

Brighton & Hove

City Tracker Survey

Wave 4 Results: June 2013

City Tracker Survey

- ◆ Brighton & Hove Local Strategic Partnership commissioned M·E·L Research to undertake a city wide tracker survey with residents aged 16 and over.
- ◆ The aim of the survey is to find out what residents think of Brighton & Hove as a place to live, and to track key performance indicators including satisfaction with key services.
- ◆ There is a modular approach to questionnaire design. Questions related to KPIs are asked each time the survey is run, three times a year, other questions are asked on an ad-hoc basis.
- ◆ Interviewing programmed for roughly 4 weeks during April 2013 (Wave 4), September 2013 (Wave 5) and January/February 2014 (Wave 6).
- ◆ Fieldwork is scheduled to avoid university holidays.

Methodology and reporting – Wave 4

- ◆ 1,019 residents interviewed city wide.
- ◆ Telephone survey methodology.
- ◆ Fieldwork dates: Mainstage 17th April to 10th May, Extension to boost young and BME sub-samples 28th May to 4th June 2013.
- ◆ Consumer telephone lists purchased containing a mix of landline and mobile numbers.
- ◆ Interviews undertaken during the day, evenings up until 9pm and weekends between 10am and 5pm.
- ◆ Sub-groups tested for statistical significance (e.g. men vs. women) and included within commentary, where applicable.
- ◆ Where charts do not sum to 100%, this is due to computer rounding. Where figures are not shown in charts, these are 2% or less.
- ◆ Data is unweighted.

Respondent Profile

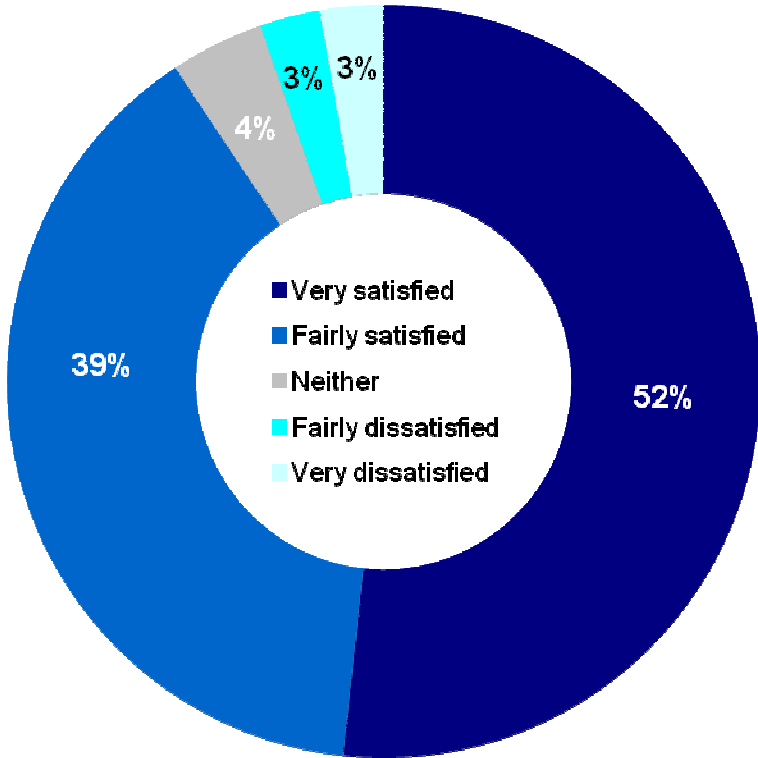
Demographic		Sample Profile	Population Profile (2011 Census)
Gender	Male	45%	50%
	Female	55%	50%
Age	18-34	30% *	37%
	35-54	39%	36%
	55+	31%	27%
Ethnicity	White British	81%	81%
	Other White	8% *	9%
	BME	8% *	10%
	Prefer not to say	4%	-
Health	Disability/Health problem	16%	16%
Postcode Sector	BN1	32%	32%
	BN2	29%	32%
	BN3	30%	29%
	BN41	9%	7%

* Fieldwork was extended by two weeks to boost respondents with these characteristics

WAVE 4 RESULTS

Satisfaction with Brighton & Hove as a place to live

Overall, how satisfied or dissatisfied are you with Brighton & Hove as a place to live?



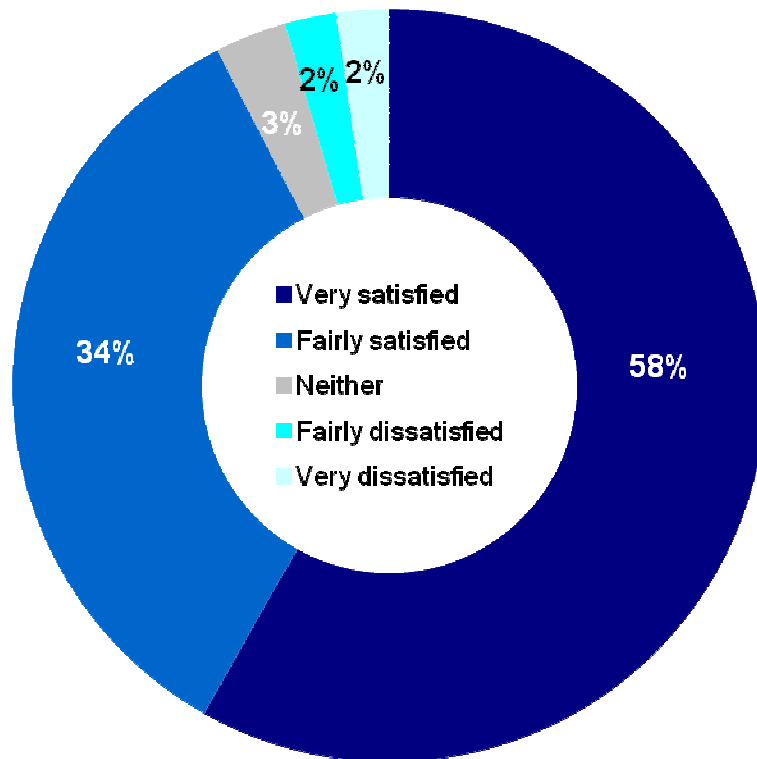
There is a high level of satisfaction with Brighton & Hove as a place to live; some nine in ten respondents are very/fairly satisfied.

Satisfaction peaks amongst 25-34 and 45-54 year olds (93% very/fairly satisfied) and is lowest amongst 55-64 year olds (85% very/fairly satisfied)

Base: All respondents excluding those who said don't know (n=1014)

Satisfaction with the local area as a place to live

Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Overall satisfaction with the local area as a place to live is broadly comparable with Brighton & Hove as a whole.

