

# Chesterfield Borough Council

## Are you being served? September – October 2013

### Headline Report

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#### 1. Introduction

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

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

During September 2013, the postal questionnaire was sent to a random sample of 3000 residents in Chesterfield Borough. The LGA specify that for a population size of Chesterfield Borough, the minimum number of responses required for this survey is 500. The survey was completed by 758 residents, giving a response rate of 25.3%. Receiving this number of responses has enabled us to achieve a confidence interval of 3.2. This means that we can be 95% confident that the results are accurate to within 3.2% if we had asked the entire Borough's population the same questions. For example, if 39% of respondents have said that they are very satisfied with their local area as a place to live, then we can say that we are 95% confident that, if we asked the whole of the Borough's population, the response would be between 35.8% and 42.2%. The results of the survey are shown below. Please note responses may not add up to 100% due to rounding.

## 2. Your Local Area

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

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

Respondents were given six options ranging from 'very satisfied' to 'very dissatisfied', including a 'don't know' option, and asked to indicate one option. A total of 89.2% respondents indicated 'very satisfied' or 'fairly satisfied' with their local area as a place to live. 5.7% of respondents indicated 'fairly dissatisfied' or 'very dissatisfied'. Table 1.1 shows the results excluding those respondents that indicated 'don't know' (0.4% of all respondents).

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

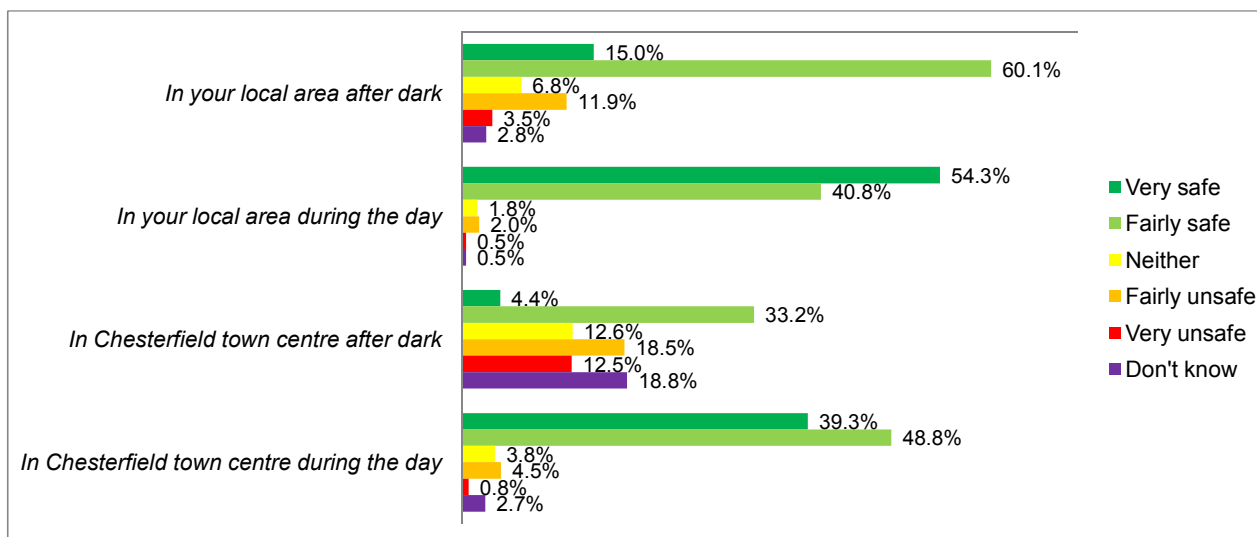
	No.	%
<i>Very satisfied</i>	297	39.8%
<i>Fairly satisfied</i>	371	49.7%
<i>Neither</i>	35	4.7%
<i>Fairly dissatisfied</i>	31	4.2%
<i>Very dissatisfied</i>	12	1.6%

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

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

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

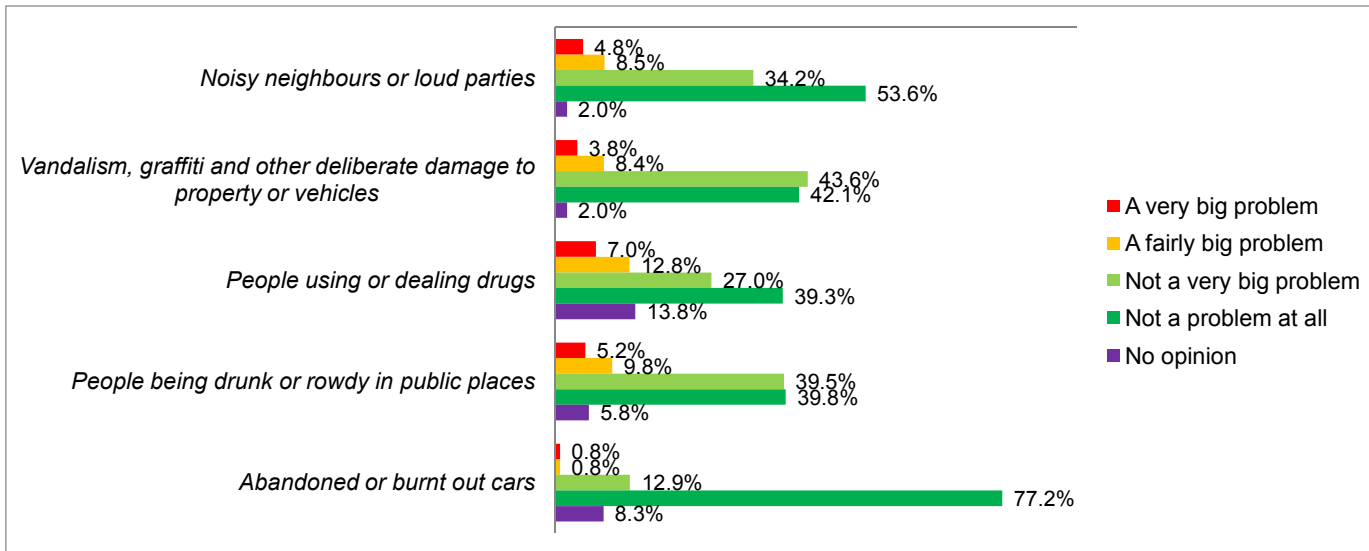
	Very safe		Fairly safe		Neither		Fairly unsafe		Very unsafe		Don't know	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In your local area after dark	112	15.0%	450	60.1%	51	6.8%	89	11.9%	26	3.5%	21	2.8%
In your local area during the day	400	54.3%	301	40.8%	13	1.8%	15	2.0%	4	0.5%	4	0.5%
In Chesterfield town centre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



