



Hinckley & Bosworth
Borough Council

A Borough to be proud of

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

FINANCE & PERFORMANCE SCRUTINY:
WARDS AFFECTED:

10 September 2018
ALL WARDS

RESIDENT SATISFACTION WITH COUNCIL SERVICES SURVEY - WINTER 2017/18

Report of Director (Corporate Services)

1. PURPOSE OF REPORT

- 1.1 To inform members of the findings from the survey.

2. RECOMMENDATION

- 2.1 That members consider the findings of the survey to help inform any improvements required in service delivery.
- 2.2 That members note the positive movements in satisfaction generally.

3. BACKGROUND TO THE REPORT

- 3.1 The resident satisfaction survey is undertaken on an annual basis. It is intended to measure the satisfaction of residents and service users with the quality of services delivered by Hinckley & Bosworth Borough Council. Resident satisfaction surveys are an integral part of the local government performance framework. They play a vital role in understanding what people think about local services – what's working and what's not. They also provide valuable data about how views of local services change over time, including people's preferences and expectations. Crucially, satisfaction surveys provide information which can help Hinckley & Bosworth Borough Council shape, deliver, and improve local services around the needs and wishes of local people.

4. PERFORMANCE

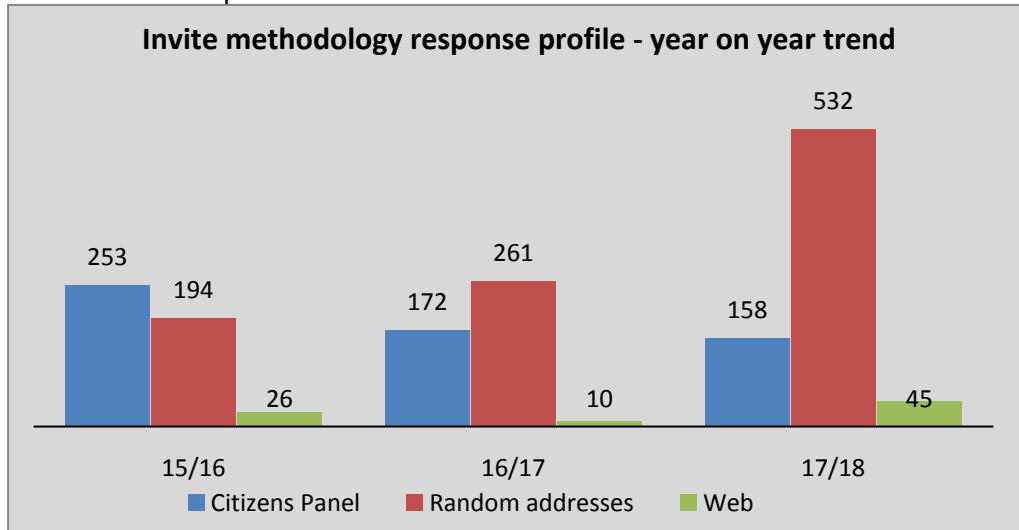
- 4.1 Responses have been captured and noted at a locality level I.E. parish/ward. It is not appropriate however, to compare results by locality as responses at this level are too low to be valid due to the margin of error being too high. I.E. a result of 70% from 15 responses received from one locality could change as much as - 30% to + 30% if you were to receive 15 responses from a different sample of households from the same locality.
- 4.2 Included at the end of this report at 8; are comments made by respondents which have been summarised by localities, which highlights the areas where there may be issues that service areas can focus on to improve service delivery performance.