People are more satisfied, either very or fairly, with their local area as a place to live (92%) when compared to the National Average* (86%)

* Citizenship Survey 2010/11

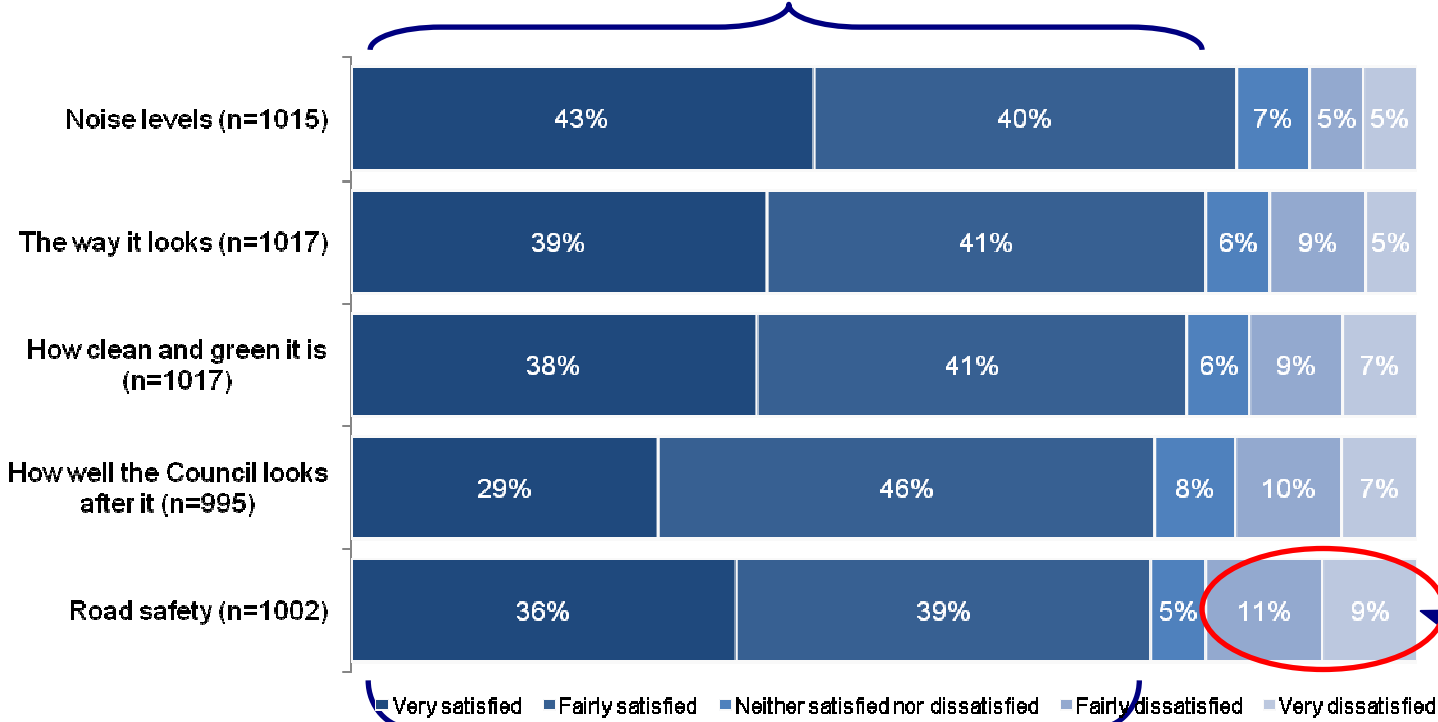
Base: All respondents excluding those who said don't know (n=1017)

*Survey of 10,000 nationally representative households, conducted face-to-face across England and Wales. The survey is now discontinued.

The street where you live

Thinking about the street where you live, how satisfied or dissatisfied are you with .?

People are most satisfied with the level of noise in their street; 83% are very or fairly satisfied.



As with previous waves, the highest level of dissatisfaction is with road safety (20% very or fairly dissatisfied)

Base: All respondents excluding those who stated 'don't know'

As with previous waves, fewer respondents are satisfied (very or fairly) with road safety and how well the council looks after their street.

The street where you live

Road Safety

As in previous waves, around three-quarters (75%) of respondents are satisfied, either very or fairly, with road safety in their street compared to 20% who are dissatisfied (either very or fairly).

In this wave, satisfaction with road safety is highest amongst those aged 18 to 24 and 25 to 34; 90% and 82%, respectively, say they are either very or fairly satisfied.

Satisfaction is lowest amongst those aged 45 to 54 (67% very/fairly satisfied) and those that live in the BN41 postcode sector (63% very/fairly satisfied)

How well the council looks after your street

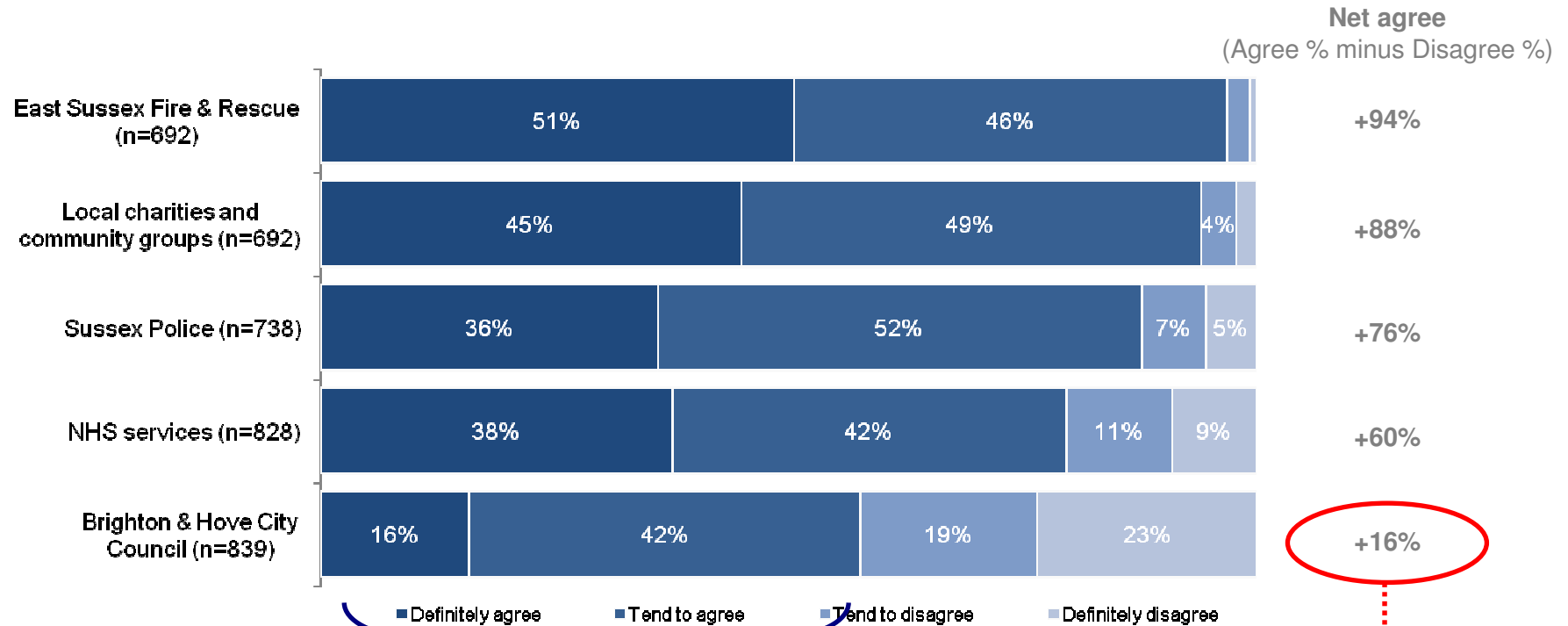
Three-quarters (75%) of respondents are very/fairly satisfied with the way the council looks after their street, compared to 17% who are very/fairly dissatisfied.

It is those living within the BN1 postcode sector that are most satisfied overall (80% very/fairly satisfied). Those most dissatisfied live within the BN41 postcode sector (22% very/fairly dissatisfied).

There are no statistically significant differences in satisfaction when comparing housing tenure, BME respondents and those with and without children in their household.

Organisations use money wisely

To what extent do you agree or disagree that the following organisations use money wisely?



Levels of agreement that Brighton & Hove City Council uses money wisely differ by age with a greater proportion of those aged 34 and under agreeing compared to those aged 35 and over. They also differ by characteristics such as sexual orientation (66% agree), ethnicity (64% BME agree), and those with a long term health issue or disability (62%).

Whilst 58% agree that the Council uses money wisely, the national average is 51% (LGA April 2013)

As with previous waves, there is a low 'net agree' value with regards to the city council using money wisely

Base: All respondents excluding those who stated 'don't know'.

Organisations use money wisely – Comparison of waves 1, 2, 3 and 4

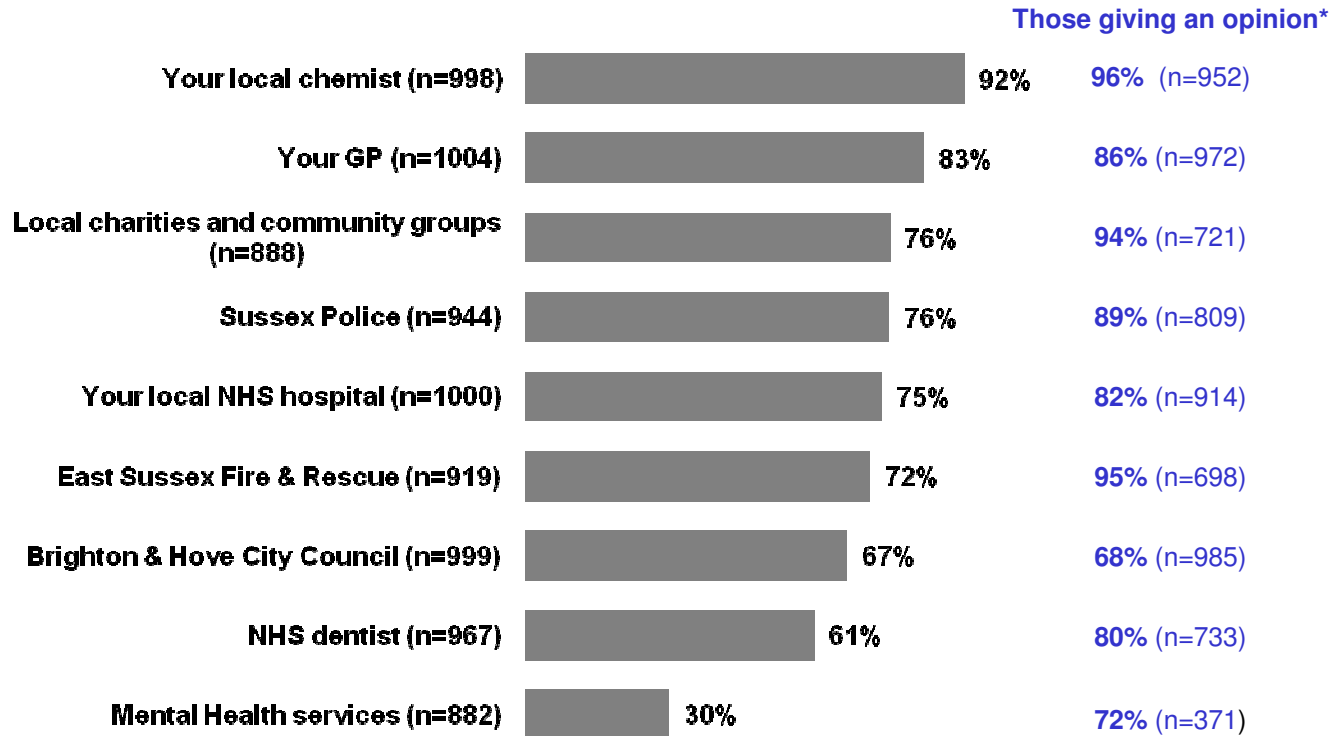
Net agree. (Agree minus Disagree)	Wave 1	Wave 2	Wave 3	Wave 4
East Sussex Fire and Rescue	+98%	+96%	+97%	+94%
Local charities and community groups	+86%	+90%	+89%	+88%
Sussex Police	+62%	+72%	+79%	+76%
NHS services	+62%	+70%	+64%	+60%
Brighton & Hove City Council	+8%	+20%	+20%	+16%

Compared to wave 3 all net agreement rates regarding use of money have dropped. Respondent perceptions around East Sussex Fire and Rescue, Local charities and community groups and Sussex Police use of money have remained broadly similar in this wave compared to wave 3.

While there is a drop of 4% in the net agree proportion for NHS services and Brighton & Hove Council, compared to wave 3, the differences are not statistically significant.

Overall satisfaction with services

Taking everything into account, how satisfied or dissatisfied are you with the following organisations in your local area?



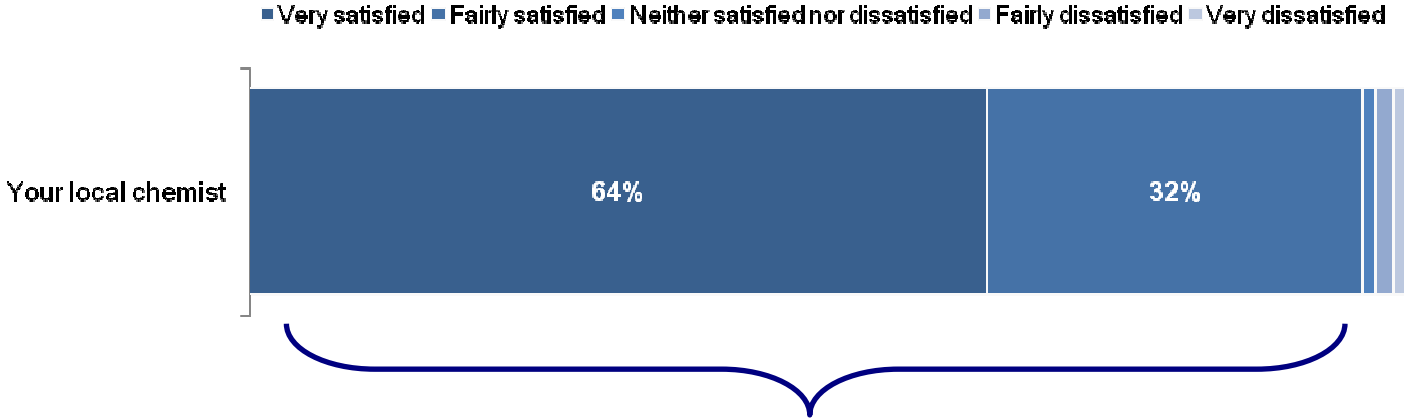
Base: All respondents excluding those who stated 'don't know'.

Similar to previous waves, overall satisfaction is highest for the local chemist and GP's; four-fifths or more indicate they are very or fairly satisfied.

*In the next wave a question will be added to the survey to identify people who have used each service in the last 12 months.

Satisfaction with the local chemist

Taking everything into account how satisfied or dissatisfied are you with your local chemist?



96% of respondents are very/fairly satisfied with their local chemist - the highest level of satisfaction across all services.

