



# The Big Listening The Salford Panel Winter '05

**February 2006**

**25802**

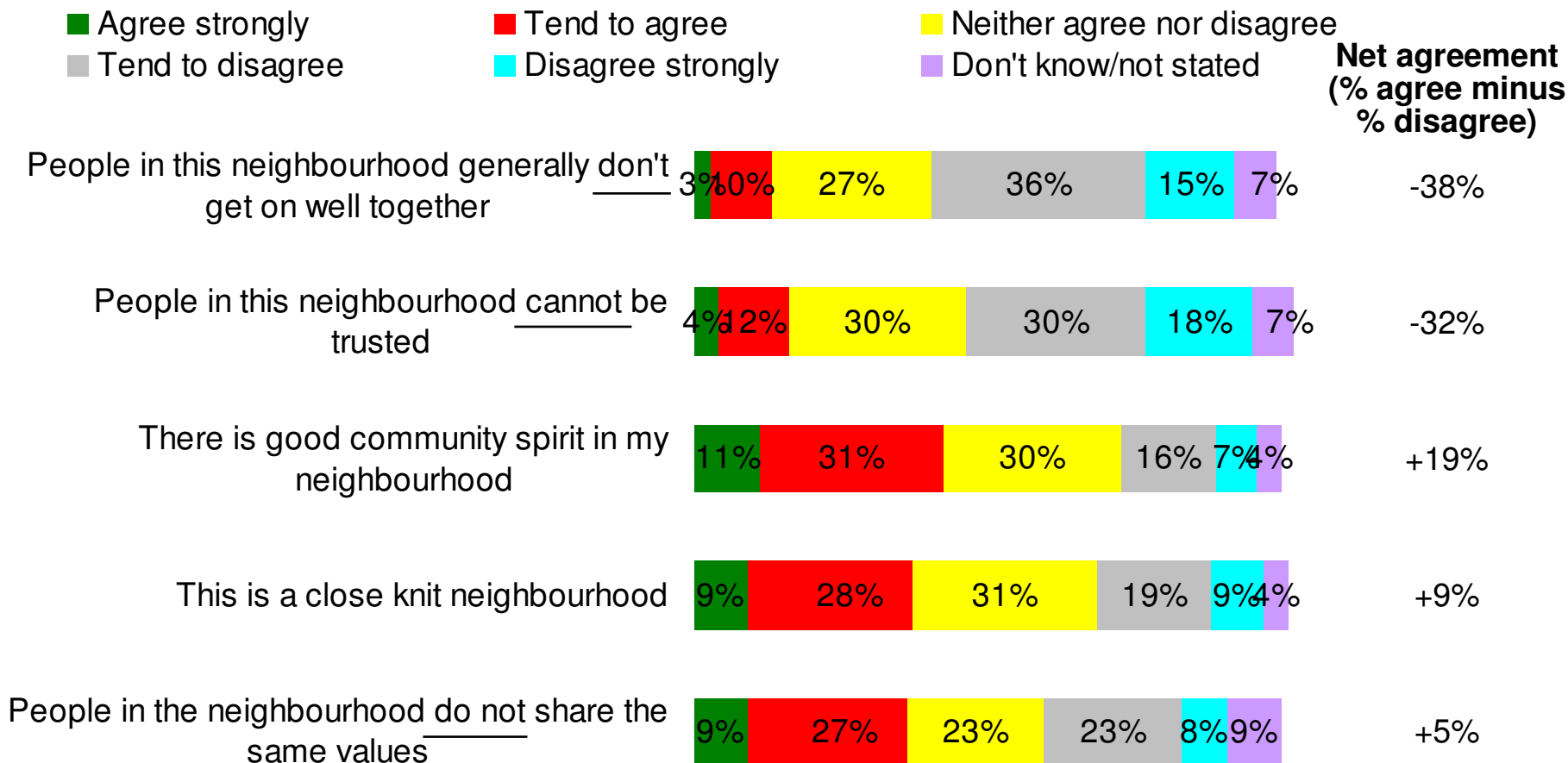
# The Big Listening panel



- **1095 Salford residents (over 18 years and selected at random) answered this survey**
- **The survey was carried out between November 2005 – early January 2006**
- **The panel members answered a 16 page questionnaire**
- **The survey covered Salford City Council issues and PCT issues (not shown here)**
- **The results are balanced to be representative by age, gender and geographic area**

