

Residents' Survey 2018

**Corporate Resources Overview and
Scrutiny Committee – November 2018**

Perceptions of our residents

- - About the Council
 - About their lives and their communities
 - The future – hopes for Central Bedfordshire in 15 to 20 years time

Methodology

- A telephone survey of 1,208 residents living in Central Bedfordshire during September this year.
- Quotas were set by gender, age, ethnicity and location. These were based on the latest population data available to ensure that the survey sample was demographically representative of the local population.
- Interviews were conducted at different times of the day and different days of the week, including evenings and weekends, to ensure that working age residents were interviewed. Only one person per household was interviewed.
- With 1,208 respondents, the survey provides for robust data. At this number of respondents, the sample error or accuracy of the survey results is +/- 2.8% at a 95% confidence level. When comparing with the results of earlier residents surveys, differences of +/-6% are considered statistically significant.

Some national context:



The Local Govt Association triannual resident surveys are showing declining satisfaction across key indicators, with VfM having lower satisfaction ratings in 2018 than in any previous poll.

Central Bedfordshire results tend to be higher than the national averages, but we are also seeing some reductions and community issues emerging from this research.

National/Local Comparisons

Indicator:	National Data	Central Beds Data	Variance
Satisfaction with:			
The local area	79%	87%	+8%
How the council runs things	61%	69%	+8%
Value for money	45%	55%	+10%
Refuse collection	77%	78%	+1%
Libraries	63%	76%	+13%
Keeping public land clear of litter/refuse	67%	73%	+6%
Sport and leisure facilities	63%	63%	N/A
Pavement maintenance	50%	52%	+2%
Road maintenance	32%	31%	-1%

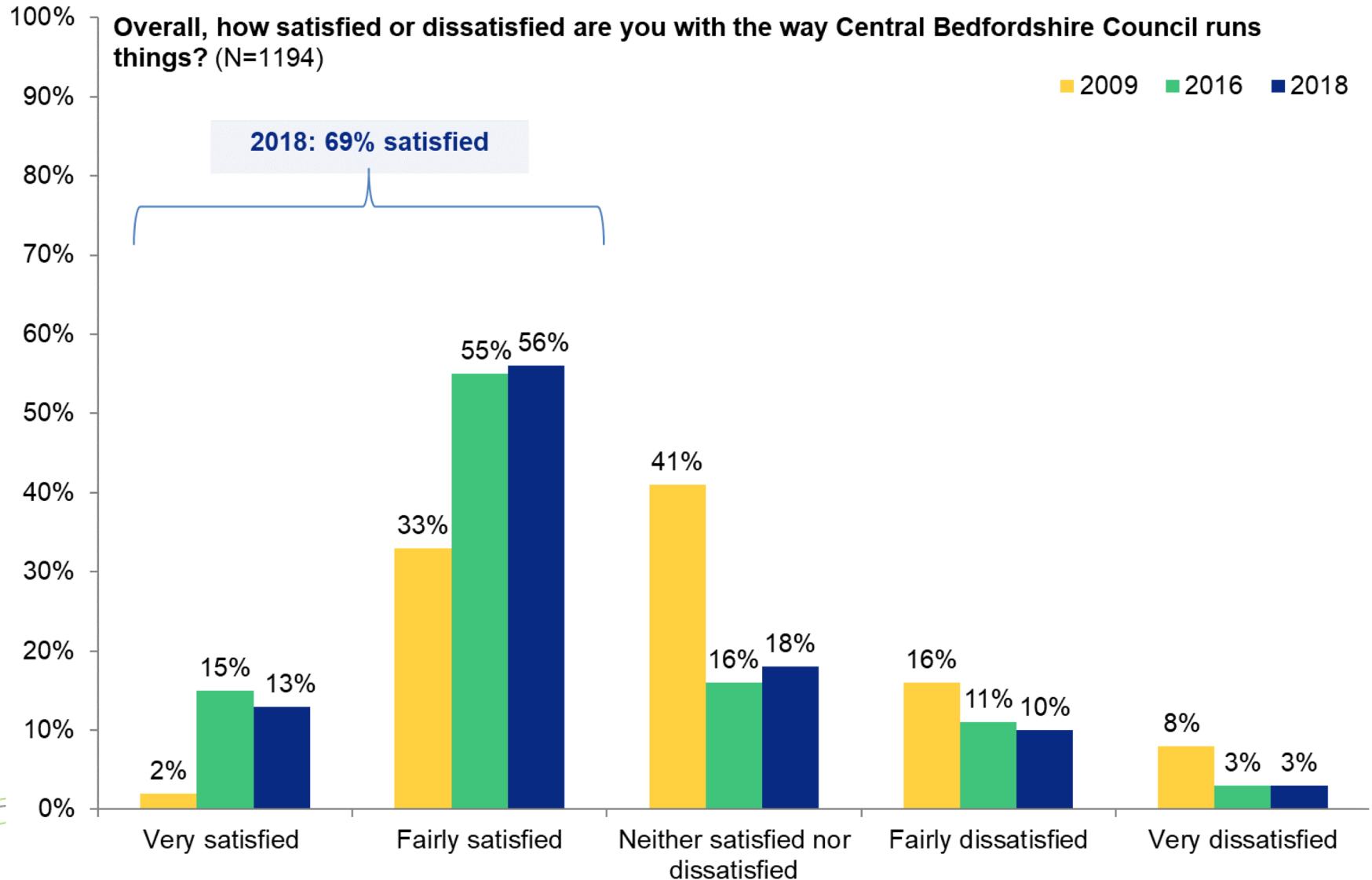
National/Local Comparisons

Indicator:	National Data	Central Beds Data	Variance
Feeling safe after dark	75%	72%	-3%
Feeling safe in daylight	94%	94%	N/A
Feeling Council acts on residents' concerns	53%	44%	-9%
Feeling Informed	53%	72%	+19%
Trust in Council	56%	55%	-1%

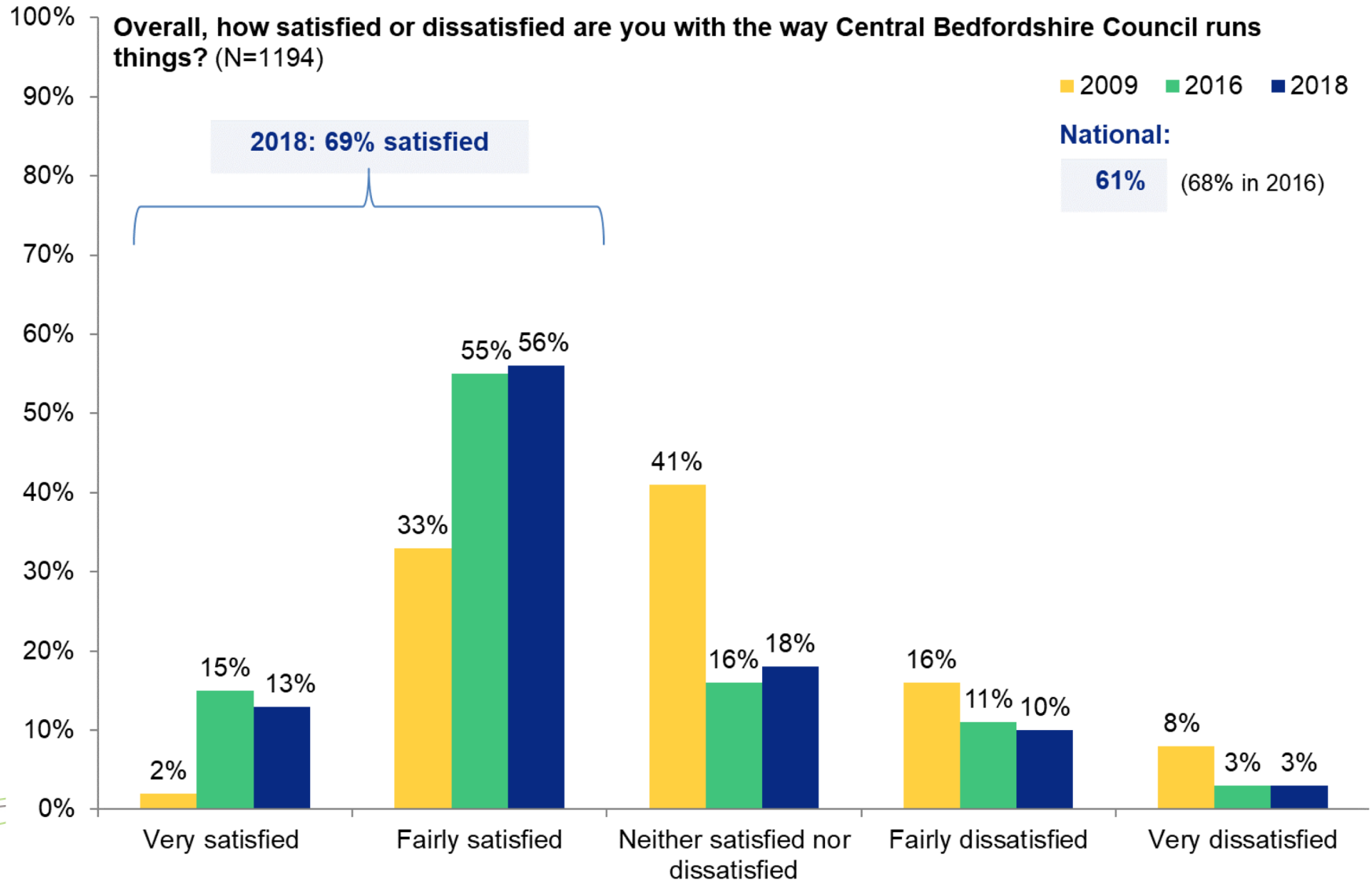
How are residents feeling about their Council?



