



Title of Report:	Citizens Survey 2022
Committee Report Submitted To:	Corporate Policy & Resources Committee
Date of Meeting:	22 February 2022
For Decision or For Information	Information

Linkage to Council Strategy (2019-23)	
Strategic Theme	<ul style="list-style-type: none"> • Improvement and Innovation • Healthy, Active and Engaged Communities
Outcome	Citizens and communities will be centrally involved in Council's planning and decision-making processes
Lead Officer	Head of Performance

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES/NO
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

1.0 Purpose of Report

- 1.1 The purpose of this report is to update Members on the outcomes and planned next steps following the Council's first ever Citizens Survey

2.0 Background

- 2.1 In June 2021, through the 2021/22 Performance Improvement Plan, Council began to work on an Improvement Objective to increase our levels of engagement with citizens. Primary amongst this was the development, rollout, and completion of CCG's first Citizen's Survey.
- 2.2 We set an ambitious target of 2,000 responses as well as committing to report back to Council with results and outcomes before the end of March 2022.

3.0 Citizens Survey

- 3.1 The Citizen's Survey was opened on 24th November 2021 and then closed on 7th January 2022.
- 3.2 An invitation leaflet to take part was delivered to every domestic address in the Borough. A promotional video was developed and issued through Council's social media channels and local press and media were also utilised.
- 3.3 As this was Council's first ever Citizen's Survey, the decision was taken to focus on the key visible areas of refuse collection, street cleansing, parks and open spaces, sport and leisure, births deaths and marriages, and community facilities.

4.0 Outcomes and Headline Results

- 4.1 Council have received 2,268 responses in total, with an excellent completion rate of 82%. For a population the size of Causeway Coast and Glens, this is a statistically significant number, which means that we can have a high degree of confidence (95%) that the views expressed will be in line with those of the population as a whole.
- 4.2 A Survey Summary Report is attached at **Annex 1** to this report.
- 4.3 Citizens were asked to rate Council's overall performance with a maximum score of 5 Stars. Council achieved an overall score of 3.2 which demonstrates that Council is viewed in a positive light. Indeed, over 40% of respondents returned a satisfaction rate of 4 Stars or above.
- 4.4 Refuse Collection was perceived as the most important service for citizens. It was also the Service area that scored most highly on questions around performance.

- 4.5 Some early areas for improvement identified are around the perceived lack of services for young people and the low levels of engagement between Council and young people.
- 4.6 870 respondents took the opportunity to provide further comments on any aspects of the Councils performance. This has provided an additional wealth of information and valuable qualitative data. The areas mentioned the most in the additional comments were Council facilities, recycling, litter, car parking and swimming.

5.0 Next Steps

- 5.1 Members will be provided with a detailed breakdown of the results of the survey.
- 5.2 Council Services will also be provided with a detailed breakdown of the results of the survey. Services will be asked to analyse the results and identify potential areas for improvement that could be developed through Service Business Plans and/or the Council's Performance Improvement Plan.
- 5.3 We will publish the findings of our Citizens Survey on the Council's website and social media channels.

6.0 Recommendation

It is recommended that the Corporate Policy and Resources Committee notes the contents of this report, outcomes and next steps, as well as the detailed results in the Survey Summary Report attached.



Causeway Coast and Glens Borough Council

*Citizens Engagement Survey 2021/22 summary
report*

This report has been
prepared by Andy Mudd
in January 2022

Version 1.0





APSE (Association for Public Service Excellence) is a not for profit local government body working with over 300 councils throughout the UK. Promoting excellence in public services, APSE is the foremost specialist in local authority front line services, hosting a network for front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing and building maintenance.

APSE provides services specifically designed for local authorities, such as benchmarking, consultancy, seminars, research, briefings and training. Through its consultancy arm APSE delivers expert assistance to councils with the overt aim of driving service improvement and value for money through service review and redesign. APSE delivers in excess of 100 projects a year and clients benefit from the consultancy's not for profit ethical approach to consultancy services.