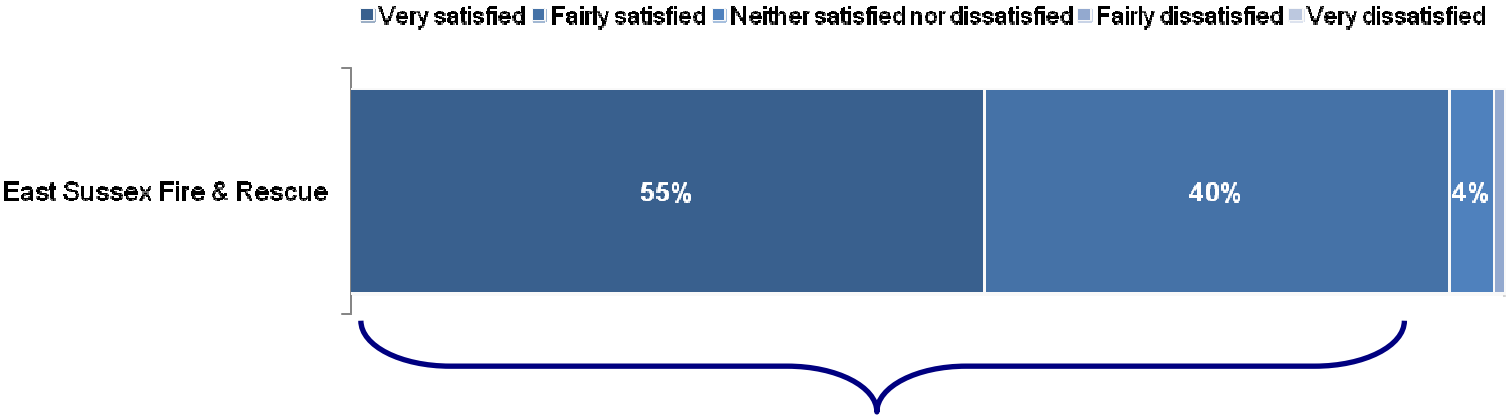
The level of satisfaction is similar by age, gender, area and disability.

Just 46 people said they have not used their local chemist.

Base: All respondents excluding those who said don't know and do not use this service (n=952)

Satisfaction with East Sussex Fire & Rescue Service

Taking everything into account how satisfied or dissatisfied are you with East Sussex Fire and Rescue service?



95% of respondents are very/fairly satisfied with East Sussex Fire and Rescue service – the second highest level of satisfaction across all services. This compares to 97% in wave 3. The difference is not statistically significant.

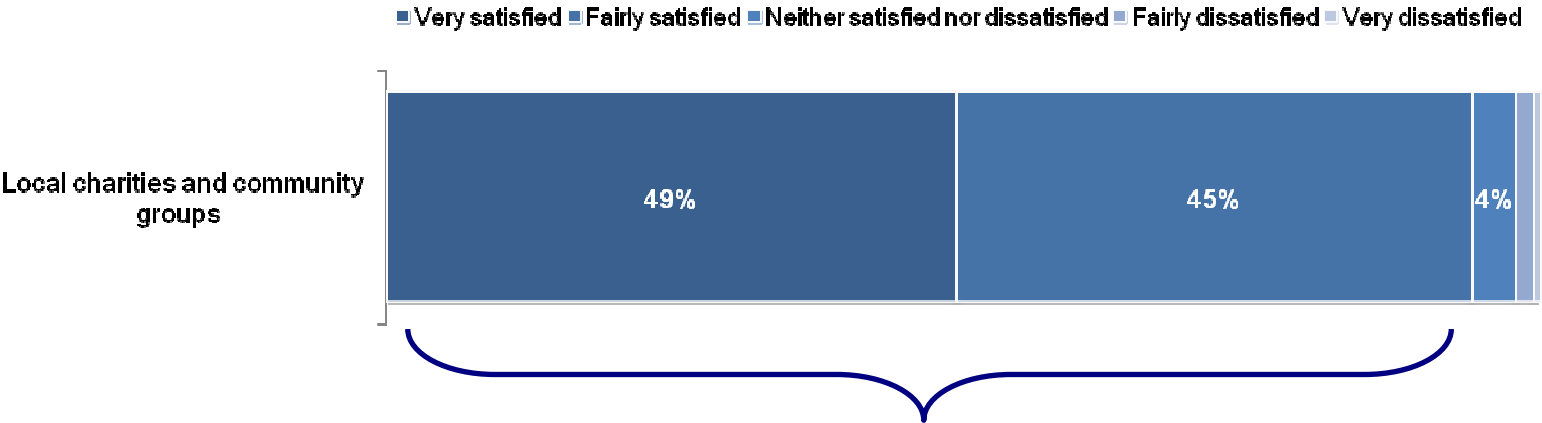
The level of satisfaction is broadly similar across all sub-groups of the sample.

221 people said they have not used East Sussex Fire and Rescue Service.

Base: All respondents excluding those who said don't know and do not use this service (n=698)

Satisfaction with the local charities and community groups

Taking everything into account how satisfied or dissatisfied are you with local charities and community groups?



94% of respondents are very/fairly satisfied with local charities and community groups – the third highest level of satisfaction across all services.

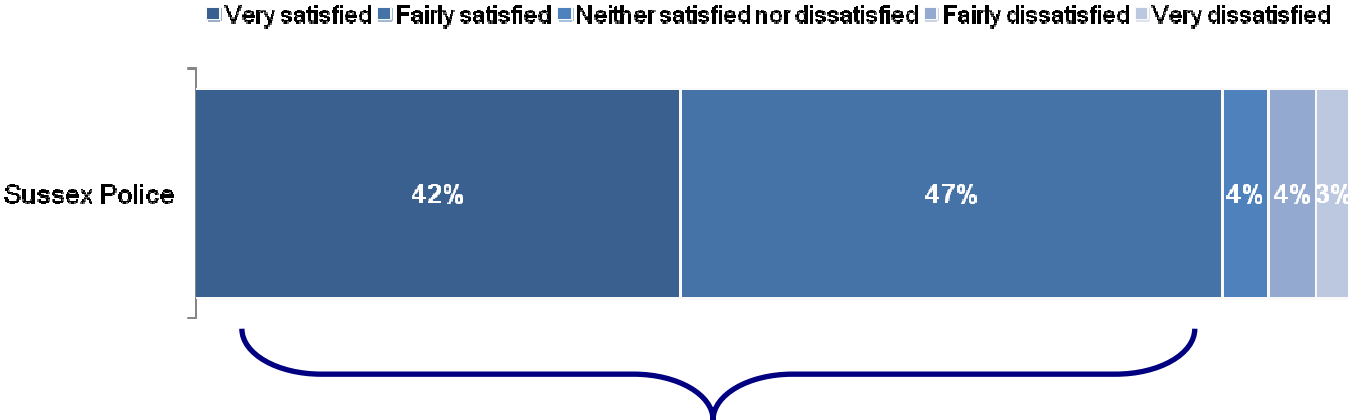
Satisfaction with these groups is broadly similar across all sub-groups of the sample.

167 people said they do not use local charities and community groups.

Base: All respondents excluding those who said don't know and do not use this service (n=721)

Satisfaction with Sussex Police

Taking everything into account how satisfied or dissatisfied are you with Sussex Police?



89% of respondents are very/fairly satisfied with Sussex Police.