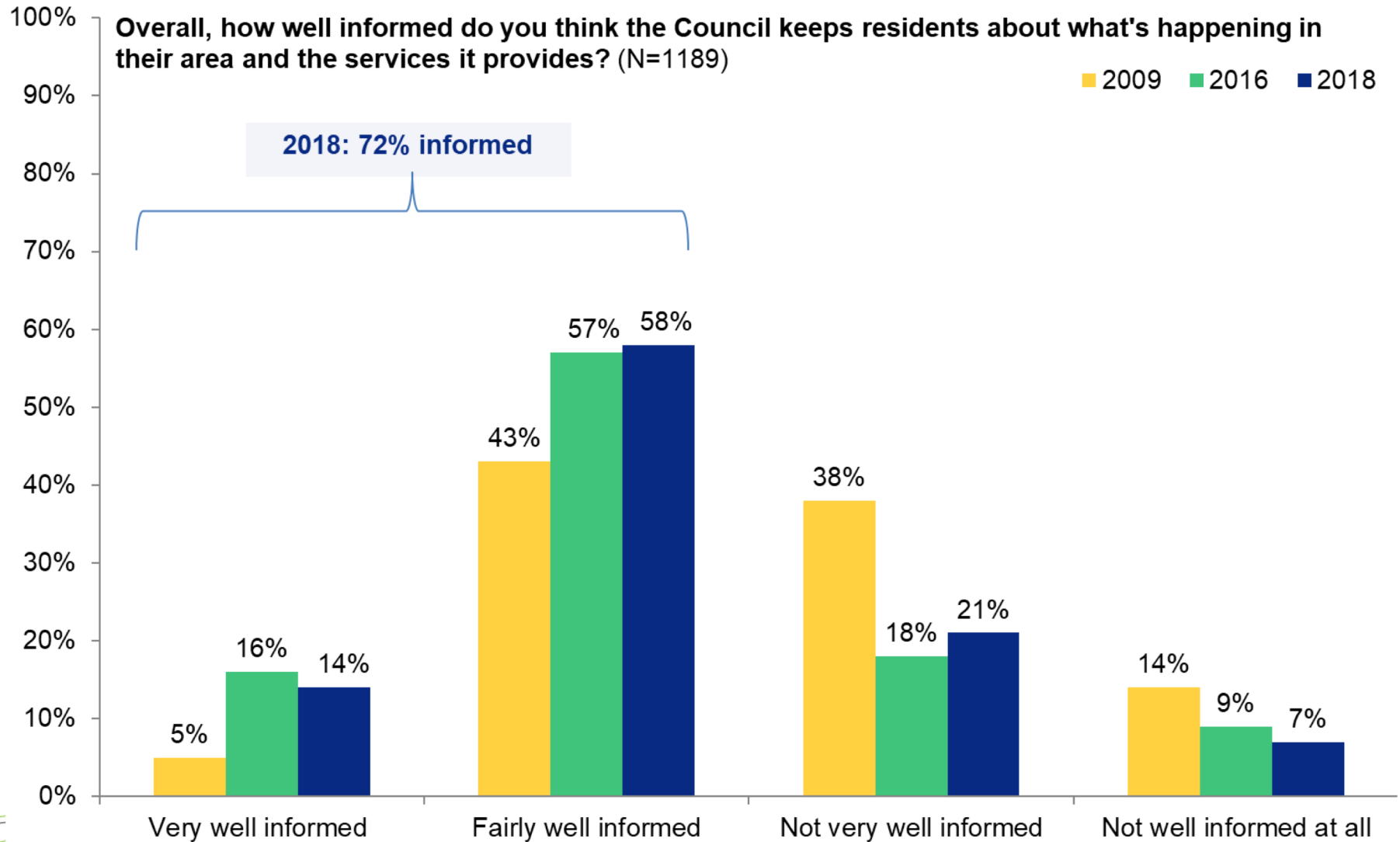
Satisfaction with how the council runs things



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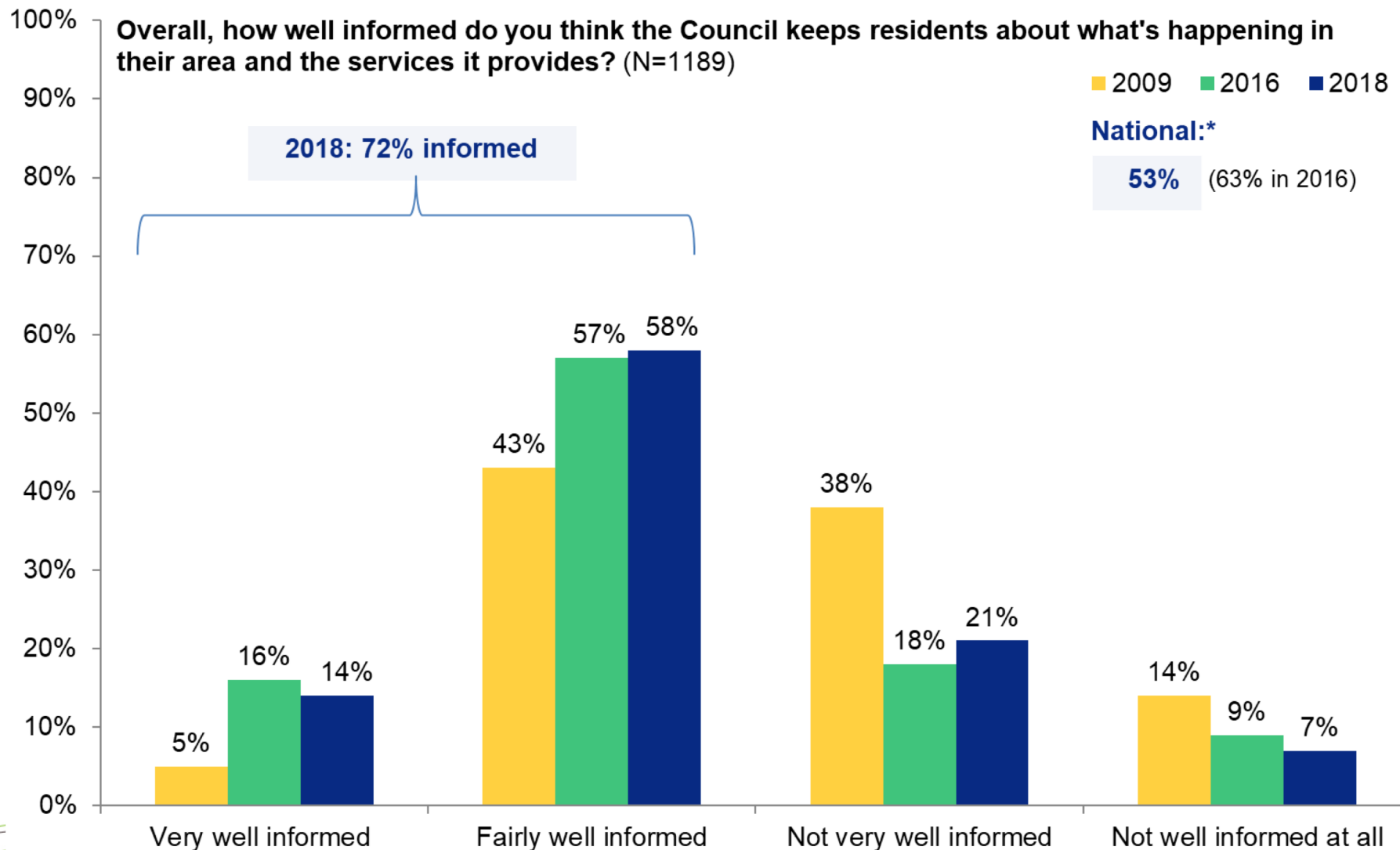


Feeling informed



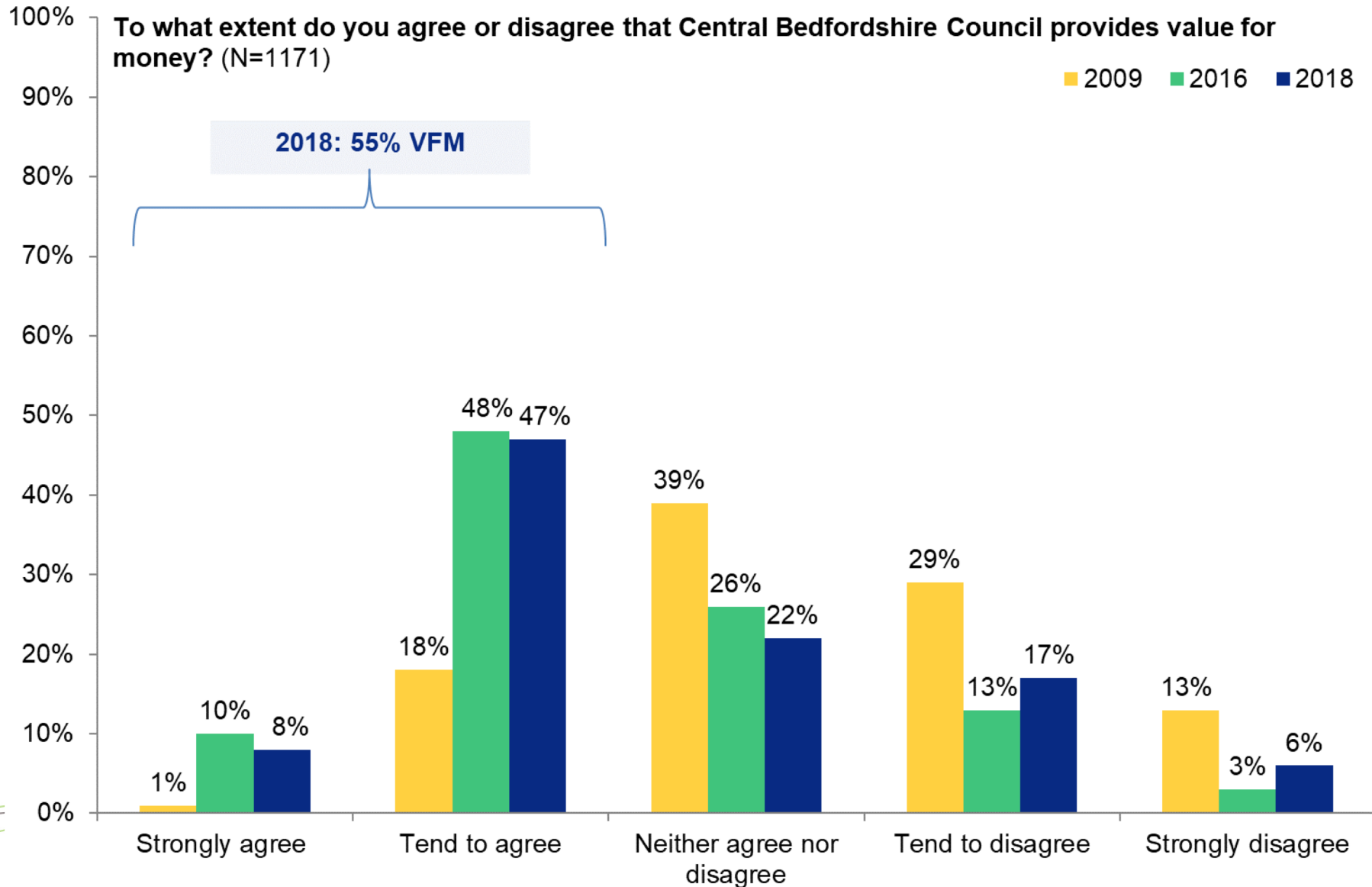
* National question and local question in 2016 reads: Overall, how well informed do you think the Council keeps residents about the services and benefits it provides?