Causeway Coast and Glens Borough Council Survey summary report

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1. Introduction

- 1.1 APSE Solutions was engaged to carry out a survey of citizens on behalf of Causeway Coast and Glens Borough Council (CC&G). Following consultation with officers and members it was decided to concentrate on the key visible service areas of:
 - Refuse Collection
 - Street Cleansing
 - Parks and Open Spaces
 - Sport and Leisure
 - Births Deaths and Marriages
 - Community Facilities
- 1.2 The survey was a whole population survey with no sampling. The invitation to participate was distributed widely, with no apparent bias toward any demographic, geographical or other group. Although designed to be completed on-line, using a smart phone or computer, options were available for telephone and postal completion. Approximately 1% of respondents participated this way. This may mean that there are some groups in the area that are underrepresented in the responses. Estimates vary but recent research indicates that around 7% of the UK adult population are almost completely offline¹. Digital exclusion can impact on older people, those with certain disabilities and economically marginalised groups.
- 1.3 The survey resulted in 2268 responses in total, with a completion rate of 82%. Regardless of what proportion of the total population it represents, this is a statistically significant number. This means we can have a high degree of confidence (95%) that the views expressed will be in line with those of the population as a whole, give or take 2%.
- 1.4 Response levels for sub-groups were obviously significantly lower in number, meaning that it is less possible to be confident that the views expressed are reflective of the view of those groups as a whole. So, for example, with just 72 under 25s completing the survey, caution should be exercised in interpreting the views expressed in so far as this sub-group is concerned. This is even more the case for combinations of subgroups, e.g., people under 25 living in Moyle, of which only seven responded. For these smaller groups of respondents results should be regarded as indicative rather than definitive.
- 1.5 A full set of results are appended to this summary report.

¹ Lloyds Bank UK Consumer Digital Index 2020

2. Demographic Data

Area of Residence

2.1 The survey was distributed throughout the CC&G area. The table below compares the breakdown of responses by area with that of the entire population.

	Proportion of Responses	of CC&G Population
Coleraine	31%	43%
Limavady	18%	24%
Ballymoney	20%	22%
Moyle	15%	12%

2.2 The proportion of respondents from each council area was roughly, though not exactly, in line with the proportion of CCG residents for each area in the population. The disparity – under representation of Colerain residents and over representation of Moyle residents – may be related to the fact that 15% of respondents chose not to identify with any of the area choices. The most frequently mentioned alternatives were Portrush and Portstewart which are both in the Coleraine area (is this correct?).

Age Profile

Age profile of survey respondents		Age profile of population	
Under 18	0.75%	0-15	20%
18-24	1.99%	16-64	64%
25-34	9.31%	65+	13%
35-44	15.43%		
45-54	19.81%		
55-64	26.15%		
65+	26.2%		
Chose not to say	0.35%		

2.3 Whilst the two data sets are not directly comparable, it is clear that the age profile of respondents is different from that of the population as a whole. Older people are disproportionately represented in the survey responses, with over 65s, who make up just 13% of the population as a whole, accounting for 26% of the survey respondents. Young people, on the other hand are underrepresented in the responses. There are a number of

possible reasons for this, ranging from older people perhaps having more time to complete surveys, through to the possibility that younger people are less well engaged with the council than the older generations. This latter possibility suggests a need for a focussed attempt to engage directly with young people if their needs are to be fully understood.

Gender

2.4 The gender split of respondents was 54% female and 45% male. This is near to the 51% female to 49% male split of the population as a whole. No respondents opted for the 'neither' category of gender identification. There does not seem to be any strong correlation between gender and levels of overall satisfaction, although women scored the overall performance of the council slightly higher than men at 3.2 out of 5, as against 3.1 out of 5.

Religion

2.5 The split between Catholics and Protestants is close to that of the population as a whole. Interestingly however, the proportion of people stating they were not religious was much higher than recorded in the census data (19% against 4%). This may reflect a change in the population given that the data in this case are drawn from the 2011 census.

Religion	Proportion of Responses	Proportion of Population
Catholic	29%	40%
Protestant	44%	54%
No religion	19%	4%
Other religion	1%	1%

Disability Status

2.6 The proportion of respondents describing themselves as having a disability was 16%. This compares to 20% categorised as having a 'limiting long term illness' according to the 2011 Census data. The latter is a wider definition which includes conditions that would not necessarily be defined as disability. 16% can be considered a good level of response for this important sub-group. The actual number of responses (358) allows a 95% confidence level with a 5% margin of error.