**My Neighbourhood :  
its people**

# Do you agree with the following statements about the area and people living in neighbourhood?

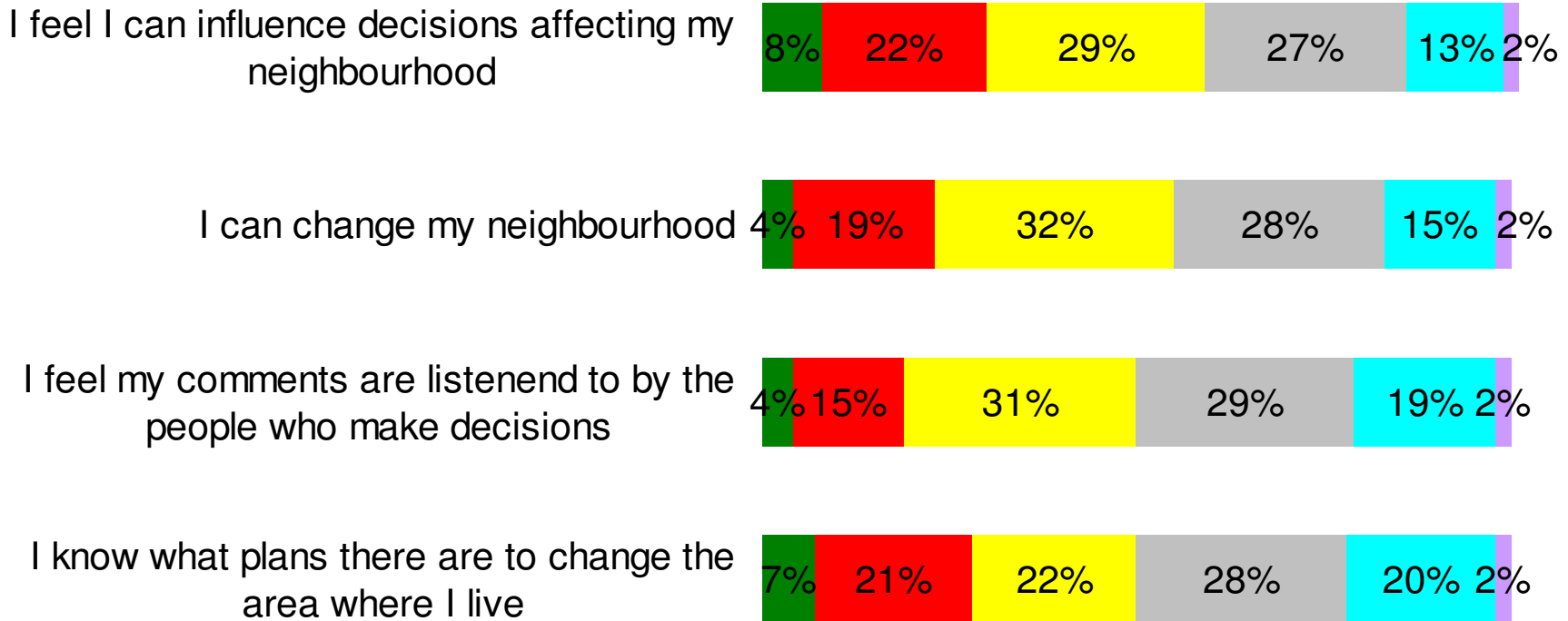


Base : All – 1,095

# **My neighbourhood : and the Council**

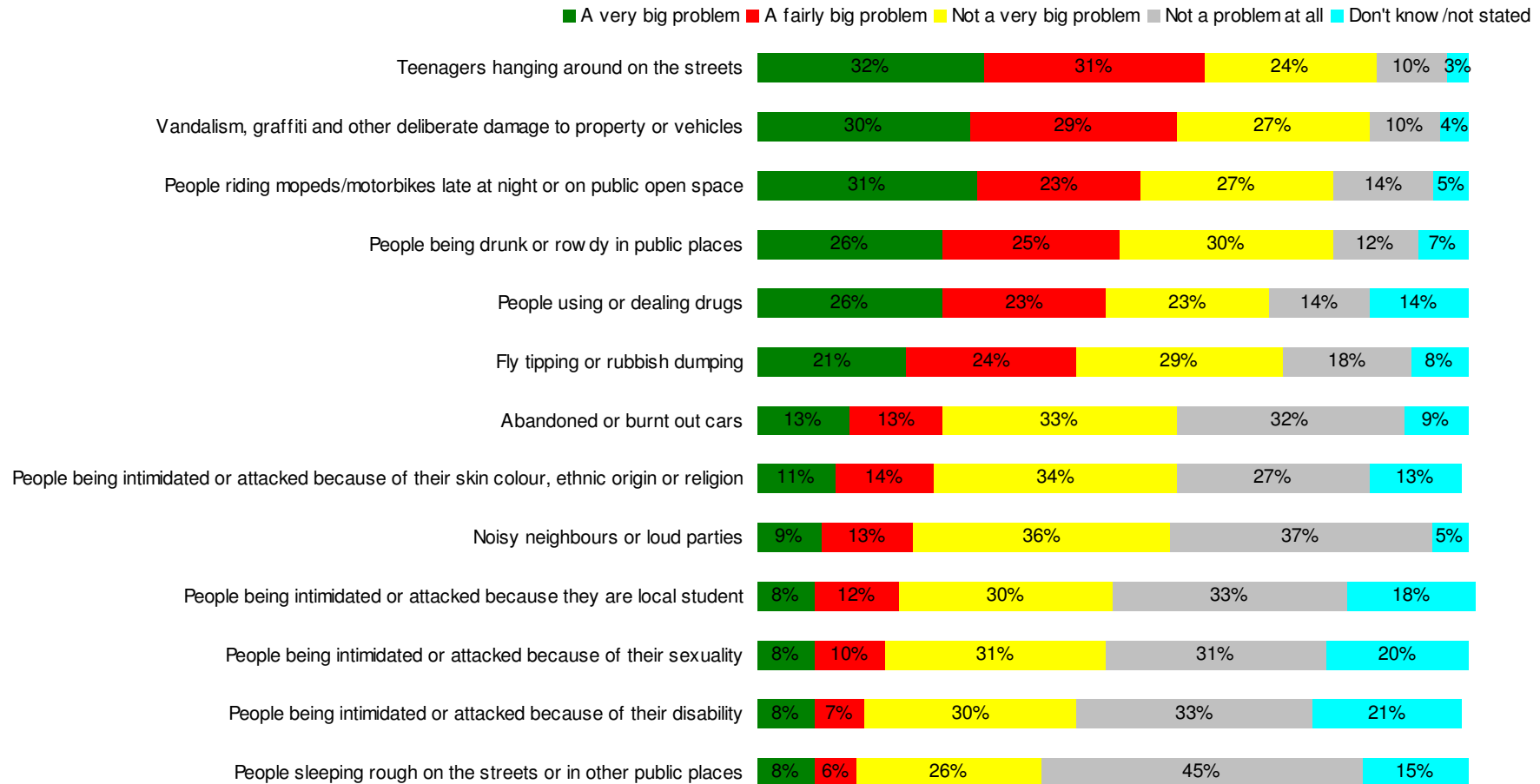
# Do you agree with the following statements?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Not stated



