

Tendring Listens



The 2008 “Place Survey” Consultation

In 2008 a new performance framework was introduced for local government which focuses on improving outcomes for local people and places. Central to this was a new survey to find out what issues are important to our residents and how we can improve the quality of life in the district.

The survey was sent out to 2900 randomly selected households in September and October 2008. 1335 completed questionnaires were received giving a response rate of 46%.

Key Findings

The Council

Overall 45% of residents were satisfied with services provided by the Council which is the same as the national average. However satisfaction varied across the district with residents in Harwich, Alton Park and Brightlingsea being less satisfied and those in Homelands, Lawford and Frinton being more satisfied.

35% of respondents thought that the Council provides good value for money which is slightly higher than the national average of 33%.

Satisfaction with refuse collection and doorstep recycling has increased but satisfaction with leisure facilities and parks and gardens has decreased since 2006.

Local priorities

79% of residents are satisfied or very satisfied with the local area as a place to live.

When asked what was important in making somewhere a good place to live, health service and the level of crime were considered to be the most important.

When asked what most needed to be improved in the area, activities for teenagers and road/pavement repairs were top of the list. These priorities for improvement also varied across the district with residents in Ardleigh, Brightlingsea and Great Bentley putting public transport and residents in Peter Bruff and Burrsville putting level of crime top of the list.

Community Safety

Most respondents felt that anti-social behaviour was not a big problem in their area. The three biggest problems appear to be teenagers hanging around the streets (42%), people using or dealing drugs (35%) and vandalism (34%).

54% of residents disagree that parents take enough responsibility for the behaviour of their children.

Feelings of safety have improved since 2006 with 89% of residents feeling safe outside in the local area during the day (85% 2006) and 56% feeling safe after dark (39% 2006)

Involvement in local decision making

When asked about the extent to which residents can influence local decision making, only a quarter of respondents agreed that they felt they had some influence.

When asked whether they would like more involvement 58% said that it would depend on the issue with 11% saying that they would not like to be involved in local decision making.

People aged over 65 are least likely to want to be involved in decision making.

What happens next

The Council is currently developing its Corporate Plan for the period 2009 to 2016 and the results of the Place Survey will feed into how we prioritise our improvement actions. For example we will work with our partners to improve the following areas

- Improved job prospects with wages at or above the regional average
- Improved educational achievement with fewer young people not in education, employment or training
- Fewer people suffering significant health disadvantages and more people leading an active life
- Improved children's play areas and other public parks and gardens
- Reduced levels of crime and anti-social behaviour
- Reduced waste, more recycling and cleaner streets

The Place Survey will be carried out again in 2010 and we will use these results to monitor if the actions we have taken have produced the right improvements in the right places to improve the quality of life for our communities.

Thank you

We would like to thank all those who completed and returned the questionnaire as the information provided by this survey will help us deliver the services that our residents want within the limited finances available.