What our residents think

Results from the Melton Borough Council 2019 Resident Survey

The survey captured the views of over 1,700 residents across Melton during June to July 2019. They were asked about the Council, local services and the area. Here are some of the things they told us:

The Council

62% of residents said they were satisfied with the way the Council runs things

37% agreed that the Council provides value for money

51% felt the Council does act on the concerns of local residents

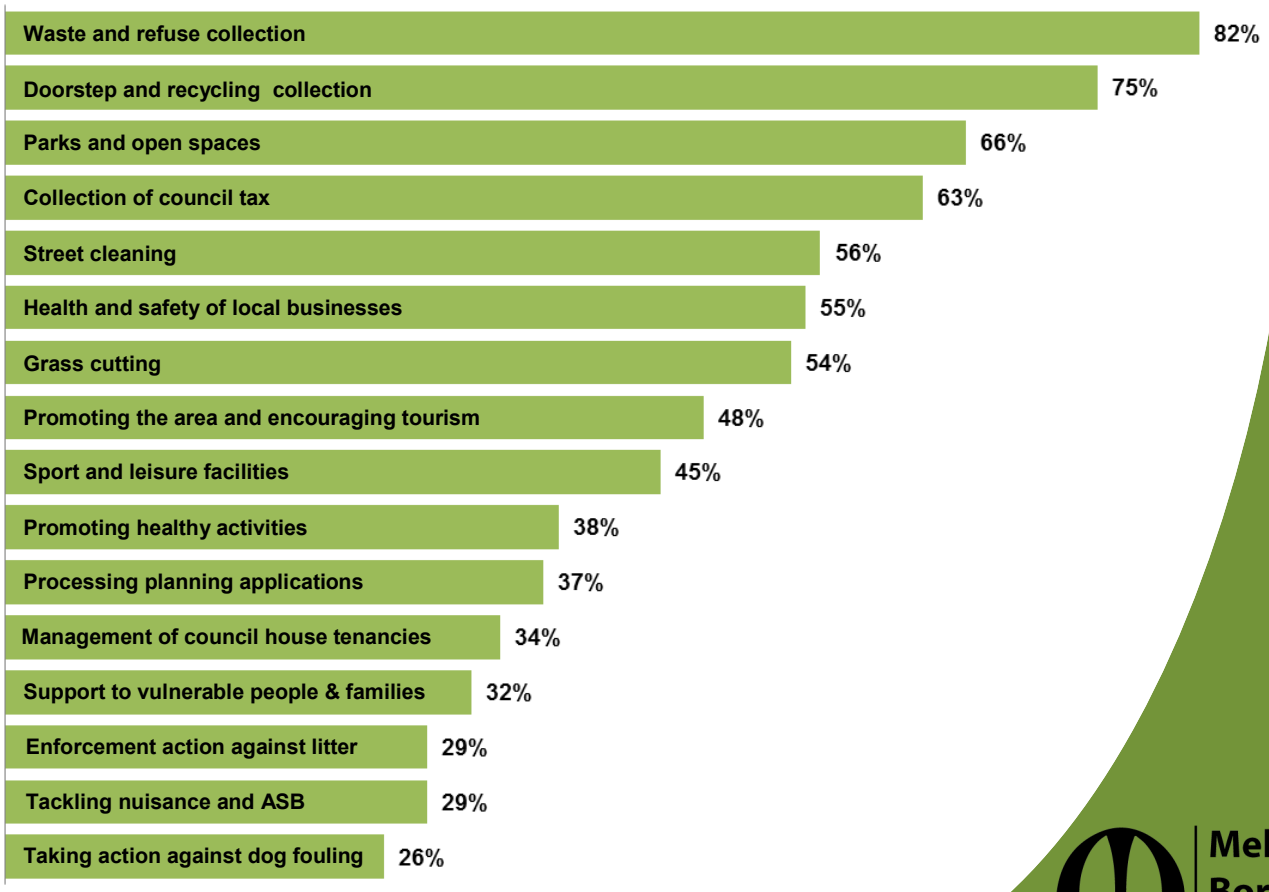
58% felt they were very or well informed by the Council

61% of residents said they trusted the Council

37% of residents were satisfied with the level of engagement the Council offers

Local Services

% of residents who were satisfied with the following services:



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*ASB = Anti-social behaviour

The Local Area

80% of residents said they were satisfied with their local area as a place to live

77% of residents feel that they belong to their local area

50% of residents agreed that people from different ethnic backgrounds get on well together in their local area

