

Place Survey Results

RECOMMENDATIONS

- 1.1 To consider the attached report and refer comments to Cabinet as appropriate.

SUPPORTING INFORMATION

- 2.1 Council Cabinet received a report on our Place Survey 2008 results on 1 September 2009 and would welcome views from Scrutiny Management Commission before deciding on an action plan for improvement.
- 2.2 From 2008 all local areas are required to complete a 'Place Survey' every two years. The new survey asks local residents for their views on their quality of life and services provided by Derby City Council and our partners.
- 2.3 The survey also provides data for four of Derby's Local Area Agreement (LAA) targets.
- 2.4 An action plan will be developed to respond to the issues identified in the survey. This will be presented to Scrutiny Management Commission for comment on 2 February 2010.

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Background papers:

List of appendices: Appendix 1 – Implications

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| IMPLICATIONS |
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Financial

1. A performance reward grant of approximately £2.2 million is available if the 2008-2011 LAA performance targets are achieved.

Legal

2. None directly arising.

Personnel

3. None directly arising.

Equalities impact

4. The Place Survey results provide an indication as to how well we are delivering services to different groups and whether people feel they are being treated fairly.

Corporate priorities

5. The Place Survey measures many of the outcomes included within our corporate priorities, for example, whether people feel they belong to their local neighbourhood and perceptions of crime and anti-social behaviour.

Place Survey Results

SUMMARY

- 1.1 Local areas are required to complete a 'Place Survey' every two years. The survey asks residents for their views on quality of life and satisfaction with public services.
- 1.2 The survey is designed to collect data for 18 'citizen perspective' indicators from the set of National Indicators, including four included in Derby's Local Area Agreement. The survey findings will also inform Derby's Comprehensive Area Assessment result.
- 1.3 The fieldwork for the first Place Survey took place between September and December 2008. Overall 1,417 residents submitted completed questionnaires from the 5,000 issued. Whilst this met the minimum questionnaire response of 1,100, the response rate in Derby was low at 28% compared to the unitary average of 38%.
- 1.4 Key findings are as follows...
 - Perceptions of Derby as a place to live are positive with 78% of respondents reporting that they were satisfied with their local area, which is an increase from 73% in 2006.
 - Perceptions of anti-social behaviour and community cohesion are also improving.
 - The key priorities for local residents which need improving are levels of crime and having clean streets.
 - People in Derby are less likely than other areas to feel they had received fair treatment by local public services.
 - There has been a general decline in satisfaction with public services from the last national Best Value survey (2006) – both nationally and shown by the results in Derby where further detail is included in this report.
- 1.5 It is important that we take a co-ordinated approach across the Derby City Partnership to tackle the issues identified in this survey, particularly around satisfaction with public services. Residents feeling informed and able to influence decisions are both key drivers to overall satisfaction.

- 1.6 Further analysis will be undertaken to review the Place Survey results by geographical area and in the context of other consultation data. A workshop will be held in November 2009 to plan a suitable response. An action plan will be presented to Cabinet on 12 January 2010.

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| RECOMMENDATIONS |
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- 2.1 To review the key issues arising from the Place Survey 2008 results as shown in Appendices 2 and 3.
- 2.2 To note the next steps that will be taken to address the issues identified, including an action planning workshop to be held in November 2009.
- 2.3 To refer the Place Survey results to Scrutiny Management Commission on 28 September 2009.

SUPPORTING INFORMATION

3. Background

- 3.1 From 2008 all local areas were required to complete a 'Place Survey'. The survey reflects the move towards more 'local' delivery of services and the role of local authorities in place-shaping. The Place Survey, which is undertaken every two years, replaces the three-yearly Best Value user satisfaction survey.
- 3.2 The new survey asks 5,000 Derby residents aged 18+ years for their views on their quality of life and services provided by Derby City Council and our partners.
- 3.3 The survey is designed to collect data for 18 'citizen perspective' indicators from the set of 198 national indicators, including four Local Area Agreement (LAA) indicators...
- NI 1 - % of people who believe people from different backgrounds get on well together.
 - NI 2 - % of people who feel they belong to their neighbourhood.
 - NI 4 - % of people who feel they can influence decisions in their locality.
 - NI 17 - Perceptions of anti-social behaviour.
- 3.4 The results will also inform Derby's Comprehensive Area Assessment result.
- 3.5 This report is structured into three sections...
- Section 4 - Survey methodology and response.
 - Section 5 - Key issues arising from the survey.
 - Section 6 - Next steps.

