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## Position Statement – Key Point Summary

- ◆ Less than half of survey respondents were satisfied with street cleanliness and in priority neighbourhoods this fell to 43%. Trends over the past 5 years show that despite fluctuations in results, there has been an overall decline in satisfaction. While the satisfaction gap between priority neighbourhoods and the rest of city has reduced, this is attributable to a faster decline in satisfaction in the rest of City sector. This has implications for investment and deployment of resources within Coventry City Services Department.
- ◆ The survey results do not seem to accord with the evidence as measured on the Encams / BVPI visual inspection method for measuring environmental quality – where trends are improving. The mis-match between perception and visual inspection output measures needs to be investigated further to find out why the two seem to be going in opposite directions.
- ◆ Perceptions of street cleanliness in Coventry are likely to have been influenced by recent roadworks in the city and changes to the doorstep recycling services. If the perception does not improve once road improvements are no longer a feature and doorstep collections have settled into a regular pattern, this will need to be addressed in terms of service improvement and a more effective marketing and communications strategy to let people know what improvements have been made. The importance of good communications in this field may not yet have been fully recognised.
- ◆ Reported resident participation in recycling activities has increased substantially over the 5 years since 2003, rising from 57% to 88% over this period for the City as a whole. The gap between priority neighbourhoods and the rest of city has also narrowed considerably from 25% to 9% over this period. Satisfaction with recycling services has also increased from 54% to 66% and the gap between priority neighbourhoods and the rest has reduced to zero this year.
- ◆ As well as the universal collection system for paper and card, garden waste is collected from 85% of households, and a blue box trial for glass, cans and HDPE plastic is running for 20% of households. The survey shows most people now recycle paper and card but storage of recycling containers is an issue for some respondents and there are still gaps in participation between priority neighbourhoods and the rest of the city. One explanation for this may be that the garden waste collection service is simply less prevalent in the priority neighbourhoods as they hold a higher proportion of properties (like flats) without gardens.
- ◆ Whilst there has been a 10% dip in satisfaction with recycling services since the highpoint of 2006, Coventry City Council has successfully eliminated the gap in satisfaction between priority neighbourhoods and the rest of the city.
- ◆ Given the disruption from road maintenance work taking place in Coventry over the past twelve months, it is not surprising that this survey reports a drop in satisfaction with road maintenance since 2006 (from 43% to 38%). If there is no improvement in this figure after the current phase of road works comes to an end however, then concerted action will be needed to deal with this aspect of Coventry's reputation.
- ◆ Car owning respondents, predominantly living in the rest of the city, were more likely to be concerned at the condition of the roads than those living in priority neighbourhoods. Only 38% of those who drove to work were satisfied with the condition of the roads, while 45% of those who took the bus were satisfied.
- ◆ There has been an increase in satisfaction with street lighting since 2005, rising from 51% to 68%. Improvements have been higher in priority neighbourhoods (18%) than rest of city (13%) and as a result the gap between them has virtually been eliminated.

The City Council is responding more quickly to complaints about faulty or damaged lights and there has been an improvement in standards of street lighting around key neighbourhood localities, such as bus stops.

- ◆ There is a positive correlation between street lighting satisfaction and feelings of neighbourhood safety at night. Continued work to respond rapidly to improve and rectify faulty street lighting, especially in perceived crime hot spots, therefore remains an important device for improving perceptions of community safety and encouraging active street economy after dark. This important finding should be used to influence the PFI programme roll-out.
- ◆ Satisfaction amongst survey respondents with the quality of parks and open spaces in Coventry's priority neighbourhoods has improved by 13% in the past 3 years, but this has not been true of the figures for the rest of the city where in fact satisfaction has fallen slightly from a peak last year. This differential may be explained by the increased recent investment in the Longford and other parks in priority neighbourhoods and wardens. Priority neighbourhood satisfaction is now running marginally (3%) higher than for the rest of city, with on average two-thirds (66%) being satisfied.
- ◆ Satisfaction with access to parks and open spaces shows a very similar pattern to satisfaction with quality; it has also grown over time in priority neighbourhoods but not for the rest of city. Again, ratings for priority neighbourhoods are now higher than in the rest of Coventry and for the city as a whole.