Feeling informed

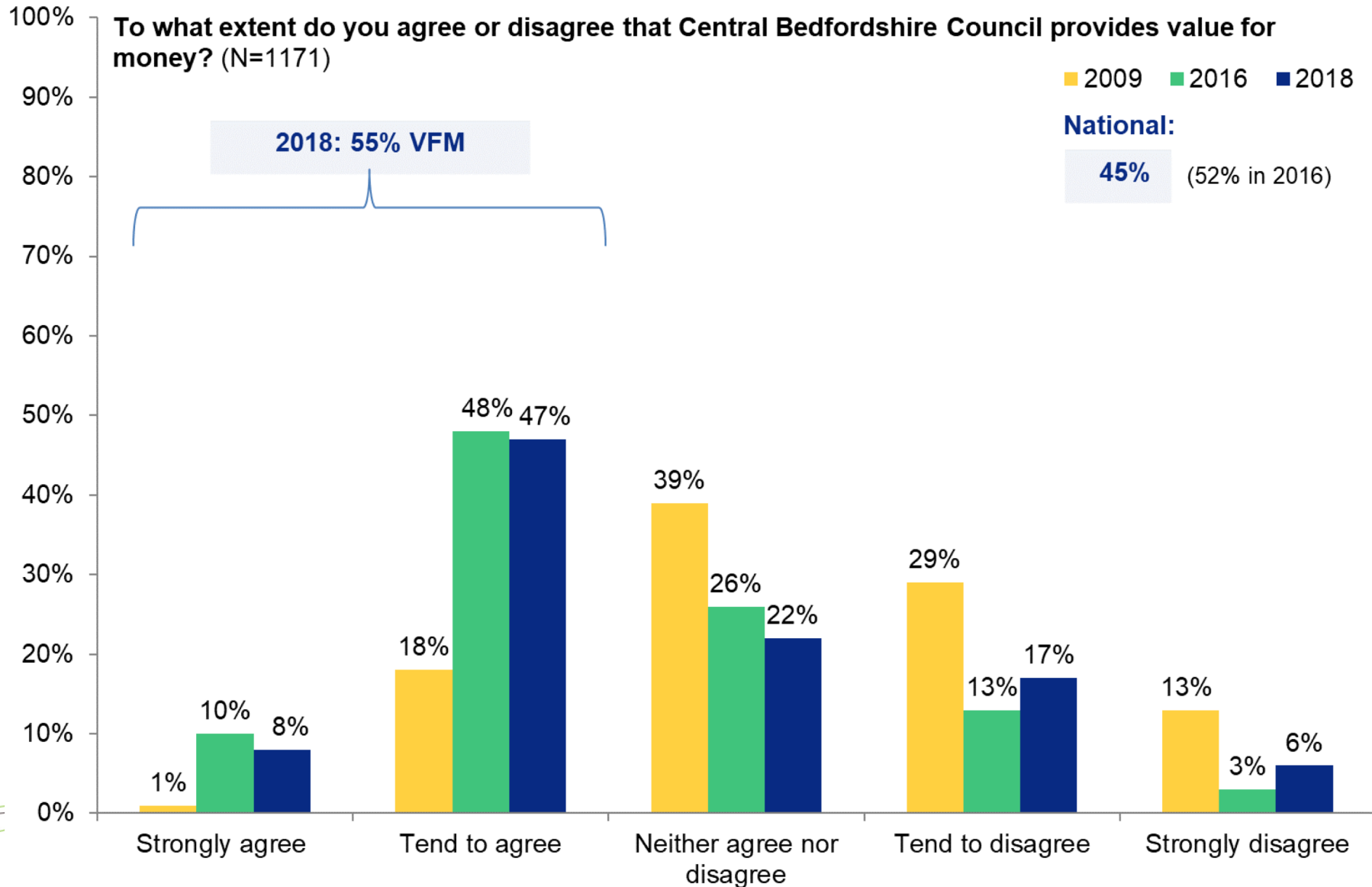


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Value for money



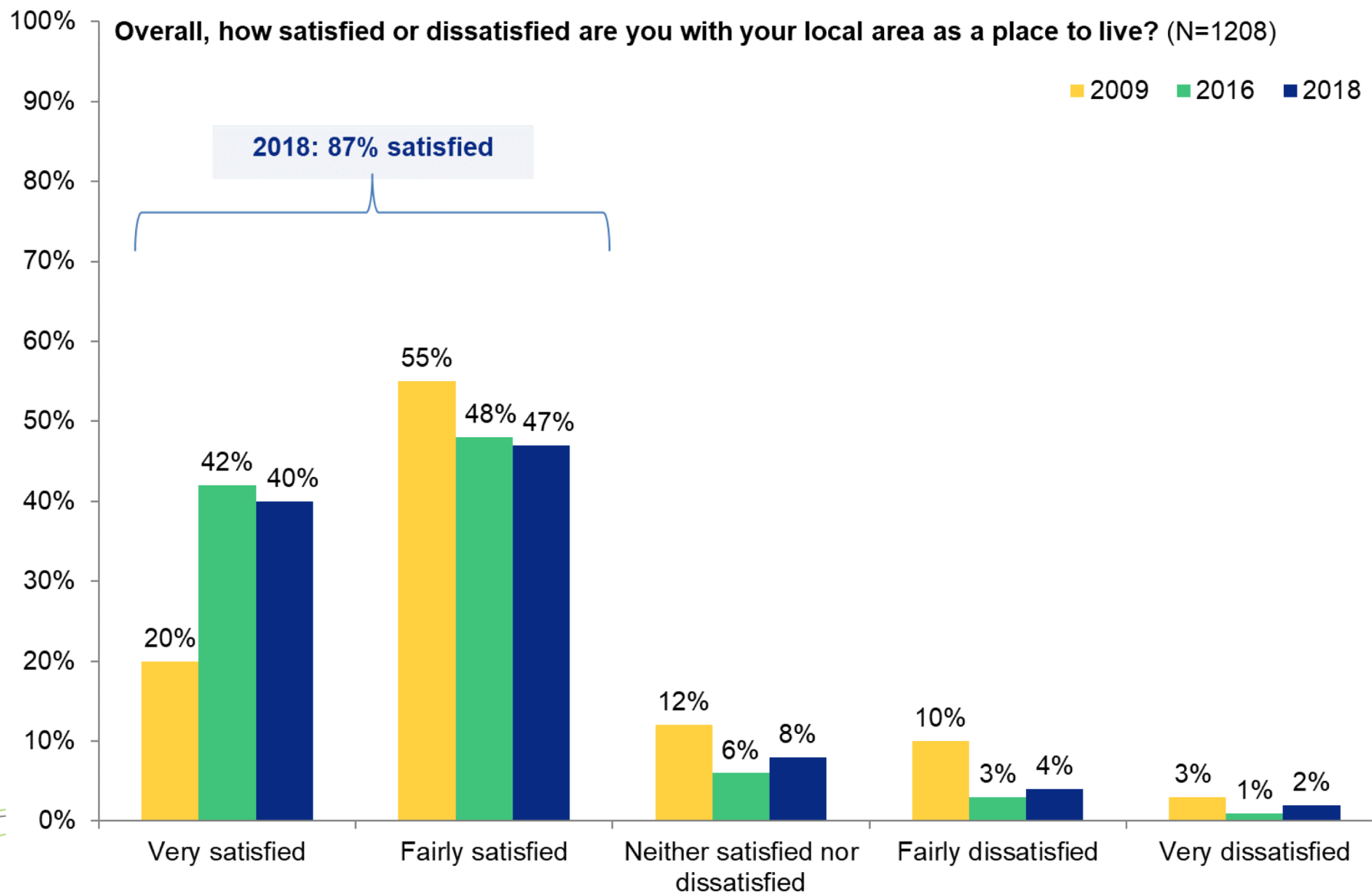
Value for money



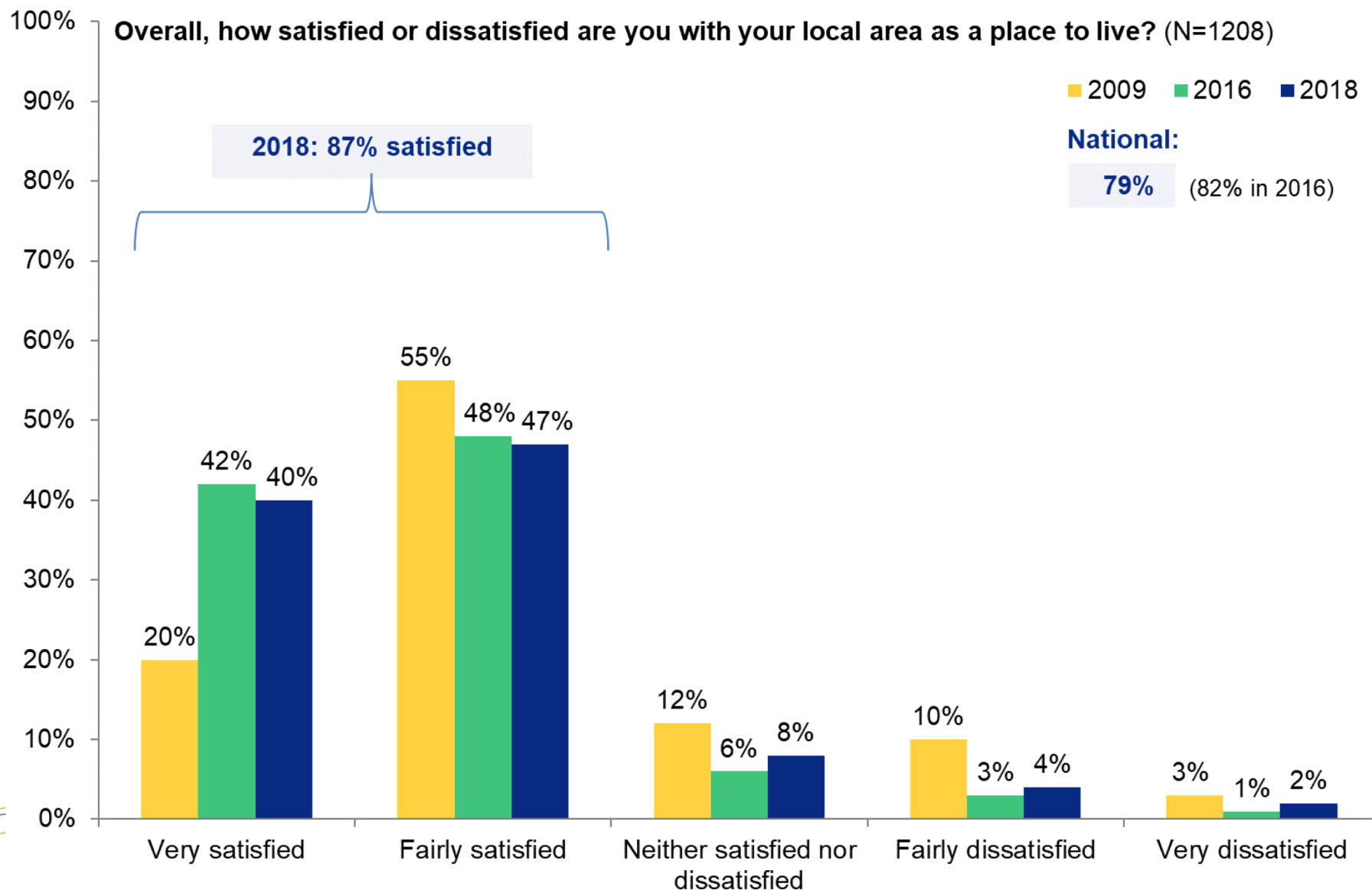
**How are residents feeling about their
lives and communities?**



