

# REPORT TO RESPOC

8<sup>TH</sup> SEPTEMBER 2009

## TITLE OF REPORT – PLACE SURVEY RESULTS

### SUMMARY

The report provides an analysis of the top line results for the Place Survey. The analysis highlights areas where residents perceive that the council is performing well, and areas where there is potential for improvement.

### RECOMMENDATION

That the committee note the report.

### BACKGROUND

In 2008/09 the Place Survey replaced the User Satisfaction Survey. It asked residents their opinions about aspects of the quality of life in their local area. It is a key component of the new national Comprehensive Area Assessment (CAA) regime which recently replaced Comprehensive Performance Assessment (CPA). The CAA focuses more on performance of all partners across Hillingdon, not just the council.

The fieldwork for the survey took place between the 25<sup>th</sup> September and the 19<sup>th</sup> December 2008. A total of 1562 residents responded (34% response rate), this is an improvement on the User Satisfaction Survey carried out in 2006/07 (a 32% response rate).

Hillingdon also runs its own annual “Residents Survey”

### PLACE SURVEY 2008/09

### TOP LINE MESSAGES

Overall, as with Hillingdon’s own “Residents’ Survey” the results hold up well - especially our signature services.

- (i) Overall - For the key question, *'how satisfied are you with your local area as a place to live?* 71 % of residents are very or fairly satisfied.
- (ii) Results are improving in a range of key service areas.
- (iii) The results are lower in all the comparator areas than in the residents' survey.
- (iv) The results also show that residents' priorities match those of the Administration (Levels of crime and clean streets)

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## **OVERALL FINDINGS**

In general the results of the place survey match those of the residents' survey, albeit satisfaction levels are lower across the whole survey. The questions about satisfaction with services show very high ratings for:

- Refuse collection 85%
- Doorstep recycling 79%
- Local tips and recycling centres 72%
- Libraries 69%

Safety and the environment remain residents' top priorities, this matches the residents' survey.

## **COMPARISON WITH RESULTS IN THE RESIDENTS SURVEY**

The following shows the results in the areas where there is a direct comparison with Questions asked in the residents' survey:  
Satisfaction in the following areas:

### Household waste collection

- 93% in the residents' survey
- 85% in the Place survey

### Doorstep recycling

- 83% in the residents' survey
- 80% in the Place survey

### Libraries

- 77% in the residents' survey
- 70% in the Place survey.

### Local tips in Hillingdon

- 76% in the residents' survey
- 72% in the Place survey.

### Parks / Open spaces

- 67% in the residents' survey
- 64% in Place Survey

### Theatres/concerts halls in Hillingdon

- 67% in the residents survey (we specifically mentioned Beck and Compass theatres)
- 30% in the Place survey.

### Sports / leisure facilities in Hillingdon

- 44% in the residents' survey
- 37% in the Place survey.

### Agreement with the following statements:

That residents could influence decisions affecting their local area

- 45% strongly agreed or tended to agreed in the residents survey
- 34% strongly agreed or tended to agreed in the Place survey

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That Hillingdon provides good value for money

- 35% strongly agreed or tended to agreed in the residents survey
- 30% strongly agreed or tended to agreed in the Place survey

## **NEXT STEPS**

Further work is being undertaken to compare all the results of the place survey with those from the residents' survey and analysis of trends when compared to the last set of Best Value Performance Indicator (BVPI) figures. This will form the basis of further work to develop a way forward for the council. The Place Survey will take place every 2 years. The Residents Survey takes place annually with the next one due in Autumn 2009.

## **ATTACHMENT**

Attached is a spreadsheet showing the Place Survey results for Hillingdon and also listing, for comparison, our 5 nearest neighbouring London Boroughs.