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

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

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



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

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

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

Response	Percentage
Very strongly	22.9%
Fairly strongly	45.5%
Not very strongly	19.5%
Not at all strongly	5.6%
Don't know	6.5%

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

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

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

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

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

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

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

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

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

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

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

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

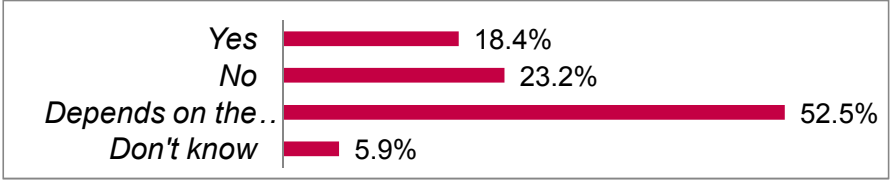
Table 7.1: Do you agree or disagree that you can influence decisions affecting your local area? (Excluding respondents that indicated 'don't know')		
	No.	%
<i>Strongly agree</i>	25	4.0%
<i>Tend to agree</i>	158	25.5%
<i>Neither</i>	216	34.9%
<i>Tend to disagree</i>	142	22.9%
<i>Strongly disagree</i>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

**Q8. Would you like to be more involved in the decisions that affect your local area?**  
 Respondents were given a list of four options: 'yes', 'no', 'depends on the issue', and 'don't know', and asked to indicate one option. A high of 52.5% of respondents indicated 'depends on the issue', followed by 23.2% indicating 'no', 18.4% indicating 'yes', and 5.9% indicating 'don't know'.



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

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

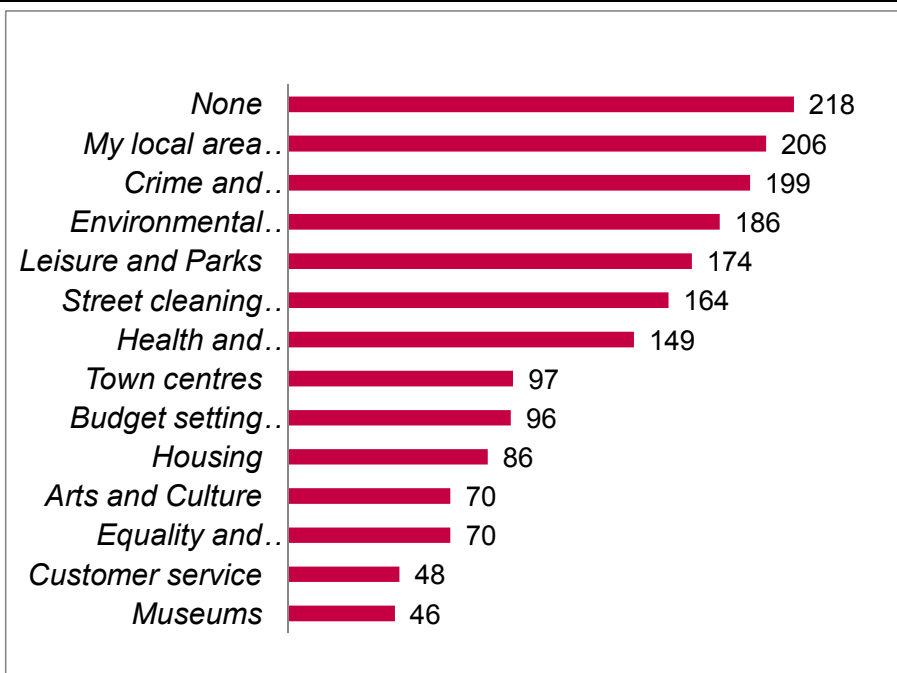


**Q9. Which of the following issues would you like to be more involved in?**

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

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

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



**9: Other, please specify:**

The following 'other' issues were submitted by respondents:

Table 9.1: Other, please specify:

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

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

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

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

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

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

	No.	%
<i>Very satisfied</i>	101	13.5%
<i>Fairly satisfied</i>	452	60.3%
<i>Neither</i>	95	12.7%
<i>Fairly dissatisfied</i>	60	8.0%
<i>Very dissatisfied</i>	25	3.3%
<i>Don't know</i>	16	2.1%

The chart displays the following data points:

- Very satisfied: 13.5%
- Fairly satisfied: 60.3%
- Neither: 12.7%
- Fairly dissatisfied: 8.0%
- Very dissatisfied: 3.3%
- Don't know: 2.1%

