

ARUN DISTRICT COUNCIL

HOUSING AND CUSTOMER SERVICES WORKING GROUP 31 MAY 2018

PART A : REPORT

SUBJECT: Residents Satisfaction Survey 2019

REPORT AUTHOR: Jackie Follis DATE: 20 January 2020 EXTN: 37580

EXECUTIVE SUMMARY:

As part of the Council's performance framework an annual Residents Satisfaction Survey is undertaken. This report sets out the background to the survey and asks members to note the contents of the survey.

RECOMMENDATIONS:

- a) To note the contents of the Survey

1. BACKGROUND:

- a) As part of the Council's performance framework we carry out an annual Residents Satisfaction Survey. We commission an organisation called BMG to complete this in order that residents can be assured that their responses will be anonymised. The survey for 2019 is attached.
- b) Section 1.2 of the survey explains the methodology. BMG sent the survey to 1800 randomly selected residents, ensuring that this selection was geographically representative of the whole district. Overall 579 questionnaires were returned, a total response rate of 32%.
- c) The report outlines the findings from the research into the experiences of living in Arun and perceptions of the Council. In 2018 members requested a breakdown of figures at parish level. It was not statistically valid to provide this as there were varying levels of responses from different parishes. In order to provide a more local picture for 2019 parishes were therefore grouped into Western, Eastern and Downland areas for some outcomes and where possible these are contextualised within the key themes for the Council for 2018-2022.
- d) The data in the report is also benchmarked against the Local Government Association's (LGA) national public polls on resident satisfaction with local councils and section 1.3 describes this in more detail.

e) There are two sections to the report;

Living in Arun District

- Overall satisfaction
- Community cohesion
- Cleanliness of Arun District
- Problem behaviours in Arun

Overall satisfaction levels are high, with 80% of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home). This is on a par with the LGA benchmark which is 81%. Satisfaction levels are higher among those aged 65 or over at 84%. There are differences within the three areas in Arun and data suggests that those who are satisfied with the cleanliness of the District are significantly more likely to be satisfied with the area as a place to live.

Customer Satisfaction with the Council and its Services

- Satisfaction with the way Arun District Council runs things
- Satisfaction with specific Council services
- Value for money
- Trust in the Council to make the right decision
- Acting on concerns
- Residents preferred channels to be kept informed

66% of residents are satisfied with the way that Arun runs the things they are responsible for, but with only 14% very satisfied. However the score is positive and is above that of the LGA at 61%. There is an association between the local areas and Arun District Council in resident's minds, with those who are satisfied with their local area as a place to live are significantly more likely to be satisfied with the Council. There is some variation by area with Eastern residents saying they are considerably more satisfied than those living in the West of the District, and as with the previous point, over 65s have higher overall levels of satisfaction with the Council.

2. PROPOSAL(S):

To note the contents of the Arun Residents Survey 2019

3. OPTIONS:

N/A

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		x
Relevant District Ward Councillors		x
Other groups/persons (please specify)	x	
Residents of the District as set out in the survey report		

5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		x
Legal		x
Human Rights/Equality Impact Assessment		x
Community Safety including Section 17 of Crime & Disorder Act		x
Sustainability		x
Asset Management/Property/Land		x
Technology		x
Safeguarding		x
Other (please explain)		x

6. IMPLICATIONS:

7. REASON FOR THE DECISION:

To keep members informed of resident's perceptions about the District and the services which the Council provides.

8. BACKGROUND PAPERS: