

## CHAPTER 4

### THE 2001 RESIDENTS SURVEY

Every three years the Council carries out a survey to find out what Leicester people feel about its services and facilities. In 2001 the Council in partnership with Leicestershire Health Authority carried out such a survey. The result of the survey has given us very useful feedback. This feedback was examined and summarised in a report published in February 2002 which is available on the Council's website. [www.leicester.gov.uk](http://www.leicester.gov.uk). It sets out areas where the Council has made some improvements since the last survey that was carried out in 1998.

The residents survey should not be confused with the Best Value survey carried out in 2000, the results of which are reported in appendices 4 – 10 of the BVPP. The 2000 BVPI survey used different survey methods, eg, the BVPI survey was a postal survey whilst the residents survey was done using face to face interviews. Also the BVPI survey was carried out for the first time in 2000 and there is no other similar data to compare the results with until the next BVPI survey in 2003.

the 2001 residents survey highlights important concerns for local residents as well as Council services people felt least satisfied with.

Key results of the 2001 residents' survey show that:

- There was a 6% net increase in satisfaction with the running of the Council
- Satisfaction with Leicester as a place to live is high at 80%; the net satisfaction rate of 67% has remained unchanged since 1998.
- Satisfaction of users with schools and adult learning showed 81% of users were satisfied with primary schools in 2001, compared with 77% in 1998.
- Satisfaction with secondary schools remained at 66%; a period when secondary reorganisation was taking place.
- Levels of satisfaction with Adult Learning provision are amongst the highest in the country, increasing from 76% in 1998 to 85% in 2001.
- Satisfaction with the neighbourhood as a place to live has declined over a long period with net satisfaction declining from 67% in 1998 to 63% in 2001, but still remains fairly high (77% of respondents very or fairly satisfied)
  - Satisfaction with arts and entertainments is 82% compared with 72% in 1998.
  - Satisfaction with museums is 85% compared with 84% in 1998.
  - Satisfaction with libraries is 81% compared with 87% in 1998.

The decrease can be explained by the proposed library closures in 2000 subsequently withdrawn

- Satisfaction with Sports facilities is 62% compared with 75% in 1998.

The decrease can be explained by the closure of two central sports centres. A new sports centre is under development.

- 44% of respondents feel that the council is too remote and impersonal (1998: 45%).
- 37% of respondents feel the council gives good value for money, 33% disagree – a net improvement of 4% over 1998.
- 80% of respondents feel the council needs to make more effort to find out what local people want (up 2% on 1998).

[Net satisfaction for individual services, including comparisons with the previous survey where possible, are shown in the attached table.]

### Net Satisfaction with Council services

Services	1998 (%)	2001 (%)
Pavement maintenance	-7	-4
Public conveniences	0	-47
Recycling	78	79
Road maintenance	28	25
Refuse collection	82	77
Street cleaning	53	33
Street lighting	74	71
Adult education	69	79
Housing	36	27
Libraries	82	71
Museums	80	79
Parks	54	57
Primary schools	66	70
Secondary schools	48	45
Sports/swimming facilities	46	35
Social services	45	47
Community, neighbourhood and youth centres*		49
Cemeteries and crematoriums*		63
Allotments*		74
Family centres, nursery schools*		53
Cycle lanes/facilities for cyclists*		35
Leicester/Beaumont Leys markets*		85

Base: Users of services

§ Net satisfaction is calculated by subtracting all negative responses from all positive responses.

\* No comparative figures available.

The top seven priorities for local people in the report have been brought together to form an action plan. The action plan on the following pages show what the Council is doing and will be doing over the next few years to improve its services in these areas. The Revitalising Neighbourhoods programme will

also help to make services more accountable and relevant to the needs of local people.

To help you understand the table better the following key is offered to explain the headings contained within the action plan.

<b>Column heading</b>	<b>Definition</b>
Current Activity:	This column explains what current activities are happening in relation to the issue identified under the respective priority area/issue. This may include Best Value reviews, Community Plan activities, Public Service Agreement etc
Response to survey findings:	This will include activities which are directly a response to the survey findings or will positively contribute to the improvement of identified service delivery areas.
Department/Partnership responsible:	This identifies the Department or Partnership responsible for delivering the targets set within the plan.
PI with which performance will be measured:	This column identifies the performance indicator by which performance of the priority areas will be measured.
Current Performance:	This identifies the most current performance data available.
Target performance:	This is the improvement target to be achieved.
Completion Date:	The date at which the target should be achieved.