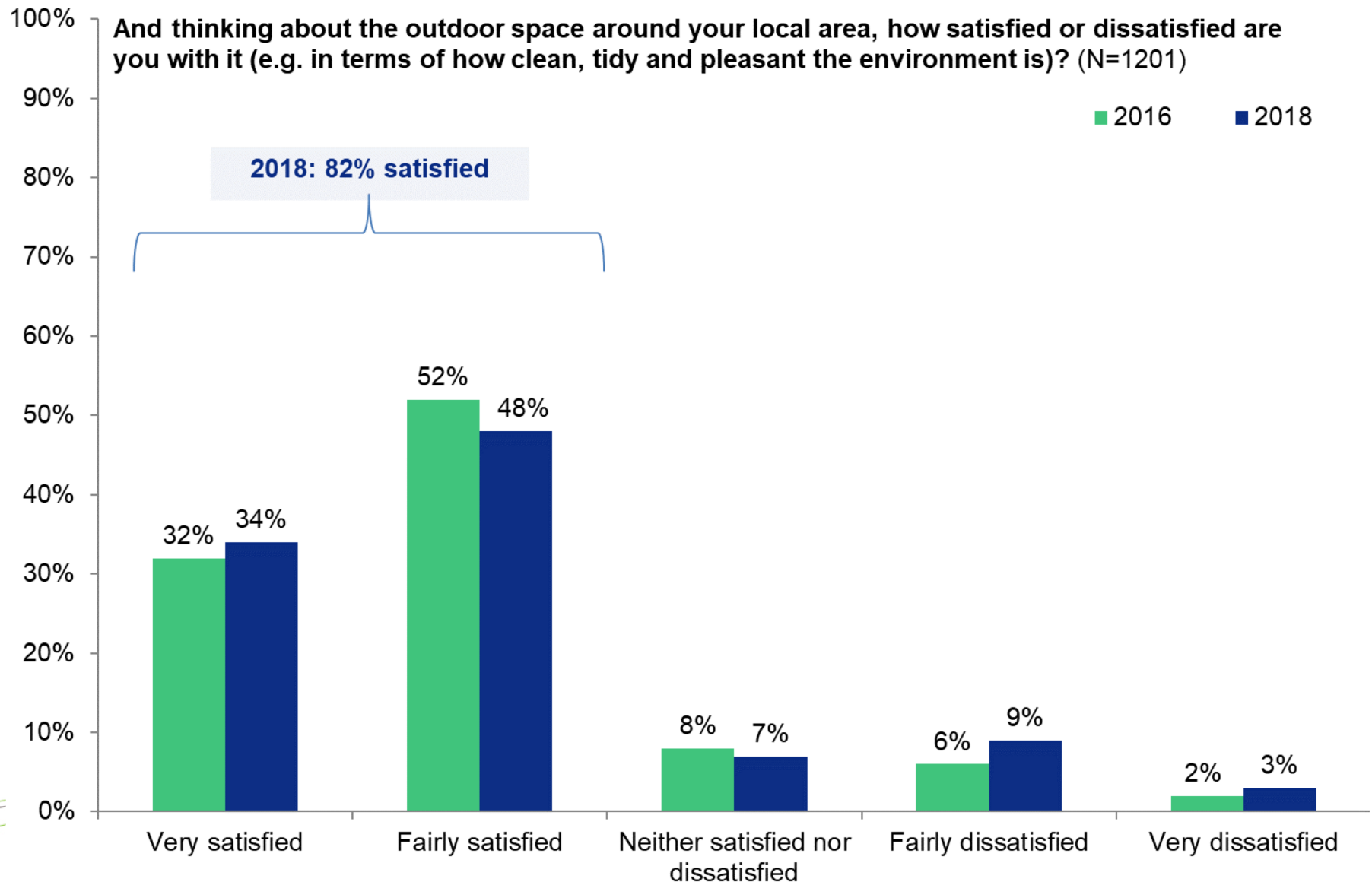
Satisfaction with area as a place to live



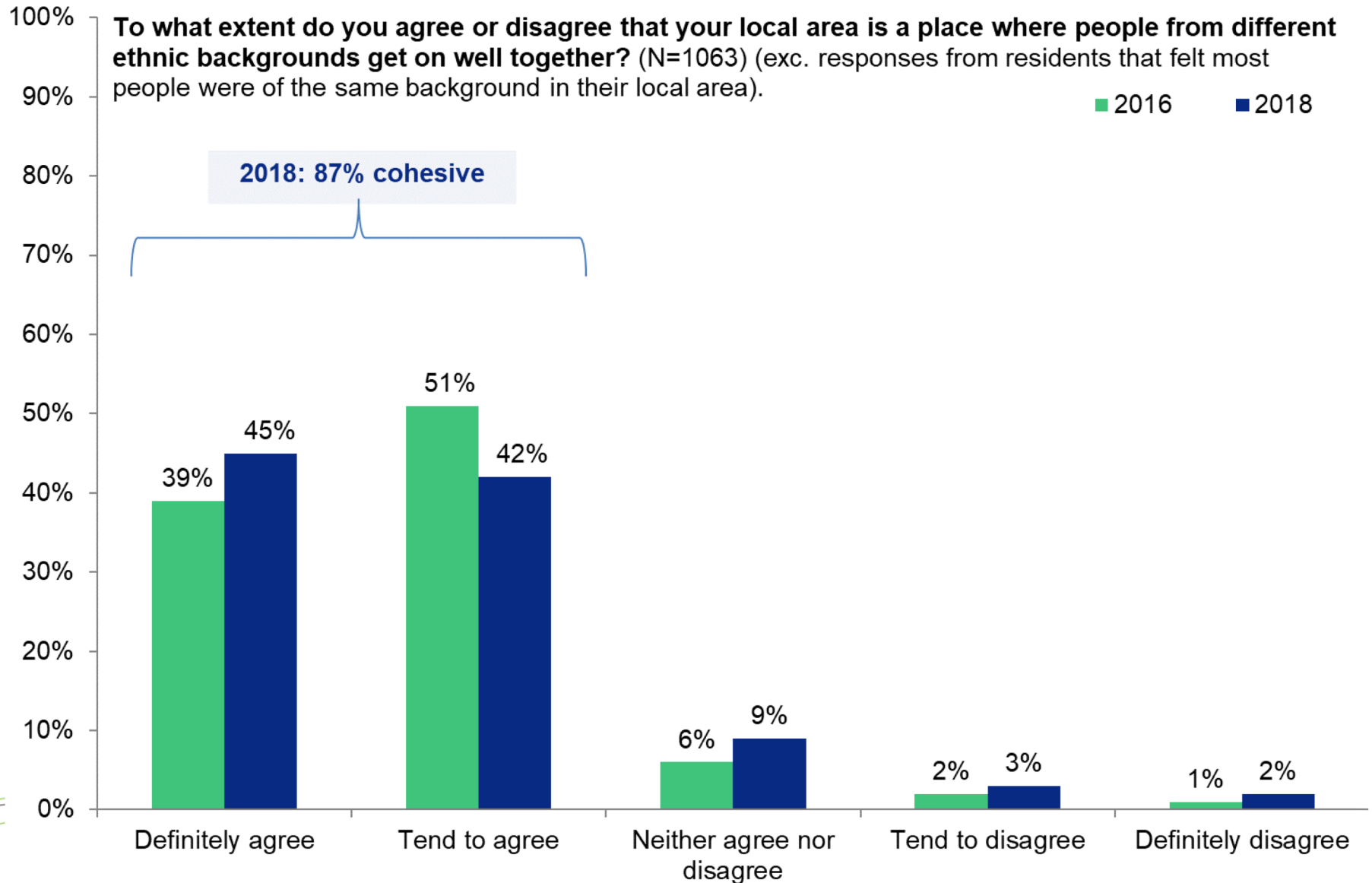
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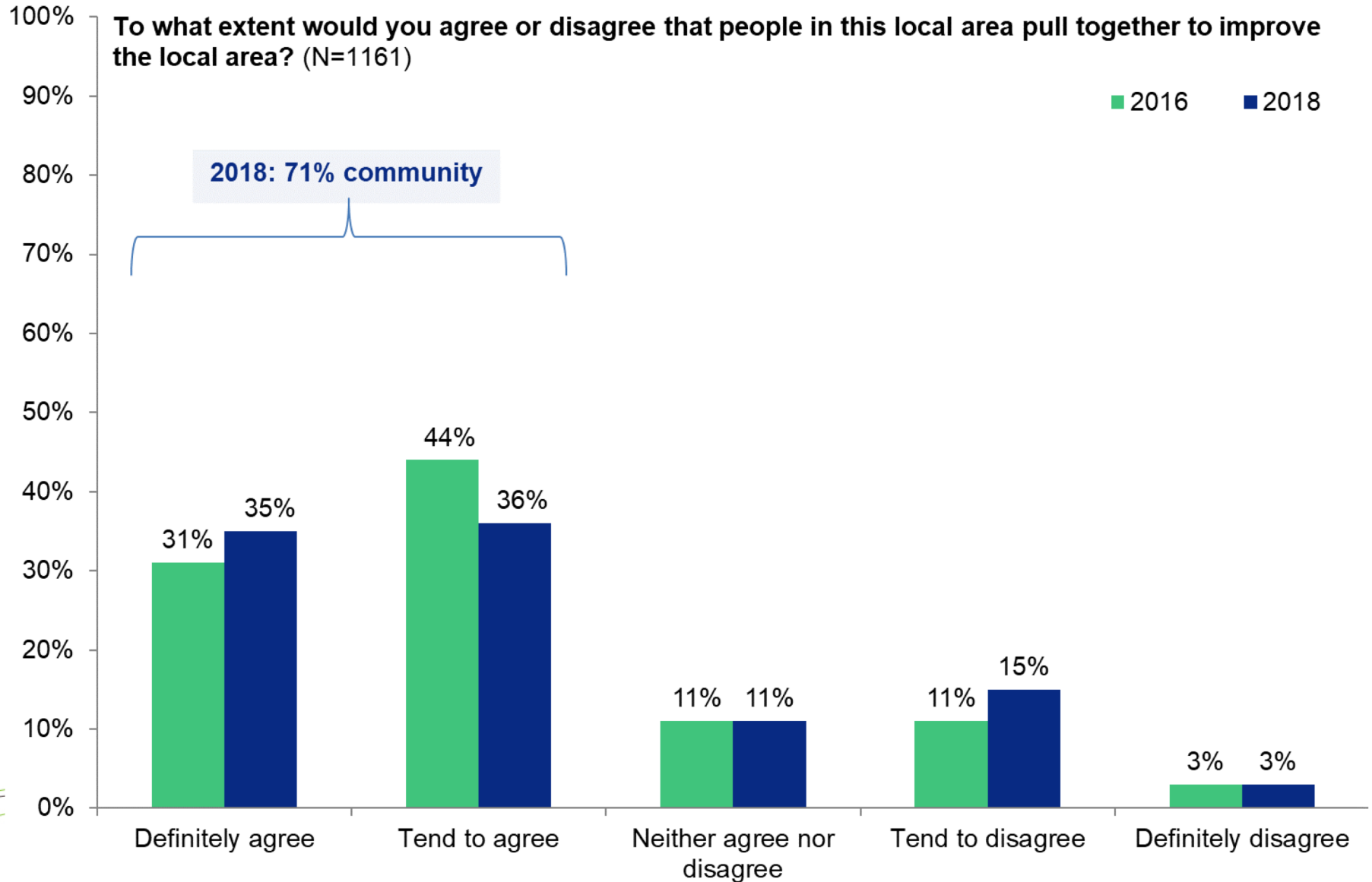
Satisfaction with local outdoor space



