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REPORT TO:	F&M Leading Members	AGENDA ITEM: 12
DATE OF MEETING:	16th February 2010	CATEGORY: DELEGATED
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SUBJECT:	Overview of Place Survey Results and Draft Action Plan	REF:
WARD (S) AFFECTED:	All	TERMS OF REFERENCE:

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## **1.0 Recommendations**

### **1.1 That Members:**

- (a) Consider the Place Survey results for 2008/09 and identify any areas for future action or attention.
- (b) Review the draft action plan as presented in Appendix 1 to ensure that it will support the continued improvement of the Council's performance in subsequent Place Surveys.

## **2.0 Background of Report**

- 2.1 The Place Survey was carried out between September and December 2008. A total of 4,000 surveys were sent out and 1,616 were returned representing a response rate of 40%.
- 2.2 The Survey will run every two years and is the principal means of collecting 18 out of the District's 198 National Indicators as required by the National Performance Framework.
- 2.3 This report presents the key topline National Indicator results, along with other key weighted results relating to the Council and an action plan. The action plan addresses areas of concern and where we can deliver improvements on local priorities, taking account of the emerging issues. To place the findings in context, we draw on national comparators, plus a consortium average (an average of the scores across the five Derbyshire districts/ boroughs surveyed by Ipsos MORI). These are High Peak Borough Council, North East Derbyshire District Council, Bolsover District Council and Erewash Borough Council.
- 2.4 Furthermore, the results have been analysed by demographic factors including by community forum areas and key messages have been outlined in the report. The District Council Wards under each community forum area are shown below;

<b>Etwall</b> covering Barton Blount, Burnaston, Church Broughton, Dalbury Lees, Eggington, Etwall, Findern, Foston and Scropton, Hatton, Hilton, Hoon, Marston-on-Dove, Osleston and Thurstaston, Radbourne, Sutton-on-the-Hill and Trusley.	<b>Linton</b> covering Castle Gresley, Cauldwell, Coton-in-the Ems, Drakelow, Linton, Lullington, Netherseal, Overseal, Rosliston and Walton-on-Trent.
<b>Melbourne</b> covering Aston-on-Trent, Barrow-on-Trent, Calke, Elvaston, Foremark, Ingleby, Melbourne, Shardlow and Great Wilne, Smisby, Stanton-by-Bridge, Stenson Fields, Swarkestone, Ticknall, Twyford and Stenson and Weston-on-Trent.	<b>Newhall</b> covering Midway, Newhall and Stanton.
<b>Repton</b> covering Bretby, Hartshorne, Newton Solney, Repton, Willington and Woodville.	<b>Swadlincote</b> covering Church Gresley and Swadlincote.

- 2.5 The Place Survey results have been shared with key partners at a South Derbyshire Partnership meeting on 22<sup>nd</sup> October 2009, and have been publicised on the Council's website and will also be presented to residents at the next round of Area Forum Meetings.

### 3.0 **Key Findings (National Indicators)**

- 3.1 On the whole, the results from the 2008/09 Place Survey in South Derbyshire District are positive.

#### 3.2 **NI 1 - Percentage of people who believe people from different backgrounds get on well together in their local area**

- Over three quarters (77%) of respondents agree that people from different backgrounds get on well together in their local area. This has decreased slightly by two percentage points since 2006/07 but is marginally higher than the national average of 76%.
- Men living in South Derbyshire are more likely than women to disagree with the statement that people from different backgrounds get on well together (27% versus 18%). Those aged between 45 and 54 are also more likely than average to disagree with the statement (28% versus 23%) and social tenants are significantly more likely to disagree than respondents as a whole (40% versus 23%).
- Perceptions of community cohesion are particularly strong in Etwall and Melbourne (85%), but residents in Swadlincote and Linton are significantly more likely to disagree that people from different backgrounds get on well together (30% and 34% versus 23% overall).

#### 3.3 **NI 2 - Percentage of people who feel that they belong to their neighbourhood**

- 60% of respondents feel that they belong to their neighbourhood. This is slightly above the national average of 59%.

- Respondents aged over 65, and those who feel that they are able to influence decisions which affect their local area, are amongst the most likely to feel that they strongly belong to their neighbourhood (78% and 74% compared to 60% of residents overall).
- Residents living in Melbourne and Etwall are most likely to say that they strongly belong to their immediate neighbourhood (69% and 67% versus 60% overall). Conversely, residents living in Swadlincote are most likely to say that they do not feel strongly that they belong to their immediate neighbourhood (50% versus 40% overall).