5. METHODOLOGY

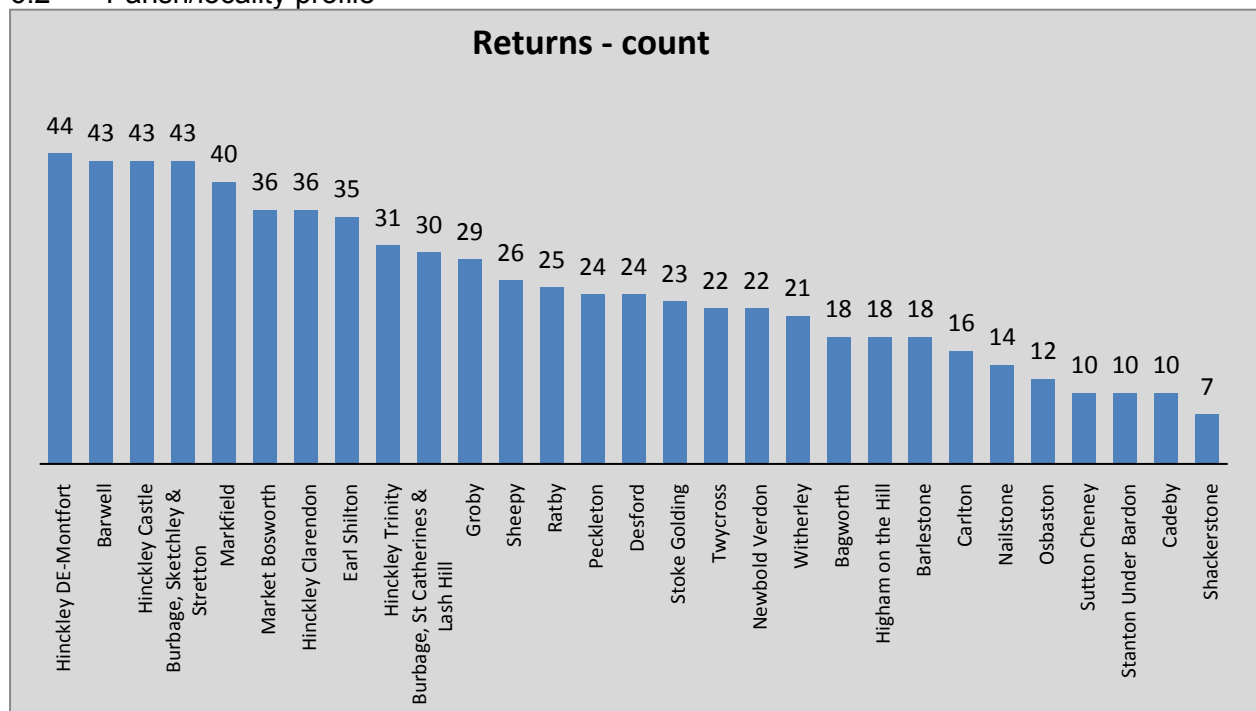
- 5.1 Approximately 500 residents (Citizens Panel) who regularly receive invites to complete corporate surveys were invited to take part this year by way of direct mail or email depending on their preference.
- 5.2 A further 2945 households selected randomly from a public address file and aligned with household demographics by locality were also invited by direct mail.
- 5.3 The survey was also made available on-line via the council's website

6. RESPONSE PROFILES

6.1 Method of invite profile



6.2 Parish/locality profile



KEY FINDINGS

- 7.1 All results show the latest result plus the previous years result. On some questions where available, there is an additional result from the latest (Oct 2017) report published by the Local Government Association from a telephone poll they conduct three times a year via a representative random sample of 1,002 British adults (aged 18 or over)

7.2 Satisfaction with waste collection - 733 responses

- Latest: 94%
- Previous: 90%
- National poll: 84%

Waste service performance remains high, with just a few negative comments on:

- Collectors not cleaning up after the collection
- Collectors not returning bins to property boundary
- Missed bin collections

7.3 Satisfaction with street cleaning - 636 responses

- Latest: 71%
- Previous: 77%
- National poll: 78%

Street cleaning satisfaction has worsened since last year and comments made by respondents, blame mainly:

- Levels of litter and the time taken by the council to clean it up
- Dog mess

7.4 Satisfaction with recycling - 690 responses

- Latest: 87%
- Previous: 86%

Recycling service remains stable with a few comments stating:

- More items need to be recycled
- Collectors sometimes do not tidy up items they drop onto the road

7.5 Satisfaction with the garden waste service - 630 responses

- Latest: 89%
- Previous: 79%

Take up of the garden waste service continues to grow with only a few respondents expressing dissatisfaction on:

- Having to pay for the service

7.6 Satisfaction with sport and leisure facilities - 350 responses

- Latest: 77%
- Previous: 79%
- National poll: 83%

Responses from rural areas have kept satisfaction levels with sport and leisure facilities from improving much as denoted by numerous comments stating:

- A lack of local facilities
- A lack of public transport from rural areas into Hinckley town

7.7 Satisfaction with older people support and services - 264 responses

- Latest: 68%

- Previous: 64%
- National poll: 74%

Older people services have improved since the last survey, but a few comments stated that there was:

- No follow up
- A general lack of support on adult care

7.8 Satisfaction with children and young people support and services - 201 responses

- Latest: 68%
- Previous: 73%
- National poll: 79%

Whilst Children and young people services have seen a drop in satisfaction since last year, only a few respondents provided comments, which were about:

- The imminent closure of children services

7.9 Satisfaction with housing advice - 159 responses

- Latest: 75%
- Previous: 66%

Significant improvement on last year's result with no comments provided

7.10 Satisfaction with environmental protection services - 519 responses

- Latest: 62%
- Previous: 55%

Significant improvement on last year, but some comments were made stating that:

- More needs to be done about dog mess

7.11 Satisfaction with planning and building control - 378 responses

- Latest: 56%
- Previous: 47%

Significant improvement on last year although there were some comments on:

- The lack of parking facilities on new housing developments
- Empty commercial properties being left untouched

7.12 Satisfaction with the community safety service - 362 responses

- Latest: 74%
- Previous: 79%

Satisfaction in this area has worsened since the last survey and the only thing that may indicate why this is are the comments that were made on personal safety when out and about in the local area after dark, which were:

- A lack of or low street lighting
- A lack of police presence
- Youth gangs (ASB)
- Street crime

7.13 Satisfaction with the licenses, permits and permissions service - 162 responses

- Latest: 85%
- Previous: 86%

This is in line with last year's result but with no comments provided and a low response it is not possible to establish any improvement potential.

7.14 Satisfaction with benefits advice - 135 responses

- Latest: 74%
- Previous: 77%

In line with the previous survey result but with no comments and a low response it is not possible to establish any improvement potential.

7.15 Overall satisfaction with the way HBBC runs things - 596 responses

- Latest: 85%
- Previous: 86%
- National poll: 79%

Satisfaction with way Hinckley & Bosworth Borough Council runs things remains stable around 85% as it has done for the past few years and higher than the latest national telephone poll, so overall a good result.

7.16 Providing value for money - 504 responses

- Latest: 73%
- Previous: 72%
- National poll: 68%

Stable performance and better than the latest national telephone result.

However there were numerous comments made, which suggests improving on this result is a possibility for future surveys. The main negative comments were:

- Council tax is too high
- Unhappy about Councillor allowance increases
- Recycling tip charges are too high and it encourages fly-tipping
- Lack of amenities in rural areas
- Hedges and grass cutting is of a poor standard

7.17 Acting on the concerns of local residents - 528 responses

- Latest: 60%
- Previous: 64%
- National poll: 60%

7.18 Trust in Hinckley & Bosworth Borough Council - 619 responses

- Latest: 71%
- Previous: 74%
- National poll: 68%

The percentage of respondents who think that the council acts on the concerns of local residents and those that trust the council is similar to previous results. A few general comments were provided together with some specific comments:

- Lack of consultation and/or results ignored
- Handling of ASB issues by Housing
- Klondyke not handled well
- Barwell SUE not handled well
- Approval of Neovia, no consideration for Desford residents

7.19 Keeping residents informed about services and benefits - 678 responses

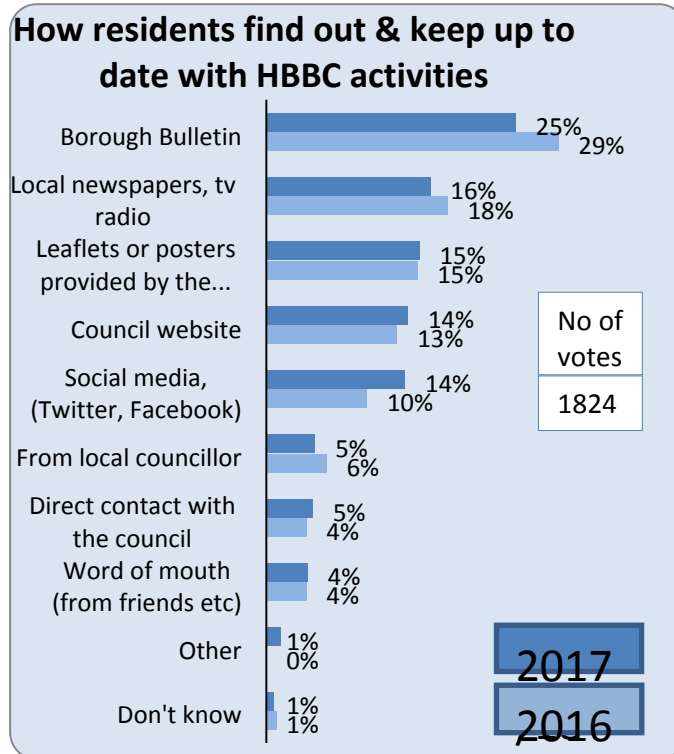
- Latest: 71%
- Previous: 71%
- National poll: 64%

