



Viewpoint Survey

Torbay Strategic Partnership – 15 September 2011

1. What are we trying to achieve for our communities?

1.1 The survey enable partners to track changes in peoples views over the last three years. Key issues for consideration are;

1. Have views on priorities changed
2. Have perception the quality of services provided by public sector organisations changes
3. Issues around community cohesion/safety and links to 'Big Society'
4. Communications/access to services

1.2 **Community Priorities** - Issues in need of improvement which will improve quality of life by making somewhere a good place to live are:

- Road and pavement repairs
- Affordable decent housing
- Clean streets

1.2 **Perceptions of Public Services** - There has been a small improvement in satisfaction with local health services (GPs and local hospitals). There is, however, a decrease in satisfaction with dentists of 4.8%.

1.3 For blue light services the picture is mixed with a 1.7% reduction in satisfaction with DSFRS and a 0.3% increase in satisfaction with Devon and Cornwall Constabulary

1.4 For Torbay Council satisfaction has increased from a low point of 30.2% to 45.6% in 2010-11 (this is equivalent to the council ranking 160th out of 316 councils in the National 2008 Place Survey, improving the rank by 150).

1.5 **Community Cohesion** - More people are involved in volunteering following successful delivery of volunteering targets in the local area agreement. Volunteering has now risen to over 50%

1.6 All aspects of respect and consideration have shown improvement.

- Responsibility for children 33.4% showing an increase of 10.8%. (This is equivalent to the council ranked 109th out of 352 Councils in the National 2008 Place Survey, an improvement of 178 places).
- Agreement that people from different backgrounds get on well together achieved an 85.1% an increase of 5.7% from 2009-10. (This is equivalent to the council

ranked 14th out of 352 Councils in the National 2008 Place Survey, an improvement of 169 places).

- 1.7 People generally feel safe outside, including a 17.6% increase in the proportion of respondents feeling safe after dark. In 2008-9 the proportion of respondents who felt safe after dark ranked 216th out of 349 councils, using the same rankings the improvement shown in 2010-11 would give a ranking of 35th, and improvement of 181 places. By comparison the smaller improvement in feeling safe during the day would result in an improved rank of 103 places from 192nd place to 89th.
- 1.8 Despite improvements in perception of Antisocial behaviour, respondents are less positive about how public services are dealing with these issues and also feel less informed with a reduction of 8.1%.
- 1.9 **Communications/Access to services** - Overall respondents feel more informed about how to access or influence services and how they are performing. How to get involved in local decision making showed the greatest increase in the proportion of respondents feeling informed. The only area showing a decrease in the proportion for respondents feeling informed was what to do in the event of a large-scale emergency

3. Recommendation for decision

- 3.1 Members note the positive overall direction
- 3.2 That the TSP Executive focus their attention on areas where results have deteriorated to gain understand why this is the case and develop plans for improvement.

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