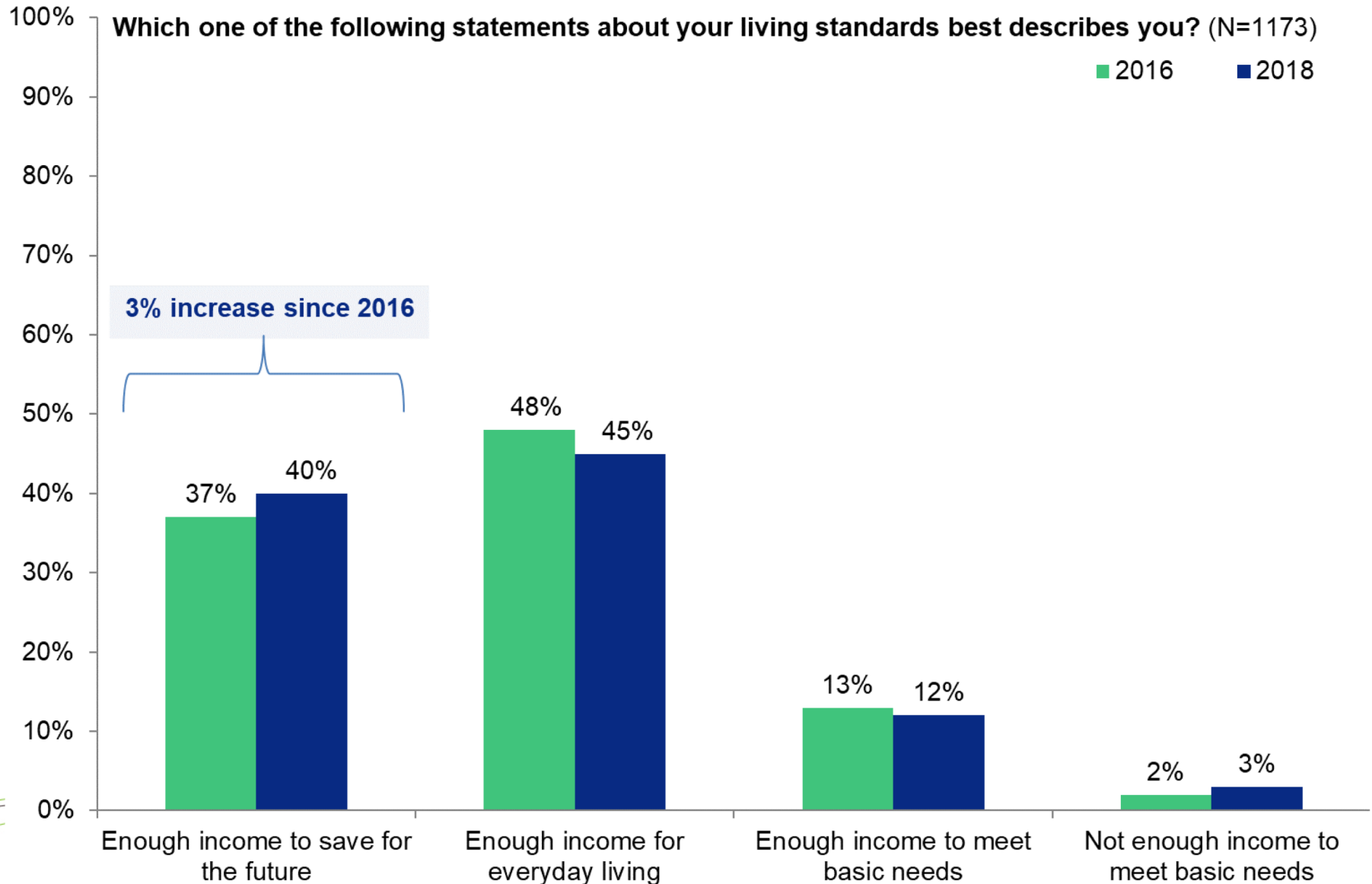
Cohesion



Community spirit



Living standards



Top issues that influence residents perceptions of an area

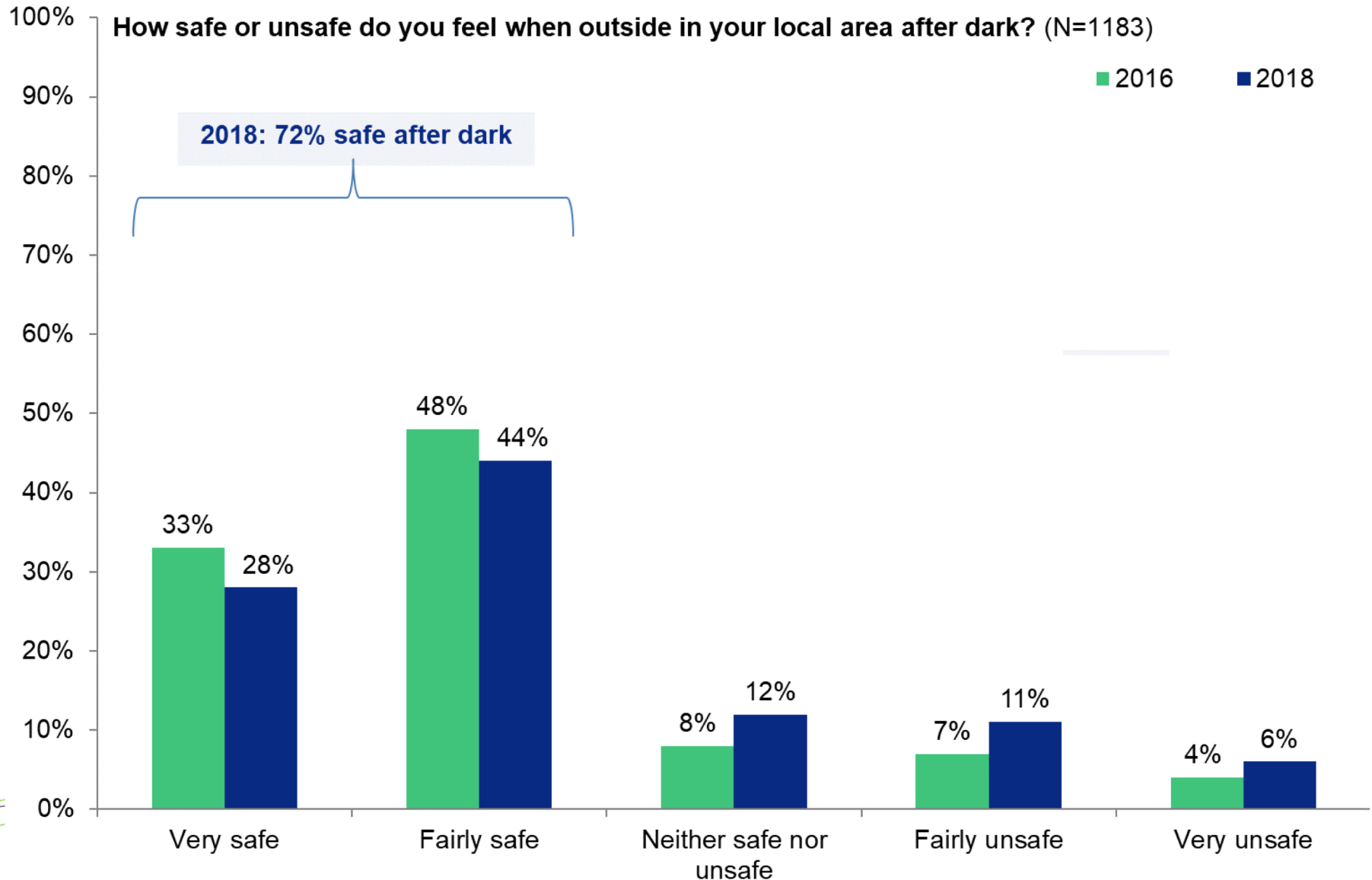
Important

- Level of Crime and ASB
- Clean streets
- Country parks, open spaces and RoW
- Public transport
- Shopping facilities
- Education provision