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

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

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

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

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

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

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

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

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

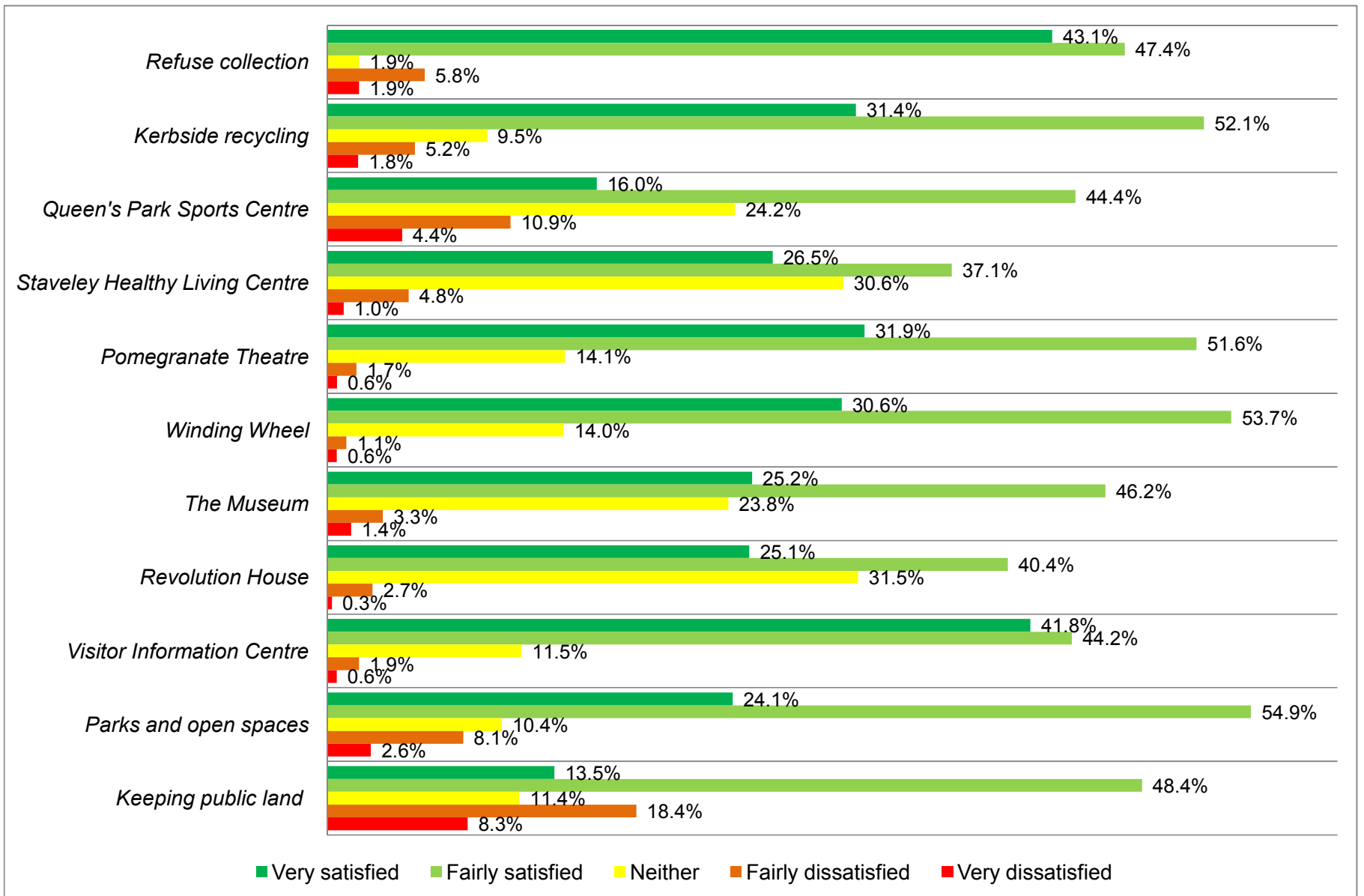
Response	Percentage
Strongly agree	6.5%
Tend to agree	53.6%
Neither	21.9%
Tend to disagree	13.2%
Strongly disagree	4.8%

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

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

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

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

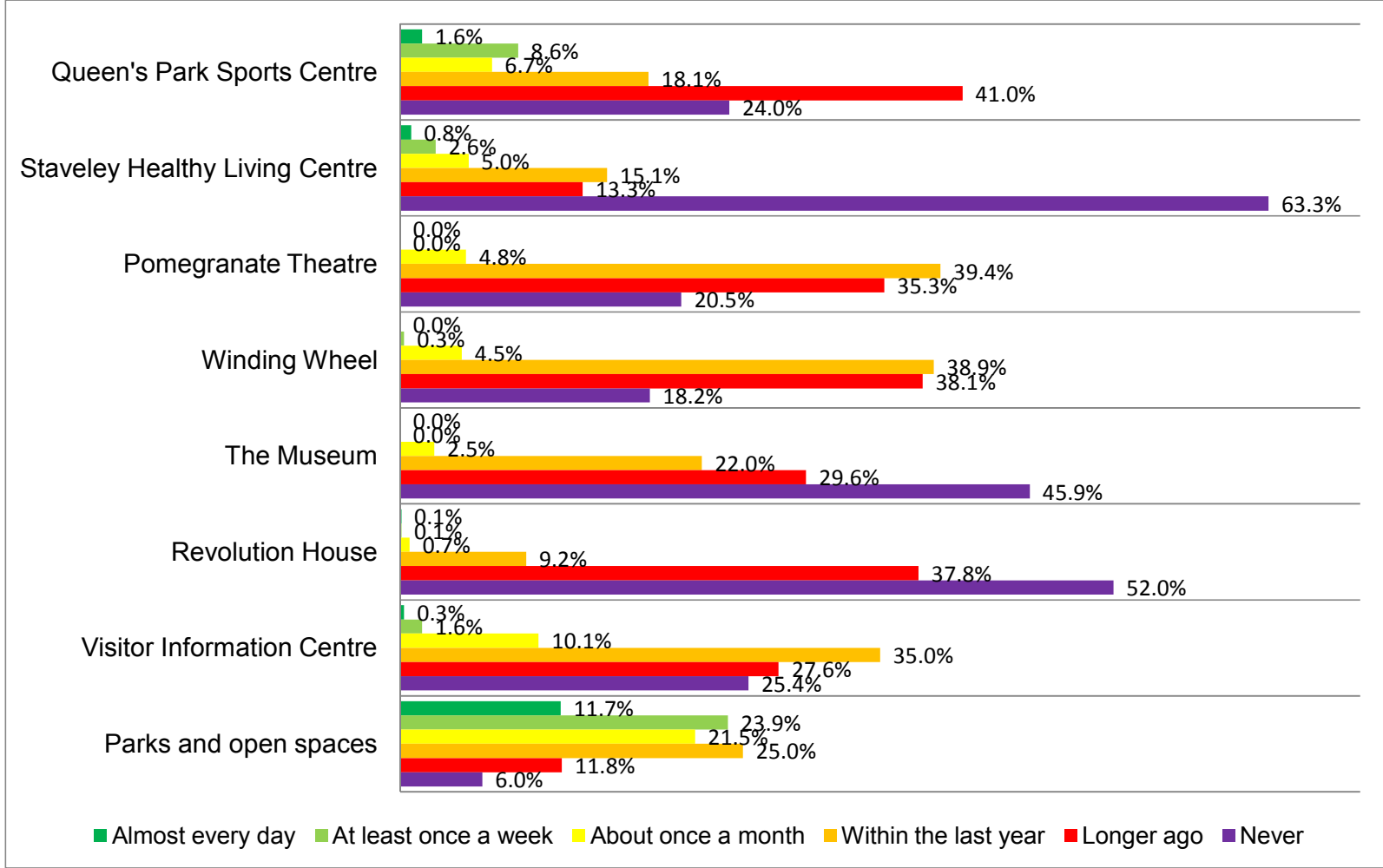




**Q13. How frequently have you used the following services or visited the venues provided by Chesterfield Borough Council?**