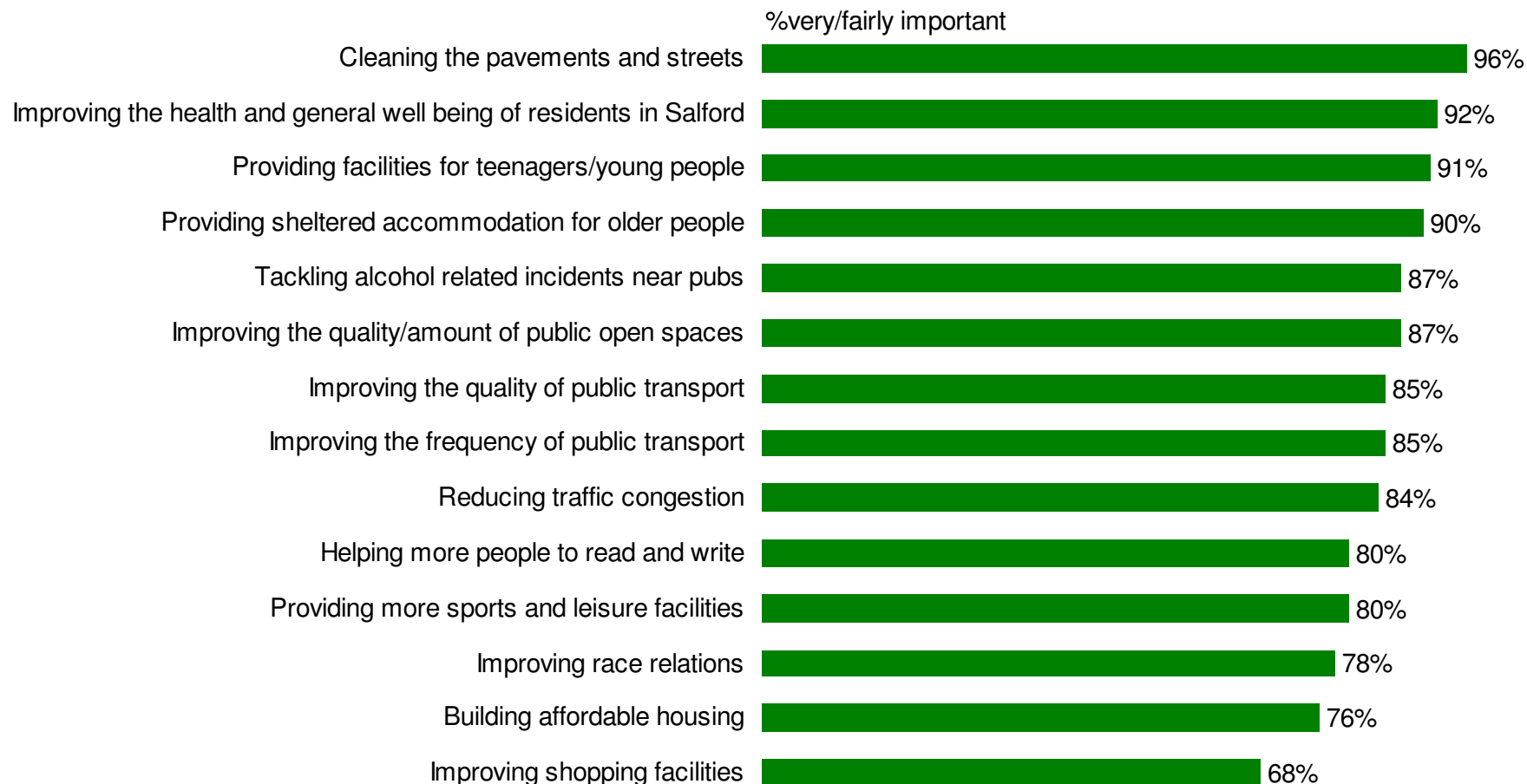
Base : All – 1,095

# What are the problems in your neighbourhood?



Base : All – 1,095

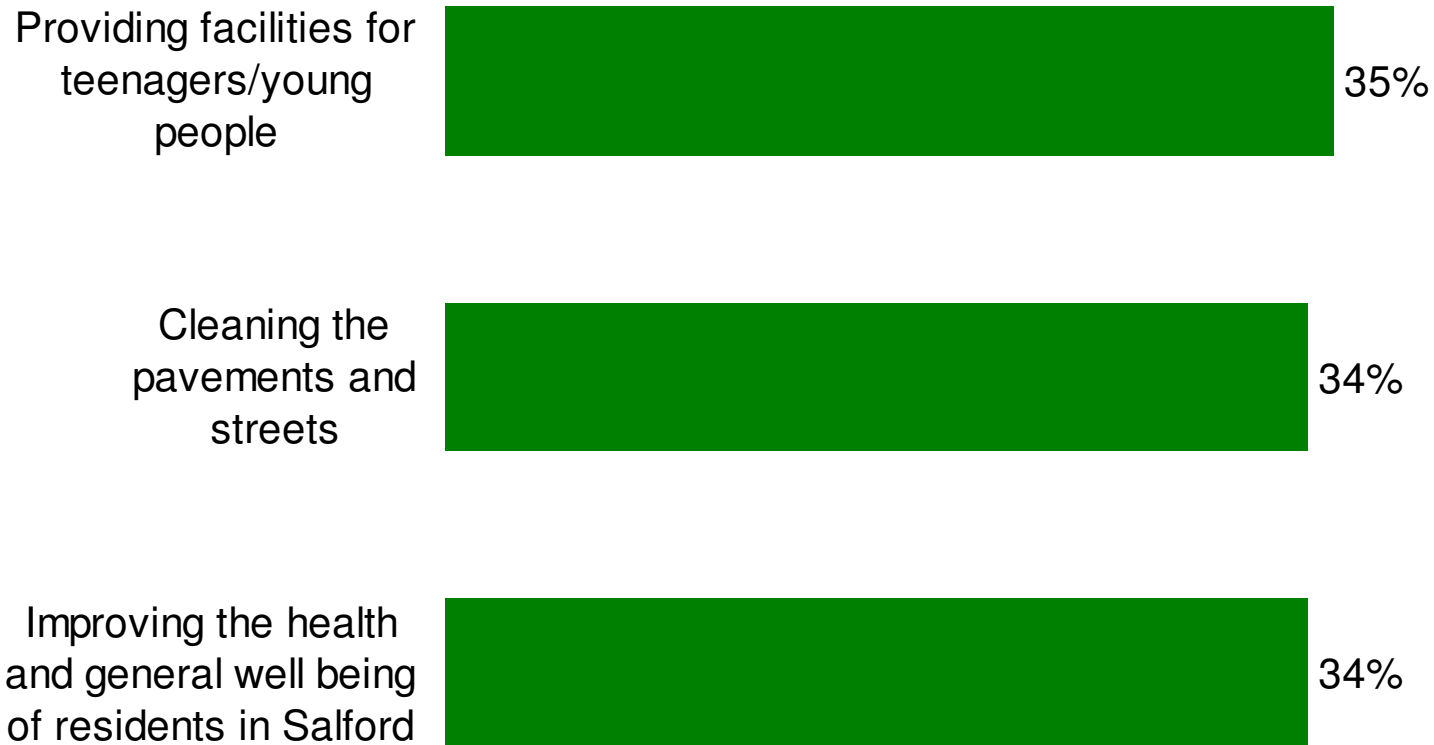
# How important is it that the council deals with following issues in your neighbourhood?



