

Appendix 7 – City Tracker Survey 2012/13 headlines

The City Tracker survey was commissioned by Brighton and Hove Strategic Partnership and aims to regularly track resident satisfaction with services in the city over time. The opinions of local residents about their area and the services they received gained through the tracker aims to help the local authority, health bodies, the community and voluntary sector, the private sector, the police and fire and rescue forces shape and improve public services.

The tracker takes the form of a telephone based survey with a representative sample of 1,000 residents, conducted three times per year.

Some highlights from the report include:

- 90% of people are satisfied with Brighton and Hove as a place to live – 94% of 35-44 year olds
- Even more people are satisfied with their local area – 92%
- Levels of satisfaction with the local area as a place to live remain higher than nationally; 92% versus 86% respectively
- As in previous waves, when asked about the street they live on, road safety has highest level of dissatisfaction at 20%.
- East Sussex fire and rescue have the highest level of agreement in terms of using money wisely – 98%. Satisfaction with B&HCC is 60%.
- Sussex Police and East Sussex Fire and Rescue have both seen increasing satisfaction levels since wave 1 of the survey (82% to 87% and 93% to 97% respectively)
- The local chemist has the highest level of satisfaction (93%) and mental health services the lowest in terms of satisfaction with local services (31% of all respondents, but rising to 72% when looking at responses only from those who have used the service)
- 60% of people are satisfied that the council uses money wisely. This differs by age; 71% of people aged 35 - 44 agree that Brighton & Hove City Council use money wisely but this falls to 54% of those aged 65 and over and 46% for those aged 55-64.
- Overall, 69% of respondents are very/fairly satisfied with Brighton & Hove City Council; most (54%) are fairly satisfied.

Please note that the City Tracker survey uses a different methodology to surveys carried out in previous years and so the results are not directly comparable. 2012/13 was the first year that the City Tracker was carried out and should be treated as providing baseline results that future surveys can be compared against.