In line with previous results with main comments being:

- The Borough Bulletin only covers Hinckley
- Council website is hard to navigate

7.20 Finding out about council services:

Respondents were asked to choose the top three ways they find out about council services and activities and once again the Borough Bulletin came out on top. The following chart shows how respondents voted for each method stated in the questionnaire:



7.21 Media coverage of central government over the last few months - 437 responses

- Latest: 10% agreed it had been positive
- Previous: 22% agreed it had been positive
- National poll: 19% agreed it had been positive

Main comments on reasons for media negativity on central government were:

- Brexit
- Misuse of public funds

7.22 Media coverage of local councils over the last few months - 252 responses

- Latest: 23% agreed it had been positive
- Previous: 15% agreed it had been positive
- National poll: 36% agreed it had been positive

Main comments on reasons for media negativity on local councils were:

- Misuse of public funds
- Austerity measures
- Council tax increases

7.23 Media coverage of HBBC over the last few months - 172 responses

- Latest: 53% agreed it had been positive
- Previous: 48% agreed it had been positive
- National poll: 59% agreed it had been positive

Main comments for media negativity on Hinckley & Bosworth Council were:

- Misuse of public funds
- Litter and dog mess
- Council tax increases
- Councillor allowance increases

7.24 Personal safety when out about in local area after dark - 662 responses

- Latest: 76% said they felt safe
- Previous: 79% said they felt safe
- National poll: 84% said they felt safe

The percentage of respondents that feel safe after dark has dropped and is also down by quite a margin compared to the national average as shown by the latest telephone poll. Comments from most localities in the borough show that the main reasons were:

- A lack of or low street lighting
- A lack of police presence
- Youth gangs (ASB)
- Street crime

7.25. Personal safety when out about in local area during the day - 710 responses

- Latest: 95% said they felt safe
- Previous: 97% said they felt safe
- National poll: 97% said they felt safe

Personal safety result was in line with previous results with no comments provided

7.26 Suitable properties to meet the needs of local people - 497 responses

- Latest: 62% agreed there are enough suitable properties.

This was a new question introduced this year, so this will be the base for performance improvement in the future.

Main comments were:

- Not enough council housing availability
- Not enough suitable housing for older people
- Empty properties not being used

7.27 Enough affordable properties to meet the needs of local people - 500 responses

- Latest: 48% agree there are enough affordable properties

This is a new question introduced this year, so this will be the base for performance improvement in the future.

Main comments were:

- Not enough affordable properties
- Re-let times & council house waiting list too slow
- House prices are too high
- Young people forced to rent due to affordable housing bought up by 'buy to let' owners

7.28 HBBC has done enough to secure enough suitable properties - 405 responses

- Latest: 59% agree Hinckley & Bosworth Borough council has done enough to secure enough suitable properties.

This is a new question introduced this year, so this will be the base for performance improvement in the future.

No specific comments were made on this question other than the comments already stated at 7.26 and 7.27 of this report

7.29 Job opportunities for local people - 329 responses

- Latest: 67% agree there are enough job opportunities.

This is a new question introduced this year, so this will be the base for performance improvement in the future.

Main comments were:

- Not enough jobs or too many low paid jobs available only
- Not enough apprenticeship opportunities
- Out of town industrial units inaccessible due to lack of public transport

7.30 Hinckley & Bosworth Borough Council has done enough to secure investment for new employment in the local area - 299 responses

- Latest: 74% agree Hinckley & Bosworth Borough Council has done enough to secure investment for new employment.

This is a new question introduced this year, so this will be the base for performance improvement in the future.

