

Assessing South Norfolk's performance

Results of the Place Survey 2008/09 for South Norfolk Council and partners

May 2009



Contents

Summary of key findings	5
Overview	9
Key trends.....	19
1. About the local area	23
2. Community safety	30
3. Community cohesion	41
4. Helping out and getting involved	50
5. Local decision-making	55
6. Information provision	59
7. Health	65
8. Local public services.....	68
9. Council services.....	75
Appendix 1: Methodology	88
Appendix 2: Guide to statistical reliability	96
Appendix 3: Council service satisfaction and usage – trend and comparator analysis	98
Appendix 4: Marked up questionnaire	107

Summary of key findings

Summary of key findings

This report presents the findings from the 2008 Place Survey conducted by Ipsos MORI on behalf of the South Norfolk Council.

The survey was conducted via a postal self-completion approach, as prescribed by the Audit Commission and the Department of Communities and Local Government. Fieldwork was carried out from 25 September to 19 December 2008. A total of 1,206 responses were achieved and data has been weighted to ensure results are reflective of the wider population South Norfolk, and to account for non-response bias.

Below is a brief outline of the main findings reported in more detail in the report.

On the whole, the results from the 2008/09 Place Survey are very positive for South Norfolk Council. The findings demonstrate that South Norfolk is performing very well on most of the 18 national indicators and is above the average for Norfolk on nearly all measures.

Quality of life

The vast majority of South Norfolk residents say they are satisfied with their area as a place to live (NI5). Similarly, a significant proportion of older residents (aged 65 or above) say they are satisfied with the local area as a place to live and with their home (combined measure NI138). Positively, South Norfolk is outperforming other Norfolk districts on both measures.

The Place Survey asked residents for their views on whether older people in the locality are getting the support and services they need to live independently, to inform a new national indicator (NI 139). Nearly three in ten residents agree that older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to. On this measure South Norfolk Council performs in line with the Norfolk consortium norm.

Nearly four in five residents say their health is good or very good (NI119) and again South Norfolk outperforms Norfolk County as a whole on this national indicator.

Public transport followed by activities for teenagers, road and pavement maintenance, level of crime and health services are the key priorities for South Norfolk residents and these have remained largely unchanged since 2003/2004.

Community safety

It is a very positive finding that generally South Norfolk residents feel safe in their local area during the and after dark. As with satisfaction with the area, South Norfolk Council performs above the average for Norfolk districts on both measures.

Looking at the issues surrounding anti-social behaviour, the biggest concerns for South Norfolk residents are teenagers hanging round the streets, followed by rubbish lying around and vandalism and graffiti.

Looking specifically at the national indicators related to anti-social behaviour, a fairly small proportion of South Norfolk residents worry about these issues. Only around one in seven of residents consider both people using or dealing with drugs (NI41) and people being drunk or rowdy in public spaces (NI42) as big or fairly problems in the area, better than the average for Norfolk consortium. Only around one in 15 of respondents perceive anti-social behaviours aspects as problems in the area (NI7).

Over a quarter of South Norfolk residents agree that the police and other local public services seek people's views about and are successfully dealing with the above issues in their local area (NI27 and NI21 scores respectively). South Norfolk Council is in line with the average for the County on both indicators.

Community cohesion

Over four in five of residents agree that their local area is a place where people from different backgrounds get on well together, a very positive finding for the Council on this important indicator (NI1). South Norfolk Council's score for NI1 is higher than the average for Norfolk.

Over three in five of residents say they feel they belong very or fairly strongly to their immediate neighbourhood (NI2). Perceptions on sense of belonging among South Norfolk residents are stronger when compared to how people feel about this as a whole in Norfolk.

Positively, the majority of South Norfolk residents *disagree* that people are not treating each other with respect and consideration (NI23). Compared to the average for Norfolk as a whole, South Norfolk Council performs better on NI23.

There are more residents who *disagree* than agree that in their local area parents take enough responsibility for the behaviour of their children (NI22). In line with other

measures, South Norfolk Council again is well above the average norm, compared to how other districts in Norfolk score on this indicator.

Getting involved and local decision-making

Only around one in six residents say they have taken part in any civic participation activities (NI3) and around three in ten South Norfolk residents say they have done voluntary work at least once a month in the last 12 months (NI6).

In terms of engaging with the local community, around a third of residents say that they can influence decisions affecting their local area (NI4). It is a very positive finding that the NI4 score for South Norfolk Council is above the Norfolk county average.

Information provision

Over half of residents say they feel informed about local public services. South Norfolk Council scores above on this measure when compared to Norfolk as a whole where on average more people say they feel uninformed than informed.

Compared to all other aspects of information provision measure, the area where residents feel least informed and, therefore, more information is needed in what to do in the event of an emergency. Only a fifth of residents say they feel informed about this issue (NI37). On this national indicator, South Norfolk scores in line with the average for Norfolk.

Local public services

Overall, the findings from the Place Survey show that there has been a decline in satisfaction with a number of services since 2006/07 such as sports and leisure facilities, parks and open spaces, refuse collection, doorstep recycling and street cleanliness. This downward trend, however, is a reflection of what is happening nationally. Levels of satisfaction have increased for libraries, museums and galleries and theatres and concert halls. Satisfaction with most services remains in line with or above the average for Norfolk consortium and the Ipsos MORI district average.

Similarly, following the national trend, satisfaction with South Norfolk Council has fallen in the last three years, however, the rating for the authority is above the average for Norfolk and for other districts surveyed by Ipsos MORI.

The degree to which people say they have been treated with respect and consideration by local public services forms one of the new national indicators (NI 140). It is a very positive finding, that over four in five residents say that they have been treated with respect and consideration by their local public services in the last year. South Norfolk Council records higher performance on NI 140 when compared with the performance of Norfolk consortium as a whole.

Overview

Introduction

This report sets out findings from the 2008/09 Place Survey conducted for the South Norfolk Council and its partners by the independent research agency Ipsos MORI.

The Place Survey is the new biennial statutory survey which all lower and upper tier local authorities in England are required to carry out. Together with the tenant satisfaction (STATUS) survey, it replaces the series suite of Best Value Performance Indicator (BVPI) user satisfaction surveys, which have been carried out since 2000¹.

The findings from the Place Survey are important because they help the Council and its local partners (including the police, fire and health services, and the voluntary and community sector) understand how they are performing in relation to each of the new citizen perspective indicators² prioritised by the government, and how residents' views have changed over time in relation to key local public service and quality of life issues.

This report sets out a summary of the key findings from the Place Survey, along with more detailed analysis which looks at how satisfaction and perceptions with quality of life in the local area have changed over time, and how they differ between different demographic groups in the district. It also draws on comparator data, where available, to understand how well the Borough is performing relative to other local areas.

In addition, the report provides technical details relating to the conduct of the survey, a consideration of response rates and the respondent (sample) profile.

Topline findings are attached as a 'marked up questionnaire' in the appendices, setting out the overall findings against each survey question. Full data tables are provided under separate cover. These tables provide a detailed analysis of the findings by a range of socio-demographic, and other relevant variables.

¹ The BVPI surveys were carried out in 2000/01, 2003/04 and 2006/07.

² The Place Survey collects 18 of the 198 national indicators prioritised by government. These indicators are common to all areas. Government requires local authorities and their partners to monitor all indicators in order to measure progress made in meeting key quality of life priorities.

Background and context

Since the publication of the 2006 Local Government White Paper, *Strong and Prosperous Communities*³, there has been a new focus in the way local public sector agencies work and report performance. Improving outcomes for local people and places is now at the heart of local service provision, with a move away from the previous emphasis on processes, institutions and inputs.

The Place Survey plays an important role in trying to measure these improved outcomes. It replaces the BVPI surveys⁴, which focused much more on Council-specific issues and services. The Place Survey captures local people's views, experiences and perceptions, about the local area, rather than the Council specifically, so solutions for the district can reflect local opinions and preferences. It is also vital to track people's changing perceptions over time (by comparing results to previous waves of the BVPI General User Satisfaction Survey, which asked a number of the same questions), as a way of determining whether interventions made in an area result in the right outcomes for local people, for example, whether people feel happier and safer.

Importantly, results from the Place Survey will be used to measure 18 of the 'citizen perspective' indicators, which the government has charged local government and its partners to monitor and deliver on. These indicators are drawn from the government's new National Indicator Set⁵, which will measure how well the government's priorities, as set out in the Comprehensive Spending Review 2007, are being delivered at the local level over the next three years. They form an important part of the new, streamlined local performance framework (the Comprehensive Area Assessment) which will come into effect in April 2009. It is intended that the survey will be carried out every two years.

³ Strong and Prosperous Communities - The Local Government White Paper, October 2006, CLG

⁴ The Place Survey and tenant satisfaction 'STATUS' survey were conducted in 2008/09 and replace the suite of BVPI surveys undertaken in previous years.

⁵ Further information about the 198 indicators which form the National Indicator Set can be found at: <http://www.communities.gov.uk/documents/localgovernment/pdf/543055.pdf>. Details of the 18 citizen perspective indicators collected via the Place Survey can be found in the 2008/ 09 Communities and Local Government (CLG) Manual

Importantly, the Place Survey was carried out using a prescribed postal self-completion methodology – as were the BVPI surveys - to allow for robust comparison of data between local areas in England, and against previous BVPI survey data where relevant. Details of the approach are summarised in the next chapter, and detailed in Appendix 1.

Interpreting the data

It should be remembered that a sample of residents, and not all residents living in the South Norfolk, participated in the survey. Therefore, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Crudely speaking, overall results are accurate to +/- 3 to 4 percentage points at the 95% confidence level, but this assumes a perfect random sample has been achieved (in practice, margins of error may be slightly larger). Further information on this, and a full guide to statistical reliability, is provided in Appendix 2.

In accordance with the Communities and Local Government (CLG) Place Survey guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know” or who do not complete the question are excluded from some – but not all – of the calculations. The base size does, therefore, vary from question to question, depending on the extent of non response, and whether there was a requirement to remove don’t know responses. Where don’t knows are included in the base size this is illustrated on the charts.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the report, an asterisk (*) denotes any value less than half a per cent, but greater than zero.

Throughout the questionnaire, local residents were asked to think about their local area when responding to questions. The local area is defined as the area within 15 to 20 minutes walking distance from the respondents’ home.

In order for the South Norfolk Council and partners to understand how levels of satisfaction and perceptions about quality of life have changed in the district over time, data from the previous two waves of the BVPI General Survey have been included for comparative purposes (only where it is valid to compare). A similar methodology was followed for the Place Survey as for the BVPI General User Satisfaction Survey, making comparisons between them relatively robust⁶.

⁶ A small cautionary note should be added when comparing data - due to the possible impact on people’s responses to questions because of the change in questionnaire design and question ordering for the 2008/09 Place Survey, and the timing of fieldwork.

The latest available national benchmarking data⁷ have also been included in this report to help to set the findings in context and – in the absence of a national dataset for all the Place Surveys conducted in 2008/09 - support the local authority and its partners in judging how well it compares to other areas/ nationally. Such comparative data is for illustrative purposes only, and must be treated with caution due to the different data collection methodologies used (all used a face-to-face methodology rather than postal self-completion approach), and the different question wording in some instances (where this is the case it is explicitly stated in the main body of the report).

Where appropriate, an Ipsos MORI Place Survey average has been included for comparative purposes. This is effectively an average score for all those areas where Ipsos MORI conducted a Place Survey. Ipsos MORI surveyed 124 areas, which included a broad mix of district, unitary and metropolitan boroughs, so the IM average should provide a reasonably reflective picture of what is happening nationally. However, it is important to note that it does not represent the 'official' national average.

Because Ipsos MORI carried out the Place Survey across all the district authorities in the County, a County or Consortium average figure has been provided in the charts. This allows South Norfolk Council to see how well it is performing against its neighbours. An overall district average is also provided, which gives an average score for all the 49 districts surveyed by Ipsos MORI.

Where net figures are discussed this is expressed in plus (+) or minus (-) and this either refers to the difference between opinions in the 2008 Place Survey and previous BVPI surveys, or the two most favourable ratings minus the two least favourable ratings.

⁷ National benchmarking data has been drawn from latest available figures from the following surveys:

- Survey of English Housing 2006/07. 17,506 face-to-face interviews with representative cross section of adult English population in the year to March 2007.
- Citizenship Survey 2007/08. Face-to-face survey of 8,804 adults in England, April 07 – March 08.
- British Crime Survey 2007/08. A continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008.
- Health Survey for England 2006. 14,157 face-to-face interviews in England conducted throughout the calendar year January to December 2006.

Acknowledgements

Ipsos MORI would like to thank the 1,206 residents in South Norfolk who took part in the survey. We would also like to thank James Naunton from South Norfolk Council and Anne Tansley Thomas from Norfolk County Council for their help in getting the questionnaire into field and for their input throughout the survey process.

Publication of data

As South Norfolk Council has engaged Ipsos MORI to undertake an objective programme of research, it is important to protect the organisation's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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March 2009*

*Checked
Approved:*

&

MAIN REPORT:

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Methodology for data collection

The methodology for the Place Survey was prescribed by CLG. In summary, the methodology was as follows:

- A postal self-completion methodology.
- The sampling frame used was the small-user Postcode Address File (PAF).
- Ipsos MORI selected a random sample of 3,000 addresses from the PAF file supplied by the Audit Commission in order to meet the 1,100 responses required.
- A prescribed questionnaire was used, comprising of a mix of questions previously asked on the BVPI General User Survey (to allow for performance tracking against previous waves of the BVPI surveys), new questions (to enable measurement of the 18 citizen perspective National indicators), plus a series of demographic questions.
- As permitted by the guidance, a number of 'additional' questions were asked at the end of the questionnaire, which included a question on whether respondents would like to join a panel.
- All questionnaires were distributed – and returned - through the UK Royal Mail postal system.
- Fieldwork for the survey took place between 25 September and 19 December 2008.

In order to promote a good response rate, a number of steps were taken:

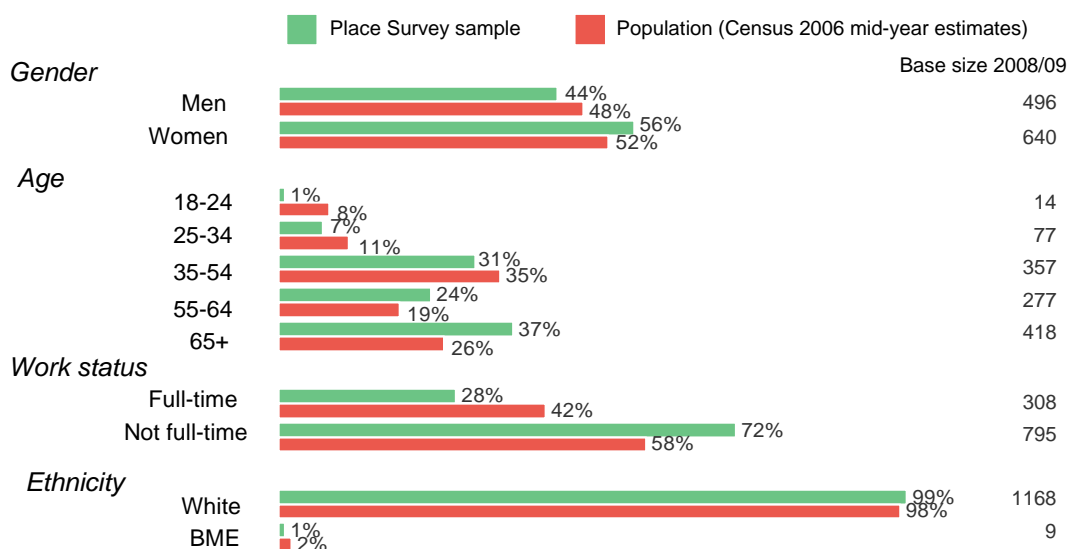
- The questionnaire was branded with the logos of South Norfolk Council, Norfolk County Council, Intran (Translation Services) and Ipsos MORI, and contained a covering letter from David White, Chief Executive at Norfolk County Council and George Rivers, Chief Executive of South Norfolk Council (for the initial cover letter), Andy Radford, Acting Chief Executive of South Norfolk Council (for the first reminder cover letter) and Sandra Dinneen, Chief Executive of South Norfolk Council (for the second reminder cover letter).
- Details of an Ipsos MORI helpdesk were provided.
- Participants were able to request a translated version of the questionnaire in an alternative language, or were given the opportunity to undertake the survey over the telephone with an Ipsos MORI translator.
- In line with the guidance, two reminder mailings of the questionnaire were sent out to those residents who had yet to respond to the survey.

Comparing results of the Place Survey sample (unweighted) to updated Census estimates indicates that women, those aged between 45 and 64, those not in full-time work and white residents are more likely to respond to the survey, as the following chart illustrates⁸. The use of the Audit Commission Place Survey weighting procedure has adjusted for this non-response bias, so the overall sample profile is representative of the population of the local area.

⁸ Gender and age figures based on ONS 2006 Mid-Year Population Projections. More precisely, they are obtained by interpolating mid-way between the mid-2008 and mid-2009 Projections in order to derive estimates for the end of 2008. Ethnicity based on ONS 2006 Mid-Year Population Projections.

Methodology: Sample Profile

Sample Profile for South Norfolk: Key demographics



Ipsos MORI Base: All valid responses. Source: Age, gender and ethnicity from 2006 Mid Year estimates. Work status from 2001 Census.



A maximum +/- 3 percentage points at the 95 per cent confidence level is required to calculate the national indicators collected in the Place Survey. With this in mind, CLG and the Audit Commission required each local area to achieve a minimum sample size of 1,100 completed Place Survey questionnaires.

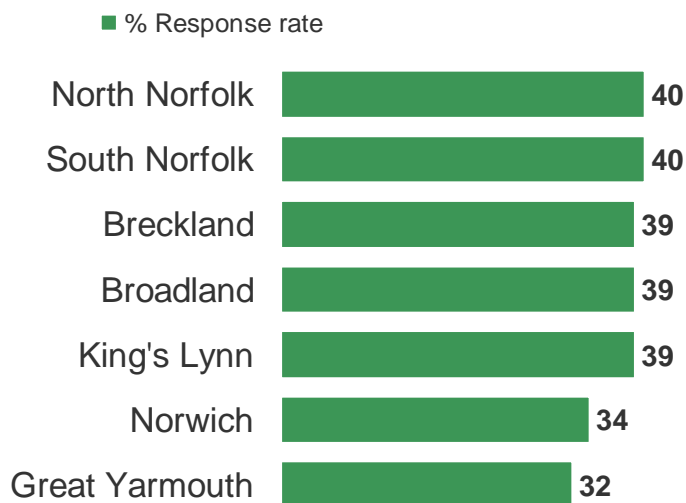
The total number of returns collected for the survey was 1,206. This achieved sample size is based on the total number of respondents to the survey as a whole, and not the number of respondents to individual questions.

This represents an adjusted response rate of 40%.

A full detailed approach to the methodology is attached in Appendix 1. Further guidance on statistical reliability is provided in Appendix 2.

Methodology: Response Rate

Response Rate across Norfolk County Council (%)



Ipsos MORI Base: All valid responses



Key trends

Progress against national indicators

Despite this being the first year of the Place Survey, a number of trends can be identified over time because a number of questions from the old BVPI surveys were incorporated into the Place Survey questionnaire. The following table identifies progress made against seven of the new national indicators collected through the Place Survey 2008/09 – drawing on comparator data from (up to) two previous waves of the BVPI General User Satisfaction Survey.

Please note that this comparator data should be treated with a small degree of caution, as set out in the introductory chapter, because of the possible impact the change in question ordering and structure of the Place Survey questionnaire had on people's responses.

National indicator	Definition	BVPI 2003/04 (%)	BVPI 2006/07 (%)	Place 2008/09 (%)
NI1	% of people who believe people from different backgrounds get on well together in their local area		84	83.0
NI4	% of people who feel they can influence decisions in their locality		37	36.3
NI5	Overall/ general satisfaction with the local area		90	91.0
NI23	Perceptions that people in the area do not treat one another with respect and consideration		31	17.3
NI41	Perceptions of drunk or rowdy behaviour as a problem	29	15	15.0
NI42	Perceptions of drug use or drug dealing as a problem	42	26	14.3

Source: Ipsos MORI

Non national indicator trends

For many local authorities, the Place Survey remains an important tool through which to collect perceptions data and monitor performance around some of its key universal services, such as waste collection and recycling. The new place based approach to local area working means that the government no longer requires local authorities to formally measure or report its performance in these areas, but the collection of this data at the local level still remains a priority for many.

The following table illustrates local authority performance over time in some of these key service areas – and against the old BVPIs that local government was monitored against under the previous performance assessment framework.

BVPI	Definition	BVPI 2003/04 (%)	BVPI 2006/07 (%)	Place 2008/09 (%)
BV3	Overall satisfaction with council	61	65	55
BV89	Satisfaction with cleanliness	72	82	67
BV90A	Waste collection	89	90	87
BV90B	Waste recycling (local facilities)	72	86	68
BV90C	Waste disposal (local tips)	n/a	n/a	69
BV103	Satisfaction with public transport information	n/a	n/a	46
BV104	Satisfaction with local bus services	n/a	n/a	53
BV119A	Sports/leisure facilities	48	55	44
BV119B	Libraries	n/a	71	74
BV119C	Museums/galleries	n/a	36	41
BV119D	Theatres/concert halls	n/a	32	44
BV119E	Parks and open spaces	64	69	66

Source: Ipsos MORI

Please note: some of the question wording differs between the Place Survey 2008/09 and previous waves of the BVPI survey/ BVPI definitions. This is commented upon further in the main body of the report.

Comparing South Norfolk to Norfolk Consortium

The following chart provides an overview of South Norfolk's performance against the 18 citizen perspective indicators, compared to Norfolk overall. The NI score for the authority is listed in the orange circles down the middle. The deviation from the Norfolk mean is displayed as a + or – figure, i.e. we can see that for NI 1, South Norfolk's score is 83, which represents an 8.2 percentage point difference from the Norfolk average, and illustrates that the authority is over performing in this area compared to Norfolk overall.

NIs: comparator scores

1

		NI Score	
NI1	% people who believe people from different backgrounds get on well together in local area	83.0	+8.2
NI2	% of people who feel they belong to their neighbourhood	67.9	+6.9
NI3	Civic participation in local area	16.4	+1.3
NI4	% of people who feel they can influence decisions in locality	36.3	+3.9
NI5	Overall/ general satisfaction with local area	91.0	+5.8
NI6	Participation in regular volunteering	30.0	+4.3
NI17	Perceptions of anti-social behaviour	7.0	-6.6
NI21	Dealing with local concerns about anti-social behaviour/crime issues by local council/police	27.2	In line
NI22	Perceptions of parents taking responsibility for behaviour of their children in area	36.3	+6.4
NI23	Perceptions that people in area do not treat one another with respect/ consideration	17.3	-8.4
NI27	Understanding of local concerns about anti-social behaviour/crime issues by local council/police	26.5	+1.6
NI37	Awareness of civil protection arrangements in local area	-0.9	19.3
NI41	Perceptions of drunk or rowdy behaviour as problem	15.0	-7.4
NI42	Perceptions of drug use or drug dealing as problem	14.3	-8.4
NI119	Self-reported measure of people's overall health/ wellbeing	78.8	+2.7
NI138	Satisfaction with people over 65 with both home/ neighbourhood	89.9	+2.3
NI139	Extent to which older people receive support needed to live independently	-2.3	27.9
NI140	Fair treatment by local services	83.8	+6.3

Ipsos MORI

The NI score for the authority is listed in the orange circles. The deviation from the consortium mean is displayed as a + or - figure. I.e. if you have -2.5 score in the left hand bar, this means your score is 2.5 percentage points below the consortium average.

Ipsos

1. About the local area

General satisfaction with local area

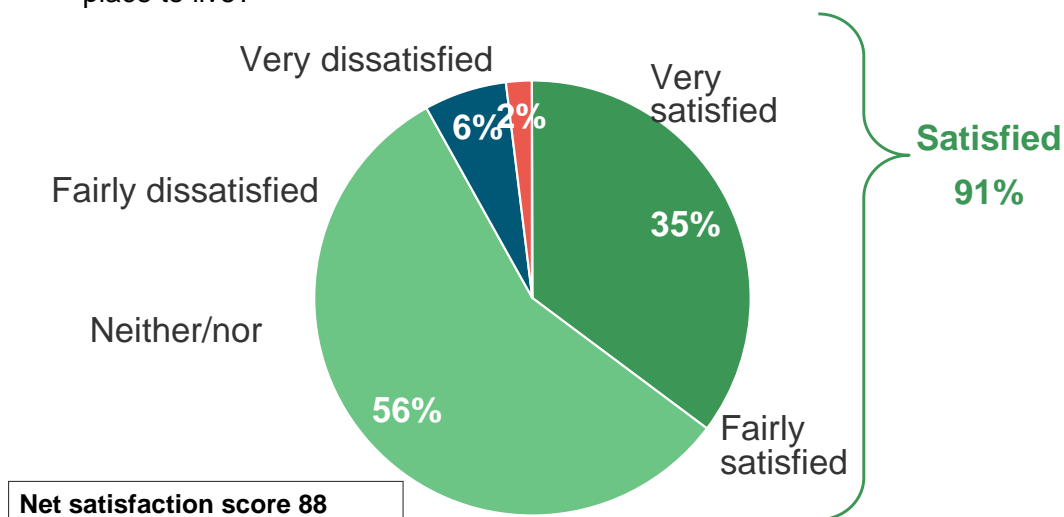
With the new 'place based' focus on public service delivery, resident satisfaction with the local area is one of the key national indicators the government is seeking to measure (NI 5). Residents were asked about their satisfaction with the local area – i.e. the area within a 15 to 20 minutes walk from their home.

Encouragingly, the overwhelming majority of South Norfolk residents (91%) say they are satisfied with their local area as a place to live, including over a third who feel very satisfied (35%). Only a tiny proportion say they are dissatisfied (3%).

The score for the national indicator on satisfaction with the local area is 91% (based on very + fairly satisfied), representing a very high performance on this measure.

General satisfaction with local area (NI 5)

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Ipsos MORI Base: All valid responses (1192)

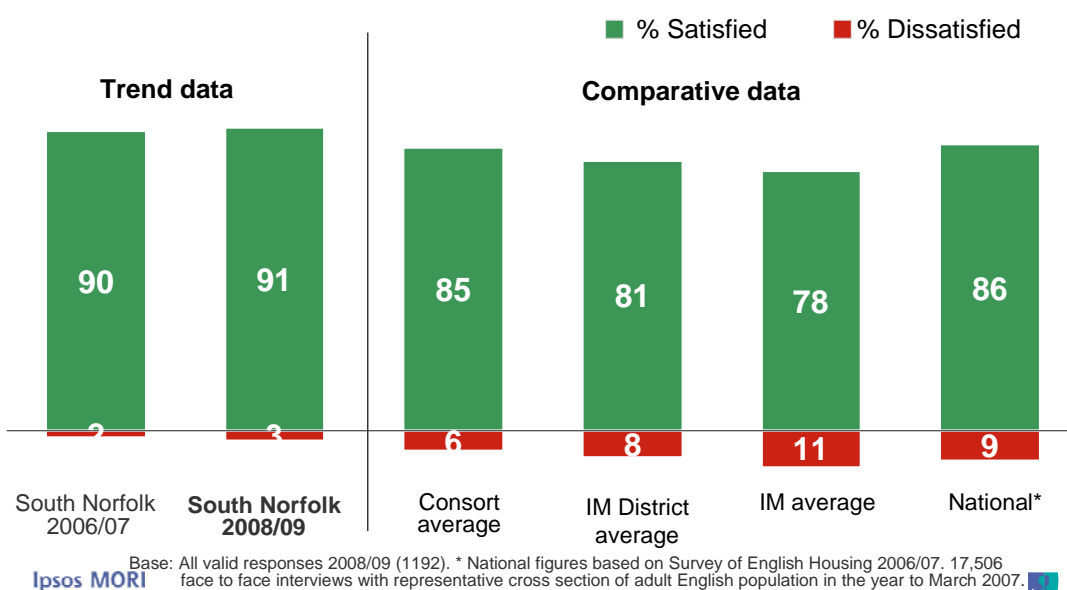


Satisfaction with the local area (NI5) has remained as high as the 2006/07 BVPI survey when the satisfaction level recorded was very similar (90% satisfied).

