Title:	**City Tracker Survey; Wave 5 results (Autumn/Winter 2013)**
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Purpose/Key Messages:	Purpose: To update BHC on the results to the latest City Tracker survey (fieldwork for the survey took place during September and October 2013) and outline future plans. Key findings: These are listed at the end of this item.
Significance to BHC and Delivering SCS outcomes:	The City Tracker survey provides measures on a range of citywide issues, including satisfaction with key public services and perceptions of how wisely they use money. It's currently undertaken three times a year. Each wave involves surveying a broadly representative sample of 1,000 adult B&H residents.
What is BHC being asked to do?	Note the results and the approach that will be taken in future.
Next steps and report back mechanism:	The results to the final wave of the survey for the 2013/14 operational year will be available in April. These will be reported at the next BHC meeting. From 2014/15 the survey will be run annually, with interviews in Autumn.

Background

Papers were taken to Brighton and Hove Strategic Partnership (now Brighton and Hove Connected) and Public Service Board (now City Management Board) in September 2011 where agreement was reached to commission a 'City Tracker' survey.

It was agreed that the tracker would take the form of a telephone based survey with a representative sample of 1,000 residents conducted three times per year. A core set of questions were identified with additional annual questions which were to be asked once a year, in the autumn/middle wave.

The PowerPoint report accompanying this note provides the findings from Wave 5 of the survey which asked core and annual tracker questions. Fieldwork took place during September and October 2013.

For this wave 50 in-street face to face interviews were undertaken to boost the BME sample; the remaining 950 interviews were undertaken by telephone.

Key findings

Results to core questions[1]

- 89% are satisfied with Brighton and Hove as a place to live, a 2% decrease compared to Wave 4. Satisfaction is highest among 35 to 44 year olds at 95% and lowest among over 65s at 82%.
- As in Wave 4, 92% are satisfied with their local area as a place to live; higher than the GB average of 85% (LGA polling July 2013 – September polling results not out yet).
- As in previous waves, when considering 'the street where you live' the highest level of dissatisfaction is with road safety (20% dissatisfied) and the lowest level of dissatisfaction concerns noise levels (13% dissatisfied).
- Satisfaction with 'how clean and green the street where you live' is peaked in the first wave of the City Tracker at 82% and has fluctuated in the high 70s since; this wave shows 77% are satisfied.
- East Sussex Fire and Rescue continues to have the highest level of agreement that it 'uses money wisely' at 96%. BHCC has the lowest level of agreement among the city's public services at 50%. This compares to 52% in GB who think their local council 'provides value for money' (LGA polling July 2013).
- As in previous waves, the local chemist has the highest level of satisfaction (95%). However, looking at only those who have used a service in the last 12 months East Sussex Fire and Rescue tops the list, with 98% satisfied (out of 61 users).
- Satisfaction is lowest for BHCC at 60% (regardless of whether a respondent has used a BHCC service). Interestingly, 292 respondents said that they hadn't used a BHCC service in the last 12 months. The LGA poll measures satisfaction with how the local council runs things and the July result was 72%.
- Mental health services had a very low level of satisfaction in Wave 4 of 30%; this wave it has risen to 65% and remained at 72%

[1] Core questions are asked each time the survey is run, whereas annual questions are only asked once a year, in the Autumn wave.

when looking at responses only from those who have used the service.
- When asked “If you could change one thing about Brighton and Hove what would it be?” most comments related to traffic and transport, the council/administration and parking.

Annual questions
NB Comparisons to 2012 results are only provided below if there is a +/- 5% difference.

- High proportions, of at least 96% or more, say they feel very or fairly safe in their local area, outside in the city centre and in their home during the day time. LGA poll results for July show that 95% felt safe outside in their local area in the day.
- In Brighton & Hove the proportion decreases to 80% feeling very or fairly safe in their local area after dark, compared to 77% at the GB level (LGA polling July 2013).
- Just over a third, 35%, volunteered or gave their time on an unpaid basis to a group, club or organisation, compared to 40% last year.
- In total, 15% had been involved in some capacity in local decision making.
- Half of respondents (50%) agree that they are able to influence local decisions.
- Three quarters of respondents (75%) feel they belong to their immediate neighbourhood.
- A high proportion, 92%, agree that people from different backgrounds get on well together.
- Overall, 18% feel that people not treating each other with respect is a problem in their local area.
- Just over half (53%) said they had attended a creative, artistic, theatrical or musical event in the last 12 months, with 71% of these attending three or more such events.
- Almost half (49%) had visited a museum in the last 12 months.
- Two-fifths (40%) felt air pollution across the city was a fairly or big problem, down from 46% last year.
- Three-fifths (59%) felt Brighton and Hove was doing enough to tackle climate change.
- The majority, 69%, agree that the council is good at keeping their street clean compared to 74% in GB (LGA polling July 2013); 22% disagree.
- Three quarters (75%) agree that the council is good at collecting refuse compared to 89% last year and 84% in GB (LGA polling July 2013); 19% disagree.
- Three quarters (75%) also agree that the council is good at collecting recycling, down from 86% last year; 17% disagree.

- Satisfaction is very high (91%) with access to Brighton and Hove's parks and open spaces.

Future options

The next (sixth) wave of the City Tracker survey is included in the existing contract with the research agency. Fieldwork has taken place in late January and early February 2014 with final reporting in March/April 2014.

With the end of the existing contract a number of options going forward were considered by CMB and these are summarised as follows:

- Re-commissioning the survey on the same basis as it has run for the last two years (six waves), with three rounds of fieldwork per year, two asking just core questions and one including core and annual questions.
- Running the survey once a year, including core and annual questions.
- A number of permutations of the above options.
- Decommissioning the survey.

The Board felt there was significant ongoing value in surveying resident satisfaction with public services in the city. Undertaking the survey more than once a year however felt unnecessary and therefore recommended the following approach:

- Continuing with the survey on a two year contract but running it only once a year (estimated total cost 25K).
- Questions would be based on existing core and annual questions to enable partners to track changes
- Questions to be rechecked with partners and some matching work to be undertaken with the LGA's annual survey to support more effective bench marking.
- The survey to continue to be administered by telephone to a broadly representative sample of 1,000 city residents
- Fieldwork to run in the autumn as this is when the survey with core and annual questions has run previously.