Main comments were:

- Commercial rates are too high
- Need bigger commercial names in the town
- Too many empty shops
- Too much housing, not enough industrial units

8. Comments made by respondents on service satisfaction

8.1. Key to localities:

DE	Hinckley DE-Montfort	TR	Hinckley Trinity	DF	Desford
BW	Barwell	BL	Burbage, St Catherines & Lash Hill	NB	Newbold Verdon
CA	Hinckley Castle	GO	Groby	WO	Witherley
BS	Burbage, Sketchley & Stretton	SY	Sheepy	BA	Bagworth
MK	Markfield	RO	Ratby	HO	Higham on the Hill
MB	Market Bosworth	PK	Peckleton	BT	Barlestone
CR	Hinckley Clarendon	SG	Stoke Golding	CL	Carlton
ES	Earl Shilton	TW	Twycross	NO	Nailstone
OS	Osbaston	SC	Sutton Cheney	CD	Cadeby
		SB	Stanton Under Bardon	SH	Shackerstone

8.2 Comments:

Satisfaction with waste collection	Where?
Collections regularly missed,	BT CR CL
Bins not returned to property boundary	BT BL WO CA MK RO TW ES
Mess on roads not cleaned up following collections	SY BA CA ES TR BT

Satisfaction with street cleaning	Where?
Cars to and from Caterpillar throwing waste from windows, street cleaners do not stop to clean up	DF
Too much Litter about	BW CL NO CD DE DF BL TR ES PK RO MK SY
Fly tipping not cleared up quick enough	CL BT WO NB PK SG CD BS ES
Abandoned vehicles not removed quick enough	NB BS
Not enough public waste and dog bins	MB
Too much dog mess about	BW BL TR NO BA CA MK TW WO DE NB GO CR BT RO SB
Satisfaction with recycling	Where?
Not enough items recycled	SG BW DE ES MB RO DF SY WO BA TR BL BS TW GO NB
Bins not returned to property boundary	BS
Mess on roads not cleaned up following collections	BA ES SY
Satisfaction with garden waste	Where?
Service should be free	DF BW BS ES NO CA CR SH WO SY GO MB TW CR DE MK RO
Satisfaction with sport and leisure facilities	Where?
No facilities available locally	BW NO BL NB MK CL OS RO GO
Hinckley Leisure centre prices too high	CA OS
Lack of outdoor sports facilities	BS
Satisfaction with older people support/services	Where?
No follow up on adult care	GO
Lack of support for old people	WO HO NB OS MB

Satisfaction with children & young people support/services	Where?
Lack of facilities for Children, services cut	MB BA
Satisfaction with housing advice	Where?
Given bad advice	BW

Satisfaction with the environmental protection service	Where?
Lack of dog mess enforcement, more warning signs needed	BW BL TR NO BA CA MK TW WO DE NB GO CR BT RO SB
Byelaw enforcements and environmental protection not up to standard	MK
Noise levels not enforced (neighbours/dogs)	RO
Satisfaction with planning & building control	Where?
Empty commercial buildings left untouched	CA
Too much development in rural areas	PK
Too much development with no supporting infrastructure (GP, schools etc)	DF MK SG PK DE
Too many new developments with inadequate parking facilities	BL CR
Not enough protection on old buildings/green spaces and trees	DF
Satisfaction with community safety/feeling unsafe when out and about after dark	Where?
Lack of street lighting	DE CA CR GO MB BL HO MK SY BA TW ES BS RO SB TR NB CD DE BW DF
Lack of police presence	BW DF DE GO HO MB CA WO BS TR CR MK
Fear of mugging/violent crime	DE PK
Youth gangs hanging around/ASB	DF BW HO BA CR TR BS NB SY CD OS
Street crime	BW TR SY MB WO
Travellers	BT CD OS

Value for money	Where?
Council tax is too high	BL BS BW DF HO PK MB BT BA MK SY CA TR CD TW SG CR ES GO RO
Money spent on newsletters, bulletins etc, a waste	SB
Lack of rural amenities	SY NO HO RO
Car park charges too high	DE
Hedges and grass cutting is poor	ES CL HO RO NO DF BA CD BW DE TW PK
Councillor allowance increases	BL BW CA CL SG
Recycling tip charges too high and encourage fly tipping	BL DF SC PK MB TR CR BS
Service cuts	BS DF BW