### **3.4 NI 3 - Civic participation in the local area**

- 14% of respondents say that they have participated in at least one civic activity in the last 12 months and this is in line with the national average. The most common forms of civic participation in the area are being a member of another group making decisions on services in the local community (6%), and being a member of a group making decisions on local health or education services or local services for young people (both 3%).

### **3.5 NI 4 - Percentage of people who feel they can influence decisions in their locality**

- Just over a quarter (26%) of respondents feel that they can influence decisions in their locality, representing a decline since 2006/07 of six percentage points. This is slightly lower than the national average of 29%.
- Social tenants are less likely to disagree (60%) that they can influence decisions than private tenants (84%) or owner occupiers (74%). Those who are informed about local public services are significantly more likely to feel they can influence decision-making than those who are uninformed (48% versus 13%).
- A little under a quarter of respondents would like to be more involved in decisions affecting their local area, while nearly two thirds (64%) say it would depend on the issue. However, only a third of respondents (32%) currently know how to get more involved in local decision-making.

### **3.6 NI 5 - Overall/ general satisfaction with the local area**

- Four in five respondents are satisfied with their local area, giving South Derbyshire a score of 84%, a six percentage point increase since 2006/07. This increase is reflecting wider national trends but is higher than the national average of 80%.
- There are no significant differences between satisfaction by gender and age. However, owner occupiers are also more likely to be satisfied than those who are renting (85% versus 79%).
- Satisfaction with the local area is highest in Melbourne (36%) and Etwall (31%) and lowest in Swadlincote (16%) and Newhall (17%).

### **3.7 NI 6 - Participation in regular volunteering**

- The proportion of respondents regularly volunteering is 23% and this is line with the national average.
- Respondents aged between 55 and 64 are significantly more likely to volunteer than the overall figure (30% versus 23% overall). Those who want more involvement in local decision-making are more likely to volunteer than those who do not (34% versus 16%).

### **3.8 NI 17 - Perceptions of anti-social behaviour**

- Only 14% of respondents perceive there to be a problem with anti-social behaviour. This is significantly lower than the national average of 20% and lower than the consortium average of 18.9%.
- The highest perceived problems are in Newhall (23%) and the lowest perceived problems in Etwall (7%).
- Respondents with disabilities are more likely to highlight many of the areas of anti-social behaviour as a very or fairly big problem than those without disabilities.

### **3.9 NI 21 - Dealing with local concerns about anti-social behaviour and crime issues by the local council and police**

- 23% of respondents perceive that the police and public services are successfully dealing with these issues.
- Younger residents (aged under 34) are the least likely to agree that the police and other local public services are successfully dealing with these issues (18% versus 23% overall).
- Residents in Newhall and Swadlincote are most likely to disagree that the police and other public services are successfully dealing with these issues in the local area (29% versus 24% overall).

### **3.10 NI 22 - Perceptions of parents not taking responsibility for the behaviour of their children in the area**

- Only three in ten (30%) respondents feel that parents do take responsibility for their children but this is in line with the national average.
- Residents in Swadlincote and Newhall are most likely to disagree that parents take enough responsibility for their children (66% and 60% versus 50% overall).

### **3.11 NI 23 - Perceptions that people in the area treat one another with respect and consideration**

- Positively, only a quarter (26%) of respondents perceive there to be a problem with people not treating each other with respect and consideration. This marks a significant improvement since 2006/07 and is down fifteen percentage points. We also compare favourably with the consortium and national average of (32% and 27% respectively).
- Residents in Newhall and Swadlincote are most likely to say that there is a problem with people not treating each other with respect and consideration (44% and 38% verses 26% overall).

### **3.12 NI 27 - Understanding of local concerns about anti-social behaviour and crime issues by the local council and police**

- Around one in four respondents agree that the police and other local public services seek people's views about crime issues in local area.
- Younger respondents (aged under 34) are among the most likely to disagree that the police and local public service providers seek people's views. 40% disagree that the police and other local public services seek out people's views compared to 33% of residents overall.
- Residents in Newhall and Swadlincote are most likely to disagree that police and other local public services seek people's views about these issues in the local area (39% and 46% versus 33% overall).