## Residents Survey 2001 Action Plan

Current Activity, e.g., BV reviews	Response to survey findings	Department/ partnership and Officer responsible	PI by which performance will be measured	Current performance	Target performance	Completion date
<b>Priority 1 To improve information provision to residents</b>						
The Year 1 Best Value review of communications and promotions within the Council has resulted in the formation of an implementation plan.	Development of corporate communications strategy by 31.10.02	Chief Executive's Mark Bentley	% who feel informed about the services, standards and benefits provided by the Council.	% Very or fairly well informed: 46%	% Very or fairly well informed: 66%	By next survey (2004)
	Revitalising Neighbourhoods communications strategy by <u>30.6.02</u> and subsequent implementation		% of residents who have seen a copy of the Link in the last few months.	: 76% seen a copy within last few months	95% <u>seen a copy within last few months</u>	December 2002
	Improvements to Leicester Link ( <u>regularly review content, design and distribution, ensuring high levels of readership, effective delivery and improving revenue streams; develop new opportunities for supplements and link related publications on specific topics</u> ).		% of residents who have read the Link	Readership: 37% read all or most	Readership: 50% <u>read all or most</u>	By next survey (2004)
<b>Priority 2 To tackle community safety issues of concern to local residents</b>						
A Crime and Disorder Strategy has been developed to tackle 7 key crime and	The priorities identified in the Strategy very closely correspond to the concerns about community safety expressed in the 2001	Leicester Partnership against Crime and disorder	Reducing dwelling burglary by 1,000 households Reduce vehicle crime by 1,000 population Reduce violent crime by	2001/02 BV 126 The number of domestic burglaries per	BV 126 Reduction in burglary by 6% Reduce vehicle crime by 6%	March 2005

Current Activity, e.g., BV reviews	Response to survey findings	Department/ partnership and Officer responsible	PI by which performance will be measured	Current performance	Target performance	Completion date
disorder priorities for Leicester over the next 3 years (2002-03). The Year 3 Best Value review of crime and disorder is also currently ongoing.	residents survey. The three areas from the strategy of most concern to residents included here are burglary, violent crime and vehicle crime.	Deborah Forbes	1,000 per population	1000 households: 29 (actual); BV 128 The number of vehicle crimes per 1000 population: 27.4 (actual) BV127 The number of violent crimes per 1000 population: 26 (actual)	Reduce violent crime by 3%	
In addition the Council is setting a target in its Public Service Agreement (PSA) to reduce domestic burglary in Leicester.	The results of the survey have been used to support the need for pump priming funding from central government.		BV126 Number of burglaries per 1000 households.	See above	To be agreed through negotiations with the Government.	May 2005
<b>Priority 3 To improve facilities for children/teenagers</b>						
The Leicester City Youth Work Strategy is being developed.	To provide, in conjunction with the voluntary youth service, all young people with reasonable access to youth provision  To increase available opening hours of larger Youth Centres	Education Paul Vaughan	Within 1 mile radius of their home  % Open at least 10 hours per week	Not established  Not known. To be defined by current planning	In 1 <sup>st</sup> year to map and plan youth service provision with Vol. Sector to identify gaps/ improvements needed	March 31 <sup>st</sup> 2003

Current Activity, e.g., BV reviews	Response to survey findings	Department/ partnership and Officer responsible	PI by which performance will be measured	Current performance	Target performance	Completion date
	To secure sufficient available provision in school holidays		% Of Youth Centres open in school holidays & Summer Activities programmes	process Not known. To be defined by current planning process		
	To increase the number of young people regularly involved with youth service provision		% Of youth population reached across the city by Cluster area	Accurate baseline being established approx.7% for statutory service. Not yet known for voluntary sector	1 <sup>st</sup> year target (for statutory sector) 10% minimum per cluster rising to 20% over 3/5 years	March 31 <sup>st</sup> 2003
	To increase the number of young people regularly involved with youth service provision in the most disadvantaged areas of the city		% Of targeted youth groups reached in 13 poorest wards (DETR)	Baseline not known. To be established	To increase on baseline by at least 25% in year 1	March 31 <sup>st</sup> 2005
	To decrease anti-social behaviour by young people in target areas in conjunction with housing & police		Improvement in relationships with local community & reduction in reported behaviour at times when additional youth provision is open	To be established by pilot projects	To be established by pilot projects	March 31 <sup>st</sup> 2003
	To provide young people with reasonably accessible IT-based Advice & Information Service as part of Connexions Service		Within 1 mile radius of every young person's home	Not known. To be defined by current planning process	Within 1 mile radius of every young person's home	March 31 <sup>st</sup> 2003