Base : All – 1,095

# Your top priorities are

## Main responses



**Base : All – 1,095**

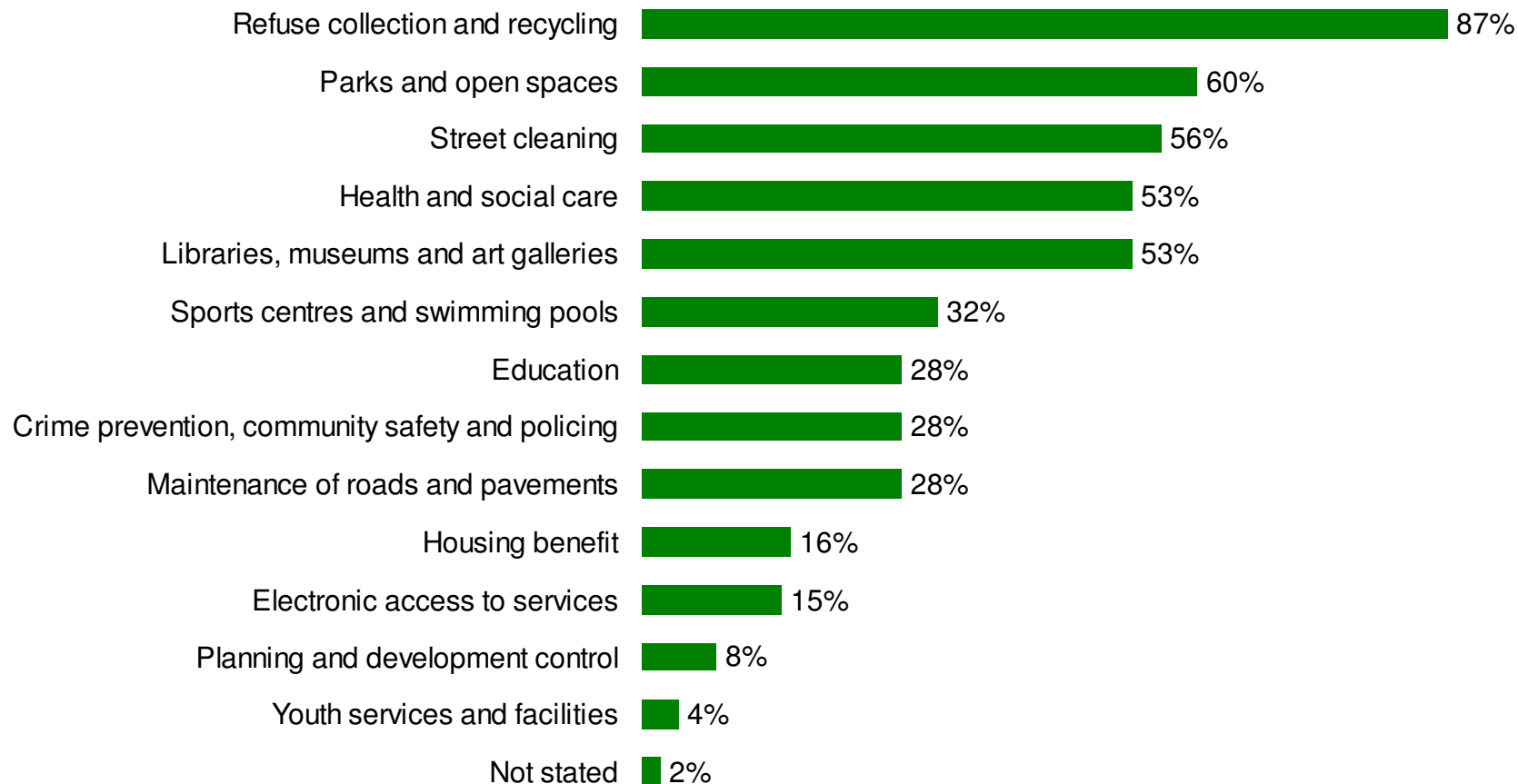
# The top priorities by area are:

Community Committee Area	Top Priority
North Salford	Cleaning pavements and streets (39%)
Claremont & Weaste	Providing facilities for teenagers/young people (43%)
Eccles	Cleaning pavements and streets (41%)
Irlam & Cadishead	Tackling alcohol related incidents near pubs (37%)
Ordsall & Langworthy	Providing facilities for teenagers/young people (44%)
Swinton	Tackling alcohol related incidents near pubs (35%)
Walkden & Little Hulton	Improving the health and general well being of residents in Salford (45%)
Worsley & Boothstown	Reducing traffic congestion (47%)

- **30% of you feel you can not influence local decisions :  
40% feel you can**
  
- **Priorities at neighbourhood level are :**
  - facilities for teenagers
  - street cleanliness
  - general health levels
  