South Norfolk residents appear to be more positive towards their local area compared to the Norfolk as a whole (6 percentage points higher), other district authorities Ipsos MORI has surveyed (+10 points) and the national average⁹ on this measure (+5).

Satisfaction with local area (NI5): Contextual data

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Satisfaction levels are consistent across all main demographic groups, as illustrated in the following chart, with the only exception of age. Younger people in South Norfolk aged 25-34 years are more positive about the local area compared with the average (99% vs. 91% overall). In addition, young people aged 25-34 are much more satisfied with the local area now than they were 2-3 years ago, when they were as satisfied as those aged 35 or above (93% satisfied compared to 90% overall in 2006/07).

An important finding in 2006/07 BVPIs survey, consistent with Ipsos MORI local government research, revealed that information provision was a strong factor in residents' satisfaction and this is still evident in 2009. What also influences higher satisfaction is related to how residents feel about other aspects of their area as well as aspects of the Council's performance, such as people from different backgrounds

⁹ Direct comparison with the Survey of English Housing is only indicative due to the different methodology used (face-to-face survey).

getting on together, a sense of belonging, feeling of safety, involvement in local decision-making and the local services dealing with ASB and crime successfully.

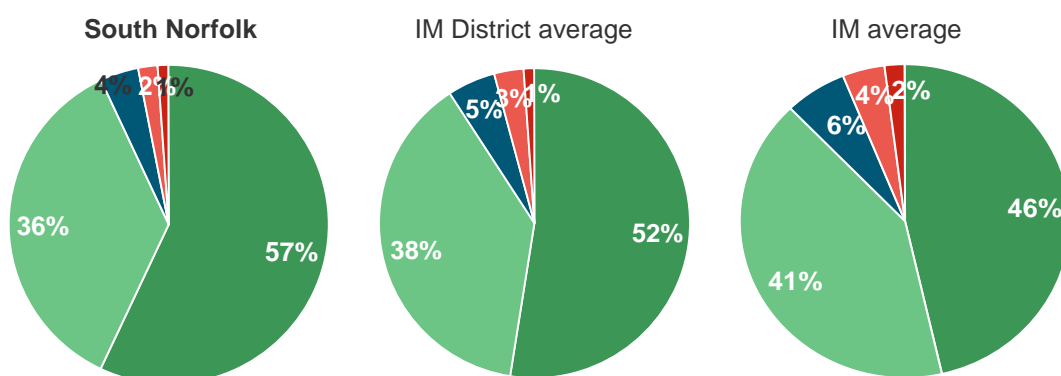
Satisfaction with home

Residents were also asked about satisfaction with their home as a place to live. Over nine in ten of South Norfolk residents (93%) say they are satisfied and only 3% say they are dissatisfied. Positively, satisfaction with this aspect among South Norfolk residents is above the average for Norfolk Consortium as a whole (3 percentage points higher) and other district authorities Ipsos MORI has surveyed (+ 3 points).

Satisfaction with home as place to live

Q How satisfied or dissatisfied are you with your home as a place to live?

■ % Very satisfied ■ % Fairly satisfied ■ % Neither / nor
■ % Fairly dissatisfied ■ % Very dissatisfied



Ipsos MORI Base: All valid responses in South Norfolk (1184)



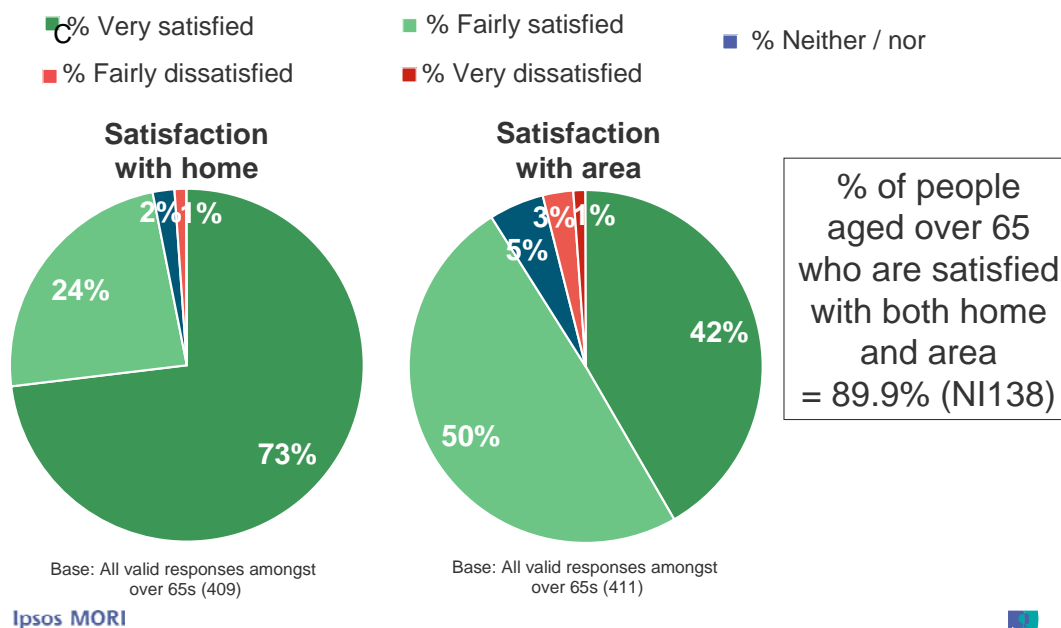
Of those who say they are satisfied with their home, older people (aged 55 or over) and residents who own their home are more likely to hold this view.

An important priority for government is to understand how older people (aged over 65) live, and the quality of their environment. NI 138 provides an overall assessment of this, by combining the satisfaction scores of residents aged over 65 with the local area and with their home. The following chart sets out how the over 65s in South Norfolk view these issues, and provides an overall NI score of 89.9%.

As illustrated in the following chart, over nine in ten (91%) of older residents in South Norfolk (aged 65 or above) say they are satisfied with the local area as a place to live

and a higher proportion (97%) say they are satisfied with their home, both very high scores for South Norfolk. South Norfolk is also performing better on the combined measure for these two aspects compared to Norfolk as a whole (NI138 for South Norfolk is 89.9% vs. 87.6% overall).

Satisfaction of people over 65 with both home and neighbourhood (NI 138)



Priorities for the local area

By looking at the following chart, we can compare what residents see as **important** to making somewhere a good place to live (horizontal axis) against what they think needs **improving** most in their local area (vertical axis), which can help identify the **real priorities** for local areas. The further to the **top** and **right** of the chart an aspect is, the more it is seen to be in need of improvement **and** important generally.

In the case of South Norfolk **public transport** is seen as the key priority for improvement; it is both important generally for residents and many say that it needs improving locally.

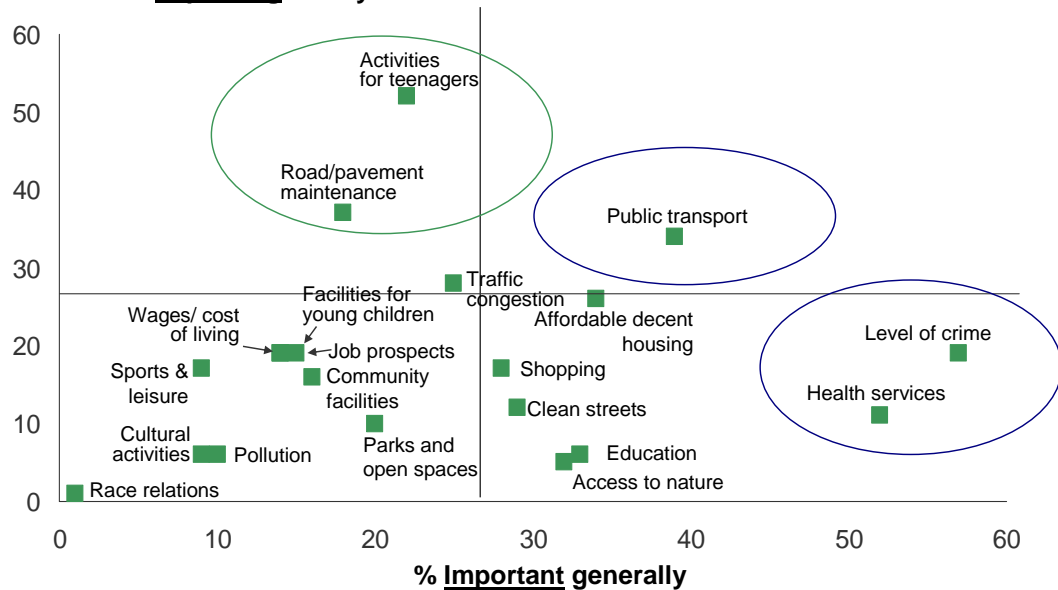
There are a couple of other groups of issues, which can help highlight other issues for improving the quality of life in South Norfolk.

The first group of priorities includes **activities for teenagers** and **road and pavement maintenance**, which many residents identify as priorities for **improvement**. However, fewer residents consider these as important to their quality of life.

On the other hand, **level of crime** and **health services** are considered as the two most **important** aspects for quality of life for residents, however, they are perceived to be less in need of improvement.

Developing priorities for improving quality of life

% Most need improving locally



Ipsos MORI Base: All valid responses



Residents' views for improving the area differ mainly by key demographic subgroups:

- **Public transport** is a higher priority for those aged 55-64 years old (42% vs. 34% overall);
- **Activities for teenagers** is more likely to be a priority among residents aged 45-64 (64% think this aspects need improving compared to 52% overall), while **facilities for young children** is a higher priority among those aged 35-44 years old (26% vs. 19% overall), which is likely to be due to the fact that these age groups is more likely to have young or teenage children than the rest;
- **Road and pavement repairs** are most frequently mentioned by men and residents aged 65 or over (42% and 50% vs. 37% overall); and

- **Affordable decent housing** appears to be a big issue for residents aged 55-64 years old (33% vs. 26%).

Looking at the following chart, we can see how priorities for improvement have changed since 2003/04.

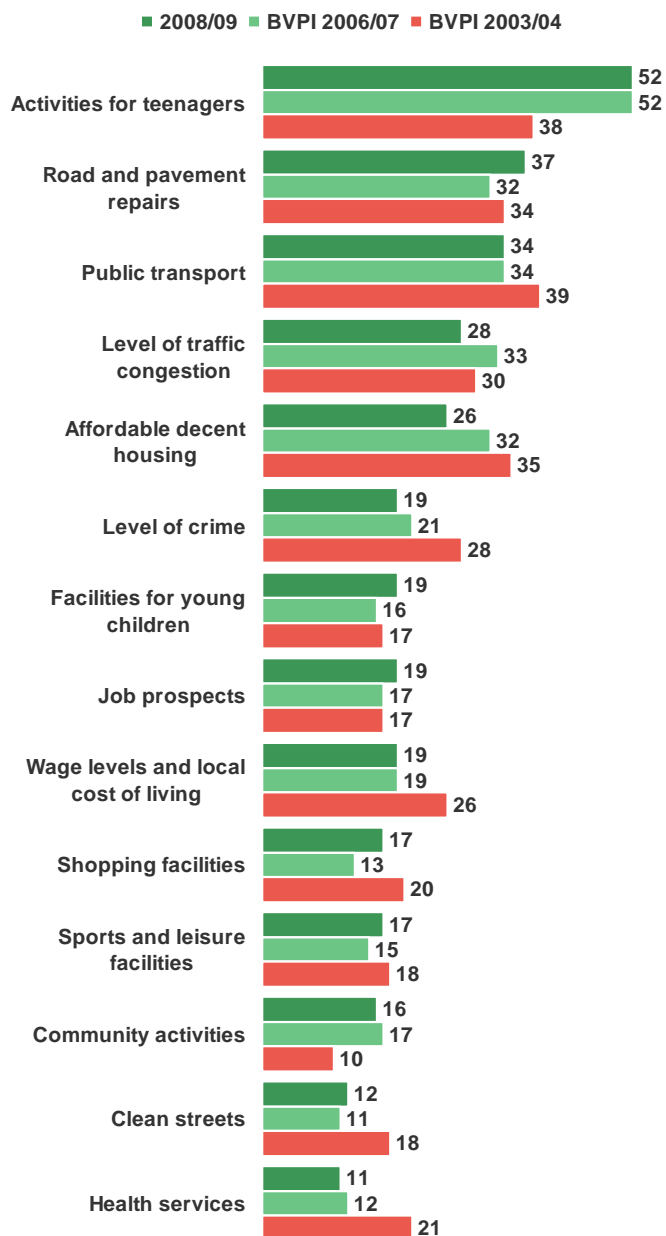
Priorities for improvement have changed slightly since the last BVPI survey in 2006/07. The aspects, which have increased in priority for improvement, include road and pavement repairs (up 5 percentage points), shopping facilities (+4) and facilities for young people (+3).

On the other hand, those aspects, which have gone down in priority for residents compared to three years ago, include the level of traffic congestion (down 5 percentage points) and affordable decent housing (-4) with the latter continuing the same downward in terms of the need for improvement since the 2003/04 round of BVPI surveys.

Despite the above changes, it is important to note that the top five priorities for improvement remain largely unchanged since 2003/04.

Priorities for improvement and changes over time

Q Thinking about this local area, which of the things below, if any, do you think most need improving?



Ipsos MORI

Base: All valid responses 2008/09 (1059)



2. Community safety

The new Place Survey seeks to build on the perceptions data collected through previous BVPI surveys, and asks a range of new questions, which focus on the degree to which the police and other local public services work together to seek people's views about crime and anti-social behaviour, and are successfully dealing with the issues by working together.

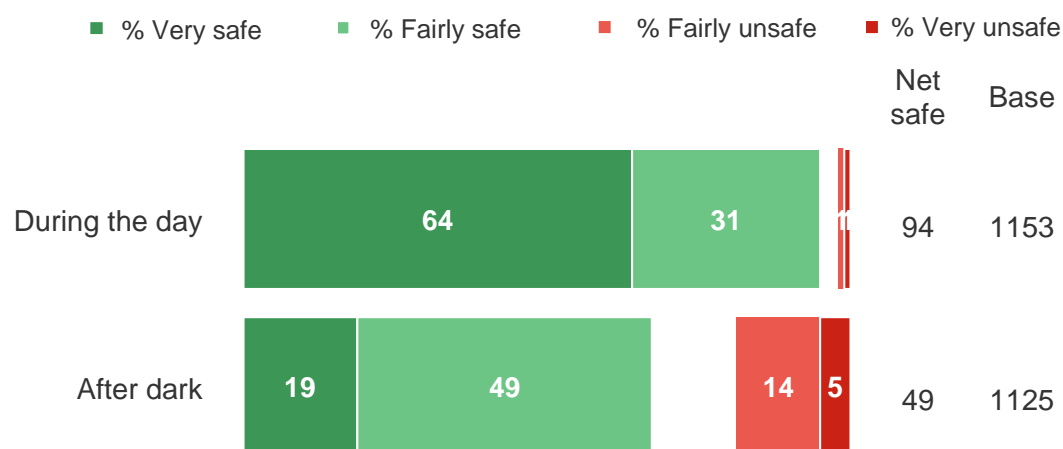
Safety in the local area

It is a very positive finding that the overwhelming majority of South Norfolk residents (95%) feel safe in their local area during the day, with over three in five (64%) saying they feel very safe. Only around one in fifty only say they feel unsafe (2%). Fewer residents (67%), but still representing the majority, say they feel safe in their local area after dark. Nearly a fifth of residents (19%) say they do not feel safe outside in their local area after dark.

As with satisfaction with the area, South Norfolk Council performs above the average for Norfolk districts on both measures (4 percentage higher for feeling safe outside during the day and 8 percentage higher for feeling safe outside after dark). Perceptions on these measures among South Norfolk residents are also more positive compared to residents in other districts we have studied.

Safety in the local area

Q How safe or unsafe do you feel when outside in your local area...



Ipsos MORI Base: All valid responses



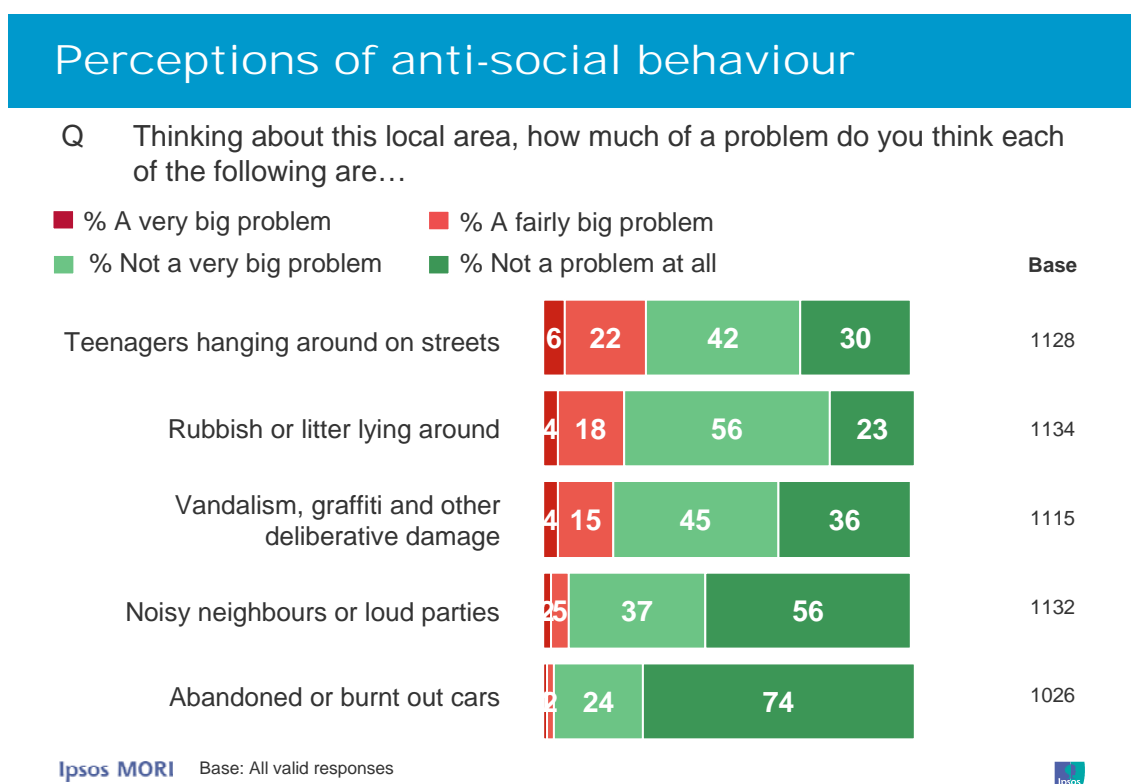
There are no significant demographic variations for feeling of safety outside *during the day*, however, there are some important differences in relation to feeling of safety outside *after dark*. Residents who rent their home from LA/Council are significantly more likely to say they feel *very unsafe* outside after dark than the rest (18% vs. 5% overall). Other groups of residents who are more likely to say they feel *very unsafe* after dark are those who have a disability, older people aged 65 or above and those who are not in full time work (9%, 7% and 7% respectively vs. 5% overall).

Perceptions on whether the local services deal with ASB and crime successfully appear to be a strong driver for residents' perceptions of safety. Furthermore, as expected, South Norfolk residents who are satisfied with their local area as a place to live, are more involved with the community and local decision-making and are generally satisfied with different aspects of the Council report. They are also more likely to say that they feel safe in their area during the day or after dark.

Perceptions on anti-social behaviour

Teenagers hanging around the streets is perceived to be the biggest anti-social problem in South Norfolk (28%) in keeping with the finding, which identifies the provision of more activities for teenagers as the top priority for improvement locally. This is followed by rubbish and litter lying around (22%), and vandalism, graffiti and other deliberate damage to property of vehicles (19%).

Issues such as noisy neighbours or loud parties (7%) and abandoned or burnt out cars (2%) are perceived to be less problematic in South Norfolk.



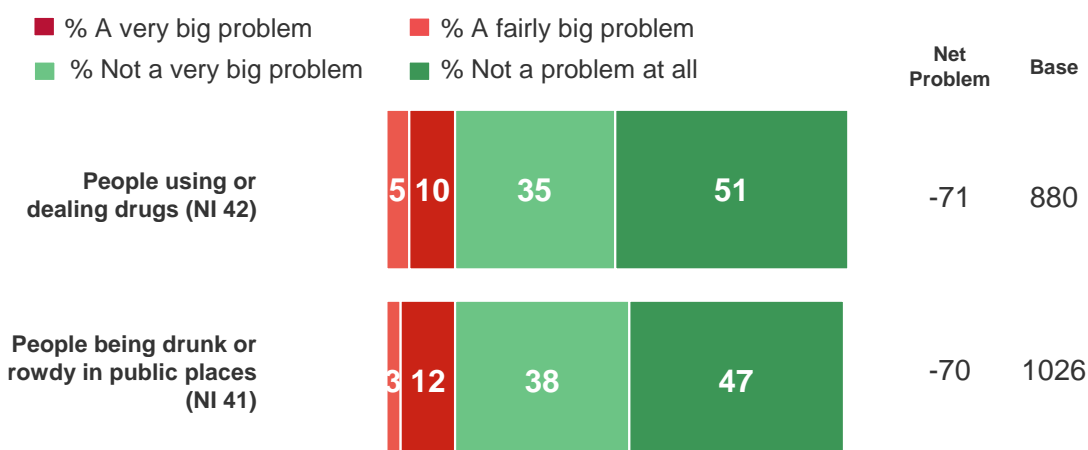
Looking specifically at the national indicators related to anti-social behaviour, a fairly small proportion of South Norfolk residents worry about these issues: only around one in seven of residents (15%) consider both people using or dealing with drugs (NI41) and people being drunk or rowdy in public spaces as big or fairly problems (NI42) in the area. NI7, which is the overall percentage with high levels of perceived anti-social behaviour, stands at 7% for South Norfolk, which means that only 7% of respondents perceive anti-social behaviour aspects as problems in the area.

How NI7 is calculated

The combined measure of ASB is calculated by allocating scores to the responses to the question about the seven anti-social behaviours, whereby: 0 = Not a problem at all, 1 = Not a very big problem, 2 = Fairly big problem, 3 = Very big problem. A total score for each respondent is calculated based on the responses to the seven questions. The maximum possible score is 21. High perception of ASB is a score of 11 or above. The indicator is the percentage of respondents whose score was 11 or above out of the total answering the question.

Perceptions of anti-social behaviour: NI 17, 41 and 42

Q Thinking about this local area, how much of a problem do you think each of the following are...



Overall percentage with high level of perceived anti-social behaviour (NI 17) = 7

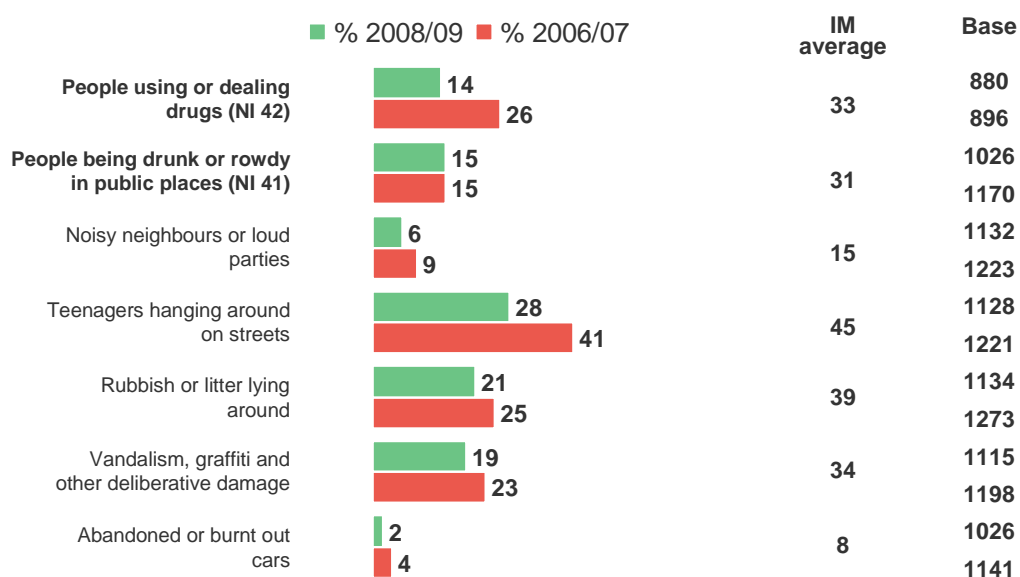
Ipsos MORI Base: All valid responses



Continuing the trend from the 2006/07 BVPI surveys, fewer residents in South Norfolk rate teenagers hanging around, rubbish and litter lying on the streets and vandalism, graffiti and other deliberate damage to property or vehicles as problems now. Perceptions of noisy neighbours and abandoned or burnt out cars have remained stable in the last three years. Positively, none of the anti-social behaviour aspects are perceived as bigger problems than they were during the last survey.

Perceptions of anti-social behaviour: Comparative data

% who think the following are a very/ fairly big problem



Ipsos MORI Base: All valid responses.

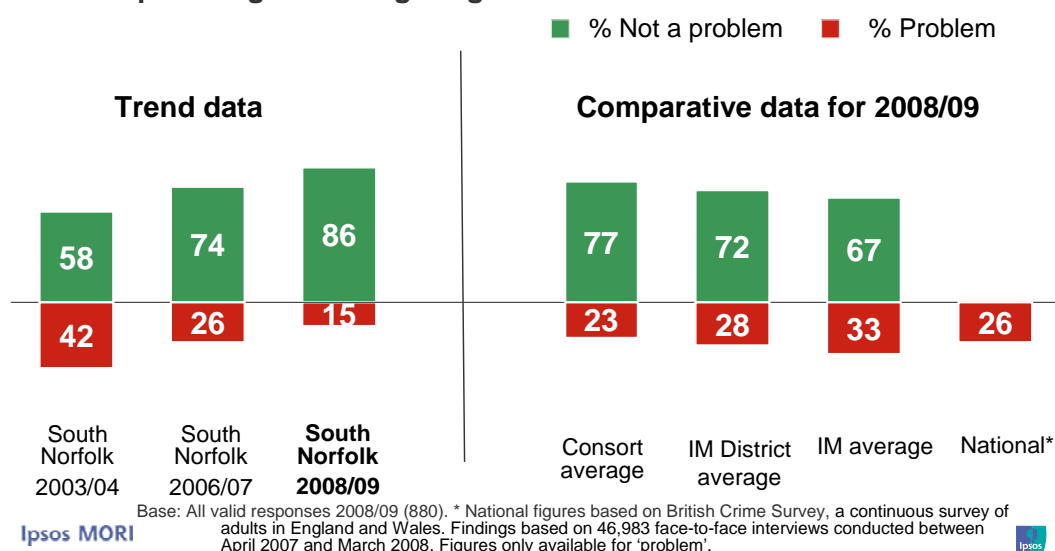


There are similar positive findings in relation to the national indicators on anti-social behaviour. South Norfolk residents are significantly less worried about people using or dealing drugs from three years ago (11 percentage points down), while perceptions for people being drunk or rowdy in public spaces have remained unchanged. South Norfolk Council also outperforms the County average on both measures as well as the Ipsos MORI average and the national average¹⁰.

People using or dealing drugs (NI 42): Contextual data

Q Thinking about this local area, how much of a problem do you think each of the following are...

