

# Leicester residents survey 2005

## Introduction and Key Findings

Research Study Conducted for  
Leicester City Council



August - October 2005



# Introduction

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This report presents the findings of a residents survey conducted by the MORI Local Government Research Unit, on behalf of Leicester City Council. It is the third such survey to be carried out by MORI, repeating our previous work of 1998 and 2001.

## Background and Objectives

The principle objective for the survey is to provide the authority with robust data which accurately represents the views of the residents of Leicester. It is anticipated that this will feed into policy making and target setting for services, as well as allowing the City Council to explore broader cross-cutting quality of life issues.

## Reading this Report

After this introduction, which includes an explanation of the methodology used, key findings and implications are presented. The main body of the report then reports on the detailed survey findings. It is divided into four main sections, as follows:

- Community (covering satisfaction with the city and neighbourhood, desired improvements to the local area, crime and anti-social behaviour, and community cohesion);
- The Council (covering overall satisfaction and more detailed aspects of image, as well as contact with the council);
- Council Services (providing detail on usage of and satisfaction with universal and non-universal services); and
- Other Research Questions (Physical exercise and environmental behaviours).

A marked-up questionnaire is appended while full computer tabulations are presented under separate cover.

## Detailed Methodology

### Sampling and Fieldwork

MORI interviewed a total of 1,538 residents aged 16+, in 260 randomly selected output areas (OAs) across the Leicester City Council area. All OAs within the City Council area were sorted by ward and then ranked by demographic type (social class), with individual sampling points then selected at random.

Within each OA, interviewer quotas were set to reflect the population profile of that neighbourhood by age, gender, working status and ethnicity, using the latest 2001 Census data. At the analysis stage, data were weighted to the known population profile of the City Council area.

One hundred Afro-Caribbean residents were also interviewed as part of a booster sample, with loose quotas set on age, gender and working status. This was done to aid ethnic sub-group analysis. At the analysis stage, those Afro-Caribbean residents interviewed as part of the main sample were combined with those in the booster sample to maximise the sample size, resulting in a sample size of 150.

Fieldwork was conducted, face-to-face and in-home, between 1<sup>st</sup> August and 25<sup>th</sup> October 2005. Interviews lasted for about 30 minutes and were carried out using MORI's own field force.

## **Presentation and Interpretation of Data**

An explanation of statistical reliability is appended, but it should be remembered at all times that a sample, rather than the entire population of Leicester residents, has taken part in the survey. As a consequence, all results are subject to sampling tolerances, which means that not all differences are significant.

Reference in this report is made to "net figures". This represents the balance of opinion on attitudinal questions and provides a particularly useful means of comparing the results for a number of variables. In the case of a "net agree" figure, this represents the percentage who agree with a particular statement less the percentage who disagree. For example, if a statement records 40% agree (i.e. strongly/tend to agree) and 25% disagree (strongly/tend to disagree), then the net figure is +15 points.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the volume an asterisk (\*) denotes any value less than half a per cent.

## **Understanding the Local Population and Area Analysis**

In this report, individual wards in Leicester are grouped together into the ten Committee Areas defined by Leicester City Council. This is for the purpose of sub-group analysis. So that differences in findings for areas can be explained, it is important to understand the population profile of each.

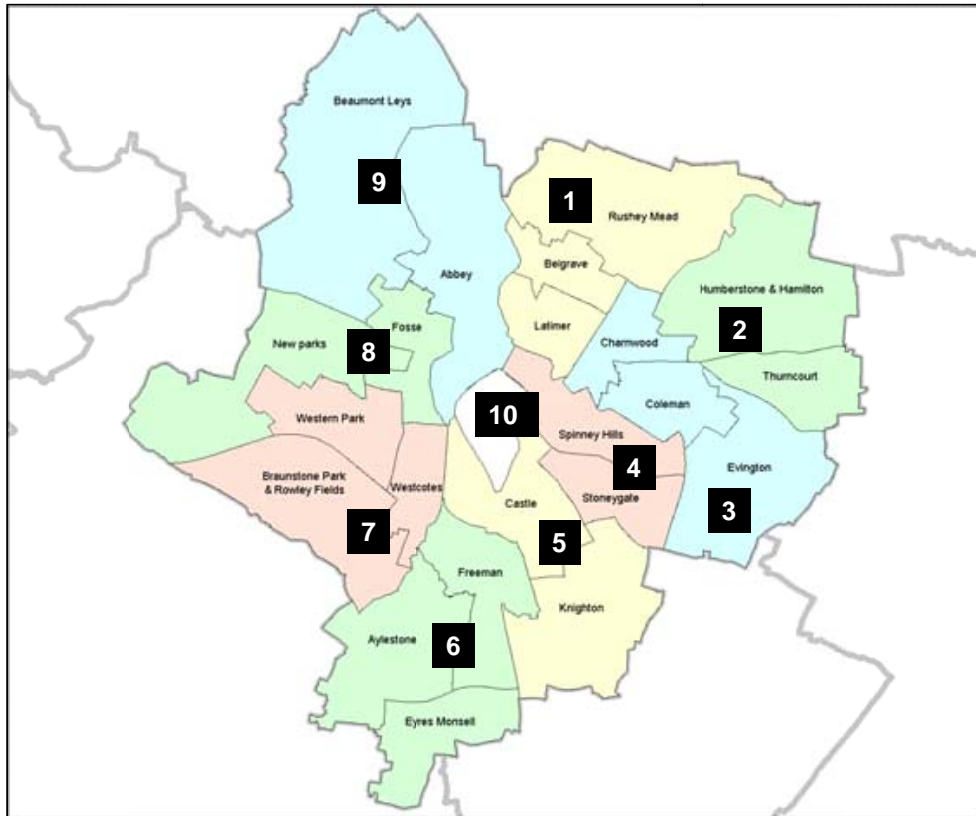
The ward breakdown of the Committee Areas is detailed in the table and map below.