Dependent Children

2.7 The 2011 census data indicate that 33% of the CC&G population have dependent children in their household. Amongst survey respondents the proportion is 30%. The discrepancy probably reflects the over representation of older people in the survey responses.

3. Relative importance of different services

3.1 Respondents were asked to say how important individual council services are to them. This was not a ranking exercise – respondents were free to determine the importance to them of each service on a standalone basis.

3.2 Refuse collection was ranked as being significantly more important than any of the other service areas, with 78% of respondents rating the service as very important to them, compared to the second highest rating of 50% for both parks and open spaces and street cleaning. These three service areas are the ones used by virtually everybody so can be expected to rank highly on importance to residents.

3.3 The other services are less universal but all were considered to be, extremely important, very important or important to at least 85% of respondents.

How important to you are the following council services?

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	NOT APPLICABLE	TOTAL
Refuse collection	78.24% 1,514	15.56% 301	5.22% 101	0.62% 12	0.05% 1	0.31% 6	1,935
Street cleaning	50.29% 964	30.20% 579	15.81% 303	2.14% 41	0.31% 6	1.25% 24	1,917
Parks and open spaces	50.39% 960	28.61% 545	16.90% 322	2.89% 55	0.47% 9	0.73% 14	1,905
Sport and Leisure	37.21% 713	25.68% 492	25.05% 480	8.82% 169	1.93% 37	1.30% 25	1,916
Births deaths and marriages	36.09% 685	23.76% 451	27.29% 518	9.59% 182	1.63% 31	1.63% 31	1,898
Car parks	38.08% 730	30.36% 582	23.94% 459	6.47% 124	0.63% 12	0.52% 10	1,917
Community facilities such as community centres	35.22% 678	25.35% 488	25.09% 483	10.60% 204	2.65% 51	1.09% 21	1,925

4. Service by service ratings

4.1 Respondents were asked to say how important a range of factors were to them as well as to rate how well the council is doing in relation to each factor for each service area. In this way it is possible to gain a clearer understanding of what is most important to people and in particular to identify any aspects of services that are perceived to be performing less well but which are of high importance to people. This can help with future service planning.

Refuse collection

4.2 The factors considered most important for refuse collection were Service Reliability and Frequency of Collection, closely followed by Level of Recycling. All elements scored well in terms of perceptions of performance with Service Reliability and Frequency of Collection being particularly well regarded. The Level of Recycling scored least well of all the factors but performance was still rated good or excellent by 78% of respondents.

4.3 Refuse collection is the most important service to the residents of CC&G and is also the one rating highest in terms of performance.

Thinking about refuse collection, please tell us how important the following things are to you.

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Attitude of staff	35.83% 684	29.86% 570	26.51% 506	6.91% 132	0.89% 17	1,909	3.93
Frequency of collection	60.66% 1,155	26.79% 510	11.29% 215	1.16% 22	0.11% 2	1,904	4.47
Level of recycling	59.32% 1,139	26.98% 518	11.77% 226	1.35% 26	0.57% 11	1,920	4.43
Bins returned to location	40.48% 770	28.29% 538	24.61% 468	5.99% 114	0.63% 12	1,902	4.02
Service reliability	63.38% 1,215	28.33% 543	7.82% 150	0.31% 6	0.16% 3	1,917	4.54

Please tell us how well think the refuse collection service is doing in relation to the following.

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Attitude of staff	48.41% 901	40.19% 748	9.89% 184	1.07% 20	0.43% 8	1,861	4.35
Frequency of collection	49.69% 954	41.04% 788	7.66% 147	1.35% 26	0.26% 5	1,920	4.39
Level of recycling	30.51% 577	46.80% 885	18.24% 345	3.33% 63	1.11% 21	1,891	4.02
Bins returned to location	44.71% 857	38.76% 743	11.68% 224	3.08% 59	1.77% 34	1,917	4.22
Service reliability	58.58% 1,123	36.88% 707	3.70% 71	0.63% 12	0.21% 4	1,917	4.53

Street Cleansing

4.4 Fly Tipping is the aspect of cleansing that is most important to respondents followed by Emptying Litter Bins. Performance on both was rated relatively low, with Fly Tipping being one of the few areas of service to gain less than a 50% Good or Excellent rating with a score of 43%. Emptying of Litter Bins was scored more highly, with 57% saying it is Good or Excellent.

