



'Have Your Say' Residents' Survey Results

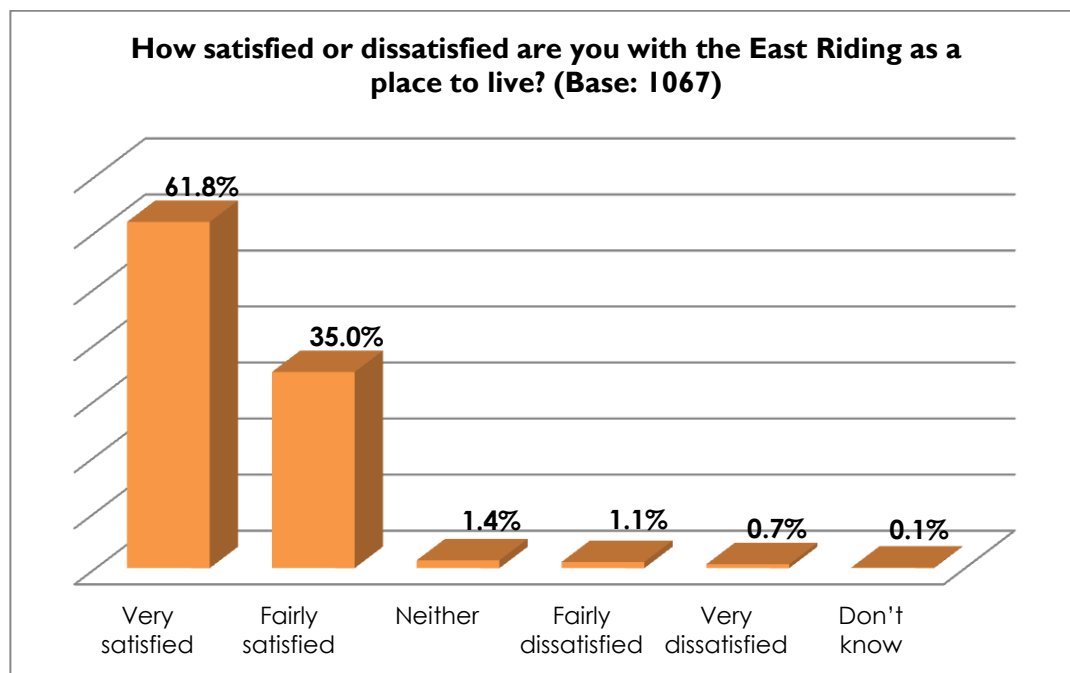
The 'Have Your Say' Residents' Survey was designed by SMSR Ltd in conjunction with officers from East Riding of Yorkshire Council. The aim of the survey was to give residents the opportunity to share their views about their local area and East Riding of Yorkshire as a whole. The survey covered topics such as satisfaction with the local area, use of the Council's website, council expenditure, day care services, health and wellbeing and pharmacy services.

A representative sample of 1,067 residents took part in the telephone survey, and further 86 residents completed the survey online. A number of the questions were also explored with residents who visited this year's Driffield Show.

Results from the telephone survey relating to satisfaction with the local area include:

Satisfaction with the East Riding as a place to live

97% said that they were satisfied with the East Riding as a place to live, which is 14% higher than the national LGA Polling on Resident Satisfaction with Councils consultation (January 2014¹: 83%).



62% of these residents reported that they were 'very satisfied' with the area as a place to live.

