

**To: Housing Panel (Panel of the Scrutiny Committee)**

**Date: 15<sup>th</sup> January 2014**

**Report of: Head of Leisure, Parks & Communities**

**Title of Report: Satisfaction with Parks – Details of the survey results**

## Summary and Recommendations

**Purpose of report:** To provide further information on the performance of Parks Services, and performance indicator LP013.

**Scrutiny Lead Member:** Councillor Mark Mills

**Executive Lead Member:** Councillor Mark Lygo

**Recommendation(s):** The Panel is asked to comment on the performance information, highlighting any particular areas of concern.

## Introduction

The Panel considers a set of performance indicators every quarter which includes LP013 regarding increasing satisfaction with parks. The Panel at its meeting 4<sup>th</sup> November 2013, asked for further information on the Talkback Survey (appendix A to this report) including the methodology used, the numbers and locations of respondents, the questions asked and reasons for any dissatisfaction.

In 2011 Parks had the highest level of satisfaction of Council services. Along with our drive for continued improvement, a key factor that led to this high level of satisfaction was that it was a particularly good year for the play areas modernisation programme for which we had a huge amount of positive publicity.

While we are continuing to strive to improve parks, the service plan target to retain 91% may have been overly ambitious.

81% is still very high and the second highest level for all Council services.

We have continued to improve the parks in the city. This can be seen with five Green Flags being awarded including the new award at Blackbird Leys, being shortlisted for three Association of Public Service Excellence (APSE) Awards

in 2012 (including best parks team of the year), the pavilion refurbishment programme and the Fit Trails Project.

The next satisfaction survey will take place in Spring 2014 and we are confident that this survey will continue to show very high satisfaction levels with the city's parks.

### **The methodology used and the numbers and locations of respondents.**

The questionnaire was sent by post and email to a total of 800 talkback panel members. The survey received a response rate of 43% (344 completed questionnaires). A total of 200 face-to-face questionnaires were completed with newly joining panel members, bringing the total number of responses to 544.

	<b>Responses (unweighted)</b>
17-24 years	112
25-34 years	117
35-44 years	48
45-54 years	58
55-64 years	91
65+ years	106
Male	256
Female	290
Disabled	49
Not disabled	489
White	468
Non-white	69
Employed full time	174
Part time	57
Self employed	28
Student	106
Retired	126
Permanently sick/disabled	13
Looking after the home	26
Other/Unemployed and available for work	13
Own your house	267
Rent from the council / housing association	86
Rent from private landlord	148
Living rent free	8

Living in communal establishment	1
Prefer not to say/Other	17
Central	38
North	62
East	169
North East	102
South East	133
Cowley	34

## What questions were asked?

- 4 Oxford City Council and Oxfordshire County Council provide your local public services and we would like your views on some of the services they provide. How satisfied or dissatisfied are you with each of the following services provided or supported by Oxford City Council and Oxfordshire County Council? *(Please tick 1 box for each statement)*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse collection						
Doorstep recycling						
Local tips/Household waste recycling centres						
Local transport information						
Local bus services						
Sport/leisure facilities						
Libraries						
Museums/galleries						
Theatres/concert halls						
Parks and open spaces						

## Conclusion

The next satisfaction survey will take place in Spring 2014 and we are confident that this survey will continue to show very high satisfaction levels with the city's parks.

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List of background papers: Talkback Survey Winter 2012/13  
 Version number: 1

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