

### 3. LOCAL PUBLIC SERVICES

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The questions in this section of the survey relate to perceptions of and satisfaction with local public services.

There are no National Indicators that are appropriate to this section. The questions that are included relate to:

**The performance of local public services**

**Satisfaction with public services**

**Satisfaction with the council**

**Services provided by council and how often respondents use them**

**Value for money**

**Satisfaction with the way the council runs things**

Figure 3.1 below demonstrates to what extent respondents felt that local public services are working on factors that impact on the local area. Respondents who felt that public services were addressing issues to a great or some extent ranged from 40% believing that local public services promoted the interests of local residents to 72% who believed that local public services treated all types of people fairly.

**Figure 3.1: Performance of local public services (% of respondents very or fairly satisfied)**

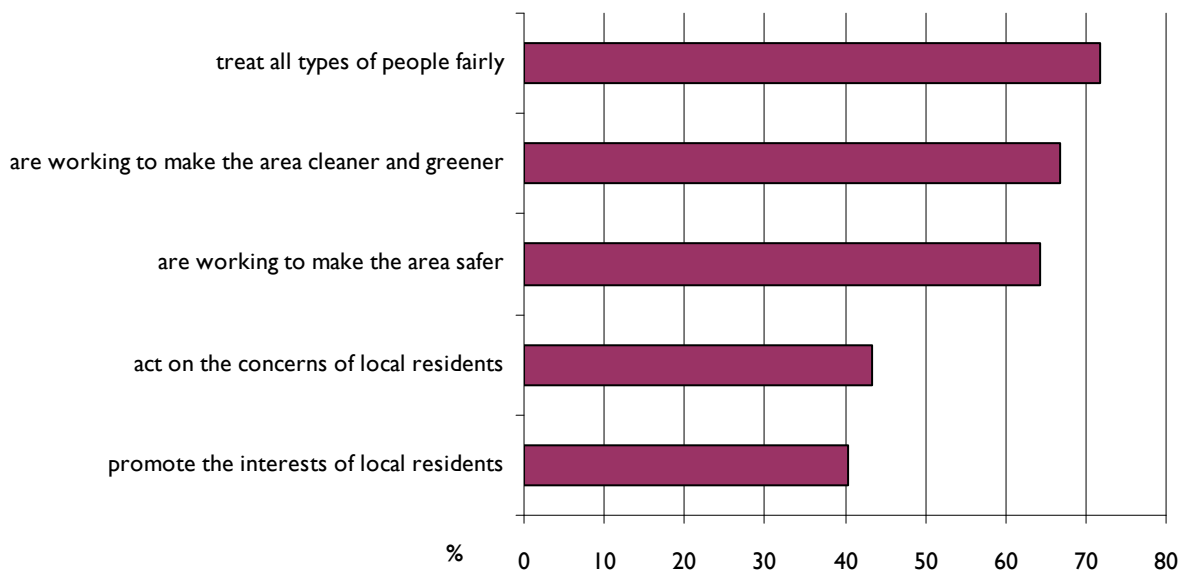


Figure 3.2 below sets out how satisfied respondents were with their local services, such as health, police and fire and rescue. Over 80% of respondents were very or fairly satisfied with their local GP and 80% were satisfied with Staffordshire Fire and Rescue. 53% were satisfied with Staffordshire Police Force.