People using or dealing drugs

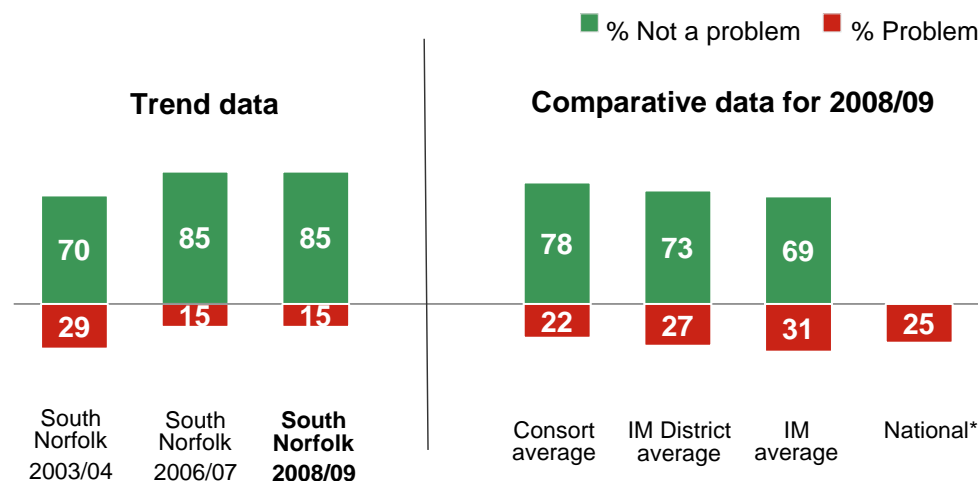


¹⁰ National comparison is indicative due to the different methodology used (i.e. face-to-face survey compared to a postal self completion method used for the Place Survey).

People being drunk or rowdy in public places (NI 41): Contextual data

Q Thinking about this local area, how much of a problem do you think each of the following are...

People being drunk or rowdy in public places



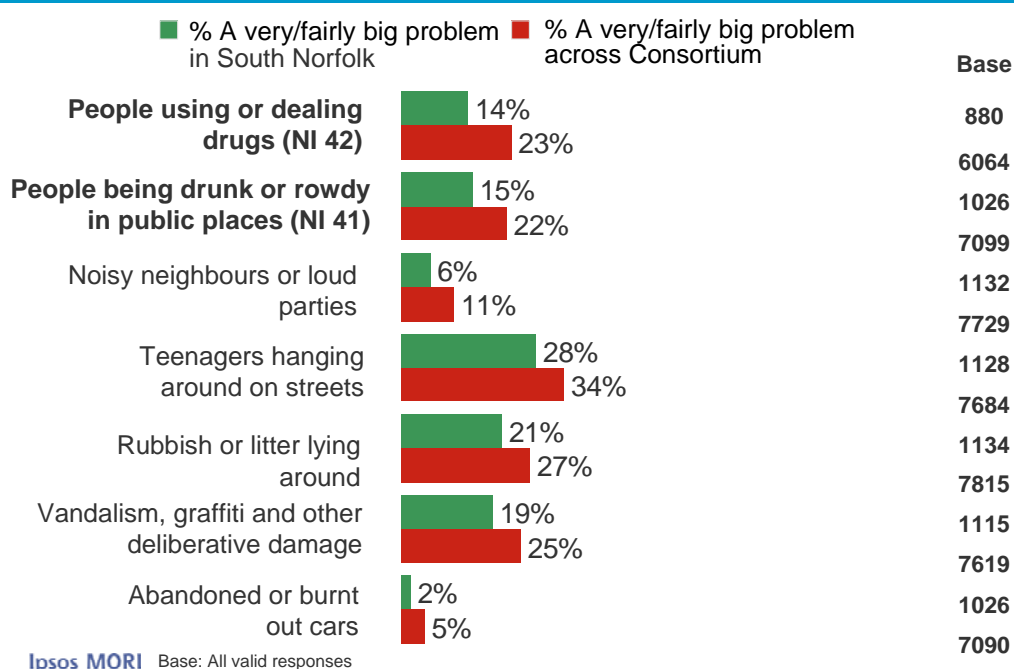
Ipsos MORI

Base: All valid responses 2008/09 (1026). * National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Figures only available for 'problem'.



It is a positive finding that fewer residents in South Norfolk compared to the average for the County rate most of anti-social behaviours as very big problems, as illustrated in the following chart.

A comparison between anti-social behaviour in South Norfolk Council and Norfolk County Council



Ipsos MORI

Base: All valid responses



Perceptions of ASB – demographic analysis

There is some variation in perceptions of anti-social behaviour problems across the main demographic groups. Teenagers hanging around the streets is significantly more likely to be perceived as a problem among social and private tenants (43% each vs. 28% overall) and residents with a disability (34%) compared to the rest. While vandalism is a bigger problem for older people aged 65 or above (25% vs. 19% overall), people using or dealing drugs is more likely to be a worry for those aged 35-44 years old who are likely to be parents of young children and are perhaps concerned about the issue in relation to their children.

Furthermore, what also seems to influence in a positive way people's views on anti-social behaviour is their sense of belonging to the neighbourhood, perceptions around community cohesion, as well as the general feeling of safety and perceptions that local agencies are dealing with anti-social behaviour and crime successfully.

Crime and the local community

In order to test how well local policing teams, and other local public sector agencies, are dealing with crime and anti-social behaviour in the eyes of local people, and how well they are engaging with the public about these matters, two new questions have been included in the Place Survey to help inform two national indicators (NI21 and 27).

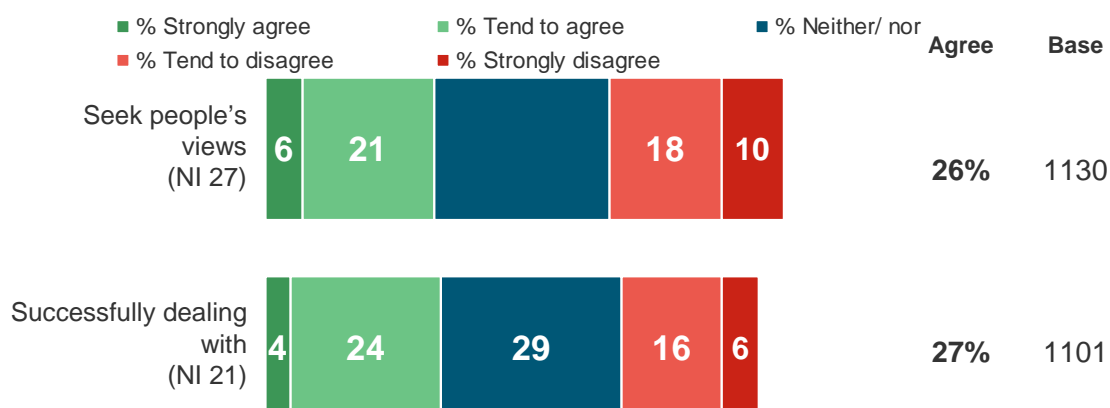
Over a quarter of South Norfolk residents (27%) agree that the police and other local public services seek people's views about the above issues in their local area and a similar proportion (28%) agree that the same services are successfully dealing with the above issues in the local area (NI27 and NI21 scores respectively, calculated using the proportion of respondents who strongly agree/tend to agree). The views of the remaining proportion of residents is fairly equally split between those who disagree, those who neither agree nor disagree with this statement and around than a fifth are unable to give a response, indicating that perhaps many residents are unaware and unable to give an assessment of the work of the police and other local public services in this aspect.

Among those who disagree that local services seek people's views and act successfully on anti-social behaviour issues in the local area, disagreement increases significantly amongst private tenants and full-time workers who are perhaps less likely to feel informed about and involved in what is happening in the local area. Feeling

informed about local public services also matters for perceptions on these issues as well as general aspects related to community belonging, cohesion and feeling of safety.

Understanding and dealing with local concerns about crime and ASB (NI 27 and 21)

- Q How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?
- Q And how much do you agree or disagree that the police and other public services are successfully dealing with these issues in your local area?



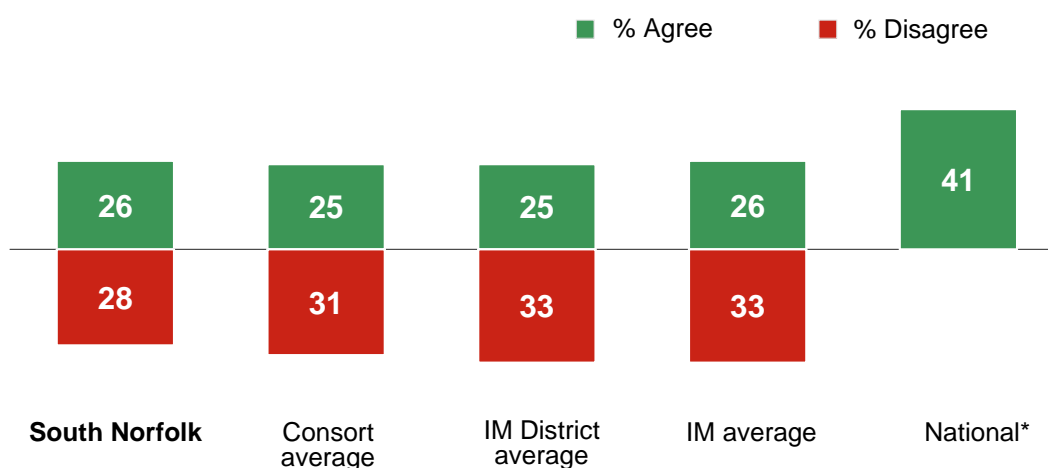
Ipsos MORI Base: All valid responses. Note: 'don't knows' are **included** in the base calculations.



In relation to NI27 South Norfolk Council is in line with the average for the County and the Ipsos MORI average.

Understanding local concerns about crime and ASB (NI 27): Contextual data

Q How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?



Ipsos MORI

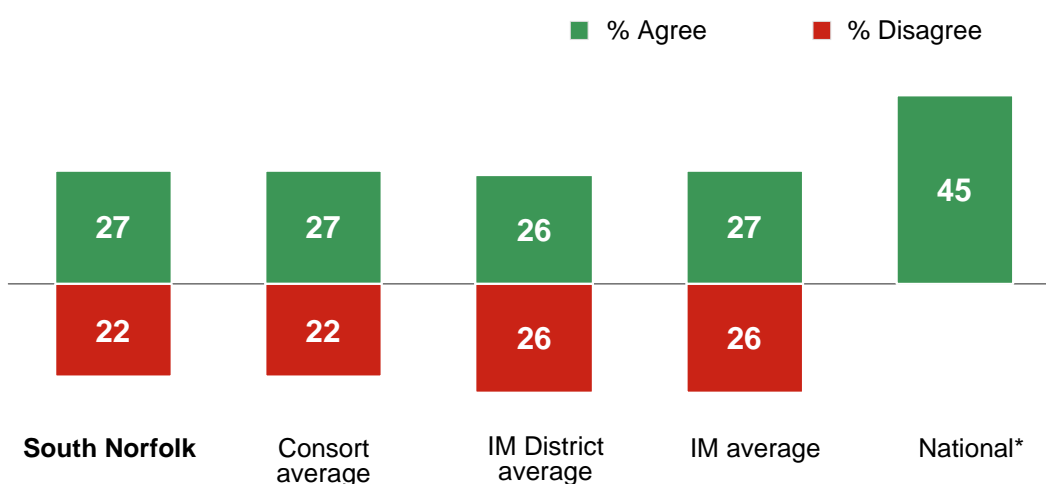
Base: All valid responses (1130). * National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Please note: this question was introduced mid-way through the 2007/08 wave.




South Norfolk Council is in line with the norm for Norfolk as a whole for NI21 as well as the average in other districts we have surveyed.

Dealing with local concerns about crime and ASB (NI 21): Contextual data

Q And how much do you agree or disagree that the police and other public services are successfully dealing with these issues in your local area?



Ipsos MORI

Base: All valid responses (1101). * National figures based on British Crime Survey, a continuous survey of adults in England and Wales. Findings based on 46,983 face-to-face interviews conducted between April 2007 and March 2008. Please note: this question was introduced mid-way through the 2007/08 wave. 

3. Community cohesion

The Place Survey has been designed to include a range of questions, which measure the degree of community cohesion, belonging, respect and consideration for others.

People from different backgrounds getting along

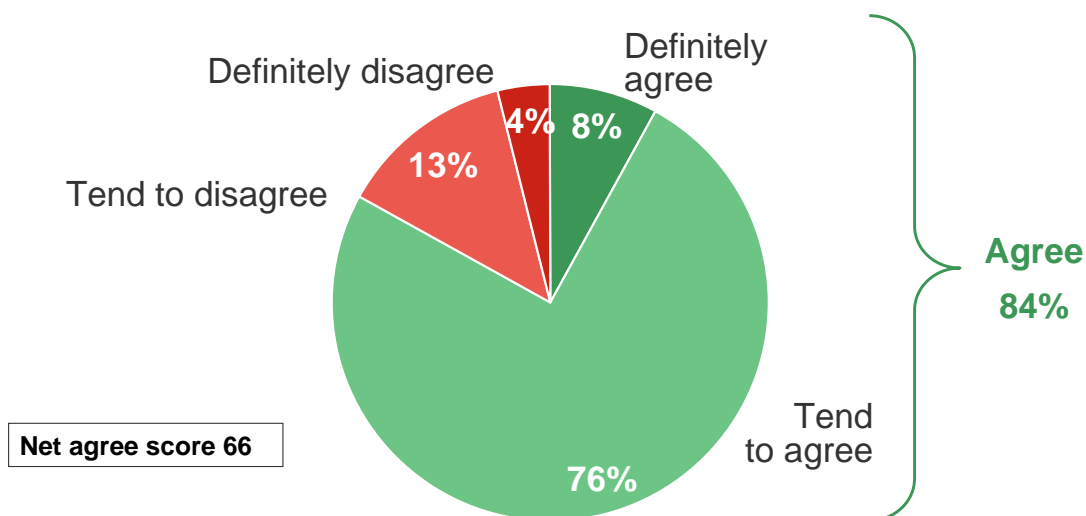
A recognised way of measuring community cohesion is by asking about the degree to which people agree that their local area is one where people from different backgrounds get on well together (NI 1).

The Citizenship Survey, for one, has been tracking this issue at the national level, or some time (although this uses a face-to-face methodology) on behalf of the Home Office and CLG, and the question has also been asked on a previous wave of the BVPI survey.

Over four in five of residents (84%) agree that their local area is a place where people from different backgrounds get on well together and around one in six (17%) hold the opposite view, a very positive finding for the Council on this important indicator. The NI1 score, which is calculated by adding the percentage of those who strongly or fairly agree, is **84%**.

Whether people from different backgrounds get on well together (NI 1)

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



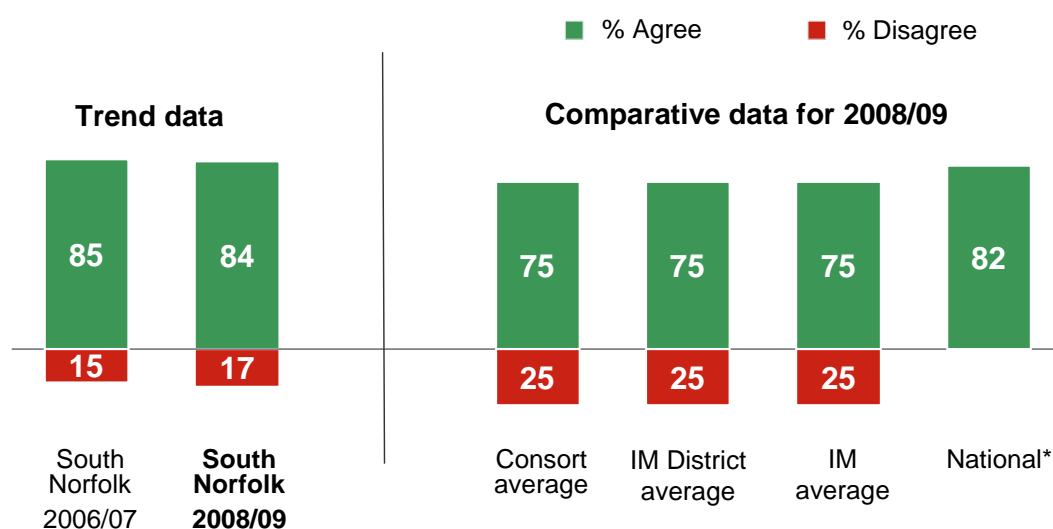
Ipsos MORI Base: All valid responses (714)



South Norfolk Council's score for NI1 is higher than the average for Norfolk, and has remained steady since 2006/07 – bucking the trend seen among most authorities which shows a decline in this measure. Nationally, the Citizenship Survey shows a very slight increase in the proportion of people who perceived their community as cohesive (although not as high as in South Norfolk), from 80% in 2005 to 82% in 2007/08¹¹.

Different backgrounds getting on well (NI 1): Comparative data

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: All valid responses 2008/09 (714). *National figures based on Citizenship Survey 2007/08, face to face survey of 8,804 adults in England, April 07 – March 08



Perceptions of community cohesion – demographic analysis

The views are consistently high across all main demographic groups with older people aged 65 or over being more positive on this issue (87% agree vs. 83% overall). It is not possible to analyse whether the views of ethnic minorities differ in any way due to the small base size for ethnic minorities who took part in the survey (i.e. only 5 people).

In line with the result for South Norfolk, the latest national picture (12) shows us that there was no difference between men and women in their perceptions of cohesion in 2007/08 and no change in men or women's perceptions since 2003.

¹¹ Direct comparison with the Citizenship Survey are only indicative due to the different methodology used (face-to-face survey).

¹² Citizenship Survey 2007/08

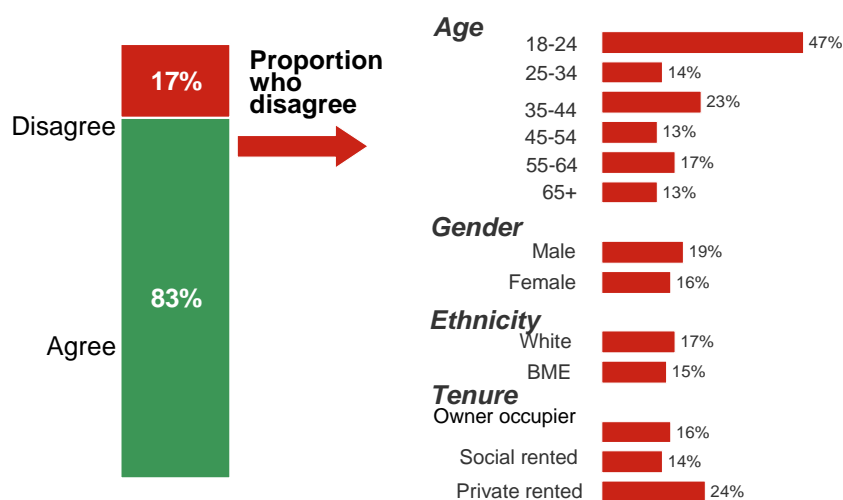
But, older people (as in South Norfolk) are more likely than younger people to think that their local area is cohesive. Cohesion is highest among those aged 75 or over (91%) and lowest among those aged 16-24 years (76%).

Overall, looking at the national picture, people from a minority ethnic background are more likely than white people to feel that their local area is a place where people from different backgrounds get on well together (83% compared with 81%).

In line with similar trends outlined so far, other drivers of positive views on this issue in South Norfolk are general satisfaction with the area, sense of belonging, ability to influence decisions, feeling of safety outside after dark as well as how the Council is perceived to be performing on information provision, dealing with anti-social behaviour and crime and responding to residents' concerns.

Whether people from different backgrounds get on well together (NI 1): Subgroup Analysis

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: All valid responses (114)



Belonging to neighbourhood

As a way of measuring cohesiveness in the local area, the Place Survey also asked residents about the degree to which they feel they belong to their neighbourhood (NI2).

On this indicator, which is calculated by the sum of very and fairly strongly, South Norfolk Council performs well. Over three in five of residents (68%) say they feel they belong to their immediate neighbourhood very or fairly strongly and nearly a third (32%) hold the opposite view (NI2=68%).

Perceptions on sense of belonging among South Norfolk residents are stronger than how people feel about this as a whole in Norfolk, i.e. the score for NI2 is well above the average for the County as illustrated in the following chart.

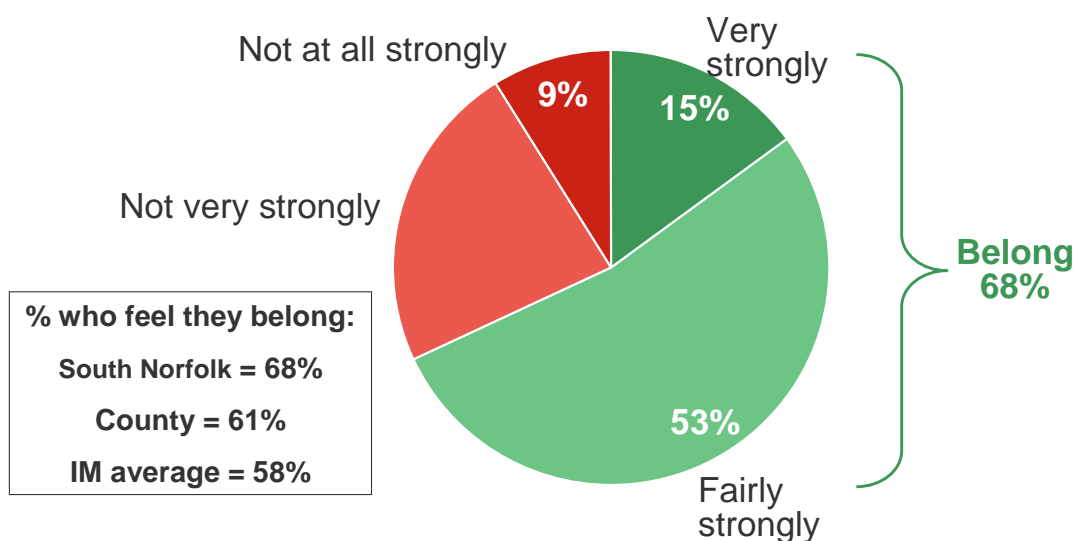
According to the Citizenship Survey, where this question is also asked, nationally there has been an improvement on this measure. According to the survey's latest figures, the proportion of people who feel they belong to their local area has moved up from 70% in 2003 to 75% in 2007/08¹³.

As it can be expected older people aged 65 or over, who are more likely to have lived in the same neighbourhood for a long time, have a stronger sense of belonging (80% vs. 68% overall). How people also feel about their area generally as well their perceptions of different aspects of the Council and importantly whether they belong to groups making decisions about the local area or have done voluntary work are related to the strength of their sense of belonging to the neighbourhood.

¹³ Direct comparison with the Citizenship Survey are indicative only due to the different methodology used (face-to-face survey).

Belonging to neighbourhood (NI 2)

Q How strongly do you feel you belong to your immediate neighbourhood?



Ipsos MORI Base: All valid responses (1140).



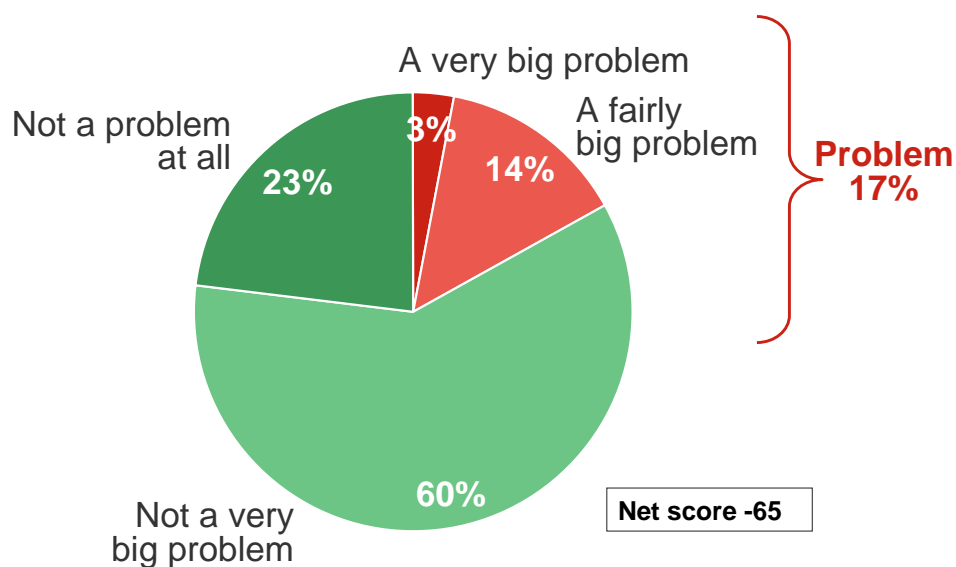
Respect and consideration

As part of its stance on community cohesion, local authorities and their partners are encouraged to take action to promote strong communities with shared values where local people treat one another with respect and consideration (NI 23). Accordingly, residents were asked about how much of a problem they think there is with people not treating each other with respect and consideration.

Positively, the majority of South Norfolk residents (83%) *disagree* that people are not treating each other with respect and consideration and around one in six (17%) *agree* this is a problem in the local area. The score for NI23 is 17.3%, i.e. those who consider this problem to be a very or fairly big problem.

People being treated with respect and consideration (NI 23)

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



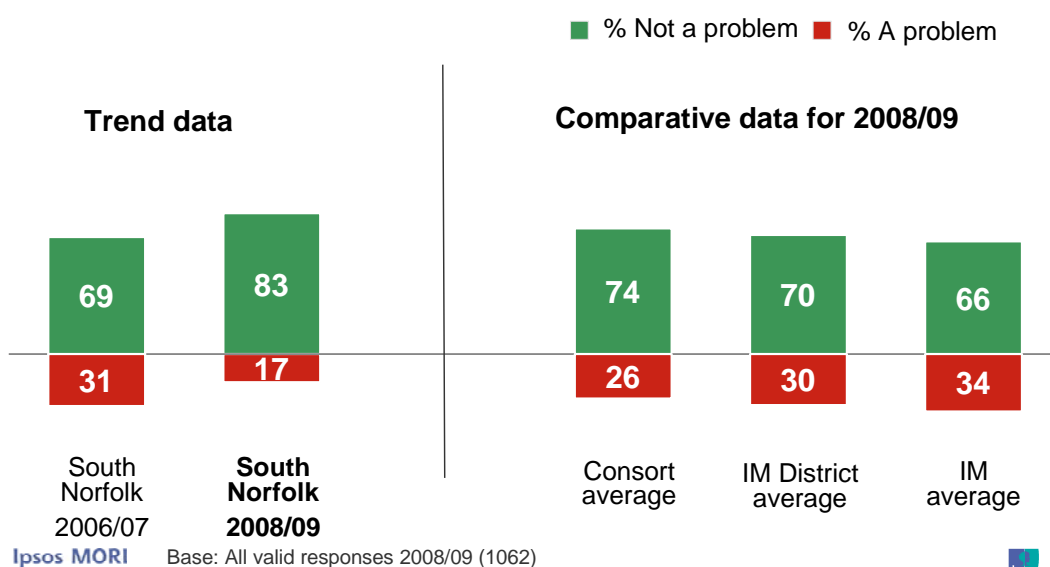
Ipsos MORI Base: All valid responses (1062)



Compared to the average for Norfolk as a whole, South Norfolk Council performs better on NI23 (i.e. fewer people consider this as a problem). There appears to be a big improvement on this measure since 2003/04, however, this finding should be treated with caution due to a difference in asking this question in the 2003/04 BVPI survey (i.e. among other anti-social behaviour problems which was more likely to yield negative views).

People being treated with respect and consideration (NI 23): Comparative data

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



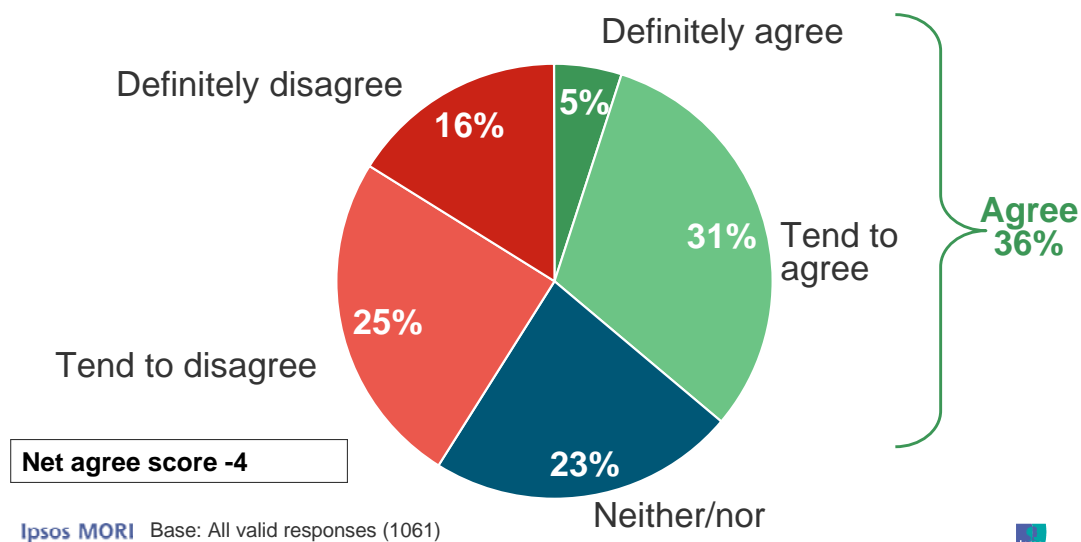
Parents taking responsibility

Local authorities and their partners and being encouraged to use a range of tools to encourage and support effective parenting and to take action to ensure that parents are held responsible where their children behave in an unacceptable manner. As such, the Place Survey asked residents about the degree to which they agree or disagree that parents take enough responsibility for the behaviour of their children in the local area (NI 22).

