

CONTENTS

| | | |
|--|---|----------------------|
| Section 1: Background to the Project | | Pages 2 – 5 |
| | Objectives | Page 2 |
| | Questionnaire | Page 2 |
| | Methodology | Page 3 |
| | Fieldwork & Response rates | Page 3 |
| | Statistics | Page 4 |
| | Respondent Profile | Page 4 |
| Section 2: National Indicators | | Pages 6 – 7 |
| | Results for the Borough and County Council | Page 6 |
| Section 3: Questionnaire Section by Section Summary | | Pages 8 – 16 |
| | 1 - About Your Local Area | Page 8 |
| | 2 - Your Local Public Services | Page 10 |
| | 3 - Information | Page 13 |
| | 4 - Local Decision Making | Page 14 |
| | 5 - Helping Out | Page 14 |
| | 6 - Getting Involved | Page 15 |
| | 7 - Respect and Consideration | Page 15 |
| | 8 - Community Safety | Page 16 |
| Section 4: Overview of Findings and Conclusions | | Pages 17 – 19 |
| | Strengths and Challenges | Page 17 |
| | Comparisons with ratings for the Consortium | Page 18 |
| | Next Steps | Page 19 |
| | | |
| | | |

The project was carried out in compliance with, and to the Quality Standards required under:

- The Data Protection Act
- ISO 20252:2006 (for Social, Opinion & Market Research)
- ISO 9001:2008 (for Quality Management Systems)
- The MRS (Market Research Society) Code of Conduct
- The MRS Company Partner Quality Commitment

SECTION 1: BACKGROUND TO THE PROJECT

Objectives:

As part of the changes to the new National Performance Framework, there is a focus on improving outcomes for local people and places. Central to this is the idea of capturing local people's views, experiences and perceptions so that the solutions for an area reflect local views and preferences. In order to gather this data the government introduced the new 'Place Survey' which has now replaced the tri-annual Best Value User Satisfaction Surveys which were last undertaken in 2006/07.

The Place Survey differs from the old Best Value surveys in that it asks respondents about their views on the place and area where they live, rather than their views on the local authority. This survey will be used to collect 18 of the new National Indicator measures.

Questionnaire:

The contents of the new survey are similar, but cover a wider range of services and joint concerns:

1. **Your local area:** asks what is important in making somewhere a good place to live; what most needs improving locally; and about overall satisfaction.
2. **Your local public services:** asks about the performance of local public services, including the police, GPs, hospitals and councils.
3. **Information:** asks how well informed people feel, including how to get involved in local decision-making and what to do in event of a large-scale emergency.
4. **Local decision-making:** asks whether people feel they can influence decisions affecting the local area.
5. **Helping out:** asks how often people have given voluntary help.
6. **Getting involved:** asks whether people have been involved in local decision-making bodies.
7. **Respect and consideration:** asks about respect and social cohesion.
8. **Community safety:** asks whether people feel safe during the day and night, about the extent of problems such as vandalism, drugs and drunkenness, and about how well local services are tackling anti-social behaviour and crime.

The results of the survey will be used by inspectorates as evidence for both the area and organisational assessments in the new Comprehensive Area Assessment.

Methodology:

In West Sussex, the survey was conducted as a joint project between West Sussex County Council and all seven District/Borough councils: Adur, Arun, Chichester, Crawley, Horsham, Mid Sussex and Worthing. The survey was administered by Survey Solutions, an independent market research company.

This report summarises the results of **Worthing Borough Council** Place Survey, conducted amongst 3,000 local residents, via a self-completion postal survey carried out between September and December 2008.

The target population for the survey was the adult population (18+) of the Worthing District, and the sample was randomly drawn from the 6,000 Postcode Address File (PAF) sample frame as supplied by the Audit Commission.

