

# South Derbyshire Local Strategic Partnership

Report to the LSP Board ~~LSP Board Strategic Coordinating Group~~

**Date of meeting: 24 September 2008**

**Agenda Item: 11**

## **The Place Survey**

### Issue

The Place Survey will look at resident satisfaction with all public services in South Derbyshire. The results of this survey will be used to shape the development of the new Sustainable Community Strategy from April 2009. It is important that the Local Strategic Partnership (LSP) ~~Board~~ understands the process and how this will feed into the development of the new strategy. The Place Survey will ask respondents about their views on the area as a whole and how they perceive a range of services.

### Background

All Local Authorities have a statutory duty to undertake the new Place Survey on behalf of the LSP from 2008. The survey is about improving outcomes for local people and places, as emphasised in The Local Government White paper – Strong and Prosperous Communities. Central to this is the importance of capturing local people's views, experiences and perceptions, so that solutions for an area can reflect these local views and concerns. This survey has replaced the previous suite of Best Value User Satisfaction Surveys.

The new National Indicator set is being informed by citizens' views and perspectives. To reduce the number of surveys being undertaken by local authorities, 18 of these indicators will be collected through a single Place Survey to be administered by each local authority.

The survey is to be conducted every two years so as to allow local authorities to track changes in perception more frequently and respond in a timely way.

### Details

The same methodology is to be used for the Place Survey as was previously used for the BVPI user satisfaction survey (a questionnaire posted to 4,000 randomly selected households).

It is therefore important that the survey is branded as the LSP in partnership alongside the Council logo.

We are undertaking the survey as part of a Derbyshire District Consortium and have participated in a joint procurement exercise led by North East Derbyshire. From this exercise we have commissioned Ipsos Mori to manage this survey on the Council's behalf and this will cost the Council approximately £15,000. Within the contract Ipsos Mori will produce and distribute the questionnaire, undertake the scanning and analysis of the questionnaires and produce a comprehensive report, which will be used to present these findings to the Local Strategic Partnership and the Council. The

# South Derbyshire Local Strategic Partnership

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Policy Officer (Consultation) will project manage this contract on behalf of the Council.

The Place Survey will be very different from the previous BVPI user satisfaction survey, in that there will be more of a focus on South Derbyshire as a place rather than the services provided by the council and/or its partners.

The Place Survey includes questions about:

- The local area
- The local public services including police, Fire and Rescue services, GP, local hospital and dentist
- How well informed people feel about services
- Local decision-making
- Unpaid help that people give
- How people get involved in their community
- Respect and consideration
- Community safety.

The questions that were in the 2006 User Satisfaction Survey and are **not** included in the Place Survey are:

- Satisfaction with household waste collection, doorstep recycling collection and local recycling facilities.
- Whether our services have got better or worse e.g. local recycling facilities.
- Overall satisfaction with housing and planning services.
- Satisfaction with contacting the council to make a complaint and for other reasons.
- Satisfaction with customer services e.g. competent staff etc.

We have added additional questions to the questionnaire from the PCT about smoking habits and we will include a question about joining our Citizens' Panel, which will contribute to the refreshment of the Panel and a question on how residents find out information about the Council specifically and the District as a whole.

### **Promotion**

A copy of the Place Survey questionnaire that will be sent out to residents is attached to this report.

The Council's Annual Report is acting as the 'newsletter' to publicise the District's achievements/performance and this has been distributed to key partners and displayed in community facilities such as Post Offices, Surgeries, Libraries and other community buildings. The Annual Report is also available off the Council's website and this had over 2,500 page views since its launch. As a result, residents will hopefully be better informed about what we have achieved for South Derbyshire and what we are planning to do when they are completing the survey.

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## Timetable for the Survey.

|                                     |                   |
|-------------------------------------|-------------------|
| Sample drawn up                     | Late July 2008    |
| Mail out to residents               | 29 September 2008 |
| Reminders out to residents          | October 2008      |
| Survey fieldwork ends               | 19 December 2008  |
| Data submission to Audit Commission | January 2009      |
| Results published and promoted      | Spring 2009       |

## Recommendations

To note the process for the survey and the implications for partners.

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## Appendix 1 – Place Survey Questionnaire

To be circulated