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

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



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

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

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

**14: Other, please specify:**

The following 'other' activities were submitted by respondents:

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

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

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

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

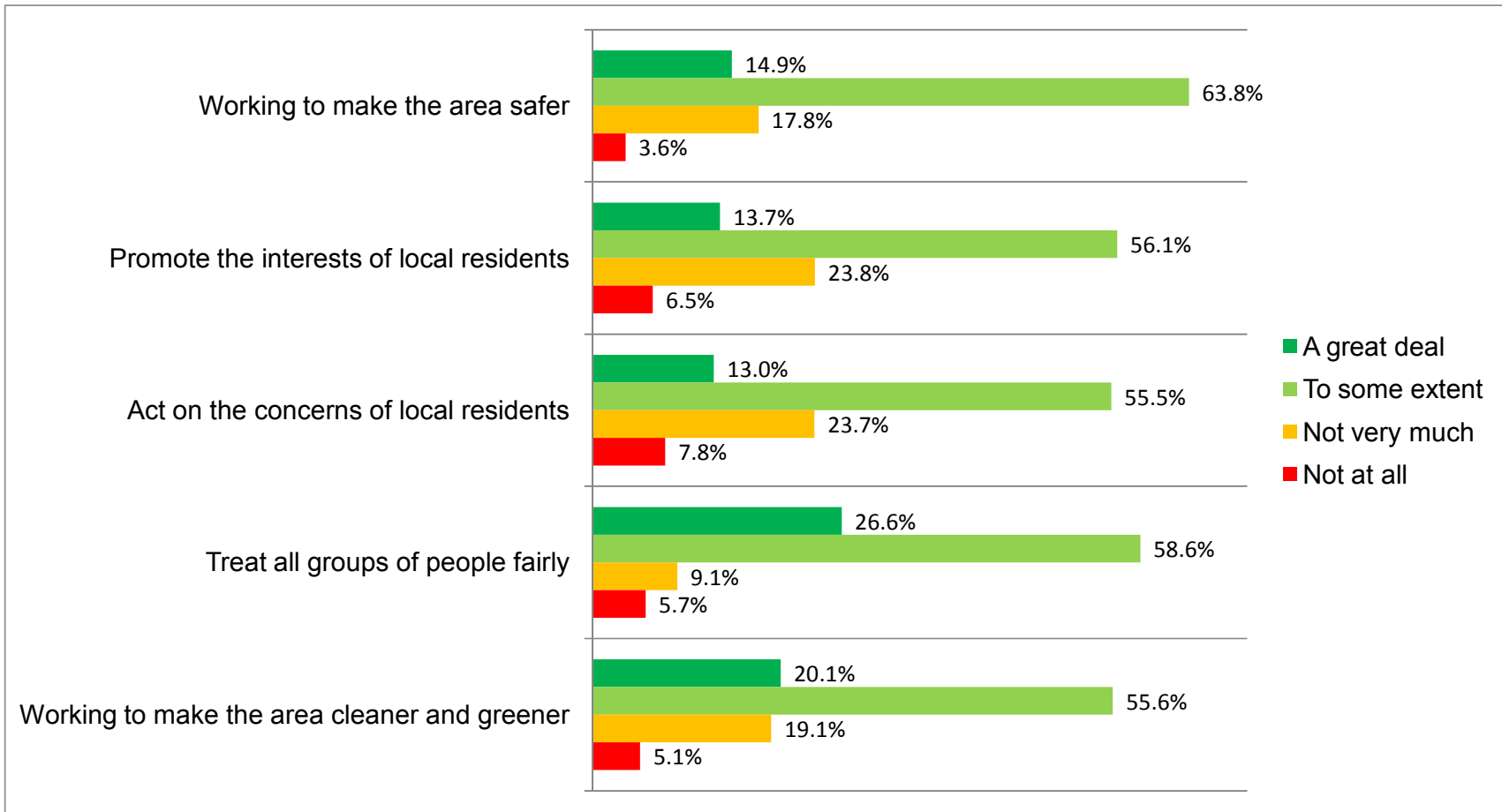
Response	Percentage
Strongly agree	15.8%
Tend to agree	54.8%
Neither	12.3%
Tend to disagree	4.6%
Strongly disagree	2.4%
Don't know	10.1%

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

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

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

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



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

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

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

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



#### 4. Accessing Services and Finding Information

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

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

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

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

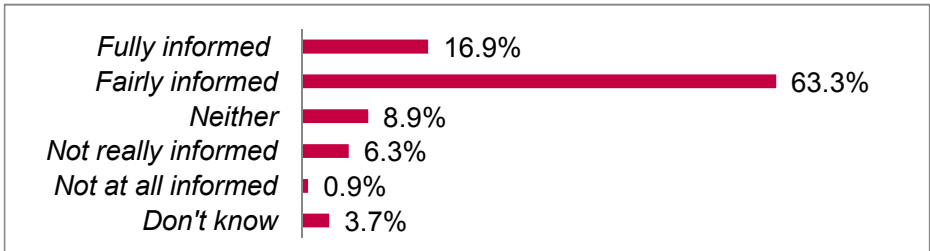
Respondents were given two options: 'yes' or 'no', and asked to indicate one. 53.3% of respondents indicated 'no', and 46.7% indicated 'yes' they had seen the publication.