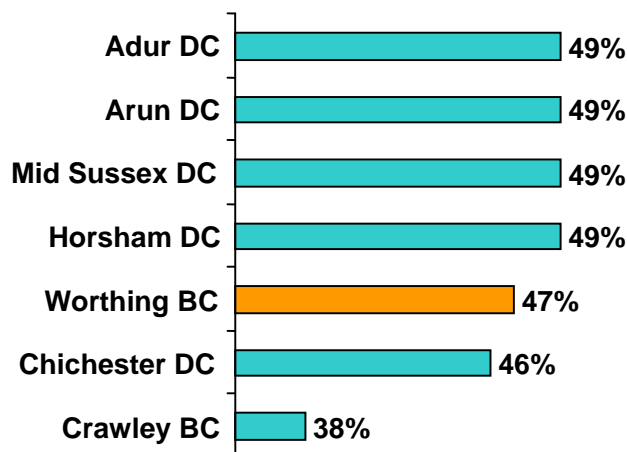
The methodology was implemented according to the Audit Commission guidelines and as such included two reminder mailings to non-responding residents.

Fieldwork:

- The initial questionnaire was distributed to 3,000 Worthing residents on 24th September 2008.
- The first reminder was posted out on 27th October 2008, to residents who at the 'cut off' point for the first mail out had not returned the questionnaire (2,370)
- The second reminder was posted out to residents who had not returned their questionnaire at the 'cut off' point for the second reminder mailing on 24th November 2008 had not returned the questionnaire. The final cut off for return of completed questionnaires was 19th December 2008.

Response Rates:

In total 1,412 usable completed questionnaires were returned, representing a response rate of 47%. The following chart shows how this response rate for Worthing Borough Council compares to the other Councils in the West Sussex Consortium:



Statistics:

On an observed statistic of 50%, a sample size of 1,412 is subject to a maximum standard error of +/- 2.3% at the 95% level of confidence.

Once received, all questionnaires were booked and scanned by Survey Solutions. The quality of the data was assured through quality processes embedded in the scanning process. The scanning software used is set up to only accept valid responses. Any responses that fall outside of the designated tick boxes are flagged up and manually verified.

This report contains a written summary of the findings of the survey, highlighting those statistics required to be reported to the Audit Commission. In most instances, % positive indicators are calculated where a 'valid response' was provided, thus excluding respondents who 'don't know' or did not answer the question. This reduces the sample base in most instances.

All the data included in this report have been weighted by household size, age and gender in order to provide a sample that is representative of the area. The weighting process was carried out by the Audit Commission.

Before weighting, the respondent profile was as follows:

Gender

More women than men participated in the survey, with women accounting for 60% of respondents and men for 40%.

Age

41% of survey respondents were aged 65 and over, with 53% aged between 31 and 64, and only 6% aged 30 and under.

Household Composition

Just under half (46%) of all respondents live in households with two adults, 30% live in households with one adult, and only 8% live in households with 3 or more adults. The majority of respondents – 79%, live in households where there are no children under 17. 19% have 1 or 2 children living with them, and the rest have 3 children or more.

Disabilities

35% of respondents indicated that they have has a long standing illness or disability, of which 60% said that their condition limited them.

Ethnic Group

95% of respondents described the ethnic group of their household as 'White British'. The second largest grouping (3%) was 'White Other Background'.

Work Status

40% of respondents describe themselves as wholly retired from work, with 38% in either full or part time employment, 7% self employed, 2% unemployed, 7% looking after the home, and 4% permanently sick/disabled.

NB. All the data included in this report have been weighted by household size, age and gender in order to provide a sample that is representative of the Worthing area. The weighting process was carried out by the Audit Commission.

SECTION 2: NATIONAL INDICATORS

The following tables illustrate how Worthing Borough Council performs in each of the 18 National Indicators, compared to the County Council and England.

The final UK National Indicator scores are still to be released by the Audit Commission and as such cannot be included within these tables. A separate appendix will be created which incorporates these scores, as and when these figures are released by the Commission.

| National Indicator Questions | Survey Question No. | Borough Council Score | County Council Score | England National Indicator score |
|--|----------------------------|------------------------------|-----------------------------|---|
| NI 1. Percentage who believe that people from different backgrounds get on well together in their local area | Q18 | 78.4 | 80.1 | 76.4 |
| NI 2. Percentage who feel they belong to their immediate neighbourhood | Q5 | 53.3 | 61.6 | 58.7 |
| NI 3. Civic participation in the local area | Q16 | 12.3 | 14.8 | 14.0 |
| NI 4. Percentage of people who feel they can influence decisions in their locality | Q13 | 26.0 | 28.4 | 28.9 |
| NI 5. Overall/general satisfaction with local area | Q3 | 79.9 | 84.9 | 79.7 |
| NI 6. Participation in regular volunteering | Q15 | 24.5 | 26.3 | 23.2 |
| NI 17. Perceptions of anti-social behaviour | Q24 | 18.2 | 13.4 | 20.0 |
| NI 21. Dealing with local concerns about anti-social behaviour and crime issues by the local council and police | Q26 | 25.6 | 27.5 | 26.3 |
| NI 22. Perception of parents taking responsibility for the behaviour of their children in the area | Q17 | 26.7 | 32.7 | 29.6 |