This survey shows that South Norfolk residents are more likely to have negative perceptions on this issue as opposed to other issues. There are more residents who *disagree* than agree that in their local area parents take enough responsibility for the behaviour of their children (41% vs. 36%). Nearly a quarter of residents (23%) do not take a view either way. The score on this indicator (NI22) is **36%**, which is the percentage of people who say definitely or tend to agree.

Parents taking responsibility (NI 22)

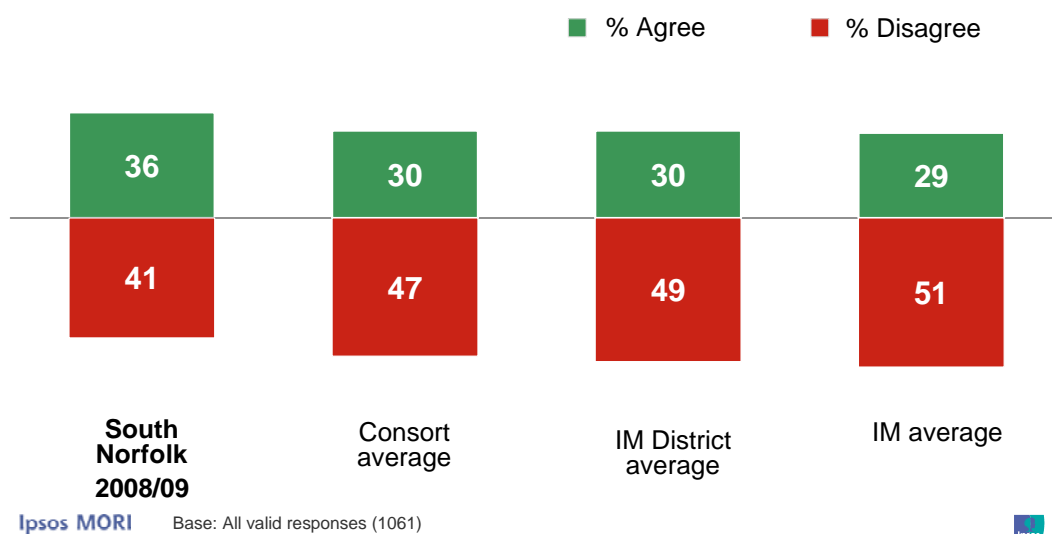
Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



In line with other measures, South Norfolk Council again is well above how other districts in Norfolk score on this indicator as well as the Ipsos MORI district and overall average.

Parents taking responsibility (NI 22): Comparative data

Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



4. Helping out and getting involved

Helping out in the local community through activities like volunteering, is one sign of a strong, active community. As such, civic participation and participation in regular volunteering form two of the new national indicators (NI 3 and 6), and are both measured through the Place Survey.

Civic participation

Local authorities want to better engage the more disadvantaged groups (such as women and those from ethnic or religious minority groups) in civic participation, as a means of encouraging a more empowered and inclusive society.

The vast majority of South Norfolk residents say they have not taken part in any of the following civic participation activities in the past 12 months. For those who have taken part, the most frequently mentioned activities including being a member of another group making decisions on services in the local community (7%), a groups making decisions on local health or education services (5%) and of another groups making decisions on local services for young people.

The NI 3 score, which is determined by the percentage of people who take part in at least one of any of the activities listed in the last 12 months, is **16%**.

Those who have participated in local area (NI 3)

Q In the past 12 months have you...

	% saying yes	Base
Been a member of another group making decisions on services in the local community	7	1090
Been a member of a group making decisions on local health or education services	5	1097
Been a member of a group making decisions on local services for young people	4	1091
Been a local councillor	3	1108
Been a member of a tenants' group decision-making committee	2	1087
Been a member of a decision-making group set up to regenerate the local area	2	1094
Been a member of a decision-making group set up to tackle local crime problems	1	1097

Overall civic participation (NI 3)* 16

Ipsos MORI Base: All valid responses. *Civic participation (NI3) is % of respondents who take part in at least one of any of the activities in last 12 months



Participation in regular volunteering

Volunteering is seen by government to have a key part to play in terms of promoting sustainable communities. There are clear links between increasing volunteering and a range of policies aimed at encouraging engagement of citizens in public services and policy, for example, as outlined in *Together We Can*¹⁴.

Regular volunteering is defined as taking part in formal volunteering at least once a month in the 12 months before the survey. It involves giving unpaid help through groups, clubs or organisations which support social, environmental, cultural or sporting objectives.

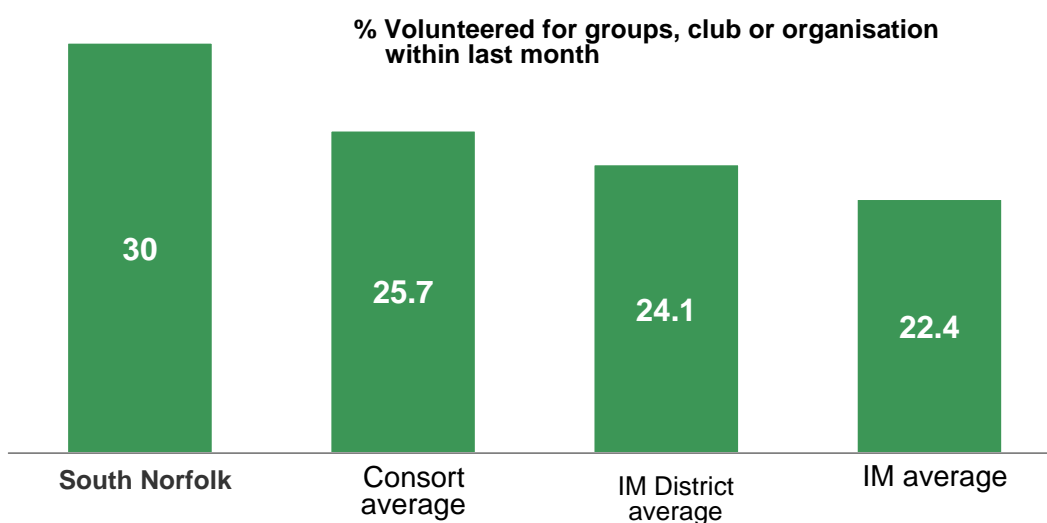
Around one in six of South Norfolk residents (18%) say that they have given unpaid help to a group, club or organisation at least once a week with the proportion rising to three in ten (30%) for those who volunteer at least once a month. Around half of residents (51%) say that they have not volunteered in the last 12 months.

The score for this indicator (NI6) is **30%**. This score is based on the percentage of people who volunteer at least at least once a month. Again, South Norfolk Council records a better performance on this indicator when compared with the average result for Norfolk as well as the results from the national Citizenship Survey, as illustrated in the following chart.

¹⁴ *Together We Can* is the government campaign to bring government and people closer together, encouraging public bodies to do more to enable people to influence local decisions. It is led by CLG and is closely linked to the Local Government White Paper's aim of giving local people and local communities more influence and power to improve their lives.

Regular volunteering: Comparative data

Q Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Ipsos MORI Base: All valid responses (1080).

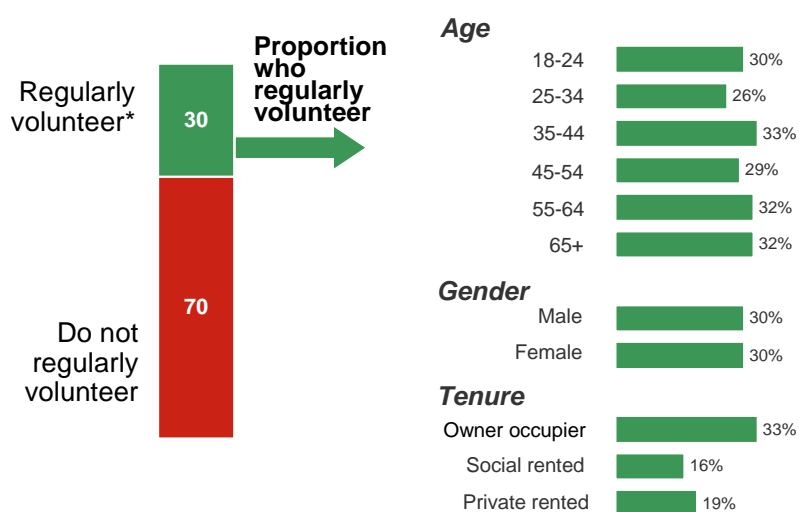


Volunteering – demographic analysis

Older people, those who are not in full-time work, people with a disability and residents who own their home are more likely to volunteer. What also influences participation in volunteering is being a member of a group making decisions about the local area, sense of belonging to a community, being positive about community cohesion as well as satisfaction with the local area as a whole.

Regular volunteering: Subgroup analysis

Q Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Ipsos MORI Base: All valid responses (1080). *Regular volunteering is volunteering for group, club or organisation within last month



5. Local decision-making

The Place Survey measures how well local authorities and their partners engage with local residents in the community, and the degree to which local residents believe they are able to influence decisions (NI 4).

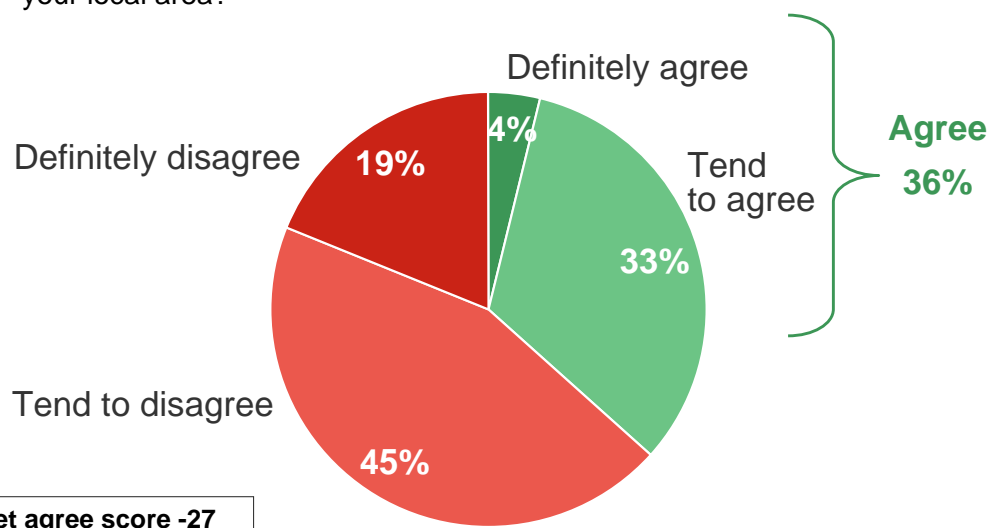
Only around a third of residents (36%) agree that they can influence decisions affecting their local area. This compares to more than three in four (64%) who disagree. The NI4 score is **36.3%**, which is based on the combination of those who definitely or tend to agree with this statement.

Older people aged 65 or above and those who are not in full-time work appear to be more likely to say that they can influence decision affecting their local area. It is also interesting to note that private tenants are significantly less likely to agree with this statement compared to social tenants and home owners.

In addition, the results show that residents are more likely to think they can influence decisions if they also believe that local public services act on their concerns, they are informed about local services, satisfied with the Council as a whole and think that the Council acts on anti-social behaviour and crime successfully.

Influencing decisions (NI 4)

Q Do you agree or disagree that you can influence decisions affecting your local area?



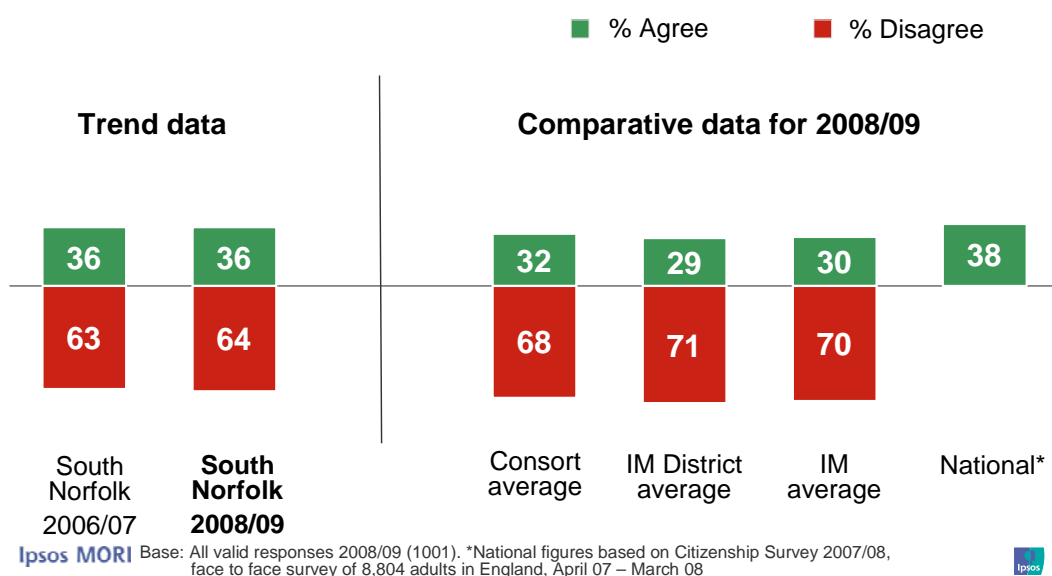
Ipsos MORI Base: All valid responses (1001)



Perceptions related to this measure have remained unchanged since the BVPI survey in 2003/04 when this question was asked. However, it is a very positive finding that the NI4 score for South Norfolk Council is above the Norfolk county average, Ipsos MORI norm and the national average from the Citizenship Survey¹⁵.

Influencing decisions (NI 4): Contextual data

Q Do you agree or disagree that you can influence decisions affecting your local area?



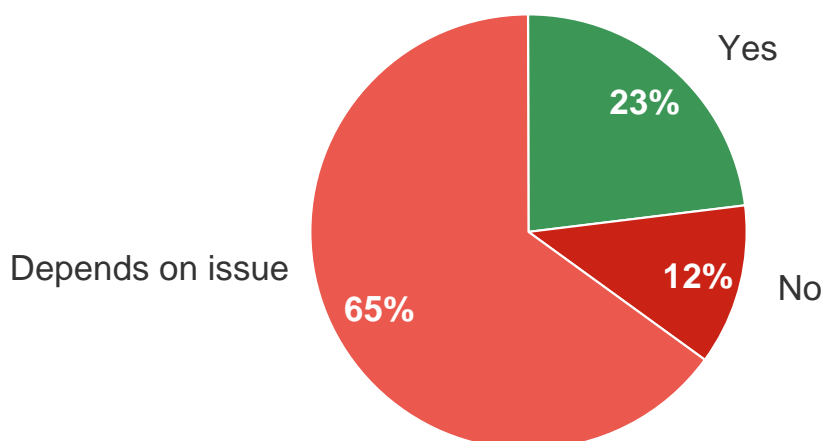
¹⁵ Comparison with the Citizenship Survey is indicative only due to the different methodology used (face-to-face survey).

Around quarter of residents (23%) say they would like to be more involved in the decisions that affect their local area. Very few (12%) are not interested in getting involved. However, the majority (65%) are willing to get involved depending on the issue.

It is an interesting finding to note that those who would like to get more involved are those who are generally less satisfied with the Council, less positive on the work of local public sector organisations in the area as well as those *disagree* that they can influence decisions or that community cohesion is good in the local area. Younger people aged 25-34 years old are also more likely to want to get involved.

Getting more involved

Q Generally speaking, would you like to be more involved in the decisions that affect your local area?



Ipsos MORI Base: All valid responses (1097)



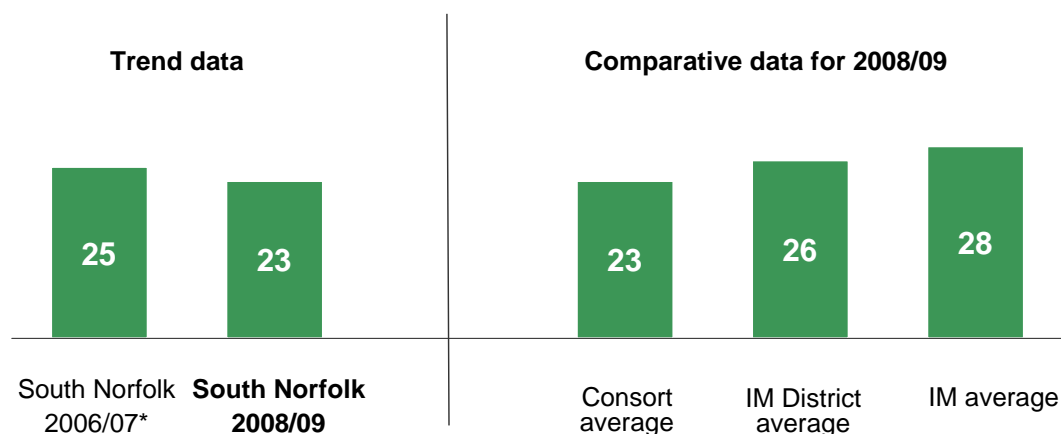
Despite the fact that the proportion of people who would like to get involved in decision-making has stayed the same, fewer say that they do not want to get involved (5 percentage points down) and more say they would like to get in involved depending on the issue (6 percentage points up).

South Norfolk performs in line with other Norfolk districts on this measure but is below the Ipsos MORI overall and district norms.

Getting more involved: Contextual data

- Q Generally speaking, would you like to be more involved in the decisions that affect your local area?

% saying they want to get more involved



Ipsos MORI Base: All valid responses 2008/09 (1097). *Note wording for 2006/07 BVPI question '... more involved in decisions **your Council makes** that affect your local area'



6. Information provision

Good information and communication are important elements of service delivery. For decades, a key finding in all of Ipsos MORI's work has been that councils which do better at keeping people informed about services tend to be better regarded by local residents.

Being kept informed

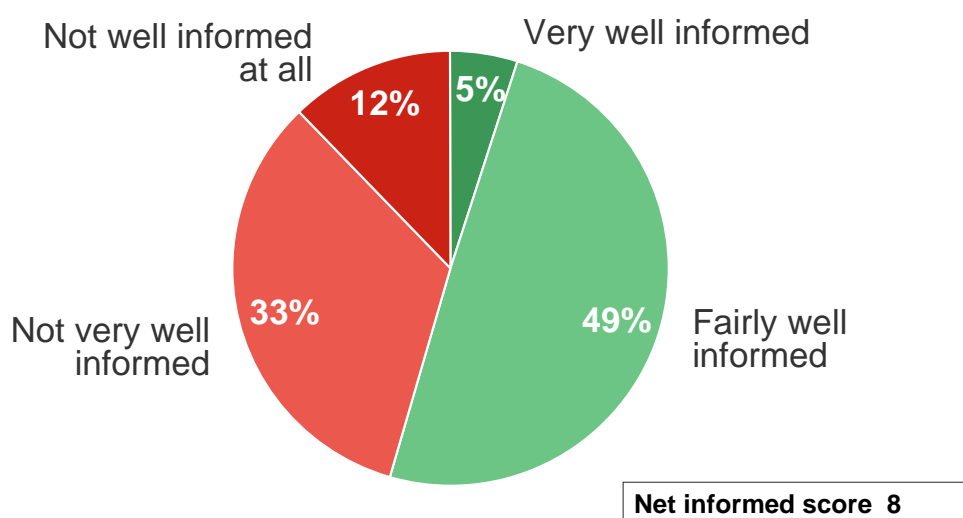
Residents were asked for their overall views about how well informed they feel about local public services overall. This differs from previous BVPI surveys where the emphasis has always been on information provided by the Council.

Over half of residents (54%) say they feel informed about local public services and the remaining proportion (45%) say they do not feel informed, including a significant proportion of residents (12%) who say that they do not feel well informed *at all*.

Satisfaction with information provision rises with age, with older residents aged 65 or above being most likely to say they feel informed (65% vs. 54% overall). By contrast private tenants are less likely to say that they feel informed about local public services. Satisfaction with information provision is also related to being satisfied with how the Council runs things.

Being kept informed

Q Overall, how well informed do you feel about local public services?



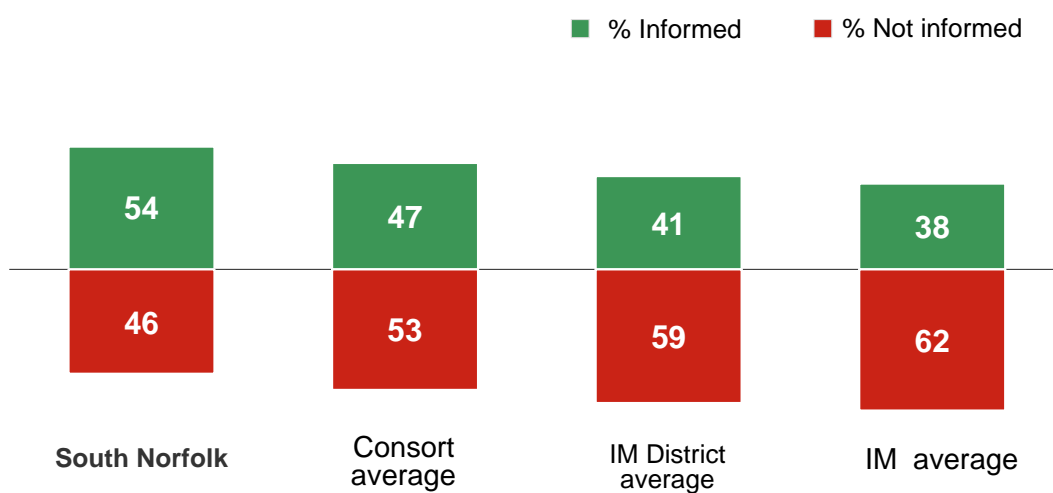
Ipsos MORI Base: All valid responses (1088)



South Norfolk Council scores above on this measure when compared to Norfolk as a whole where on average more people say they feel uninformed than informed.

Being kept informed: Comparative data

Q Overall, how well informed do you feel about local public services?



Ipsos MORI Base: All valid responses (1088)



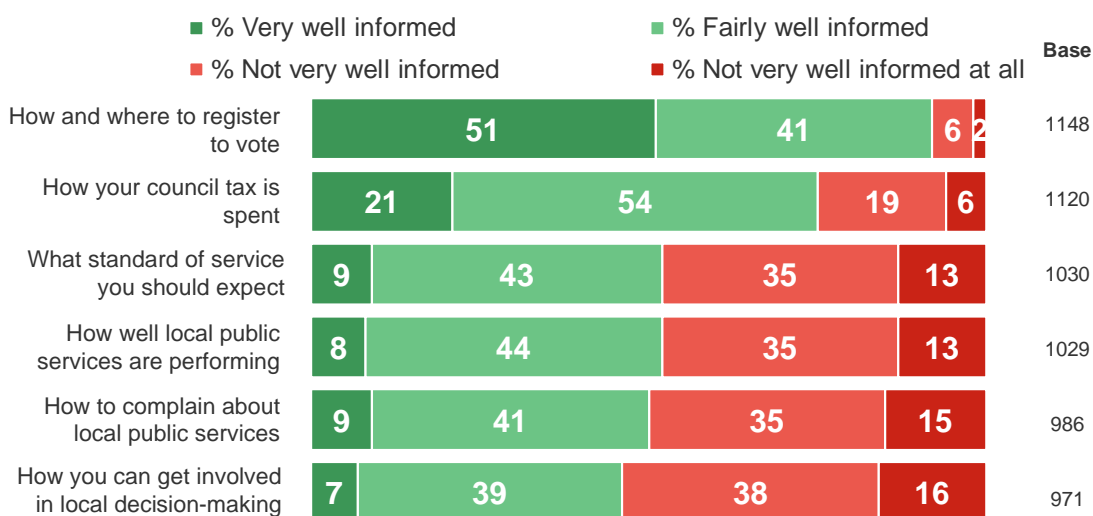
As well as being asked about how informed overall they feel, residents were asked about how well informed they feel about some other specific issues. The extent to which residents feel informed varies considerably when looking at different aspects of the Council's work.

Indisputably, residents say they feel most informed on how and where to register (92%), followed by how the Council tax is spent (75%). Considerably fewer residents, however, say they feel informed on how well local public services are performing (52%), what standard to expect from local public services (52%) and how to complain about services (50%).

Fewer than half of residents (46%) feel informed about how to get involved in local decision-making, which may be related to the fact that not very many people think they can influence local decision making, as outlined earlier (see section on NI4).

Being informed about key issues/ services

Q How well informed do you feel about each of the following?



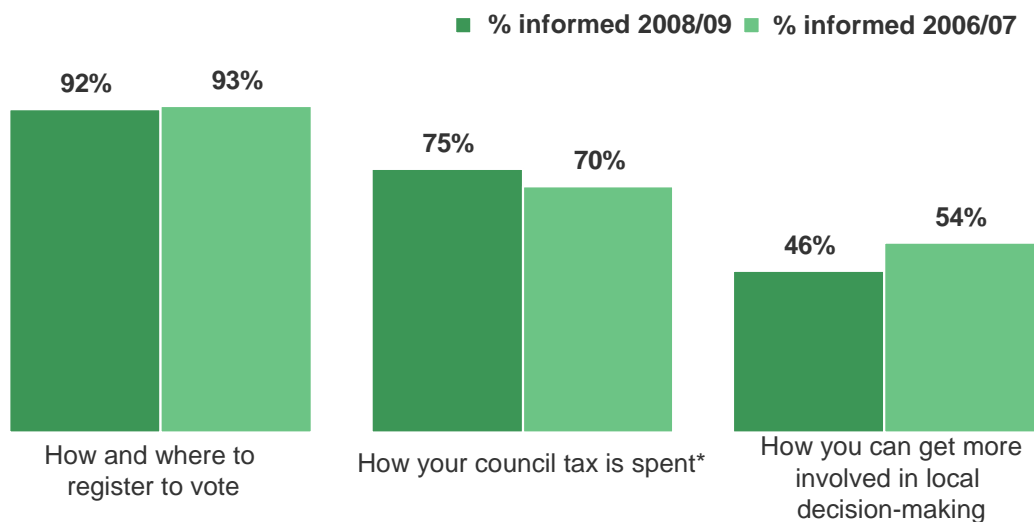
Ipsos MORI Base: All valid responses



Residents say they feel more informed that three years ago on how their Council Tax is spent (up 5 percentage points) but less informed on how they can get involved in local decision-making (-8). There has been no change in information provision satisfaction on how and where to register to vote.

Being informed - Trend data

Q How well informed do you feel about each of the following?