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<b>Definitions of LCC Committee Areas</b>	
<b>Committee Area</b>	<b>Wards</b>
Area 1	Rushey Mead, Belgrave, Latimer
Area 2	Humberstone and Hamilton, Thurncourt
Area 3	Charnwood, Coleman, Evington
Area 4	Spinney Hills, Stonegate
Area 5	Castle, Knighton
Area 6	Freeman, Aylestone, Eyres Monsell
Area 7	Western Park, Braunstone Park and Rowley Fields, Wescotes
Area 8	New Parks, Fosse
Area 9	Beaumont Leys, Abbey
Area 10	Centre

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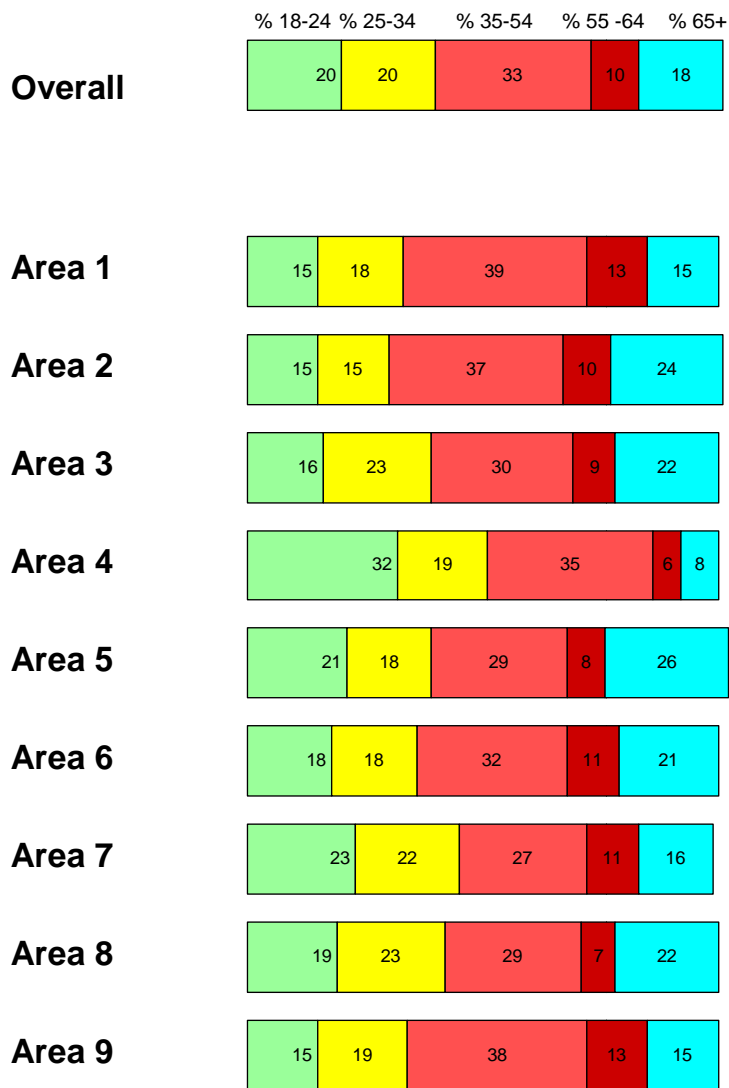
### Leicester City Council: Map of Area Committees



## Age Profile

The chart below indicates the variance in age profile between the Committee Areas. The area with the youngest age profile is Area 4 (Spinney Hills, Stoneygate), with over three in ten residents aged between 16 and 24 years old. Areas 2 (Humberstone and Hamilton, Thurncourt) and 9 (Beaumont Leys, Abbey) have the highest proportion of older residents.

### Age profile by committee area



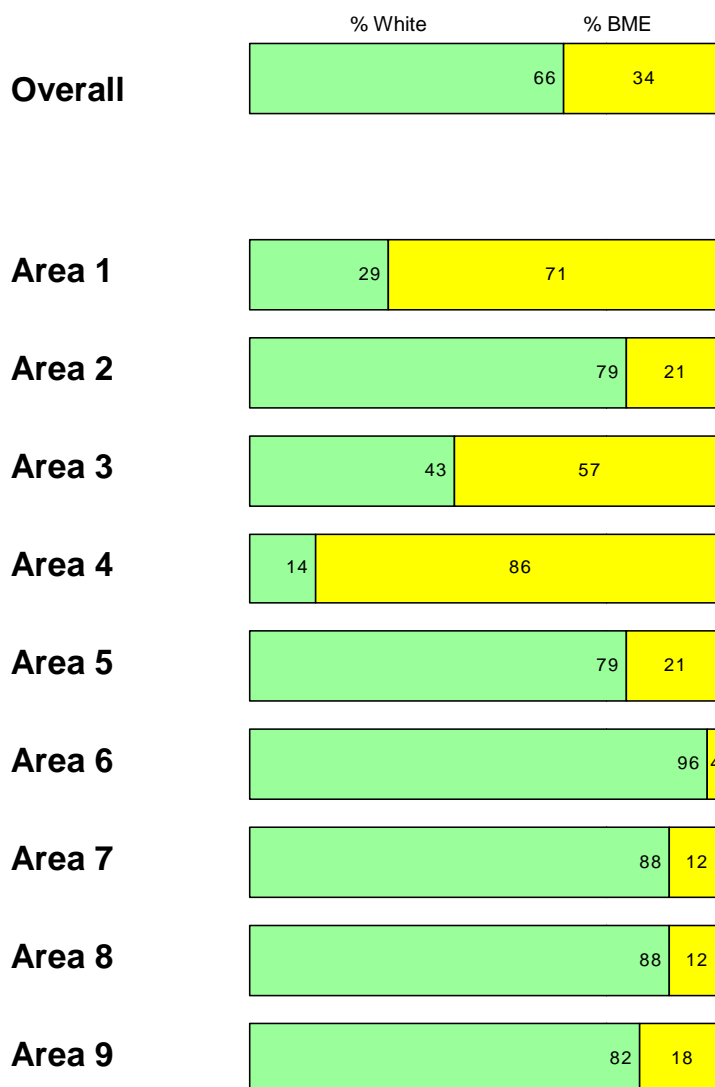
Base: 1,538 Leicester City Council residents, fieldwork dates: 1st August – 25th October 2005;

Source: MORI

## Ethnic Profile

There is a large variance in the proportion of different ethnic groups between areas in Leicester. Black and ethnic minority residents are in fact a *majority* in Areas 1 (Rushey Mead, Belgrave, Latimer), 3 (Charnwood, Coleman, Evington) and most noticeably 4 (Spinney Hills, Stoneygate). Conversely, Areas 5 to 9 have a higher proportion of ‘white’ residents, with four out of every five residents coming from this background.

### Ethnic profile by committee area



Base: 1,538 Leicester City Council residents, fieldwork dates: 1st August – 25th October 2005;

Source: MORI

## Normative Data and Comparisons

Where possible, comparisons are made to normative data, collected from surveys carried out by MORI for authorities of a similar type, or providing the same type of service. It should be remembered that these data represent *surveys carried out by MORI alone* and do not represent a full league table. They do however, provide useful comparisons which can be used to provide context to results presented in this report.