| National Indicator Questions | Survey Question No. | Borough Council Score | County Council Score | England National Indicator score |
|--|---------------------------------------|-----------------------|----------------------|----------------------------------|
| NI 23. Perceptions that people in the area treat one another with respect and consideration | Q19 | 35.2 | 27.7 | 31.2 |
| NI 27. Understanding of local concerns about anti-social behaviour and crime issues by the local council and police | Q25 | 22.3 | 24.3 | 24.8 |
| NI 37. Awareness of civil protection arrangements in the local area | Q12 | 14.0 | 16.1 | 15.3 |
| NI 41. Perceptions of drunk or rowdy behaviour as a problem | Q24 | 31.9 | 25.7 | 29.0 |
| NI 42. Perceptions of drug use dealing as a problem | Q24 | 26.2 | 22.3 | 30.5 |
| NI 119. Self-reported measure of people's overall health and wellbeing | Classification | 77.4 | 80.1 | 75.8 |
| NI 138. Satisfaction of people over 65 with both home and neighbourhood | Over 65 classification and Qs 3 and 4 | 85.0 | 86.5 | 83.9 |
| NI 139. The extent to which older people receive the support they need to live independently | Q21 | 33.3 | 33.1 | 30.0 |
| NI 140. Fair treatment by local services | Q20 | 75.0 | 78.2 | 72.4 |

SECTION 3: QUESTIONNAIRE SECTION BY SECTION SUMMARY

Please note that for the Audit Commission NI questions (see above) wherever we express a positive result this has been calculated using the Audit Commission formulas.

For all other non NI questions, the positive results are calculated by taking the percentage “satisfied” from the breakdown charts (i.e. excluding anyone who said they did not know).

There were too few responses from some groups (e.g. individual ethnic groups, those in very bad health and those residing with 4 or more children) to be able to say whether their views are typical, and we have therefore not made detailed reference to them in the following analysis (unless we felt it was relevant to do so).

NB. Some Wards had a lower response rate than others, so where individual results are expressed for Wards, they should be regarded as indicative only.

1) ABOUT YOUR LOCAL AREA

Q1) What is most important in making somewhere a good place to live?

The aspects that are most important to people across the Worthing Borough Council area are:

1. **The level of crime** (11.9% agree)
- particularly important to residents living in Seldon, Heene, and Durrington Wards, and to residents aged 51-64
2. **Health services** (10.3% agree)
- particularly important to those living in Goring, Durrington, Offington and Marine Wards, and to residents aged 65 and over
3. **Clean Streets** (9.1% agree)
- particularly important to those living in Gaisford and Marine Wards

In addition, 5.3–6.1% agree that the most important factors include:

- **Shopping facilities**
- particularly important to those living in Marine Ward
- **Public transport**
- particularly important to those living in Salvington Ward and older residents aged 65 and over
- **The level of traffic congestion**
- particularly important to those living in Offington Ward
- **Education provision**
- particularly important to those living in Northbrook and Offington Wards and those aged 31-50 (who are more likely to have school age children)

The factor that is seen as being least important is race relations - followed by the level of pollution and community activities

Q2) Which aspects most need improving?

The key targets for improvement are seen as being:

1. **The level of traffic congestion** (11.7% agree)
- with particularly high levels of dissatisfaction in some areas, including Offington and Tarring Wards
2. **Road and pavement repairs** (11.2%)
- particularly an issue in Offington and Goring Wards, and for older residents aged 65 and over
3. **Activities for teenagers** (10.9%)
- particularly those living in Durrington Ward where 57% say this
4. **The level of crime** (7.2%)
- highest levels of dissatisfaction in Durrington and Selsden Wards
5. **Clean Streets** (6.8%)
- slightly higher levels of dissatisfaction being in Castle and Selden Wards

Q3/4) Residents' satisfaction with where they live

- Overall satisfaction with the local area as a place to live is very high (80% positive)

Results across the Borough vary, with higher levels of satisfaction found in Offington and Marine Wards (91-93% positive), and lower levels of satisfaction expressed in Northbrook, Gaisford and Heene Wards (68% positive).