## Summary of evidence on key issues

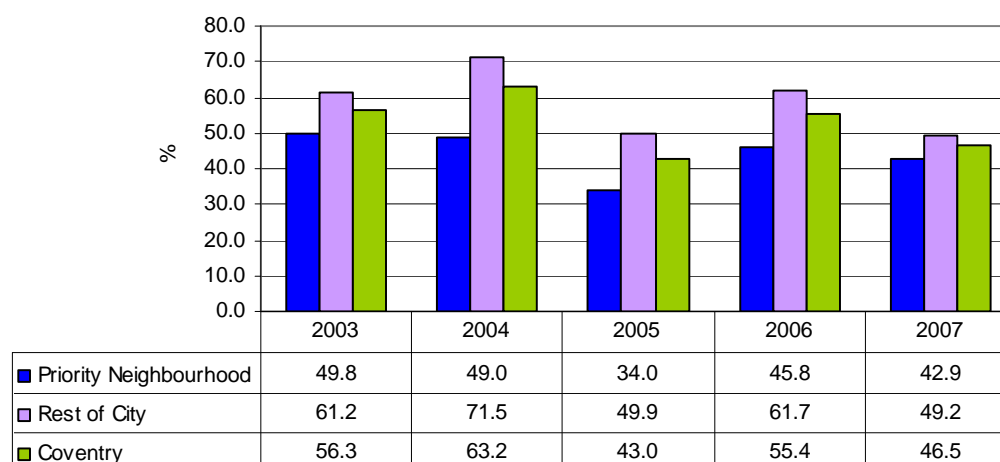
### 1. Street Cleanliness

Under half of all survey respondents (47%) are satisfied with the level of street cleanliness in their neighbourhood. In priority neighbourhoods satisfaction with street cleanliness in the neighbourhood drops to 43% and in the rest of the city it rises to 49%.

Over time, satisfaction with street cleanliness has fluctuated, increasing between 2003-04, decreasing in 2005, increasing in 2006 only to decrease again in 2007. The latest satisfaction levels are markedly lower than they were in the baseline year of 2003. In the rest of the city, satisfaction has dropped the most since 2003 from 61% to 49%. Evidence as measured by the Encams / BVPI visual inspection method shows that street cleanliness in Coventry has actually improved over time, however the results show that perceptions of street cleanliness have declined. This is an ongoing area of concern for Coventry City Council and needs further investigation, to see why the two measures appear (as with recorded crime and perceptions of crime) to be going in opposite directions. In addition, further investigate work may be need to explore other factors which influence perceptions of cleanliness.

Perceptions of street cleanliness may have been affected by the recent roadworks in the city which have made streets look messy. In addition the introduction of doorstep recycling services has meant that recycling containers are put out on the streets on collection day, potentially making streets look untidy to local residents. Perceptions of street cleanliness may also be influenced by rubbish outside shops and/or takeaways in the city.

**Figure 1. Satisfaction with street cleanliness in the neighbourhood**



### 2. Recycling

#### Participation Rates

Over time, the percentage of respondents who say they recycle has increased across all areas of the city, this not surprisingly due to general increased awareness about recycling and the introduction of more doorstep recycling services in Coventry. The gap between the priority neighbourhoods and the rest of the city has narrowed over time to 9% in 2007.