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

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

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

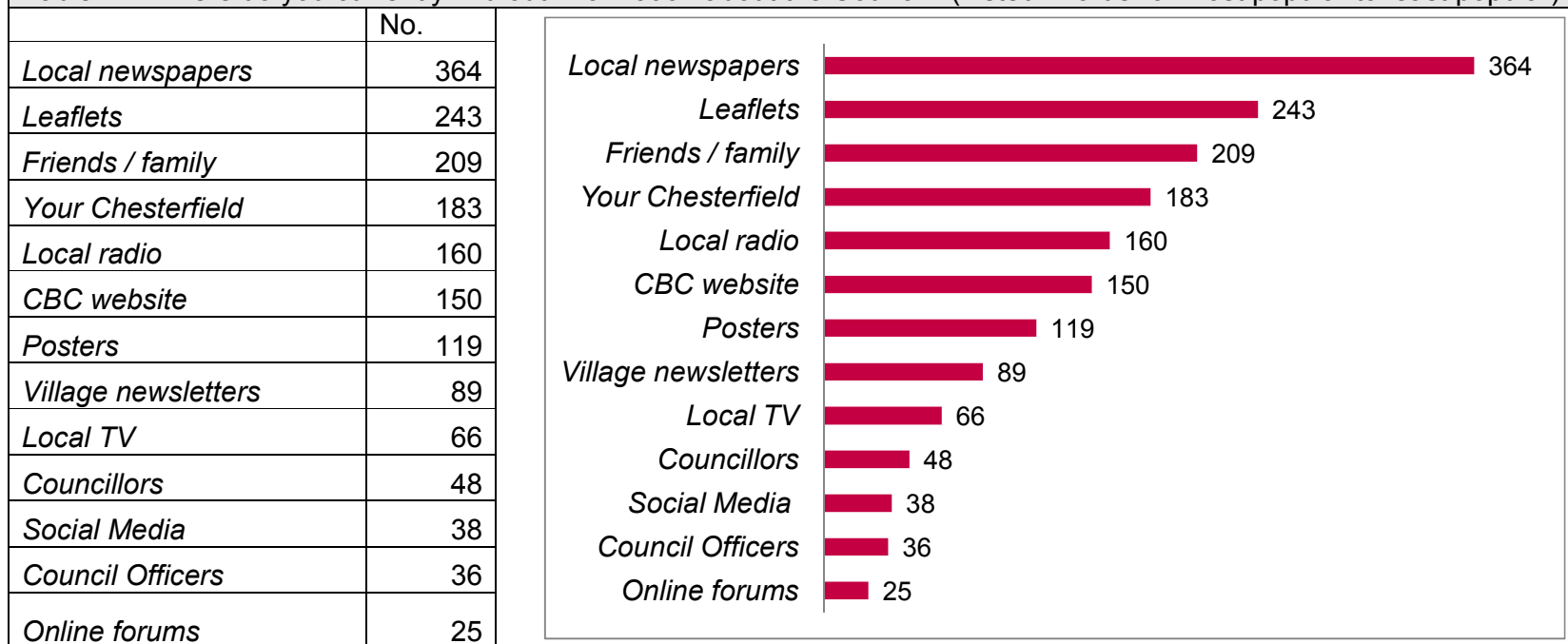
Table 20: If yes, how informed do you feel about the Council's services after reading 'Your Chesterfield'?		
	No.	%
Fully informed	59	16.9%
Fairly informed	221	63.3%
Neither	31	8.9%
Not really informed	22	6.3%
Not at all informed	3	0.9%
Don't know	13	3.7%



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

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

Table 21: Where do you currently find out information about the Council? (Listed in order of most popular to least popular)



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

The following 'other' websites were submitted by respondents:

Table 21.1: Other, please specify:

- Derbyshire Times website
- chesterfieldpost.co.uk (x2)
- www.gov.uk
- www.derbyshire.gov.uk

**21: Other, please specify:**

The following 'other' sources were submitted by respondents:

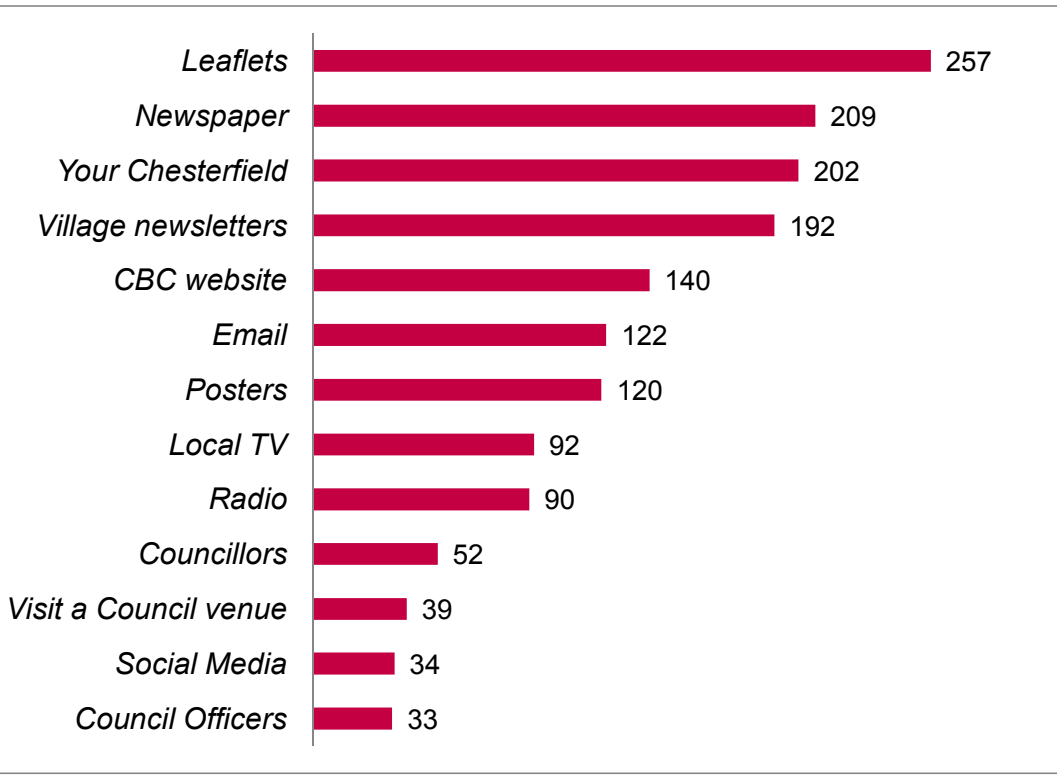
Table 21.2: Other, please specify:	
• Annual Council Tax bill (x4)	• Parents
• By telephone (x3)	• Political DCC and CBC meetings
• Derbyshire Times Occasionally	• Reflections Magazine
• Letters from the Council (x3)	• S40 magazine
• Library	• See things happening in the area
• Library, Staveley	• Twist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

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

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

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

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



**22: Other, please specify:**

The following 'other' sources were submitted by respondents:

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

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

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

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

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

Table 24.1: How easy do you find getting the information you need from the Council's website? (Excluding 'don't know responses')

	No.	%
Very easy	46	11.4%
Fairly easy	215	53.3%
Neither	74	18.4%
Fairly difficult	38	9.4%
Very difficult	30	7.4%