Local residents - concerns not acted upon and/or do not trust HBBC	Where?
Klondyke not handled well	GO
Handling of the Barwell SUE	BW
Lack of consultation and/or results ignored	BW ES SG DE CL BS TW OS WO DE
Handling of ASB issues by Housing	HO SB TR RO CR
Approval of Neovia, no consideration for Desford residents	DF
Not well Informed	Where?
Need to encourage residents to provide email address so HBBC can inform of updates to web, provide newsletter etc	CA HO CL
Borough Bulletin has too much trivia and is uninteresting	BA BT DE CA
Website is hard to navigate	BA DE RO BA
Road repair closures not communicated efficiently	BS
Borough Bulletin only covers Hinckley	CL GO NO MK RO SY PK TW SB
Other ways of receiving information about HBBC	Where?
Village magazine	GO WO MK
By telephone	NO OS
Political flyers	BW

Media has reported has viewed Government (central, local and HBBC) negatively in the last few months	Where?
Brexit (national media)	CA BL TW TR DE CL DF MB GO MK SH PK SB WO
Government/local council promises	CR MB DF
HBBC squanders money (local media)	CD BW SG
Councillors allowance rise (local media)	SG BW NB
Council tax increases (local media)	BW BA BL
Council house repairs (local media)	RO
Misuse of public funds (all)	BW
Litter and dog mess highlighted by local press (local media)	CR
Gritting of roads (local media)	BW MK ES
Austerity measures (local media)	BA MB BS CA NO HO RO TR DE DF WO

Why local residents feel unsafe when out and about in their local area	Where?
Lack of street lighting	DE CA CR GO MB BL HO MK SY BA TW ES BS RO SB TR NB CD DE BW DF
Lack of police presence	BW DF DE GO HO MB CA WO BS TR CR MK
Fear of mugging/violent crime	DE PK
Youth gangs hanging around/ASB	DF BW HO BA CR TR BS NB SY CD OS
Street crime	BW TR SY MB WO
Travellers	BT CD OS

Housing availability not appropriate	Where?
Not enough affordable housing for local residents	BA BL BS BT BW CA CD CL CR DE DF ES GO HO MB MK NB NO OS PK RO SB SC SG SH SY TR TW WO
Not enough council housing availability	ES BW NB GO BL CA DF
Young people forced to rent due to affordable housing bought up by 'buy to let' owners	CA CR WO
Not enough suitable housing for older people	BT CL CA MB WO DE PK SY ES MK SG DF
House prices too high	BL MB TW MK TR
Empty properties not being used	BW
Re-let times too long	TR OS ES BW
Too much new housing	BS WO

Economic growth not appropriate	Where?
Not enough jobs or too many low paid jobs available only	ES CR DE CA SY DF BL GO BW
Too much housing	TR BA BL CR
Need bigger commercial names in HBBC	CR CA BW BL NB DE
Too many empty shops	BW CA BS DE SG
Not enough apprenticeship opportunities	BS BT HO
Out of town industrial units inaccessible due to lack of public transport	TR BL ES
Commercial rates are too high	DE

General comments	Where?
Poor bus service from rural areas to Hinckley town centre	RO HO MB PK ES
Cost of survey	CL
Funding spent only in Hinckley and not throughout the borough	GO RO
Survey questionnaire needs more rural questions	SY
Rural areas need facilities & regeneration equal to Hinckley	MK TW
Need better christmas lights in local area	CL
HBBC should buy or encourage investors to buy the Big Pit to be used as a a wildlife area	DF
Public toilets not up to standard	ES
Community centre required for local residents	SG

9. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

9.1 In open session.

10. FINANCIAL IMPLICATIONS (DW)

10.1 None

11. LEGAL IMPLICATIONS (AR)

11.1 None

12. CORPORATE PLAN IMPLICATIONS

12.1 This report supports all of the elements of the Corporate Plan

13. CONSULTATION

13.1 Contained within the body of the report

14. RISK IMPLICATIONS

14.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

14.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

14.3 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) Risks			
Risk	Risk failure leads to:	Mitigating actions	Owner
CPS.33 -	Ill informed decisions	Communication and	Jacqueline

Resident engagement	and failure to comply with Public Sector Equality Duty	Consultation strategy in place. Resident satisfaction survey conducted annually	Puffet
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15. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

The consultation was undertaken with respondents from across the whole borough. using the council's Citizens' Panel database and residents selected from a 'Public Address' file using a random selection formula while ensuring that the demographics of invitees was proportionally in line with the demographics of the borough.

16. CORPORATE IMPLICATIONS

16.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications
- Data Protection implications
- Voluntary Sector

Background papers: None

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