

Place Survey 2008/2009

Manual

June 2008

This document outlines the common standards for all local authorities and their sub-agencies conducting the Place Survey.

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SECTION 1 – INTRODUCTION

Purpose of the Place Survey

1. The Local Government White Paper – Strong and Prosperous Communities emphasises a new focus on improving outcomes for

local people and places – rather than on processes, institutions and inputs. It recognises that no single organisation can achieve success on the complex issues of improving public health, reducing poverty, tackling crime or sustainable economic development. The challenges are too complex and the needs often too local for all solutions to be imposed from the centre. Everywhere, solutions will need effective co-operation.

2. Central to this is the importance of capturing local people's views, experiences and perceptions, so that the solutions for an area can reflect local views and preferences. More than this, it is vital to track people's changing perceptions, as a way of determining whether interventions made in an area result in the right outcomes for local people – ie do people feel happier, healthier, safer? The Place Survey is a way of achieving this.
3. The Place Survey will supply the data by which a number of national indicators will be measured. The national indicators will measure how well Government's priorities, as set out in the Comprehensive Spending Review, are being delivered by local government and local government partnerships over the next three years. They form an important part of the new, streamlined local performance framework. The national indicators can be found in SECTION 4 of this manual.
4. The Place Survey will be one tool which is available to councils and their partners to understand the views of local people. We expect that local service providers will have many ways both of seeking direct feedback on services and of exploring perceptions of the area. The new performance framework expects councils and partners to use all the evidence at their disposal to build a robust understanding of the area they serve and the people who live there. Within this context, the Place Survey provides a set of national indicators which will be common to all areas. However, to be properly understood, these measures will need to be interpreted in their local context and set alongside other local information.

Purpose of this Manual

5. This manual specifies the common standards for local authorities and their contractors conducting the new 2008/09 Place Survey.
6. The manual address this objective in three parts: The rest of this document outlines the common standards. ANNEX A is the

questionnaire template whilst ANNEX B provides a technical annex with more detailed advice on how to meet the common standards.

7. **This manual replaces the BVPI guidance. You should not rely on previous BVPI guidance in order to deliver the Place Survey.**

Who needs to read this Manual?

8. Anyone involved in conducting the 2008/09 Place Survey should read this manual. Each authority should have a **designated primary point of contact**. This person is responsible for managing the survey on behalf of the local authority and for submitting final data and meta-data. They should be a local authority employee, rather than a contractor. The primary point of contact should take responsibility for managing the survey process and ensuring that all the common standards are met. If the survey is to be conducted by a contractor, the authority's primary point of contact should be responsible for ensuring that the contractor meets the common standards of the survey. The primary point of contact will be **the only** person who can submit the survey data and the metadata for their authority. They should take responsibility for the quality of the data. Any queries that arise about the quality of the data or the way that the survey was conducted during the validation of the survey will be directed at the primary point of contact.
9. If the designated primary point of contact leaves their post during the course of the survey (or otherwise finds themselves unable to fulfil their role) a replacement primary point of contact should be appointed. The replacement primary point of contact should make the Audit Commission aware of any such changes.
10. In areas with two-tier authorities it is appropriate for the higher tier to provide leadership and to identify ways in which the Place Survey can be conducted more efficiently through collaboration between local authority levels. However, all local authorities should be able to demonstrate the 8 common standards.
11. Forty-four local authorities are currently undergoing re-structuring into nine new authorities (see SECTION 3 for details). In these instances the authorities should conduct the Place Survey and demonstrate the 8 common standards in relation to the nine new authorities (it would therefore seem sensible for the transitional council in each area ie the preparing authority or shadow authority to co-ordinate completion of the Place Survey). It is **not** expected that each of the forty-four currently existing authorities conducts the Place Survey separately.
12. Potential contractors may use this manual. Please note that the primary point of contact retains responsibility for the authority's delivery of data to the Audit Commission.

13. A Place Survey website will be operational from mid-July. The precise 'go-live' date will be announced by the Audit Commission. Access to the website will not be restricted to primary contacts.
14. The primary point of contact may require other members of staff to access materials relating to the Place Survey. Only by registering will you be able to access the templates and tools which will facilitate the survey process. The Place Survey website will include a regularly updated list of Frequently Asked Questions. Certain areas of the website will be restricted to the designated primary point of contact at each authority.
15. If there is anything in this manual which is not clear please get in touch via the Audit Commission web-form which is available at www.audit-commission.gov.uk/performance/ni-contact.asp. You should receive a reply within five working days (but this may be longer during busy times). Further information will be available via the Place Survey website (from mid-July onwards).

SECTION 2 – THE COMMON STANDARDS

Introduction

16. This section sets out the **common standards** for the Place Survey.

8 common standards

17. The 8 common standards are (in summary):

- 1) Adhere to the **timetable**
- 2) Use the **questionnaire template**
- 3) Use the **sampling method**
- 4) Use the **sampling frame**
- 5) Use the designated method of **data collection**
- 6) Take all reasonable steps to maximise the **response rate**
- 7) Achieve the designated **statistical reliability**
- 8) Use each of the data submission templates and tools for **submitting your survey results and metadata** and ensure they are completed correctly and submitted by the required date

Ensuring you meet the 8 common standards

1) Timetable

18. Fieldwork for the Place Survey should take place between 29 September 2008 and 19 December 2008 (see Table A for further details).
19. Authorities should mail out covering letters, questionnaires and pre-paid envelopes on Thursday 25 and Friday 26 September 2008. You should receive completed questionnaires between 29 September 2008 and 19 December 2008. Steps to improve response, including sending reminder letters (with accompanying questionnaires), should be taken after 15 October 2008.
20. The survey should be undertaken every 2 years (authorities may choose to undertake the survey during the interim year but the results will not inform the calculation of the National Indicator Set indicators).

Table A – Fieldwork & Data Submission timetable for all authorities

Place Survey

Sampling window opens	Mid July 2008
Sampling window closes	Late July 2008
Initial mail out	25-26 September 2008
Fieldwork begins	29 September 2008
Reminders window opens	15 October 2008
Fieldwork ends¹	19 December 2008
Data submission begins	1 January 2009
Data submission deadline	30 January 2009

2) Questionnaire template

21. Use the designated questionnaire template. This is available in ANNEX A. It will also be available from the templates and tools section on the Place Survey website.
22. You should not use any questionnaire other than the questionnaire template.
23. The questionnaire template has been subjected to rigorous development, pilot testing and validation. You should not make any changes to the existing form of words in the questionnaire template or the existing layout unless any changes are specifically indicated in the template itself (eg to insert the name of your council).

Adding questions

¹ No more questionnaires can be sent out but any completed questionnaire which you receive after this point may still be included in the dataset.

