

REPORT TO: Community Safety Forum

MEETING DATE: 14 May 2009

BY: Chief Executive

SUBJECT: Customer Survey 2009

1 PURPOSE

- 1.1 To update the Community Safety Forum on the initial analysis of the 2009 East Lothian Customer Survey.

2 RECOMMENDATIONS

- 2.1 The Forum notes some of the initial analysis now available in relation to the 2009 Customer Survey.

3 BACKGROUND

- 3.1 The fieldwork for the 2009 Customer Survey took place from February to April. A total of 1,833 respondents were interviewed, all of whom were selected by means of a quota sample. Market Research UK (MRUK) was commissioned to carry out this work.
- 3.2 The survey covered a range of issues including quality of life, community cohesion, social attitudes, community safety, contact with the Council and uptake of and satisfaction with Council services.
- 3.3 Initial results have been received, and further analysis will be available soon. This will include analysis at multi member ward level, as well as analysis by specific demographic groups.
- 3.4 In terms of questions related to antisocial behaviour, initial analysis shows a drop (since the 2005 Survey) in the number of people who regard specific antisocial behaviour issues as “very common” or “fairly common” – in some cases this is quite a considerable drop.
- 3.5 In terms of perceptions of personal safety, a large percentage still reported feeling “very safe” or “fairly safe” walking in their neighbourhoods alone during the day (97%) or after dark (71%). These figures continue to compare very favourably with national statistics.

- 3.6 Respondents were also asked about their fear of crime - total of 92% reported that they felt threatened by crime “not very much” or “not at all” (up from the 2005 figure of 88%).
- 3.7 Data generated has already been used in relation to the 2009/10 Single Outcome Agreement. In terms of community safety, future uses will also include providing data for the East Lothian Strategic Assessment.
- 3.8 A number of activities are planned in relation to disseminating the survey findings to a range of audiences.
- 3.9 A selection of graphs showing some of the initial analysis can be found at appendix A.

4 POLICY IMPLICATIONS

- 4.1 Data generated by the Customer Survey in relation to community safety will be useful in terms of determining the strategic direction of the Community Safety Partnership.

5 RESOURCE IMPLICATIONS

- 5.1 Financial – none.
- 5.2 Personnel - none.
- 5.3 Other - none.

6 BACKGROUND PAPERS

- 6.1 East Lothian Customer Survey 2009 - Initial Survey Findings - Community Safety (PowerPoint handout).

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