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URGENT BUSINESS AND SUPPLEMENTARY INFORMATION

Overview and Scrutiny Committee

2 September 2014

Agenda Item Number	Page	Title	Officer Responsible	Reason Not Included with Original Agenda
9.	(Pages 1 - 12)	Annual Customer Insight Report	Acting Corporate Performance Manager	Information not available at date of agenda publication.

If you need any further information about the meeting please contact Dave Parry, Democratic and Elections dave.parry@cherwellandsouthnorthants.gov.uk, 01327 322365

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Summary & Conclusions



Overall satisfaction with the Council and perceptions of value for money are now at their highest recorded levels. This can partly be explained by residents feeling better informed than they have ever felt before.

However, there are notable differences across the District. Bicester residents are now significantly more satisfied, but dissatisfaction among Kidlington residents now stands at 16% - something to closely monitor going forward.

The provision of leisure facilities is the lead driver of overall satisfaction and partly explains the gulf in satisfaction between areas. Improving the Kidlington & Gosford leisure centre and local play areas would be a step in the right direction towards improving the outlook of the dissatisfied Kidlington residents.

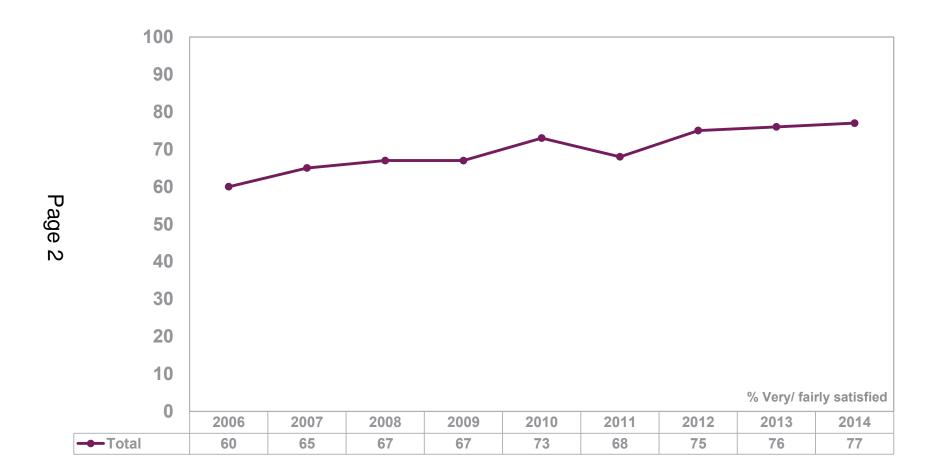
More generally, it will also be important to ensure the maintenance of grass areas and to monitor the cleanliness of sports venues and the professionalism/ knowledge of staff to prevent overall satisfaction slipping. It is encouraging that residents are now feeling safer in their local community and over half have noticed the Council's efforts at dealing with antisocial behaviour and nuisance. This is a particularly positive finding given its importance for driving overall satisfaction.

- Similarly, a significantly higher proportion are aware of FPNs being issued. Over half are also satisfied with the dealing of environmental crime.
- However, satisfaction with the visual presence of community wardens has declined and there are issues with dog fouling in some areas.

- There is an increased optimism among Cherwell residents about the state of the economy.
- Satisfaction with the availability of good quality jobs is now at its highest recorded level and a significantly higher proportion of residents agree that the economic climate in Cherwell is better than it was 12 months ago.
 - However, any further cuts to services would need to be communicated carefully, with a significantly higher proportion now agreeing that cuts to services are not required as enough money can be saved through efficiencies.