*Note: 06/07 question wording was 'What the Council spends its money on'

Ipsos MORI Base: All valid responses 2008/09



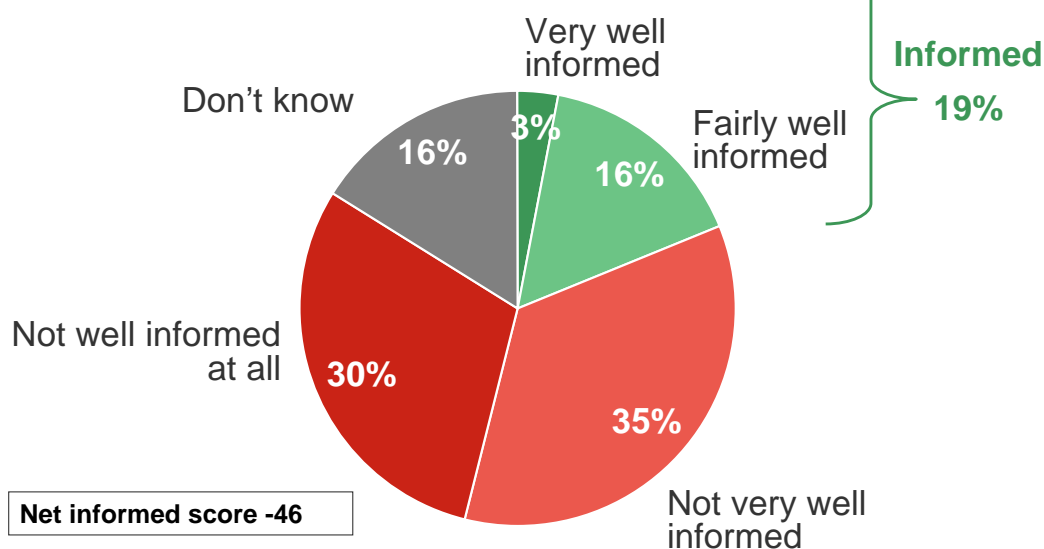
Awareness of civil protection arrangements

The Place Survey is responsible for providing information about how well informed residents are about civil protection arrangements and what they should do in the event of a large scale emergency in their local area (NI 37)

Compared to all other aspects of information provision measure, the area where residents feel least informed and where more information is needed is what to do in the event of an emergency. Only one in five residents say they feel informed (19%) about this issue. The NI37 score is **19.3%** and this is based on the percentage of people who are very or fairly well informed (without excluding don't knows from the base).

What to do in event of large-scale emergency (NI 37)

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



Ipsos MORI Base: All valid responses (1158). Note: 'don't knows' are included in the base calculations.

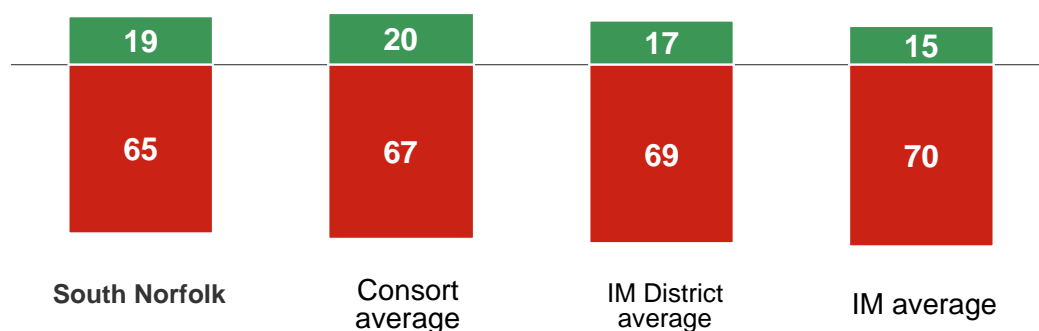


On this national indicator, South Norfolk scores in line with the average for Norfolk and the Ipsos MORI district average.

What to do in event of large-scale emergency (NI 37): Comparative data

Q How well informed do you feel about... what to do in the event of a large-scale emergency?

■ % Informed ■ % Not informed



Ipsos MORI Base: All valid responses (1158)



7. Health

Local primary care trusts (PCTs) are jointly responsible for delivering health and well being for local communities with local councils and other agencies, through the Local Area Agreement and LSP. Subjective measures of health and well being are an important indicator of the general health of the population and are used to measure progress in improvements to general health and well-being in the local area.

Accordingly, residents were asked to provide a self-reported measure of their general health.

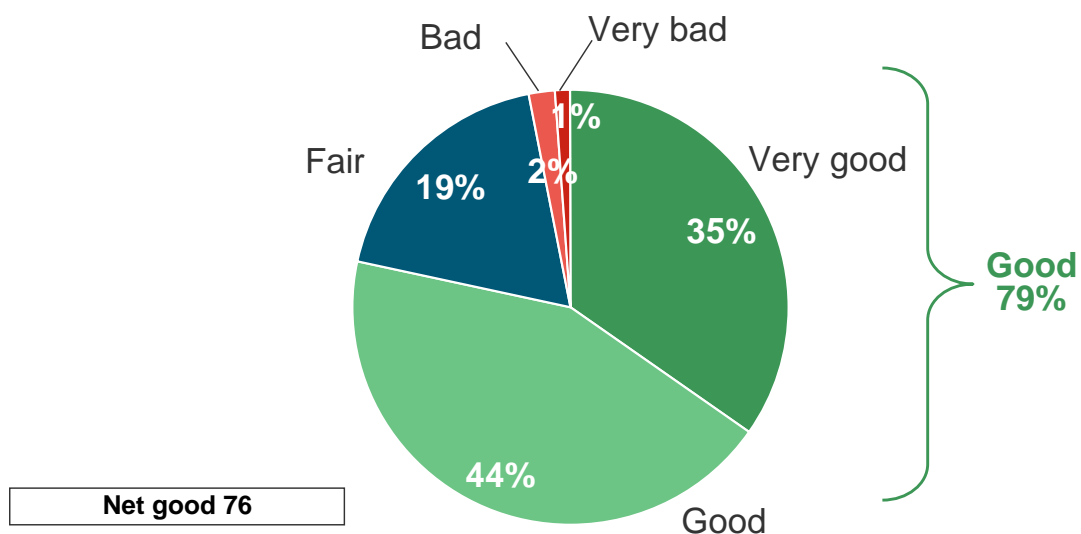
Nearly four in five residents (79%) say their health is good or very good, with over a third (35%) rating their health as *very good*. Around a fifth of residents (20%) see their health as fair and only a very small proportion (3%) rate their health as bad or very bad.

The score for this national indicator (NI 119) is **78.8%**, which is the percentage of people who say their health is very good/good.

Levels of self reported health and well being differs significantly across age and tenure with younger and middle age groups and those who own their home more likely to be positive about their health (93% and 81% respectively) compared to residents aged 55 or above and social tenants (67% and 60% respectively) who are less likely to rate their health as good or very good.

Self reported health and well being (NI 119)

Q How is your health in general? Would you say it is...



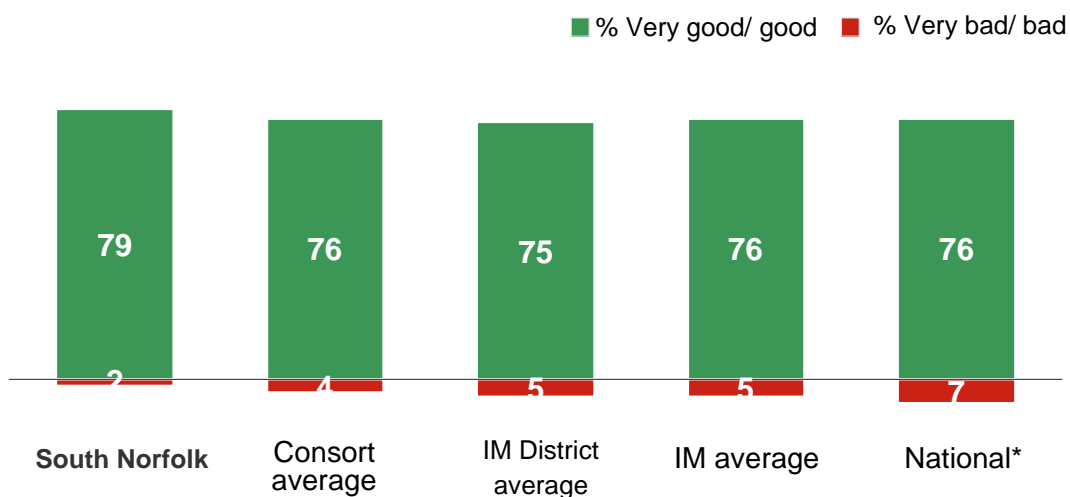
Ipsos MORI Base: All valid responses (1147)



Positively, as shown in the following chart, South Norfolk outperforms Norfolk County as a whole and the Ipsos MORI district average. South Norfolk is also above the overall Ipsos MORI average.

Health and well being (NI 119): Contextual data

Q How is your health in general? Would you say it is...



Ipsos MORI

Base: All valid responses (1147)

* National figures based on Health Survey for England 2006 (14,157 adults in England)



8. Local public services

Over the last five to ten years there has been a successful push towards greater partnership working, through the creation of local strategic partnerships (LSPs) and issue focused partnerships such as crime and disorder reduction partnerships and children's trusts. Local public sector agencies are now duty bound to ensure that they work together to deliver better outcomes for local people, with sustainable community strategies and Local Area Agreements at their heart.

As the Comprehensive Area Assessment comes into place in 2009, citizen perspectives about how well local public services – working together - are delivering on the ground will form an important element of how local public sector agency performance is measured.

As such, one of the key shifts seen with the new Place Survey, is the much greater focus on residents' views about local public services as a whole; in contrast to the old BVPI Surveys, which focused primarily on the function of the council.

Views about local public services

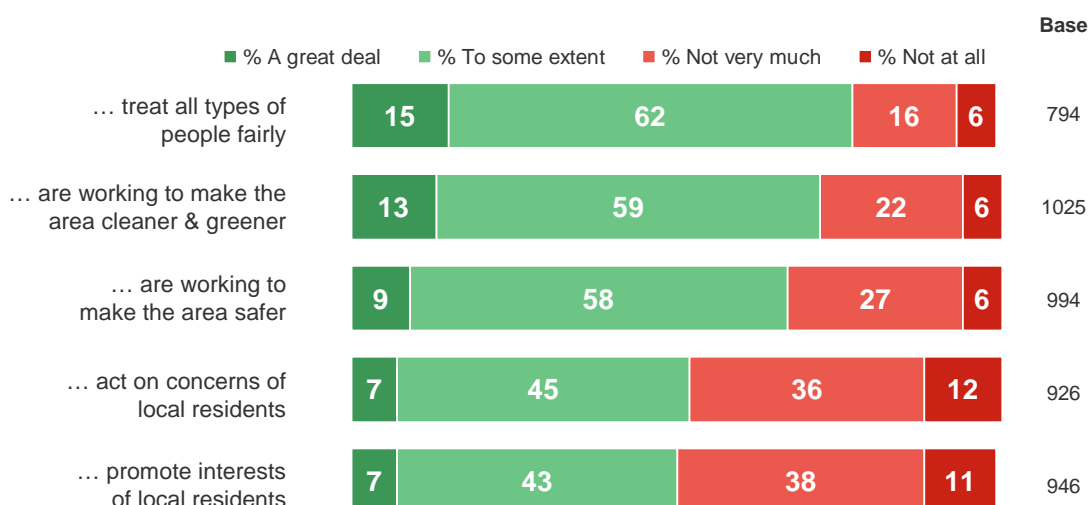
Residents seem to be most positive about the local public services treating all types of people fairly (77%) and are working to make the area cleaner and greener (72%). Around two thirds of residents (67%) see the local public services as working to make the area safer, which is a positive finding in light of the fact that crime is one of the most important quality of life issues for residents.

Fewer residents, however, say that local public services act on the concerns of local residents (51%) and promote the interests of local residents (50%). This is in line with other findings that residents who tend not to feel they can influence decisions affecting their local area (NI 4) and that the police and other local public services do not deal with issues in the local area or seek people's views (NI 21 and NI 27).

Social tenants are significantly more positive than other tenants that local public services promote the interests of residents (65% vs. 50% overall) or act on the concerns of residents (66% vs. 51% overall).

Views about local public services

Q To what extent do you think that these statements apply to public services in your local area?



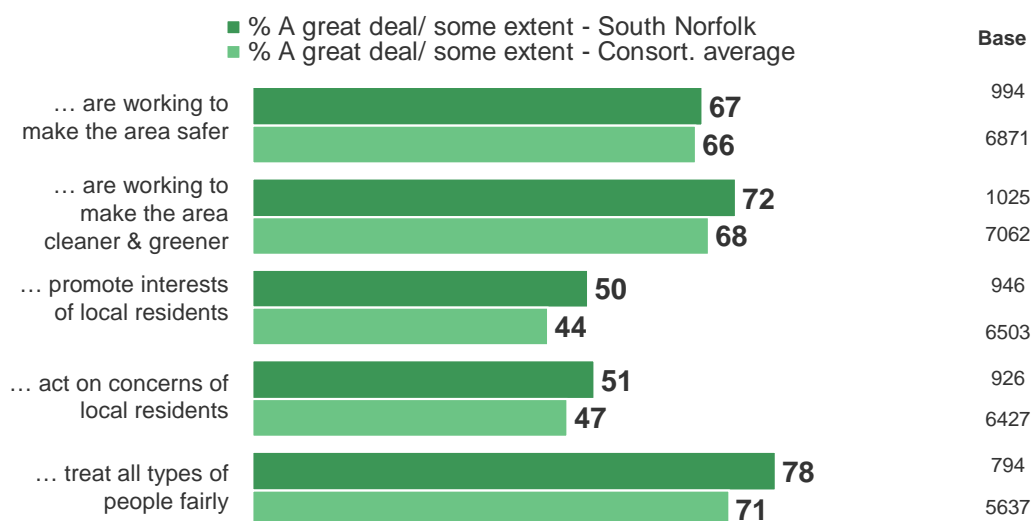
Ipsos MORI Base: All valid responses



Local public services are rated better in South Norfolk compared with the average for Norfolk as a whole as illustrated in the chart below, with the exception of their performance on working to make the area safer, where the Council is rated in line with Norfolk consortium.

Views about local public services: Comparator analysis

Q To what extent do you think that these statements apply to public services in your local area?



Ipsos MORI Base: All valid responses



Satisfaction with local public services

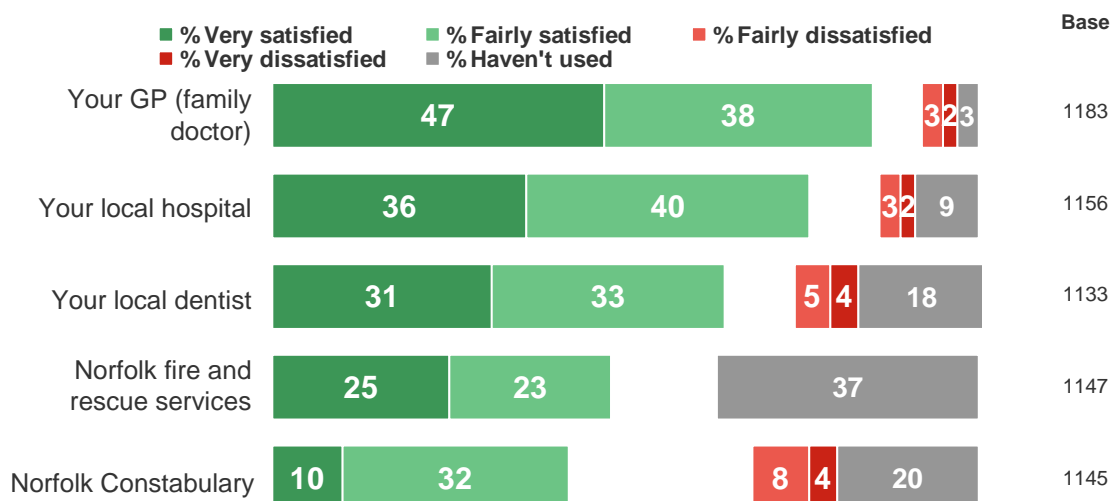
Among the five services listed below, by far, the highest level of satisfaction among South Norfolk residents is with their GP (85% satisfied). Around three quarters of residents (76%) say they are satisfied with their local hospital and nearly two thirds (64%) with their local dentist. Satisfaction with the above three services is higher than satisfaction with South Norfolk Council, which stands at 55%, a general trend Ipsos MORI has found in various local government in the past.

While Norfolk Fire and Rescue Service and Norfolk Constabulary record the lowest level of satisfaction (48% and 42% respectively), this is more likely to be a reflection of the fact that these services are less frequently used and residents are unable to form an opinion as a result on this rather than a true reflection of their performance.

Overall, older people aged 65 or above are more likely than the rest to say they are satisfied with the above services (perhaps coming from the fact that they are more frequent users of the services). Social tenants report higher level of satisfaction with Norfolk Constabulary compared to home owners and private renters.

Satisfaction with local public services

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



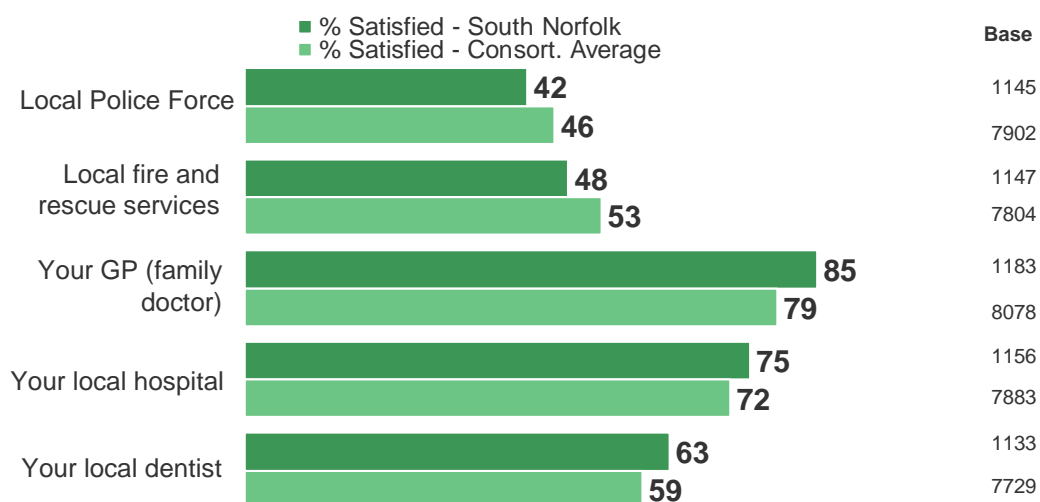
Ipsos MORI Base: All valid responses



South Norfolk residents consistently rate services higher than the Norfolk consortium average but the Police and Fire Services slightly lower, as shown in the following chart.

Satisfaction with local services, including council: Comparator analysis

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



Ipsos MORI Base: All valid responses



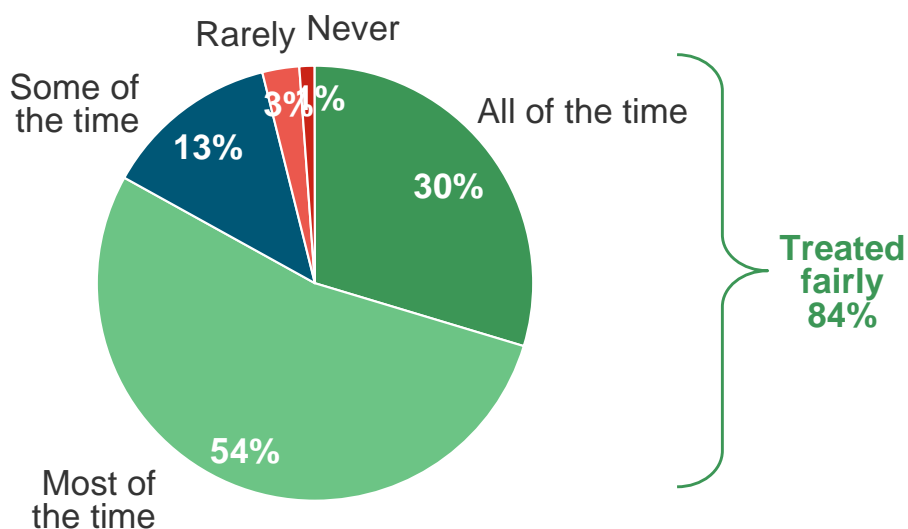
Local public services – respect and consideration

The degree to which people say they have been treated with respect and consideration by local public services forms one of the new national indicators (NI 140). Local authorities and their partners want to narrow the gap between perceptions of different groups in the community.

Encouragingly, over four in five residents (84%) say that they have been treated with respect and consideration by their local public services in the last year. Only 3% say they have rarely or never been treated fairly. This question forms the national indicator NI 140, which is **83.8%**, calculated by adding the percentage of people who say all or most of the time on this question.

Treated with respect and consideration by local public services (NI 140)

Q In the last year would you say that you have been treated with respect and consideration by your local public services?



Ipsos MORI Base: All valid responses (973)

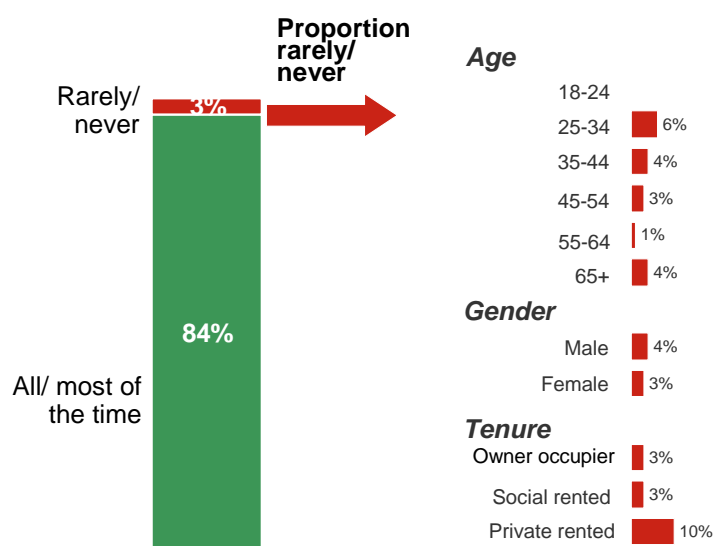


Following the chart below, it is clear that older people aged 65 or above are more likely to say they have been treated fairly by local public services. On the other hand, these views are less likely to be held among residents who rent their homes from a private landlord.

Other factors related to higher rating on this aspect include general satisfaction with the area and community cohesion, perceptions on ability to influence local decision-making as well as satisfaction with the Council and information provision about local public services.

Treated with respect and consideration by local public services (NI 140): Subgroup Analysis

Q In the last year would you say that you have been treated with respect and consideration by your local public services?



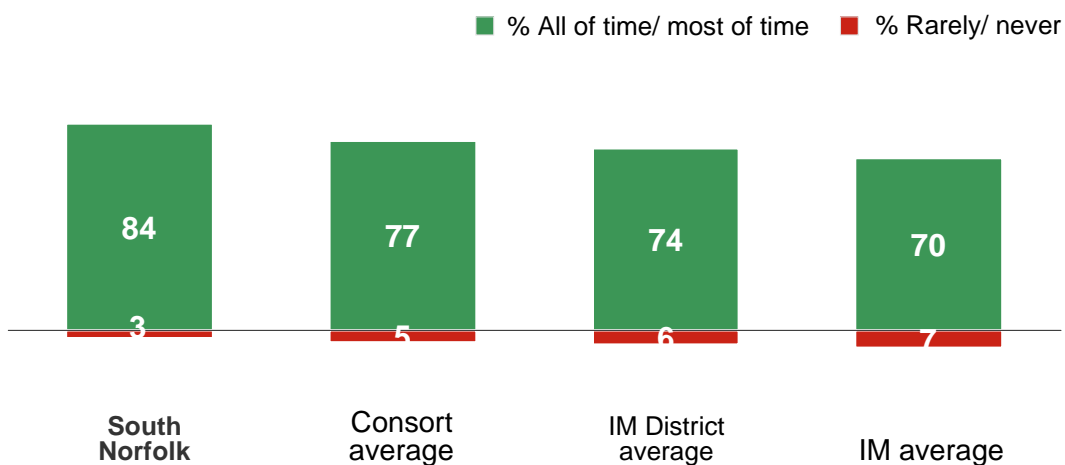
Ipsos MORI Base: All valid responses (30)



South Norfolk Council records higher performance on NI 140 on all available norms for this measure, including the Norfolk consortium average and Ipsos MORI district and overall average.

Treated with respect and consideration by local public services: Comparative data

Q In the last year would you say that you have been treated with respect and consideration by your local public services?



Ipsos MORI Base: All valid responses (973)



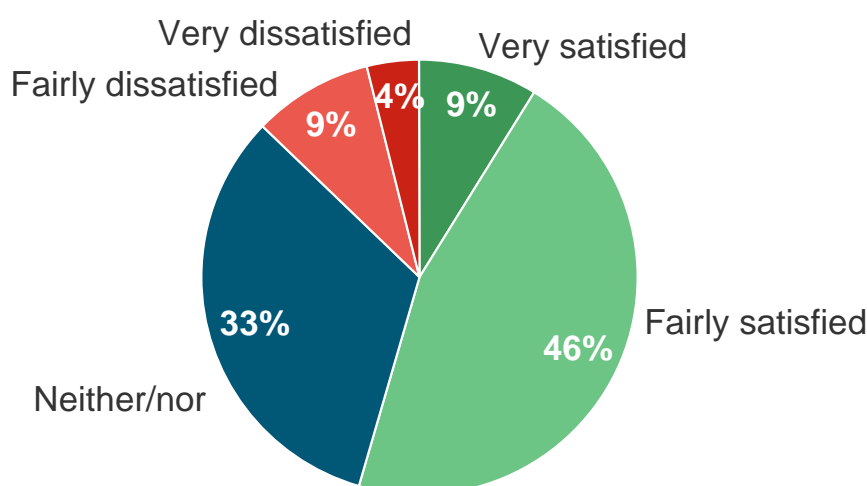
9. Council services

Satisfaction with council

Over half of South Norfolk residents (55%) say they are satisfied with the way South Norfolk Council runs things. Around one in eight residents (12%) express dissatisfaction and a third (33%) remain neutral. As outlined earlier in this report, compared with other public services in the area, satisfaction levels with the Council are lower than satisfaction with GP services, local hospitals and dentists but are higher than the ratings for Norfolk Constabulary and Norfolk Fire and Rescue Service.

Satisfaction with Council

Q Taking everything into account, how satisfied or dissatisfied are you with the way South Norfolk Council runs things?



Ipsos MORI Base: All valid responses (1078)



Satisfaction increases among older people aged 55 or over but is lower among residents who rent their home from a private landlord.

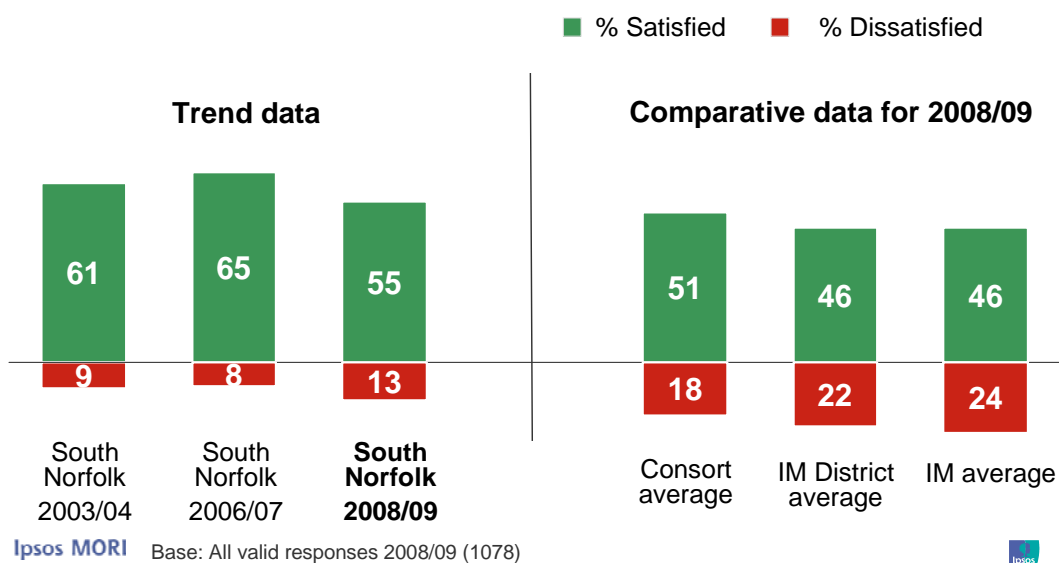
Satisfaction with the Council is also driven by perceptions about whether the Council provides value for money, information provision, ability to influence local decision-making and perceptions that local services deal with anti-social behaviour and crime successfully.