This report also looks to compare the results of the 2005 residents survey with the previous surveys that MORI has conducted with Leicester City Council in 2001 and 1998.

## Measuring Perceptions

It is also worth pointing out that this survey deals with residents' *perceptions* at the time the survey was conducted *rather than facts*. Residents' perceptions, therefore, may not accurately represent the level and quality of services that are currently provided in Leicester. Indeed, one of the challenges will be to link these perceptions with other data that is available, for example, performance indicators or other measurements of service quality.

## Citizens' Panel

The survey also provided the opportunity to recruit a new Citizens Panel for Leicester City Council - a standing panel of residents who are willing to take part in future research and consultation. A total of 368 survey participants agreed to join the Citizens' Panel.

## Acknowledgements

MORI would like to thank Irene Kszyk at Leicester City Council for her help and advice in developing this project. Special thanks also go to the 1,538 residents who took part in this survey.

## Publication of Data

As the City Council has engaged MORI to provide an objective and representative programme of research, it is important to protect the Council's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the data in this report is therefore subject to the advance approval of MORI. This would only be refused on the grounds of inaccuracy or misinterpretation of the findings.

# Key Findings

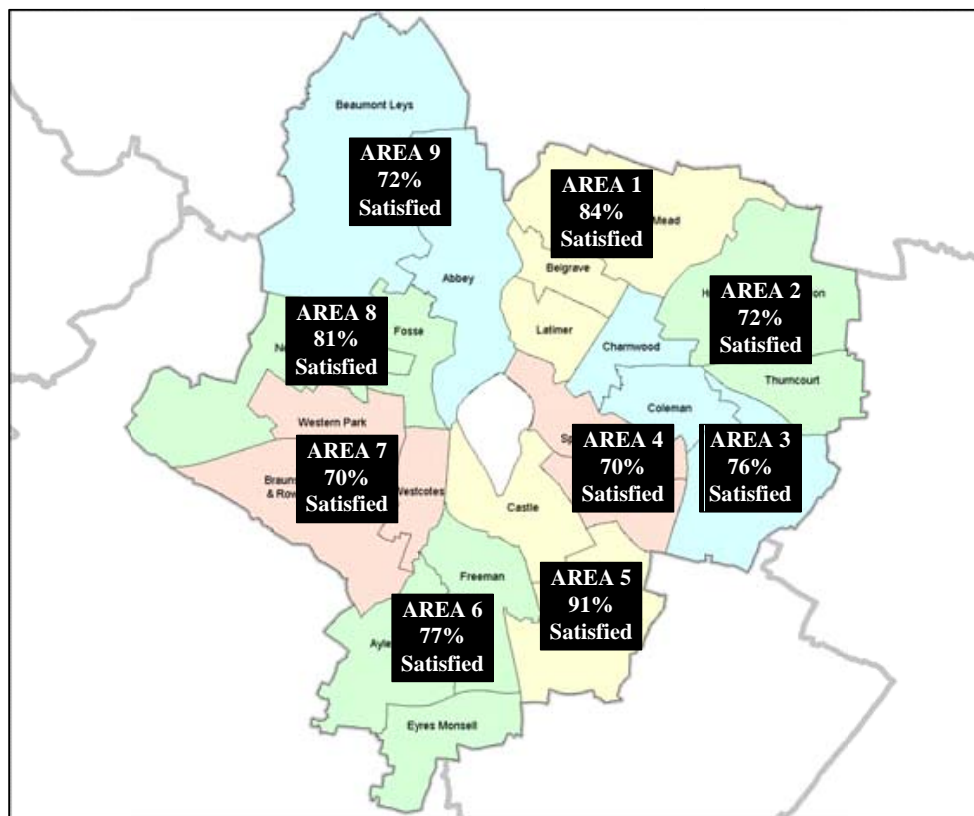
## 1) Community

### Satisfaction with Neighbourhood

Levels of **satisfaction with the local neighbourhood** have remained **constant** since 2001, with over three in four residents (77%) mentioning that they are satisfied with their local area as a place to live. This places the City Council towards the middle of the table of like authorities in which we have asked the same question. However, around one in seven (14%) are dissatisfied.

A feature of this piece of work, **Committee Area analysis** reveals some **interesting variations in satisfaction with local neighbourhoods**. While satisfaction in area five rises as high as 91%, it falls back to 70% in areas four and seven.

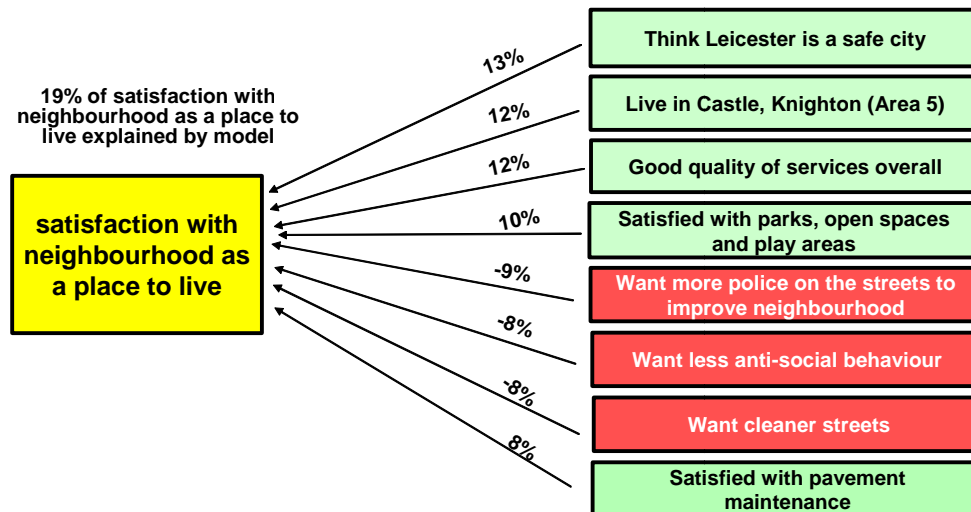
**Satisfaction with Neighbourhood by Committee Area**



But indicating that **other factors are influencing satisfaction**, local level data do not show the strong relationship between deprivation and satisfaction that we expect. For example, areas two has a satisfaction level lower than we might expect given its deprivation score, while area five's deprivation score is higher than we expect to see.

The chart below shows the factors which - through regression analysis - are shown to have the strongest influence over residents' satisfaction with their neighbourhood. Factors in green are those which have a positive effect, while those in red and factors which suppress satisfaction. As can be seen, the strongest drivers of satisfaction are related to the clean, green and safe agenda, while convincing residents that the City Council delivers good quality services is also important.