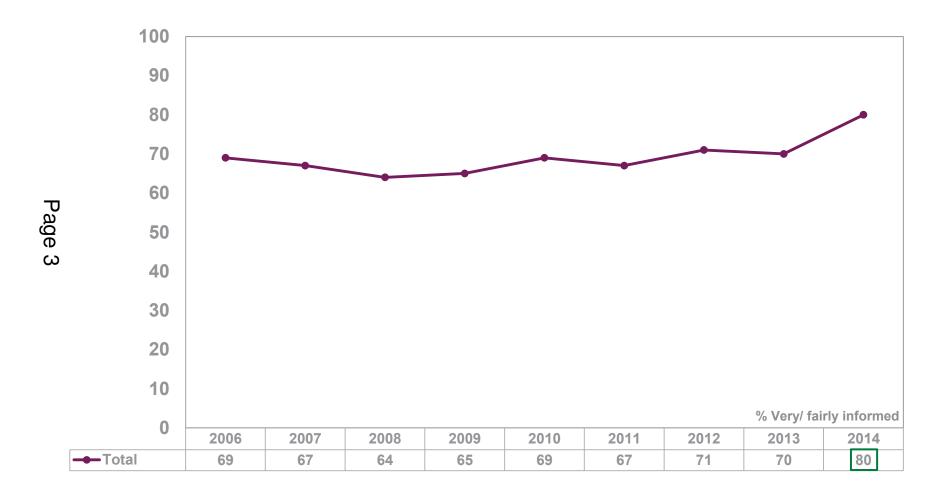
3

Base: (Those answering: 439)

Q37. Overall, how satisfied or dissatisfied are you with the services provided by Cherwell District Council?





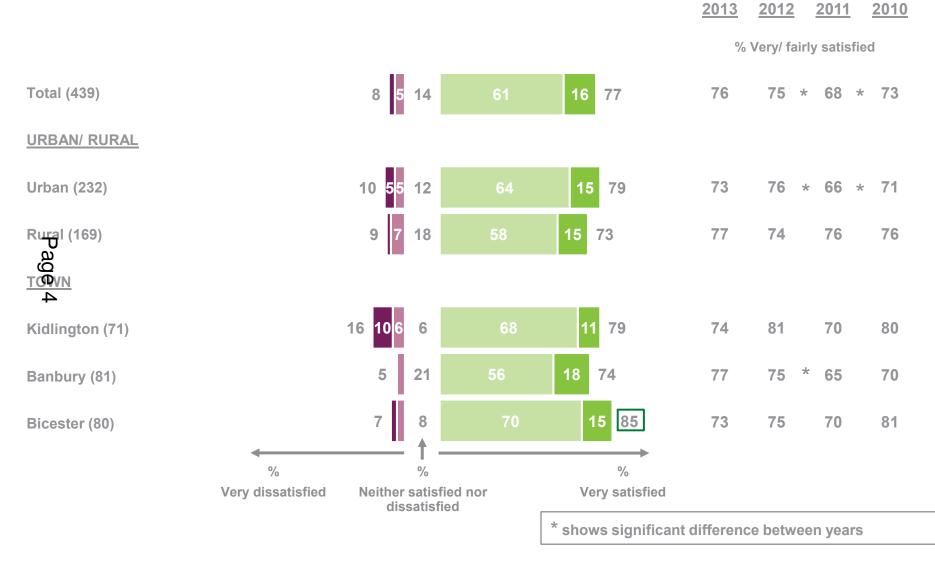


Base: (Those answering: 416)

Q38. How well informed, if at all, does Cherwell District Council keep residents about the benefits and services it provides?