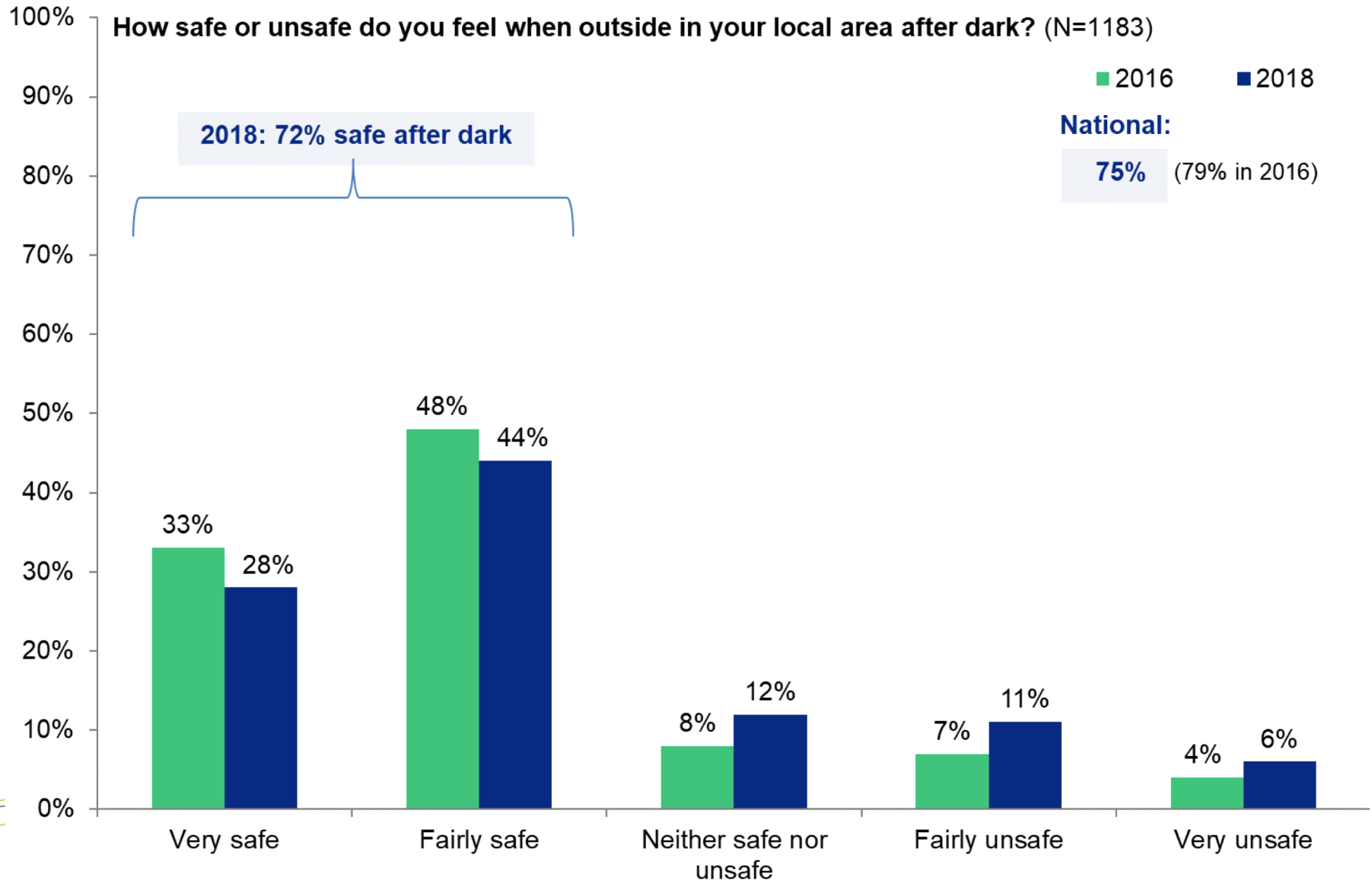
Needs improving

- Road / pavement repairs
- Level of Crime and ASB
- Shopping facilities
- Public transport
- Traffic congestion

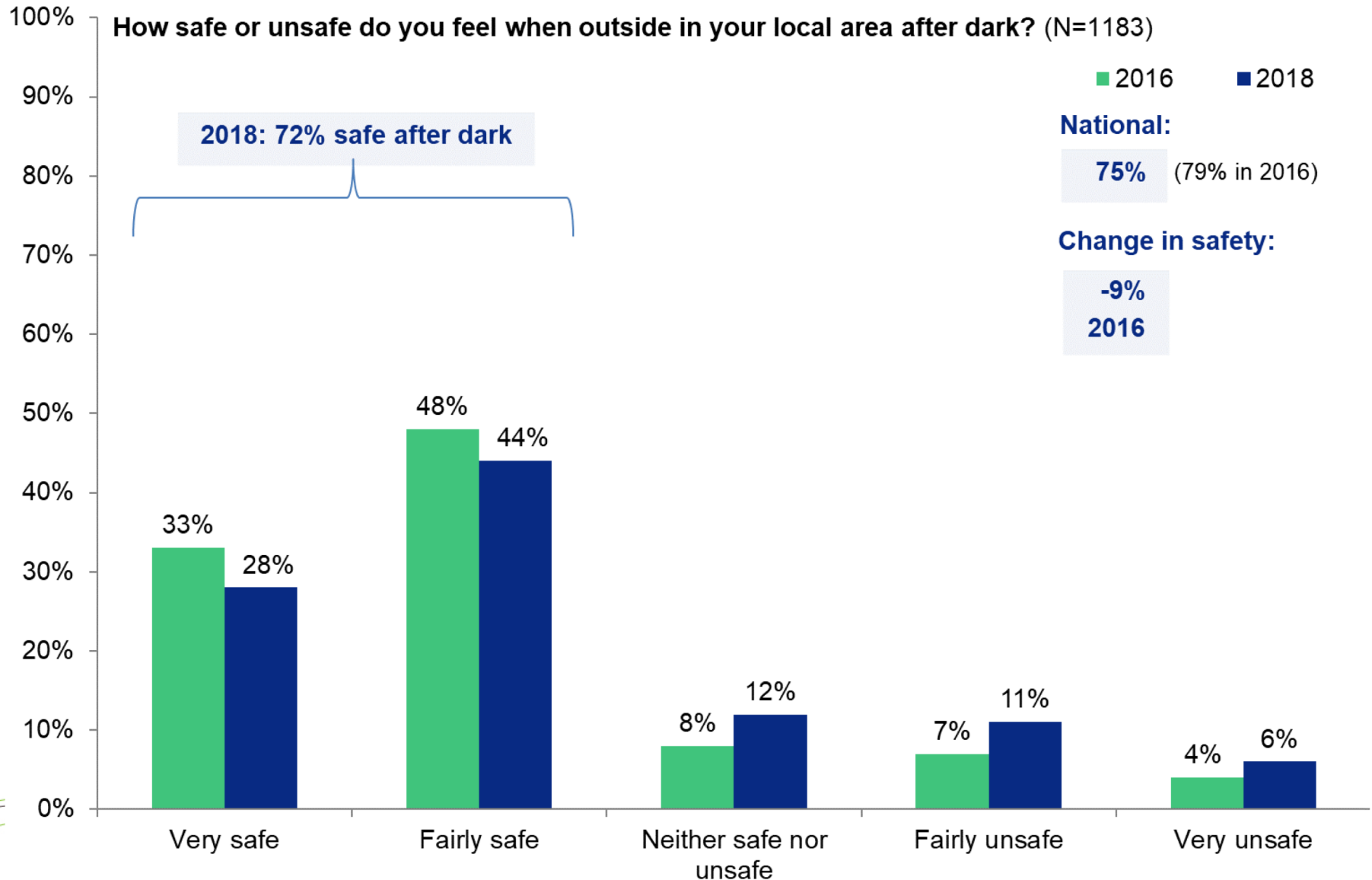
Feeling safe – after dark



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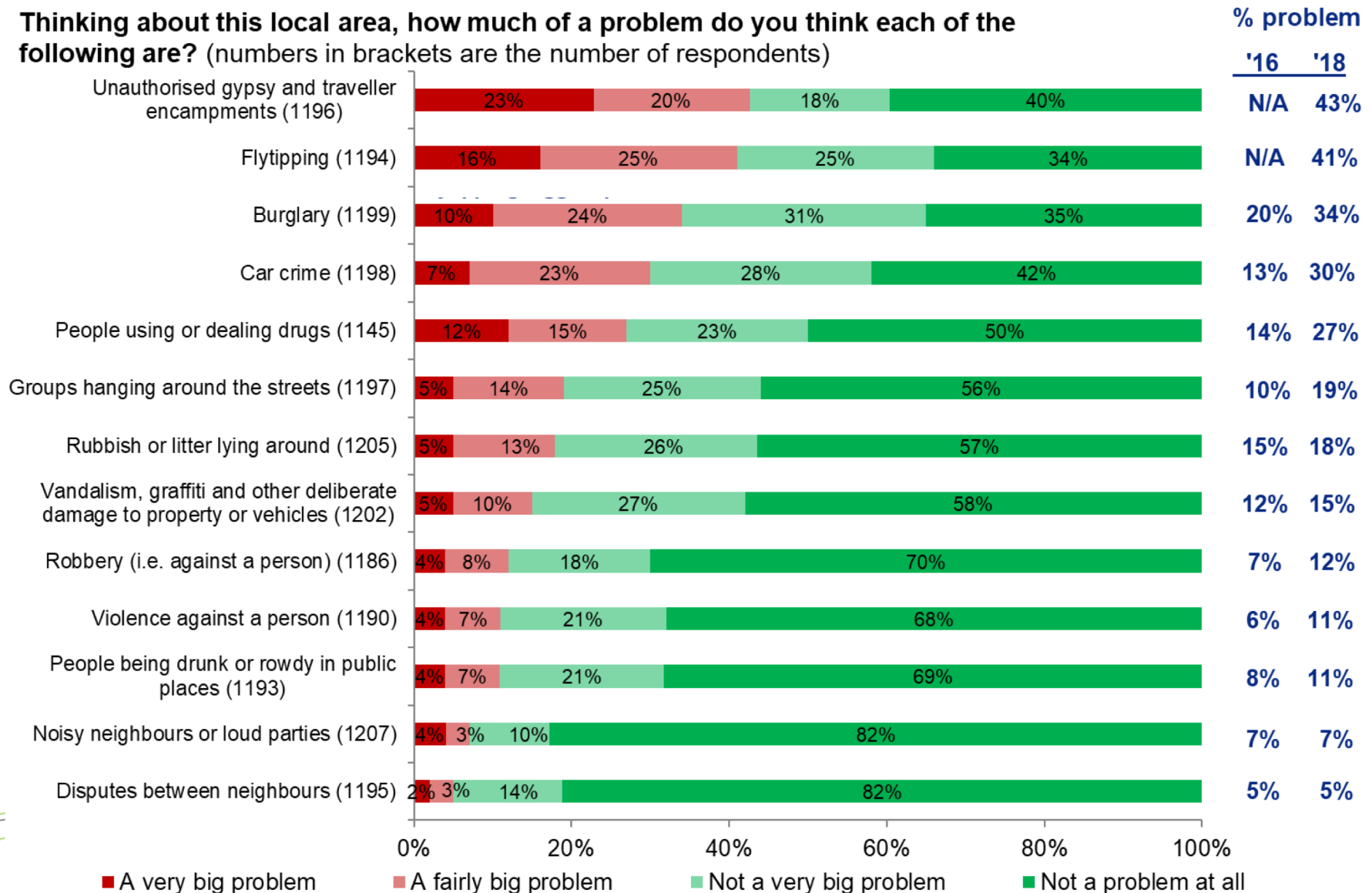
Reasons for feeling unsafe