### Key Drivers of satisfaction with neighbourhood as a place to live



Base: 1,538 Leicester City Council residents, fieldwork dates: 1st August – 25th October 2005

Source: MORI

Residents are **more likely to say that they are satisfied with their local area than they are with Leicester as a whole**, with three in ten (30%) *very* satisfied with their neighbourhood compared to a quarter (26%) for the City overall as a place to live.

## Neighbourhood Improvements

Following on from 2001, and in line with broader national liveability issues, **cleaning up litter and dirt on the streets** rates highly on the list of desired neighbourhood level improvements. Over one in five (22%) mention this action, while a similar proportion (18%) point to **providing more facilities for children and teenagers**.

This represents a reduction of four percentage points since the last survey, at which time this action was the most frequently mentioned improvement. Further, although further down the list of perceived local priorities, we have also seen a decline of three percentage points in the proportion of residents saying that they want to see vandalism and graffiti stopped (falling from 7% in 2001 to 4% in 2005).

Looking at priorities by area provides **useful intelligence for those agencies engaged in local area working** to improve quality of life:

- In areas 2, 3, 6, 8 and 9 better facilities for teenagers and children are selected as a priority; while
- In areas 1, 4, 5 and 7 cleaning up the street is the most frequently mentioned priority.

There are other particular area-based priorities to look at though. For example, residents in areas 4, 5, and 3 are most likely to mention traffic restrictions or improved parking.

## Success in reducing Fear of Crime and Anti-social Behaviour

One of the most marked areas of improvement in this study. **In all cases bar one, we have reductions in public concern around a large range of crimes and anti-social behaviours**, all of which differ in frequency and severity. For example:

- In 2005, the anti-social behaviour residents are most worried about is **rubbish or litter lying around** (55% worried). However, this represents a reduction of 13 percentage points since 2001; and
- Over half (54%) express concern about **having their home broken into and having something stolen**. While this figure is still high, we have seen a reduction of 21 percentage points since 2001.

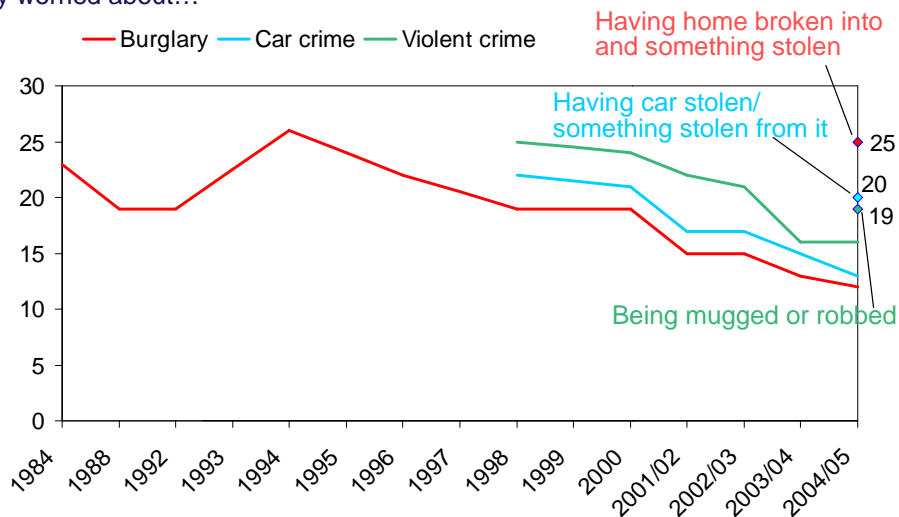
There are other areas where we have also seen positive results:

- Residents concern about **deliberate damage to property has dropped sharply** since the survey in 2001, from seven in ten (69%) worried in 2001, to just under half (47%) currently; and
- **Fear of being mugged or robbed has fallen** from 65% to 40% between 2001 and 2005.

These figures **echo the situation nationally**, which show falling levels of concern about crime.

### Fear of Crime: Evidence from the British crime Survey

% very worried about...



Source: MORI

However, **one important area has seen an increase in negative perception.** This is **people using or dealing in drugs.** In 2005, over four in every ten (44%) say they are worried about this behaviour, compared to three in ten (30%) in 2001.

Again, the **differences in level of concern by area are telling.** The table below shows key anti-social behaviours and crimes the areas in which the lowest and highest areas of concern are registered by residents. It is clear that areas 5 and 6 are those in which there is least concern around anti-social behaviour and crime, while for areas 2 and 9 there is consistently most concern.

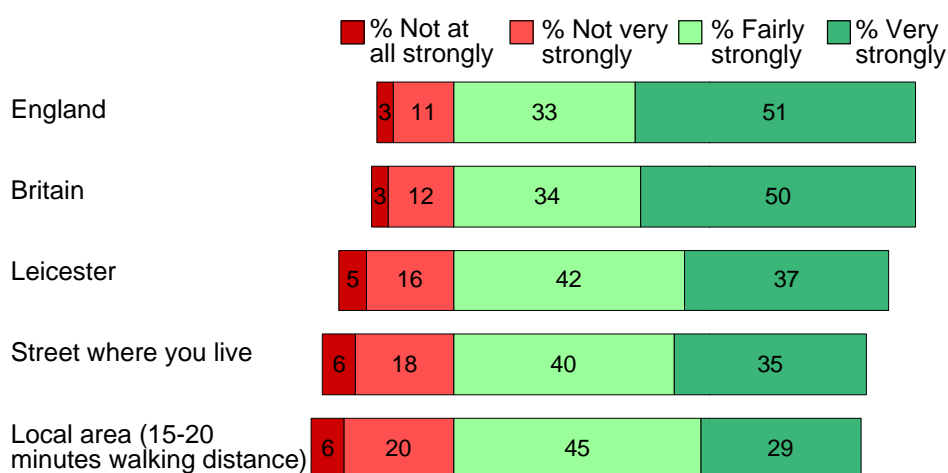
Crime or anti-social behaviour	Lowest scoring area (and % saying worried)	Highest scoring area (and % saying worried)
Rubbish/litter lying around	Area 6 (36%)	Area 2 (71%)
Home broken into	Area 5 (44%)	Area 9 (65%)
Teenagers hanging around street	Area 5 (29%)	Area 2 (60%)
Deliberate damage to property	Area 5 (33%)	Areas 2 and 9 (56%)
Car stolen or something being stolen from it	Area 5 (38%)	Area 2 (53%)
People using or dealing in drugs	Area 6 (20%)	Area 2 (64%)
Vandalism or graffiti	Area 5 (33%)	Areas 2 and 9 (49%)
Being mugged or robbed	Area 6 (23%)	Area 9 (54%)

## Community Cohesion and Involvement

**Residents' strongest sense of belonging is to England and Britain.** Half feel that they belong *very strongly*, and a further third feeling they belong *fairly strongly*. This national identification is highest among older residents (90% of those aged 65 and over feel strongly that they belong to England, compared to 83% of those aged 16-24). Slightly fewer (79%) say they have a strong affinity with Leicester.