4. Survey methodology and response

- 4.1 Ipsos MORI Ltd was commissioned to run the Place Survey in Derby. The survey had to be carried out according to Audit Commission prescribed guidelines on content of the questionnaire, process and timescales.
- 4.2 Survey questionnaires were issued by post to a random sample of residents in October 2008, with a closing date of 19th December 2008. Two reminder letters were issued to encourage people to respond, with accompanying reply-paid envelopes.
- 4.3 Initial results from the survey were released in February 2009 but there was a delay in the Department for Communities and Local Government (CLG) publishing the national results due to data quality considerations.
- 4.4 A breakdown of the response rate is shown in the table overleaf.

| Year | Questionnaires issued | Number received | Response rate |
|------------------------|-----------------------|-----------------|---------------|
| 2008 Place Survey | 5,000 | 1,417 | 28% |
| 2006 Best Value Survey | 5,000 | 1,741 | 35% |

- 4.5 Whilst Derby did achieve the minimum questionnaire response of 1,100, the response rate was low at 28% compared to the national unitary average of 38%. CLG has stated that where response rates are low (less than 30%) and confidence intervals are wide (outside +/- 3 percentage points) some caution may be necessary when using the results to set performance targets (for example as part of local area agreements), particularly when the target is linked to a financial reward.
- 4.6 The data has been weighted by the Audit Commission to make sure it is representative of the Council's population in terms of age, gender and ethnicity, and balanced by household size (number of adults in household).

5. Key issues arising from the survey

- 5.1 A summary of Derby's results for all 18 National Indicators is set out within **Appendix 2**.
- 5.2 The findings from the survey have been laid out under four headings – Place, People, Local Public Services and the Council.

Place

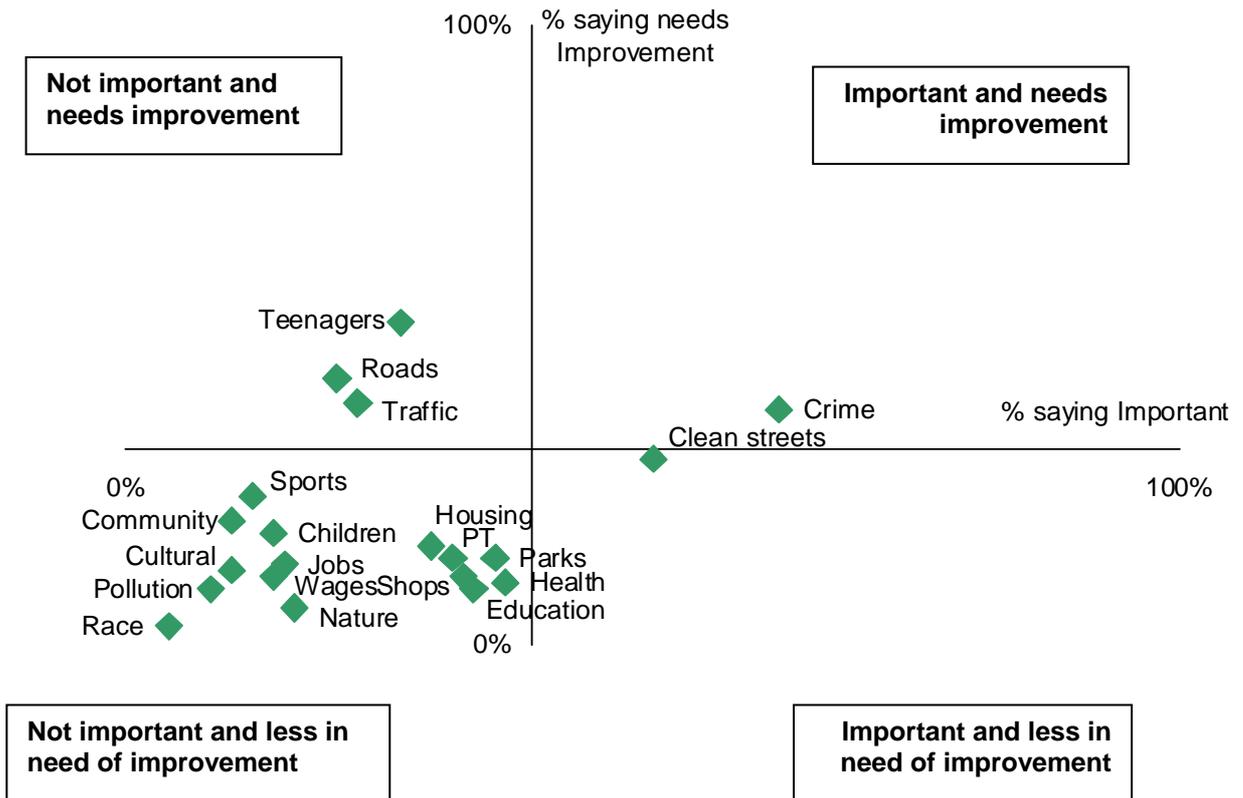
- 5.3 Low levels of crime, having clean streets and access to parks and open spaces are all of significant importance to Derby residents when deciding if somewhere is a good place to live.
- 5.4 Respondents identified the following areas as most in need of improvement...

