



## ITEM 3



### **Economy and Enterprise Delivery Partnership**

**Date of Meeting: 22<sup>nd</sup> September 2009**

**Subject: Calderdale Place Survey 2008**

#### **1. Reason for Report**

- 1.1 To provide an update to the Economy and Enterprise Delivery Partnership on the Place Survey Results for 2008.
- 1.2 To ask the Economy and Enterprise Delivery Partnership to consider what actions have been taken since the Place Survey and what activity is planned.
- 1.3 At its next meeting in October, the Calderdale Forward Board will consider the picture of how partner organisations and partnerships are addressing the Place Survey issues.

#### **2. Background**

- 2.1 The Place Survey 2008 is the national mandatory survey that provides the baseline data for 18 out of over 180 national indicators. It succeeds the 3 Best Value Performance Indicator General Surveys of 2000, 2003 and 2006. The survey method, sampling method, order and wording of the majority of questions are all prescribed by the Audit Commission and the next survey will take place in Autumn 2010.
- 2.2 The emphasis of previous national surveys was overwhelmingly on the Council and its activities. By contrast, the Place Survey focuses to a greater extent on:
  - People's perceptions of – and activities in - their local area
  - Residents' views on, and satisfaction with, public services in general (not only the Council)
- 2.3 Analysis of the place survey findings will also enable us to make comparisons across different localities within Calderdale and across a range of population groups. To obtain more robust information for areas within Calderdale (eg Area Forums) the (mandatory) sample of 1100 was increased to over 2300.
- 2.4 In order to get a good understanding of perceptions and priorities in more deprived areas of Calderdale, and to provide an insight into the impact of Neighbourhood Management, substantial face-to-face survey work has been undertaken to boost response rates. Data from these surveys is not part of the official Place Survey results and so is not reported here.
- 2.5 The postal survey took place between late September and mid-December, and the results were uploaded to the Audit Commission web-site in January. Over 2,300 responses were received, a response rate of about 35%. Attached to this report is

a paper presenting an analysis of the results that relate to the 18 National Indicators from the Place Survey

- 2.6 A detailed report has been commissioned from Ipsos MORI, who were commissioned to undertake all aspects of the fieldwork and data-processing, and will include information about how findings compare with other Districts and with previous results, as well as those of the Neighbourhood Management areas. It is intended that a finalised report will be available in September. The Ipsos MORI Report will provide comparative data as far as possible from its own data-sets for results not released nationally.

### **3. Key Issues**

- 3.1 78.4% of people surveyed were very satisfied or fairly satisfied with Calderdale as a place to live (NI5).

- 3.2 A report examining the reasons behind residents satisfaction in Calderdale has found that the key drivers to making Calderdale a good place to live are:

- Belonging to neighbourhood (15%)
- Satisfaction with the refuse collection (11%)
- Problem with people not treating others with respect (9%)
- Satisfaction with keeping public land clear (9%)
- Satisfaction with the GP (9%)
- Problem with drugs (9%)
- Problem with noisy neighbours (9%)
- Promote interest of local residents (8%)
- Feeling safe after dark (6%)
- Feeling safe during the day (6%)
- Satisfaction with parks and open spaces (6%)
- Problem with rubbish and litter (4%)

### **4. Actions Required**

- 4.1 The Economy and Enterprise Delivery Partnership is asked to;

- Explore what is being done within their organisations and within the partnership to deal with the key drivers to satisfaction in the local area.
- Consider what could be done by organisations and partnerships to address the key drivers to satisfaction in the local area.

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**The documents used in the preparation of this report are:**

Briefing Note – Calderdale Place Survey 2008 – High Level Analysis

**For further information on the Place Survey please contact:**

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## BRIEFING NOTE

### Calderdale Place Survey 2008 – High Level Analysis

#### 1. Introduction

- a. This Briefing Note provides the final results for the 18 National Indicators obtained from the Place Survey, together with Calderdale's national position on these indicators (compared against the quartile data for County Councils and Single Tier Authorities).
- b. It updates and expands on the Briefing Note circulated in April, which provided only the *provisional* data, and was unable to include national comparators. *It should be noted that, following extensive statistical checks on the Place Survey data nationally, the provisional figures have been amended.*
- c. The Note also includes the other Place Survey data released by DCLG to this point:
  - overall satisfaction with the way the Council runs things
  - value for money provided by the Council
  - residents' satisfaction with certain Council services.
- d. National data from a number of the Place Survey questions ***has not been released***. This includes:
  - most important things in making somewhere a good place to live, and the things that most need improving
  - satisfaction with other public services (Police, PCT etc)
  - general views on local public services
  - how well informed people feel
  - feelings of safety

There will be no official national comparators for this data; however, as far as possible comparative data will be obtained from our statistical neighbours from the data-set compiled from Ipsos MORI clients. (Ipsos MORI is Calderdale's contractor for this work.)