OVERALL SATISFACTION WITH THE SERVICES PROVIDED BY CHERWELL DISTRICT COUNCIL





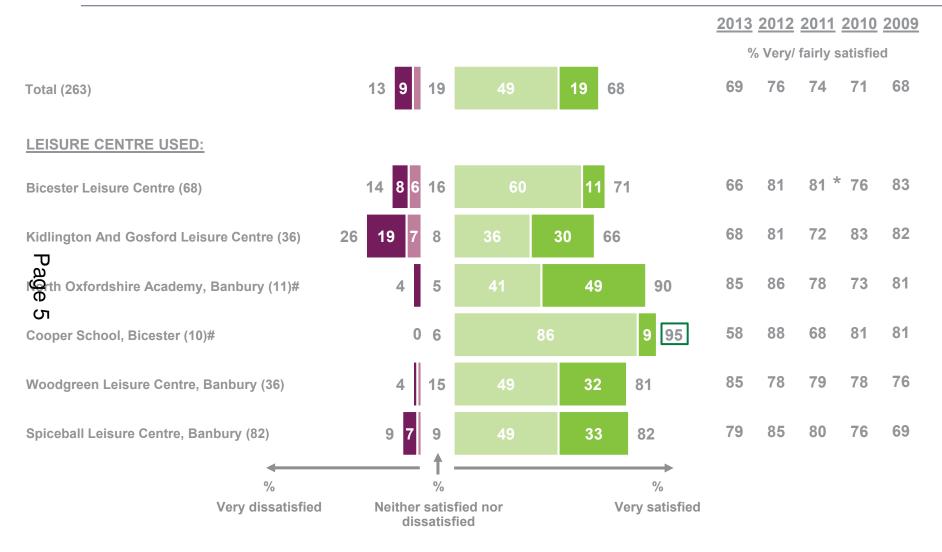






OVERALL SATISFACTION WITH THE LEISURE FACILITIES PROVIDED BY THE COUNCIL





Caution: Low base size

Base: (Those answering)

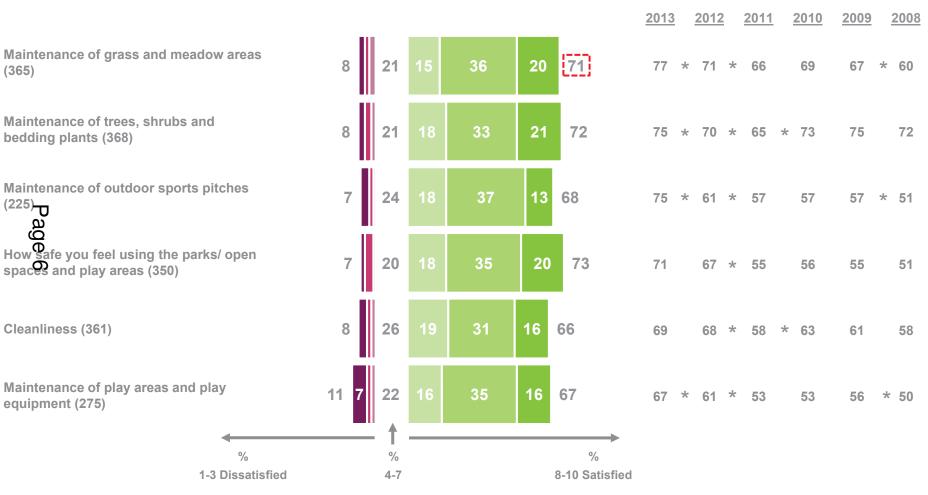
Q24. Overall, how satisfied or dissatisfied are you with the leisure facilities provided by Cherwell District Council?



→



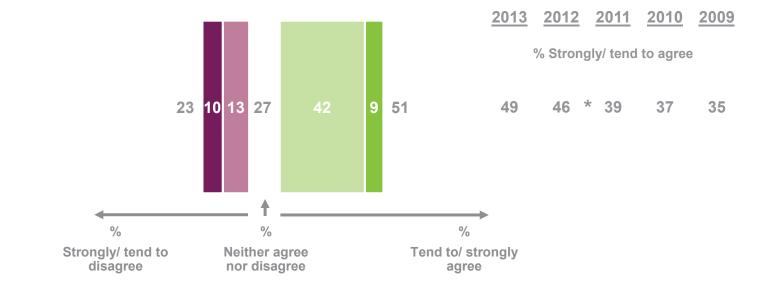




Q21. And how satisfied or dissatisfied are you with the following aspects of the local parks/ open spaces and play areas?