### Residents' sense of belonging

Q How strongly do you feel that you belong to each of the following...?



Base: 1,538 Leicester City Council residents, fieldwork dates: 1<sup>st</sup> August – 25<sup>th</sup> October 2005

Source: MORI

**A sense of belonging to England and Britain is evenly balanced across ethnic groups.** Over four in five (84% of) white residents feel they belong strongly to England, compared to 86% of BME residents, 87% of Asian residents, and 85% in the Afro-Caribbean booster sample.

Leicester residents' sense of belonging to England and Britain is in line with attitudes nationally. The Home Office Citizenship survey (2003) found that nationally, nearly nine in ten people (87%) felt they belonged England (55% very strongly and 32% fairly strongly), while 85% felt they belonged to Britain (49% very strongly and 36% fairly strongly).

Turning now to **involvement, almost one in three (32%) say they have taken part in a decision making process which affects their neighbourhood in the last twelve months.** In 2001, this figure was 39%.

It is interesting to look at **the three issues or services about which residents claim they would like to have more of a say:**

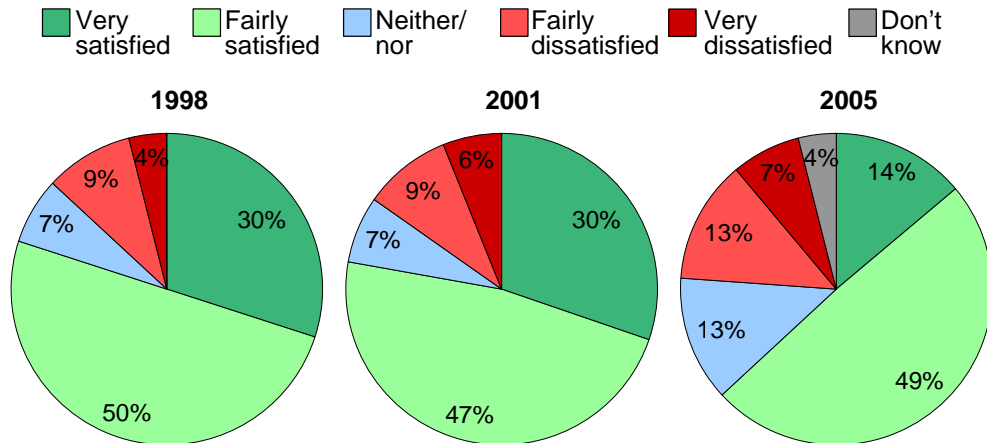
- **Tackling crime** - chosen by 33%, this reflects a wider mindset which still exists in spite of falling levels of concern;
- **How the Council spends its money** – selected by three in ten (31%), this issue could become more important still to local residents, depending on the next round of council tax rises. The proportion wanting a say on this issue has increased from 23% in 2001.
- **Doctor/GP services** (26%) - this has increased by twelve percentage points since 2001.

## Attitudes towards the City of Leicester

Three in five (63%) report that they are satisfied with *Leicester city centre*. However, levels of satisfaction have dropped from 2001, when 77% said they were satisfied.

### Satisfaction with Leicester's City Centre

Q Overall, how satisfied or dissatisfied are you with Leicester's City Centre?



Base: 1,538 Leicester City Council residents, fieldwork dates: 1<sup>st</sup> August – 25<sup>th</sup> October 2005; (1,535) 2001; (1,535) 1998 (1,500)

Source: MORI

There are some marked differences in satisfaction with this part of the city across sub-groups. Of special note is that:

- While 78% of 16-24 year olds are satisfied, under half (44%) of those aged 65+ say the same thing.
- Half (51%) of those from social grades AB are satisfied, compared to 70% of those from the lower socio-economic grades (DE).

Asked how they would like to see the *city centre* improve, residents say they would most like to see a **better police presence** (44% mention this). This improvement is most regularly cited by older residents (50% of those aged 65 and over citing versus 41% of those aged 16-24). Echoing more general concerns about their area, two in five (40%) say they would like to see **cleaner streets**.

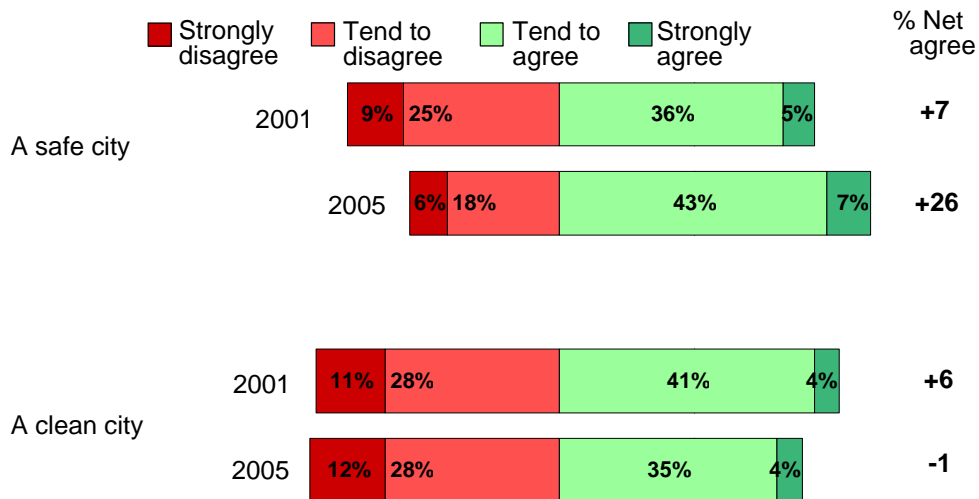
The most popular mode of transport in Leicester is the car. Half of residents (50%) use this method, and two in five (38%) cite it as their main type of transport. Connected to this, around a quarter state they would like to see **better parking and improved traffic flows** (28% and 23% respectively).