### **3.13 NI 41 - Perceptions of drunk or rowdy behaviour NI 42 - Perceptions of drug use or drug dealing as a problem**

- 21% of respondents perceive there to be a problem with drunk or rowdy behaviour in public places. This has declined slightly by one percentage point since 2006/07 and is significantly below the national average of 29%. Slightly more respondents (23%) perceive there to be a problem with drug use or drug dealing. This has declined by thirteen percentage points since 2006/07 and is significantly below the national average of 31%.
- Residents in Newhall and Swadlincote are most likely to say that there are problems with people using or dealing drugs (38% versus 23% overall) and people being drunk or rowdy in public places (32% and 28% versus 21% overall).

### **3.14 NI119 - Self-reported measure of people's overall health and wellbeing**

- Nearly four in five respondents (78%) consider their health to be good or fairly good; this is in line with the national average.
- Older respondents are more likely than younger respondents to consider their health to be bad. Nearly one in seven respondents (15%) living in social housing would rate their health as bad, compared to one in 25 (4%) of respondents overall.

### **3.15 NI140 – Treated with respect and consideration by local public services**

- 74% of respondents say that they are treated with respect and consideration for all or most of the time. This is slightly higher than the national average of 72%.
- Those aged 65 or older are amongst the most likely to say that they are treated with respect all or most of the time (85% compared to 74% overall).
- Those aged between 35 and 44 (11%) and those who work full time (8%) are significantly more likely to feel that they are rarely or never treated with respect than the overall proportion (6%).

### **Key results relating to the Council**

#### **3.16 Priorities for the local area**

- 53% of respondents said that activities for teenagers most need improving. Respondents also said that road/pavement repairs, traffic congestion and public transport most need improving. Respondents aged between 35 and 44 are amongst the most likely to consider activities for teenagers as a priority for improvement (57% versus 53% of residents overall).
- Older respondents and those with a disability are amongst the most likely to consider clean streets to be both important, and in need of improvement.
- Social tenants (38% compared to 26% overall) are amongst the groups most likely to cite public transport as being important in making somewhere a good place to live, while owner occupiers are amongst the groups most likely to suggest that public transport is in need of improvement (30% versus 28% overall).

#### **3.17 Anti-social behaviour**

- Respondents perceive teenagers hanging around the streets as one of the biggest problems in South Derbyshire, followed by rubbish and litter lying around and vandalism, graffiti and other deliberate damage (45%, 28% and 26% respectively). However, perceptions of anti-social behaviour have dropped since 2006/07 and are significantly below the consortium and national average.

#### **3.18 Satisfaction with the Council**

- Around half of respondents (49%) are satisfied with the way the District runs things. This marks a nine-percentage point fall in satisfaction from 2006/07. However, this is above the consortium and national average (48% and 45% respectively). Ipsos Mori research has also shown that satisfaction with Councils is on a general downward trend nationally.
- Older respondents (aged 65 or over), those who rent social housing, are not working, or have disabilities are all significantly more likely to be satisfied with the Council than residents as a whole.

- Those who feel that the Council provides value for money (92%) and those who are informed about local public services (75%) are particularly likely to be satisfied with the way the Council runs things.
- Respondents' level of satisfaction with the Council varies by community forum area. The highest rating is in Swadlincote (55%), while the lowest is in Etwall (40%).
- Nearly two in five respondents (38%) feel the Council does provide value for money. This is slightly higher than the national average of 35%. The most positive groups include older residents (46% agree) and those who rent social housing (42% agree). Those who feel able to influence decisions are also particularly positive about the Council providing value for money (53% compared to 38% overall).

### **3.19 Satisfaction with Council services**

- The Council's scores for environmental services have shown some decline since 2006/07. Around 61% of respondents are satisfied that the Council keeps the land clear of litter and refuse. Satisfaction with this has declined by seven percentage points since 2006/07. However, this is still higher than the consortium and national average of 57%. This is important because residents consider clean streets to be the second most important priority in making somewhere a good place to live. Furthermore, satisfaction with the refuse collection has dropped from 78% in 2006/07 to 71% in 2008/09. This is lower than the national average of 78%.
- There are no obvious trends in satisfaction/dissatisfaction by demographic factors such as community forum area but residents in Etwall community forum area are most likely to say they are dissatisfied with local tips/household recycling centres (25% compared to 15% overall).
- Most notably, respondent's ratings for sport and leisure services have declined by sixteen percentage points. Around 36% of respondents are satisfied with sports and leisure facilities in South Derbyshire. This is lower than the consortium and national averages of 43% and 46% respectively.
- Residents in the Etwall and Melbourne are most likely to say that they are dissatisfied with sport/leisure facilities. (33% and 42% compared to 28% overall).