24. You may add questions to your questionnaire in order to collect more detailed information on services and issues which are relevant to your local area. However:
25. Inclusion of additional questions needs to be discussed with the Local Strategic Partnership to ensure that questions chosen are in line with priorities in the Sustainable Community Strategy and Local Area Agreement.
26. If you are planning to add questions, it is recommended that you use a question from the Place Survey Question Bank (see SECTION 5). These questions have been selected in collaboration with key stakeholders, including the LGA, and have been used on previous BVPI surveys. Therefore, they can provide data for time-series comparisons with previous BVPI surveys. Please note that there is no requirement or expectation that you ask any of these additional questions.
27. Any additional questions **should only** be added **after Q26** of the core questionnaire template, so that responses to the core questions are not affected by differential question ordering between local authorities. Additional questions should follow immediately after a short paragraph (to be decided and inserted by authorities) which explains to respondents why they are being asked these additional questions. Further advice can be found in SECTION 5.
28. Adding questions will alter the length of the questionnaire. The final questionnaire should be no more than 12 pages long (excluding the covering letter). A longer questionnaire could be too time consuming for potential respondents and thereby deter them. It also reduces your ability to meet common standard 6 (take all reasonable steps to maximise response rate).

Adding your own questions

29. If you decide you have another question, which cannot be captured by any of the questions in the Place Survey Question Bank and you would like therefore to include a bespoke question, it is recommended that you should refer to and adhere to the advice contained in ANNEX B (technical annex).

Covering letter

30. As well as the questionnaire template, authorities should use the 'covering letter' template.
31. A standard form of words has been developed for the covering letter in order to meet the requirements of the Data Protection Act 1998. The covering letter should be sent with each questionnaire. The covering letter should be signed by the council's Chief

Executive, the Leader of the Council or another high profile representative or representatives of the Local Strategic Partnership.

32. It is recommended that local authorities add a local brand (see the 'minimum reasonable steps' section below) and information in other languages about the survey and how residents can obtain translated copies of the questionnaire.

3) Sampling method

33. Use random (probability) sampling to select potential respondents. Each of the residents in your sampling frame should have an equal, calculable and non-zero probability of being selected to receive a questionnaire.
34. In two-tier authorities (eg counties and districts), districts may conduct the survey on behalf of the county. However, all districts should reach an achieved sample size of 1,100 (regardless of population size). Therefore, if districts conduct the survey on behalf of the county, weights will need to be calculated and applied to adjust for different population sizes between districts before creating a county level dataset. These weights will be calculated and applied to the data by the Audit Commission. Alternatively, a county may conduct the survey on behalf of itself and each district. In this situation the county should conduct the survey in such a way as to ensure each district can demonstrate the common standards (ie random sampling, at least 1,100 completed questionnaires for each district etc) Again, if a county conducts the survey on behalf of each district, this should be a sample stratified per district. Weights will need to be calculated and applied to adjust for different population sizes between districts before creating a county level dataset. These weights will be calculated and applied to the data by the Audit Commission.
35. Authorities may choose to stratify the sample frame. Stratification involves dividing the population into subpopulations (strata). These subpopulations do not overlap and cover the whole population so that each sampling unit (eg household) belongs to exactly one stratum. Then random (probability) sampling should be used to select a sample within each stratum. Stratification can be useful to boost the responses from particular demographic groups where you expect a low response rate, or to boost the responses in local areas to enable more reliable area-based analysis. If you wish to stratify your sample, weights will need to be calculated and applied to the data. Further details about weighting for the Place Survey can be found in ANNEX B. Please consult a statistician/survey researcher, or contact the Audit Commission helpdesk for advice on stratification.
36. Authorities **should not** subsequently cluster addresses within random or stratified samples.

4) Sampling frame

37. Use the sampling frame which comprises all adult (aged 18 and over) residents of the local authority. The sampling frame for the 2008/09 Place Survey is the Post Office small users Address File (PAF).
38. The sampling frame will be available from the Place Survey website (see the 'who needs to read this manual' section above for details). All samples should be drawn from the PAF. Authorities need to consider how many cases need to be drawn from the sample in order to receive at least 1,100 completed questionnaires. This decision is likely to be informed by the authority's previous experience of conducting BVPI user satisfaction surveys (ie using an assumed response rate on the basis of previous BVPI surveys in the local area).
39. If you require more information before the Place Survey website is live (mid-July) please contact the Audit Commission via their web-form which is available at www.audit-commission.gov.uk/performance/ni-contact.asp.

5) Data collection

40. You should distribute all Place Survey questionnaires through the UK Royal Mail postal system. In addition, respondents should return completed questionnaires through the UK Royal Mail postal system (using the pre-paid envelope which authorities will supply).
41. Exceptions to the postal approach may be made **for individual respondents** where there are compelling reasons for doing so: for instance, if a respondent does not speak English and their own language has no written form, or if a resident has a particular disability and they lack an appropriate carer which prevents them from completing the questionnaire.
42. In the first instance, translated versions of the questionnaire should always be offered². The Audit Commission will be providing copies of the Place Survey questionnaire template translated into the five most commonly spoken non-English languages. If it is established that a written questionnaire is not appropriate then an official should simply read out the questions and possible response options as they are written on the questionnaire template. They should also note the respondent's answers, but they should avoid discussing the questions or leading the respondent to particular answers. Such

² See <http://www.communities.gov.uk/documents/communities/pdf/580274.pdf> for general advice on translations.

scenarios should be discussed individually with the Audit Commission.

6) Response Rate

43. Authorities should take all reasonable steps to maximise their response rates. It is especially important that authorities **should continue** trying to obtain more completed questionnaires once the minimum sample has been reached (if there remains time in the specified fieldwork period of the survey).
44. Non-response is one of the main causes of error in survey results.

Minimum reasonable steps to maximise response rates:

45. Two reminder letters should be sent to non-respondents during the fieldwork period (after 15 October 2008, see Table A). Each reminder letter should include a copy of the questionnaire and not simply a request for the previously sent questionnaire to be completed (which may have been mislaid by the non-respondent).
46. A pre-paid envelope should be included with each questionnaire to ensure potential respondents are not deterred by the financial cost of returning a completed questionnaire.
47. The covering letter sent as part of a reminder should be adjusted to reflect the fact that it is a reminder (whilst still meeting data protection requirements).
48. All correspondence (including envelopes) should include a local area brand which does not align it closely with any one agency. This could be the same brand used for the Sustainable Community Strategy for that area. Local areas will need to identify a suitable local area brand bearing in mind that this decision should be aimed at increasing the Place Survey response rate.
49. Further suggestions for ways to increase your response rate can be found in ANNEX B.

7) Statistical reliability

50. A maximum +/- 3 percentage points at the 95% confidence level is required to calculate the national indicators collected in the Place Survey.

51. The achieved sample size should be no smaller than 1,100. Authorities should aim to receive a minimum of 1,100 completed Place Survey questionnaires.
52. 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.
53. The size of the population being surveyed (ie the number of adult residents living in the authority) will not be taken into account when assessing the size of sample required to ensure a given level of statistical reliability (as measured by the confidence interval figure). Theoretically this calculation can be adjusted where the population being surveyed is very small, but for the purposes of clarity, comparability and simplicity all authorities should meet the minimum sample size of 1,100.

