

**ENVIRONMENTAL AND PLANNING REVIEW COMMITTEE
Durham Suite (North End)**

ANNUAL RESIDENT'S SURVEY 2007

General satisfaction with Sunderland City Council and the local area

Satisfaction with the council has improved from an already extremely strong position relative to similar authorities across the country, rising from 62% to 66% of residents who express themselves satisfied.

More residents agree that the quality of council services is good overall than in 2006, with two in three agreeing (65%), up seven points. This returns perceptions of the quality of services to 2005 levels, and may reflect the stability in high ratings of individual services.

Residents' satisfaction with their local area has risen to its highest level for over 10 years, and compares extremely favourably with similar areas in the country. Four in five (81%) express satisfaction, as opposed to 13% who are dissatisfied.

The following analysis relates to environment services/issues only:

Service usage and satisfaction

The table below indicates service usage and user satisfaction of environmental services:

Service	Usage	User Satisfaction
Recycling services / facilities	67%	80%
Parks and open spaces	40%	68%
Refuse collection	Universal	88%
Street lighting	Universal	85%
Grass cutting of open spaces	Universal	70%
Street cleaning	Universal	68%
Footpath maintenance	Universal	57%
Road maintenance	Universal	59%

Street cleaning is the only service for which satisfaction has improved significantly since last surveyed (68%, up from 64% in 2006).

Some environmental services have seen a statistically significant fall in user satisfaction since last surveyed:

- **street lighting** (85%, down from 88% in 2006)
- **grass cutting of open spaces** (70%, down from 77% in 2006)
- **parks and open spaces** (68%, down from 77% in 2005)
- **footpath maintenance** (57%, down from 61% in 2006)

Refuse collection remains by far the biggest priority for residents, with 64% saying it is the most important service. This is followed by street lighting and street cleaning - 33% each say these are most important.

The council's key strengths city-wide with respect to the environment, when taking into account levels of satisfaction AND the importance which residents place on them, include refuse collection, street lighting, recycling services, services that help disabled or frail adults, parks and open spaces, street cleaning, road maintenance and footpath maintenance.

Recycling

Kerb-it remains the most commonly use recycling service, with three in four residents (75%) using it fortnightly and only one in five (18%) never using it. Green-it is also used fairly frequently, with half (49%) using it fortnightly and only three in ten (31%) never using it.

Use of supermarket recycling centres and household waste reception and recycling centres is still low on a fortnightly basis (four and two per cent respectively). However, more residents are making use of them, with the proportion saying they have never used them having fallen since 2006 by seven and six points respectively.

User satisfaction with the individual recycling services remains high:

Green-it (93%)

Household waste reception and recycling centres (91%)

Supermarket recycling centres (86%)

Kerb-it (81%).

City Centre

The table below indicates ratings for city centre attributes and changes in 'good' ratings since 2006.

City Centre attribute	Good	Poor	Change in good since 2006
Things to do in the evening	71%	7%	+5
Location of car parking facilities	65%	8%	+5
Signposting around the City centre	67%	11%	+2
Footpath & pedestrian areas	66%	14%	0
Shopping facilities	68%	18%	-3
Leisure & entertainment facilities	61%	14%	+5

Availability of car parking facilities	57%	11%	+5
Cleanliness of the environment	57%	21%	+5
New building & redevelopment underway	46%	14%	-5
Future plans for City regeneration	36%	14%	-3
Levels of traffic in the City centre	35%	36%	+4

City Centre facilities continue to be rated highly – and improvements have been seen in a number of areas, particularly in relation to transport and environment attributes. Levels of traffic in the City Centre are rated least highly although the picture is improving. Satisfaction with shopping facilities has fallen, compounding the fall seen between 2005 and 2006; however, two in three residents continue to regard shopping facilities as good.

Almost nine in ten residents say that they feel safe walking outside alone in the daytime (86%) in the city centre while just 31% say that they feel safe after dark - this has remained stable over the past year.

Getting around the city

The table below indicates ratings for aspects of getting around Sunderland.

Aspect of life	Satisfied	Dissatisfied
Availability of taxis	83	2
Signposting	75	8
Facilities for pedestrians	77	10
Security of public car parks	56	9
Quality of public car parks	62	10
Public transport	57	14
Facilities for people with disabilities	41	15
Accessibility of public buildings for people with disabilities	42	13
Price of public car parks	32	31
Cycle routes	30	11

Compared with results from the 2006 survey of residents, levels of satisfaction with some aspects of life in the city have improved. This is particularly true of the quality of public car parks, where net satisfaction has risen by 15 percentage points. Similarly, net satisfaction with the security of car parks has risen by nine percentage points since 2006. Satisfaction with public transport has risen by six points.

Satisfaction with cycle routes has fallen by eight percentage points since 2006 – although 30% remain positive, three times more than those negative.