4.5 The Attitude of Staff, which was considered to be at least important by 90% of respondents, scored well on performance with 83% rating it as good or excellent.

Thinking about street cleansing, please tell us how important the following things are to you.

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Attitude of staff	30.20% 556	28.46% 524	31.29% 576	7.88% 145	2.17% 40	1,841	3.77
Frequency of street sweeping	39.59% 745	34.54% 650	23.17% 436	2.23% 42	0.48% 9	1,882	4.11
Cleansing of town centres	49.26% 934	33.54% 636	16.19% 307	0.84% 16	0.16% 3	1,896	4.31
Emptying of litter bins	66.04% 1,260	26.73% 510	6.97% 133	0.00% 0	0.26% 5	1,908	4.58
Fly tipping	74.43% 1,403	17.88% 337	6.42% 121	0.74% 14	0.53% 10	1,885	4.65

Please tell us how well you think the street cleansing service is performing in relation to the following.

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Attitude of staff	31.32% 533	51.65% 879	14.04% 239	2.23% 38	0.76% 13	1,702	1.89
Frequency of street sweeping	17.68% 323	41.98% 767	26.71% 488	9.25% 169	4.38% 80	1,827	2.41
Cleansing of town centres	18.83% 348	46.86% 866	25.65% 474	6.60% 122	2.06% 38	1,848	2.26
Emptying of litter bins	16.16% 302	40.45% 756	29.96% 560	9.95% 186	3.48% 65	1,869	2.44
Fly tipping	11.53% 201	32.07% 559	34.65% 604	15.15% 264	6.60% 115	1,743	2.73

Parks and Open Spaces

- 4.6 The data show that dog bins and litter bins in parks are the most important elements of the service to residents. They are closely followed by toilets. Unfortunately, these are also the service elements that scored least well on performance, with fewer than 50% of respondents rating them as good or excellent.
- 4.7 As with most of the services, the Attitude of Staff, whilst not being the most important factor, is rated highly. In this case over 80% of respondents rated it as good or excellent.

Thinking about parks and open spaces, please tell us how important the following things are to you.

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Attitude of staff	37.07% 645	31.44% 547	24.20% 421	5.80% 101	1.49% 26	1,740	3.97
Flower beds and floral displays in public areas	26.49% 502	29.82% 565	33.88% 642	8.71% 165	1.11% 21	1,895	3.72
Outdoor pitches and playing fields	34.13% 630	31.91% 589	25.79% 476	6.45% 119	1.73% 32	1,846	3.90
Children's play areas	52.17% 972	28.77% 536	15.08% 281	2.79% 52	1.18% 22	1,863	4.28
Public parks	49.44% 926	32.46% 608	16.23% 304	1.60% 30	0.27% 5	1,873	4.29
Toilets in parks	60.23% 1,133	26.32% 495	11.38% 214	1.86% 35	0.21% 4	1,881	4.44
Litter bins in parks	68.09% 1,289	24.14% 457	7.13% 135	0.53% 10	0.11% 2	1,893	4.60
Dog bins in parks	69.55% 1,309	21.52% 405	7.49% 141	1.01% 19	0.43% 8	1,882	4.59

Please tell us how well you think parks and open spaces is performing in relation to the following

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Attitude of staff	28.14% 462	52.50% 862	17.24% 283	1.58% 26	0.55% 9	1,642	4.06
Flower beds and floral displays in public areas	29.64% 551	50.78% 944	15.17% 282	3.39% 63	1.02% 19	1,859	4.05
Outdoor pitches and playing fields	18.13% 315	54.17% 941	22.11% 384	3.86% 67	1.73% 30	1,737	3.83
Children's play areas	14.74% 261	44.83% 794	26.99% 478	9.26% 164	4.18% 74	1,771	3.57
Public parks	14.48% 262	48.20% 872	26.87% 486	7.46% 135	2.99% 54	1,809	3.64
Toilets in parks	9.10% 163	29.19% 523	35.77% 641	18.92% 339	7.03% 126	1,792	3.14
Litter bins in parks	10.72% 196	37.45% 685	36.52% 668	11.65% 213	3.66% 67	1,829	3.40
Dog bins in parks	9.91% 176	30.74% 546	38.06% 676	15.26% 271	6.02% 107	1,776	3.23

Sport and Leisure

- 4.8 The top-ranking aspect for Sport and Leisure, in relation to importance, was the Feeling of a Safe Environment, closely followed by the Cleanliness of Changing Rooms and Toilets. Interestingly, the Value for Money of Charges was only the fourth most significant factor, with Disability Access coming above it in the scores.
- 4.9 The service scores highly on performance for all factors with the most important coming out particularly well. No factor failed to score under 50% for good or excellent.