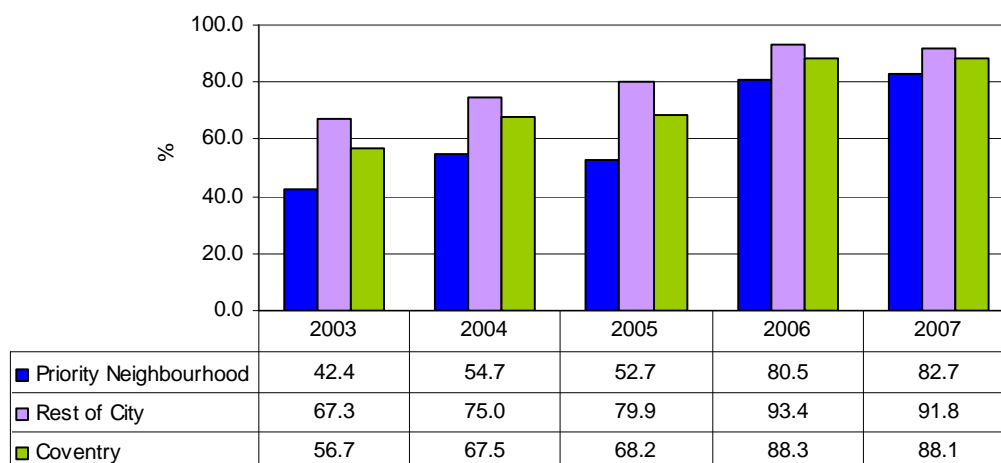
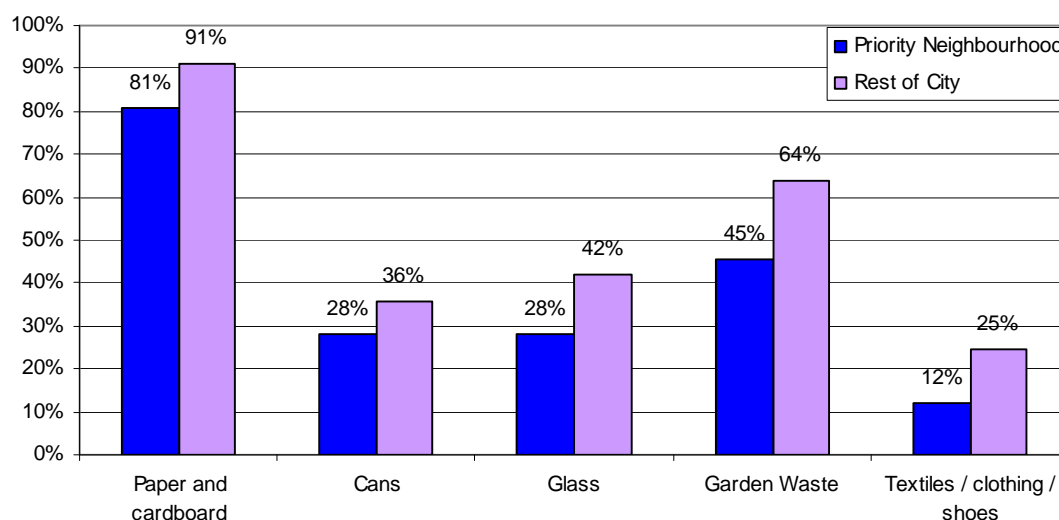
**Figure 2. Percentage of respondents who recycle**

Figure 3 below shows that survey respondents in the rest of the city are more likely to recycle all types of materials than survey respondents in priority neighbourhoods. The biggest difference (19%) is between respondents recycling garden waste in the rest of the city (64%) compared to those in priority neighbourhoods (45%). This could be due to the fact that residents in the rest of the city are more likely to live in a house with a garden rather than a flat.

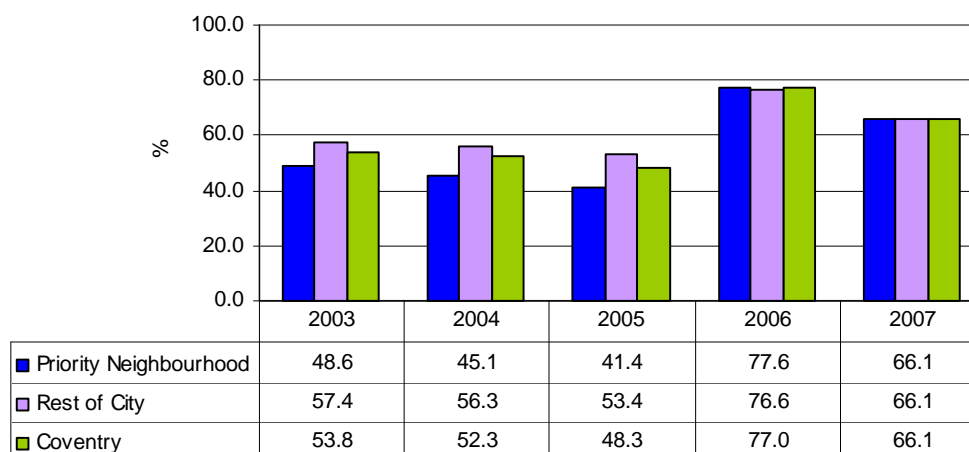
As well as the universal collection system for paper and card, garden waste is collected from 85% of households, and a blue box trial for glass, cans and HDPE plastic is running for 20% of households. Where materials such as garden waste, glass and cans are not collected from certain households in Coventry residents have to physically take this type of waste to a recycling centre. This is easier for people who have access to cars, which may partly explain the discrepancy between recycling rates in the rest of the city and the priority neighbourhoods. It will be interesting to track the impact of the new blue box collection service over time to see if it narrows the gap between recycling rates in the priority neighbourhoods and the rest of the city. Another factor potentially influencing the gap, is that the property structure differences (e.g. more flats without gardens in the priority neighbourhoods) means the garden waste service may simply be less prevalent in the priority neighbourhoods.