8) Submitting your survey results

54. All data collected within the Place Survey should be submitted in accordance with the specified timetable (see table A) to the Audit Commission via the templates and tools provided on the Place Survey website.
55. The Audit Commission found that the local government sector generally welcomed its processing and publication of non BVPI question data from the 2006/07 BVPI General Survey to enable local benchmarking. Therefore, we propose that authorities should submit all their data (including additional questions from the voluntary question bank) via the Place Survey website. We are interested in hearing the views of local authorities on this approach to processing and publication of the survey questions, and are discussing with the Audit Commission and LGA how best to do that, prior to collection of the survey responses. We will also keep under review any implications for Government statistics arising from the requirements of The Statistics and Registration Service Act 2007.
56. In addition to the questionnaire templates, authorities will also need to submit specified data on how the survey was conducted via the meta-data submission template. The Audit Commission will review data quality arrangements as part of their judgment to inform the Comprehensive Area Assessment.
57. The ward code of each respondent should be supplied with the data set. The ward codes will be provided in the PAF sample that you download from the Place Survey website. You should give each respondent in your original sample a unique identifying number before the first mail out, so that you can match all returned questionnaires against the ward code in your original sample. The dataset which you submit to the Audit Commission should not

- contain the respondent's name, any part of their address (including postcode) or their unique identifying number.
58. All survey data and data relating to how the survey was carried out (meta-data) should be supplied using the variable codes specified in the data entry templates.
 59. All results from the Place Survey will be weighted. Further details about weighting can be found in ANNEX B.
 60. Authorities are asked to submit **unweighted** data only.
 61. After authorities have submitted unweighted data, the data will be processed and weight factors will be added. In return authorities will receive weighted data and their NIS scores approximately five working days after submitting the unweighted data. The quicker that authorities submit their data, the quicker they will receive their weighted data in return.
 62. The information gained in the "About yourself" section of the questionnaire is important as it allows the authority to analyse levels of satisfaction between different groups of the population, such as those who are in various states of employment or are of different ages. It is also used for the weighting of the data by demographic characteristics.
 63. If you require more information please contact us via the Audit Commission web-form which is available at www.audit-commission.gov.uk/performance/ni-contact.asp. Further information will be available via the Place Survey website (from mid-July onwards).
 64. Once it is available, all authorities should register at the Place Survey website, read this manual and ANNEX B thoroughly and familiarise themselves with all the templates and tools at an early stage to ensure that they are able to submit all necessary data and information (see the 'who needs to read this manual' section above for details about the Place Survey website). It is important that the primary point of contact takes responsibility for cascading information to all necessary parties and ensuring all the common standards are met.

SECTION 3 – LOCAL AUTHORITY RE-STRUCTURING

New Unitary Areas – To be established on 1st April 2009

Whole county unitary authorities will be established in the following five county areas:

County	Authorities to be Abolished
Cornwall	Caradon District Council Carrick District Council Kerrier District Council North Cornwall District Council Penwith District Council Restormel Borough Council
County Durham	Chester-Le-Street District Council Derewentside District Council Durham City Council Easington District Council Sedgefield Borough Council Teesdale District Council Wear Valley District Council
Northumberland	Alnwick District Council Berwick upon Tweed Borough Council Blyth Valley Borough Council Castle Morpeth Borough Council Tynedale District Council Wansbeck District Council
Shropshire	Bridgnorth District Council North Shropshire District Council Oswestry Borough Council Shrewsbury & Atcham Borough Council South Shropshire District Council
Wiltshire	Kennet District Council North Wiltshire District Council Salisbury District Council West Wiltshire District Council

New district unitaries being established in Bedfordshire and Cheshire

New District Unitary	Authorities to be Abolished
Bedford Borough	N/A continuing authority
Central Bedfordshire	Bedfordshire County Council
Cheshire East	Congleton Borough Council Crewe & Nantwich Borough Council Macclesfield Borough Council
Cheshire West & Chester	Cheshire County Council

New District Unitary	Authorities to be Abolished
	Chester City Council Ellesmere Port & Neston Borough Council Vale Royal Borough Council

SECTION 4 – THE NATIONAL INDICATORS BEING COLLECTED VIA THE PLACE SURVEY

Place Survey Indicator			
NI 1: % of people who believe people from different backgrounds get on well together in their local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p><i>The Local Government White Paper</i> sets out Government's aim of creating strong and cohesive communities – thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging. The aim in doing so is to ensure that the economic and cultural benefits of diversity are experienced by everyone in each community, recognising that this means promoting similar life opportunities for all. This particular measure is widely recognised as a key indicator of a cohesive society, shown to measure a number of strands of the community cohesion definition. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period.</p>		
Definition	<p>The proportion of the adult population who say they 'tend to agree', or 'definitely agree' that their local area is a place where people from different backgrounds get on well.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where: x = total number of respondents 'agreeing'/'strongly agreeing' that local area is a place where people from different backgrounds get on well y = total number of respondents giving valid answer to question (definitely agree/tend to agree/tend to disagree/definitely disagree) – 'don't know'/'too few people'/'all same background' to be treated as missing values.</p>		
Worked example	<p>Definitely Agree (DA) = 1004</p>	Good performance	Good performance

	<p>Tend to Agree (TA) = 5757</p> <p>Tend to Disagree (TD) = 1370</p> <p>Definitely Disagree (DD) = 360</p> <p>Don't Know (DK) = 793</p> <p>Too few = 73</p> <p>All same = 318</p> <p>$((DA + TA) / (DA + TA + TD + DD)) * 100$</p> <p>$6761 / 8491 * 100 = 80\%$</p>		<p>typified by higher percentages</p>
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 2: % of people who feel that they belong to their neighbourhood			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p><i>The Local Government White Paper</i> sets out Government’s aim of creating strong and cohesive communities – thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging. A sense of belonging to one’s neighbourhood is therefore a key indicator of a cohesive society. The question that feeds this indicator was previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.</p>		
Definition	<p>The proportion of the adult population who feel ‘fairly strongly’, or ‘very strongly’ that they belong to their immediate neighbourhood.</p> <p><i>Belonging:</i> Respondents will be said to feel they belong to their area if they say they feel they belong “very strongly” or “fairly strongly”.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where: x = total number of respondents who say they belong to their neighbourhood y =total number of respondents giving valid answer to question – ‘don’t know’ responses to be treated as missing values.</p>		
Worked example	<p>Very Strongly (VS) = 3032 Fairly Strongly (FS) = 4140 Not Very Strongly (NVS) = 1888 Not At All Strongly (NAAS) = 563 Don’t Know = 68 $((VS + FS)/(VS + FS + NVS + NAAS))*100$</p> <p>7172/9623 * 100 = 75%</p>	Good performance	<p>Good performance typified by higher percentages</p>

Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 3: Civic participation in the local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>To promote greater local participation in a range of civic activities. Civic participation is one of the principal means by which individuals exercise their empowerment for the benefit of the locality, often at the same time increasing their own level of empowerment. Contributing to a decision-making group requires a degree of personal confidence combined with a willingness to be a conduit for wishes and needs of other residents.</p> <p>An increase in the number and diversity of people taking on such roles can help to create fairer, more inclusive policies whilst spreading the perception that public decision making is accessible to the influence of all legitimate interests. It can help to make civic institutions more representative of and accountable to the local population. It can also contribute to concentrating local decision making more effectively on the issues all members of society believe are important, as well as strengthening ties between such bodies and the people they serve, so building trust.</p> <p>Local authorities are encouraged to consider this indicator in terms of narrowing gaps between group(s)¹ in order to raise involvement of disadvantaged sections of society. For example, there are disproportionately low numbers of Black and Minority Ethnic (BME) women councillors, disabled school governors and ethnic minority magistrates. Targeting this indicator on a specific group(s) should be a way to make progress in addressing such inequalities. The question that feeds this indicator was previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.</p> <p>¹ Disadvantaged groups may include women, people from an ethnic or religious minority, disabled people, young people, older people, and lesbian, gay, bisexual and transsexual people.</p>		
Definition	<i>Civic activities</i>		