### **3.20 Feeling informed**

- Less than two in five respondents (37%) feel informed about public services and this is slightly below the consortium average of 39%. This is important because residents who state that they are informed about public services are far more likely to be satisfied with how the council runs things than those who are not informed (75% satisfied versus 33%).
- Older respondents are significantly more likely to feel informed about local public services than younger respondents. For example, a majority of those aged 65 or older feel informed (57%) compared to a little over a quarter (28%) of those aged 34 or under.

- Residents in Swadlincote are more likely to say that they feel not informed about local public services (71% compared to 63% overall).

#### **4.0 Next steps (Appendix 1)**

- 4.1 A draft 'high level' action plan has been developed and is shown in Appendix 1. This outlines proposed priorities for action for the District and how these should be addressed. This will be updated and developed into a more detailed action plan as further discussions take place with residents at the Area Forum meetings and with the South Derbyshire Partnership. The action plan links into the Council's Corporate Plan and South Derbyshire Partnership. Whilst a lot of the actions centre around communications and consultation it will need the positive engagement of all Council services to progress the action plan.

Key actions include:

- Present the Place Survey results to each Area Forum, focusing on their area, encouraging discussions about the results and areas for improvement.
- To build our understanding of the key areas for improvement through completing more detailed consultation using focus groups, citizens panel surveys and other community meetings.
- During 2010, hold five big clean-up events around the District. As part of the campaign, hold workshops with two local schools.
- Through the Safer Neighborhood Meetings explore with residents perceptions of anti-social behavior and how this can be addressed.
- Work with Derbyshire County Council on road/pavement repairs, traffic congestion and public transport in South Derbyshire
- Launch a communications campaign 'year of the community', focusing on particular areas across the District.
- Inclusion of questions on environmental services and sports and leisure facilities in the Citizens' Panel Survey to help us explore these areas in more detail and the drop in satisfaction.
- Ongoing 'have your say' campaign taken to local events.
- Launch a 'you said-we did' campaign and promote to residents.
- Continue measuring how successful our communications campaigns are by including relevant questions in each Citizen's Panel Survey.
- Raise awareness of the Council and to promote organisational assessment, monitoring performance and Use of Resources, showing that South Derbyshire is performing well as an authority.
- Promote and implement the Sustainable Communities Act, which gives local people the opportunity to come up with proposals to improve the place where they live.

#### **5.0 Financial Implications**

- 5.1 There are no specific financial implications relating to this report. All the actions in the will be undertaken within existing budgets.



## **6.0 Corporate Implications**

- 6.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations of our communities. This report outlines priority areas for action and how the Council and its partners can improve in the areas we are performing less well.

## **7.0 Community Implications**

- 7.1 The Place Survey captures residents’ views on the place and as such the results have been shared with the South Derbyshire Partnership, which brings together all public service providers in South Derbyshire such as the Council, the Police and Health with local business and community representatives.

## **8.0 Conclusions**

- 8.1 It appears that there are improvements in key quality of life indicators, such as anti-social behaviour. Consequently, we have seen a substantial rise in residents’ overall satisfaction with the area as a place to live. The action plan will help the Council and its partners to improve in the areas that we are performing less well and maintain and improve our scores in other key areas.

## **9.0 Background papers**

The full results of The Place Survey for South Derbyshire can be found on:  
[www.south-derbys.gov.uk/council\\_and\\_democracy/have\\_your\\_say/the\\_place\\_survey/results\\_08\\_09/default.asp](http://www.south-derbys.gov.uk/council_and_democracy/have_your_say/the_place_survey/results_08_09/default.asp)

The national Place Survey results can be found on:  
[www.communities.gov.uk/publications/corporate/statistics/placesurvey2008](http://www.communities.gov.uk/publications/corporate/statistics/placesurvey2008)