- 90% of respondents say they are satisfied with their home as a place to live. Satisfaction is lower for those renting their property compared to those who own it.

Q5) People feeling they belong to their immediate neighbourhood

Across the Worthing area, 53% of respondents say they have a strong feeling of belonging to their immediate neighbourhood, but 45% do not.

- Residents who are most likely to feel a strong sense of belonging are those aged 65 and above
- The least engaged residents are likely to be aged 30 or less and those with larger families of 4 children.

There are some significant differences between Wards. There is a stronger sense of belonging (62-64%) in Goring, Marine, Tarring, and Castle Wards. Whereas only 38-39% of respondents living Seldon and Northbrook Wards feel this.

2. YOUR LOCAL PUBLIC SERVICES

Q6) What people say about local public services in general

The more positive results relate to:

- **Treating all types of people fairly** – 74% say this happens, with particularly positive views among those in Offington Ward
- **Working to make the area safer** - 62% agree that this happens. The least satisfied Wards on this point are Gaisford and Heene (44-53% agree).
- **Making the area cleaner and greener** - 60% believe that local public services are working to make this happen
 - However, only 34% of residents in Gaisford Ward agree with this

While the less positive results relate to:

- **Promoting the interests of local residents** - only 37% say that local public services work towards this. Those who are least satisfied include:
 - those living in Salvington and Castle Wards
 - unemployed residents
 - those in bad health
- **Acting on the concerns of local residents** – only 41% agree that this happens, at least to some extent. Least satisfied groups include
 - those living in Heene, Central and Gaisford Wards
 - those with children, particularly larger families
 - younger residents aged 40 and under

Q7) Satisfaction with specific public services

There is a very high level of satisfaction with most public services – in particular:

1. Local Fire & Rescue Service (85% positive)
2. Your GP (Family doctor) (82%)
3. Your local hospital (81%)
4. Your local dentist (74%)

Although it is still a fairly good result, slightly fewer respondents (55% positive) are satisfied with the local Police Force. Respondents who rent from their accommodation from the Council tend to be less positive about the Police compared to other residents. Ward results are fairly consistent, with slightly higher levels of positivity in Goring and Marine Wards, and slightly lower levels of positivity in Gaisford, Salvington and Castle Wards.

Q8/9) Services provided or supported by the Council

Overall satisfaction is good in respect of all the services rated in this section of the survey.

In particular, residents of Worthing are satisfied with the provision of:

- Libraries (80% positive)
- Refuse collection (75%)
- Local tips/Household waste recycling centres (73%)
- Theatres/Concert Halls (72%)
- Parks and open spaces (70%)
- Doorstep recycling (70%)
- Museums and galleries (65%)

On the following areas residents are 'lukewarm':

- Keeping public land clear of litter and refuse (57%)
- Local transport information (48% positive)
- Local bus services (54%)
- Sport/Leisure facilities (45%)

In terms of frequency, the following services are used most often by local residents:

1. Parks and open spaces
2. Local bus services
3. Sports/leisure facilities

And the following are most used by the greatest proportion of the population:

1. Parks/open spaces (4% do not use)
2. Local tips/Household Waste Recycling Centres (8% do not use)

Although seen as performing satisfactorily, the services that seem to be used the least by local residents are:

- Museums/Galleries (not used by 23%)
- Sports Leisure facilities (not used by 22%)