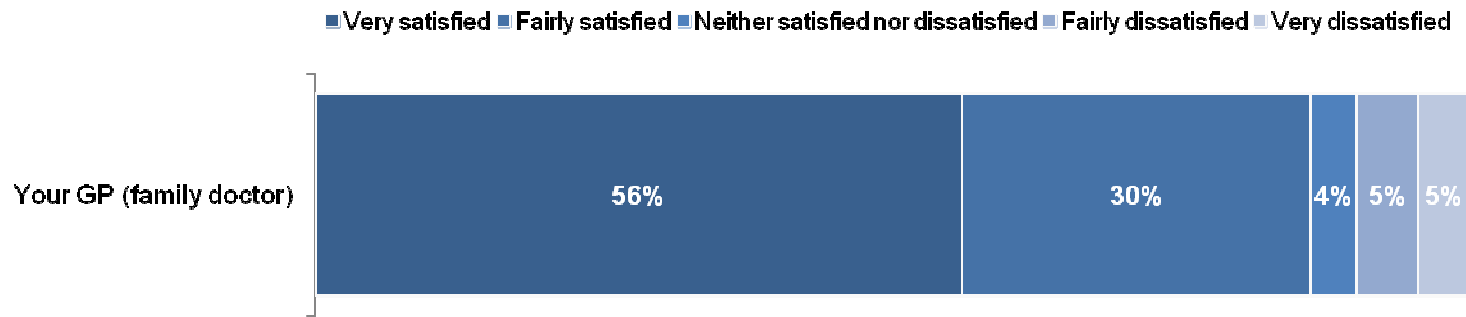
Satisfaction with Sussex Police drops to 77% for non-white respondents (those who are not White UK/British or White Other) . It peaks amongst LGB residents at 95%, although the sample is small at 37 respondents.

135 people said they have not used Sussex Police Services.

Base: All respondents excluding those who said don't know and do not use this service (n=809)

Satisfaction with your GP (family doctor)

Taking everything into account how satisfied or dissatisfied are you with your GP (family doctor)?



86% of respondents are very/fairly satisfied with their local GP (family doctor) – the fifth highest level of satisfaction across all services.

Satisfaction is highest for those living within the BN41 postcode district at 95%, compared to those living within BN2 at 86% and BN3 at 80%. It is also higher among older residents; 94% aged 65 years or more were satisfied.

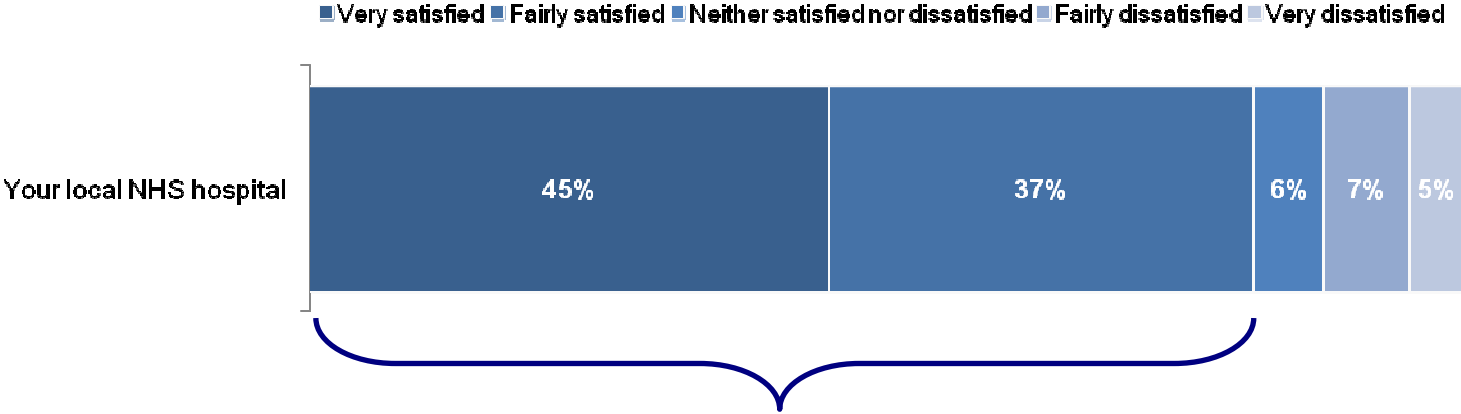
Satisfaction is lower among BME respondents; 75% of White Other respondents were satisfied and 82% of non-White respondents were.

32 people said they have not used their GP.

Base: All respondents excluding those who said don't know and do not use this service (n=972)

Satisfaction with your local NHS hospital

Taking everything into account how satisfied or dissatisfied are you with your local NHS hospital?



82% of respondents are very/fairly satisfied with their local NHS Hospital.

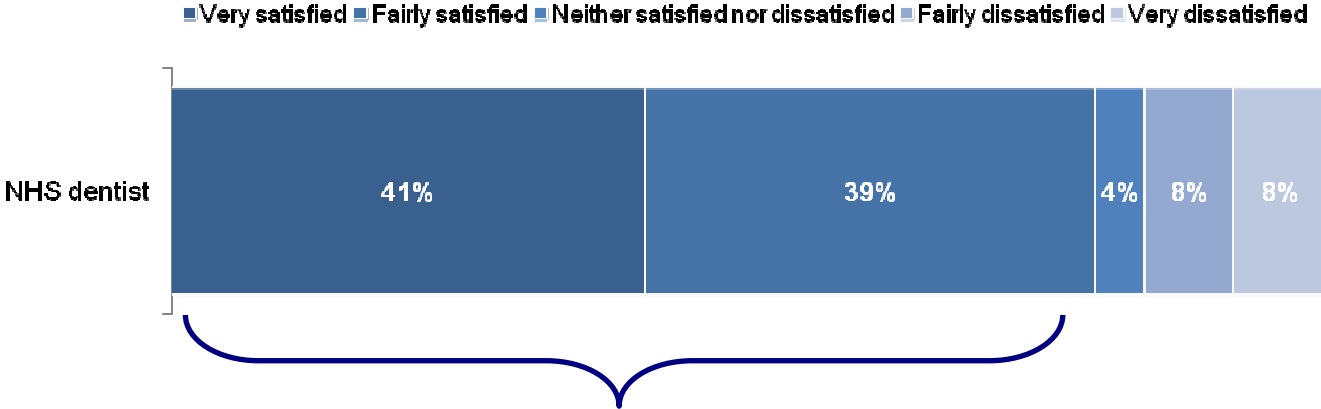
In this wave, views across the different sub-groups of the population are broadly similar. Those with a long term health issue or disability were slightly less likely to be satisfied at 77%.

86 people said they have not used their local NHS Hospital.

Base: All respondents excluding those who said don't know and do not use this service (n=914)

Satisfaction with NHS dentists

Taking everything into account how satisfied or dissatisfied are you with NHS dentists?



80% of respondents are very/fairly satisfied with NHS Dentists in their local area.

Satisfaction with NHS dentists rises to 85% amongst those aged 65 and over and to 91% for those living within the BN41 postcode sector.