Thinking about sport and leisure, please tell us how important the following things are to you.

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Attitude of staff	46.36% 795	31.37% 538	18.78% 322	2.33% 40	1.17% 20	1,715	4.19
Cleanliness of changing rooms/toilets	66.17% 1,146	23.90% 414	7.33% 127	1.39% 24	1.21% 21	1,732	4.52
Temperature of water in swimming pools	40.80% 687	33.25% 560	20.07% 338	3.56% 60	2.32% 39	1,684	4.07
Disability access	61.53% 1,046	22.71% 386	12.24% 208	2.24% 38	1.29% 22	1,700	4.41
Feeling of a safe environment	70.50% 1,233	19.61% 343	8.06% 141	1.09% 19	0.74% 13	1,749	4.58
Quality of fitness and gym equipment	47.44% 797	31.61% 531	15.54% 261	3.33% 56	2.08% 35	1,680	4.19
Quality of other equipment	44.70% 747	33.81% 565	17.24% 288	2.81% 47	1.44% 24	1,671	4.18
Value for money of charges to use facilities	54.85% 950	29.56% 512	12.47% 216	1.79% 31	1.33% 23	1,732	4.35

Please tell us how well you think sport and leisure is performing in relation to the following.

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Attitude of staff	29.84% 464	50.87% 791	16.01% 249	2.12% 33	1.16% 18	1,555	4.06
Cleanliness of changing rooms/toilets	16.98% 265	46.06% 719	29.53% 461	5.51% 86	1.92% 30	1,561	3.71
Temperature of water in swimming pools	13.63% 196	53.20% 765	27.19% 391	3.89% 56	2.09% 30	1,438	3.72
Disability access	16.52% 236	51.85% 741	25.61% 366	4.27% 61	1.75% 25	1,429	3.77
Feeling of a safe environment	21.77% 337	55.43% 858	19.12% 296	2.39% 37	1.29% 20	1,548	3.94
Quality of fitness and gym equipment	17.22% 247	49.58% 711	25.87% 371	4.32% 62	3.00% 43	1,434	3.74
Quality of other equipment	14.22% 204	49.20% 706	29.55% 424	3.69% 53	3.34% 48	1,435	3.67
Value for money of charges to use facilities	13.80% 212	40.95% 629	34.57% 531	7.23% 111	3.45% 53	1,536	3.54

Births Deaths and Marriages

- 4.10 Births deaths and marriages was one of the lower scoring services in so far as importance to respondents is concerned. This is because it is not service used by most residents on a regular basis.
- 4.11 The Attitude of Staff was considered to be the most important aspect for this service followed by the Standard of Upkeep of Cemeteries and the Availability of Funeral slots. Despite concerns over recent years around the cost of funerals, Value for Money of the Bereavement Service was the fourth most important factor although it did score highly for respondents
- 4.12 Performance ratings for the most important factors are all good with the Attitude of Staff being particularly highly rated. Value for money scored less well, perhaps indicating that the cost of funerals is indeed an issue for some residents.

Thinking about births, deaths and marriages, please tell us how important the following things are to you

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Attitude of staff	61.71% 1,049	22.47% 382	13.24% 225	1.71% 29	0.88% 15	1,700	4.42
Standard of upkeep of cemeteries	51.67% 883	29.49% 504	15.68% 268	2.11% 36	1.05% 18	1,709	4.29
Availability of funeral slots	50.95% 831	29.61% 483	14.78% 241	3.13% 51	1.53% 25	1,631	4.25
Toilet provision in cemeteries	37.89% 632	27.46% 458	23.26% 388	9.59% 160	1.80% 30	1,668	3.90
Opening hours of registration service	35.30% 591	30.70% 514	27.54% 461	5.32% 89	1.14% 19	1,674	3.94
Availability of wedding slots	26.95% 414	25.59% 393	32.75% 503	10.16% 156	4.56% 70	1,536	3.60
Choice of wedding venues	25.80% 393	26.26% 400	30.66% 467	12.08% 184	5.19% 79	1,523	3.55
Value for money of bereavement service	48.46% 786	27.87% 452	19.17% 311	3.08% 50	1.42% 23	1,622	4.19

Please tell us how well you think births, deaths and marriages is performing in relation to the following.

