

 the low tax borough	<b>London Borough of Hammersmith &amp; Fulham</b>  <b>OVERVIEW AND SCRUTINY BOARD</b> <b>4 MARCH 2014</b>
<b>ANNUAL RESIDENTS SURVEY 2013</b>	
<b>Report of the Leader of the Council</b>	
<b>Open Report</b>	
<b>Classification:</b> For Scrutiny Review & Comment  <b>Key Decision:</b> No	
<b>Wards Affected:</b> All	
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## 1. EXECUTIVE SUMMARY

- 1.1. The attached report sets out the headline results from the most recent Annual Residents' Survey, conducted in November/December 2013. The trend data compares the results with those from the previous seven annual surveys, dating back to 2006.
- 1.2. The results show increased resident satisfaction with the area and with the council. Both of these key indicators show a continuing year on year increase in satisfaction levels since 2006 and are now at record levels for the authority.

## 2. RECOMMENDATION

- 2.1. Review and comment upon the results of the Annual Residents Survey 2013.

## 3. INTRODUCTION AND BACKGROUND

- 3.1. The H&F Annual Residents' Survey is carried out towards the end of each calendar year and the results are published in March. The same

methodology (random sample postal survey) and the same questions are used each year to enable the council to monitor changes in resident satisfaction. The response rate of 26% (1052), from 4000 postal questionnaires, provides a confidence interval of +/-3%.

- 3.2. Since the Place Survey of 2008 there has been no co-ordinated national survey of resident satisfaction with local services, so there are no current regional or national local authority survey results to compare with the H&F results.

## **4. THE RESULTS**

### ***Key questions***

- 4.1. Satisfaction with the local area has increased by 2% to 87% since 2012 and the number of residents dissatisfied has gone down by the same margin from 7% to 5%. There has been no change in the proportion of residents who believe that the council provides value for money (61%) but there has been an increase in the proportion that do not believe so, from 14%-17%. Satisfaction with the way the council runs things has increased by 8% to 74% and those dissatisfied has reduced by 1% to 11%.

### ***Crime and anti-social behaviour***

- 4.2. People feel safer when out at night in their local area. The proportion of residents feeling safe out after dark has increased from 61% in 2012 to 67% in 2013. There has been a decrease in the proportion of residents who feel that burglary (down 8%) and robbery (down 5%) are a problem in the borough. An increased number of residents (up 3% on last year) think that rubbish and litter are a problem and more people think that people using or dealing drugs is a problem (up 3%). There is a 3% increase in the proportion of residents who believe that the police and other agencies are successfully dealing with these problems.

### ***Satisfaction with services***

- 4.3. Satisfaction with services has remained relatively constant between 2012 and 2013, with the exception of sport and leisure facilities, which has seen a 9% drop in the number of residents who are satisfied (to 55%) and a 4% increase in those dissatisfied (to 19%). This reflects a return to 2011 satisfaction rates with these services, following a significant improvement in 2012.

### ***Information and communications***

- 4.4. There was an increase across all areas with regard to how well informed residents feel but this was especially high in relation to council tax spending (up 7%), getting involved in local decision making (up 7%) and on council performance (up 10%).

### ***Views on the council***

- 4.5. There were significant increases in the numbers of residents who believe that the council promotes their interests (up 4% on 2012) and in the proportion of residents who believe that the council acts on their concerns (up 7%).

## **LOCAL GOVERNMENT ACT 2000** **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

<b>No.</b>	<b>Description of Background Papers</b>	<b>Name/Ext of holder of file/copy</b>	<b>Department/ Location</b>
1.	Raw data from the Annual Residents Survey 2013.	Stephen Kennelly x5072	FCS/HTHX

### **LIST OF APPENDICES:**

*Annual Residents Survey 2013: Headline Results and Trend Scores*