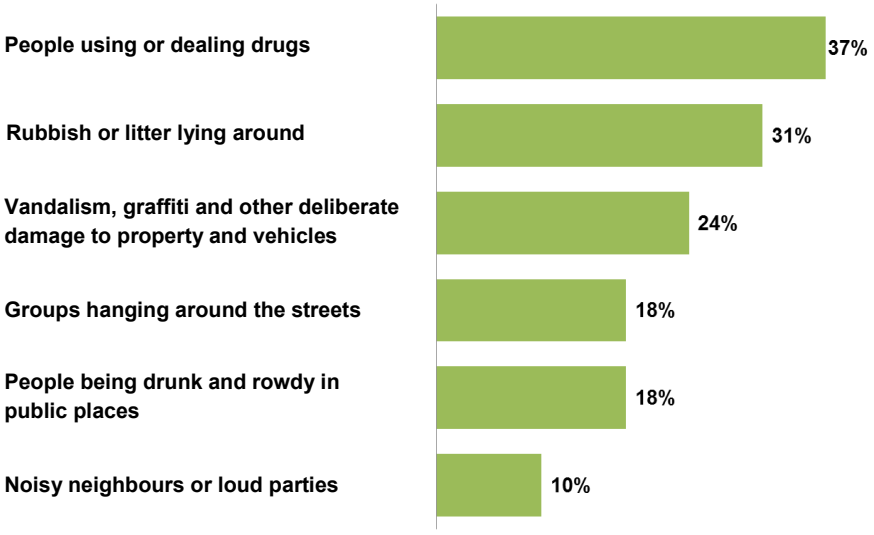
54% of residents agreed that people in the local area pull together to improve the local area

Safety in the local area:

88% of residents said they felt safe outside in their local area during the day

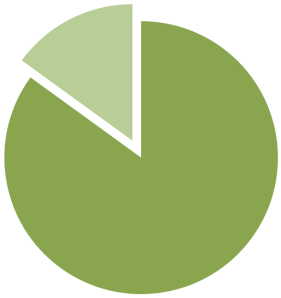
65% of residents said they felt safe outside in their local area after dark

How concerned were our residents about the following problems:



Information and Communication

85% of our residents use the internet



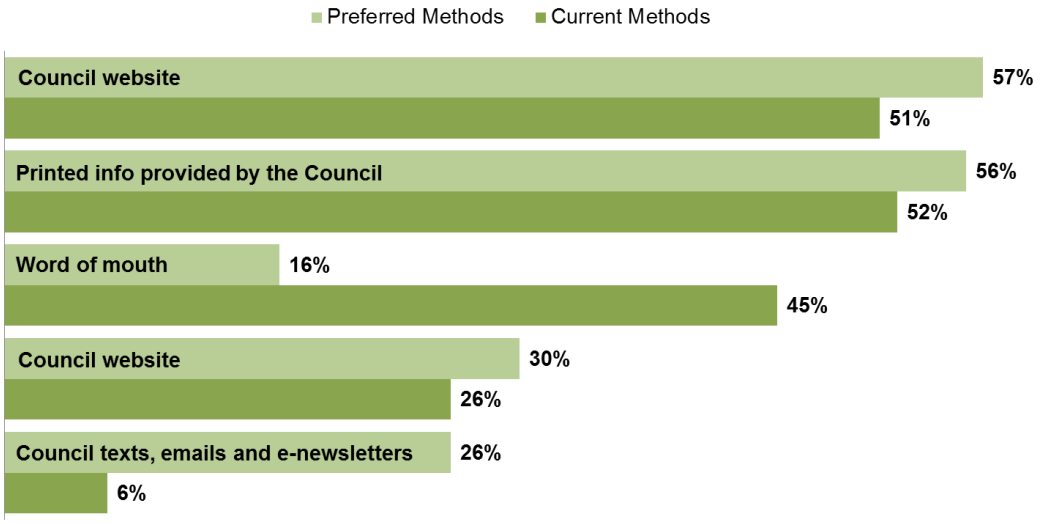
69%, of those who use the internet, have visited the Council website in the past 12 months

68%, of those who visited the website, were satisfied

75%, of those who visited the website, did so to get information or advice

Melton Borough Council

Our residents' top current and preferred methods of communication:



Suggestions as to how the Council can better engage:

Comparisons

The survey followed the Local Government Association (LGA) Resident Satisfaction Survey document 'Are you being served?' to enable us to benchmark out performance if applicable. We have drawn comparisons from their survey conducted in June 2019.

We have also drawn comparisons against the Council's 2008 Place Survey where applicable.