- **Main local problems :**
  - teenagers on the street
  - vandalism/graffiti

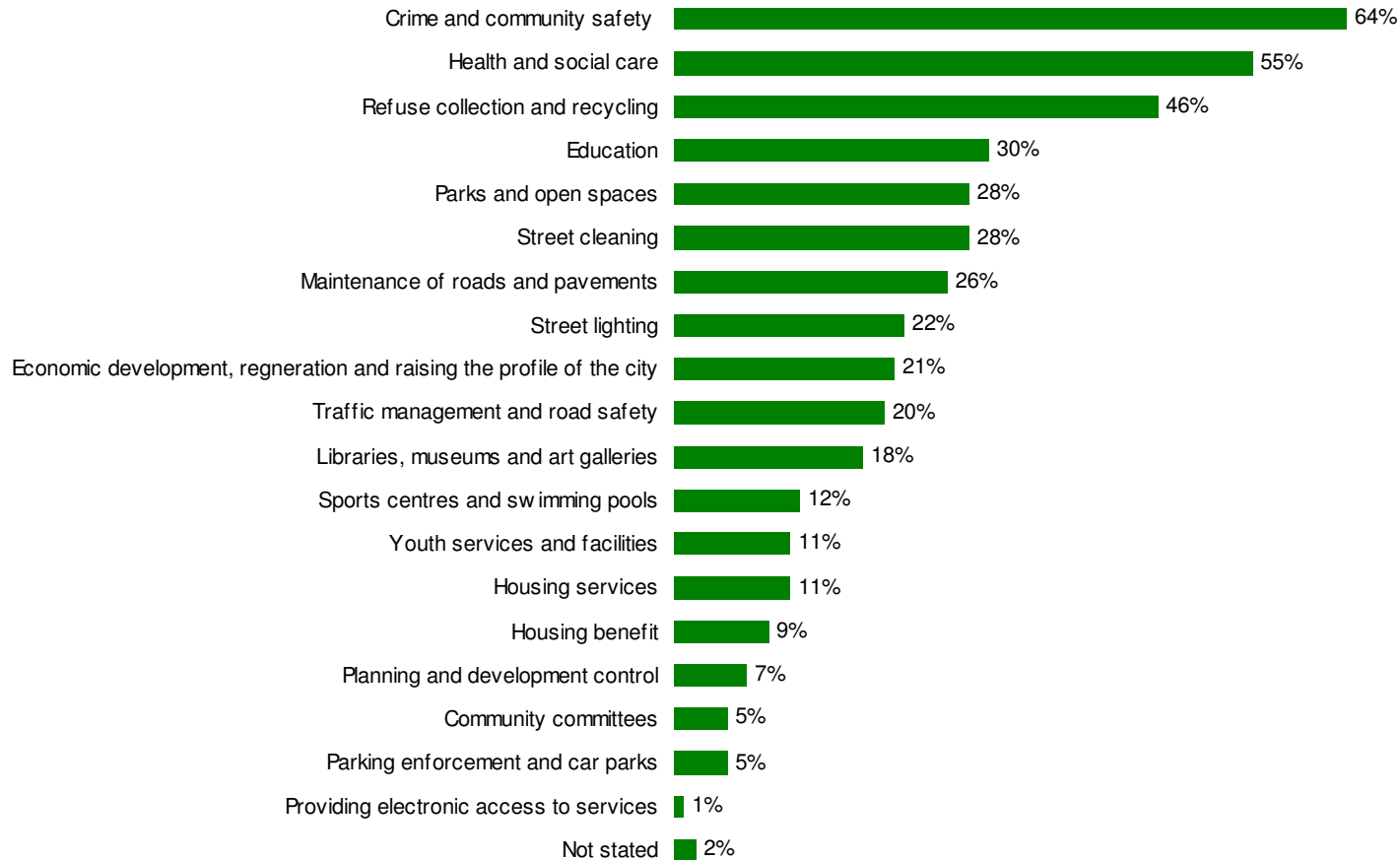
# Council services

# Which services have you used or benefited from in the last 12 months?



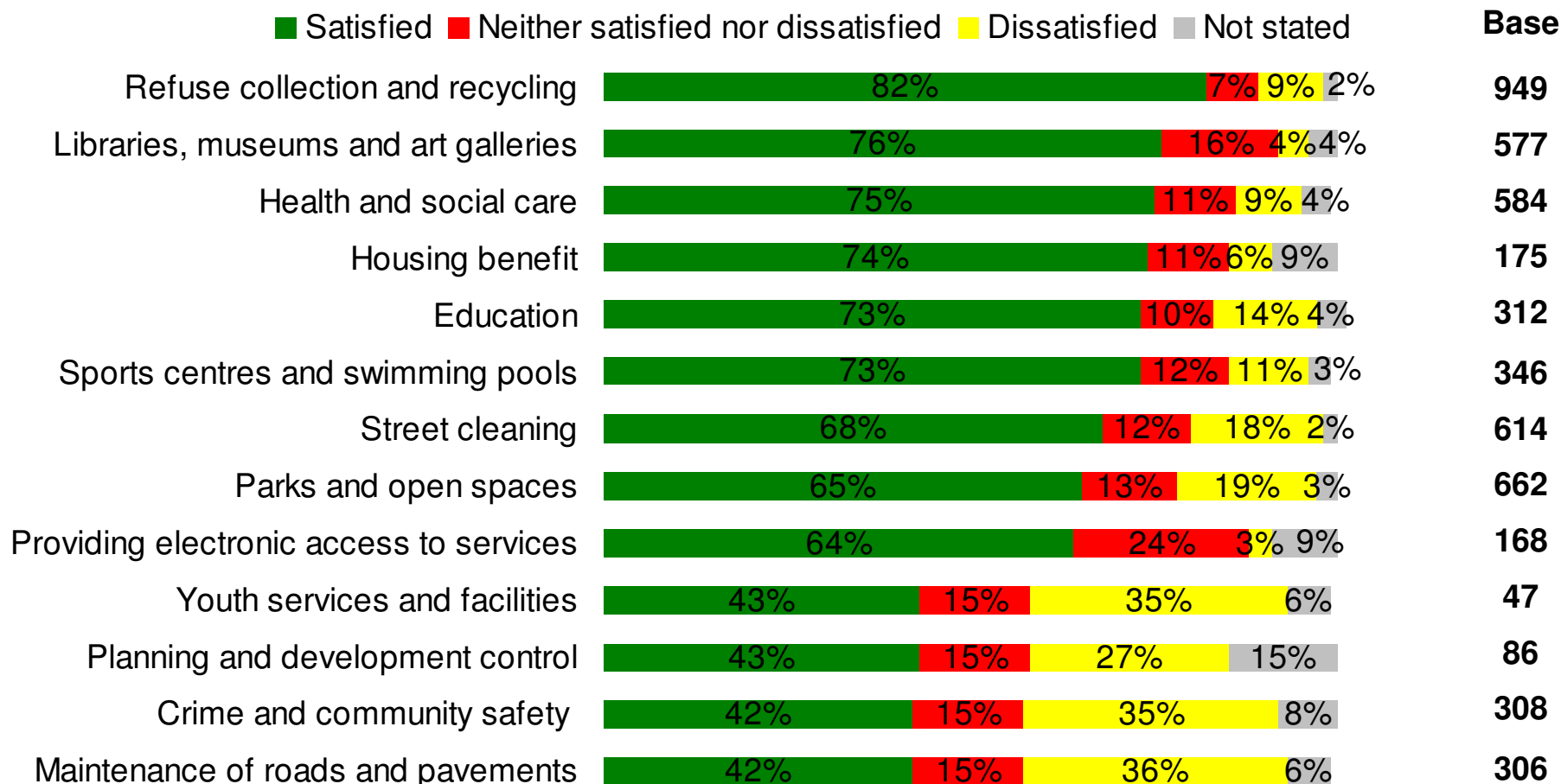
**Base : All – 1,095**

# Which do you think are the most important services?



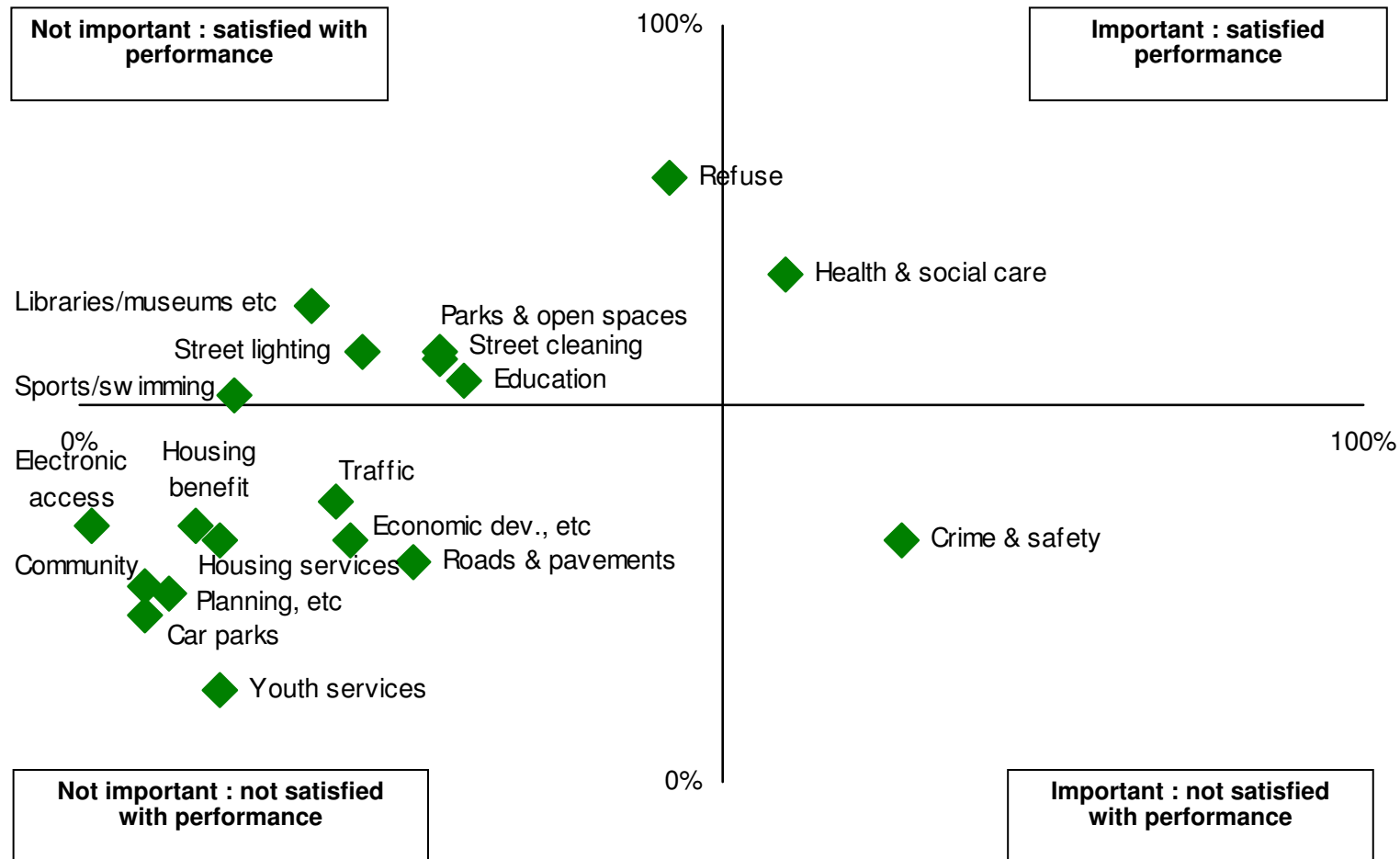
