

Agenda item 8

For information

Interaction Partnership; 13 May 2008

Results of Residents Satisfaction Survey 2008

Purpose of Survey

To provide an update on the levels of resident satisfaction with;

- Their quality of life and neighbourhood in which they live
- Their perceived scope for influencing decisions
- The quality of key services being provided in Golf Green and Pier wards

Methodology

The survey was carried out by the Community Warden Team between January and February 2008 through face to face interviews conducted in the street and through door knocking.

The survey base consisted of;

- 141 residents from Golf Green ward
- 85 residents from Pier ward

Headline facts

- Increase in levels of satisfaction with **all** services in both wards.
- Significant increases in levels of satisfaction with quality of life (up 18% to 79%-fairly good/good) and satisfaction with neighbourhood (up 25% to 83%-fairly good/good) in both wards.
- Very small increase in level of satisfaction with scope for influencing decisions but still low overall.

Summary of responses

The figures listed below are the average ratings for both wards. The ratings for 07/08 are listed in brackets.

Q1. How successful or Unsuccessful would you say local agencies are in making Golf Green & Pier Ward a neighbourhood where people feel safer?

Very Successful; 17% (3%) +14%

Fairly Successful; 52% (44%) +8%

Neither; 10% (14%) -4%

Fairly Unsuccessful; 13% (14%) -1%

Very Unsuccessful; 8% (14%) -6%

No Opinion; 0% (5%) -5%

Q2. How satisfied or unsatisfied would you say Tendring DC has kept the areas in Golf Green & Pier Ward free from litter and refuse?

Very Successful; 12% (6%) +6%

Fairly Successful; 50% (41%) +9%

Neither; 7% (9%) -2%

Fairly Unsuccessful; 22% (20%) -2%

Very Unsuccessful; 9% (20%) -11%

No Opinion; 0% (4%) -4%

Q3. To what extent do you feel you can personally influence decisions made in Golf Green or Pier Ward?

A great deal; 0.5% (1%) -0.5%

A fair amount; 19% (16%) +3%

Not very much; 38% (38%) No change

Not at all; 34% (33%) +1%

None of these; 0.5% (2%) - 1.5%

Don't know; 8% (10%) - 2%

Q4. How satisfied are you with the delivery of the following local services?

a) Crime & Disorder Services

Very Satisfied; 12% (4%) +4%

Fairly Satisfied; 57% (42%) +15%

Neither; 7% (12%) -5%

Fairly Unsatisfied; 15% (20%) – 5%

Very Unsatisfied; 6% (14%) -8%

No Opinion; 3% (8%) -5%

b) Young Peoples Services i.e. Leisure / Sports

Very Satisfied; 4% (1%) +3%

Fairly Satisfied; 35% (17%) +18%

Neither; 13% (10%) +3%

Fairly Unsatisfied; 21% (21%) No change

Very Unsatisfied; 9% (30%) -21%

No Opinion; 18% (21%) -3%

c) Environmental Services

Very Satisfied; 11% (4%) +7%

Fairly Satisfied; 54% (41%) +13%

Neither; 9% (16%) -7%

Fairly Unsatisfied; 18% (19%) -1%

Very Unsatisfied; 6% (15%) -9%

No Opinion; 2% (5%) -3%

d) Parks & Open Space

Very Satisfied; 16% (3%) +13%

Fairly Satisfied; 56% (41%) +15%

Neither; 10% (12%) -2%

Fairly Unsatisfied; 12% (25%) -13%

Very Unsatisfied; 4% (12%) -8%

No Opinion; 2% (6%) -4%

e) Health

Very Satisfied; 19% (6%) +13%

Fairly Satisfied; 51% (47%) +4%

Neither; 9% (12%) -3%

Fairly Unsatisfied; 11% (25%) -14%

Very Unsatisfied; 7% (12%) -5%

No Opinion; 3% (6%) -3%

f) Education

Very Satisfied; 7% (3%) +4%

Fairly Satisfied; 40% (27%) +13%

Neither; 13% (13%) No change

Fairly Unsatisfied; 7% (13%) -6%

Very Unsatisfied; 4% (9%) -5%

No Opinion; 29% (35%) -6%

Q5; How would you rate the overall quality of your life in Golf Green & Pier Ward

Very Good; 14% (6%) +8%

Fairly Good; 65% (55%) +10%

Neither; 9% (12%) -3%

Fairly Poor; 7% (15%) -8%

Very Poor; 3% (7%) -4%

No Opinion; 2% (5%) -3%

Q6. In the last 12mths have you been a voluntary member of any decision making group? E.g. Local school, tenants group, crime or health panel.

Yes; 16% (16%) No change

No; 84% (84%) No change

Q7. What are your top three priorities for improving your neighbourhood (from a list).

A Crime and Safety of the local community; 27% (27%) No change

B Education for children; 7.5% (9%) -1.5%

C Lifelong Learning for All; 4.5% (2%) + 2.5%

D Making sure the area is prosperous with enough jobs; 15.5% (13%) +2.5%

E Ensuring your area is clean and attractive; 14% (14%) No change

F Improving Public transport; 4% (4%) No change

G Ensuring there is good quality, affordable housing; 10% (8%) +2%

H Improving the health and wellbeing of residents; 9% (9%) No change

I Helping your area to be a friendly place to live where everyone feels they belong and are able to make their views known; 6% (10%) -4%

Other; 2.5% (4%)

Q8. Thinking about your neighbourhood, on the whole, how satisfied or dissatisfied are you with it as a place to live?

Very Satisfied; 20% (14%) +6%

Fairly Satisfied; 63% (44%) +19%

Neither; 8% (13%) -5%

Fairly Unsatisfied; 7% (15%) -8%

Very Unsatisfied; 1% (10%) -9%

No Opinion; 1% (4%) -3%