| Areas most needing improvement | 2008 | 2006 |
|--------------------------------|------|------|
| Activities for teenagers | 52% | 52% |
| Road and pavement repairs | 43% | 42% |
| Levels of traffic congestion | 39% | 42% |
| Level of crime | 38% | 42% |
| Clean streets | 30% | 27% |

- 5.5 Overall satisfaction with the Derby area has increased since the BVPI survey in 2006. 78% of respondents reported that they were 'very' or 'fairly' satisfied with their local area compared to 73% in 2006. This is consistent with national trends where satisfaction has risen from 71% to 79% across unitary authorities.

- 5.6 Safety and low levels of anti-social behaviour, satisfaction with key services such as local bus services, and having a strong sense of belonging to a locality are primary drivers to overall satisfaction with an area.
- 5.7 Lowering levels of crime, and to a lesser extent, having clean streets emerge as key priorities for residents in Derby – both of these have been identified as aspects which are important and need improving in the city.

Quality of life – importance compared to needs improving



People

- 5.8 Perceptions of community cohesion are positive. 77% of people surveyed felt that people from different backgrounds get on well in their area, compared to 58% in 2006. This compares favourably to other unitary councils.
- 5.9 66% of respondents felt that people treated each other with respect and consideration. However women and those living in social or private rented accommodation are more likely to feel there is a problem with them not being treated with respect.
- 5.10 55% of respondents feel a belonging to their immediate neighbourhood, which is slightly below the unitary average of 57%. Those who feel informed about public services are also considerably more likely to feel they belong (71% compared to 47% of those who do not feel informed).

- 5.11 23% of respondents carry out some kind of volunteering activity at least one a month, which is consistent across demographic groups.
- 5.12 33% of people surveyed agreed that older people receive the support they need to live independently, although 52% were unable to reach a judgement. The figure was higher amongst respondents over the age of 65, with 70% saying that older people receive adequate support to live independently, although those living in care homes may be under-represented in the survey.
- 5.13 In terms of community safety, 87% feel safe out and about during the day, with 6% feeling unsafe. In contrast 41% feel safe after dark, with 39% feeling unsafe. Those groups most likely to feel unsafe after dark include women, disabled people and those in social rented accommodation (council or housing association).
- 5.14 Many aspects of anti-social behaviour (ASB) have decreased since 2006, and are consistent with other unitary areas. The biggest issue in the area is now perceived to be teenagers hanging around on the streets, which is consistent with 2006, although the proportion of respondents saying it's a problem has fallen from 56% to 47%. There have also been falls in perception with rubbish/litter lying around, falling from 43% to 37%, and vandalism/graffiti and deliberate damage to property from 46% to 33%. Perceptions of drunken/rowdy behaviour at 28% are consistent with 2006.
- 5.15 Parents taking responsibility for their children are a key driver to overall satisfaction with the area. In Derby 26% of respondents feel that parents do not take enough responsibility for their children's behaviour. However the majority - 55% disagree.
- 5.16 Whilst perceptions of anti-social behaviour are decreasing, there is scepticism as to whether public services are listening to or dealing with concerns. Despite the decrease in perceived levels of crime and anti-social behaviour, 28% think that public agencies are not dealing successfully with the issues. However there has been an increase in the proportion of respondents agreeing that local public services are working to make the area safer – from 57% to 63%. It is therefore important that public services communicate the work they are doing to tackle anti-social behaviour so they receive the credit for the perceived drop in ASB issues.

Local public services

- 5.17 67% of respondents believe that people in Derby are treated fairly and with respect by public services, but this is significantly lower than average compared to the unitary average of 73%. Respondents over 65, white respondents and owner occupiers are more likely to feel treated fairly.
- 5.18 Perceptions that local public services are promoting and acting on people's concerns, that they are treating people fairly and working to make the area cleaner and greener are in decline. These are as important as they are key drivers to overall satisfaction.