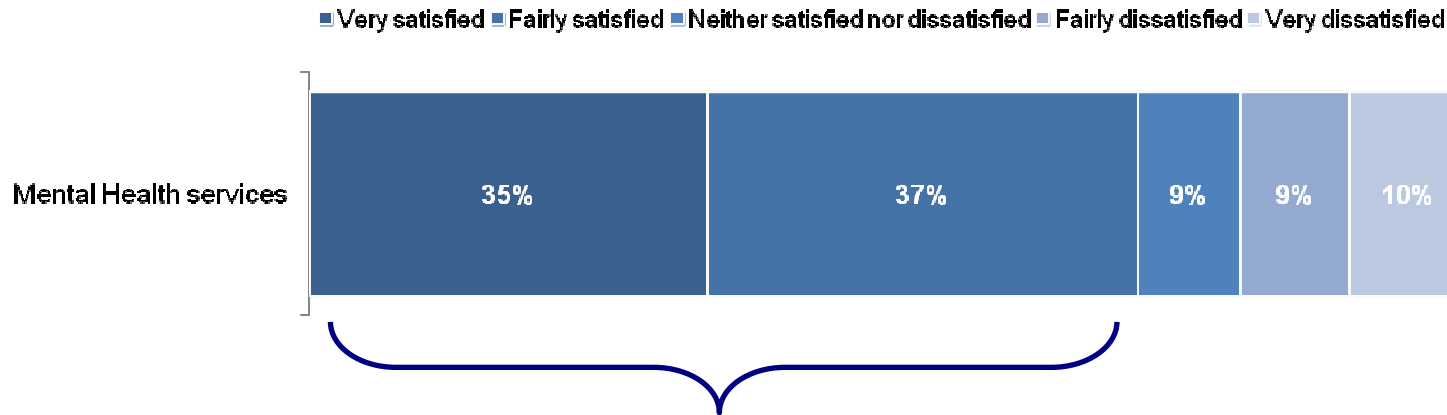
Satisfaction is lower among BME residents at 71% and LGB residents at 52%, although the sub-sample is small (31 respondents)

234 people do not use an NHS dentist.

Base: All respondents excluding those who said don't know and do not use this service (n=733)

Satisfaction with mental health services

Taking everything into account how satisfied or dissatisfied are you with mental health services?



72% of respondents are very/fairly satisfied with mental health services in their local area.

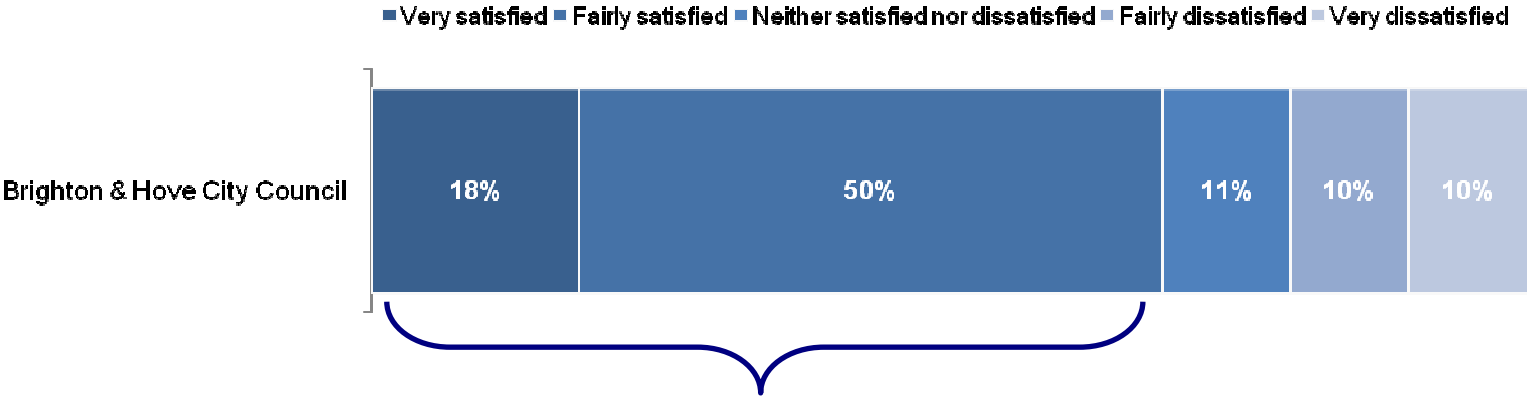
Satisfaction with mental health services is lowest amongst women (68%) compared to men (77%), those aged 35 to 44 (63%). It is highest amongst those aged 18 to 24 (82%) and those aged 65 and over (81%). However, care should be exercised when considering these findings due to the relatively small base sizes involved.

511 people said they had not used mental health services and were unable to comment.

Base: All respondents excluding those who said don't know and do not use this service (n=371)

Satisfaction with Brighton & Hove City Council

Taking everything into account how satisfied or dissatisfied are you with Brighton & Hove City Council?



Overall, 68% of respondents are very/fairly satisfied with Brighton & Hove City Council; most (50%) are fairly satisfied. A greater proportion of those aged 18 to 25 are satisfied (78%) compared to those aged 45 to 54 (65%) and 55 to 64 (62%). LGB respondents are also more likely to be satisfied at 76%. Just 14 people said they do not use the services provided by the city council.

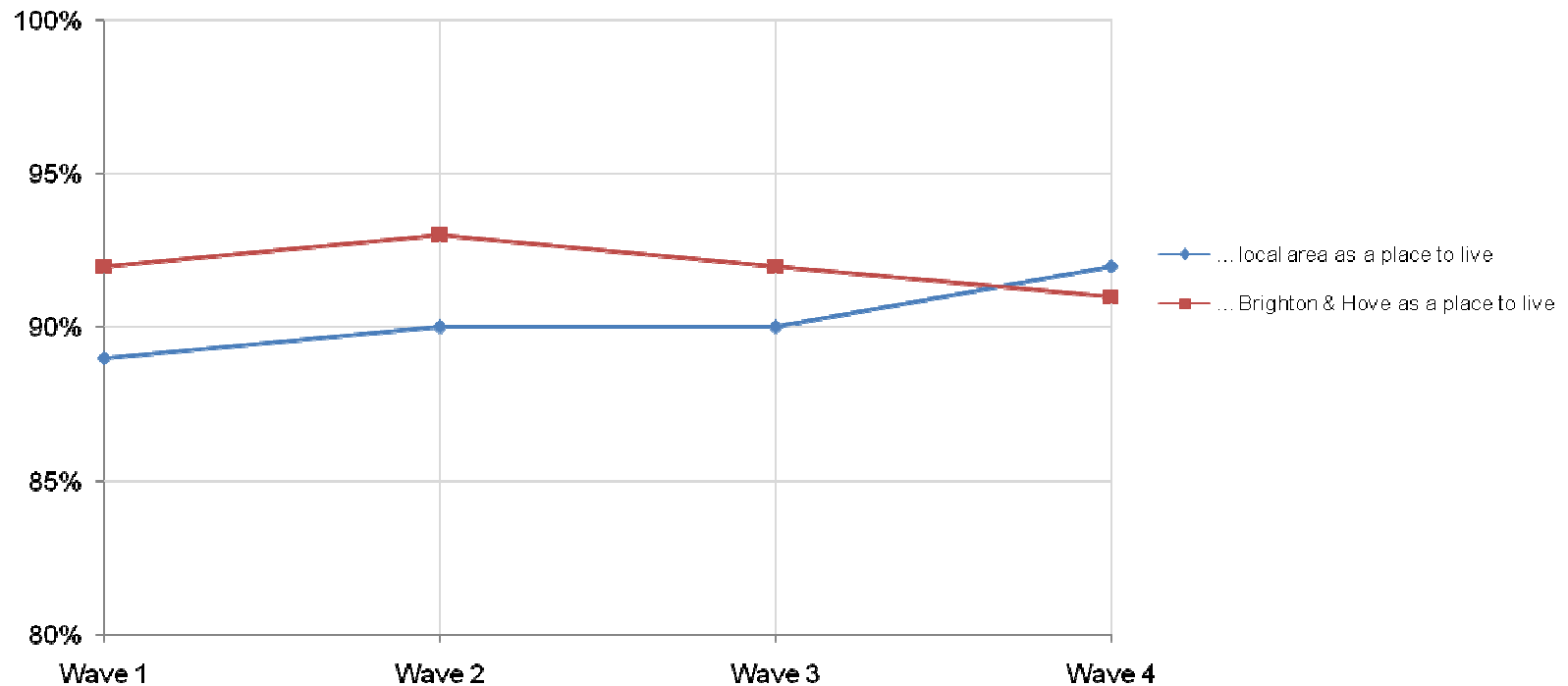
Base: All respondents excluding those who said don't know and do not use this service (n=985)