	<p>Been a local councillor (for the local authority, town or parish)</p> <p>Member of a group making decisions on local health services</p> <p>Member of a decision making group set up to regenerate the local area</p> <p>Member of a decision making group set up to tackle local crime problems</p> <p>Member of a tenants' group decision making committee</p> <p>Member of a group making decisions on local education services</p> <p>Member of a group making decisions on local services for young people</p> <p>Member of another group making decisions on services in the local community</p> <p>Participation will be counted if the respondent signals taking part in at least one of any of the activities above in the last 12 months.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who say they take part in at least one of any of the activities above in the last 12 months</p> <p>y = total number of respondents giving valid answer to question</p>		
Worked example	<p>Yes (Y) =1800</p> <p>No (N) =441</p> <p>$((Y)/(Y + N))*100$</p> <p>$1800/2241 *100=80\%$</p>	Good performance	<p>Good performance typified by higher percentages</p>
Data Source	<p>Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.</p>		
Collection Interval	<p>Biennial</p>		
Return Format	Percentage	Decimal Places	One
Reporting organisation	<p>Audit Commission</p>		

Spatial level	Single tier, district and county council
Further Guidance	

Place Survey Indicator			
NI 4: % of people who feel they can influence decisions in their locality			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	The Government aims to build communities where individuals are empowered to make a difference both to their own lives and to the area in which they live. A key indicator of community empowerment is the extent to which people feel able to influence decisions affecting their local area. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period.		
Definition	The proportion of the adult population who agree that they feel able to influence decisions affecting their local area.		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who 'definitely agree'/'tend to agree' that they are able to influence decisions affecting their local area</p> <p>y =total number of respondents giving valid answer to question – 'don't know' responses to be treated as missing values.</p>		
Worked example	Definitely Agree (DA) =516 Tend to Agree (TA) =3048 Tend to Disagree (TD) =3878 Definitely Disagree (DD) =1800 Don't Know (DK) =441 $((DA + TA)/(DA + TA + TD + DD))*100$ $3564/9242 *100=39\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		

Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 5: Overall/general satisfaction with local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>The Government recognises that the quality of place remains a priority to residents and drives how satisfied people are with their local area as a place to live. This indicator will provide authorities and service deliverers with a baseline of local satisfaction which will help them identify and address the sorts of issues affecting how residents feel about their local area. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period.</p>		
Definition	<p>The proportion of the adult population who say they are 'satisfied', or 'very satisfied' with the area as a place to live.</p> <p>The data source is the place survey which will ask the question:</p> <p>"Overall, how satisfied or dissatisfied are you with your local area as a place to live?"</p> <p>Respondents have the choice of 5 response categories. These are: Very satisfied, Satisfied, Neither satisfied or dissatisfied, Dissatisfied, Very dissatisfied.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = the number of respondents who are very satisfied or satisfied with the area as a place to live.</p> <p>y = the total number of respondents to the question</p>		
Worked example	<p>Very Satisfied (VS) =516</p> <p>Fairly Satisfied (FS) =3048</p> <p>Neither Satisfied nor Dissatisfied (NSD) =3878</p> <p>Fairly Dissatisfied (FD) =1800</p> <p>Very Dissatisfied (VD) =441</p> <p>$((VS + FS)/(VS + FS + NSD + FD + VD))*100$</p>	Good performance	<p>Good performance typified by higher percentages</p>

	3564/9683 *100=37%		
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	Data on previous trends can be found in the national report http://www.communities.gov.uk/index.asp?id=1510806)		

Place Survey Indicator			
NI 6: Participation in regular volunteering			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>High levels of volunteering are one sign of strong, active communities. Volunteers are vital in supporting the range of activity undertaken by third sector organisations and within the public services. Local government has an important role to play in creating a culture in which individuals are able to contribute to their communities by volunteering.</p> <p>Regular volunteering is defined as taking part in formal volunteering at least once a month in the 12 months before the interview. Formal volunteering is defined as giving unpaid help through groups, clubs or organisations which support social, environmental, cultural or sporting objectives. The question that feeds this indicator is based on a question previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.</p>		
Definition	<p>In order to raise the level of volunteering activity the target focuses on increasing the proportion of regular formal volunteers. Regular formal voluntary activities are defined as taking part at least once a month in the 12 months before the survey.</p> <p>Formal volunteering is defined as giving unpaid help through groups, clubs or organisations, which support social, environmental, cultural or sporting objectives at least once a week or less than once a week but at least once a month.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who volunteer at least once a week or less than once a week but at least once a month</p> <p>y = total number of respondents giving valid answer to question excluding don't know values</p>		
Worked example	<p>At least once a week (DA) = 1004</p> <p>Less than once a week but at least once a month (TA) = 5757</p>	Good performance	Good performance typified by higher percentages

	<p>I give unpaid help as an individual only and not through groups, clubs or organizations (TD) = 1370</p> <p>I have not given any unpaid help in the last 12 months (DD) = 360</p> <p>Don't Know (DK) = 200</p> <p>$((DA + TA) / (DA + TA + TD + DD)) * 100$</p> <p>$6761 / 8491 * 100 = 80\%$</p>		
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	www.cabinetoffice.gov.uk/thirdsector http://www.communities.gov.uk/index.asp?id=1505767		

Place Survey & APACS Indicator			
NI 17: Perceptions of anti-social behaviour			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>Anti-social behaviour (ASB) is a high profile national priority for Government. Local authorities are the key partner in tackling ASB and have statutory duties to enforce ASB legislation (this ASB indicator is mandatory in the 2006/07 LAAS). They are an applicant agency for Anti-social behaviour orders (ASBOs); they lead on housing-related ASB, tackling litter/graffiti, and are responsible for licensing of premises and in securing and designing environments to reduce likelihood of alcohol-fuelled disorder and ASB.</p> <p>The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the BCS. Note that the methodology for the Place Survey is different to the British Crime Survey (BCS) as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.</p>		
Definition	<p>Percentage of respondents with a high level of perceived anti-social behaviour combines responses to seven questions about anti-social behaviour problems. The questions are as follows:</p> <p>Thinking about this local area, how much of a problem do you think each of the following are....</p> <ol style="list-style-type: none"> 1) ... noisy neighbours or loud parties? 2) ...teenagers hanging around on the streets? 3) ...rubbish or litter lying around? 4) ...vandalism, graffiti and other deliberate damage to property or vehicles? 5) ...people using or dealing drugs? 6) ...people being drunk or rowdy in public places? 7) ...abandoned or burnt out cars? 		
Formula	<p>(Using weighted data): $x / y * 100$ where: x = total number of respondents who answer 'fairly big problem' and 'very big problem' across the seven questions.</p>		

	y = total number of respondents giving valid answer to question excluding 'no opinion' across the seven questions.		
Worked example	<p>A Very Big Problem (DA) =516</p> <p>A Fairly Big Problem (TA) =3048</p> <p>Not A Very Big Problem (TAD) =3878</p> <p>Not A Problem At All (TD) = 200</p> <p>No Opinion (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD))*100$</p> <p>$3564/7642 *100=47\%$</p>	Good performance	Good performance typified by lower percentages
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p>		

At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.