Looking at these services in more detail, they are shown in order of satisfaction/positivity:

| | Service | % positive | % used weekly or more | Least satisfied groups include: |
|----|-------------------|-------------------|------------------------------|--|
| 1. | Libraries | 80% | 13% | Similar views across the Borough |
| 2. | Refuse collection | 75% | * | The unemployed and self employed |

| | | | | |
|-----|--|-----|-----|---|
| 3. | Local tips/Household waste recycling centres | 73% | 13% | Similar views across the Borough |
| 4. | Theatres/ Concert Halls | 72% | 2% | Younger respondents aged 30 and under, and those aged 41 - 50 |
| 5. | Parks and open spaces | 70% | 44% | Those in poor health and permanently sick/disabled |
| 6. | Doorstep recycling | 70% | * | Central and Heene Wards |
| 7. | Museums/ Galleries | 65% | 1% | Younger respondents aged 30 and under, and those aged 41 - 50 |
| 8. | Keeping public land clear of litter and refuse | 57% | * | Gaisford Ward, and residents in households with larger numbers (3+) of adults, and children |
| 9. | Local bus services | 54% | 24% | Gaisford Ward especially |
| 10. | Local transport information | 48% | 10% | Permanently sick/disabled and those in poor health |
| 11. | Sports and leisure facilities | 45% | 22% | Respondents aged 31-50, and those with children |

* Question not asked.

Q10/11) Perceptions of the Borough and County Councils

While 44% and 43% respectively of respondents are satisfied with the way that Worthing Borough Council and West Sussex County Councils run things, rather fewer (32-31%) believe that either of them provides value for money.

There are some notable differences between Wards.

- 10a/11a) Views of Worthing Borough Council:

- Those in Wards such as Tarring and Offington are most likely to feel that Worthing Borough Council provides value for money
- Residents of Tarring, Offington and Goring are also more like to feel that Worthing Borough Council runs things well, along with residents from Heene
- However, Central and Gaisford Wards in particular are less likely to believe the Borough Council provides value for money, and residents of Central and Gaisford are also less likely to feel that the Borough Council runs things well

- 10b/11b) Views of West Sussex County Council:

- Those in Wards such as Tarring, Broadwater and Heene are most likely to believe that West Sussex County Council provides value for money – however residents of Gaisford and Seldon Wards are less inclined to agree

- Tarring, Broadwater and Heene Wards are most satisfied with the way that the County Council runs things, but again there are much lower levels of satisfaction Gaisford and Seldon Wards

3. INFORMATION (Q12)

This is a key area for improvement: Only 1 in 3 (36%) of those with a definite opinion feel that overall they are well informed about local public services.

Some Wards seem much better informed (e.g. Northbrook and Broadwater Wards) while the least informed Wards include Gaisford, Seldon and Central.

Most residents say they know about:

- How and where to register to vote
- How their Council Tax is spent

But very few (14%) know about:

- What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu

And only c.1 in 3 say they know about:

- What standard of service to expect from local public services (37%)
- How well local public services are performing (35%)
- How to complain about local public services (31%)

Looking at these areas in more detail, they are shown in order of how well informed people feel:

| | Topic | % Informed | Least informed |
|----|---|-------------------|--|
| 1. | How and where to register to vote | 92% | Younger people aged 21 - 30 |
| 2. | How your council tax is spent | 62% | Those who rent from the Council, and residents of Central Ward |
| 3. | What standard of service you should expect from local public services | 37% | Generally poor. Knowledge increases with age. |
| 4. | How well local public services are performing | 35% | Generally poor, particularly Gaisford and Seldon Wards. |
| 5. | How to complain about local public services | 31% | Generally poor, particularly Gaisford and Seldon Wards. |
| 6. | How you can get involved in local decision-making | 26% | Generally poor. Those in Heene Ward feel particularly uninformed about this. |

| | | | |
|----|--|-----|--|
| 7. | What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu | 14% | Generally very poor – very few respondents said they would know what to do |
|----|--|-----|--|

4. LOCAL DECISION-MAKING

Q13) Ability to influence local decisions

Only 26% of respondent believe that they can influence decisions affecting their local area, with those in Marine, Salvington and Offington Wards being even less positive than others

However those who rent from a Housing Association/Trust, are more likely to feel that they can influence local decision making

Q14) Being involved in local decision making

32% of respondents say that, generally speaking, they would like to get more involved in local decision-making.

Definite interest in getting involved varies by Ward: those in Central and Gaisford Wards are more positive than others, while there is very little interest in e.g. Offington.

However, interest would increase significantly if there was a particular issue at stake, in which case a much higher proportion (56% of respondents across the area covered by Worthing Borough Council) say they might want to get involved.