In contrast to the positive trends outlined in the report so far, satisfaction with the Council is one of the aspects where South Norfolk has seen a decline. Since the BVPI survey in 2006/07, satisfaction with the Council has fallen by 10 percentage points and

is also lower than the level recorded in 2003/04. It should be noted, however, that this is not unique to South Norfolk but has been a typical trend for the country as a whole. Furthermore, South Norfolk Council is actually above the average for Norfolk and significantly higher than the average for other districts surveyed by Ipsos MORI, as shown in the following chart.

Satisfaction with council: Contextual data

Q Taking everything into account, how satisfied or dissatisfied are you with the way South Norfolk Council runs things?



Value for money

A key driver of the reputation of all councils is whether or not residents believe they get value for money. Ipsos MORI has found that this has a much stronger relationship with overall satisfaction than actual council tax levels overall – and is based in part on how well a council demonstrates (and communicates) to the community what it provides for tax payers' money

On average, four in five residents (42%) agree that South Norfolk Council provides good value for money as opposed to one in five (22%) who disagree. Over a third of residents (37%), however, are unable to give an answer either way.

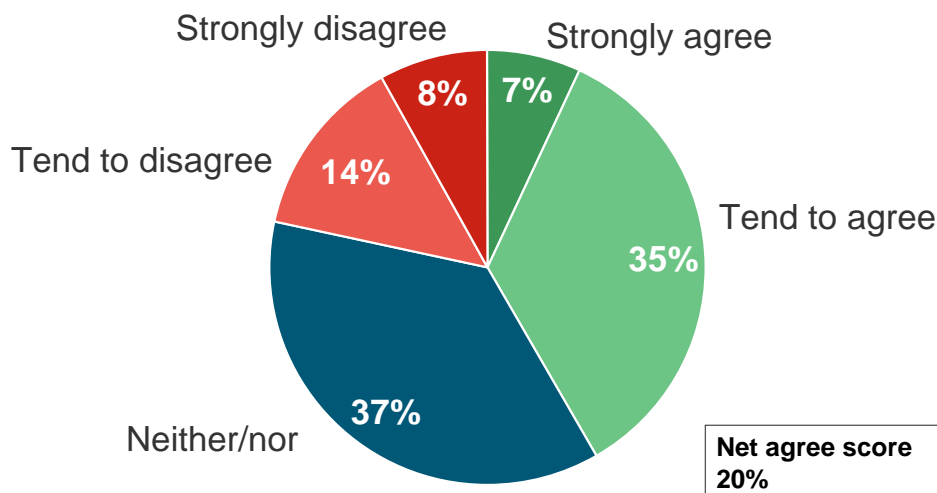
Perceptions on the Council providing value for money are more likely to be positive than the overall among older people aged 65 or over, social tenants and residents who have a disability (56%, 62% and 49% vs. 42% overall) but less positive among private tenants (32% vs. 42% overall).

What also makes residents more likely to agree that the Council provides value for money includes:

- Satisfaction with the Council;
- Local services dealing with anti-social behaviour and crime;
- Information provision; and
- Influencing local decision-making.

Value for money

Q To what extent do you agree or disagree that South Norfolk Council provides value for money?



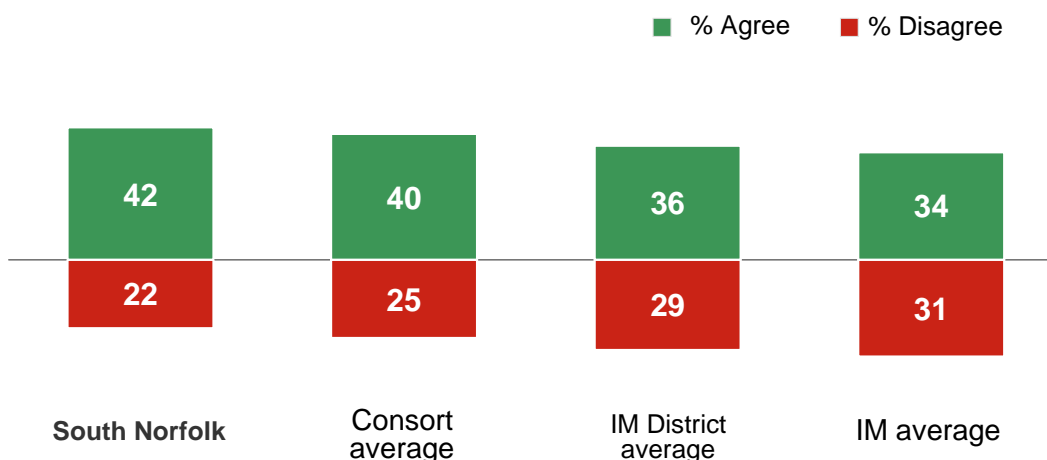
Ipsos MORI Base: All valid responses (1019)



What the following chart shows is that South Norfolk residents' perceptions on value for money for are in line with what residents in other Norfolk districts say but are more positive on this aspect when compared to other districts and all authorities as a whole, surveyed by Ipsos MORI.

Delivering value for money: Comparative data

Q To what extent do you agree or disagree that South Norfolk Council provides value for money?



Ipsos MORI Base: All valid responses (1019)



Support for older people

The Place Survey asked residents for their views on whether older people in the locality are getting the support and services they need to live independently, to inform a new national indicator (NI 139).

Nearly three in ten residents (28%) agree that older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to and one in six (16%) disagree with this statement. The NI 139 score equals the percentage of people who agree (i.e. **28%**).

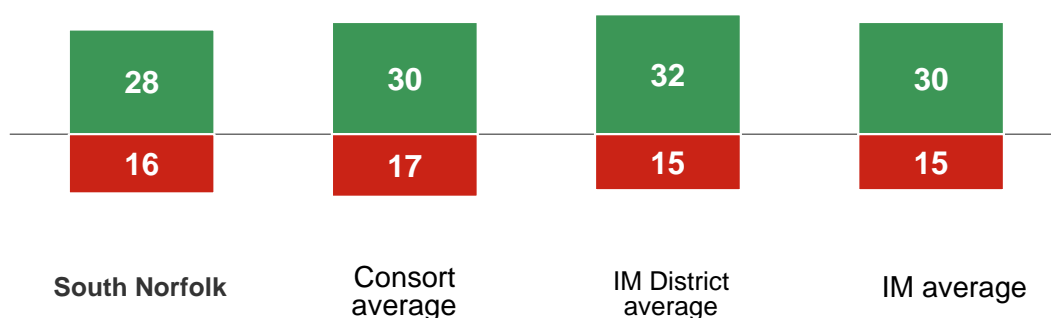
Among those who agree with the above statement, older residents and social tenants are more likely to express this view compared with the rest (35% and 44% vs. 28% overall).

South Norfolk Council performs in line with Norfolk consortium norm and the overall Ipsos MORI average for this measure, however, it is slightly below the Ipsos MORI district average.

Support for older people (NI 139)

Q In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?

■ % Yes ■ % No



Ipsos MORI Base: All valid responses (1150). Note: 'don't knows' are included in the base calculations



Service satisfaction

Overall, the findings from the Place Survey show that there has been a decline in satisfaction with a number of services since 2006/07 such as sports and leisure facilities, parks and open spaces, refuse collection, doorstep recycling and street cleanliness. This downward trend, however, is a reflection of what is happening nationally. Levels of satisfaction have increased for libraries, museums and galleries and theatres and concert halls. Satisfaction with most services remains in line with or above the average for Norfolk consortium and the Ipsos MORI district average.

Satisfaction with culture and recreation

Residents say they are most satisfied with libraries (74%) and parks and open spaces (66%) but they are less satisfied with sport and leisure facilities (44%), theatres and concert halls (44%) and museums and galleries (41%).

The biggest increase in satisfaction is for theatre and concert halls (+11 percentage points), followed by museums and galleries (+5 points) and libraries (+3 points). On the other hand, satisfaction has markedly fallen for sports and leisure facilities (-11 percentage points), followed by parks and open spaces (-3 points).

South Norfolk Council performs **above the average** for Norfolk for:

- Sports and leisure facilities.

South Norfolk is **in line with the norm** for Norfolk for:

- Parks and open spaces and
- Libraries.

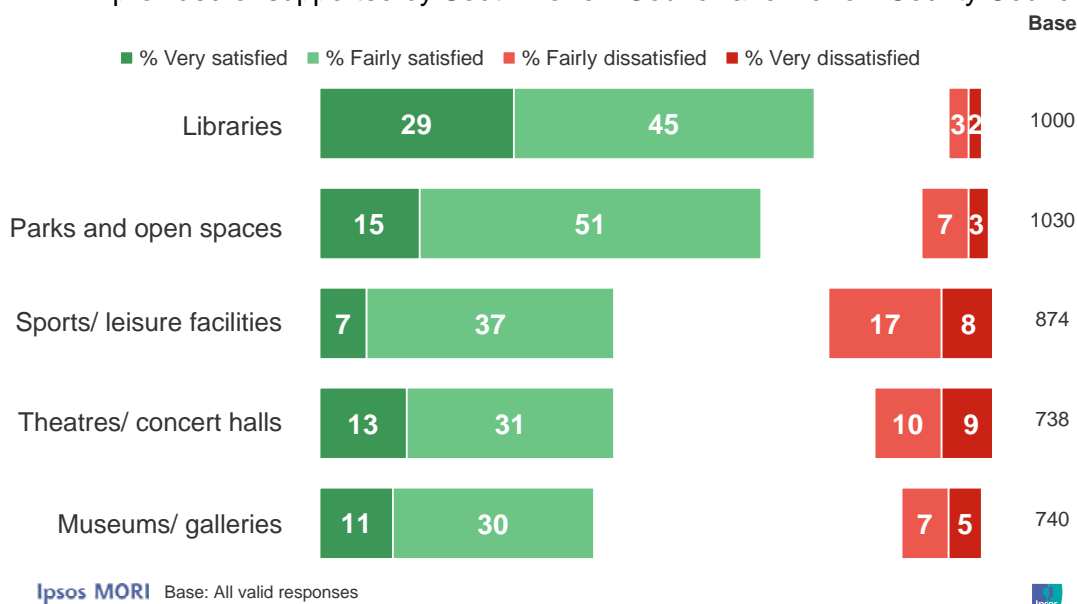
The Council is **below the norm** for Norfolk for:

- Museums and galleries and
- Theatres and concert halls.

The report appendices provide full details on trend data and comparison to norms with other authorities.

Satisfaction with culture and recreation

Q How satisfied or dissatisfied are you with each of the following services provided or supported by South Norfolk Council and Norfolk County Council?



Satisfaction with environmental services

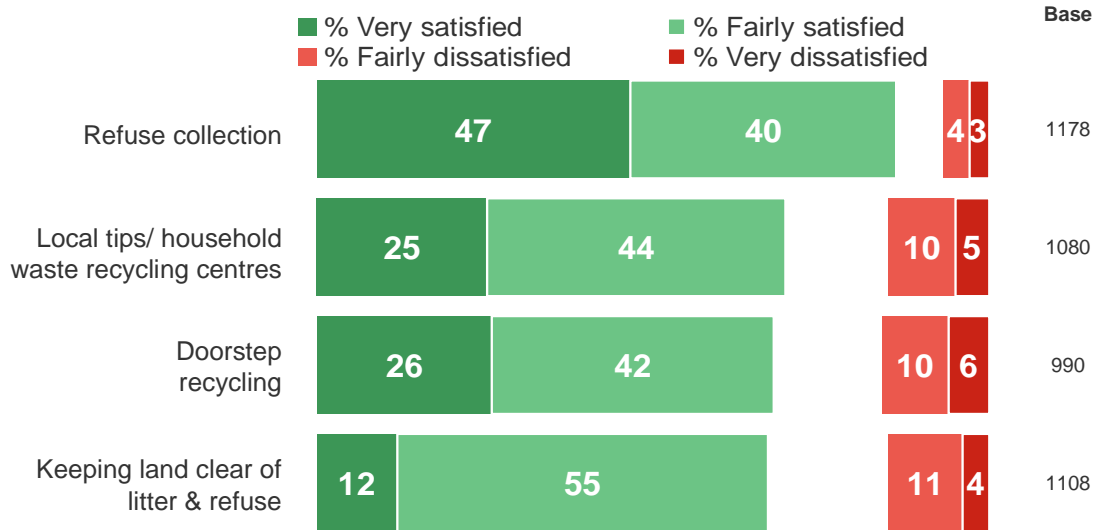
Among the environmental services provided in South Norfolk, residents say they are most satisfied with refuse collection (87%). Levels of satisfaction are lower for local tips/recycling centres (69%), doorstep recycling (68%) and keeping public land clear or litter and refuse (67%).

Satisfaction with refuse collection has fallen slightly since the last BVPI survey in 2006/07 (-3 percentage points) but as shown above, the level of satisfaction with this service remains very high. However, significantly fewer residents in 2008 say they are satisfied with doorstep recycling (-18 points) and keeping public land clear or litter and refuse (-16 points) compared to the previous BVPI survey. It should be noted, however, that the change in satisfaction may be partly be due to the change of wording from previous surveys where residents are asked about the service for collection or recycling *overall*.

Despite the downward trends in satisfaction for the above environmental services, South Norfolk Council performs above the Norfolk and Ipsos MORI district average for keeping land clear, refuse collection and recycling centres and is in line with the norm for Norfolk for doorstep recycling. As before, full details on trend data and comparison to norms with other authorities are appended with this report.

Satisfaction with environmental services

Q How satisfied or dissatisfied are you with each of the following services provided or supported by South Norfolk Council and Norfolk County Council?



Ipsos MORI Base: All valid responses



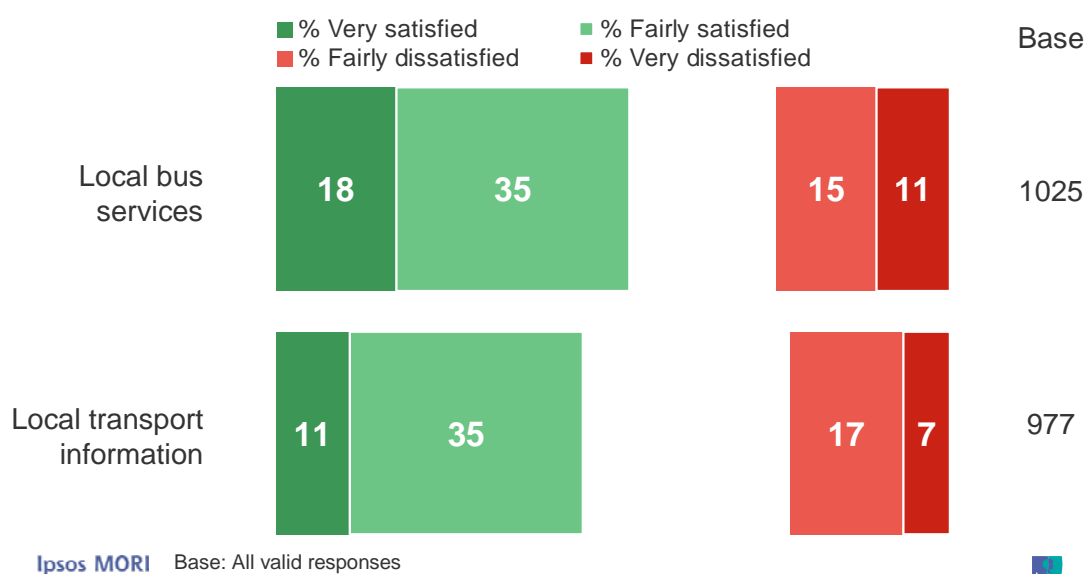
Satisfaction with local transport

Overall, around half of residents say they are satisfied with local transport in South Norfolk with 53% saying they are satisfied with local bus service and slightly fewer residents (46%) with local transport information. One in four express dissatisfaction with both services (26% and 24% respectively).

South Norfolk residents' satisfaction with the local bus service is higher than for Norfolk as a whole and is in line with Norfolk for local transport information.

Satisfaction with local transport

Q How satisfied or dissatisfied are you with each of the following services provided or supported by South Norfolk Council and Norfolk County Council?



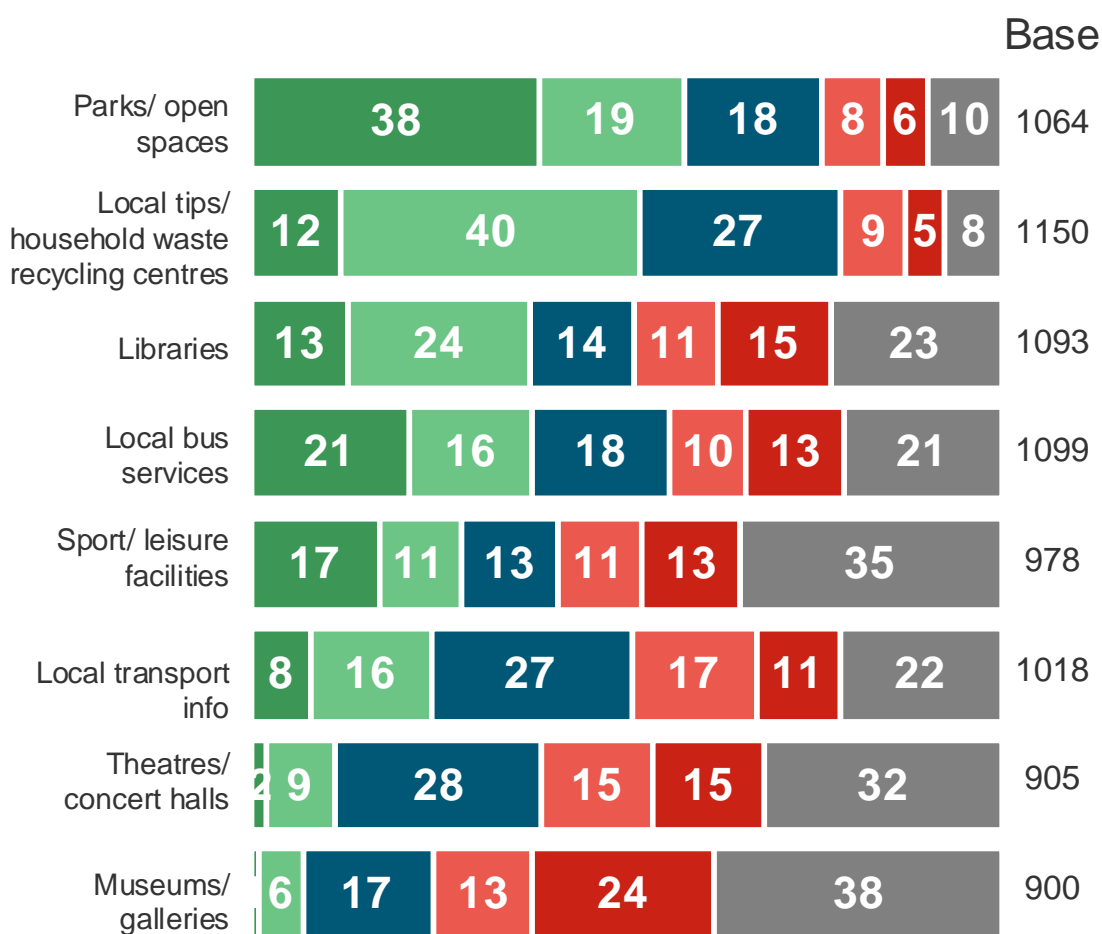
Service usage

Residents were also asked about the frequency with which they use a number of council services. The following chart indicates that the most frequently used services are local tips/recycling centres and libraries, followed by local transport information and local bus services, sports and leisure facilities and museums and galleries. Theatres/concert halls and parts and open spaces are the least used services among all services listed below.

Service usage

Q Please indicate how frequently you have used the following public services provided or supported by South Norfolk

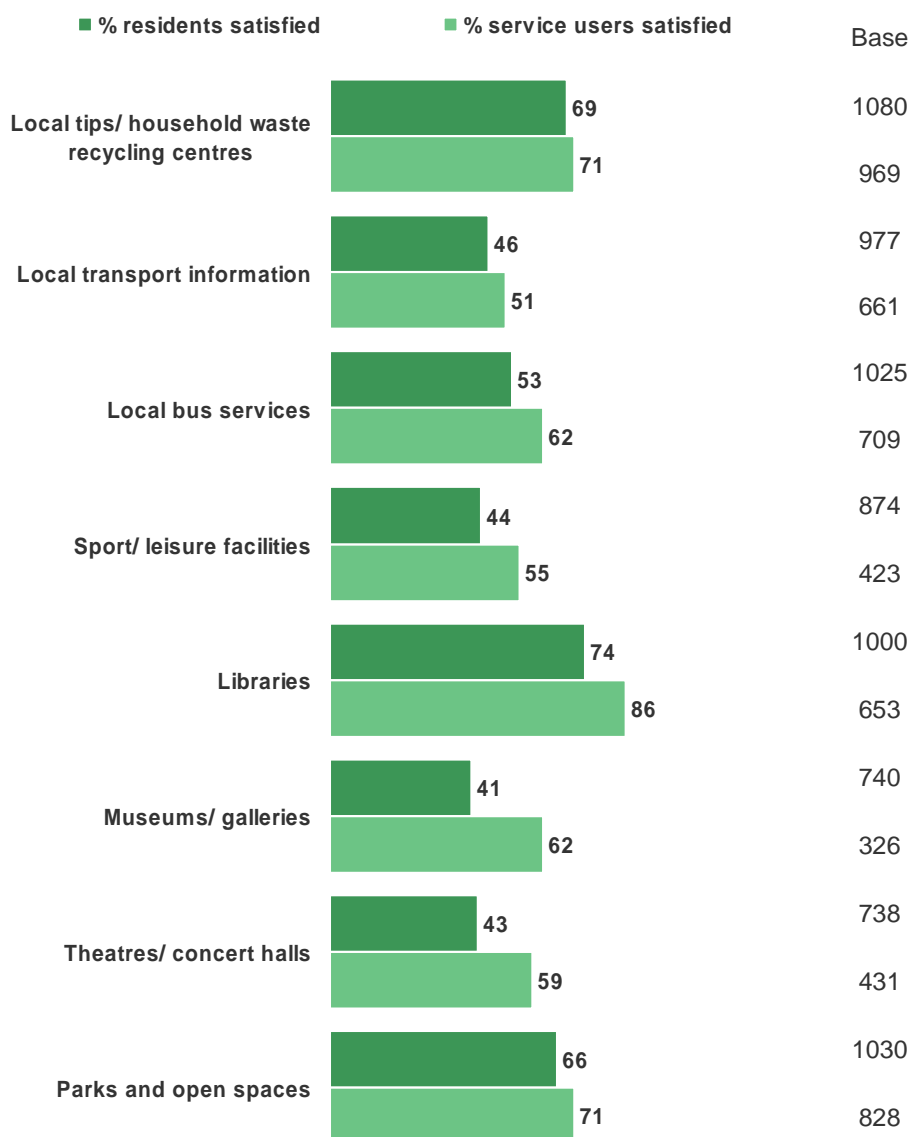
- At least once a week
- About once a month
- Within the last 6 months
- Within the last year
- Longer ago
- Never used



Service usage vs. satisfaction

In Ipsos MORI's experience, service users are generally more satisfied with services, and with the council itself, than non service users. This is also relevant in the case of South Norfolk as shown in the following chart. Service users are significantly more satisfied with museums/galleries, theatres/concert halls, sport/leisure facilities and libraries.

Satisfaction: residents overall vs. service users



Ipsos MORI

Base: All valid responses

Service users defined as all who have used service in past 12 months at Q9



Appendices

Appendix 1

Methodology

This appendix provides a detailed description of the methodology used for the Place Survey.

A postal self-completion methodology was prescribed by CLG for all 2008/09 Place Surveys.

Sampling

The sampling frame set out by the Audit Commission and Communities and Local Government (CLG) is the small-user Postcode Address File (PAF). As the government wishes to be able to compare results across local areas, it specified that data on all of the indicators must be collected using the principle of random selection. This meant that each of the residents in the sampling frame should have an equal, calculable and non-zero probability of being selected to receive a questionnaire.

CLG and the Audit Commission required a minimum of 1,100 returns to the questionnaire. Based on previous research conducted in South Norfolk (and knowledge of response rates to the BVPI surveys), Ipsos MORI selected a random sample of 3,000 addresses from the PAF file supplied by the Audit Commission in order to meet the 1,100 responses required.

The questionnaire

The new Place Survey questionnaire was designed and piloted by Ipsos MORI and CLG in early 2008. The resulting questionnaire 'template' comprised of a combination of questions which: i) would allow CLG and the Audit Commission to accurately measure the 18 citizen perspective national indicators collected through the survey, and ii) would measure levels of satisfaction and perceptions about other service and quality of life matters of interest to local authorities and their partners.

As a result, the questionnaire comprised of a mix of questions previously asked on the BVPI General User Satisfaction Survey (to allow for performance tracking against previous waves of the BVPI surveys), and new questions (some of which were drawn from national surveys such as the Citizenship Survey). A series of standard 'demographic' questions was also asked to enable results to be analysed by key

demographic groups (e.g. male versus female, age and ethnic group), to assess the level of engagement with the survey from different members of the community, and to weight the data by demographic characteristics (see later section).

Altering the wording of questions or omitting questions was prohibited since it would reduce the ability to make comparisons with other local authorities using the same questionnaire.

To meet the requirements of the Data Protection Act, CLG and the Audit Commission specified that a covering letter stating the purpose for which the data was being collected must be sent with each questionnaire. The wording used in the covering letter was derived from CLG and Audit Commission guidance, although this was amended slightly to reflect the requirements of South Norfolk Council. It was not possible to personally address letters to a named resident of the household as the PAF was the sampling frame used. Letters were therefore addressed to “Dear local resident”. As the target population specified is all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over completed it.

A number of steps were taken in order to encourage a good response rate to the survey. The guidance stipulated that “authorities should take all reasonable steps to maximise their response rates”:

- The front page of each questionnaire was branded with the logos of South Norfolk Council, Norfolk County Council, Intran (Translation Services) and Ipsos MORI, and contained a covering letter from David White, Chief Executive at Norfolk County Council and George Rivers, Chief Executive of South Norfolk Council (for the initial cover letter), Andy Radford, Acting Chief Executive of South Norfolk Council (for the first reminder cover letter) and Sandra Dinneen, Chief Executive of South Norfolk Council (for the second reminder cover letter).
- Details of the dedicated Ipsos MORI Place Survey Helpdesk were provided with the covering letter. Respondents were able to ask questions and request a large print questionnaire through the telephone and e-mail Helpdesk. In some instances questionnaires were conducted over the telephone in English where respondents were unable to complete a written questionnaire (in accordance with the Place Survey guidance).
- In order to encourage response from Black and Minority Ethnic (BME) communities, information was provided with the questionnaire in local

community languages, which set out how residents whose first language was not English could take part in the survey. These respondents were either invited to complete a translated version of the questionnaire or – where this was not available in their particular community language – a trained Ipsos MORI interviewer carried out the survey over the telephone in the relevant language.

- In line with the guidance, two reminder mailings of the questionnaire were also sent out to those residents who had yet to respond to the survey. The covering letter was adjusted to reflect the fact that it was a reminder, whilst still meeting data protection requirements.
- All questionnaires were distributed through the UK Royal Mail postal system. In addition, respondents were required to return their completed questionnaires using the pre-paid envelope provided with the questionnaire.

Fieldwork

The guidance required that fieldwork for the surveys take place between 29 September and 19 December 2008. Local authorities were required to commence mailing out the initial questionnaire and covering letter from the 25 September, and reminder mailings from the 15 October 2008.

For South Norfolk Council, the breakdown in mailings was as follows:

- The first mailing was sent 3,000 addresses on 25 September 2008.
- A second mailing to 2,401 addresses (or 80% of the original sample) was sent on the 28 October 2008.
- The third and final mailing was sent to 2,071 addresses (or 69% of the original sample) on the 19 November 2008.

Fieldwork was finally closed on the 19 December, as per the guidance.

