



## CABINET – 11TH NOVEMBER 2015

**SUBJECT: RESULTS OF THE 2015 HOUSEHOLD SURVEY**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER**

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### **1. PURPOSE OF REPORT**

1.1 To inform Cabinet Members of the findings of the 2015 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 The survey was conducted from the 1<sup>st</sup> June 2015 with a closing date of 17<sup>th</sup> July 2015. The total number of responses to the survey was **1258**. Results from this survey are overall very positive. They show that residents, in general, are satisfied with the services provided by the council.

2.3 As in previous years, services generating high levels of satisfaction include refuse and recycling, libraries, aspects of the leisure service, bus services, street lighting 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:

- 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.

4.2 As with previous Household Surveys completed biennially since 2001, 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 Key findings include:

- Taking everything into account, 78% of respondents were satisfied with the overall service provided by the Council. This compares to 82% in 2013 however, the proportion of those who were very satisfied has increased from 14% in 2013 to 18% in 2015.
- There has been a shift towards digital means of communicating with the Council in the last 2 years and an increase in preference expressed to receive "Newslines" electronically.
- Levels of satisfaction with different aspects of contacting the Council were high. In particular, 88% were satisfied with the helpfulness of front desk staff.
- 63% of respondents agreed that the Police and Caerphilly County Borough Council are dealing with anti-social behaviour and crime issues that matter in this area. 71% felt that levels of crime and 65% felt that anti-social behaviour have got better or stayed the same in the last two years.
- Satisfaction with local town centres for entertainment has increased by 10% to 38% since 2013.
- Whilst still at a very high level, satisfaction with civic amenity/household waste recycling sites has declined from 92% in 2013 to 86% in 2015.
- Dog fouling has consistently been considered the biggest problem affecting the appearance of streets in neighbourhoods since 2011.
- Levels of satisfaction with country parks are high at 88% but have significantly declined since 2013 when 96% of respondents indicated that they were satisfied.
- There has been an increase in satisfaction with winter maintenance with 72% of respondents indicating that they were satisfied in 2015 compared to 46% in 2011.

#### 4.4 As with previous Household Surveys completed biennially since 2001, the main topics covered were:

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## 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 2013. The Communications Unit were consulted in relation to the proposed dissemination of the results.

## **9. RECOMMENDATIONS**

- 9.1 Cabinet note the findings of the 2015 Household Survey.
- 9.2 Key findings are shared:
- with Service Managers for dissemination with their teams. More detailed analysis will be available on request.
  - via the Council's Website and Newsline
- 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.

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Appendices:  
Appendix 1: Household Survey 2015 – Key Findings report attached