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

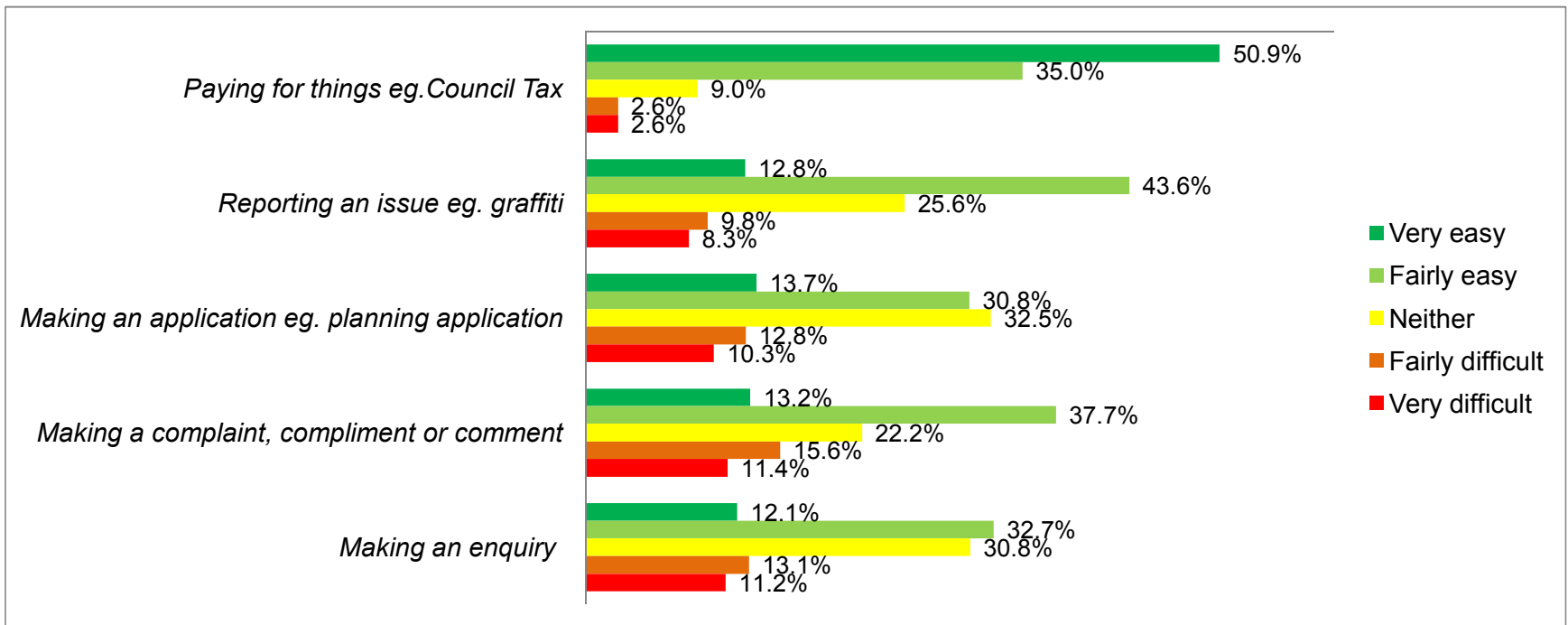
Respondents were given a list of five different transactions, and asked to indicate how easy they found each by selecting one of six options. The six options ranged from 'very easy' to 'very difficult', including a 'don't know/not used' option. Table 24.1 shows the results when the 'don't know' responses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

Table 24: How easy do you find making transactions on the Council's website?

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

Table 24.1: How easy do you find making transactions on the Council's website? (Excluding 'don't know responses')

	Very easy		Fairly easy		Neither		Fairly difficult		Very difficult	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Paying for things eg. Council Tax	119	16.6%	82	11.4%	21	2.9%	6	0.8%	6	0.8%
Reporting an issue eg. graffiti	17	2.5%	58	8.5%	34	5.0%	13	1.9%	11	1.6%
Making an application eg. planning application	16	2.4%	36	5.4%	38	5.7%	15	2.2%	12	1.8%
Making a complaint, compliment or comment	22	3.2%	63	9.1%	37	5.4%	26	3.8%	19	2.8%
Making an enquiry including Freedom of Information request	13	1.9%	35	5.1%	33	4.8%	14	2.1%	12	1.8%





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

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

Table 25: If you needed or wanted independent advice on financial issues eg. budgeting, help with debt, mortgage repayment problems, rent arrears, access to loans, basic banking etc, who would you contact?

	No.	%
<i>Friends or relatives</i>	309	45.0%
<i>Search on the internet</i>	208	30.3%
<i>Contact the Credit Union</i>	18	2.6%
<i>Contact the Council</i>	84	12.2%
<i>Contact a local advice agency eg. Citizens Advice Bureau</i>	347	50.6%
<i>I would not know who to contact</i>	66	9.6%

**25: Other, please specify:**

The following 'other' contacts were submitted by respondents:

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

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

## 5. About You

### Community Assembly Area

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

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

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

### Q26. What is your gender?

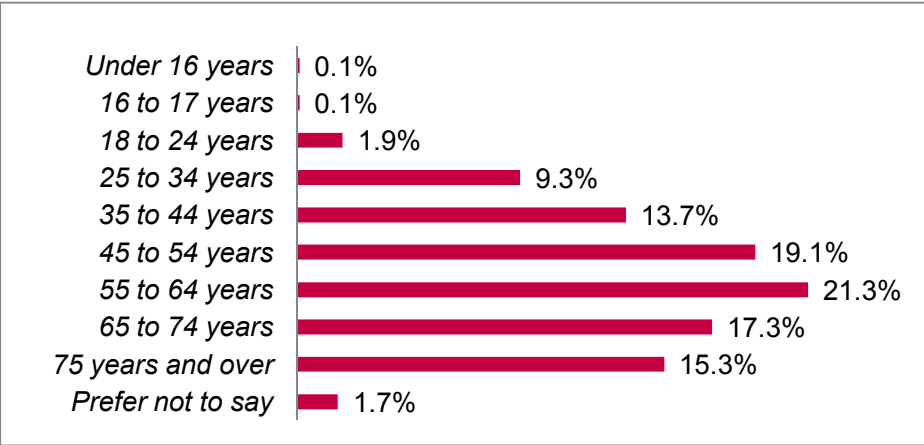
Respondents were given four options including 'prefer not to say' and asked to indicate one. A high of 58.5% of respondents indicated their gender as 'female', with 40.2% indicating 'male', 0.1% indicating 'transgender', and 1.2% preferring not to say.