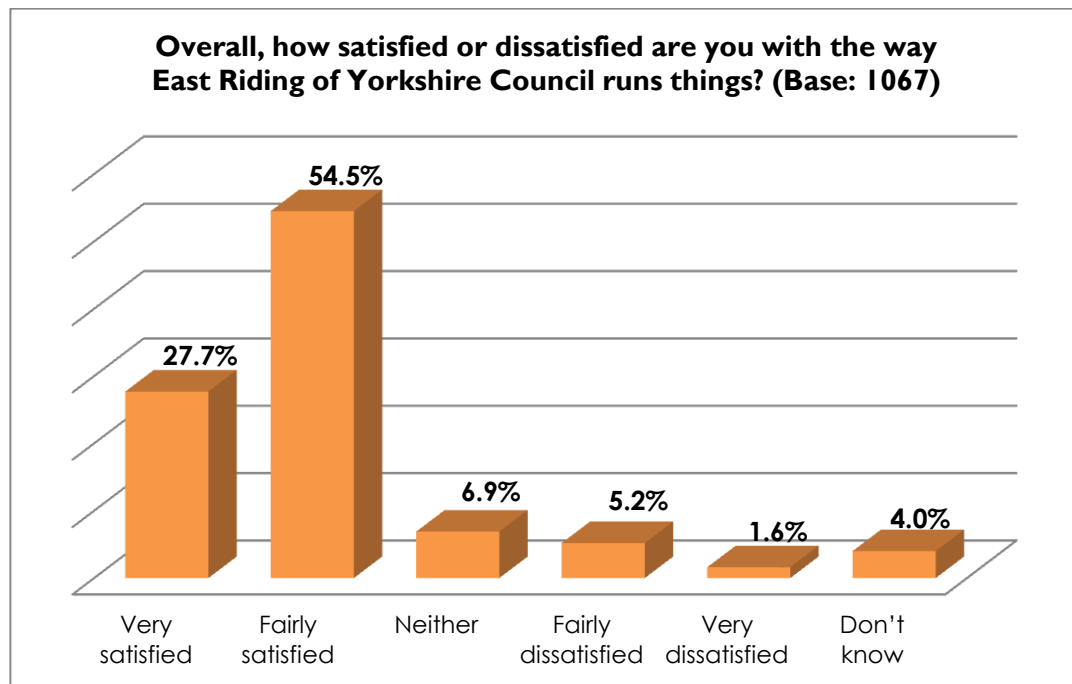
Areas which stood out with higher levels of respondents being 'very satisfied' were the postcode areas:

- HU15 (Brough area)
- YO25 (Driffield area)
- DNI4 (Goole area)

¹ <http://www.local.gov.uk/documents/10180/11981/January+2014+Resident+Satisfaction+Polling+-+Final+Report.pdf/75ae9b61-2826-468c-a73f-616b926cc330>

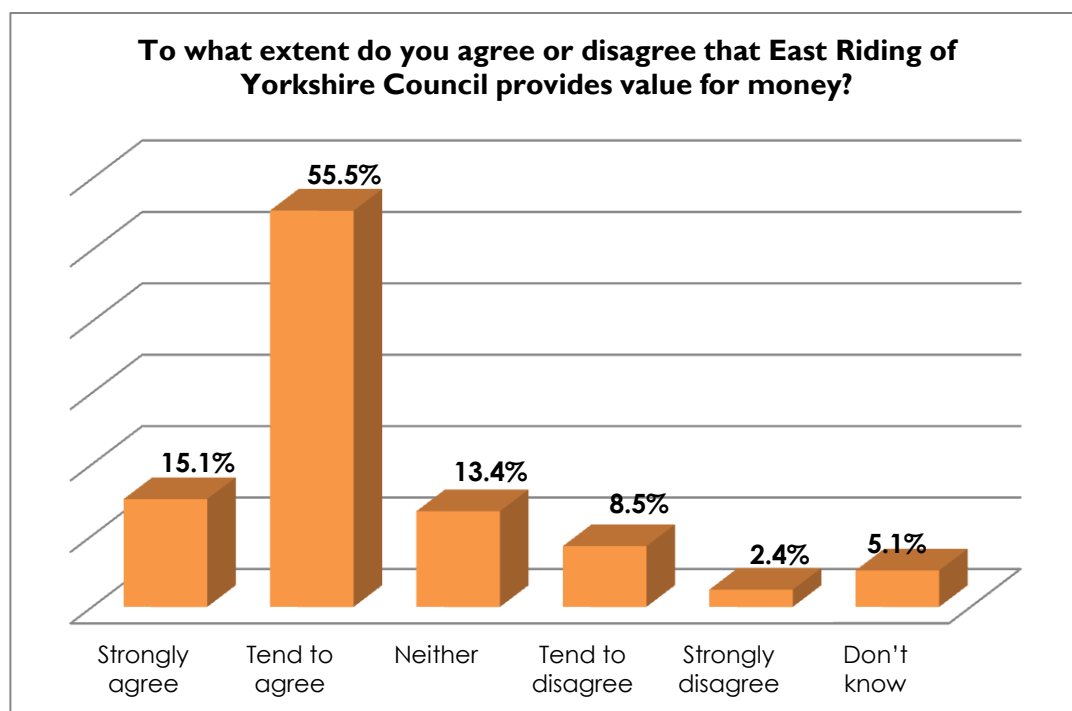
Satisfaction with the way the Council runs things