**Figure 3.2: Satisfaction with local services (% of respondents very or fairly satisfied)**

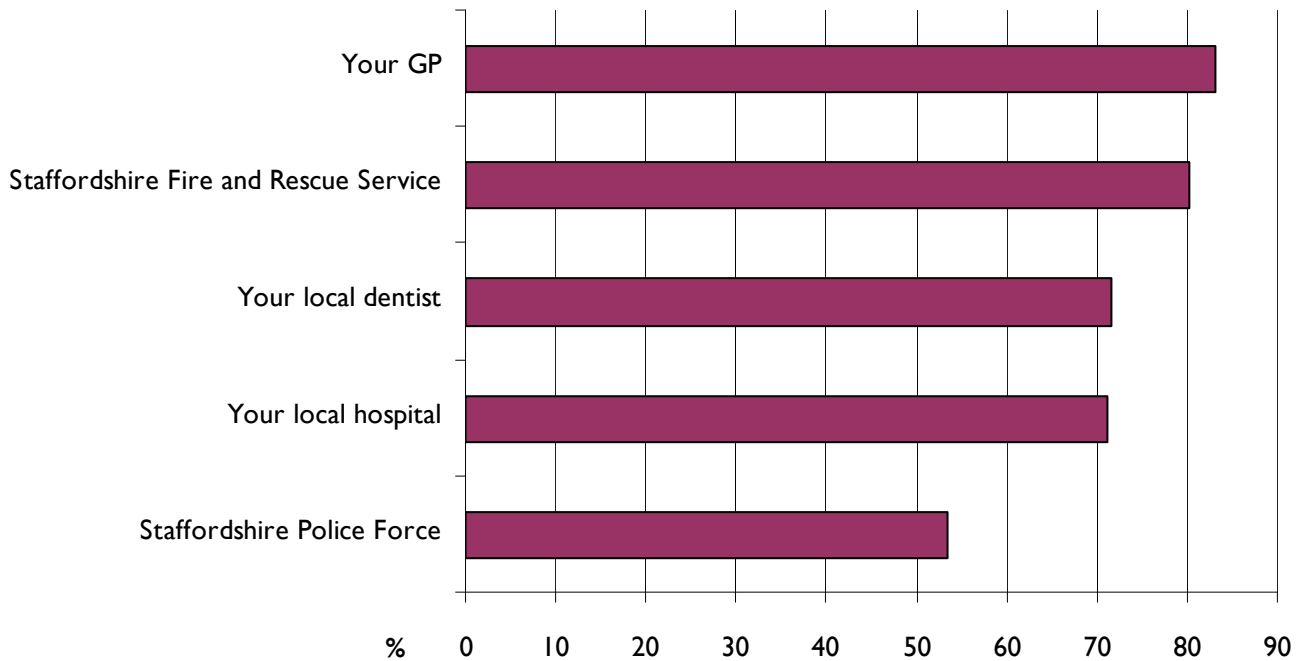
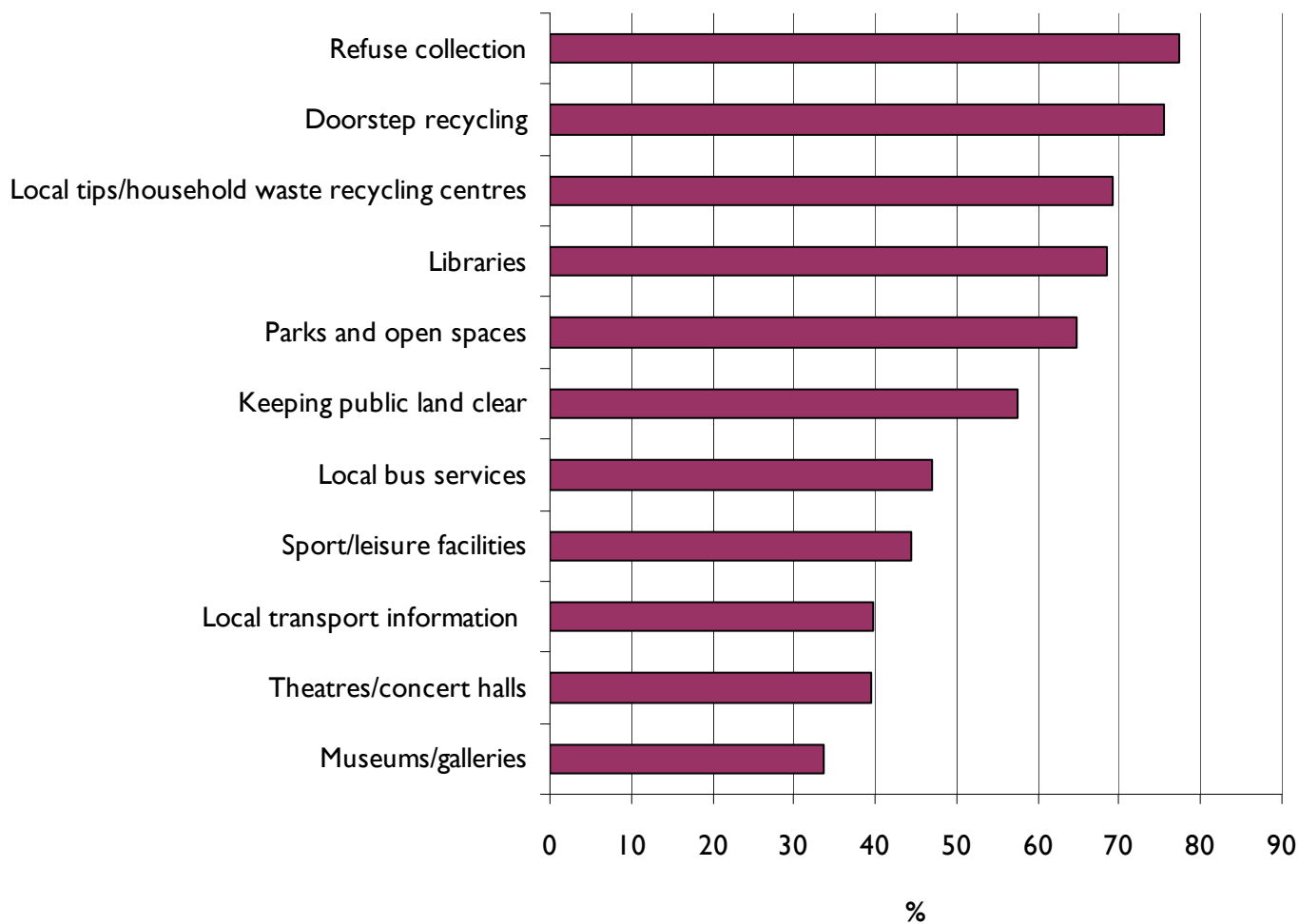