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

**Q27. How old are you?**

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

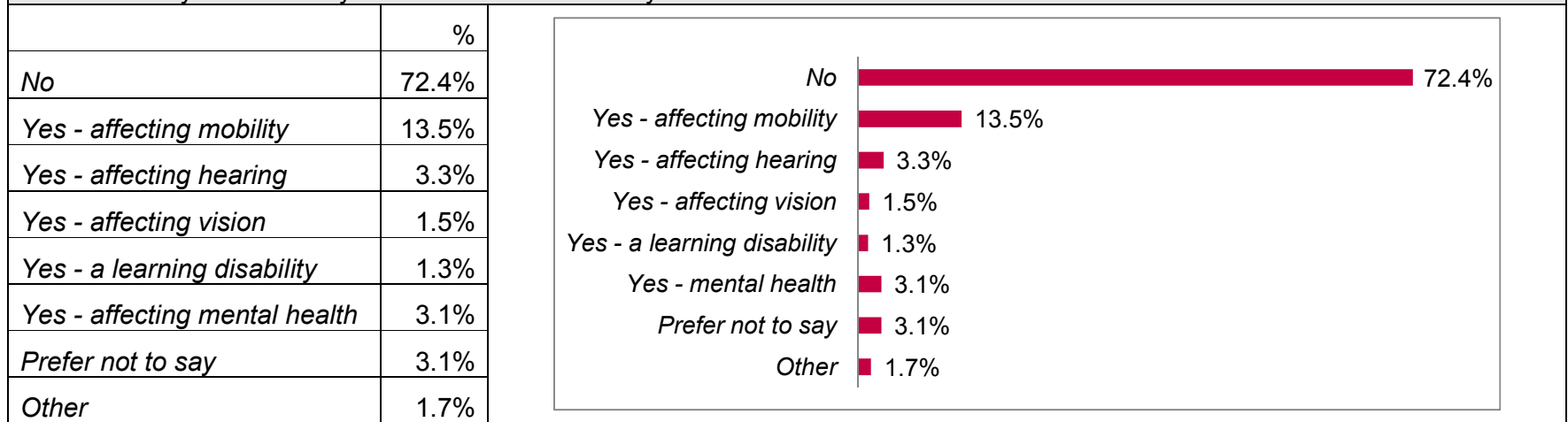
Table 27: How old are you?	
	%
Under 16 years	0.1%
16 to 17 years	0.1%
18 to 24 years	1.9%
25 to 34 years	9.3%
35 to 44 years	13.7%
45 to 54 years	19.1%
55 to 64 years	21.3%
65 to 74 years	17.3%
75 years and over	15.3%
Prefer not to say	1.7%



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

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

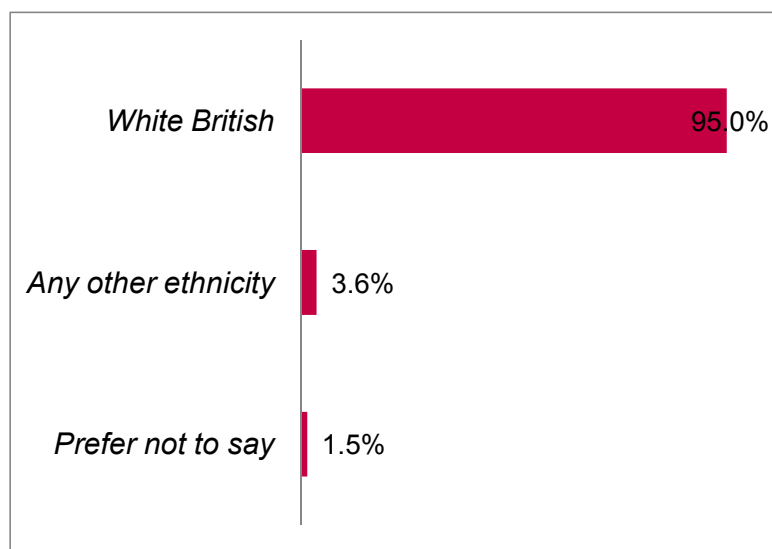
Table 28: Do you consider yourself to have a disability?