Levels of satisfaction with the way the Council runs things were also high (82%).



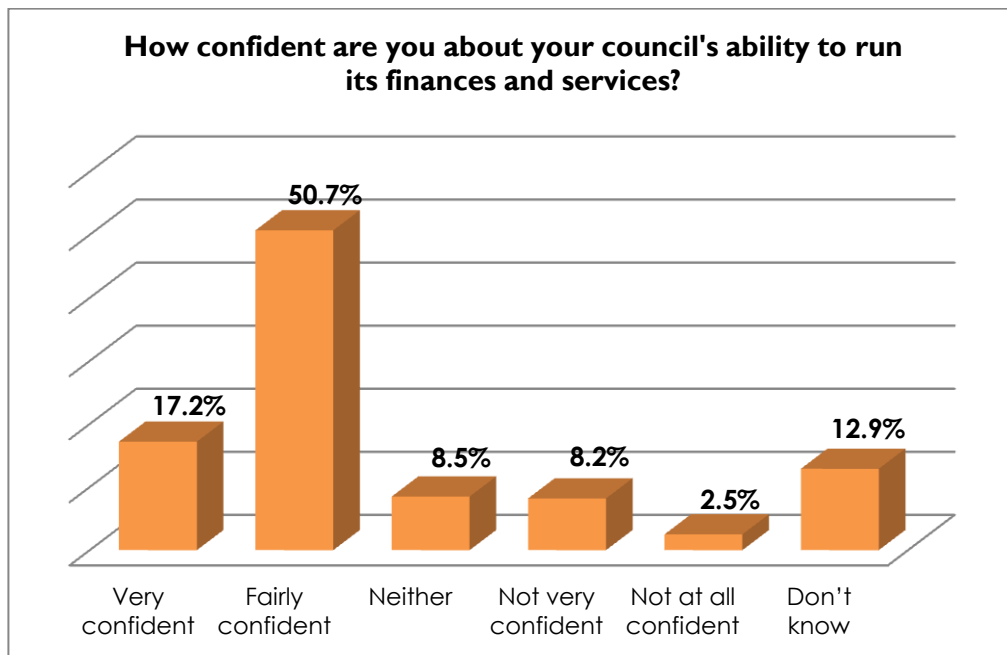
Value for money

71% agreed that the Council provided value for money, which is 18% higher than the LGA Polling on Resident Satisfaction with Councils (January 2014: 53%).



The Council's ability to manage its finances and services

68% expressed confidence in the Council's ability to manage its finances and services.



Further results

Further results from the survey will shortly be available on the Council's website www.eastriding.gov.uk and will also be provided in the winter edition of the Council's quarterly magazine, Your East Riding.

Questions?

If you have any questions about the 'Have Your Say' survey and findings, please contact Gillian Barley, Performance Management Group Manager on (01482) 391427 or email gillian.barley@eastriding.gov.uk