**Figure 3. Percentage of respondents who recycle different materials**

### Satisfaction with Recycling Services

Satisfaction with recycling services has increased in all areas of the city since 2003. Looking at the results more closely shows a gradual decline in satisfaction between 2003-2005 possibly when kerbside collections were first introduced and people were getting used to the service, a leap in satisfaction in 2006 followed by a slight dip in 2007. Over the five survey years, Coventry City Council has been successful in totally eliminating the gap in satisfaction between priority neighbourhoods and the rest of the city.

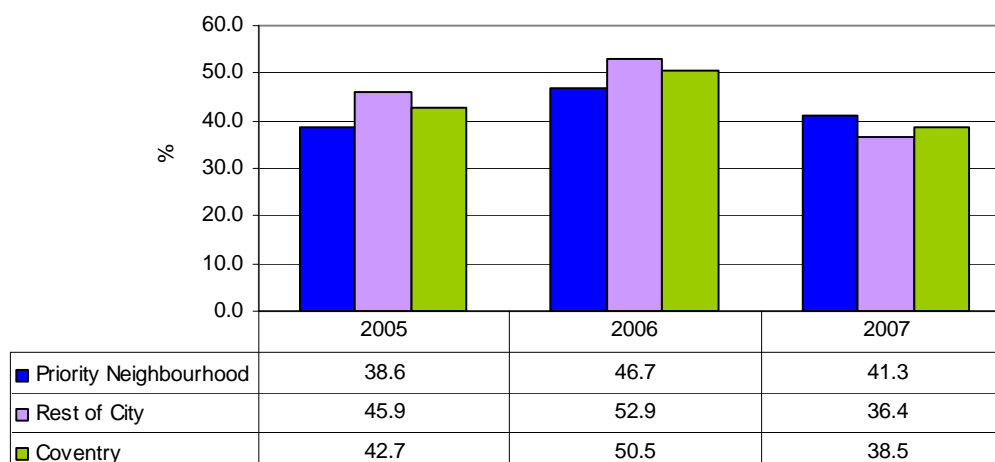
**Figure 4. Satisfaction with the provision of recycling facilities in your neighbourhood**



### 3. Road Maintenance and Repairs

There has been a drop in satisfaction with road maintenance and repairs since 2006 in both areas of the city, which may be caused by the impact of recent road works to improve road networks and bus routes in Coventry. In the future, one might expect satisfaction to rise again as respondents start to see the benefits of the road improvements and it will be important to monitor closely for this effect.

**Figure 5. Satisfaction with road maintenance and repairs in your neighbourhood**



In 2005 and 2006, satisfaction with road and maintenance was higher in the rest of the city than in priority neighbourhoods, whereas in 2007 this trend has been reversed and

satisfaction is now higher in priority neighbourhoods. Again, this may be the impact of the roadworks, which have affected car owning respondents, who are more likely to live in the rest of the city. Analysing satisfaction with road maintenance and repairs by how people travel to work, confirms that car owning respondents are less satisfied. 38% of people who drive to work are satisfied with road maintenance and repairs compared to 45% of people who get the bus to work.