## Background

- a. The Place Survey 2008 is the national mandatory survey that provides the baseline data for 18 out of over 180 national indicators. It succeeds the 3 BVPI General Surveys of 2000, 2003 and 2006. A copy of the questionnaire is attached at Appendix A. The survey method, sampling method, order and wording of the majority of questions are all prescribed by the Audit Commission and the next survey will take place in Autumn 2010.
- b. The emphasis of previous national surveys was overwhelmingly on the Council and its activities. By contrast, the Place Survey focuses to a greater extent on:
  - people's perceptions of – and activities in - their local area
  - residents' views on, and satisfaction with, public services in general (not only the Council)
- c. Analysis of the place survey findings will also enable us to make comparisons across different localities within Calderdale and across a range of population groups. To obtain more robust information for areas within Calderdale (eg Area Forums) the (mandatory) sample of 1100 was increased to over 2300.
- d. In order to get a good understanding of perceptions and priorities in more deprived areas of Calderdale, and to provide an insight into the impact of Neighbourhood Management, substantial face-to-face survey work has been undertaken to boost response rates. *Data from these surveys is not part of the official Place Survey results and so is not reported here.*
- e. Ipsos MORI North was commissioned to undertake all aspects of the fieldwork and data-processing.
- f. The postal survey took place between late September and mid-December, and the results were uploaded to the Audit Commission web-site in January. Over 2,300 responses were received, a response rate of about 35%.
- g. A detailed Report has been commissioned from Ipsos MORI and will include information about how findings compare with other Districts and with previous results, as well as those of the Neighbourhood Management areas. *It is intended that a Draft of this Report will be available by **mid-July**, but this is dependent on the release by DCLG of the revised weightings used.*  
The Ipsos MORI Report will provide comparative data as far as possible from its own data-sets for results not released nationally.

h. Following this Briefing Note, further analysis will be undertaken:

- a) comparing Calderdale with its statistical neighbours
- b) reporting on the results that have not been released nationally. (This cannot be undertaken until the official weighting factors have been provided by DCLG.)

### 3. Presentation of the Data

a. For each question/indicator, two figures are provided for the Place Survey results:

- the percentage score (defined in the question)
- the quartile within which Calderdale falls. ***This uses County and Unitary Authorities as the base***; quartiles for all England local authorities can be provided if required

b. Where the question was also asked in the 2006 Best Value Performance Indicators (BVPI) General Survey, the percentage score and results for 2006 are shown in the same format.

c. In all cases, quartile information is presented as follows: 1 = Top/Best, 4 = Bottom/Worst. Quartile information compares Calderdale with all Counties and Unitary Authorities. **Changes since 2006 in our quartile position are shown in Green (improvement) or Red (deterioration).**

d. Due to the focus of this Note on the Place Survey National Indicators, comparisons with earlier BVPI Surveys or with the 2007 LAA Baseline Survey are not included. These can be provided on request

**For further information or analysis, contact Pete Phillips (393087) or Yvette Fisher (393154)**

**A. National Indicators**  
(see notes at foot of table)

NI No	Description	2008		2006	
		Calderdale Score	Quartile Position (a)	Calderdale Score	Quartile Position (a)
		%	1, 2, 3 or 4	%	1, 2, 3 or 4
1	Q18 % of people who agree that People from Different Backgrounds get on well together in their local area ( <b>Definitely Agree/Tend to Agree</b> )	65.6	4	66.2	4
2	Q5 % of people who feel that they belong to their Immediate Neighbourhood ( <b>Very Strongly/Fairly Strongly</b> )	61.5	1	N/A	N/A
3	Q16 % who have taken part in at least one of 7 <sup>th</sup> Civic Participation activities in last 12 months	14.9	2	N/A	N/A
4	Q13 % who agree that they can Influence Decisions affecting their Local Area ( <b>Definitely Agree/Tend to Agree</b> )	26.4	4	27.7	4
5	Q3 % satisfied overall with Local Area as a place to live ( <b>Very Satisfied/Fairly Satisfied</b> )	78.4	3	74.2	2
6	Q15 % who have given Unpaid Help to groups/organisations in last 12 months ( <b>At least Once a Week/Less than Once a Week but at least Once a Month</b> )	26.4	1	N/A	N/A
17	Q24 % of people thinking 7 Anti-social Behaviour issues are a problem ( <b>based on Index Score – see below*</b> )	22.3	3	25.1 <sup>(b)</sup>	N/A
21	Q26 % of people who agree that Police and Other Local Public Services are Successfully dealing with ASB and Crime Issues in their Local Area ( <b>Strongly Agree/Tend to Agree</b> )	20.6	4	N/A	N/A
22	Q17 % who agree that parents in their Local Area take enough responsibility for the Behaviour of Their Children ( <b>Definitely Agree/Tend to Agree</b> )	27.5	3	N/A	N/A
23	Q19 % who think there is a Problem with People not Treating each other with Respect and Consideration ( <b>A Very Big Problem/A Fairly Big Problem</b> )	33.7	3	47.5	3
NI No	Description	2008		2006	
		Calderdale Score	Quartile Position <sup>(a)</sup>	Calderdale Score	Quartile Position <sup>(a)</sup>
		%	1, 2, 3 or 4	%	1, 2, 3 or 4