Survey Management System (SMS)

Returned questionnaires were booked in on a daily basis. The number of valid and void returns – known as ‘deadwood’ (e.g. those not completed because they were sent to derelict, demolished, business or vacant addresses) - was recorded in the Ipsos MORI Survey Management System. This allowed for the daily calculation and monitoring of response rates, and to ensure that reminder mailings were not sent to deadwood addresses. The use of the SMS also helped to ensure that only households who had not returned a completed questionnaire would be sent a reminder.

Data processing and upload

All questionnaires returned by respondents were processed through a scanning and manual verification procedure, enabling a more reliable and faster turnaround time than manual data entry.

Unweighted data was then provided in the data and metadata templates supplied by the Audit Commission. These were submitted to the Audit Commission for weighting. Weighted data was then returned from the Audit Commission for subsequent analysis.

Response rates and sample profile

A maximum +/- 3 percentage points at the 95 per cent confidence level is required to calculate the national indicators collected in the Place Survey. With this in mind, CLG and the Audit Commission required each local area to achieve a minimum sample size of 1,100 completed Place Survey questionnaires. The achieved sample size is based on the total number of respondents to the survey as a whole, and not the number of respondents to individual questions. (The lowest number of responses to achieve this level of confidence for each question is 808.)

Further guidance on statistical reliability is provided in Appendix 2.

The **overall unadjusted response rate**¹⁶ achieved from the main sample was **40%** - representing 1,206 returned questionnaires from an original sample of 3,000 addresses.

The **overall adjusted response rate**, removing incomplete responses and all non-effective addresses, achieved from the main sample was **41%** - representing 1,206 valid questionnaires from an effective sample of 2,980 addresses (20 non-effective addresses).

The methodology summary in the main body of this report sets out how the response rate for South Norfolk Council compares to other councils.

Weighting

As well as maximising the response rate overall it is also important, particularly when analysing survey responses, to consider how the responses received compare with the local population as a whole. As noted previously, if certain groups in the survey are under-represented, it may generate results which are not representative of the wider population.

CLG and Audit Commission guidance outlines weighting as a way of tackling the issue of over- and under-representation of certain demographic groups in the sample. Therefore, to generate results which would be more representative, data was weighted by the Audit Commission using a standard weighting scheme.

Weighting was applied by CLG's data processing supplier, Cobalt Sky. The appropriate weight for each individual respondent contained in the dataset was applied after submission of the raw unweighted data to the Audit Commission.

The principles of the weighting scheme used are available on the Place Survey website. In the first instance, data was weighted by sex, age and ethnicity to the known profile of the Borough, as recorded in the 2006 Census mid-year population estimates¹⁷, and then by a further weight to adjust for household size.

¹⁶ The unadjusted response rate does not allow for invalid or business addresses, vacant properties, etc. which will be an element of any sample drawn from the Postal Address File, as well as incomplete responses. The adjusted response rate does take these into account however.

¹⁷ Gender, age and ethnicity figures based on ONS 2006 sub national population projections; the data is an interpolation between the projections for mid-2008 and mid-2009.

Ensuring quality

Ipsos MORI places great emphasis on quality assurance and associated policies, and on data protection. The quality of data is assured through checks embedded in the scanning process. The software used is set up to only accept valid responses. With all tick box information, the confidence or tolerance of the scanning software is set at a tested level and anything outside this confidence level is filtered through to a human verification process. In the verification process any questionable responses are highlighted and subsequently confirmed or corrected. All responses which contain text were also sent for verification.

In addition, all data outputs were given thorough checks by both the Ipsos MORI data analysts and research executive teams.

Confidence intervals

The base size – i.e. the number of respondents providing a valid response – was different for each question answered in the Place Survey. On the basis of all respondents who answered each question (as specified by CLG and the Audit Commission), and assuming that the confidence interval is unaffected by the survey response rate, the overall margin of error for this survey therefore ranges from +1.5% to +3.5%. The specific margin of error for each national indicator measured through the survey is set out in the following table. Further explanation about confidence intervals is provided in Appendix 2.

National indicator	Indicator	Base size	Confidence Interval
NI1	% of people who believe people from different backgrounds get on well together in their local area	714	+/- 2.7%
NI2	% of people who feel that they belong to their neighbourhood	1,140	+/- 2.7%
NI3	Civic participation in the local area	1,058	+/- 2.2%
NI4	% of people who feel they can influence decisions in their locality	1,001	+/- 2.9%
NI5	Overall/ general satisfaction with the local area	1,192	+/- 1.6%
NI6	Participation in regular volunteering	1,080	+/- 2.7%
NI17	Perceptions of anti-social behaviour	1,142	+/- 1.5%
NI21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	1,101	+/- 2.6%
NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	1,061	+/- 2.9%
NI23	Perceptions that people in the area treat one another with respect and consideration	1,062	+/- 2.3%
NI27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	1,130	+/- 2.6%
NI37	Awareness of civil protection arrangements in the local area	1,158	+/- 2.3%
NI41	Perceptions of drunk or rowdy behaviour as a problem	1,026	+/- 2.2%
NI42	Perceptions of drug use or drug dealing as a problem	880	+/- 2.3%
NI119	Self-reported measure of people's overall health and wellbeing	1,147	+/- 2.4%
NI138	Satisfaction with people over 65 with both home and neighbourhood	407	+/- 3.5%
NI139	The extent to which older people receive the support they need to live independently	1,150	+/- 2.6%
NI140	Fair treatment by local services	973	+/- 2.3%

It is important to note that the above confidence interval calculations relate only to samples that have been selected using strict random probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

Appendix 2:

Guide to statistical reliability

The residents who took part in the Place Survey are only a sample of the total "population" of residents in South Norfolk, so we cannot be certain that the figures obtained are exactly those that would have been reached were everyone had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The following illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	\pm	\pm	\pm
100 responses	6	9	10
200 responses	4	6	7
500 responses	3	4	4
1,000 responses	2	3	3
1,206 responses	2	3	3

For example, with a sample size of 1,000 where 30% give a particular answer, the chances are, 19 in 20 that the "true" value (i.e. the one which would have been obtained if the whole population had been interviewed) will fall within the range of ± 3 percentage points from the survey result (i.e. between 27% and 33%).

When results are compared between separate groups within a sample (e.g. males versus females), different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant" - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90% ±	30% or 70% ±	50% ±
100 vs. 100	8	13	14
200 vs. 200	6	9	10
500 vs. 500	4	6	6
500 vs. 1,000	3	5	5

It is important to note that, strictly speaking, the above confidence interval calculations relate only to samples that have been selected using strict probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

Appendix 3

Council service satisfaction and usage – trend and comparator analysis

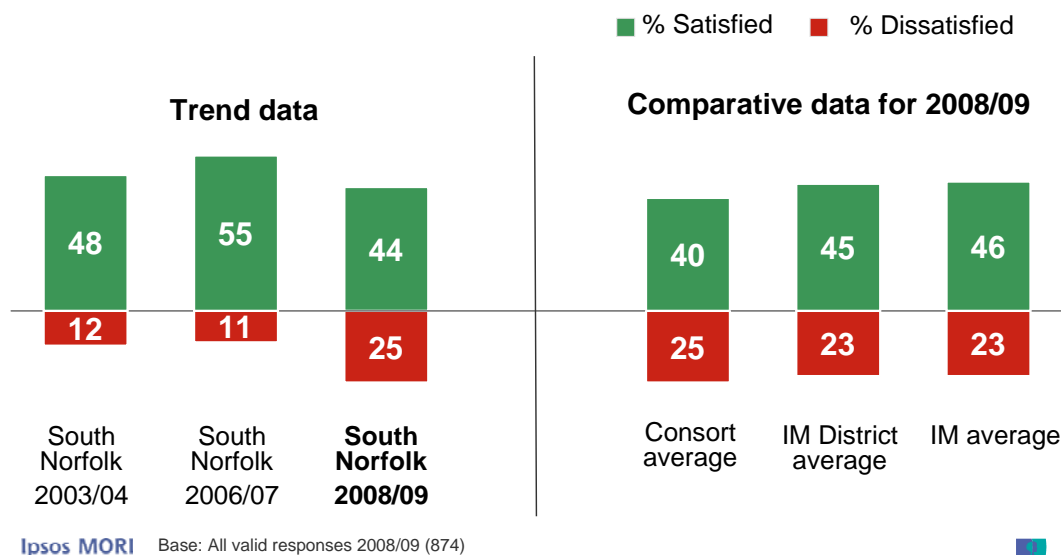
Additional charts have been produced to provide more details on service satisfaction and usage, including how the area compares to others, and how perceptions have changed over time.

Culture and recreation

Sports and leisure

Sports and leisure: Contextual data

Q How satisfied or dissatisfied are you with... **sport/ leisure facilities?**

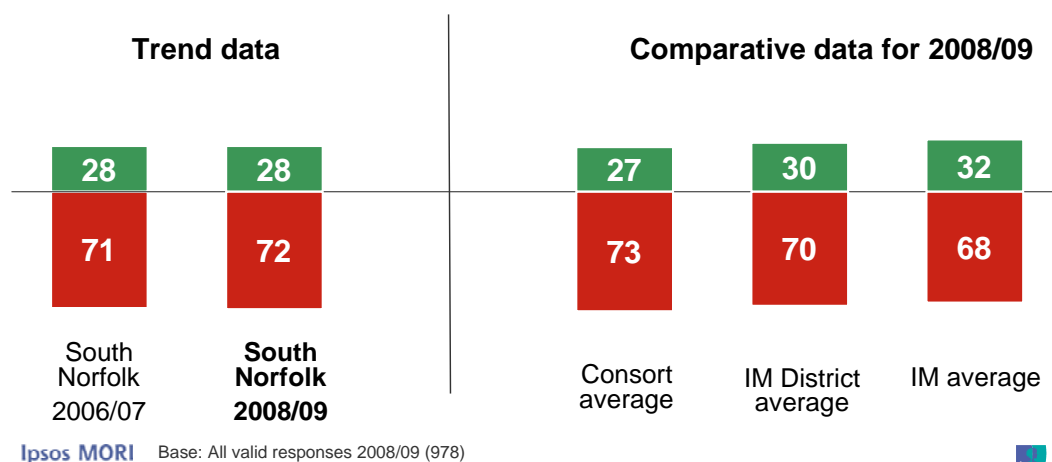


Sports/ leisure facilities usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by South Norfolk Council and Norfolk County Council

Sports/ leisure facilities

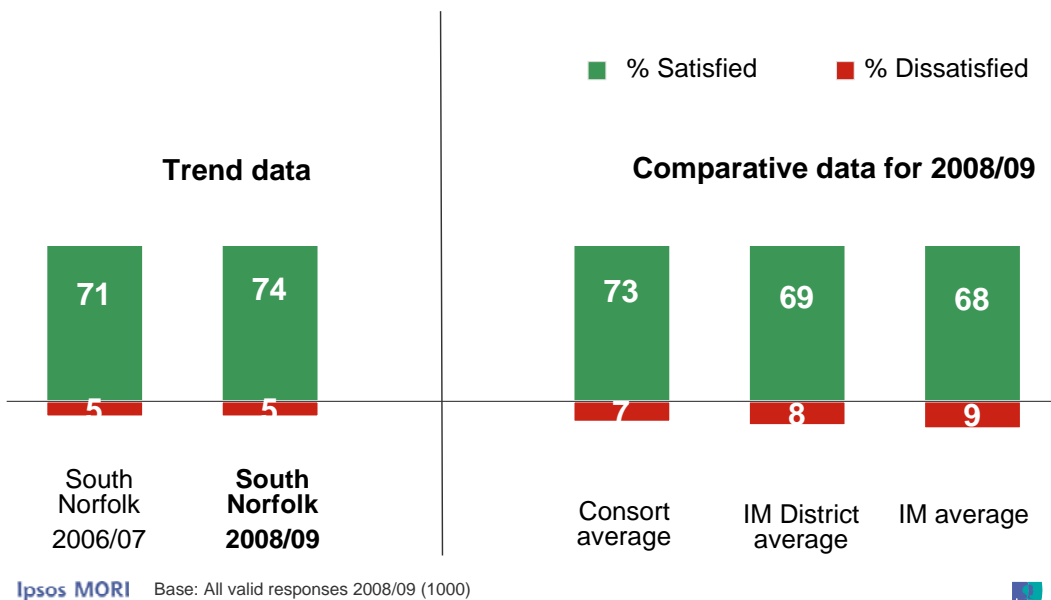
■ % At least once a month
■ % Less than once a month/ never used



Libraries

Libraries: Contextual data

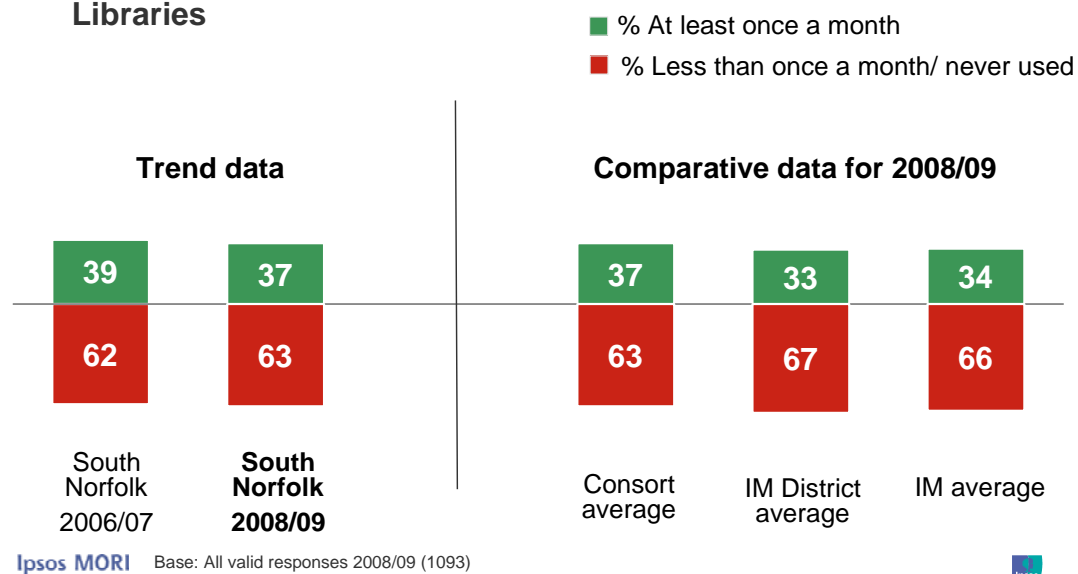
Q How satisfied or dissatisfied are you with... **libraries?**



Libraries usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by South Norfolk Council and Norfolk County Council

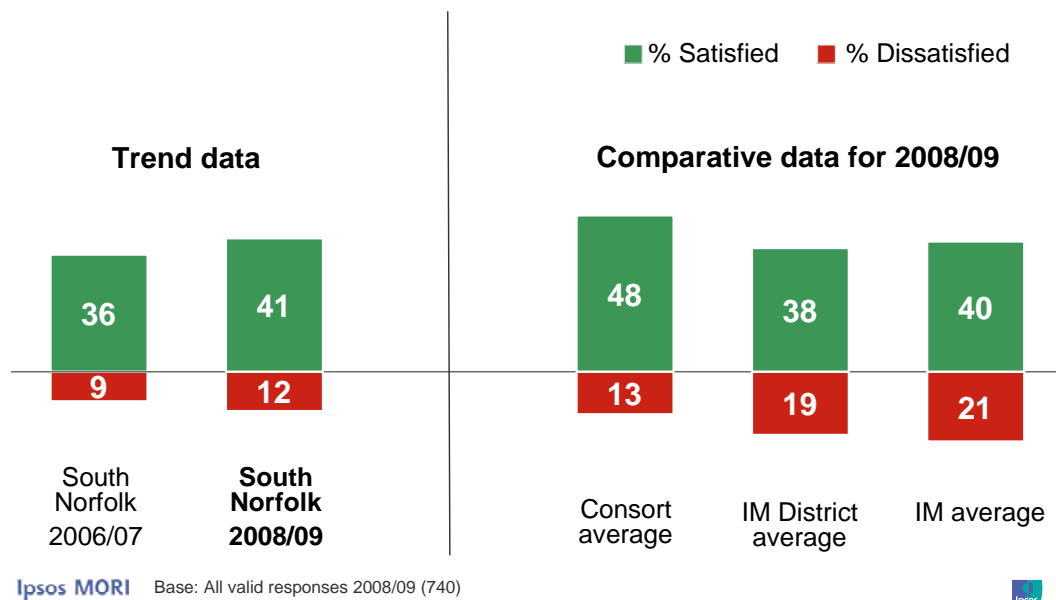
Libraries



Museums/ galleries

Museums/ galleries: Contextual data

Q How satisfied or dissatisfied are you with... museums/ galleries?

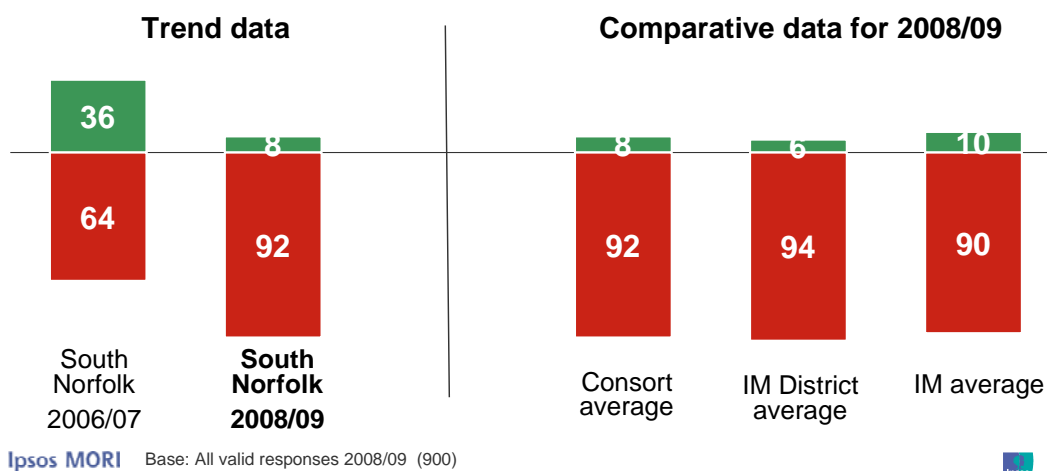


Museums/ galleries usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by South Norfolk Council and Norfolk County Council

Museums/ galleries

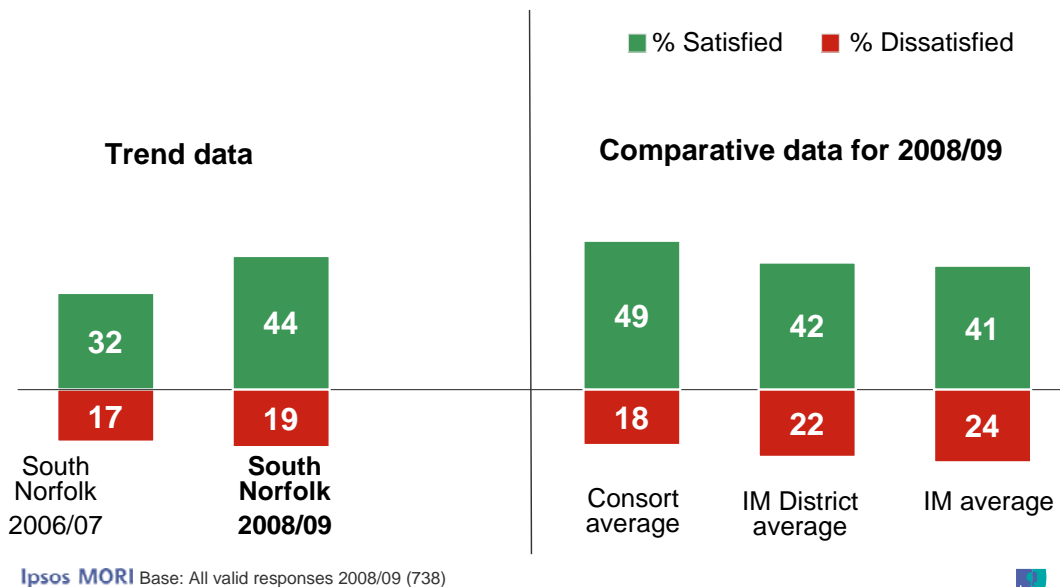
■ % At least once a month
 ■ % Less than once a month/ never used



Theatres/ concert halls

Theatres/ concert halls: Contextual data

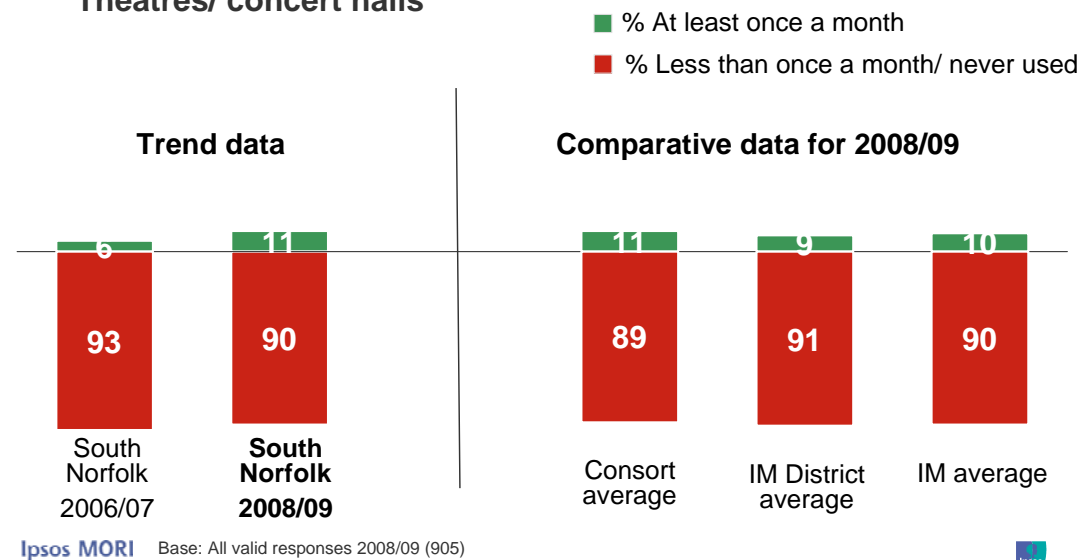
Q How satisfied or dissatisfied are you with... **theatres/ concert halls?**



Theatres/ concert halls usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by South Norfolk Council and Norfolk County Council

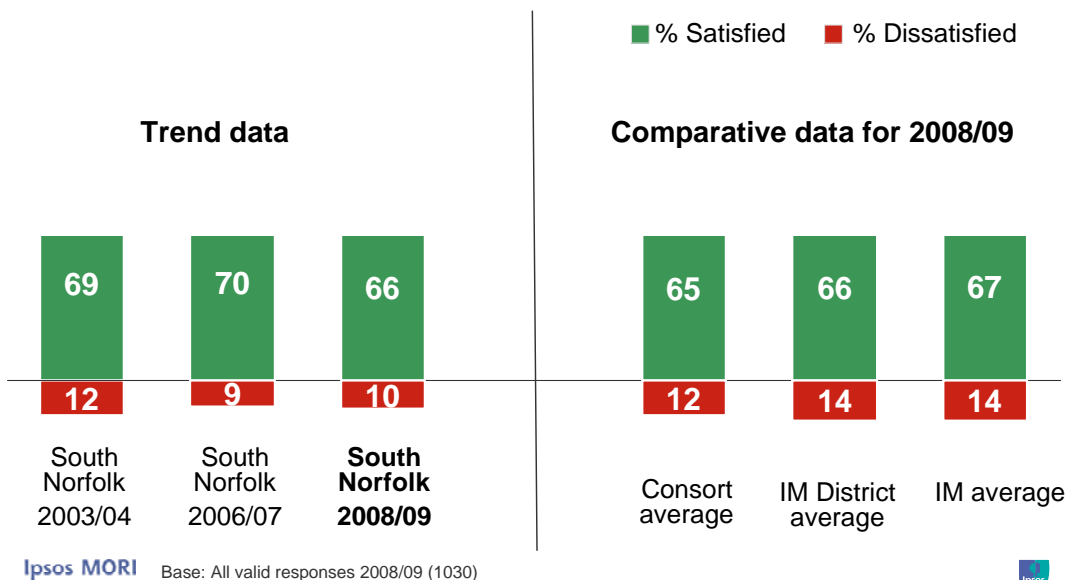
Theatres/ concert halls



Parks and open spaces

Parks and open spaces: Contextual data

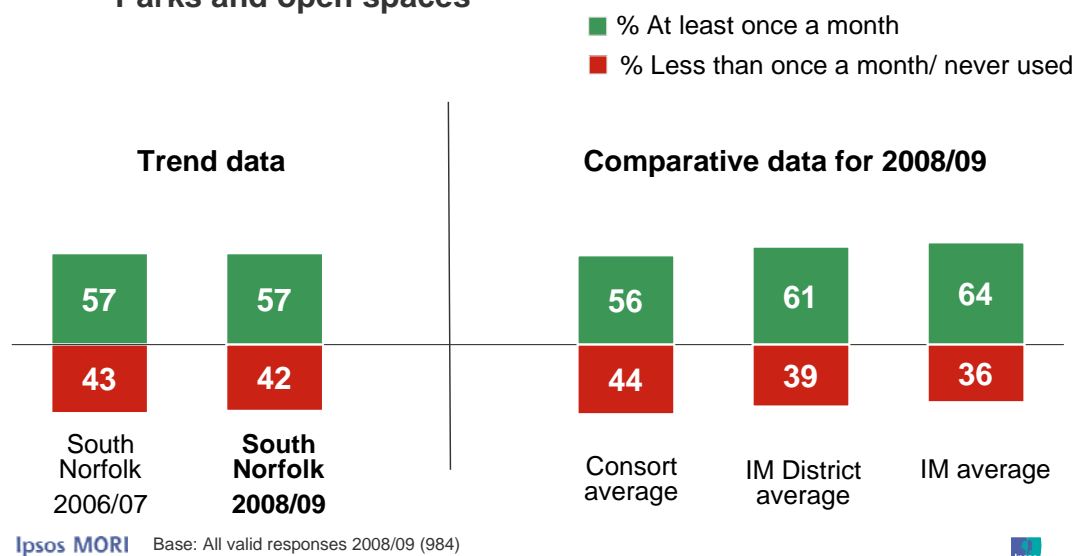
Q How satisfied or dissatisfied are you with... **parks and open spaces**?



Parks and open spaces usage: Contextual data

Q Please indicate how frequently you have used the following public services provided or supported by South Norfolk Council and Norfolk County Council

Parks and open spaces

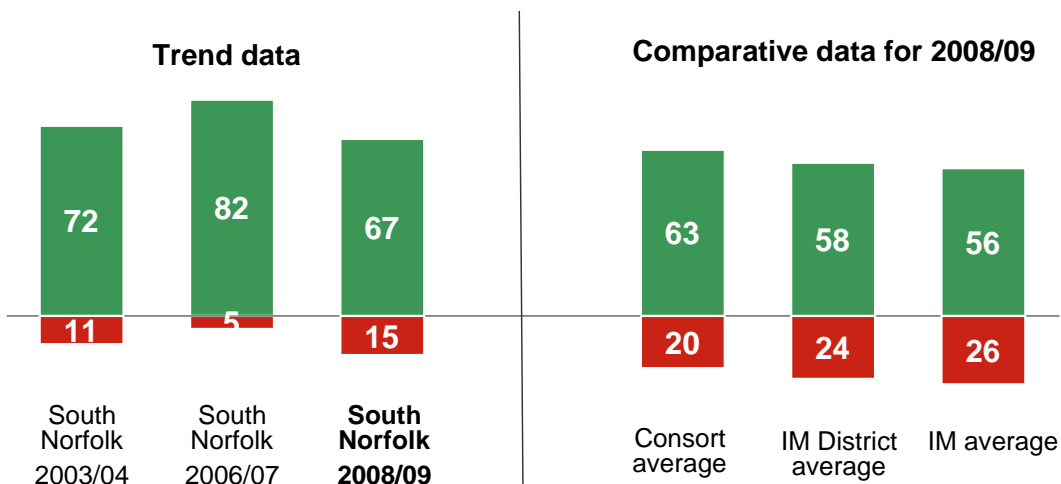


Satisfaction with environmental services

Keeping land clear: Contextual data

Q How satisfied or dissatisfied are you with... keeping public land clear of litter and refuse?