For the latest guidance for this indicator, please consult the APACS technical guidance which is available at:
<http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/>

Place Survey & APACS Indicator			
NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>This is about partnership working with local agencies. This measure is also being employed as a proxy to measure confidence in local agencies to tackle the community safety issues that matter to local people (i.e. a measure of Neighbourhood Policing in the widest sense). It is an indicator of people's view about those issues which are important to their quality of life. A similar question to the one that feeds this indicator was previously used in the British Crime Survey (BCS). Note that the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.</p>		
Definition	<p>The question being asked is as follows: How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? Strongly agree; tend to agree; neither agree nor disagree; tend to disagree; strongly disagree; don't know</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where: x = total number of respondents who strongly agree/tend to agree y = total number of respondents giving valid answer to question including don't knows.</p>		
Worked example	<p>Strongly Agree (DA) =516 Tend to Agree (TA) =3048 Neither Agree or Disagree (TAD) =3878 Tend to Disagree (TD) = 200 Strongly Disagree (DD) =1800 Don't Know (DK) =441</p>	Good performance	<p>Good performance typified by higher percentages</p>

	$\frac{((DA + TA) / (DA + TA + TAD + TD + DD + DK)) * 100}{3564 / 9883 * 100 = 36\%}$		
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p> <p>For the latest guidance for this indicator, please consult the APACS technical guidance which is available at: http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p>		

Place Survey Indicator			
NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	To focus local authorities and their partners on using the range of tools available to them 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. A similar question to the one that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the British Crime Survey (BCS). Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.		
Definition	% of people that agree or disagree that in their local area, parents take enough responsibility for the behaviour of their children.		
Formula	(Using weighted data): $x / y * 100$ where: x = total number of respondents who answer 'definitely agree' and 'tend to agree'. y =total number of respondents excluding don't know's (definitely agree, tend to agree, neither agree or disagree, tend to disagree, definitely disagree)		
Worked example	Definitely Agree (DA) =516 Tend to Agree (TA) =3048 Neither Agree or Disagree (TAD) =3878 Tend to Disagree (TD) = 200 Definitely Disagree (DD) =1800 Don't Know (DK) =441 $((DA + TA) / (DA + TA + TAD + TD + DD + DK)) * 100$	Good performance	Good performance typified by higher percentages

	3564/9442 *100=38%		
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	Two significant figures
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	http://www.dfes.gov.uk/localauthorities/index.cfm		

Place Survey Indicator			
NI 23: Perceptions that people in the area treat one another with respect and consideration			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	To encourage local authorities and their partners to take action to promote strong communities with shared values where community members treat one another with respect and consideration. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the British Crime Survey (BCS). Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.		
Definition	% of people who perceive people not treating one another with respect and consideration to be a problem in their area, using the question; “In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?”		
Formula	(Using weighted data): $x / y * 100$ where: x = total number of respondents who answer ‘fairly big problem’ and ‘very big problem’ y =total number of respondents giving valid answer to question including don’t knows.		
Worked example	A Very Big Problem (DA) =516 A Fairly Big Problem (TA) =3048 Not A Very Big Problem (TAD) =3878 Not A Problem At All (TD) = 200 Don’t Know (DK) =441 $((DA + TA) / (DA + TA + TAD + TD + DK)) * 100$ $3564 / 9883 * 100 = 36\%$	Good performance	Good performance is typified by lower percentages

Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	www.dcsf.gov.uk/localauthorities		

Place Survey & APACS Indicator			
NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>This is about partnership working with local agencies. It measures confidence in local agencies to seek views on anti-social behaviour and crime in your area.</p> <p>Its focus is on quality of life issues, specifically with an element of community engagement through asking about 'seeking people's views'. Understanding and agreeing what priorities are critical to this 'listening and responding' to deliver 'two way' engagement.</p> <p>A similar question to the one that feeds this indicator was previously used in the British Crime Survey (BCS). Note that the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.</p>		
Definition	<p>Anti-social behaviour – as part of the overall seven strand anti-social behaviour indicator, NI 17.</p> <p>The question being asked is as follows:</p> <p>It is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in your local area</p> <p>How much would you agree or disagree that...</p> <p>The police and local council seek people's views about the anti-social behaviour and crime issues that matter in this area</p> <p>Strongly agree; tend to agree; neither agree nor disagree; tend to disagree; strongly disagree</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who strongly agree/tend to agree</p> <p>y = total number of respondents giving valid answer to question including don't knows.</p>		
Worked example	<p>Strongly Agree (DA) =516</p> <p>Tend to Agree (TA) =3048</p>	Good performance	<p>Good performance typified by higher</p>

	<p>Neither Agree or Disagree (TAD) =3878 Tend to Disagree (TD) = 200 Strongly Disagree (DD) =1800 Don't Know (DK) =441 $((DA + TA)/(DA + TA + TAD + TD + DD + DK)) * 100$ $3564/9883 * 100 = 36\%$</p>		percentages
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p>		

At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.

For the latest guidance for this indicator, please consult the APACS technical guidance which is available at:
<http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/>

Place Survey Indicator			
NI 37: Awareness of civil protection arrangements in the local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>Local responders have been the forefront of work over the past few years to improve the UK's preparedness for emergencies. The delivery chain for civil protection comprises national, regional and local government; the public, private and voluntary sectors, together with citizens and their communities who work together to support public authorities.</p> <p>The building of frontline respondents' capabilities to effectively plan for and respond to emergencies has become a crucial element of resilience activity. There are two other crucial components of an effective response that now need to be tackled. Citizens themselves being prepared, so that they can sustain their own safety and that of their families; and citizens being prepared to help neighbours and communities. An essential pre-condition to that will be citizens being made aware of risks in their areas (e.g. of flooding), and of relevant emergency plans (e.g. those of their local agencies). An informed public are better prepared to deal with the consequences of an emergency. The indicator is designed to measure the impact of local agencies arrangements for communicating/educating citizens regarding civil protection matters, by measuring how informed they feel, by local agencies, about what they should do in the event of a large scale emergency in their local area.</p>		
Definition	<p>Question: How well informed do you feel about what to do in the event of a large-scale emergency [authority to insert appropriate example]?</p> <p>Categories: Very well informed; fairly well informed; not very well informed; not well informed at all; don't know</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where: x = total number of respondents who answer very well or fairly well informed.</p>		

	y =total number of respondents giving valid answer to question (very well informed, fairly well informed, not very well informed; not well informed at all; don't know)		
Worked example	Very Well Informed (DA) =516 Fairly Well Informed (TA) =3048 Not Very Well Informed (TAD) =3878 Not Well Informed At All (TD) = 200 Don't Know (DK) =441 $((DA + TA)/(DA + TA + TAD + TD + DK))*100$ $3564/8083 *100= 44\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey & APACS Indicator			
NI 41: Perceptions of drunk or rowdy behaviour as a problem			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>Activity by local authorities, the police and partner agencies to deliver local alcohol strategies will, in combination with public awareness campaigns, contribute to reducing the overall problem of drunk and rowdy behaviour in local communities.</p> <p>Local authorities are responsible for the licensing of premises and for securing and designing environments that reduce the likelihood of drunk and rowdy behaviour (e.g. in design and control of the night-time economy, in town-centre management, and by working with transport providers).</p> <p>The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the British Crime Survey (BCS). Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.</p>		
Definition	<p>Thinking about this local area, how much of a problem do you think each of the following are....</p> <p>6) people being drunk or rowdy in public places?</p> <p>Very big problem, Fairly big problem, Not a very big problem, Not a problem at all</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who state either 'very big problem' or 'fairly big problem'</p> <p>y = total number of respondents giving valid answer to question excluding 'no opinion'.</p>		
Worked example	<p>Very Big Problem (DA) =516</p> <p>Fairly Big Problem (TA) =3048</p> <p>Not A Very Big Problem (TAD) =3878</p>	Good performance	<p>Good performance typified by lower percentages</p>

