youth clubs for the young.</p>
<p>Cannot find my local CBC councillor because I don't know which ward I live in, which is required to find them on CBC website. Too much money is being wasted on the town centre (Elder Way) works. Proposals to spend £15.6 million on Stephenson Hall, Pomegranate and £8.5 million in the town is a disgrace, the rest of the borough looks derelict. A simple way to improve the town would be to stop all motorised vehicles in the centre and pedestrianise the whole town.</p>
<p>The council are allowing too many green spaces to be built on with little concern to the mental health issues that losing these will cause. Extra income from council tax seems to be more important.</p>
<p>Isolated due to physical health. Rely on carers, family, for support and information</p>
<p>CBC like many other public sector organisations have typically gone way over the top with Covid, get your staff back into work, stop the barmy closures of roads such as Crow Lane, stop the ridiculous backing of BLH, LGTB, green agenda and get on with addressing what the people of Chesterfield want you to do.</p>