The main responses are:

- Groups of people
- Crime and ASB
- Lack of police visibility

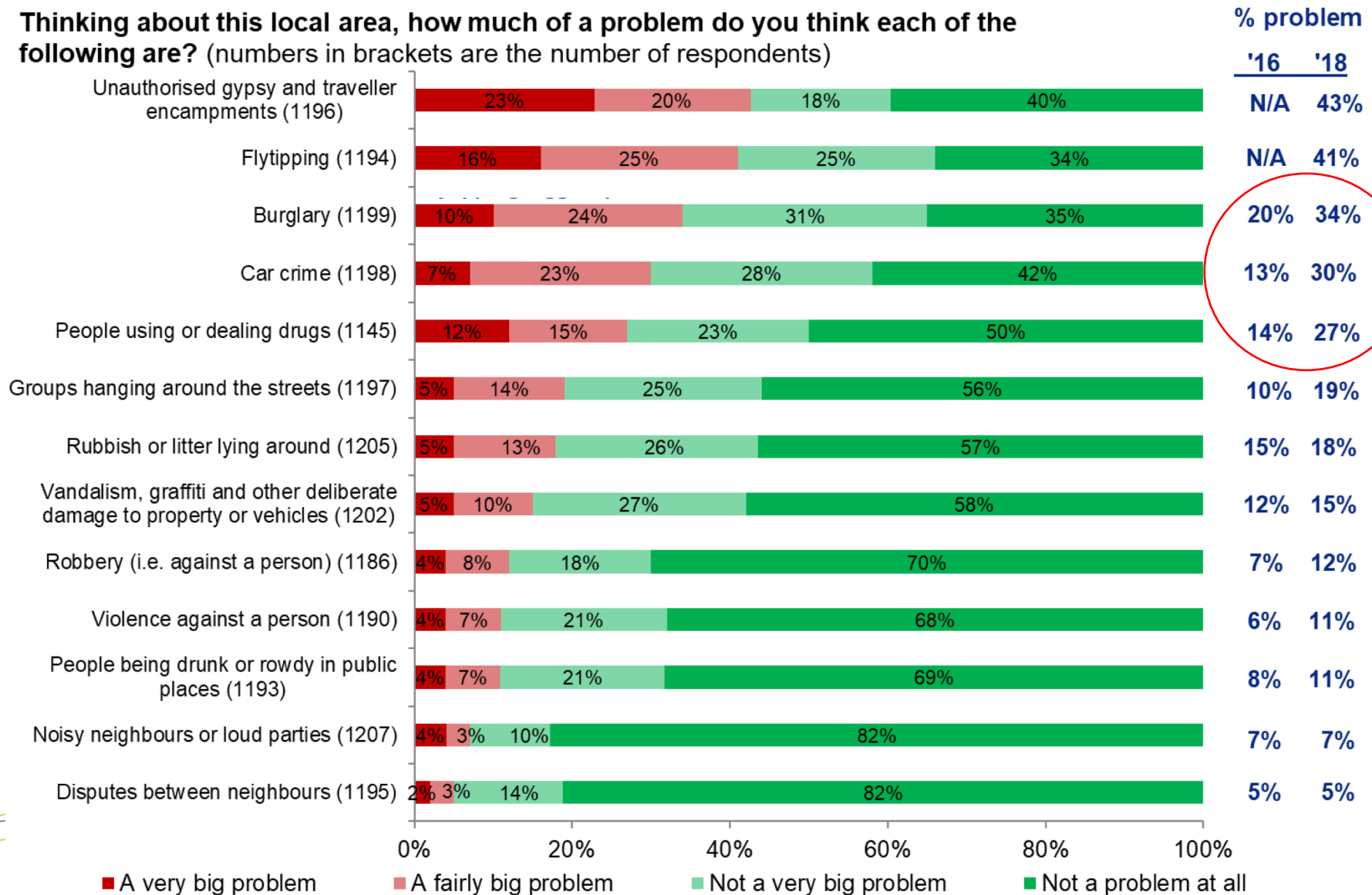
Community concerns

Thinking about this local area, how much of a problem do you think each of the following are? (numbers in brackets are the number of respondents)



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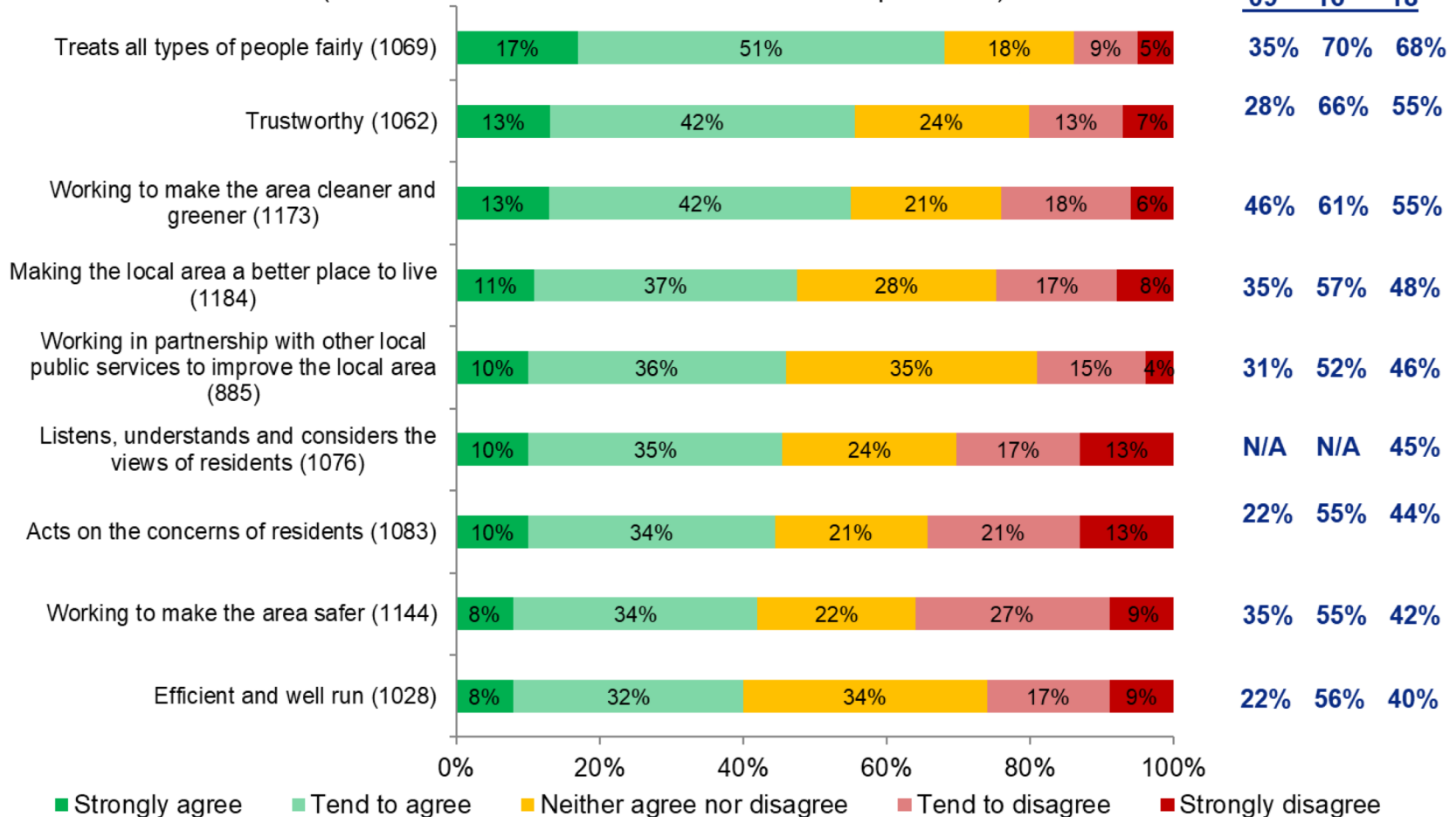