<b>Current Activity, e.g., BV reviews</b>	<b>Response to survey findings</b>	<b>Department/ partnership and Officer responsible</b>	<b>PI by which performance will be measured</b>	<b>Current performance</b>	<b>Target performance</b>	<b>Completion date</b>
One education goal within the Community Plan is to provide a range of activities for children and young people both during and out of school term.	To increase homework club sessions in libraries	Cultural services and Neighbourhood Renewal Nicky Morgan	Number of homework club sessions in libraries	No data available yet as this service is new.	1,156	March 31 2003
	To provide additional out of school hours sports and leisure facilities.	Harnek Kandola	Number of children in after school and weekend sessions led by sports and leisure facilities	2001/02: 28 743	29 030	March 31 2003
	To increase coaching in schools.		Number of children in sport and leisure facilities during term, daytime	2001/02: 196, 491	198, 456	March 31 2003
	To increase its provision of holiday schemes to encourage young people to take part in sporting activities in out of term time.		Number of children attending holiday scheme sessions organised by sports	2001/028362	8445	March 31 2003
<b>Priority 4 To improve satisfaction ratings among users of council housing services</b>						
An independent review on the information needs of people using housing services was conducted.	1.To produce City Housing News from twice a year to three times a year 2. To consult tenants on the information we provide	Housing Russell Taylor	1. Production of City Housing News three times a year. 2. Feedback which results from consultation.	Plans in place – about to implement.	To keep clients better informed and to allow them to participate in this process. To be completed over the financial	March 31 <sup>st</sup> 2003



Current Activity, e.g., BV reviews	Response to survey findings	Department/ partnership and Officer responsible	PI by which performance will be measured	Current performance	Target performance	Completion date
	<p>3. To include additional information in the Annual Report as requested by Tenants.</p> <p>4. A quarterly newsletter will be sent to tenants in Sheltered Accommodation.</p>		<p>3, Production of extended Annual Report to Tenants.</p> <p>4. Production of quarterly newsletter for people living in sheltered accommodation</p>		year 2002/03.	
<p>In preparation for the Best Value review of housing services in 2005 an assessment was carried out on the customer care elements of the service in 2001. The customer care initiatives mentioned in this action plan were developed as part of the Tenants' Compact. The Housing Department is also developing ways to retain and attract skilled staff and formal targets/plans are not yet in place.</p>	<p>Planned improvements:</p> <p>1. Recruitment of Voids Officers to assist with viewings and to make early contact with new tenants.</p> <p>2. Officers to support the new Emerging Communities by raising awareness and highlight any gaps in the service.</p> <p>3. Induction Programmes will provide a 4-week in-depth training for new staff so that they can deal with enquiries in a more responsive manner. This will also be used as a refresher course for existing staff.</p>		<p>1. Recruitment of 2 Voids Officers in April/May 2002</p> <p>2. 6 new Emerging Communities posts to be recruited towards the end of April/May 2002.</p> <p>3. New induction programmes to be implemented in April 2002.</p>	<p><b>Improving Customer Care:</b> Funding is in place to provide the aforementioned officers towards the beginning of the next financial year</p>	To improve quality/satisfaction of service delivery.	Officers should be appointed by June 2002
<b>Priority 5 To improve satisfaction ratings among users of secondary school services</b>						