**Q29. What is your ethnicity?**

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

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

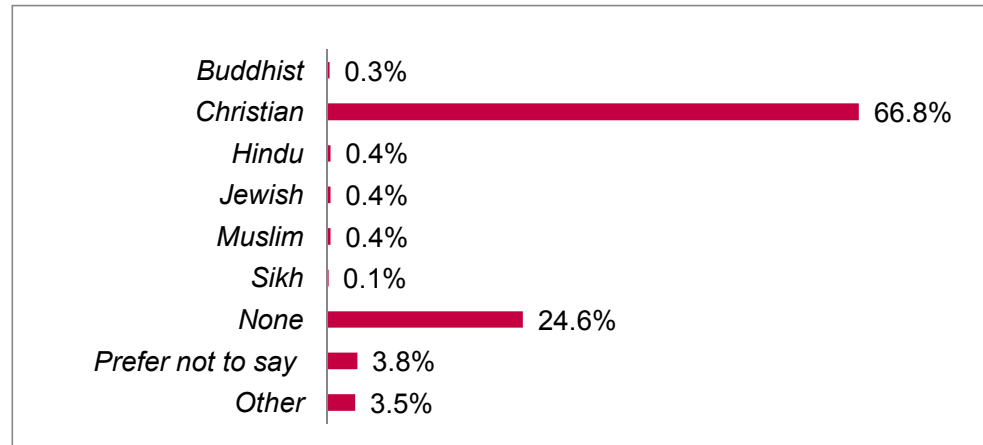


**Q30. Which of the following best describes your religion?**

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

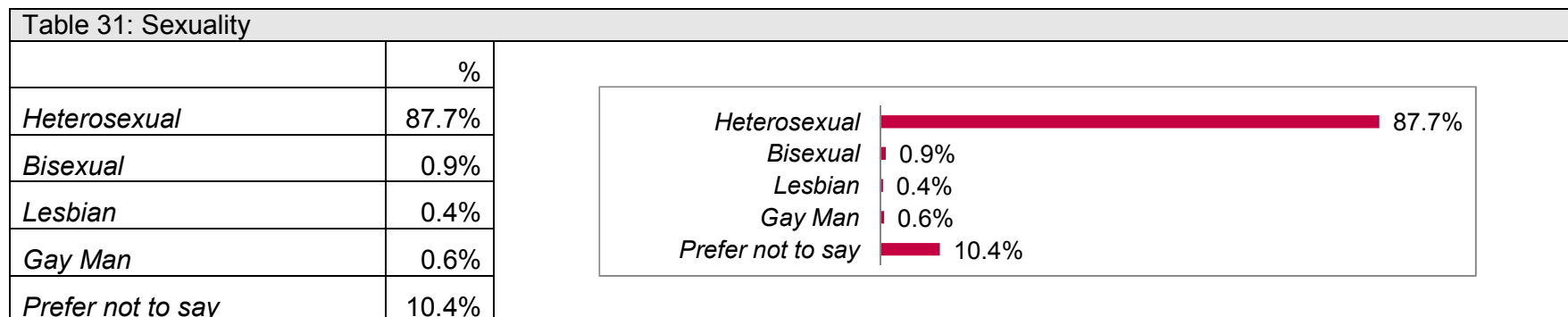
Table 30: What is your religion?

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



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

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



**6. Further involvement**

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

**7. Other**

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

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



**Table 32. Compliments**

*the privatisation of services - I believe it is poor value and more expensive in the long term.*

*I think the Council are helpful when they are needed for anything and other necessary problems that arise concerning the community.*

*When I reported an incident of dog fouling on Vincent Crescent it was dealt with promptly and efficiently and I was kept informed. Well Done. Also I feel very lucky we have the Winding Wheel and Pomegranate.*

*A good survey*

*My experience with the Council has been that they stay in contact with you over any problems and inform you of the outcome of any reported situation.*

*On the whole, the council does well under difficult circumstances. The paper "Our Town" astonishes me with its information about the wealth of services the council performs. This is very reassuring, even though I may not benefit personally from many of them.*

*I moved to Chesterfield 2 years ago, having bought a property to set down my roots here, so the Council are clearly doing something right to make it a good place to live. Facilities are really good, arts could be publicised better.*

*I am satisfied.*

*Not lived in Chesterfield very long but am really pleased with services on a whole*

*Very fortunate to be able to live where we do. Would not have to travel far to come across serious concerns in a community.*

*I am very impressed with the support of local council staff always very polite and helpful*

*I think the Council is working well to improve the town and attract new business/investment into the area. Have no real issues of concern.*

*I think Chesterfield is a very pleasant place to live. The Council services are good for all ages. Our local Councillors are caring, hard-working people who do a lot of good.*

*Quite an interesting survey*

*I live in Tapton and think the park is maintained wonderfully by the Council. I know budgets are tight throughout the Council, so really appreciate its upkeep. I feel very lucky to live in such a pleasant area of Derbyshire. My concern for my area is the huge amount of traffic now using the lanes between Brimington Common and Tapton as a quick through route. We are getting large vehicles and speeding traffic around these single track lanes and then continuing to speed down/up Paxton Road at a terrific speed. Is there anything you could advise me to do to raise awareness of this issue and possibly address the cheapest way to combat the speed in a residential area – speed bumps?*

*Personally, fairly new to the area and therefore have not really had a proper chance to use many of the facilities. Fairly pleased with ones I have used - Winding Wheel/Queens Park, and will be visiting Pomegranate Theatre next month.*

**Table 32.1 Comments about Planning Services**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Table 32.3 Comments about housing**

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

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

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

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

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

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

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

**Table 32.3 Comments about housing**

*has been reported several times.*

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

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

*Bungalows not having gas fires.*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

*Constant dog mess on Kirkstone Road and litter*

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

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

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

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

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

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

*Litter is everywhere, despite the bins.*

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

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

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

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

**Table 32.5 Comments about parking**

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

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

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

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

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

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

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

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

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

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

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

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

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

**Table 32.5 Comments about parking**

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

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

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

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

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

*Free parking*

*Free parking in town centre.*

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

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

*Parking charges too high*

**Table 32.6 Comments about waste collection**

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

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

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

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

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

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

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

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

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



**Table 32.6 Comments about waste collection**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Holmebrook Valley Park - anti-social behaviour.

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

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

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

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

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

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

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

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

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

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

equipment.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

*Love market, market festivals and lantern festivals! Disagree with the proposal to close Queen's Park Sports Centre. Think more can be done to promote the services. Need to get email addresses and send details to people notifying them of events*

*While we feel overall Chesterfield is a great place to live we question some major changes being made, especially the changes to the market. Having seen markets recently in Doncaster, Oxford and Bristol which have been updated but retain their character*

*Chesterfield Market - under marketed*

*The market is a shadow of its former self (pity). Why are you allowing stall holders into the pedestrian walkways? Put all the stalls where they should be in the central market squares.*

*Market needs more promotion, fill the empty stalls.*

*Shop/market rents must be too high as there are too many empty premises, we soon won't be able to call ourselves a market town.*

*Please can we support local business and stop allowing Tesco to dominate.*

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

*Before cutting services they should review and reduce to an acceptable level the allowances and expenses paid to elected Councillors. Acceptable to the council tax payers.*

*Would like to be more involved in Council committees.*

*All Council policies are set and made by whoever has been elected and fit in within their own agendas, not for the people of the community. It really doesn't matter which party, all have a tendency to waste money on different things.*

*Council tax should be reduced by privatising sports centres and theatres. My tax should not pay for other people's enjoyment!*

*During the recession period the Council needs to listen to the public's opinions and views as regards whether money needs to be spent on certain aspects, Market Hall refurbishment, Revenues Hall alterations, Horn's Bridge Island icon, Queen's Park etc.*

*Why don't the council if they are interested in Chesterfield consider reducing the rates instead of increasing everything then maybe just maybe we may get some shops/business properties filled instead of emptied?*

*The national political system needs to be modernised, especially the way in which local authorities serve and lead their communities!*

*My view is the council has dual standards. If it is a council run initiative the rules are relaxed. Everyone else the rules are black and white.*

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

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

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

*Paying council tax by post office excellent.*

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

*Withheld numbers not answered*

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

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

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

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

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

**Table 32.12 Other comments**

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

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

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

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

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

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

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

**Table 32.12 Other comments**

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

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

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

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

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

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

*Stop wasting money on things like this.*