	<p>Not A Problem At All (TD) = 200</p> <p>No Opinion (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD))*100$</p> <p>$3564/7642 *100= 47%$</p>		
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p>		

For the latest guidance for this indicator, please consult the APACS technical guidance which is available at: <http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/>

Place Survey & APACS Indicator			
NI 42: Perceptions of drug use or drug dealing as a problem			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>This indicator has the capacity to bring together all aspects of the new drug strategy. Most obviously, enforcement action by the police in partnership with the Crime and Disorder Reduction Partnerships (CDRPs) and Drug Action Teams (DATs) can help to reduce the perceptions of drug use and drug dealing in local communities.</p> <p>However, increased treatment effectiveness and improved access to treatment and the new focus upon preventing harm to children, young people and families will also have an impact.</p> <p>Local authorities, working together with a wide range of partners including the Police, health partners and others, have an important role to play in these activities as drug use and drug dealing blight local communities. Success In these areas should be communicated to the general public through local media campaigns. Together these can have a positive impact upon this indicator and on public confidence more widely.</p> <p>The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the BCS. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face every quarter at Police force level.</p>		
Definition	<p>Thinking about this local area, how much of a problem do you think each of the following are....</p> <p>5) people using or dealing drugs?</p> <p>Very big problem, Fairly big problem, Not a very big problem, Not a problem at all</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p>		

	<p>x = total number of respondents who state either 'very big problem' or 'fairly big problem'</p> <p>y =total number of respondents giving valid answer to question excluding 'no opinion'.</p>		
Worked example	<p>Very Big Problem (DA) =516</p> <p>Fairly Big Problem (TA) =3048</p> <p>Not A Very Big Problem (TAD) =3878</p> <p>Not A Problem At All (TD) = 200</p> <p>No Opinion (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD))*100$</p> <p>$3564/7642 *100= 45\%$</p>	Good performance	<p>Good performance typified by lower percentages</p>
Data Source	<p>Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.</p>		
Collection Interval	<p>Biennial</p>		
Return Format	Percentage	Decimal Places	One
Reporting organisation	<p>Audit Commission</p>		
Spatial level	<p>Single tier, district and county council</p>		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p>		

At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.

For the latest guidance for this indicator, please consult the APACS technical guidance which is available at:
<http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/>

Place Survey Indicator			
NI 119: Self-reported measure of people's overall health and wellbeing			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	Y
Rationale	Subjective measures of health and wellbeing are important indicators of the general health of the population. The Department of Health through its local commissioners, PCTs, is jointly responsible for delivering health and well-being for local populations with local government (and other agencies) through Local Area Agreements and Local Strategic Partnerships. A metric is therefore required to assess progress on improvements in health and wellbeing. The metric should be self-reported, since the local population is best placed to assess whether their health and wellbeing are improving.		
Definition	The health status 'very good' or 'good' is taken from the response to the self-reported health and wellbeing question 'How is your health in general? Would you say it is 'very good', 'good', 'fair' 'bad' or 'very bad'?'		
Formula	(Using weighted data): $x / y * 100$ where: x = total number of respondents who answer 'very good'/'good' y =total number of respondents giving valid answer to question		
Worked example	Very Good (VG) =516 Good (G) =3048 Fair (F) =3878 Fairly Bad (FB) = 200 Bad (B) =1800 $((VG + G)/(VG + G + F + FB + B))*100$ $3564/9442 *100=38\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		

Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	See, following for more information and guidance, http://www.ic.nhs.uk/statistics-and-data-collections/health-and-lifestyles/health-survey-for-england/health-survey-for-england-2005:-health-of-older-people-[ns]		

Place Survey Indicator			
NI 138: Satisfaction of people over 65 with both home and neighbourhood			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	To capture a measure of satisfaction of how older people live their lives at the local level, reflecting the effectiveness of policies on housing supply, adaptation and support; and those relating to the local area – environment, crime, transport, facilities etc. This is a well-established question used in the English Housing Survey, which can give national baseline data. This measure is preferred to ‘objective’ measures of housing or neighbourhood conditions because it reflects what is important to people, and captures a wide range of influences.		
Definition	<p>Older people are asked 2 questions: How satisfied are you with your home? How satisfied are you with this area as a place to live?</p> <p>The indicator is the percentage of people aged over 65 who respond that they are fairly satisfied or very satisfied with both their home and the area.</p> <p>NB ‘Area’ is not defined; it is a subjective assessment, which will vary legitimately depending on what area respondents regard as relevant.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where: x = total number of respondents aged over 65 answering fairly satisfied or very satisfied with home and with neighbourhood</p> <p>y =total number of respondents number of people aged over 65 giving valid answer to question.</p> <p>Weighting will be different for this indicator than from the others in the set as it only applies to over 65s</p>		
Worked example	Very Satisfied with home (VSH) =516 Fairly Satisfied with home (FSH) =3048 Neither Satisfied nor Dissatisfied with home (NSDH) =3878	Good performance	Good performance typified by higher percentages

	<p>Fairly Dissatisfied with home (FDH) =1800</p> <p>Very Dissatisfied with home (VDH) =441</p> <p>Very Satisfied with area (VSA) =416</p> <p>Fairly Satisfied with area (FSA) =2048</p> <p>Neither Satisfied nor Dissatisfied with area (NSDA) =2878</p> <p>Fairly Dissatisfied with area (FDA) =800</p> <p>Very Dissatisfied with area (VDA) =41</p> <p>Possible Answer Combinations:</p> <p>X1: VSH + VSA = 932</p> <p>X2: FSA + VSH = 2564</p> <p>X3: FSA + FSH = 5096</p> <p>X4: VSA + FSH = 3464</p> <p>$((X1 + X2 + X3 + X4)/(VSH + FSH + NSDH + FDH + VDH + VSA + FSA + NSDA + FDA + VDA)) * 100$</p> <p>12056/15866 *100=76%</p>		
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		

Further Guidance	
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Place Survey Indicator			
NI 139: The extent to which older people receive the support they need to live independently			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>The measure, based on a survey question to be asked of the whole local population in the Place Survey, seeks to assess how far older people in a locality are getting the support and services they need to live independently at home.</p> <p>It is designed to reflect a wider view of ‘support’ than simply a narrow definition of services provided by or via Social Services; and to capture the views of those, including potential future users, who are not necessarily current direct clients of a particular service as well as those who are. It will thus take account the views of the majority of older people who do not receive ‘formal’ services but are provided with support that they value from local government, its partners and the local community.</p> <p>The use of a survey question, rather than administrative records of particular services provided, allows any kind of relevant support to be taken into account, and for the assessment of the need for support and whether it has been available to come from citizens and clients rather than service providers. This reflects desired outcomes for client-focused systems and provision.</p>		
Definition	<p>The proportion of the population expressing an opinion believing that older people locally receive the support they need to live independently at home as long as possible.</p> <p>The precise question and appropriate coverage to be used will need testing and development as part of the Place survey over the autumn, with final decisions made on question wording etc in the New Year. It will be along the lines of “In your area, do you believe older people receive the support they need to live independently at home?”</p>		