Summary of Results - Wave 4

- ◆ This is the fourth set of results from the City Tracker Survey. Key findings include;
 - ◆ There is a high level of satisfaction with Brighton & Hove, and the local area, as a place to live particularly amongst 35-44 year olds.
 - ◆ As in previous waves, the level of satisfaction with the local area as a place to live remains higher than it is nationally; 92% vs. 86%, respectively.
 - ◆ Road safety remains the greatest concern asked about for people regarding the street where they live.
 - ◆ Considering whether money is being spent wisely, net agree scores (the per cent that agree, less the per cent that disagree) for East Sussex Fire and Rescue, Sussex Police and Local Charities and community groups, NHS services and Brighton & Hove City Council have all fallen in this wave, compared to wave 3. However, the differences are not statistically significant.
 - ◆ As in previous waves, there are very high levels of user satisfaction with the local chemist, Fire and Rescue Service and local charities and community groups; more than nine in ten service users are very/fairly satisfied.
 - ◆ Sussex Police has seen increasing 'user' satisfaction levels since wave 1; rising from 82% in wave 1 to 89% in wave 4.

WAVE 4 RESULTS

Satisfaction with Brighton & Hove and local area as a place to live (very & fairly satisfied)

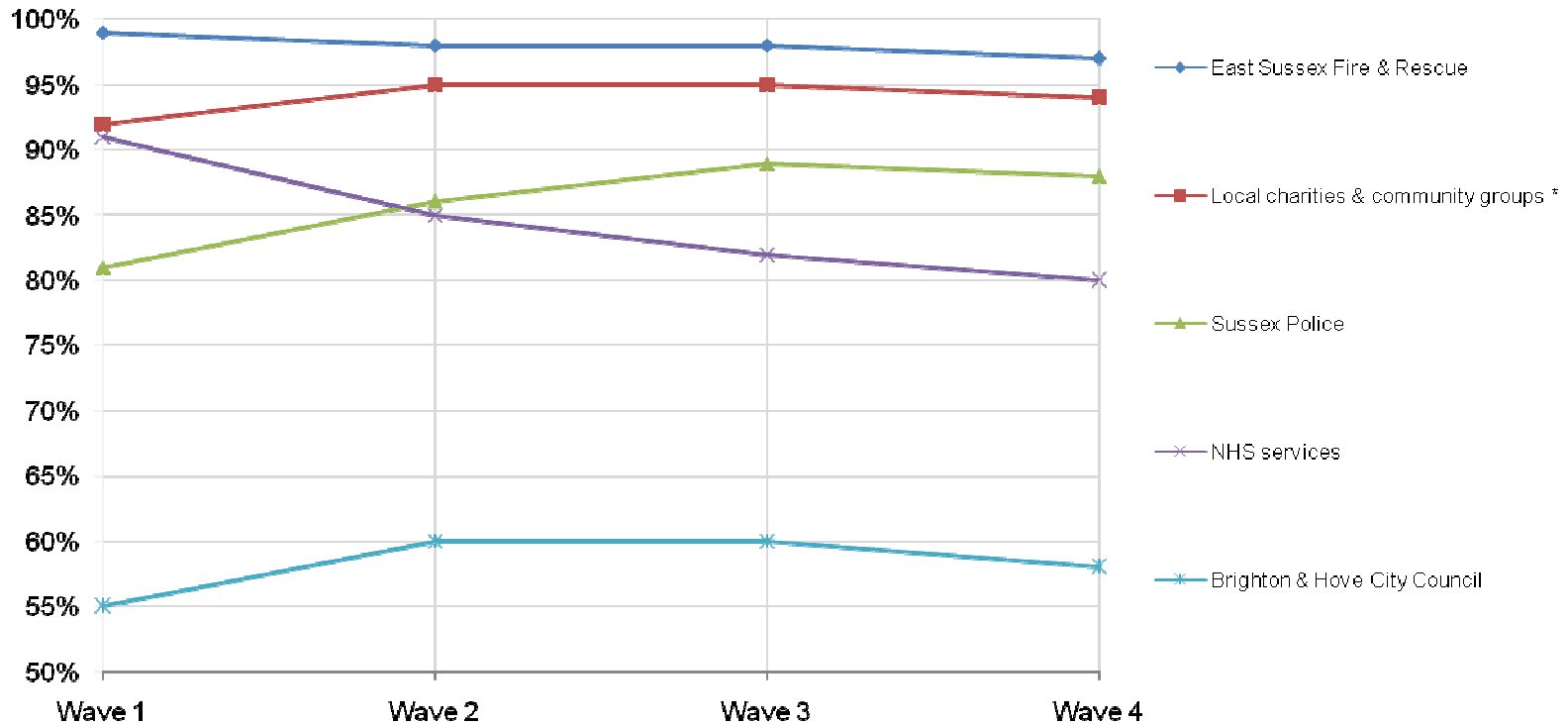


Satisfaction with Brighton & Hove as a place to live peaked in Wave 2 at 93% and has since fallen to 91% in Wave 4.

By comparison, satisfaction with the local area as a place to live has risen from 89% in Wave 1 to 92% in Wave 4.

However, the differences are not statistically significant.

Use money wisely (definitely or tend to agree)



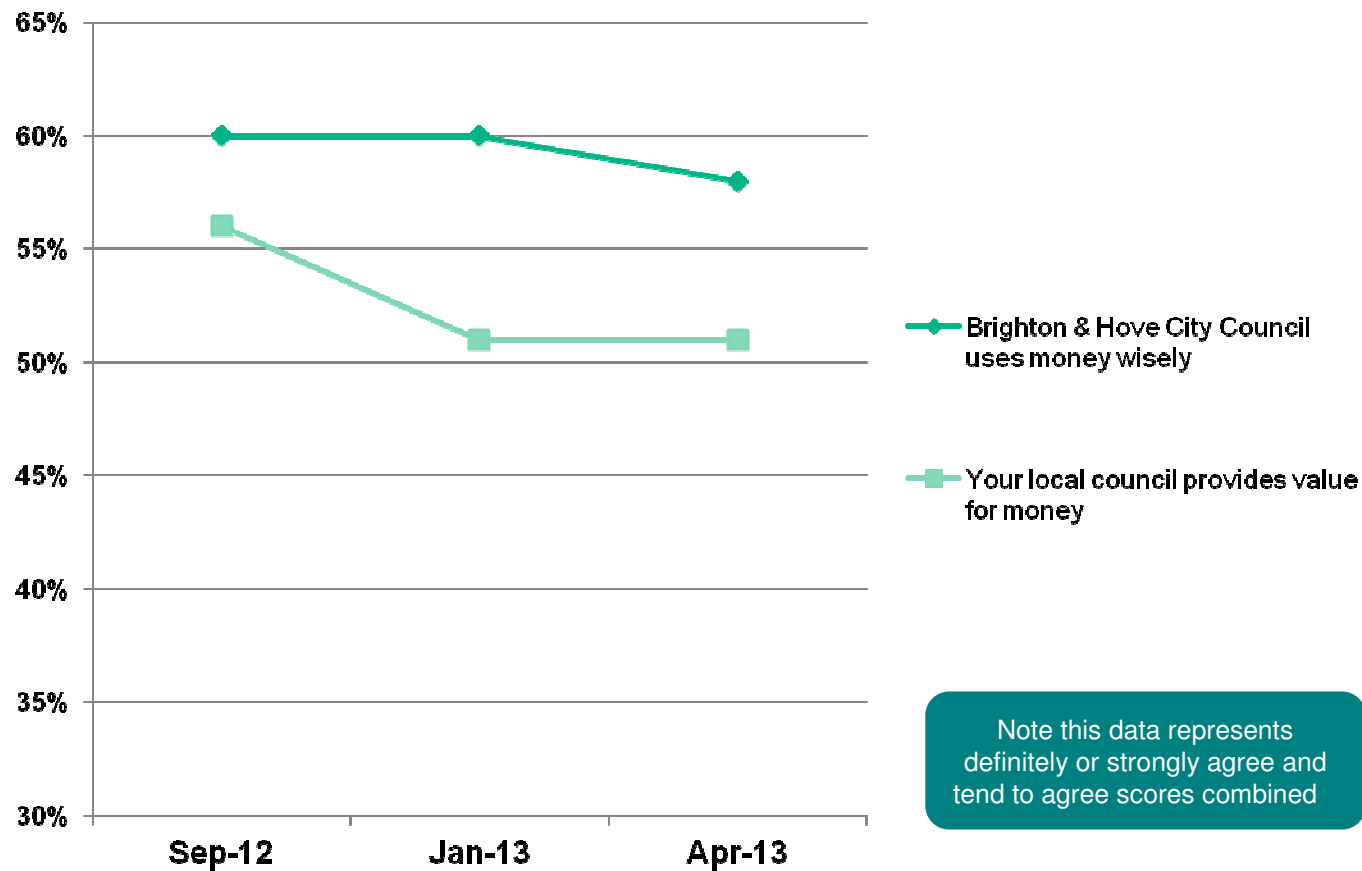
* Changed from "Voluntary & Community Groups" in Wave 1 to "Local Charities & community groups" in subsequent waves

