

ECC Tracker survey 2013 and Colchester Borough Council Residents' survey 2013

Introduction & Background: Below are the indicators from **ECC tracker survey 2013** and **Colchester Borough Council Residents' survey 2013** that duplicate each other.

The Colchester Borough Council Residents Survey collected more indicators aside from those highlighted below for us to use as customer insight for services. These include waste, safety, resident priorities etc.

In every indicator other than ' % satisfied with the local area as a place to live', the Essex Tracker survey recorded a higher level of Colchester resident satisfaction than the responses in the Colchester Borough Council survey, although generally this is only the difference of a few

Question	Essex overall ECC Tracker survey	Colchester ECC Tracker survey	Colchester Residents survey (ours)	Rank in Essex (out of 12 authorities from low to high) ECC Tracker survey
% satisfied with the local area as place to live	80.7	77.2	79	4/12
% feel they belong to local area	68.8	68.6	62	5/12
% satisfied with how local district/borough Council runs things	64.5	55.7	55	2/12
% agree local district/borough Council provides value for money	44.1	37.5	31	2/12
% feel safe outside after dark	58.5	64.6	60	10/12
% feel people in local area get on well	77.5	78.4	Not included	8/12

General information is available in a report on the web (link below) but now all of the info below– most in relation to overall perceptions of district councils (satisfaction levels) <http://www.essexinsight.org.uk/ViewPage1.aspx?C=Resource&ResourceID=717&cookieCheck=true&JScript=1>