■ % Satisfied ■ % Dissatisfied



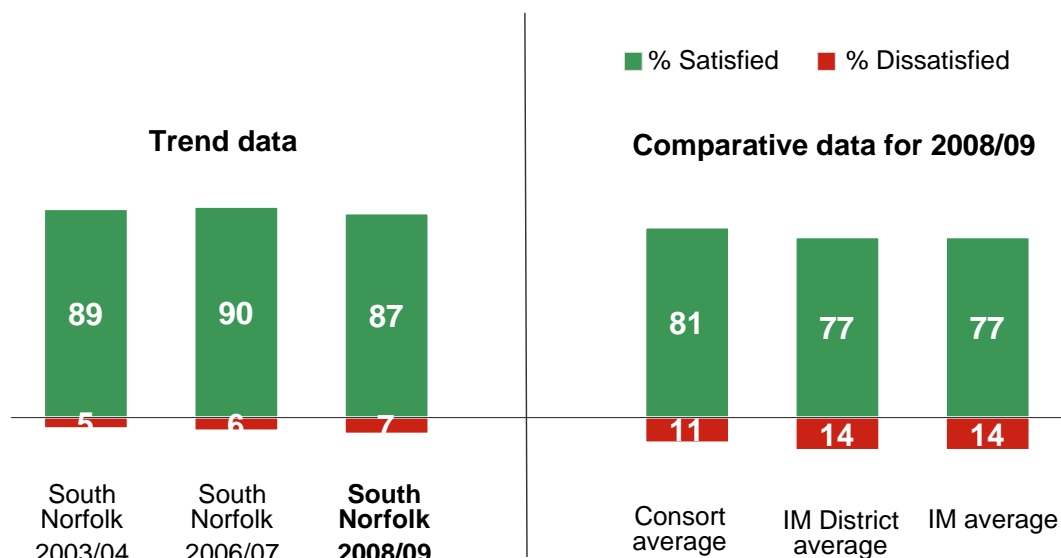
Ipsos MORI Base: All valid responses 2008/09 (1108)



Refuse collections: Contextual data

Q How satisfied or dissatisfied are you with... refuse collection?

■ % Satisfied ■ % Dissatisfied

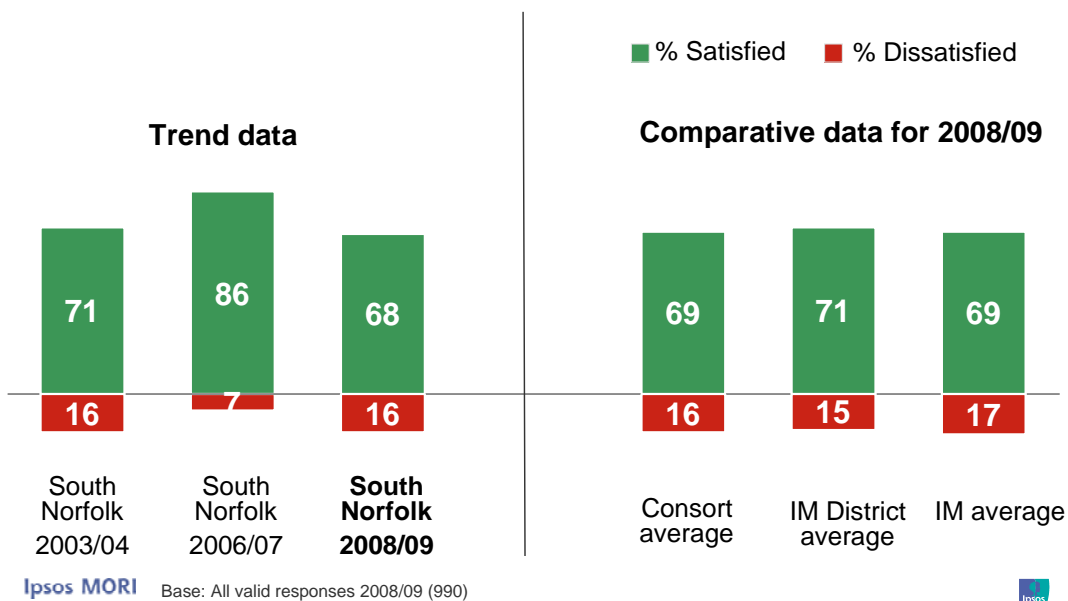


Ipsos MORI Base: All valid responses 2008/09 (1178)



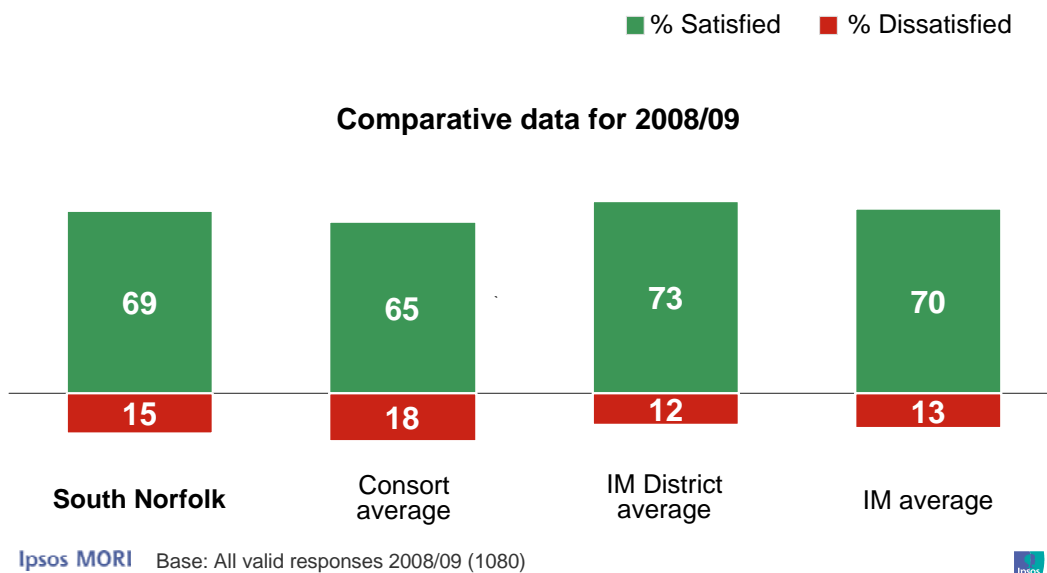
Doorstep recycling: Contextual data

Q How satisfied or dissatisfied are you with... doorstep recycling?



Local tips/ recycling centres: Contextual data

Q How satisfied or dissatisfied are you with... local tips/ household waste recycling centres?



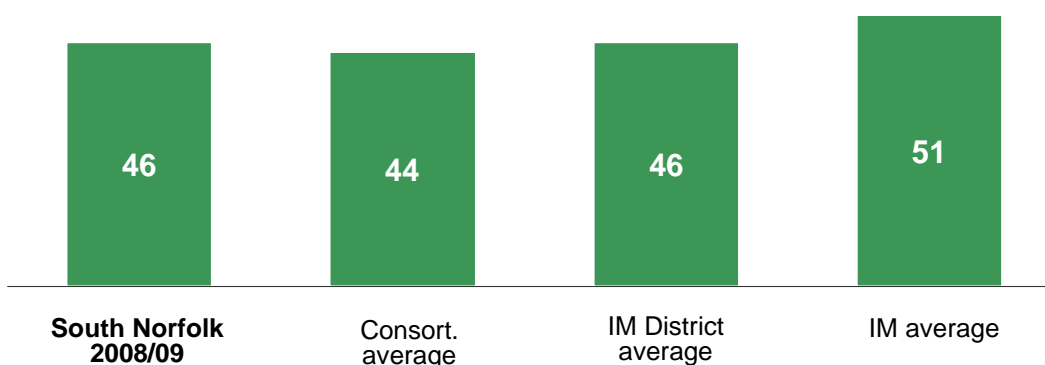
Local transport

Local transport information: Contextual data

Q How satisfied or dissatisfied are you with... local transport information?

■ % Satisfied ■ % Dissatisfied

Comparative data for 2008/09



Ipsos MORI Base: All valid responses 2008/09 (977)

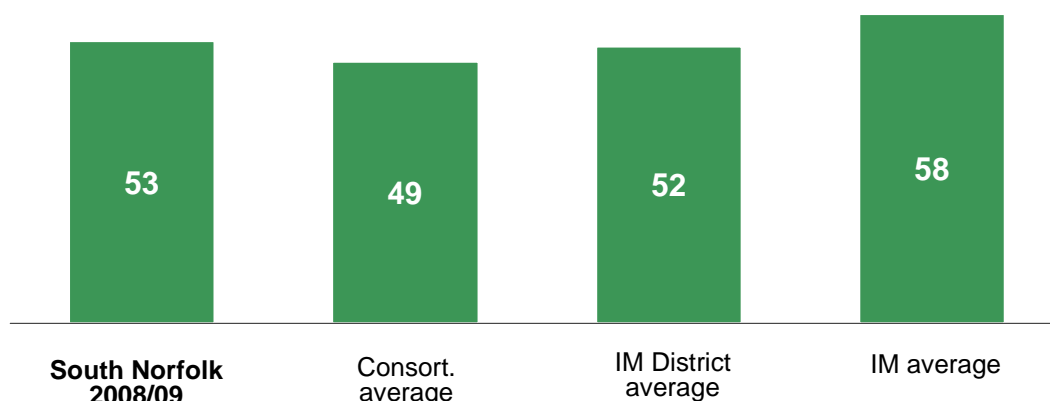


Local bus services: Contextual data

Q How satisfied or dissatisfied are you with... local bus services?

■ % Satisfied ■ % Dissatisfied

Comparative data for 2008/09




Ipsos MORI Base: All valid responses 2008/09 (1025)



Appendix 4: Marked up questionnaire

2008 / 2009 SOUTH NORFOLK PLACE SURVEY TOPLINE RESULTS

				2008/9	BVPI 2006/7	BVPI 2003/4
Q. No.	Base	Question	Response	%	%	%
SECTION 1: ABOUT YOUR LOCAL AREA						
Q1	1047	Thinking generally, which of the things below would you say are <u>most important</u> in making somewhere a good place to live?	The level of crime	57	64	78
			Health services	52	52	57
			Public transport	39	36	40
			Affordable decent housing	34	39	45
			Education provision	33	35	39
			Access to nature	32	26	29
			Clean streets	29	31	41
			Shopping facilities	28	25	33
			The level of traffic congestion	25	24	37
			Activities for teenagers	22	18	26
			Parks and open spaces	20	19	28
			Road and pavement repairs	18	13	25
			Community activities	16	11	14
			Wage levels and local cost of living	15	17	19
			Facilities for young children	14	14	20
			Job prospects	14	20	25
			The level of pollution	10	16	30
			Cultural facilities (e.g. libraries, museums)	9	5	12
Sports and leisure facilities	9	9	18			
Race relations	1	2	6			
Other	3	1	4			
None of these	*	*				

Q2	1059	And thinking about this local area, which of the things below, if any, do you think <u>most need improving</u> ?	Activities for teenagers	52	52	38
			Road and pavement repairs	37	32	34
			Public transport	34	34	39
			The level of traffic congestion	28	33	30
			Affordable decent housing	26	32	35
			Facilities for young children	19	16	17
			Job prospects	19	17	17
			The level of crime	19	21	28
			Wage levels and local cost of living	19	19	26
			Shopping facilities	17	13	20
			Sports and leisure facilities	17	15	18
			Community activities	16	17	10
			Clean streets	12	11	18
			Health services	11	12	21
			Parks and open spaces	10	8	11
			Cultural facilities (e.g. libraries, museums)	6	12	14
			Education provision	6	5	11
			The level of pollution	6	6	9
			Access to nature	5	5	7
			Race relations	1	1	1
Other	7	7	7			
None of these	1	1	2			
Q3	1192	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied	35	32	
			Fairly satisfied	56	58	
			Neither satisfied nor dissatisfied	6	9	
			Fairly dissatisfied	2	1	
			Very dissatisfied	*	1	
Q4	1184	And how satisfied or dissatisfied are you with your home as a place to live?	Very satisfied	57		
			Fairly satisfied	36		
			Neither satisfied nor dissatisfied	4		
			Fairly dissatisfied	2		

			Very dissatisfied	1		
Q5	1140	How strongly do you feel you belong to your <u>immediate neighbourhood</u> ?	Very strongly	15		
			Fairly strongly	53		
			Not very strongly	23		
			Not at all strongly	9		
SECTION 2: YOUR LOCAL PUBLIC SERVICES						
Q6		Here are some things that other people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?				
	994	Local public services are working to make the area safer	A great deal	9		
			To some extent	58		
			Not very much	27		
			Not at all	6		
	1025	Local public services are working to make the area cleaner and greener	A great deal	13		
			To some extent	59		
			Not very much	22		
			Not at all	6		
	946	Local public services promote the interests of local residents	A great deal	7		
			To some extent	43		
			Not very much	38		
			Not at all	11		
	926	Local public services act on the concerns of local residents	A great deal	7		
			To some extent	45		
			Not very much	36		
			Not at all	12		
	794	Local public services treat all types of people fairly	A great deal	15		
			To some extent	62		
			Not very much	16		
			Not at all	6		
Q7		Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.				
	1145	Norfolk Constabulary	Very satisfied	10		
			Fairly satisfied	32		
			Neither satisfied nor dissatisfied	26		
			Fairly dissatisfied	8		
			Very dissatisfied	4		
			Haven't used the service	20		

1147	Norfolk Fire & Rescue Service	Very satisfied	25		
		Fairly satisfied	23		
		Neither satisfied nor dissatisfied	15		
		Fairly dissatisfied	*		
		Very dissatisfied	*		
		Haven't used the service	37		
1183	Your GP (family doctor)	Very satisfied	47		
		Fairly satisfied	38		
		Neither satisfied nor dissatisfied	7		
		Fairly dissatisfied	3		
		Very dissatisfied	2		
		Haven't used the service	3		
1156	Your Local Hospital	Very satisfied	36		
		Fairly satisfied	40		
		Neither satisfied nor dissatisfied	10		
		Fairly dissatisfied	3		
		Very dissatisfied	2		
		Haven't used the service	9		
1133	Your local dentist	Very satisfied	31		
		Fairly satisfied	33		
		Neither satisfied nor dissatisfied	10		
		Fairly dissatisfied	5		
		Very dissatisfied	4		
		Haven't used the service	18		
Q8	South Norfolk Council and Norfolk County Council are also key providers of public services locally, so we would like your views on some of the services they provide. How satisfied or dissatisfied are you with each of the following services provided or supported by South Norfolk Council and Norfolk County Council?				
1108	Keeping public land clear of litter and refuse	Very satisfied	12	24	15
		Fairly satisfied	55	58	57
		Neither satisfied nor dissatisfied	18	12	18
		Fairly dissatisfied	11	4	7
		Very dissatisfied	4	1	4

1178	Refuse collection	Very satisfied	47	48	42
		Fairly satisfied	40	42	47
		Neither satisfied nor dissatisfied	7	4	7
		Fairly dissatisfied	4	4	4
		Very dissatisfied	3	2	1
990	Doorstep recycling	Very satisfied	26	48	38
		Fairly satisfied	42	38	33
		Neither satisfied nor dissatisfied	16	7	12
		Fairly dissatisfied	10	4	2
		Very dissatisfied	6	2	14
1080	Local tips/household waste recycling centres	Very satisfied	25		
		Fairly satisfied	44		
		Neither satisfied nor dissatisfied	15		
		Fairly dissatisfied	10		
		Very dissatisfied	5		
977	Local transport information	Very satisfied	11		
		Fairly satisfied	35		
		Neither satisfied nor dissatisfied	31		
		Fairly dissatisfied	17		
		Very dissatisfied	7		
1025	Local bus services	Very satisfied	18		
		Fairly satisfied	35		
		Neither satisfied nor dissatisfied	22		
		Fairly dissatisfied	15		
		Very dissatisfied	11		
874	Sport/leisure facilities	Very satisfied	7	14	9
		Fairly satisfied	37	41	39
		Neither satisfied nor dissatisfied	32	34	40
		Fairly dissatisfied	17	8	7
		Very dissatisfied	8	3	5
1000	Libraries	Very satisfied	29	32	
		Fairly satisfied	45	39	
		Neither satisfied nor dissatisfied	20	24	
		Fairly dissatisfied	3	4	
		Very dissatisfied	2	1	

740	Museums/galleries	Very satisfied	11	11		
		Fairly satisfied	30	25		
		Neither satisfied nor dissatisfied	46	55		
		Fairly dissatisfied	7	6		
		Very dissatisfied	5	3		
738	Theatres/concert halls	Very satisfied	13	10		
		Fairly satisfied	31	22		
		Neither satisfied nor dissatisfied	39	52		
		Fairly dissatisfied	10	13		
		Very dissatisfied	9	4		
1030	Parks and open spaces	Very satisfied	15	20	15	
		Fairly satisfied	51	50	49	
		Neither satisfied nor dissatisfied	24	22	26	
		Fairly dissatisfied	7	7	7	
		Very dissatisfied	3	2	3	
Q9	Please indicate how frequently you have used the following public services provided or supported by South Norfolk Council and Norfolk County Council.					
1150	Local tips/household waste recycling centres	Almost every day	1			
		At least once a week	11			
		About once a month	40			
		Within the last 6 months	27			
		Within the last year	9			
		Longer ago	5			
		Never used	8			
1018	Local transport information	Almost every day	2			
		At least once a week	6			
		About once a month	16			
		Within the last 6 months	27			
		Within the last year	17			
		Longer ago	11			
		Never used	22			

1099	Local bus services	Almost every day	5		
		At least once a week	16		
		About once a month	16		
		Within the last 6 months	18		
		Within the last year	10		
		Longer ago	13		
		Never used	21		
978	Sport/leisure facilities	Almost every day	2	2	2
		At least once a week	15	16	13
		About once a month	11	10	8
		Within the last 6 months	13	15	11
		Within the last year	11	8	10
		Longer ago	13	15	12
		Never used	35	33	45
1093	Libraries	Almost every day	1	1	
		At least once a week	12	12	
		About once a month	24	26	
		Within the last 6 months	14	13	
		Within the last year	11	10	
		Longer ago	15	17	
		Never used	23	22	
900	Museums/galleries	Almost every day	*	*	
		At least once a week	1	1	
		About once a month	6	6	
		Within the last 6 months	17	16	
		Within the last year	13	14	
		Longer ago	24	24	
		Never used	38	40	
905	Theatres/concert halls	Almost every day	1	*	
		At least once a week	1	1	
		About once a month	9	5	
		Within the last 6 months	28	17	
		Within the last year	15	15	
		Longer ago	15	22	

			Never used	32	39	
	1064	Parks and open spaces	Almost every day	13	12	8
			At least once a week	25	24	23
			About once a month	19	21	18
			Within the last 6 months	18	16	12
			Within the last year	8	9	11
			Longer ago	6	7	6
			Never used	10	11	21
Q10 a	1019	To what extent do you agree or disagree that South Norfolk Council provides value for money?	Strongly agree	7		
			Tend to agree	35		
			Neither agree nor disagree	37		
			Tend to disagree	14		
			Strongly disagree	8		
Q10 b	904	To what extent do you agree or disagree that Norfolk County Council provides value for money?	Strongly agree	4		
			Tend to agree	29		
			Neither agree nor disagree	43		
			Tend to disagree	17		
			Strongly disagree	7		
Q11 a	1078	Taking everything into account, how satisfied or dissatisfied are you with the way South Norfolk Council runs things?	Very satisfied	9	11	8
			Fairly satisfied	46	54	53
			Neither satisfied nor dissatisfied	33	26	30
			Fairly dissatisfied	9	6	7
			Very dissatisfied	4	2	2
Q11 b	960	Taking everything into account, how satisfied or dissatisfied are you with the way Norfolk County Council runs things?	Very satisfied	4		
			Fairly satisfied	43		
			Neither satisfied nor dissatisfied	39		
			Fairly dissatisfied	10		
			Very dissatisfied	4		
SECTION 3: INFORMATION						
Q12		How well informed do you feel about each of the following?				
	1148	How and where to register to vote	Very well informed	51	48	
			Fairly well informed	41	45	
			Not very well informed	6	6	

			Not well informed at all	2	1	
	1120	How your council tax is spent	Very well informed	21	17	
			Fairly well informed	54	53	
			Not very well informed	19	21	
			Not well informed at all	6	10	
	971	How you can get involved in local decision-making	Very well informed	7	12	
			Fairly well informed	39	42	
			Not very well informed	38	36	
			Not well informed at all	16	9	
	1030	What standard of service you should expect from local public services	Very well informed	9		
			Fairly well informed	43		
			Not very well informed	35		
			Not well informed at all	13		
	1029	How well local public services are performing	Very well informed	8		
			Fairly well informed	44		
			Not very well informed	35		
			Not well informed at all	13		
	986	How to complain about local public services	Very well informed	9		
			Fairly well informed	41		
			Not very well informed	35		
			Not well informed at all	15		
	1158	What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	Very well informed	3		
			Fairly well informed	16		
			Not very well informed	35		
			Not well informed at all	30		
			Don't know	16		
	1088	Overall, how well informed do you feel about local public services?	Very well informed	5		
			Fairly well informed	49		
			Not very well informed	33		
			Not well informed at all	12		

SECTION 4: LOCAL DECISION MAKING						
Q13	1001	Do you agree or disagree that you can influence decisions affecting your local area?	Definitely agree	4	6	
			Tend to agree	33	30	
			Tend to disagree	45	44	
			Definitely disagree	19	19	
Q14	1097	Generally speaking, would you like to be more involved in the decisions that affect your local area?	Yes	23	25	
			No	12	17	
			Depends on the issue	65	59	
SECTION 5: HELPING OUT						
Q15	1080	Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?	At least once a week	18		
			Less than once a week but at least once a month	12		
			Less often	9		
			I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	10		
			I have not given any unpaid help at all over the last 12 months	51		
SECTION 6: GETTING INVOLVED						
Q16		In the past 12 months have you ...				
	1108	Been a local councillor (for a local authority or town or parish)	Yes	3		
			No	97		
	1097	Been a member of a group making decisions on local health or education services	Yes	5		
			No	95		
	1094	Been a member of a decision-making group set up to regenerate the local area	Yes	2		
			No	98		
	1097	Been a member of a decision-making group set up to tackle local crime problems	Yes	1		
			No	99		
	1087	Been a member of a	Yes	2		

		tenants' group decision-making committee	No	98		
	1091	Been a member of a group making decisions on local services for young people	Yes	4		
			No	96		
	1090	Been a member of another group making decisions on services in the local community	Yes	7		
			No	93		
SECTION 7: RESPECT AND CONSIDERATION						
Q17	1061	To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?	Definitely agree	5		
			Tend to agree	31		
			Neither agree nor disagree	23		
			Tend to disagree	25		
			Definitely disagree	16		
Q18	714	To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	Definitely agree	8	13	
			Tend to agree	76	72	
			Tend to disagree	13	11	
			Definitely disagree	4	4	
Q19	1062	In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?	A very big problem	3	8	
			A fairly big problem	14	23	
			Not a very big problem	60	44	
			Not a problem at all	23	25	
Q20	973	In the last year would you say that you have been treated with respect and consideration by your local public services?	All of the time	30		
			Most of the time	54		
			Some of the time	13		
			Rarely	3		
			Never	1		
Q21	1150	In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).	Yes	28		
			No	16		
			Don't know	56		

SECTION 8: COMMUNITY SAFETY						
Q22	1125	How safe or unsafe do you feel when outside in your local area after dark?	Very safe	19		
			Fairly safe	49		
			Neither safe nor unsafe	14		
			Fairly unsafe	14		
			Very unsafe	5		
Q23	1153	How safe or unsafe do you feel when outside in your local area during the day?	Very safe	64		
			Fairly safe	31		
			Neither safe nor unsafe	3		
			Fairly unsafe	1		
			Very unsafe	1		
Q24		Thinking about this local area, how much of a problem do you think each of the following are?				
	1132	Noisy neighbours or loud parties	A very big problem	2	3	4
			A fairly big problem	5	6	8
			Not a very big problem	37	37	35
			Not a problem at all	56	53	53
	1128	Teenagers hanging around on the streets	A very big problem	6	15	14
			A fairly big problem	22	26	26
			Not a very big problem	42	37	37
			Not a problem at all	30	22	23
	1134	Rubbish and litter lying around	A very big problem	4	6	8
			A fairly big problem	18	19	18
			Not a very big problem	56	50	52
			Not a problem at all	23	25	22
	1115	Vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	4	6	14
			A fairly big problem	15	17	28
			Not a very big problem	45	42	36
			Not a problem at all	36	35	22
	880	People using or dealing drugs	A very big problem	5	8	15
			A fairly big problem	10	18	27
			Not a very big problem	35	36	32
			Not a problem at all	51	38	26

	1026	People being drunk or rowdy in public places	A very big problem	3	4	10
			A fairly big problem	12	11	19
			Not a very big problem	38	35	37
			Not a problem at all	47	50	33
	1026	Abandoned or burnt out cars	A very big problem	1	1	10
			A fairly big problem	2	3	23
			Not a very big problem	24	28	33
			Not a problem at all	74	67	33
Q25	1130	So, how much would you agree or disagree that the police and other local public services <u>seek people's views</u> about these issues in your local area?	Strongly agree	6		
			Tend to agree	21		
			Neither agree nor disagree	28		
			Tend to disagree	18		
			Strongly disagree	10		
			Don't know	18		
Q26	1101	And how much would you agree or disagree that the police and other local public services <u>are successfully dealing with</u> these issues in your local area?	Strongly agree	4		
			Tend to agree	24		
			Neither agree nor disagree	29		
			Tend to disagree	16		
			Strongly disagree	6		
			Don't know	22		
SECTION 9: ABOUT YOURSELF						
Q28	1136	Are you male or female?	Male	44		
			Female	56		
Q29	1143	What was your age on your last birthday?	18 – 24	3		
			25 – 34	16		
			35 – 44	15		
			45 – 54	20		
			55 – 64	19		
			65 – 69	10		
			70 – 74	5		
			75+	11		
Q30	1147	How is your health in general? Would you say it is...	Very good	35		
			Good	44		
			Fair	19		
			Bad	2		
			Very bad	1		

Q31	1149	In which of these ways does your household occupy your current accommodation?	Owned outright	40		
			Buying on mortgage	44		
			Rent from council	3		
			Rent from Housing Association/Trust	4		
			Rented from private landlord	7		
			Other	2		
Q32	1142	How many children <u>aged 17 or under</u> are living here?	None	70		
			One	12		
			Two	14		
			Three	2		
			Four	1		
			More than four	*		
Q33	1137	How many adults <u>aged 18 or over</u> are living here?	None	-		
			One	20		
			Two	62		
			Three	12		
			Four	6		
			More than four	*		
Q34	1103	Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per week)	37		
			Employee in part-time job (under 30 hours per week)	13		
			Self employed full or part-time	11		
			On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	-		
			Full-time education at school, college or university	1		
			Unemployed and available for work	1		
			Permanently sick/disabled	1		
			Wholly retired from work	27		
			Looking after the home	7		
			Doing something	3		

			else			
Q35	1141	Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)	Yes	27		
			No	73		
Q36	356	Does this illness or disability limit your activities in any way?	Yes	62		
			No	38		
Q37	1177	To which of these groups do you consider you belong?	WHITE	99		
			British	96		
			Irish	*		
			Any other white background	2		
			MIXED	*		
			White and Black Caribbean	-		
			White and Black African	-		
			White and Asian	-		
			Any other mixed background	*		
			BLACK OR BLACK BRITISH	*		
			Caribbean	*		
			African	-		
			Any other black background	-		
			ASIAN OR ASIAN BRITISH	*		
			Indian	*		
			Pakistani	-		
			Bangladeshi	-		
Any other Asian background	*					
OTHER	*					
Chinese	*					
Other ethnic group	*					