Views are broadly similar on organisations' use of money over the four waves with the exception of NHS services.

NHS services has seen overall declining agreement (those that definitely agree or tend to agree) from a high of 91% in wave 1 to 80% in wave 4.

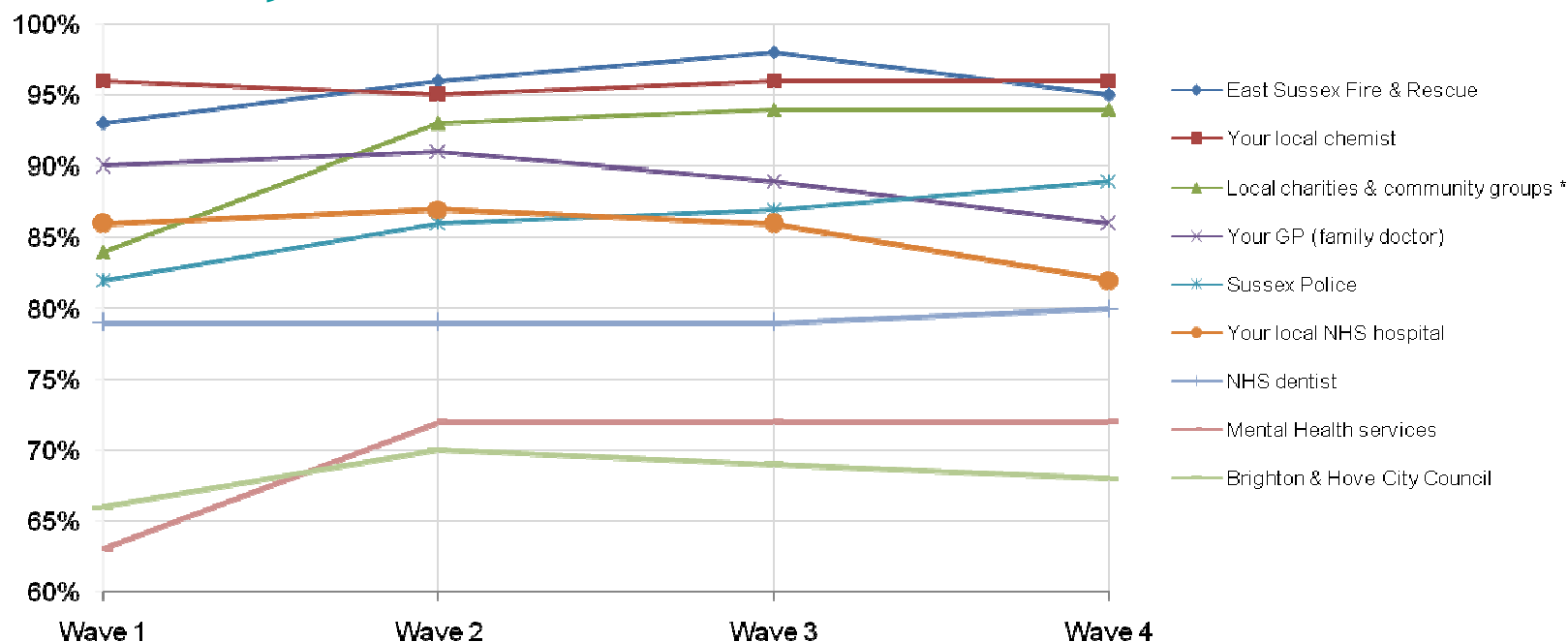
By comparison, Sussex Police has seen overall agreement rise from 81% in wave 1 to 88% in wave 4 (peaking at 89% in wave 3).

Brighton & Hove City council “uses money wisely” compared to national LGA poll “your local council provides value for money”



The Local Government Association conducts a nationwide poll every quarter with similar questions to our City Tracker. Comparing results of the LGA poll with City Tracker results over the last three waves shows that views on council cost efficiency are higher in Brighton & Hove than the national average

Satisfaction with local services (very & fairly satisfied)



* Changed from "Voluntary & Community Groups" in Wave 1 to "Local Charities & community groups" in subsequent waves

Overall satisfaction is falling amongst those that indicate they have 'used' their GP; 90% indicated satisfaction in wave 1 compared to 86% in wave 4. The local NHS hospital has seen a similar fall in satisfaction, from 86% in wave 1 to 82% in wave 4.

By comparison, overall 'user' satisfaction with Sussex Police has risen since wave 1, from 82% to 89% in wave 4. Satisfaction with mental health services has remained constant since an initial increase in satisfaction from wave 1.

These differences are statistically significant.

If you could change one thing about Brighton & Hove what would it be?

- ◆ 841 people made comments about the one thing they would change.

- ◆ The most mentioned single issues were;
 - ◆ Dissatisfaction with council administration / leadership
 - ◆ Concerns about street cleaning / refuse / bins / recycling / dog mess
 - ◆ Parking
 - ◆ Twenty mph speed limit / speed restrictions

- ◆ Comparatively few people mentioned
 - ◆ Council tax
 - ◆ Schools / admissions / free school
 - ◆ Pollution / noise pollution
 - ◆ Travellers

If you could change one thing about Brighton & Hove what would it be?

- ◆ The most mentioned topic / service area was transport where 339 people made comments about:
 - ◆ Parking / parking charges
 - ◆ Speed restrictions
 - ◆ Improving transport systems / congestion / safety
 - ◆ Cycles lanes / bus lanes
 - ◆ Improving public transport / making it cheaper
 - ◆ Fewer cars
 - ◆ Increasing cycle provisions / more lanes / ease of cycling