However, we noted in the previous section that only 26% of respondents say that they feel informed about how they can get involved in local decision-making (with certain groups being even less informed than others).

5. HELPING OUT (Q15)

25% of the respondents to this survey say that they have given unpaid help to groups, clubs or organisations over the last 12 months.

Those most likely to have given such help include:

- Residents aged 31 and over
- People with 2 – 3 children in their household
- People looking after the home

Respondents living in Marine, Northbrook and Tarring Wards are more likely than others to have given unpaid help in the past 12 months. Those in Seldon, Heene and Central Wards are least likely to have done so.

6. GETTING INVOLVED (Q16)

In spite of 32% expressing an interest in getting more involved, very few respondents have been involved in any official methods of public involvement in the past 12 months.

On average, across the Worthing area, between 1 and 5% of people say they have been a member of a decision making group - e.g. being a councillor, local regeneration, services for young people.

7. RESPECT AND CONSIDERATION (Q17-21)

- 78% of respondents say that their local area is a place where people from different backgrounds get on well together (Q18)
 - Too few respondents from minority ethnic groups took part in the survey to have representative feedback on their views
- 75% say they have been treated with respect and consideration by their local public services (Q20)
 - There is some variation by Ward, with satisfaction reducing to 67-69% for respondents in Castle and Seldon Wards
- 65% believe that people treat each other with respect and consideration (Q19) (**NB** This question was phrased as a double negative, asking respondents 'How much of a problem do you think there is with people **not** treating each other with respect and consideration)
 - Views vary by Ward and the results for e.g. Seldon and Northbrook Wards are less positive than others,
 - Those who are unemployed or between 31 – 50 are also less positive here
- While only 33% of respondents believe that older people in their area are able to get the services and support they need to continue to live at home for as long as they want to, half the respondents (51%) were unable to express an opinion on this.(Q21)
 - Older people themselves seem to agree with this, with positivity increasing in those aged 51 and above
 - However positivity on this point decreases with health, with those who describe themselves in bad health being notably less positive

However,

- Only 1 in 4 (27%) respondents believe that, in their area, parents take enough responsibility for the behaviour of their children (Q17)
 - This reduces to 20% in Durrington Ward, 14% in Seldon Ward, and 4% in Northbrook Ward where it appears to be a particular issue
 - Respondents aged 30 and under, and those with no children are the most critical

- Residents who rent their property and those in bad health also tend to see this as more of an issue than others

8. COMMUNITY SAFETY

Q22-23)

- Overall, 90% of respondents say they feel safe when outside in their local area during the day (Q23)
- Considerably fewer - 45%, say they feel safe in their local area after dark
 - Those who describe themselves as in full time education or in bad health or permanently sick/disabled report greater concerns about their safety (68-73% say they feel unsafe)
 - Females are much less positive about their safety than males (34% v 56 % respectively)
 - Respondents living in the Central, Castle and Gaisford Wards are more likely than others in the Worthing area to feel unsafe after dark.

Q24) Local issues

86% of respondents deny that noisy neighbours or loud parties are a problem in their area. Very few (only 8%) say that abandoned or burnt out cars are an issue.

The main issues are seen as:

- Teenagers hanging around in the streets – more than 1 in 3 (39%) say this is a fairly or very big problem
 - This rises to 63% dissatisfaction in Northbrook Ward and 59% in Central Ward; some other Wards are also badly affected
 - Respondents aged 21 - 30 are most likely to say it is an issue (60%), and those who rent their accommodation from a Housing Association/Trust
- Rubbish or litter lying around - 36% negative
 - Seen as a particular issue in Heene, Central and Northbrook Wards
 - Vandalism, graffiti and other deliberate damage to property or vehicles
 - 35% of all respondents express dissatisfaction with this. This issue is felt some areas more noticeably , particularly Central Ward where 55% say it is a big or fairly big problem

Other, issues are seen as:

- People being drunk or rowdy in public places
 - 32% dissatisfaction across the whole area, rising to 64% in Central Ward, 59% in Northbrook Ward, and 45% in Heene Ward
- People using or dealing drugs
 - 26% say this is a fairly or very big problem in their area, with Central Ward being most affected – with 49% of respondents seeing this as an issue

Q25&26) - Only 22% of respondents say that the Police and other local public services seek people's views about these issues relating to community safety, and only 1 in 4 (26%) believe that they are successfully dealing with them. Those who are least likely to feel that issues are being dealt with successfully live in Seldon, Castle and Gaisford Wards.

