

Chesterfield Borough Council Annual Performance Management Report for 2013/14

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1.0 INTRODUCTION

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

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

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

2.0 PERFORMANCE OVERVIEW

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

3.0 A SUSTAINABLE COMMUNITY

Aim

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

Measures

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

									will increase the recycling figure.
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Key Projects

Project	Task Outcome/ Progress	Completion Status	Rag Rating	Exception comments
Review the street cleaning rounds and implement new rounds applying route optimisation software	Mel Henley to complete.	Project complete.		
Provide a new Sports Pavilion at Eastwood Park	A range of options have been explored to facilitate the development of a sports pavilion at this key location within the approved cost envelope. One of the options which is currently being explored further is working with the CBC Housing apprentices on the build.	Project due for completion during 2014/15.		This is an ongoing project with options being developed which meet the needs of the community and are affordable.
Submit a bid for Green Flag Status at Eastwood Park	The bid has now been submitted for consideration for Green Flag status in 2014/15.	Project complete		
Adopt a revised Parks and Open Spaces Strategy	A draft strategy has been developed and is currently at the consultation stage. The project is on target for completion during 2014/15.	Project on target for completion during 2014/15.		
Develop a scheme for improving King George V playing fields and support the formation of a friends group	A masterplan for the scheme including car parking arrangements is at an advanced stage and will be ready for Cabinet consideration	Project on target for completion during		

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

4.0 An Accessible Community

Aim

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

Measures

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

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

Key Projects

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

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

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

5.0 A Living Community

Aim

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

Measures

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

									area of work for 2014/15.
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Key Projects

Project	Task Outcome/ Progress	Completion Status	Rag Rating	Exception comments
Working with the community to develop a Neighbourhood Action Planning Project	Julie McGrogan to complete	Project complete		
Develop a sustainable business plan for our housing stock	Alison Craig to complete	Project complete		
Support the development of an "Extra Care" housing scheme at Foolow Court	Alison Craig to complete	Project complete		
Adopt the Local Development Framework Core Strategy	The Core Strategy was adopted in July 2013, first in Derbyshire outside Peak Park.	Project complete		
Submit for public examination the Site Allocations Development Plan Document and Area Action Plan for Staveley Corridor	Extensive progress has been made during 2013/14 on this project including: <ul style="list-style-type: none"> A draft plan being developed and discussed with the Local Plan Steering Group and Corporate Management Team Updated Housing Market Assessment Gypsy and Traveller Accommodation Assessment 	Project on target for completion during 2014/15.		
Adopt a Community Infrastructure levy charging schedule	Draft charging schedule has been produced – due for Cabinet and Full Council decision during 2014/15.	Project on target for completion during 2014/15.		

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

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

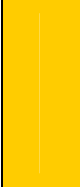



6.0 A Working and Learning Community

Aim

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

Measures

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

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

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

Key Projects

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

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

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

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

7.0 A Safer, Healthier and Active Community

Aim

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




Measures

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

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

Key Projects

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

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

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

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

8.0 A High Performing Council with Productive Partnerships

Aim

An efficient and effective Council.

Measures

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

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

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

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

9.0 RESIDENT SATISFACTION

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

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

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

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

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

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

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

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

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

DRAFT