AGREEMENT THAT THE POLICE AND LOCAL COUNCIL ARE DEALING WITH ANTI-SOCIAL BEHAVIOUR AND NUISANCE



Total (318) age 7

Base: (Those answering)

Q31. How much would you agree or disagree that the Police and Local Council are dealing with anti-social behaviour and nuisance in this area?

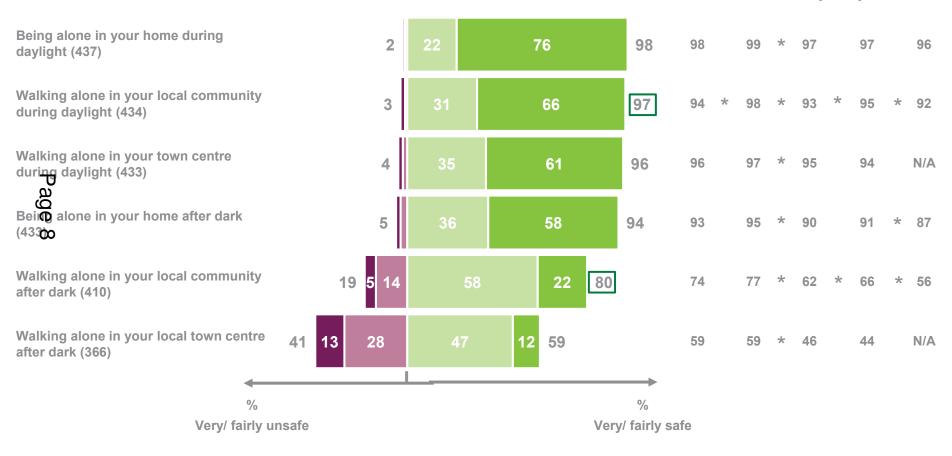


SITUATIONS



2013 2012 2011 2010 2009

% Very/ fairly safe



Base: (Those answering)

Q32. How safe or unsafe do you feel in each of the following situations?

SATISFACTION WITH DIFFERENT ASPECTS OF LIVING IN CHERWELL



* Response added in 2011

How your local neighbourhood looks and feels (436)

Having the opportunity to volunteer (300)*

How new buildings look (428)

Public transport provision (413)*

How town centres look and feel (443)

How older buildings are looked after (423)

Being able have your say (414)*

The povision of Council services in rural areas (325)

How balance is achieved between protecting rural environments whilst managing new development (397)

Town centres that attract people to shop (433)

Location of jobs (273)

Location of homes to rent or purchase at an affordable price for most people (317) Availability of homes to rent or purchase at an affordable price for most people (320)

Availability of good quality jobs (273)

(436)		6	30	23	27	14	64
		5	37	22	25	12	59
	1	05	44	20	18 8	46	
	16	6 <mark>5</mark> 5	40	14 1	7 15	46	
	1	0 6	41	26	19	5 50	
		9	45	27	15	46	
	1	0 6	44	18	20 8	46	
(325)	19	8 <mark>5</mark> 6	42	20	15 3	39	
rural nt (397)	25 12	2 7 6	48	16 8	27		
	19	8 <mark>5</mark> 6	51	15 13	3 31		
ordable	17	7 <mark>5</mark> 5	55	18 9	28		
	30 12	<mark>5</mark> 13	50	13 5	19		
	34 16	6 12	51	9 1	4		
	19	96	50	20	9 30		
_							
0	6		%			%	
	satisfied		4-7		8-	10 Sati	sfied
1-5 Dissatisticu					0		