Figure 3.3 on the following page demonstrates the levels of satisfaction with some of the services provided or supported by a local council or Staffordshire County Council. Services relating to refuse collection and recycling had the highest levels of satisfaction, 77% were satisfied with refuse collection, 76% with doorstep recycling and 69% with local tips/household waste recycling centres. The lowest levels of satisfaction were shown for museums/galleries (34%), theatres/concert halls (40%) and local transport information (40%). It should be noted that the recycling and waste services are used more than the museums and theatres, so satisfaction may be linked to whether they have used the service, with lower levels of satisfaction even though respondents may not have accessed the service.

**Figure 3.3: Satisfaction with public services provided by the local council or Staffordshire County Council**



30% of respondents agree that Staffordshire County Council provides value for money and 33% of respondents agree that their district council provides value for money.

In terms of satisfaction, 42% of respondents were satisfied with the way Staffordshire County Council runs things and 44% were satisfied with the way their district council runs things.

Table 3.1 on the following page illustrates how the responses to whether their council offers value for money differ by age and gender. It shows that perceptions of the council offering value for money increases with age, from 23% of 18-34 year olds to 42.2% of those aged 65 and over.

**Table 3.1: Results of value for money by age and gender**

Response	Age				Gender		Total
	18-34	35-54	55-64	65+	Male	Female	
Agree	23.0	25.6	31.2	42.2	30.0	28.9	29.4
Neither	32.5	34.8	34.7	31.7	30.9	36.4	33.7
Disagree	32.1	30.8	26.1	17.1	32.1	22.2	27.1
Don't know	12.4	8.8	8.1	8.9	7.0	12.5	9.8

Table 3.2 represents the difference in view according to economic status. It illustrates that the economically inactive are most likely to think that their council offers value for money and least likely to disagree. The unemployed are most likely to disagree and the economically active are most likely to neither agree nor disagree.

**Table 3.2: Results of value for money by economic status**

	Economically active	Unemployed	Economically inactive	Total
Agree	25.4	23.6	36.8	29.4
Neither	34.6	32.3	32.6	33.8
Disagree	30.2	34.1	20.7	26.9
Don't know	9.8	9.9	9.8	9.8

Table 3.3 shows how the results for value for money differ by district. Respondents in Newcastle-under-Lyme were most likely to think that their council offers good value for money. Respondents in Tamworth were most likely to disagree, those in South Staffordshire were most likely to neither agree nor disagree and those in East Staffordshire were most likely to not know.

