



CABINET - 16TH OCTOBER 2013

SUBJECT: RESULTS OF THE JUNE 2013 HOUSEHOLD SURVEY

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES & SECTION 151

1. PURPOSE OF REPORT

1.1 To inform Cabinet of the findings of the 2013 Household Survey. This report seeks to draw out the key results in relation to satisfaction with Council services.

2. SUMMARY

2.1 The attached Summary Report outlines the key findings of the Household Survey.

2.2 In June 2013, a detailed survey was distributed to approximately 10,000 households across the county borough. Results from this survey are overall very positive. They show in general that residents are satisfied with the services provided by the council.

2.3 Clear improvements have been made in many areas when compared with the results of the 2011 Household Survey. Services generating high levels of satisfaction include refuse and recycling, parks and play areas, libraries, leisure, learning, local town centres, bus services and Newslines.

3. LINKS TO STRATEGY

3.1 The Household Survey and its findings have a direct link with a number of council and partnership policies and strategies:

- Community Strategy
- Single Integrated Plan
- Improvement Plan and Annual Performance Report
- Citizen Engagement Strategy
- Customer Services Strategy

3.2 The results of the Household Survey will provide a range of useful data for key performance indicators which are then fed into individual Service Improvement Plans.

4. THE REPORT

4.1 This report seeks to draw out the key results in relation to satisfaction with Council services. Key findings include:

- Taking everything into account, **82% of respondents were satisfied with the overall service provided by the Council**. This has increased from 77% in 2011 and exceeds the Improvement Plan target for 2013 of 78%.

- 82% of respondents were satisfied with their neighbourhood and 62% with their local town centre for shopping, an improvement from 2011.
- There has been an improvement since 2011 in the proportion of respondents who feel the quality of life in their neighbourhood and local town centre has got better during the last 12 months.
- There are very high levels of satisfaction with all aspects of recycling and refuse services.
- There were high levels of satisfaction with leisure, learning and cultural activities, in particular, there was a significant increase in satisfaction with libraries and parks and play areas since 2011.
- There were high levels of satisfaction with most aspects of the local bus service, with satisfaction with the state of bus stops/shelters showing a significant increase since 2011.
- The vast majority of respondents agreed that Newline is a useful source of news and information and they get it delivered regularly.
- Dog fouling, litter/waste accumulation, the condition of pavements/walkways and thoroughfares and weeds and overgrowth were the biggest problems that respondents felt affected the appearance of their streets

4.2 As with previous Household Surveys completed in 2001, 2003, 2005, 2007, 2009 and 2011, the main topics covered were:

- Neighbourhoods and Town Centres
- Crime and Disorder
- Litter and Refuse
- Transport Services
- Leisure, Learning and Cultural Activities
- School Services
- Social Services
- Quality of Council Services Overall
- Personal Details
- Involvement with Community Activities and Invitation to join the Council's Viewpoint Panel.

4.3 The Upper Rhymney Valley area has the lowest level of overall satisfaction (78%) and Caerphilly Basin area has the highest level (86%). Once again respondents from the Upper Rhymney Valley had the lowest levels of satisfaction with their neighbourhood and their local town centre.

5. EQUALITIES IMPLICATIONS

5.1 The results of the Household Survey will be further analysed by Equalities category to demonstrate that as wide a range of views as possible from different communities are represented. This also ensures that any specific trends that may become apparent from various groups are identified and noted. This ensures compliance with the Council's Strategic Equalities Objective 5 Engagement and Participation.

6. FINANCIAL IMPLICATIONS

6.1 Dependent of the impact of the findings, in relation to future service provision within individual Directorates/service areas.

7. PERSONNEL IMPLICATIONS

7.1 Dependent of the impact of the findings, in relation to future service provision within individual Directorates/service areas.

8. CONSULTATIONS

- 8.1 In relation to the content of the Household Survey, CMT and the Head of Information Communications and Technology were consulted and only minor changes were made to the questionnaire from 2011. The Communications Unit were consulted in relation to the proposed dissemination of the results.

9. RECOMMENDATIONS

- 9.1 Cabinet note the findings of the 2013 Household Survey.
- 9.2 Detailed analysis of the results to be provided to each Scrutiny Committee for information.
- 9.3 The Household survey will feed into the Corporate Improvement Plan of the council by helping to:
- identify perceived areas of strength and weakness in the provision of Council services
 - highlight areas of change in the level of service provision over the last two years
 - provide data for further comparison in future years and
 - help determine future priorities.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure that the data from the Household Survey is fully publicised amongst Officers, members and the public and that the data is fully utilised in determining future priorities

11. STATUTORY POWER

- 11.1 Local Government Act 1972/2000

Author: Steve Pugh – Communications Manager
Ext 4264, pughs@caerphilly.gov.uk

Consultees Corporate Management Team
Head of Information Communications and Technology
Citizen Engagement Working Group

Appendices:
Appendix 1 - Household Survey 2011 – Key Findings report attached