<u>2013</u>		2012	2	2011	-	<u>2010</u>	,	<u>2009</u>)	2008	5
65		64	*	55	*	61	*	56		54	
56	*	46		44		N/A		N/A		N/A	
55	*	46		46	*	52		49		45	
53	*	46		44		N/A		N/A		N/A	
50	*	45		42	*	53	*	48		44	
47		45	*	37	*	46		42		40	
45	*	37		34		N/A		N/A		N/A	
40		38	*	30		35		31		N/A	
34		32		28		30		27		N/A	
33	*	28		27	*	37	*	31		35	
27		24		20	*	24		24		25	
23		19		18	*	22	*	16		17	
23	*	18		17	*	21	*	16		14	
21	*	16		15	*	21		20	*	25	

% Satisfied (8-10)

Base: (Those answering)

Q2. And how satisfied or dissatisfied are you with the following across the District?



AGREEMENT WITH STATEMENTS REGARDING THE NATION'S BUDGET DEFICIT



%

Tend to/ strongly

agree

The nation's budget deficit - we are all in it together (428)

Council's don't need to cut services as enough money can be saved through efficiency savings (416)

I would rather pay more Council Tax to maintain sorvices (431)

Prust Cherwell District Council to do what's right for residents in the current economic climate (424)

The economic climate in Cherwell is better than it was 12 months ago (335)

My household/ I have been personally affected by the public spending cuts (417)

Base: (Those answering)

Q42. Below is a list of statements that people have made about the nation's budget deficit. To what extent do you agree or disagree with each of the following statements?

%

Strongly/ tend to

disagree

19 6

% Neither agree

nor disagree





% Very/ fairly satisfied

					<u>2013</u>	<u>201</u>	2	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>
Recycling centres (408)	5	6	45	44 89	91	* 87		88	87	86	83
Household recycling service (432)	7	5	41	47 88	83	80		82	83	* 78	75
Waste collection (439)	10 55	5	34	51 85	82	80	*	76	78	* 70	68
Food and garden waste collection (425)	75	7	41	45 86	81	80		80	* 76	N/A	N/A
Local area as a place to live (368)	11 <mark>5</mark> 6	7	51	30 81	80	* 86	*	78	N/A	N/A	N/A
The way parks and open spaces are loc and after (375)	7	16	57	20 77	75	77		72	74	73	70
Street cleaning (397)	16 9 7	17	49	18 67	70	69	*	64	* 72	67	66
Leisure facilities (263)	13 9	19	49	19 68	69	* 76		74	71	68	63
Local car parking facilities (419)	20 9 11	16	46	18 64	64	63	*	49	* 63	64	63
Leisure activities (242)	11 <mark>5</mark> 6	33	43	13 56	59	61		56	N/A	N/A	N/A
Council's approach to dealing with anti- social behaviour & nuisance (334)	21 12 9	23	42	14 56	56	* 49	*	43	44	* 36	36
Council's approach to dealing with environmental crime (392)	18 7 11	28	40	14 54	48	47	*	42	N/A	N/A	N/A
%		1 - %		%							
Very dissatisfied	Neither dis			Very satisfie	d						
Base: (Those answering)				N.B. – Boxes show significant difference against 2012. * shows significant difference between years						ŗ	12





Household waste collection 100 Household recycling collection and food/ garden waste collection service 98.86 Dealing with anti-social behaviour/ nuisance 88.26 Providing affordable housing 85.55 Street cleaning and tackling of environmental crime 84.61 Supporting the creation of jobs in the local area 73.97 Provision of housing support and advice 51.89 **Planning policy** 51.08 Activities for young people 41.71 Parks and playgrounds 38.39 **Development control** 34.55 Trading standards and monitoring the food hygiene of restaurants 29.33 **Recycling centres** 27.00 Sports and leisure facilities and activities 21.13 Town centre development 15.77 Grants for voluntary and community groups 9.05 Arts and cultural services 0

Index 0-100

Total

Base: (Those answering: 445)

Q43. It is important for Cherwell District Council to understand which services are most important to residents in the current economic climate. From the following pairs of Council Services, which would you prioritise for maintaining the current level of service provision?