**Turning now to broader perceptions of the city as a whole**, there is one key aspect on which there is widespread agreement. More than **nine in ten (94%) agree that Leicester is a city with diverse communities; half (53%) strongly agree that this is the case**.

There is **much less agreement that Leicester is a safe city (50%) and a clean city (43%)**. Here though, it is interesting to look at the trends on these two key liveability factors. As the chart below shows, while residents' perceptions around the former have improved, also tallying with more specific findings around crime and anti-social behaviours, they have deteriorated in the case of the latter.

### Liveability Trends

Q For each statement can you tell me whether you agree or disagree that Leicester is...?



Base: 1,538 Leicester City Council residents, fieldwork dates: 1<sup>st</sup> August – 25<sup>th</sup> October 2005

Source: MORI

In spite of improving perceptions around safety, given what we have read so far, it is no surprise to find that residents are most likely to emphasise the need for Leicester to be a clean and safe city.

## 2) Leicester City Council

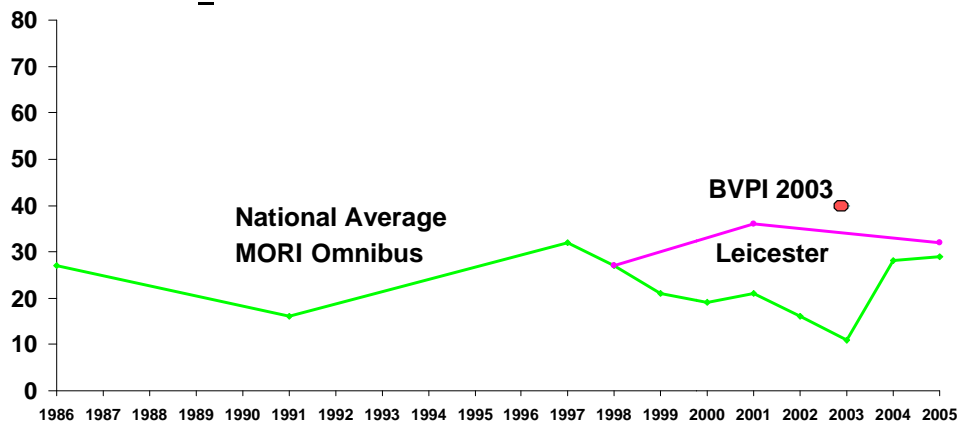
### Overall Satisfaction with the City Council

**Satisfaction with Leicester City Council has remained constant.** As in 2001, nearly three in five (58%) say they are satisfied, which maintains the improvement witnessed since 1998 and outperforms the BVPI General User Survey aggregate score of 55% satisfied<sup>1</sup>. As the graph below shows, this finding also places Leicester slightly above the MORI national (Omnibus) average. However, we should note that the slight decline in net satisfaction does not reflect the general recovery in satisfaction with local government post 2003, which is probably due to lower council tax rises and a renewed focus on street scene and visible services. More encouraging is the fact that Leicester City Council is placed towards the middle of our normative database of similar authorities studied by MORI on this measure.

### How does Leicester compare?

**Q How satisfied or dissatisfied are you with the way.... is running.....?**

Net satisfaction  $\pm\%$



Base: All

Year surveyed

Source: MORI

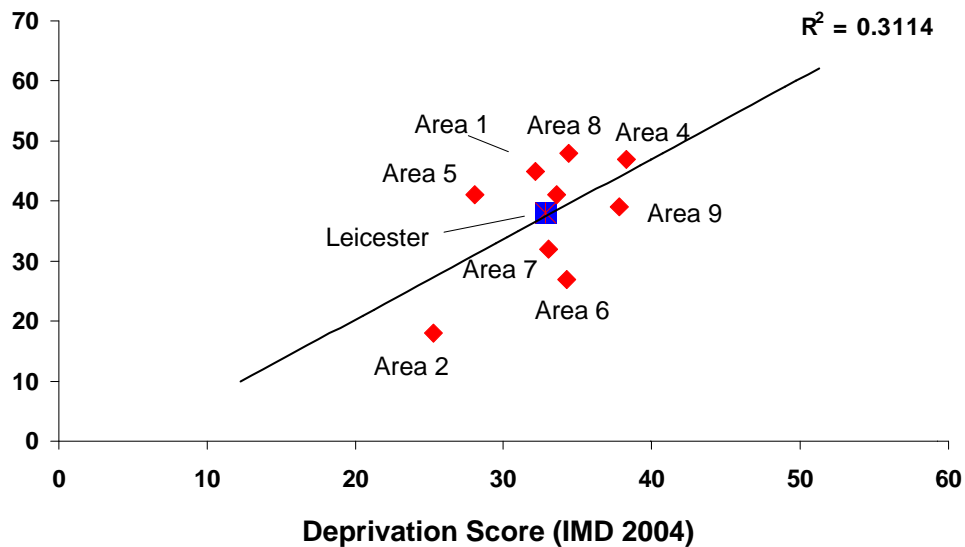
Our **Frontiers of Performance III analysis** of 2005, which uses statistical modelling to establish whether an authority is achieving realistic public satisfaction levels, given local circumstances such as deprivation and council spend, shows that Leicester City Council's satisfaction score is exactly as we would expect, given the local situation. Just shy of half (49%) said they were satisfied with the work of the council in this survey, a figure which sits perfectly alongside our own estimation of satisfaction levels.

<sup>1</sup> National Topline Results for General User Survey; ODPM; 2004. Allowance must be made when interpreting this finding, given the different methodologies used – postal survey for BVPIs and a face-to-face survey for Leicester City Council.

**Satisfaction by committee area varies quite significantly and reveals an interesting pattern with regard to deprivation.** Normally, we would expect deprivation to suppress satisfaction among local residents. In Leicester, the reverse is the case with residents in Area 2, which is the least deprived, exhibiting the lowest levels of satisfaction (47% satisfied). This indicates that other socio-economic factors or locally based initiatives are having an impact. In this instance, we think that age is playing a considerable role. Area 2 has the oldest age profile of all areas and we know that net satisfaction at the aggregate level for those aged 35 and over is only 30%, compared to 51% for younger adults (aged 16-34).