Perceptions of the Council's role in our communities

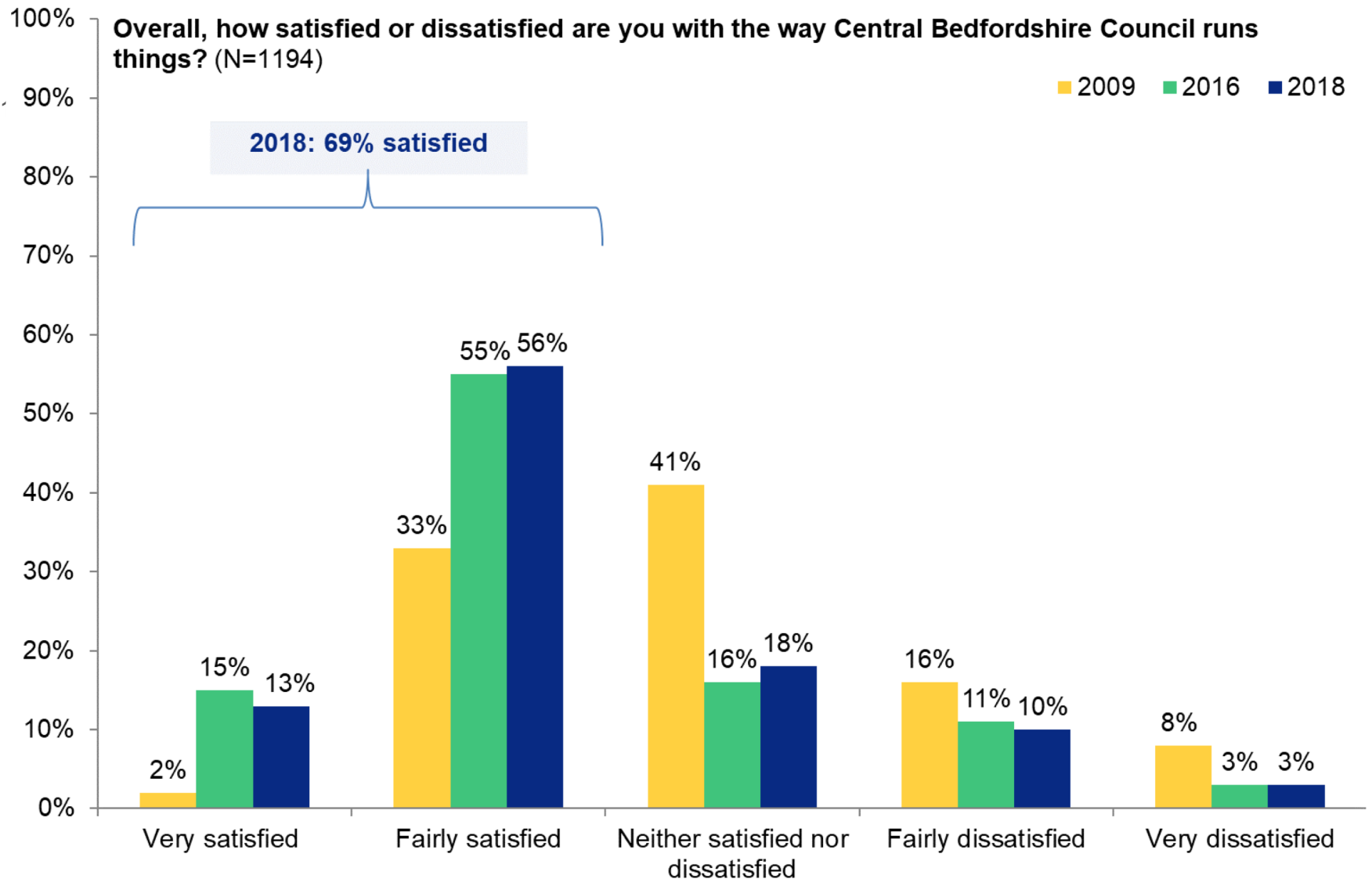
To what extent do you agree or disagree with the following statements about Central Bedfordshire Council? (numbers in brackets are the number of respondents)

% agree by year

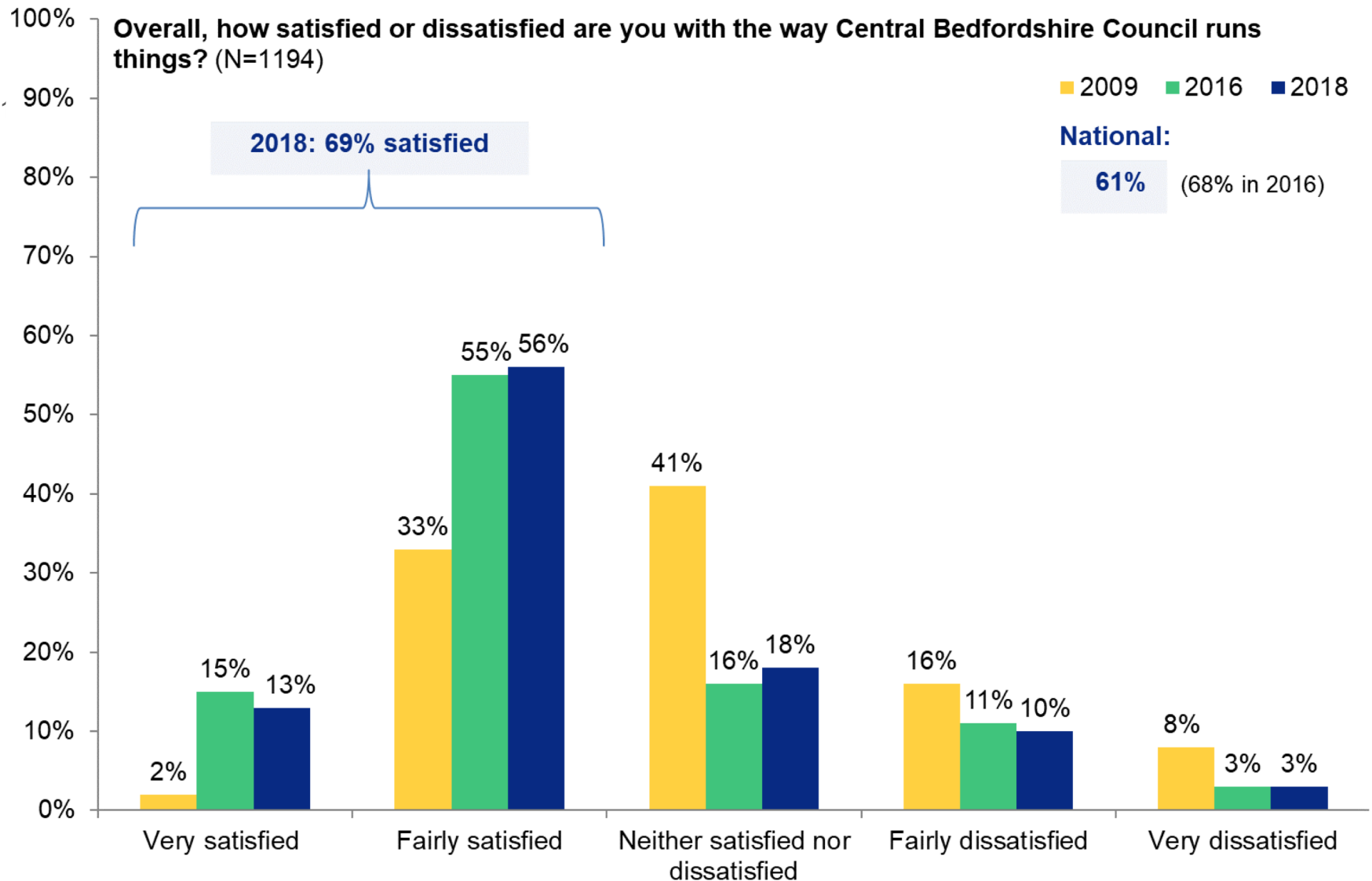
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Perception of the Council's service quality



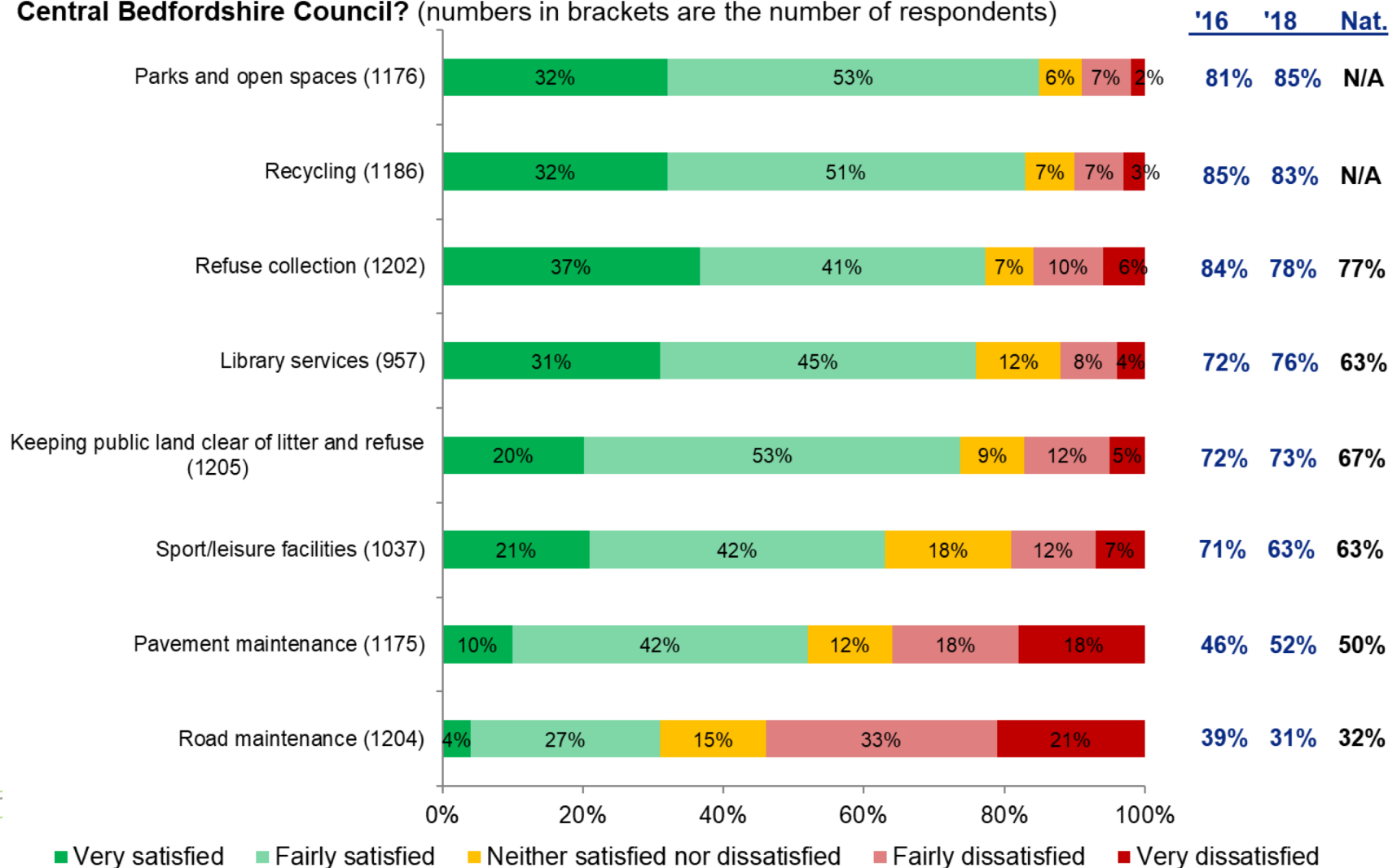
Perception of the Council's service quality



Satisfaction with specific council services

How satisfied or dissatisfied are you with each of the following services provided by Central Bedfordshire Council? (numbers in brackets are the number of respondents)

% satisfied by year



The future



What would you like Central Beds to be like in 15 to 20 years time

- No change
- Safe
- Prosperous and thriving
- Responsive and efficient Council
- Community spirited
- Facilities for young and old
- Education and schools
- Good transport
- Clean