- 5.19 29% of people believe that they influence decisions, and a similar proportion want to be more involved in the process. Just one in ten are currently taking part in civic/community activities. One reason for the low levels of civic participation may be attributed to the significant decline in awareness of how to get involved in civic activities since 2006.
- 5.20 Interestingly, Black and Minority Ethnic (BME) respondents are more likely to agree they can influence decisions locally compared to white respondents. (48% versus 27%). Those without children in the household and those who do not feel informed are also likely to feel they can't influence decisions.
- 5.21 The perception that the community can influence decision making is a key driver to overall satisfaction and is therefore key to build upon. The same is true for information provision. At present only 37% feel informed about local public services overall, with 30% feeling well informed about how public services are performing. MORI analysis shows that communication is key to boosting satisfaction with the Council – those that feel informed are generally happier with service provision.
- 5.22 Satisfaction levels with specific local public services are as follows...
- General Practitioners – 75%
 - Local hospital – 73%
 - Derbyshire Fire and Rescue – 51%
 - Local dentist – 50%
 - Derbyshire Constabulary – 47%
- 5.23 Just over one in ten people feel informed about civil protection arrangements.

The Council

- 5.24 Results for satisfaction indicators are shown in **Appendix 3**.
- 5.25 Overall satisfaction with the Council has fallen significantly since 2006. Whilst this is a trend seen across the country, the fall in Derby is a matter of concern. Nationally satisfaction for unitary councils has fallen by 8 points to 42%. Derby's satisfaction level has fallen by 20 points from 55% in 2006 to 35% in 2008. 31% of respondents were dissatisfied with the way Derby City Council runs things, with 34% being neither satisfied nor dissatisfied.
- 5.26 27% of respondents feel the Council delivers value for money. Respondents are most likely to disagree that the Council offers value for money if they do not have a strong sense of belonging, are ill-informed about public services and feel they can't influence decision making.
- 5.27 Residents feeling informed and able to influence decisions are both key drivers to overall satisfaction. This suggests that we need to communicate more effectively to highlight what the Council and other public services are doing to enhance their quality of life.

- 5.28 Most respondents are satisfied with refuse collection (72%), doorstep recycling (69%) and local tips (68%). Fewer people are happy the Council keeps public land clear of litter and refuse (54%). This is key to overall council satisfaction – and has declined significantly since 2006. This is despite improved perceptions of rubbish/litter lying around the local areas.
- 5.29 When compared to other unitary councils, Derby is significantly above average for satisfaction with parks and open spaces, bus services and transport information.
- 5.30 Satisfaction with sport/leisure facilities has declined significantly to 37%, with slight falls in satisfaction with theatres (40%) and libraries (61%). However, users are more satisfied than non-users indicating the need to communicate positive user experiences. Satisfaction with museums/galleries in Derby appears higher than the unitary average at 46%.

6. Next steps

- 6.1 Further analysis will be undertaken to consider any demographic or equality issues. The data will also be analysed at geographical level through the Data Warehouse and reviewed in the context of other consultation data.
- 6.2 We will discuss with GOEM whether the targets for LAA indicators need to be reviewed in light of these results.
- 6.3 A workshop with key stakeholders is planned for November 2009 to develop an action plan. This will be reported back to Cabinet for approval on 12 January 2010.
- 6.4 Subject to Cabinet approval, the Place Survey results will be referred to Scrutiny Management Commission on 28 September 2009.

For more information contact: Heather Greenan Tel: 01332 256259 heather.greenan@derby.gov.uk

Background papers: Appendix 1 – Implications
List of appendices: Appendix 2 – Place Survey results – National Indicators
Appendix 3 – Place Survey results – Satisfaction Indicators

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| IMPLICATIONS |
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Financial

1. A performance reward grant of approximately £2.2 million is available if the 2008-2011 LAA performance targets are achieved.

Legal

2. None directly arising.

Personnel

3. None directly arising.

Equalities impact

4. The Place Survey results provide an indication as to how well we are delivering services to different groups and whether people feel they are being treated fairly.

Corporate priorities

5. The Place Survey measures many of the outcomes included within our corporate priorities, for example, whether people feel they belong to their local neighbourhood and perceptions of crime and anti-social behaviour.