### Satisfaction with Council versus IMD: ward areas in Leicester

Net satisfaction with Council (±%)



Base: 1,538 Leicester residents aged 16+, interviewed 1<sup>st</sup> August – 25<sup>th</sup> October 2005

Source: MORI

Looking at **the impact of information is also telling.** The table below shows the difference in satisfaction levels between those residents who say they are informed and those who do not

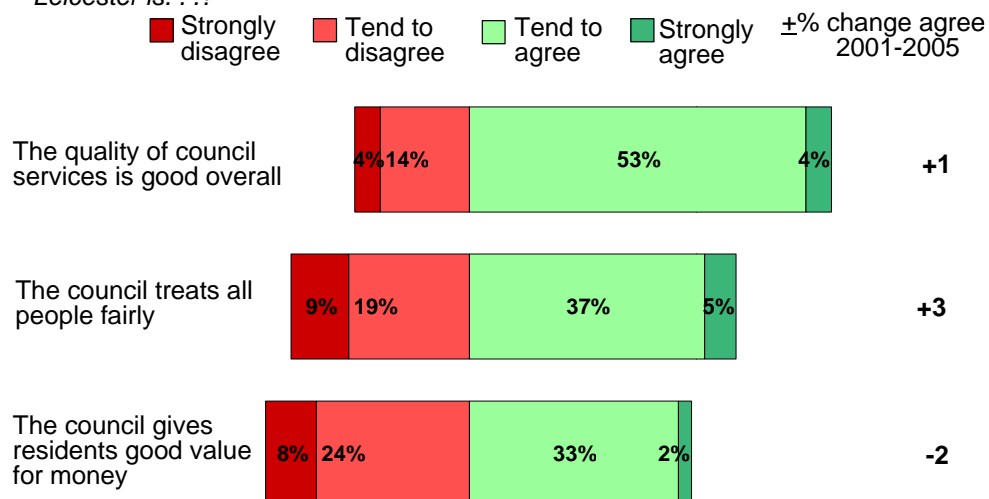
Satisfaction with authority overall	Informed about services and benefits provided	
	Informed	Not informed
Satisfied	69%	48%
Dissatisfied	12%	20%

## More Detailed Aspects of Image

As with overall image, **perceptions of the City Council around more detailed aspects of image have also remained relatively constant since 2001.** Looking first at positive statements around image, the only significant change has been that more residents in 2005 think that the council treats all parts of the community fairly. Something to watch, slightly fewer in 2005 think that the authority delivers value for money.

### Detailed aspects of image: Positive Statements

Q For each statement can you tell me whether you agree or disagree that Leicester is...?



Base: 1,538 Leicester City Council residents, fieldwork dates: 1<sup>st</sup> August – 25<sup>th</sup> October 2005

Source: MORI

Looking now at negative associations with the City Council, **there is most agreement (78%) out of all the statements presented to residents that the Council needs to make more effort to find out what local people want.**

However, and encouragingly, there has been **a reduction in the proportion of residents who say that the council is remote and impersonal.** Just under two in five (38%) say that this is the case - a decrease in six percentage points from 2001.

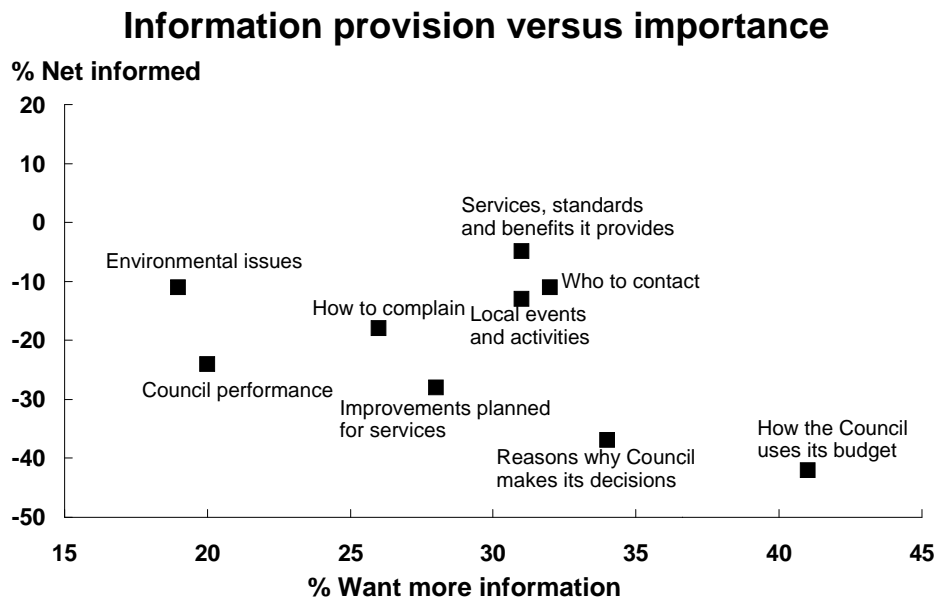
Looking at **normative data for other authorities** studied by MORI gives an indication of how well Leicester City Council is performing in relation to other authorities. For providing good quality services overall and scores on being too remote and impersonal, the City Council sits in the middle of the table of normative data held by MORI. The performance on providing value for money is less encouraging, with Leicester sitting towards the bottom of the table of similar authorities.

## Communications

We have already shown how communications can have a positive effect on satisfaction. Our main measure here is **how informed residents feel about the services and benefits the council provides**. Just under half (45%) say that they feel informed about the services and benefits the council provides. The trend over time is one of consistency since 2001, after a rise from the score recorded in 1998.

In terms of how the authority scores against normative data for similar authorities, Leicester City Council is placed towards the bottom of the table.

The chart below gives insight around communications priorities. Perhaps most importantly, it shows that residents feel **least informed about how the Council's budget is spent**, with just over a quarter (26%) feeling informed. This is the type of information they see as being most important (41% say that this is the case).



Base: 1,538 Leicester City Council residents, fieldwork dates: 1<sup>st</sup> August – 25<sup>th</sup> October 2005

Source: MORI

## Sources of Information

**Leicester LINK magazine and local newspapers are the most common sources of information** used to find out about what is happening in the Council. They are also the preferred methods of communication for nearly half of residents in the city. Asian residents are more likely to get their information from friends and family compared to White (32% of Asians, versus 25% of White residents).

The proportion of respondents who have seen an issue of Leicester LINK recently is similar to that found in 2001, with three-quarters saying they have. However, it appears that **people are reading more of the magazine than in previous years**. There has been an increase of six percentage points in the proportion who read all or nearly all of it, and a decrease of 10 percentage points in the number of people who just glanced at it, compared to 1998.

Reflecting the proliferation technology in recent years, there has been a **significant rise in residents' internet usage**. Nearly half (45%) of Leicester's residents are connected to the internet at home, a rise from just under a third (30%) in 2001.