Base : All – 1,095

# What is the level of your satisfaction with services?



Base : All using

# Summary: importance v satisfaction of services

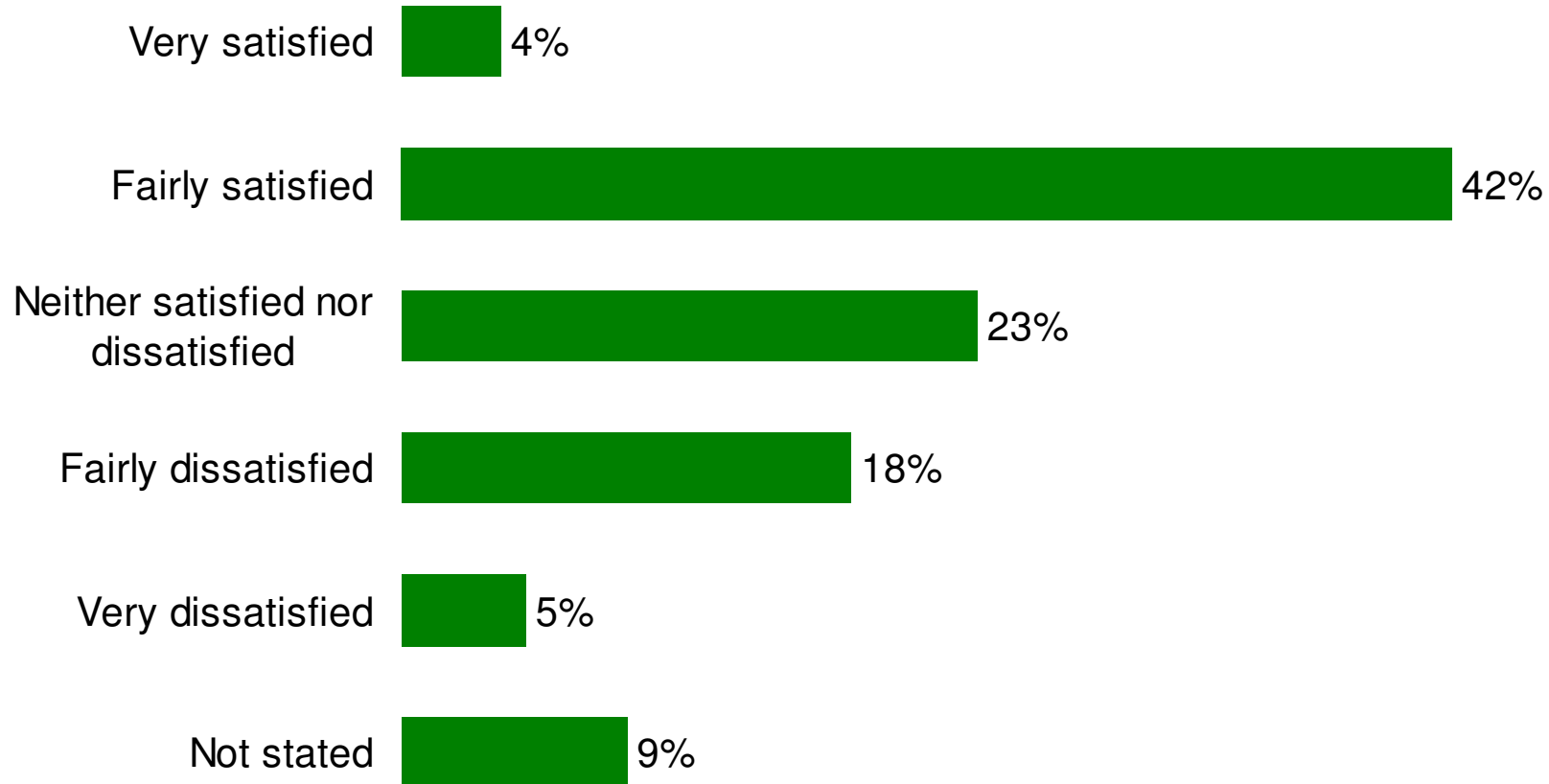


Base : All – 1,095

- **the big issues are the basic ones :**
  - **keep me safe**
  - **keep me healthy**

