

**TO: CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW & SCRUTINY PANEL
11 SEPTEMBER 2013**

**RESIDENTS' SURVEY 2012 – CHILDREN, YOUNG PEOPLE AND LEARNING
Director of Children, Young People and Learning**

1 PURPOSE OF REPORT

- 1.1 To brief the Overview and Scrutiny Panel on the results of the Residents' Survey 2012 relating to services provided by Children, Young People and Learning.

2 RECOMMENDATION

- 2.1 **That the Panel notes the results of the Residents' Survey 2012 as they relate to Children, Young People and Learning.**

3 REASONS FOR RECOMMENDATION

- 3.1 To provide the Overview and Scrutiny Panel with the results of the Residents' Survey 2012 as they relate to Children, Young People and Learning.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

Overall headlines

- 5.1 The 2012 Residents' Survey was conducted by QA Research, the Council's provider of independent consultation and engagement services. The aim of the survey was to gather the views of a representative number of Bracknell Forest residents on a variety of issues relating to the Council as well as attitudes towards Bracknell Forest as a place to live and work. A full copy of the QA Research Results Report is attached as Annex 1 and includes a copy of the survey used.
- 5.2 The survey was delivered to all households in the borough. Residents also had the option of completing the survey online. In total, 4,816 postal and 212 online surveys were returned, giving a total response of 5,109. This equates to a response rate of 11% which compares favourably with the national average response rate for this type of household survey of between 3% and 5%.
- 5.3 Overall, the results from the 2012 survey indicated higher levels of satisfaction than the results of previous surveys in 2008 and 2009. 30% of respondents believed they can influence decisions in their locality and 85% were satisfied with the local area as a place to live (with just 7% indicating dissatisfaction). 60% of respondents were satisfied with the way the Council runs things and 64% felt that the Council kept them very or fairly well informed, an increase of 25 percentage points on 2008/2009. The

single most important area on which residents wanted the Council to focus was the regeneration of the town centre (20%).

- 5.4 Respondents were asked to indicate the three things they liked best about living in the Borough. The two most popular answers related to access to green space and the countryside – parks and open spaces 58% and access to nature 50% - and these were consistently rated as being the best things about the borough by all respondents regardless of their age.

Overall satisfaction and suggestions for improvement

- 5.5 Satisfaction with the Council overall was significantly linked to satisfaction with each of the specific services. As the number of individual services with which respondents expressed dissatisfaction increased, so did the likelihood that they expressed dissatisfaction with the Council overall. There was a particularly sharp rise in dissatisfaction levels between those dissatisfied with two services and three services (14.8% to 28.4%) and those dissatisfied with four services and five services (35.1% to 55.8%).
- 5.6 The final part of the survey looked at respondents' suggestions on things the Council could do differently to have a positive impact within Bracknell Forest. Relevant to the services provided by Children, Young People and Learning were the following suggestions:
- § More support for specific groups (e.g. elderly, youth, disabled etc.) – 5%
 - § Improve / change education provision – 2%

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES IMPACT ASSESSMENT / STRATEGIC RISK MANAGEMENT ISSUES / CONSULTATION

- 6.1 Not applicable.

Background Papers

None.

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