

## **Annual Resident's Survey 2007 Culture & Leisure and Review Committee**

### **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 culture and leisure services only:**

#### **Service usage and satisfaction**

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

<b>Service</b>	<b>Usage</b>	<b>User Satisfaction</b>
Beaches	47%	86%
Libraries	44%	90%
Theatres/cinemas	41%	89%
Parks and open spaces	40%	68%
Leisure centres	32%	66%
Museums/galleries	27%	86%
Events in the city	25%	83%
Sports facilities in parks	17%	56%
Children's playgrounds	16%	43%
Tourist information centre	8%	81%
Registrars	5%	84%
Facilities for young people	7%	31%

After recycling facilities, beaches and libraries are the most commonly used services. For beaches, this represents a five point increase in use since 2006, and a total increase of nine points since 2005.

There have also been increases in the use of libraries (up six points), theatres and cinemas (up nine points), museums and galleries (up six points) and leisure centres (up five points).

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Some culture and leisure services have seen a statistically significant fall in *user* satisfaction since last surveyed:

- **grass cutting of open spaces** (70%, down from 77% in 2006)
- **parks and open spaces** (68%, down from 77% in 2005)
- **leisure centres** (66%, down from 77% in 2005)

One of the council's key strengths city-wide with respect to culture and leisure services, when taking into account levels of satisfaction AND the importance which residents place on them, include parks & open spaces whereas the main area for improvement continues to be provision of facilities for young people.

### **City centre**

City centre facilities continue to be rated highly. Specifically, having things to do in the evening is now rated as good by 71%, up by five percentage points since last year, along with 61% who say this for leisure and entertainment facilities (again up five points).

Satisfaction with shopping facilities has fallen since 2006, compounding the fall seen between 2005 and 2006; however, two in three residents (68%) continue to regard this as good.

### **Healthy living**

Healthy living in Sunderland continues to lag behind the rest of Britain, with 72% of residents rating their health as good, compared to nine in ten nationally – however, this is at least in part due to Sunderland's higher-than-average number of deprived areas.

Looking at levels of physical activity for 30 minutes or more, residents are most likely to do mild physical activity (68% do at least three times a week). Approaching half (47%) do moderate physical activity and one in five (22%) do strenuous physical activity at least three times a week.

### **Communications**

Fewer residents feel well informed (46%) about the services and benefits provided by the authority than last year, and in comparison with other local authorities, the council does not perform very well on this measure.

The new listings leaflet 'Switched On', delivered as part of Sunrise, appears to have been a considerable success. Approaching half of residents (48%) have had a copy delivered and 74% of these found it useful.