Summary of Place Survey Results – National Indicators

Shaded indicators are included in the LAA

* Lower results are better for these indicators

UA = Unitary Authorities

| NI | Description | UA Average % | UA Lowest % | UA Highest % | Derby Final % | Variance from average +/- |
|-------|--|--------------|-------------|--------------|---------------|---------------------------|
| NI1 | Percentage of people who believe people from different background get on well together in their local area | 75.8 | 54.3 | 86.1 | 77.1 | +1.3 |
| NI2 | Percentage of people who feel that they belong to their neighbourhood | 57.2 | 44.4 | 71.2 | 55.0 | -2.2 |
| NI3 | Civic participation in the local area | 13.6 | 7.9 | 21.1 | 10.6 | -3.0 |
| NI4 | Percentage of people who feel they can influence decisions in their locality | 27.9 | 20.9 | 35.5 | 29.2 | +1.3 |
| NI5 | Overall/general satisfaction with local area | 79.2 | 63.6 | 91.6 | 77.5 | -1.7 |
| NI6 | Participation in regular volunteering | 22.7 | 14.0 | 32.3 | 22.5 | -0.2 |
| NI17* | Perceptions of anti-social behaviour | 20.1 | 7.5 | 35.3 | 20.7 | +0.6 |
| NI21 | Dealing with local concerns about anti-social behaviour and crime issues by the local council and the police | 25.7 | 20.8 | 33.9 | 22.6 | -3.1 |
| NI22 | Perceptions of parents taking responsibility for the behaviour of their children in the area | 28.6 | 17.6 | 43.6 | 26.3 | -2.3 |
| NI23 | Perceptions that people in the area treat one another with respect and consideration | 31.5 | 16.7 | 46.9 | 33.0 | +1.5 |
| NI27 | Understanding of local concerns about anti-social behaviour and crime issues by the local council and police | 24.4 | 19.5 | 30.1 | 22.7 | -1.7 |
| NI37 | Awareness of civil protection arrangements in the local area | 15.9 | 11.0 | 31.7 | 12.9 | -3.0 |
| NI41* | Perceptions of drunk or rowdy behaviour as a problem | 29.8 | 16.2 | 45.5 | 27.6 | -2.2 |
| NI42* | Perceptions of drug use and drug dealing as a problem | 30.5 | 12.8 | 52.7 | 31.0 | +0.5 |
| NI119 | Self-reported measure of people's overall health and well-being | 75.7 | 64.9 | 83.6 | 75.3 | -0.4 |
| NI138 | Satisfaction of people over 65 with both home and neighbourhood | 83.6 | 72.5 | 92.5 | 84.6 | +1.0 |
| NI139 | The extent to which older people receive the support they need to live independently | 30.7 | 22.0 | 38.6 | 33.0 | +2.3 |
| NI140 | Fair treatment by local services | 72.6 | 61.4 | 80.7 | 66.7 | -5.9 |

Summary of Place Survey Results– Council Satisfaction Indicators

UA = Unitary Authority

| Q | Satisfaction indicator | UA Average Weighted % | UA Lowest Min % | UA Highest Max % | Derby Final % | Variance from UA average +/- | 2006 Results % | Change from 2006 +/- |
|-----|---|--------------------------|--------------------|---------------------|---------------------|------------------------------------|----------------------|----------------------------|
| Q8a | Keeping public land clear of litter and refuse | 56.5 | 46.6 | 67.4 | 53.8 | -2.7 | 66.0 | -12.2 |
| Q8b | Refuse collection | 78.3 | 55.5 | 91.5 | 72.3 | -5.9 | 77.0 | -4.7 |
| Q8c | Doorstep recycling | 71.4 | 50.2 | 82.9 | 68.5 | -2.9 | 73.0 | -4.5 |
| Q8d | Local tips/household waste recycling centres | 72.4 | 57.5 | 85.5 | 67.6 | -4.9 | 82.0 | -14.4 |
| Q8e | Local transport information | 45.9 | 30.5 | 70.5 | 54.8 | 8.8 | 61.0 | -6.2 |
| Q8f | Local bus services | 51.6 | 31.0 | 76.9 | 64.8 | 13.2 | 72.0 | -7.2 |
| Q8g | Sport / leisure facilities | 46.4 | 24.6 | 63.2 | 36.9 | -9.5 | 57.0 | -20.1 |
| Q8h | Libraries | 69.3 | 61.3 | 77.4 | 61.3 | -8.0 | 68.0 | -6.7 |
| Q8i | Museums / galleries | 42.5 | 19.9 | 71.8 | 46.3 | 3.8 | 58.0 | -11.7 |
| Q8j | Theatres / concert halls | 45.7 | 16.4 | 72.8 | 40.1 | -5.5 | 58.0 | -17.9 |
| Q8k | Parks and open spaces | 68.5 | 52.6 | 82.5 | 70.0 | 1.5 | 79.0 | -9.0 |
| Q10 | Council providing value for money | 29.8 | 19.0 | 38.9 | 27.1 | -2.6 | N/A | N/A |
| Q11 | Overall satisfaction with the way Council runs things | 42.3 | 29.6 | 54.1 | 35.2 | -7.1 | 55.0 | -19.8 |
| Q14 | Like more involvement in decisions | 26.2 | 18.8 | 37.7 | 25.8 | -0.4 | N/A | N/A |