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Attitude of staff	40.27% 561	45.73% 637	13.07% 182	0.50% 7	0.43% 6	1,393	4.25
Standard of upkeep of cemeteries	25.77% 376	56.07% 818	15.56% 227	2.12% 31	0.48% 7	1,459	4.05
Availability of funeral slots	17.80% 212	55.67% 663	24.94% 297	0.92% 11	0.67% 8	1,191	3.89
Toilet provision in cemeteries	10.99% 143	32.67% 425	38.97% 507	12.91% 168	4.46% 58	1,301	3.33
Opening hours of registration service	13.39% 173	50.85% 657	32.12% 415	2.79% 36	0.85% 11	1,292	3.73
Availability of wedding slots	12.47% 139	50.04% 558	34.44% 384	2.06% 23	0.99% 11	1,115	3.71
Choice of wedding venues	12.22% 136	45.82% 510	35.76% 398	4.58% 51	1.62% 18	1,113	3.62
Value for money of bereavement service	12.74% 153	39.88% 479	39.97% 480	5.33% 64	2.08% 25	1,201	3.56

Off-Street Parking

- 4.13 Off street parking is another service where all the named factors received high scores in relation to their importance to respondents with the availability of off-street parking in Town Centres scoring most highly followed Security of Car Parks and the Attitude of Parking Enforcement Staff.
- 4.14 Perceptions of performance were amongst the lowest of all the services, with only the Upkeep of Off-Street Car Parks scoring higher than 50% for good or excellent. Charges for Off-street parking scored lowest of the factors, although a large majority (77%) considered them to be average or better.

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Attitude of parking enforcement staff	53.04% 977	28.18% 519	15.74% 290	2.28% 42	0.76% 14	1,842	4.30
Availability of off-street parking in town centres	58.83% 1,093	28.85% 536	10.71% 199	1.40% 26	0.22% 4	1,858	4.45
Upkeep of off-street car parks	42.93% 795	34.72% 643	19.38% 359	2.48% 46	0.49% 9	1,852	4.17
Security of off-street car parks	56.90% 1,051	28.37% 524	12.34% 228	1.89% 35	0.49% 9	1,847	4.39
Charges for parking	46.48% 858	23.13% 427	21.29% 393	5.74% 106	3.36% 62	1,846	4.04

Please tell us how well the off-street parking service is doing in relation to the following.

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
Attitude of parking enforcement staff	13.51% 225	40.22% 670	34.09% 568	7.32% 122	4.86% 81	1,666	3.50
Availability of off-street parking in town centres	9.82% 179	38.36% 699	35.24% 642	11.91% 217	4.67% 85	1,822	3.37
Upkeep of off-street car parks	10.45% 188	46.36% 834	35.13% 632	5.67% 102	2.39% 43	1,799	3.57
Security of off-street car parks	7.34% 128	35.26% 615	40.88% 713	12.21% 213	4.30% 75	1,744	3.29
Charges for off-street parking	7.77% 139	26.01% 465	42.95% 768	12.92% 231	10.35% 185	1,788	3.08

Community Facilities

4.15 Respondents to this section placed greatest importance on the Attitude of Staff but Community Facilities for Young People also came out as being important to people. Unfortunately, the latter scored lower for performance than any other service element in the survey, with 31% recording a poor or very poor rating. Given the under representation of younger people amongst respondents this points to a need to engage with the group. A number of respondent's additional comments also suggests that facilities for young people is an area for improvement.