27	Q25 % of people who agree that Police and Other Local Public Services Seek People's Views about ASB and Crime Issues in their Local Area ( <b>Strongly Agree/Tend to Agree</b> )	21.6	4	N/A	N/A
37	Q12g % who feel Well Informed about What to do in the event of a large-scale emergency ( <b>Very Well Informed/Fairly Well Informed</b> )	15.1	2	N/A	N/A
41	Q24f % who think People being Drunk or Rowdy in Public Places is a Problem ( <b>A Very Big Problem/A Fairly Big Problem</b> )	29.6	2	30.5 <sup>(b)</sup>	3
42	Q24e % who think People Using or Dealing Drugs is a Problem ( <b>A Very Big Problem/A Fairly Big Problem</b> )	36.1	3	45.9 <sup>(b)</sup>	3
119	Q35 Self-reported perception of Health ( <b>Health Very Good/Good</b> )	74.5	3	N/A	N/A
138	Q3, 4 & 34 % aged 65 who are satisfied with both their Local Area and their Home as a Place to Live ( <b>Very/Fairly Satisfied with Local Area and Very/Fairly Satisfied with their Home</b> )	85.1	2	N/A	N/A
139	Q21 % of people who think that Older People are able to get the services and support they need to live at home for as long as they want to ( <b>% saying Yes</b> )	31.8	2	N/A	N/A
140	Q20 % who say they have been Treated with Respect and Consideration by Local Public Services ( <b>All of the Time/Most of the Time</b> )	70.3	3	N/A	N/A

- a. Quartiles are defined always as 1 = Best/Top; 4 = Worst/Bottom. *Calculation of quartiles uses County Councils and Unitary Authorities.*
- b. Wording of questions on anti-social behaviour has been changed slightly
- \* Anti-Social Behaviour Index Score is calculated as the % of respondents who score 11 or more across 7 indicators. (For each indicator, Very Big Problem scores 3, Fairly Big Problem = 2, Not a Very Big Problem = 1, Not a Problem at all = 0.)

**B. Reputation; General**

Description	2008		2006	
	Calderdale Score	Quartile Position (a)	Calderdale Score	Quartile Position (a)
	%	1, 2, 3 or 4	%	1, 2, 3 or 4
Q11. And now, taking everything into account, how satisfied or dissatisfied are you with the way Calderdale Council runs things ? ( <b>Very Satisfied/Fairly Satisfied</b> )	34.8	4	46.0	3
Q10. To what extent do you agree or disagree that Calderdale Council provides value for money ? ( <b>Strongly Agree/Tend to Agree</b> )	23.8	4	N/A	N/A
Q14. Generally speaking, would you like to be more involved in the decisions that affect your local area ? ( <b>Yes</b> )	28.7	Not Applicable	N/A	N/A

a. Quartiles are defined always as 1 = Best/Top; 4 = Worst/Bottom. *Calculation of quartiles uses County Councils and Unitary Authorities.*

### C. Council Services

a. Quartiles are defined always as 1 = Best/Top; 4 = Worst/Bottom. Calculation of quartiles uses County Councils and Unitary Authorities

Question	2008		2006	
	Score	Quartile Position	Score	Quartile Position
	%	1,2,3 or 4	%	1,2,3 or 4
Q8& Q9 How satisfied or dissatisfied are you with each of the following services provided or supported by Calderdale Council ? ( <b>Very Satisfied/Fairly Satisfied</b> )				
Keeping public land clear of litter and refuse	48.5	4	60	3
Refuse collection	76.4	3	86	1
Doorstep recycling	64.8	4	75	1
Local tips/Household waste re-cycling centres - ALL	70.0	3	83	2
Local transport information – ALL	49.5	2	55	2
Local bus services – ALL	56.5	2	63	2
Sports/leisure services – ALL	38.6	4	52	3
Libraries – ALL	65.0	4	68	4
Museums/galleries – ALL	41.8	2	46	2
Theatres/concert halls – ALL	50.7	1	55	1
Parks & open spaces – ALL	68.5	2	77	1