	This builds on the approach used by Hertfordshire, who ask more specifically about the Council's own performance (Q: Do you believe that the "County Council" has been successful over the past year in ensuring that older people are able to live independently within their own homes for as long as possible <i>05/06 level 75% – excluding the 39% of the survey who don't respond/don't know</i>).		
Formula	(Using weighted data): $x / y * 100$ where: x = total number of respondents who stated 'yes'. y = total number of respondents giving valid answer to question including don't knows.		
Worked example	Yes (DA) =516 No (DD) =1800 Don't Know (DK) =441 $((DA)/(DA + DD + DK))*100$ $516/2757*100=18\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 140: Fair treatment by local services			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>Dignity and respect are recognised as key determinants of an individual’s wellbeing. Fair treatment by others is a critical component of removing inequalities of process, which create unjust barriers to involvement in society as well as in the economy. As a moral and ethical principal, fair and equal treatment is one to which we should aspire but in addition, the low self-esteem and sense of identity that unfair treatment can create impacts on all areas of daily life – including your economic and civic participation, your mental well-being and your social relationships.</p> <p>Local authorities are encouraged to consider this indicator in terms of narrowing gaps between perceptions for different group(s)¹. The question that feeds this indicator was previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.</p> <p>¹ Disadvantaged groups may include women, people from an ethnic or religious minority, disabled people, young people, older people, and lesbian, gay, bisexual and transsexual people.</p>		
Definition	<p>The question asked is as follows:</p> <p>In the last year would you say that you have been treated with respect and consideration by your local public services.....</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who reported that they are fairly treated ‘all of the time’ or ‘most of the time’.</p> <p>y = total number of respondents giving valid answer to question excluding ‘don’t know/no opinion’.</p>		
Worked example	<p>All Of The Time (DA) =516</p> <p>Most Of The Time (TA) =3048</p>	Good performance	<p>Good performance typified by higher</p>

	Some Of The Time (TAD) =3878 Rarely (TD) = 200 Never (ND) = 300 Don't Know/No Opinion (DK) =441 $((DA + TA)/(DA + TA + TAD + TD + ND))*100$ 3564/7942 *100=45%		percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to CLG directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

SECTION 5 – PLACE SURVEY QUESTION BANK

<THE FOLLOWING QUESTIONS SHOULD ONLY BE INSERTED INTO THE PLACE SURVEY QUESTIONNAIRE TEMPLATE AFTER Q26 OF THE CORE QUESTIONNAIRE. A PARAGRAPH (TO BE DECIDED AND INSERTED BY AUTHORITIES) SHOULD BE INSERTED IMMEDIATELY AFTER Q26 OF THE CORE QUESTIONNAIRE. THIS ADDITIONAL PARAGRAPH SHOULD EXPLAIN WHY RESPONDENTS ARE BEING ASKED THESE ADDITIONAL QUESTIONS (EG THE QUESTIONS RELATE TO AGREED LOCAL PRIORITIES). ANY QUESTION BANK QUESTIONS SHOULD BE INSERTED IMMEDIATELY AFTER THIS PARAGRAPH>

QB_1. Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports & leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels & local cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Household waste collection

<Authority> undertakes a <insert frequency e.g. weekly> collection of general household waste.

QB_2. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The bin provided for your general household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place you have to leave your waste for collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The collection of bulky household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waste collection service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Doorstep recycling collection

<Authority> undertakes a <insert frequency e.g. weekly> collection of waste for recycling <in the following areas [insert area names for recycling collections where not made throughout authority]>.

QB_3. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The container provided for items of recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The place you have to leave your items for recycling awaiting collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the street is following the collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service for the collection of items for recycling overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Local recycling facilities

<Authority> provides a range of local recycling facilities such as <authority to provide brief examples of locally provided services (not collection based) e.g. bottle banks>.

QB_4. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

						know
The location of the recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The items you can deposit for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "clean and tidy" the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of local recycling facilities overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

The local tip/household waste recycling centre

<Authority> provides sites for the disposal and/or recycling of bulky household waste, that is, the local "tip" or "household waste recycling centre". <authority to provide list of container park sites/local tips/Household waste recycling centres (examples only if list is extensive)>

QB_5. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service, which we provide. PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE USED A LOCAL TIP or HOUSEHOLD WASTE RECYCLING CENTRE IN THE LAST 12 MONTHS

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The location of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The opening hours of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The recycling facilities at the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clean the site is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "user-friendly" the site is (the ability to deposit your waste easily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local tip/household waste recycling centre overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Public transport information

<Authority> has responsibility for the following types of information about local transport services: <provide brief details e.g. timetables>. The authority also has a role in ensuring the information produced by private transport companies for local services is of the standard required.

QB_6. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of public transport information overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The local bus service

<Authority> has responsibility for local bus services <and [provide details of any other appropriate local transport services e.g. light rail]> for example: <[provide brief examples of routes/services]>. The authority also has a role in ensuring privately run local services are meeting the needs of the local community.

QB_7. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The frequency of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy buses are to get on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

QB_8. Have you received or seen any of the information provided on local transport services, in the last 12 months <authority to provide brief examples of information on local transport services (e.g. timetables)>? **Please tick ✓ one box only**

Yes

No

Don't know

QB_9. From your home, how easy is it for you to get to the following using your usual form of transport?

Please tick ✓ one box per row

			Neither easy nor difficult			It does not apply/ Don't know
	Very easy	Fairly easy		Fairly difficult	Very difficult	

Local shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping centre or supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemist or pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shop selling fresh fruit and vegetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publicly accessible green space e.g. park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport facility e.g. bus stop, train station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports/leisure centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural/recreational facility e.g. theatre, cinema	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bank or cashpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council or neighbourhood office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_10. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council?

Please tick ✓ one box per row

	A great deal	To some extent	Not very much	Not at all	Don't know
Is making the local area a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has improved town centres in the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is efficient and well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spends its money wisely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involves residents when making decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listens to the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acts on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works well with other agencies to provide services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats all type of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does enough for people like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_11. How would you rate the following types of noise in your local area?

Please tick ✓ one box per row

	Serious problem	A problem, but not serious	Not a problem	Don't know
Road traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aircraft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Industrial/commercial premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction/demolition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pubs, clubs & entertainment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animals e.g. dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_12. On the whole, do you think that over the past two years your local area has got better or worse?

Please tick ✓ one box only

Better	Worse	Has not changed much	Have lived here less than 2 years	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_13. To what extent do you agree or disagree with the following statement:

"By working together, people in my neighbourhood can influence decisions that affect the neighbourhood"?