## Contacting the Council and Customer Care

As in 2001, **the most preferred method of contacting the Council in future is by phone**, cited by seven in ten residents (69%). Given that satisfaction with refuse collection and recycling have both declined in 2005 (see next section), it is no surprise to see that reported contact for these services has risen from 12% to 18%.

In general, residents' perceptions of the quality of customer care provided by Council staff has stayed consistent since 1998. **The majority hold positive perceptions of customer care**, declaring that Council staff are helpful (70%), efficient (62%) and responsive to their problem (70%). However, this does leave around about between one fifth and two-fifths of those contacting the council on all customer care measures holding negative perceptions. For example, 23% say that staff were unhelpful the last time they contacted the council, while 37% say that it was difficult to get hold of the right person. This means that in most cases, Leicester is placed in the bottom half of our tables of normative data for other authorities studied by MORI.

Those contacting the council are, on balance, **satisfied with the final outcome of their contact with the Council**, with almost three in five satisfied (56%), compared to just short of two in five dissatisfied (37%). These levels are very similar to those recorded in the previous surveys in 2001 and 1998, but this score places Leicester City Council higher up the normative data table on this measure.

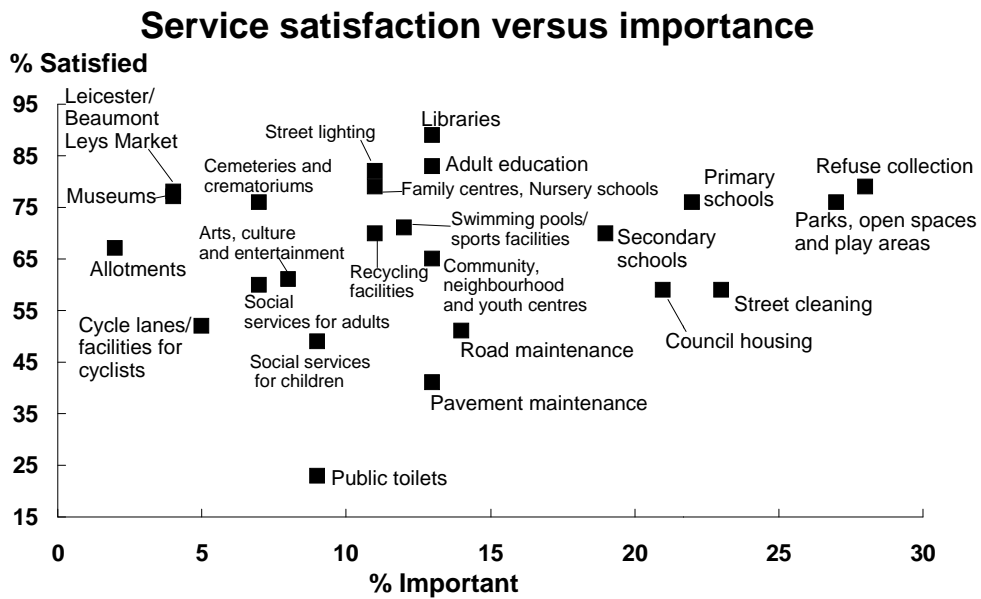
This may indicate that problems dealing with community languages are suppressing positive ratings and that once these are overcome, the council does a better than average job of resolving complaints. There are two arguments which sit behind this statement. These are:

- **Ratings differ between ethnic groups**, with positive ratings being more frequent among white residents: 72% of white residents find staff helpful, compared to 65% of BME residents. Regarding staff efficiency, 63% of white residents find staff efficient, compared to 57% of BME residents. Finally, over seven in ten (72%) white residents find council staff responsive, compared to 65% of BME residents.

- Seven percent of residents have **difficulty with spoken English**. These difficulties more prevalent in the lower (compared to higher) social grades, and among Asian (compared to white) residents. These groups - who tend to exhibit a higher dependency on services - are less likely to have contacted the City Council. Aside from English, Gujarati is the most popular language for the Council to use when contacting residents (preferred by 16%), followed by Punjabi (4%) and Urdu (2%).

### 3) Council Services

The following chart shows satisfaction with council services plotted against the perceived important of each service. It is an extremely useful way of establishing a set of service priorities, as seen through the eyes of the public. Those services which are both relatively well regarded and seen to be important are located in the upper right quadrant of the chart, while those in the bottom right hand corner are those which are perceived to be important, but where satisfaction is low. Those in the top left-hand corner of the chart are those which are not seen to be important, but which are seen in a positive light by residents.



Base: Universal services: all (1,538); Non-universal services: users

Source: MORI

The chart shows that street lighting and refuse collection receive the highest satisfaction scores' although it is refuse collection, along with parks, open spaces and play areas, and street cleaning which are seen as the most important services provided by the authority. Libraries are also well regarded compared to other services.

What the results above do not tell us is **which services are over or under-performing compared to the wider national situation**. This allows us to say with more confidence that while certain services, such as refuse collection, might appear to be doing well at an initial glance, that there is still room for improvement.

What we do in the following table is look at perceived levels of importance and satisfaction for some key universal and non-universal services, and see how they compare to:

- Trend data from previous surveys in Leicester;
- MORI normative data for other similar authorities; and
- BVPI data (where this is possible).

For the latter, it is important to consider the difference in methodology (i.e. the vast majority of BVPI General User Surveys were carried out using a postal methodology. In the final column, we present an overall ‘public opinion traffic light’ assessment of service performance, which can be used in conjunction with other management information held by service managers.

Service	Importance	Satisfaction	Trend (change since 2001)	Normative data	BVPI data (unitary average 2003)	Over-all assessment
Refuse collection	High	79%	86% (-7)	Down	85%	
Recycling facilities	Medium	67%	77% (-10)	Down	66%	
Public toilets	Medium	23%	20% (-1)	n/a	n/a	
Street cleaning	High	59%	60% (-1)	Static but still down since 1998	57%	
Museums	Low	77%	85% (-8)	Down	47%*	
Primary schools	Medium	76%	81% (-5)	Down	n/a	
Secondary schools	High	70%	66% (+4)	Up	n/a	
Parks and open spaces	High	76%	76% (-)	Static	74%	
Swimming pools and sports facilities	Medium	71%	63% (+8)	Up	56%*	
Libraries	Medium	89%	81% (+8)	Up	68%*	

\* = base all, not users

Section three in the main body of this report provides more extensive details on usage of, and satisfaction with, the full range of services covered in this survey.

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Checked & Approved:

.....  
*Andrew Collinge*

Checked & Approved:

.....  
*Alex Christopoulos*

Checked & Approved:

*Tom Huskinson*