# Council overall

# What is the level of your satisfaction with services provided by the Council?



**Base : All – 1,095**

# Council income & expenditure

# Council tax levels

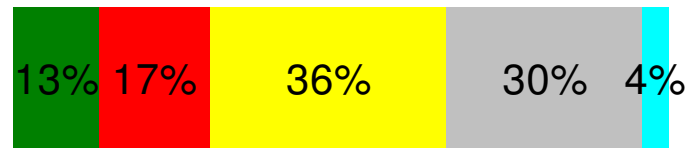
■ Definitely yes 
 ■ Probably yes 
 ■ Probably no 
 ■ Definitely no 
 ■ Not stated

Would you support an increase in council tax at the rate of inflation to provide council services at existing levels



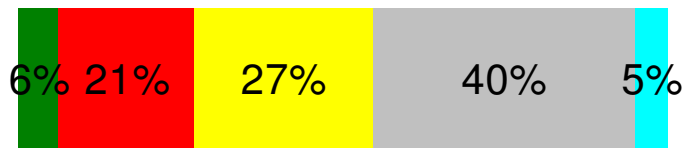
**Net**  
**-6%**

Would you support a decrease in council tax level even if it meant a reduction in the level of services



**-3%**

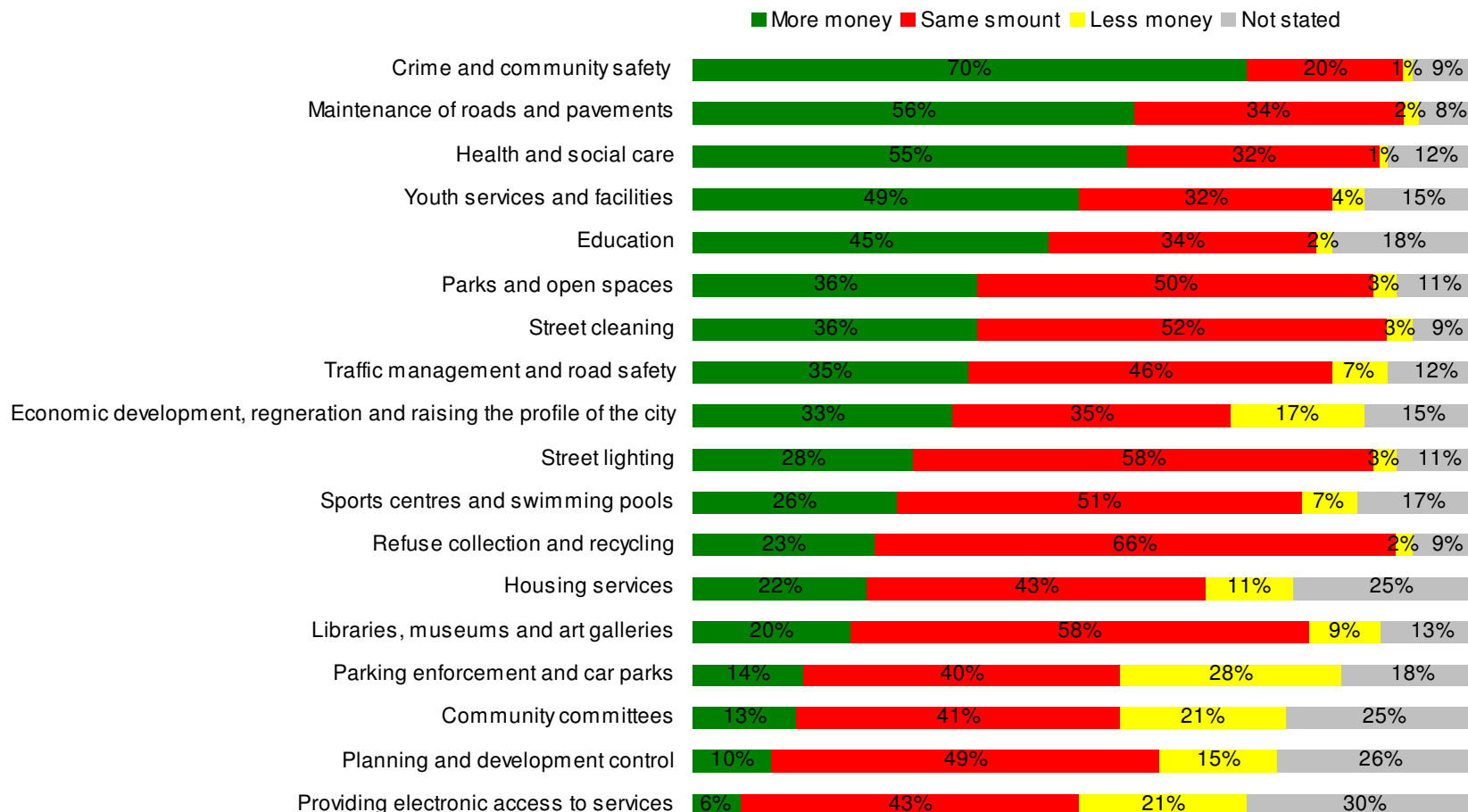
Would you support an increase in council tax above the rate of inflation in order to improve council services