Thinking about community facilities such as community centres how important are the following things to you

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Attitude of staff	53.67% 841	27.38% 429	15.63% 245	1.34% 21	1.98% 31	1,567
Range of available community services and facilities	42.30% 673	30.30% 482	21.43% 341	3.71% 59	2.26% 36	1,591
Community facilities for young people	52.19% 834	26.10% 417	16.77% 268	2.32% 37	2.63% 42	1,598
General repair and upkeep of community facilities	46.24% 738	32.14% 513	17.79% 284	1.88% 30	1.94% 31	1,596
Opening times and availability of community facilities	44.00% 700	32.56% 518	19.11% 304	2.20% 35	2.14% 34	1,591
Ease of booking arrangements for community facilities	41.45% 652	32.87% 517	21.30% 335	2.42% 38	1.97% 31	1,573
Value for money of charges for using community facilities	45.67% 722	30.36% 480	19.99% 316	1.90% 30	2.09% 33	1,581

Please tell us how well community facilities such as community centres are doing in relation to the following

	EXCELLENT	GOOD	AVERAGE	POOR	VERY POOR	TOTAL
Attitude of staff	25.49% 351	50.33% 693	20.62% 284	2.18% 30	1.38% 19	1,377
Range of available community services and facilities	9.16% 132	33.80% 487	36.16% 521	13.74% 198	7.15% 103	1,441
Community facilities for young people	8.13% 114	23.09% 324	38.20% 536	18.32% 257	12.26% 172	1,403
General repair and upkeep of community facilities	9.61% 135	35.73% 502	38.65% 543	9.61% 135	6.41% 90	1,405
Opening times and availability of community facilities	7.93% 110	33.93% 471	40.13% 557	11.67% 162	6.34% 88	1,388
Ease of booking arrangements for community facilities	9.26% 123	37.35% 496	39.38% 523	9.11% 121	4.89% 65	1,328
Value for money of charges for using community facilities	9.76% 132	33.06% 447	42.68% 577	8.95% 121	5.55% 75	1,352

5. Overall score and additional comments

- 5.1 Respondents were asked to give the council an overall star rating. The average rating was 3.2 out of 5. Clearly the council is viewed in a positive light.
- 5.2 Residents of Moyle gave lower scores on average than those of the other areas but still gave the council a positive star rating of 2.9. The area with the highest overall average rating was Limavady with 3.5.

Thinking about the council as a whole how many stars would you give it for overall performance?

	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	11.19% 208	13.29% 247	34.59% 643	30.98% 576	9.95% 185	1,859	3.15

- 5.3 870 respondents took the opportunity to comment further on any aspect of council performance not covered in the survey. The full list is appended but some of the themes can be identified using a word cloud which maps the frequency with which individual words occur in the comments. The areas referenced most frequently were Coleraine, Ballycastle, Ballymoney and Portrush. The service areas respondents mentioned the most were facilities, recycling, litter, car parking, swimming.

tourists recycling centres S families pay please open around go bin collection keep
 run give really recycling compared much dog fouling Portrush streets
 Ballymoney regards take great community things staff live
 time place make well Ballycastle provision see
 town centre poor stop also way services children
 good look road nothing facilities now area
 survey council walking need Limavady town
 planning park clean people Council needs use beach
 local put Coleraine provide think Portstewart bins
 disgrace one borough feel enough work new many year litter even
 lack problem especially council area car park Thank seems leisure centre
 residents summer lot support etc know swimming pool footpaths public
 play parks Will left

5.4 Some recurring themes in the comments are the need for more facilities for young people and a perception that some areas do less well than others in so far as council services are concerned. This might suggest a need for further engagement at a local level.

6. Conclusions and Recommendations

6.1 The survey resulted in an excellent response rate with 82% of 2268 people who responded completing it. The outputs are therefore a reliable indicator of how the citizens of CC&G view the services the council provides.

6.2 As might be expected, the universal services that nearly everybody receives are perceived to be the most important on average. Refuse collection tops the list. It is also the service that scored most highly on questions around performance. This service is evidently highly regarded and delivering against resident priorities.

6.3 Other services are also generally well regarded but not always performing as well in relation to the things considered most important. Some service elements that stand out in that respect are:

- Fly tipping
- Emptying of litter bins
- Litter bins, dogs bins and toilets in parks
- Car parking charges
- Community facilities for young people

6.4 The comments section included a number of references to the need for more facilities for young people. Given the underrepresentation of that group amongst respondents this perhaps indicates a need for more targeted engagement with the younger members of the population.

6.5 The comments also included a few expressing the view that some parts of the borough are less well served than others. The Glens is mentioned in this context as are some individual towns. Notwithstanding this many comments are highly positive which coupled with the good overall star rating, suggests that satisfaction with the council overall is relatively high.