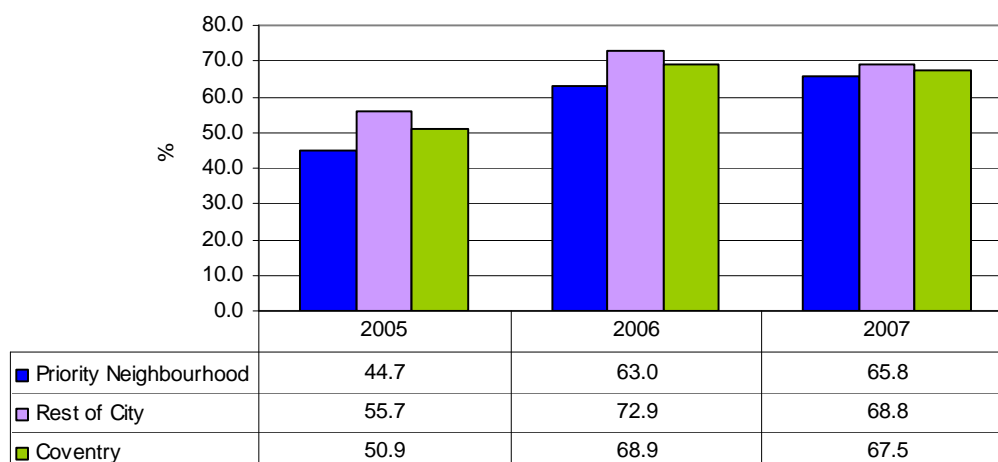
## 4. Street lighting

Survey respondents are slightly more satisfied with the street lighting in Coventry as a whole than they are with the street lighting in their neighbourhood (70% and 67% respectively).

Since 2005, satisfaction with street lighting has increased in priority neighbourhoods from 45% in 2005 to 66% in 2007. In the rest of the city satisfaction peaked in 2006 at 73%, dropping to 69% in 2007.

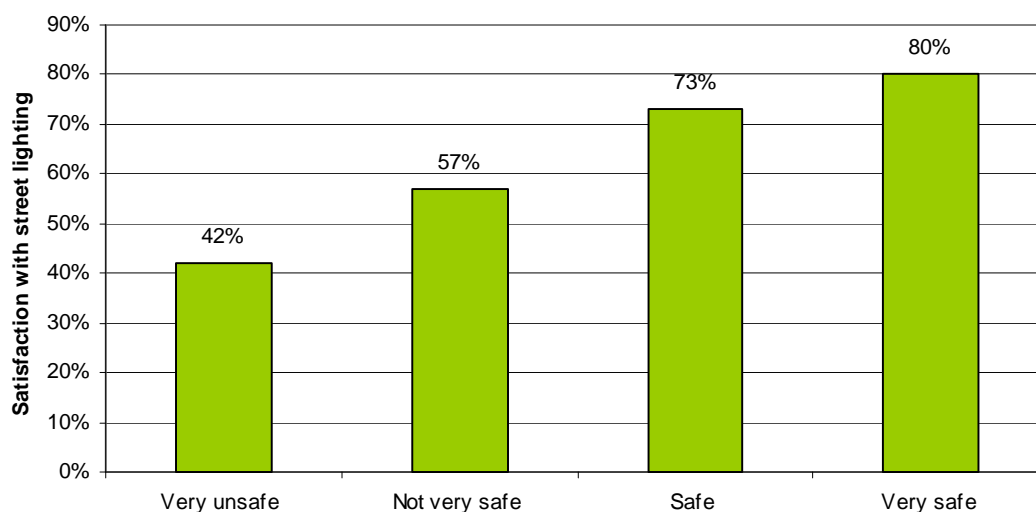
Although there is still a small gap in satisfaction between the priority neighbourhoods and the rest of the city (3%), this gap has decreased significantly since 2005. A possible explanation for this increase in satisfaction is that the Council is responding to complaints about broken street lights much quicker than they used to. There has also been an improvement in street lighting around bus stops, as part of the bus enhancement scheme (Primelines) which may have had a positive impact.

**Figure 6. Satisfaction with street lighting in your neighbourhood**



There is a positive correlation between satisfaction with street lighting and feeling safe in the neighbourhood at night. The graph below shows that satisfaction with street lighting increases in line with people's feelings of safety at night, from 42% of those who feel very unsafe in their neighbourhood at night to 80% of those who feel very safe.

**Figure 7. Satisfaction with street lighting by how safe people feel in their neighbourhood at night**



Coventry City Council is about to invest in improving street lighting across the city, these results indicate that this is likely to have a positive effect on feelings of safety.