**Table 3.3: Results of value for money by district**

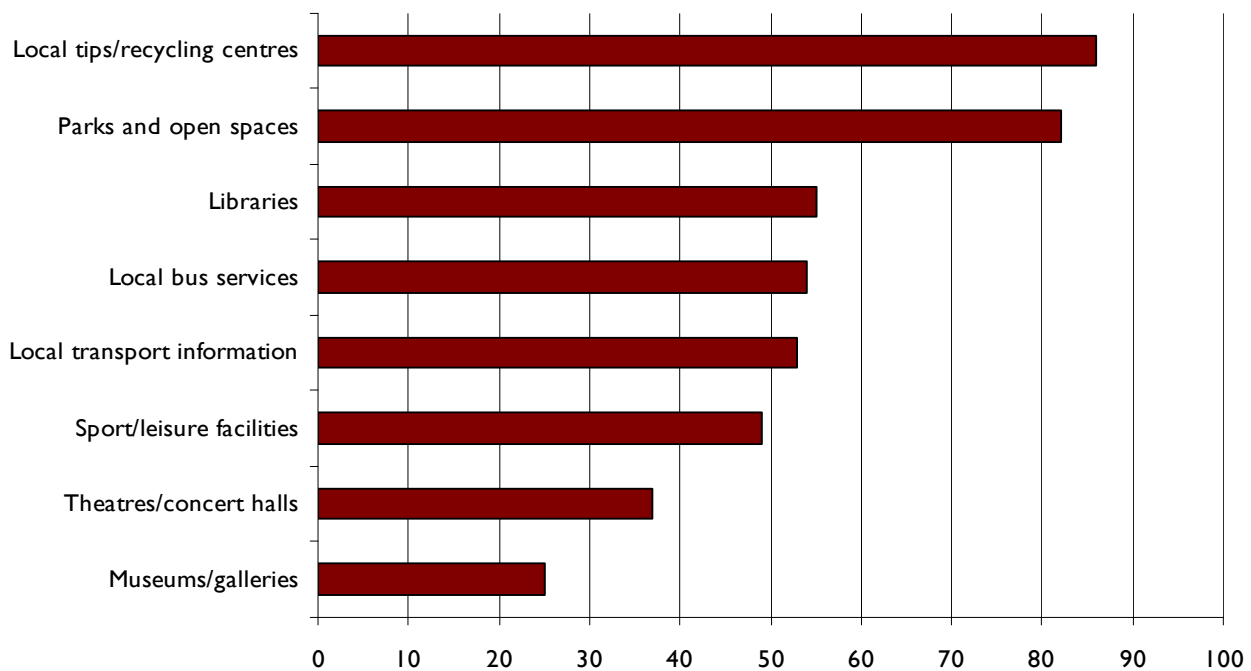
	Agree	Neither	Disagree	Don't know
Newcastle-under-Lyme	35.8	34.2	21.5	8.5
Staffordshire Moorlands	35.0	30.4	25.2	9.4
South Staffordshire	34.4	36.6	18.3	10.7
<b>STAFFORDSHIRE TOTAL</b>	<b>29.4</b>	<b>33.8</b>	<b>26.9</b>	<b>9.8</b>
East Staffordshire	27.8	34.6	24.6	13.1
Lichfield	25.7	33.4	28.3	12.7
Tamworth	23.0	32.0	37.4	7.6
Cannock Chase	21.9	33.5	37.3	7.2
Stafford	NA	NA	NA	NA

### Frequency of services

Respondents were asked to indicate how frequently they used various public services that were provided or supported by the local council.

The most used services are local tips and recycling centres (used by 86% of respondents in the last year) and parks and open spaces (82% of respondents). Just over half of all respondents have accessed libraries (55%), local bus services (54%) and local transport information (53%). Sports and leisure facilities were used by 49% of respondents, theatres and concert halls by 37% and museums and galleries by 25%.

**Figure 3.4: Frequency that respondents accessed local public services**



### Key messages of the Local Public Services section

This section highlights the key messages from this section, including comparison with national results and identifying the socio-demographic groups and areas that are not performing as strongly as the average or are 'sitting on the fence' in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The two main areas where respondents are less likely to agree that local public services are working to impact on the local area are 'acting on the concerns of residents' and 'promoting the interests of local residents'.
- There are high levels of satisfaction with local GPs and fire and rescue service.
- Levels of satisfaction are highest with services linked to refuse and recycling and lowest for theatres/concert halls and museums/galleries. This is linked to the level of usage, with refuse and recycling services used most frequently and theatres, museums and galleries used least frequently. Thus improving levels of usage of theatres and museums may help to improve levels of satisfaction.
- 18-34 year olds are least likely to think the council offers value for money or don't know, therefore improving knowledge among this age group about what the council does may help to improve this perception.