<b>Current Activity, e.g., BV reviews</b>	<b>Response to survey findings</b>	<b>Department/ partnership and Officer responsible</b>	<b>PI by which performance will be measured</b>	<b>Current performance</b>	<b>Target performance</b>	<b>Completion date</b>
<p>1. Education Development Plan sets out actions to raise standards and improve quality in Secondary Schools.</p> <p>The Secondary Review Building Programme is an extensive refurbishment and new build programme which will contribute towards raising standards.</p>	<p>1. Hold meeting with secondary school head teachers/Principals to review survey findings.</p> <p>2. Draw up Communications Strategies to address issues:</p> <ul style="list-style-type: none"> <li>• Schools</li> <li>• Departments</li> </ul>	Education Sarah Tunaley	An increase in satisfaction by both: 1. users of the service, and 2. all respondents	<p>Importance rating for Secondary Schools is high 27%.</p> <p>Satisfaction with Secondary Schools: 1. All respondents 26% (net) 2. Service Users 45% (net)(Residents survey 2001)</p>	<p>Satisfaction with Secondary Schools: 1. All respondents 35%. 2. Users of the service – 55%</p>	By next Survey
In addition an education target is being set within the Council's Public Service Agreement with the Government.	The PSA target is to raise educational standards in the city by increasing educational attainment at GCSEs.		% of pupils obtaining 5 or more GCSEs at grades A* - C in the examinations summer 2004.	38% of pupils obtained 5 or more GCSEs at grades A* - C in summer 2001.	<p>Performance expected without PSA is 45% obtaining the grade. A target "with PSA" will be agreed With the Government by May 2002.</p>	Summer 2004
<b>Priority 6 To improve satisfaction ratings for the street cleaning service</b>						
The street cleaning service is currently being reviewed	The City Council has recognised the decrease in satisfaction with street	Environment, Regeneration and	1.% of street inspections meeting the grade acceptable or above in the city centre	1. 70% of street inspections meeting the	Targets will be agreed with the Government by	March 2003 PSA 2005

Current Activity, e.g., BV reviews	Response to survey findings	Department/ partnership and Officer responsible	PI by which performance will be measured	Current performance	Target performance	Completion date
under the Environmental Services Best Value Review. It will cover, graffiti removal, sweeping, removal of fly posting. Its separate city centre pilot will start on 1.5.02 and finish on 31.09.02.	cleaning and has committed additional resources to improve the service and has identified the Public Service Agreement as a partner initiative. This should raise the standards of cleanliness in the city centre to help make Leicester a place where people are proud to live.	Development John Hackman	under the public cleansing contract cleansing index. 2. Reduction in the amount of graffiti/fly-posting and fly tipping in the city centre.	grade acceptable or above in the city centre under the public cleansing contract cleansing index. 2. No data available. Base line to be established under the PSA.	May 2002.	
<b>Priority 7 Improving contact with the Council</b>						
The Council is developing its web site, improving telephone access and piloting a neighbourhood mini customer services centre. The option of setting up a number of call centres along the line of the housing repairs service is being considered.	<p>1. To be able to pay invoices on-line; To develop an on-line job application service; To develop an on-line booking and renewal service for Library users.</p> <p>2. Stationary (eg, letters) will only include departmental contact details, the switch board number will not be included; The customer care standards include a target that all calls will be answered within 15 seconds.</p> <p>3. A customer service centre</p>	Resources, Access and Diversity Jill Craig	<p>1. How the internet site rates in national surveys; Numbers of users; Customer Feedback.</p> <p>2. Numbers of queries to the switchboard.</p> <p>Performance against target of 90% of calls being answered in 15 seconds. Customer Feedback.</p> <p>3. Numbers of visitors. Customer Feedback.</p>	<p>2001/02</p> <p>1. One of top ten Unitary sites N/A data to be collected N/A data to be collected</p> <p>2. 7000 calls per week; 79% of calls answered within 15 seconds</p> <p>3. N/A data to be collected</p>	<p>1. One of top five Unitary sites N/A target to be set after data collection; N/A target to be set after data collection</p> <p>2. A reduction in calls via the switchboard. 90% of calls answered within 15 seconds.</p> <p>3. 13, 000 visitors per year</p>	<p>May 2002; Oct. 2002; May 2002</p> <p>April 2003</p> <p>Jan 2003</p>

Current Activity, e.g., BV reviews	Response to survey findings	Department/ partnership and Officer responsible	PI by which performance will be measured	Current performance	Target performance	Completion date
	will be opened in New Parks.					

If you would like more information on the residents survey or the action plan please contact Haseeb Ahmad, Chief Executive's Office, Tel: (0116) 252 6086. For more information on Public Service Agreements please see Chapter 5