SECTION 4: OVERVIEW OF FINDINGS AND CONCLUSIONS

Overall, the feedback from residents of Worthing Borough Council denotes a fairly good level of satisfaction, but tends to be less positive than that for West Sussex as a whole.

Overall:

- 90% of respondents are satisfied with their home as a place to live
- 80% of respondents are satisfied with the local area as a place to live

Particular strengths include:

- **Satisfaction with certain local services – for example**
 - 85% satisfaction with the local Fire & Rescue service
 - 82% satisfaction with GPs
 - 81% satisfaction with local hospitals
 - 72-80% satisfaction with libraries, refuse collection, and theatres & concert halls
- **Respect and consideration**
 - 78% believe their local area is a place where people from different backgrounds get on well together
 - 75% say they have been treated with respect and consideration by their local public services
- **Daytime safety**
 - Overall, 90% of respondents say they feel safe when outside in their local area during the day

Key challenges:

1) Encouraging and enabling local involvement

- 74% do not feel they can influence decisions affecting their local area
- Only 26% say they are well informed about how to get involved in local decision-making (although a number say they would like to do so)
- Just under half (41%) of respondents say that local public services promote or act on the concerns of local residents

2) Improving perceptions of the value for money that Councils provide to residents

- 32% believe that the Borough Council provides value for money
- 31% believe that the County Council provides value for money

3) Providing more information about local services, and (in particular) service standards and service performance, all of which are likely to be key factors in (a) identifying areas for improvement and (b) improving perceptions of the “value for money” that is provided.

- Only 1 in 3 (36%) of those with a definite opinion feel that overall they are well informed about local public services
- In particular, there is a general lack of information about service standards and service performance:
 - Only 37% say they know what standard of service they should expect from local public services
 - A similar number (35%) say they are well informed about how well these services are actually performing
 - Only 31% know how to complain about them

4) Improving confidence in the way that issues related to crime and anti-social behaviour are being addressed

- Only 26% believe that the police and other local public services are successfully dealing with anti-social behaviour and crime
- Less than half (45%) feel safe when outside in their local area after dark. Female residents and those with a limiting illness or disability are less likely than others to feel safe when they are outside, after dark

5) Understanding and improving perceptions among the less positive Wards, and on topics where certain types of resident are less satisfied than others

***Comparisons with ratings for the Consortium**

* Scores for comparative purposes have been calculated on the positive scores in the tables (and % difference up or down) as there is a mixture of NI and non NI questions.

Views from Worthing residents are significantly above (10% or more) the West Sussex County Council average in the following areas.

Satisfaction with:

- Museums and Galleries (65% positive, 44% above average – highest in consortium)
- Local Hospitals (81% positive -13% above average)
- Theatres/Concert Halls (72% positive -25% above average)

In addition, an interest in being more involved in the decisions that affect the local area (32% positive, 13% above average – highest in consortium)

Views from Worthing residents are significantly below (10% or more) the West Sussex County Council average in a number of areas. In particular, dissatisfaction is expressed with:

- Feeling unsafe when outside in the local area after dark (45% positive - 19% below average)

- Satisfaction with sports and leisure facilities (45% positive - 19% below average)
- Feeling well informed about aspects of public services (10-25% lower than average)
- Believing that the Borough and County Councils provide value for money (32% positive – 17% below average, and 31% positive – 15% below average, respectively). Worthing residents are least satisfied in the consortium on both these points
- Satisfaction with way the Borough and County Councils run things (44% positive – 14% below average, and 43% positive – 13% below average, respectively) – the lowest in the consortium
- Some community issues re:
 - rubbish or litter lying around)
 - and vandalism, graffiti, or other deliberate damage average) – some of these are the lowest in the consortium
 - People treating each other with consideration and respect.

Next steps

All of the above requires better communication and interaction with residents to get underneath the issues raised by this survey so that effective and targeted solutions can be introduced.

A useful starting point would be to hold discussion forums with representatives from the affected groups - and maybe with Council staff as well - to gain an understanding of the problems that exist, why these are important to residents, and what needs to happen to improve things.