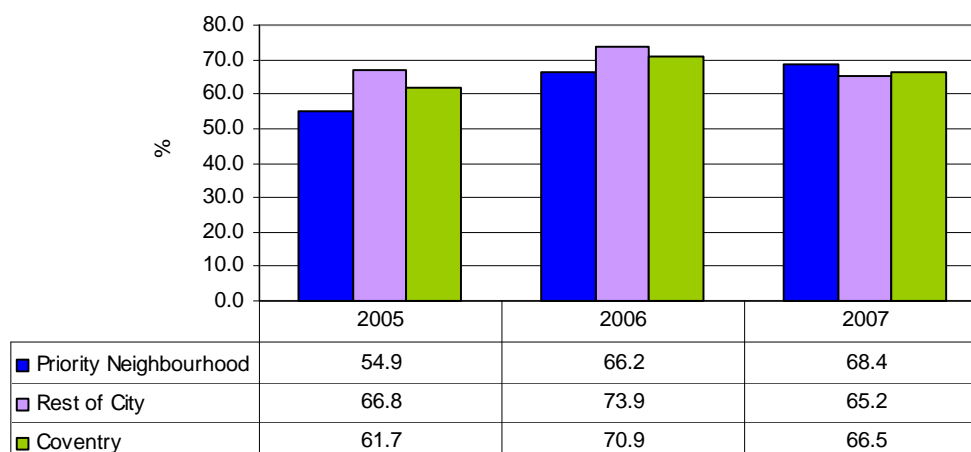
## 5. Parks and open spaces

### Quality of Parks and Open Spaces

The graph below shows that as satisfaction with the quality of parks and open spaces in the neighbourhood in priority neighbourhoods has increased over time, the opposite has happened in the rest of the city. Satisfaction is now higher in priority neighbourhoods than it is in the rest of the city (68% and 65% respectively). There has recently been some investment in parks in priority neighbourhoods, in particular Longford Park, which may have helped to improve satisfaction.

However, survey respondents are actually more satisfied with the quality of parks and open spaces in Coventry as a whole (74%) rather than the parks and open spaces in their neighbourhood (67%).

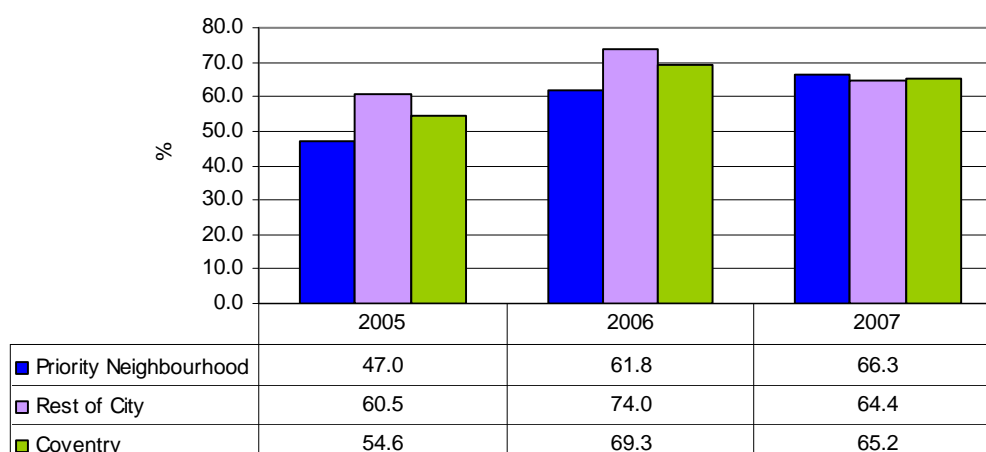
**Figure 8. Satisfaction with quality of parks and open spaces in your neighbourhood**



### Access to Parks and Open Spaces

Satisfaction with access to parks and open spaces in the neighbourhood is now similar in priority neighbourhoods and in the rest of the city (66% and 64% respectively). Investment in priority neighbourhood parks may have helped to improve satisfaction over time, including the introduction of park wardens and PCSOs which may make people feel safer when they are in the park.

**Figure 9. Satisfaction with access to parks and open spaces in neighbourhood**



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