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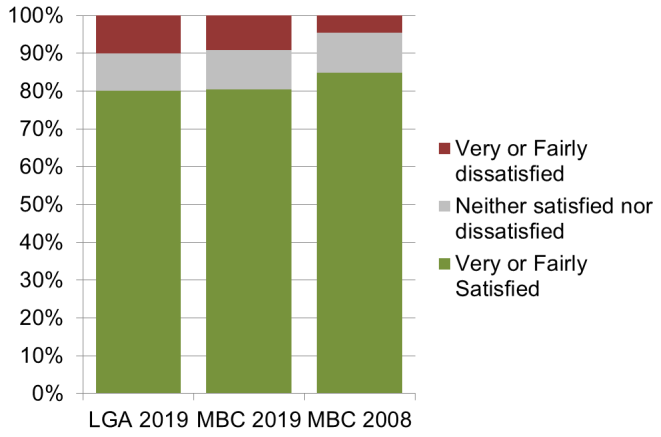
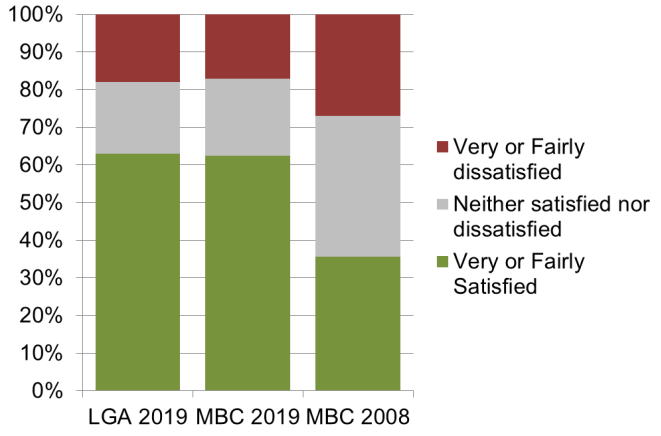
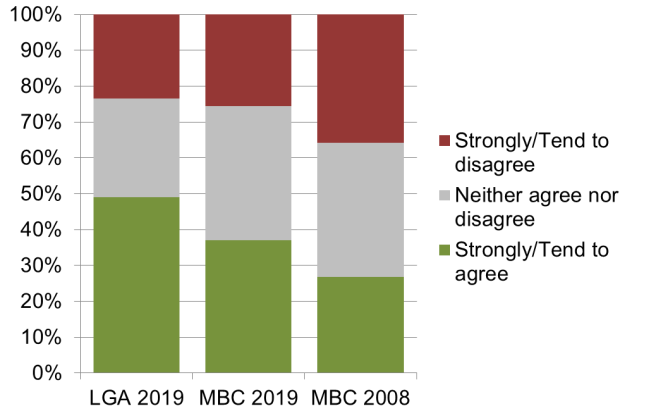
How satisfied or dissatisfied are you with your local area as a place to live?



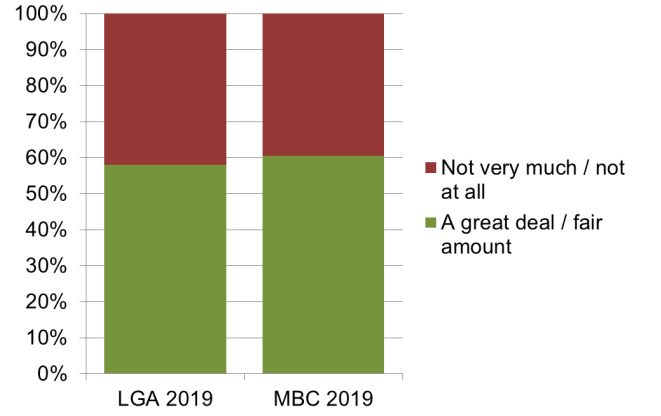
How satisfied or dissatisfied are you with the way Melton Borough Council (MBC) runs things?



Do you agree or disagree that Melton Borough Council (MBC) provides value for money?



How much do you trust the local council?



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Further Information

Next Steps

What will we use the results for?

- The results from this survey will be used to inform the development of our new Corporate Strategy 2020-2024. Specifically, allowing us to see where the community feel our priorities and focus should be.
- Further, we will use these results as a way to measure our service improvement over the next four years. Allowing us to analyse if the changes we make, with regards to the new Corporate Strategy, have been successful and had the desired impact.
- From the results we have a greater understanding of how our community wishes to be engaged. Moving forward, we will ensure 'preferred methods' of engagement start to play a greater role in our communications. This will help us to promote democracy and community involvement in Council decision-making.

Background

- This report represents the findings of a resident survey which was conducted by Marketing Means on behalf of Melton Borough Council during June/July 2019.
- The purpose of the resident survey was to gauge satisfaction with Council services and the area where they live, as well as asking about preferred methods of communication from and with the Council.
- Understanding what matters to our community and what they think needs to change, has been pivotal in substantiating the development of a new Corporate Strategy 2020-2024.

Methodology

- A postal survey was sent out to a random sample of 5,000 households across the local authority area and one further reminder mailing was issued to non respondents. Alongside this an identical survey was conducted face-to-face, in-street with 18-34yr residents in Melton Mowbray in recognition that a response from this age group in the postal survey was likely to be low.
- A total of 1,708 valid surveys were completed across the postal and face-to-face surveys; this figure being above our target response rate.

Contact Us

If you wish to request a copy of the full report, be involved in future consultations or discuss anything regarding our residents survey please contact **corporateimprovement@melton.gov.uk**

Melton Borough Council