**-40%**

**Base : All – 1,095**

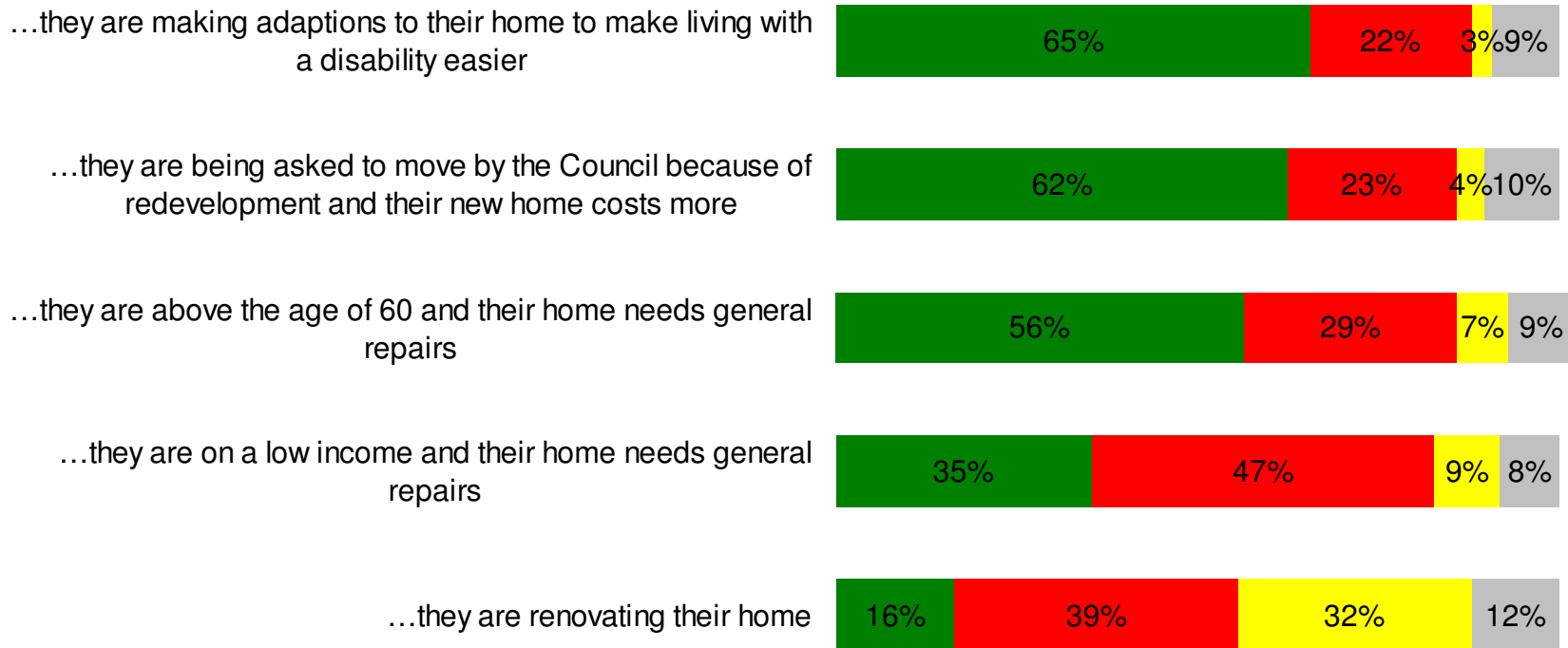
# Your views on how money spent on services should be changed



Base : All – 1,095

# Your views on the Council help which Salford home owners should be offered if...

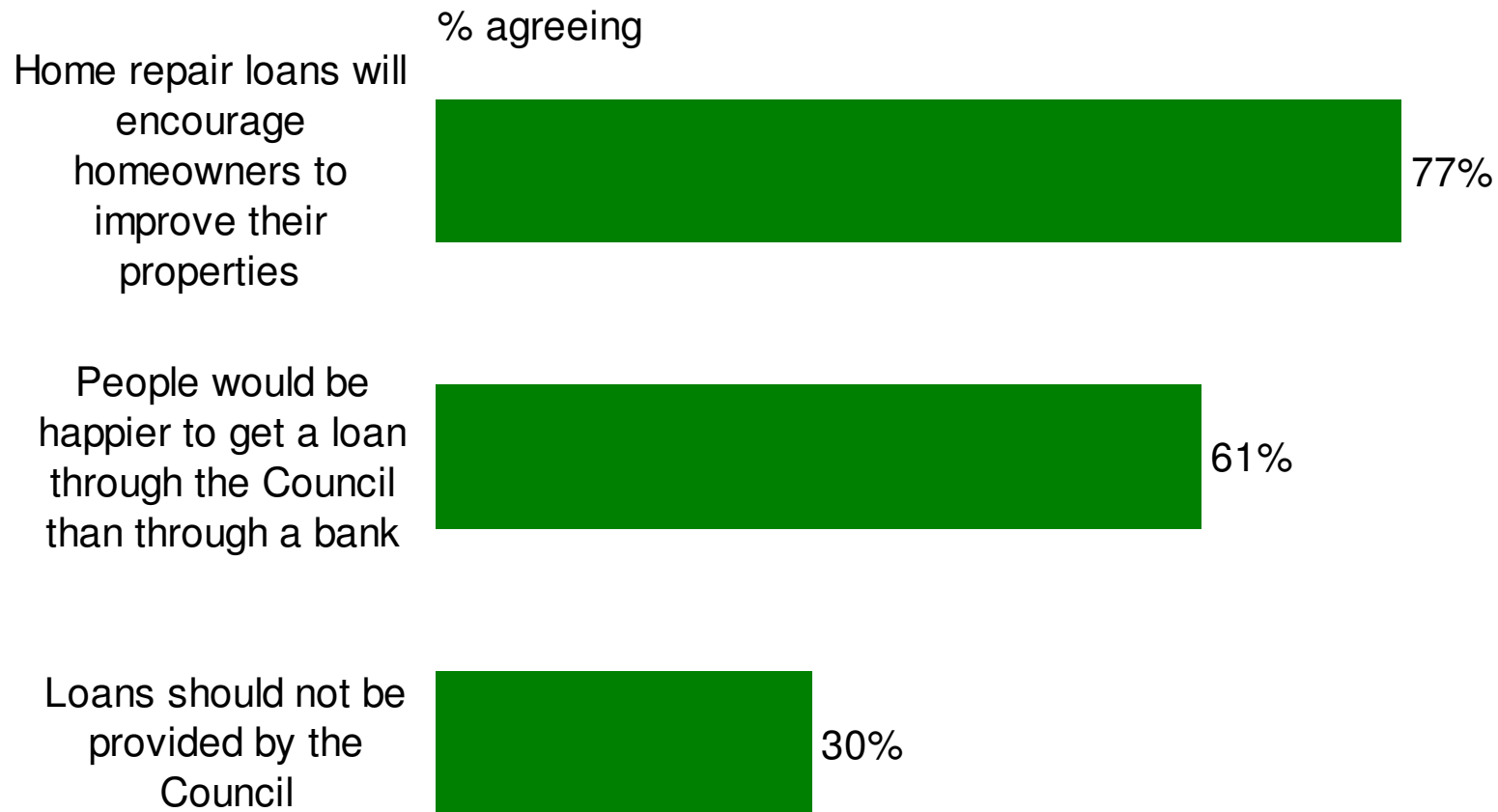
- Should receive a grant which does not have to be re-paid
- Should be offered an Interest free loan
- Should be offered no financial assistance from the Council
- Don't know/not stated



**Less choice → more intervention**

Base : All – 1,095

# Your feelings about a loan service



Base : All – 1,095

- **Your preferred council tax option is rate of inflation increase**
- **any redistribution to be focussed on crime, street maintenance, health & social care, youth services, education**

# The main findings of this survey:

- **Big issues**
  - crime
  - street scene
  - youth
  - health
  
- **You want to tackle them with only an inflation increase in Council Tax**