Please tick ✓ one box only

Definitely agree	Agree	Neither agree nor disagree	Disagree	Definitely Disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_14. How strongly do you feel you belong to each of the following?
Please tick ✓ one box per row

	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Your neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<Insert name of authority>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
England	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Britain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_15. To what extent do you agree or disagree that this local area
 is a place where residents respect ethnic differences between people?
Please tick ✓ one box only

Definitely agree	Tend to Agree	Tend to Disagree	Definitely Disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_16. Here is a list of a number of everyday situations. In which of
 these situations, if any, would you say you regularly meet and talk
 with people of a different ethnic origin to you?
Please tick ✓ one box only

At local shops	<input type="checkbox"/>	In your neighbourhood	<input type="checkbox"/>
At work	<input type="checkbox"/>	On buses and trains	<input type="checkbox"/>
At a place of study e.g. school, college or university	<input type="checkbox"/>	At sports or fitness activities	<input type="checkbox"/>
At a place of worship	<input type="checkbox"/>	At youth clubs	<input type="checkbox"/>
At a relative's home	<input type="checkbox"/>	At other places	<input type="checkbox"/>
At restaurants, pubs, cinemas, community centres etc.	<input type="checkbox"/>	None	<input type="checkbox"/>

QB_17. Here is a list of a number of everyday situations. In which of
 these situations, if any, would you say you regularly meet and talk
 with people of a different social class to you?
Please tick ✓ one box only

- | | | | |
|--|--------------------------|------------------------------------|--------------------------|
| At local shops | <input type="checkbox"/> | In your neighbourhood | <input type="checkbox"/> |
| At work | <input type="checkbox"/> | On buses and trains | <input type="checkbox"/> |
| At a place of study e.g.
school, college or
university | <input type="checkbox"/> | At sports or fitness
activities | <input type="checkbox"/> |
| At a place of worship | <input type="checkbox"/> | At youth clubs | <input type="checkbox"/> |
| At a relative's home | <input type="checkbox"/> | At other places | <input type="checkbox"/> |
| At restaurants, pubs,
cinemas, community
centres etc. | <input type="checkbox"/> | None | <input type="checkbox"/> |

QB_18. For each of the following services provided by <authority>, do you think the service has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tips/Household waste recycling centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/concert Halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services

<Authority> also provides other services. <[name of fire authority] has responsibility for fire and rescue services in your area>.

QB_19. Please indicate how satisfied or dissatisfied you are overall with the following services provided by <Authority>. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT.

Please tick ✓ one box per row

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Housing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire and rescue service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authority education service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_20. Please indicate whether you or any other member of your family have used any of the following services provided by <authority> in the last 12 months.

Please tick ✓ all boxes that apply

Housing services	Planning services	Personal social services	Fire & rescue service	Local authority education services
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_21. How well informed do you feel about each of the following?

Please tick ✓ one box per row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain to the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council spends its money on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the Council is delivering on its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the Council is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you think your Council keeps residents about the services and benefits it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_22. How do you find out about <authority>? Please tick the MAIN source you use from the list below.

Please tick ✓ one box only

Local media (newspapers, television, radio)	<input type="checkbox"/>
Information provided by the Council (newspaper/magazine, leaflets, posters)	<input type="checkbox"/>
Council website/internet	<input type="checkbox"/>

- From local Councillor
- Direct contact with the Council
- Word of mouth (e.g. family or friends)
- Other source (**✓ and write in below**)
- None of the above
- Don't know

Making a complaint

QB_23. Have you contacted the authority with a complaint(s) in the last 12 months?

Please tick ✓ one box only

Yes

No

QB_24. What did the complaint(s) relate to?

Please write in below. Write in 'don't know' if you cannot recall

QB_25. How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

Please tick ✓ one box only

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Contacting your Council for other reasons

THE FOLLOWING QUESTIONS ARE ABOUT YOUR MOST RECENT CONTACT WITH THE COUNCIL FOR OTHER REASONS THAN TO MAKE A COMPLAINT.

QB_26. Which of these describes the reasons why you made YOUR MOST RECENT contact with the council?

Please tick ✓ all boxes that apply

Reported an issue or problem

Asked for advice/information

Applied to use a service

Don't know/can't remember

Any other reason (✓ and write in below)

QB_27. How were you in contact with the Council?

Please tick ✓ all boxes that apply

- | | | | |
|--------------|--------------------------|--|--------------------------|
| In person | <input type="checkbox"/> | Via a website/ Internet | <input type="checkbox"/> |
| By telephone | <input type="checkbox"/> | By letter | <input type="checkbox"/> |
| By e-mail | <input type="checkbox"/> | Other method (✓ and write in below) | <input type="checkbox"/> |

QB_28. Which department(s) did you contact about the complaint(s)?
Please write in below. Write in 'don't know' if you cannot recall

QB_29. How many times have you contacted the Council in the past twelve months for any other reason than to make a complaint?
Please tick ✓ one box only

- | | | | |
|---|--------------------------|---------------------------|--------------------------|
| Have not contacted them in past 12 months | <input type="checkbox"/> | Four times | <input type="checkbox"/> |
| Once | <input type="checkbox"/> | Five or more times | <input type="checkbox"/> |
| Twice | <input type="checkbox"/> | Don't know/can't remember | <input type="checkbox"/> |
| Three times | <input type="checkbox"/> | | |

QB_30. Overall, how satisfied or dissatisfied were you with the service you received the last time you made contact with the Council?

Please tick ✓ one box only

- | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Still thinking about your most recent contact with the Council, please indicate how satisfied or dissatisfied you were with each aspect of the service you received. If any aspect does not apply to your particular experience, please tick not applicable.

Please tick ✓ one box per row

	Very satisfi ed	Fairly satisfi ed	Neither satisfied nor dissatisfi ed	Fairly dissatisfie d	Very dissatisfi ed	Don 't know	Not applicab le
How easy it was to find the right person to deal with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to deal with the person you contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any information you were given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How competent the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<Authority> provides opportunities for residents to participate in decision making in your local area such as <authority to provide examples of opportunities for participation in decision making eg consultation exercises, other surveys, citizens panels, youth forums, etc.>

QB_31. Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your Council?

Please tick ✓ one box only

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_32. Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council?

Please tick ✓ one box per row

My Council...	A great deal	To some extent	Not very much	Not at all	Don't know
...is making the local area a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is efficient and well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...is remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promotes the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...acts on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treats all types of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

QB_33. Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

Please tick ✓ one box only

Better Stayed the same Worse Don't know

QB_34. All things considered, how satisfied or dissatisfied are you with your life as a whole nowadays?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

QB_35. What is your religion, even if you are not currently practising? **Please tick ✓ one box only**

- | | |
|--|--------------------------|
| None | <input type="checkbox"/> |
| Christian (including Church of England, Catholic, Protestant, and all other Christian denominations) | <input type="checkbox"/> |
| Buddhist | <input type="checkbox"/> |
| Hindhu | <input type="checkbox"/> |
| Jewish | <input type="checkbox"/> |
| Muslim | <input type="checkbox"/> |
| Sikh | <input type="checkbox"/> |
| Any other religion (please write in) | <input type="checkbox"/> |

QB_36. Do you consider yourself to be? **Please tick ✓ one box only**

- | | |
|--------------------------|--------------------------|
| Heterosexual or straight | <input type="checkbox"/> |
| Gay or lesbian | <input type="checkbox"/> |
| Bisexual | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

QB_37. Your local Council runs citizen's panels to increase the involvement of local people in decisions about how services are provided. If you would like to be considered to join a citizen's panel in your local area please provide your name, address and a contact telephone number in the space provided below.