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| Title: | Citytracker second wave report |
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| Purpose/Key Messages: | To note the second set of responses to the tracker and also the additional information provided from annual questions. The responses generally appear more positive than the first set of results. |
| Significance to BHSP and Delivering SCS outcomes: | The Citytracker was commissioned by BHSP to track residents' perceptions and satisfaction levels with the city and public services. The findings from this second wave also contain annual questions which form indicators included in the City Performance Plan. |
| What is BHSP being asked to do? | Note the results and make use of the findings in their own work. |
| Next steps and report back mechanism: | The third and final wave of the Citytracker will be available in Spring 2013 |

1. Summary & Policy Context:

- 1.1 Papers were taken to Brighton and Hove Strategic Partnership and Public Service Board in September 2011 where agreement was reached to commission a 'citytracker' type survey. It was agreed that the tracker would take the form of a telephone based survey with a representative sample of residents conducted 3x per year. A core set of questions were identified with annual questions included in addition to follow during the second wave of the tracker taking place in Autumn 2012. The questions include our requirements for measures contained in the City performance Plan (CPP) and the BHCC Corporate Plan.
- 1.2 The first wave results were presented to BHSP on 12th June 2012.
- 1.3 The attached report provides the findings from the second wave of the core tracker questions and also the annual questions. Fieldwork was undertaken during September and October 2012.

1.4 Summary of key findings

A full report on the findings will follow as an appendix.

Core questions

- 90% of people are satisfied with Brighton and Hove as a place to live – 96% of 35-44 year olds
- Even more people are satisfied with their local area – 93%
- East Sussex fire and rescue have the highest level of agreement in terms of using money wisely – 98% with B&HCC having the lowest – 60%
- For all services except Fire and Rescue, percentage agreement for being seen to use money wisely has improved when compared to the first wave of the tracker.
- Local chemist has the highest level of satisfaction (91%) and mental health services the lowest in terms of satisfaction with local services (33% of all respondents, but rising to 72% when looking at responses only from those who had used the service)

Annual questions

- Around 97% feel safe in their local area, outside in the city centre, and almost all feel safe in their home during the day
- After dark 81% feel safe in their local area; 61% feel safe in the city centre; and 97% feel safe at home. Proportionally more women and those aged over 55 feel unsafe after dark.
- 38% volunteer with a group, club or organisation on a regular basis. And 18% have been involved in some capacity with a group that makes decisions in their local community.
- 55% feel they are able to influence decisions affecting their local area
- 76% feel they belong to their local neighbourhood and 90% agree that their local area is a place where people from different backgrounds get on well together.
- Overall 17% feel that people not treating each other with respect is a problem in their area

- Around one half of respondents had visited or attended a cultural activity in the previous 12 months.
- 45% feel that air pollution is either a very big or fairly big problem across the city, whilst 54% of respondents feel that Brighton and Hove is doing enough to tackle climate change.
- 73% agree that the council is good at keeping their street clean; 89% agree that they are good at collecting refuse; and 86% think the council is good at collecting recycling.