

ANGUS COUNCIL

POLICY AND RESOURCES – 13 MARCH 2018

ANGUS CITIZEN SURVEY 2017

REPORT BY HEAD OF STRATEGIC POLICY, TRANSFORMATION & PUBLIC SECTOR REFORM

ABSTRACT

This report provides information to members with regard to the Angus Citizens Survey 2017 albeit that a decision is not required in terms of the current Scheme of Delegation to Officers and the Order of Reference of Committees.

1. BACKGROUND

1.1 A citizen survey is undertaken on behalf of the Community Planning Partnership every two years. The specific research objectives of the 2017 Citizen Survey were as follows:-

- To establish the public's views on general and specific aspects of life in Angus,
- To establish levels of satisfaction with public services
- To establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform Angus' Local Outcomes Improvement Plan.

1.2 A total of 1,501 interviews were carried out with a representative sample of Angus residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2015, 2013 and 2011 surveys. This involved a disproportionate sampling methodology where:

- 249 interviews were completed in deprived areas of Angus; and
- 1,251 in the rest of Angus (with c.155 interviews completed in each of the eight wards within Angus)

2. KEY FINDINGS

- The best aspects of living in **the neighbourhood** have remained **consistent** since 2009 with the fact that the neighbourhood is quiet and peaceful and the neighbours being the top two reasons provided. Similarly, the majority of participants, as has been the case since 2011, believed that there has been no change in the neighbourhood.
- With regard **to the local area and services**, satisfaction has **remained consistently high**, maintaining satisfaction levels above 90% for the majority of aspects and with 100% satisfaction in terms of the fire service. Satisfaction with local services was below 90%, and has decreased with reference to local youth facilities (-8% points) and employment and advice services (-5% points)
- When thinking about the **accessibility of local services**, again, the level of accessibility of universal services such as the fire service, police and refuse collection have remained consistently high with almost all participants stating they find it easy to access these. At the other end of the scale, accessibility of services falls, as may be expected, when it comes to local youth facilities and employment and advice services. Compared to 2015, the biggest differences in accessibility can be seen with regards to employment and advice services where the proportion of participants stating this was easy to access has increased by 25% points.
- Satisfaction with the neighbourhood in terms of the **physical environment** has remained fairly consistent with the results reported previously with overall satisfaction above 90% for almost all aspects, with the exception of the condition of roads and pavements which was 73%. The results to this question have not varied significantly when compared to the results from 2015.

- **Quality of life** in both the neighbourhood and in Angus has remained consistently high, maintaining the levels reported in 2015.
- When asked about their **participation profile**, the levels of volunteering for 2017 (12%) was marginally up compared to 10% in 2013 and 8% in 2015.
- Positively, participants were more likely to agree than disagree that they (39%) or others in their local community (44%) can **influence decisions** affecting their local area. However, the percentage of participants who agreed they themselves can influence decisions has decreased from 48% in 2015 to 39% in 2017.
- In relation to **health**, the proportion of participants who rated their health very good or fairly good was 88% which is higher than was reported in 2015 (77%).
- The **feeling of safety** in the neighbourhood has seen an increase from 80% of participants rating their neighbourhood a very safe place to live in 2015 compared to 89% in 2017.
- The perception of the incidence of **crime** has not changed significantly since 2015, nor has the extent to which a fear of crime prevents participants taking part in everyday activities.
- In terms of **financial profile**, the vast majority of participants said they had a bank or building society account (97%). This has not changed significantly since 2015. However, the proportion of respondents who stated that they have insurance for the contents of their home has decreased from 82% in 2015 to 74% in 2017.
- With regards to **financial difficulties** such as the cost of domestic energy bills, food, rent and mortgage payments etc, 80% of respondents stated they had not experienced any financial difficulties within the last year, which is an increase on the 2015 survey where 68% had experienced financial difficulties.
- Participants were asked about their last **contact** with the Council, the most common reasons for contact were to seek information (23%) or to request a service (18%). The proportion of participants who said they had never contacted the Council has decreased marginally from 63% in 2015 to 58% in 2017.
- **Method of contact** has changed since 2015, most notably with regard to contact via the Council's website. This has risen from 5% in 2015 up to 13% of contact in 2017. Aligned with this, internet access has increased significantly, rising from 74% in 2015 up to 87% in 2017.
- When asked to consider their **priorities for the Council**, the following were considered to be most important for survey participants:
 - Providing an efficient service (up from 2nd priority in 2015)
 - Tackling important issues for the future of the area (up from 3rd priority in 2015)
 - Offering a good range of services (down from 1st priority in 2015)
 - Providing services which are good value for money (up from 5th priority in 2015)
 - Providing good quality services (down from 4th priority in 2015)

3. CONCLUSION

- 3.1 One of the fundamental rationales for undertaking the citizen survey is to gather robust evidence at both an Angus wide level but also to understand any differences/inequities between wards and locality areas. Separate analysis has been undertaken this year to provide this information. This is available in the information hub.
- 3.2 The survey results give a wealth of information to inform the council and Angus citizens of the 2015 position, with clear comparison and narrative on the changing position from the previous survey in 2013. The full report can be found in the information hub.

4. REPORT AUTHOR

This report and associated schedules has been compiled by Sylvia Breen who can be contacted by emailing Breens@angus.gov.uk.