

Partnership Place Survey 2009/2010 – Summary

Introduction

The information presented in this summary contains the key findings from the 2009 / 10 Partnership Place Survey for Warwickshire. The survey was conducted in Winter 2009, and provides updates on information measured in the 2008 Place Survey, including the results for 18 of the National Indicators. Questions include satisfaction with the area as a place to live, anti-social behaviour, satisfaction with public services and what most needs improving in the local area.

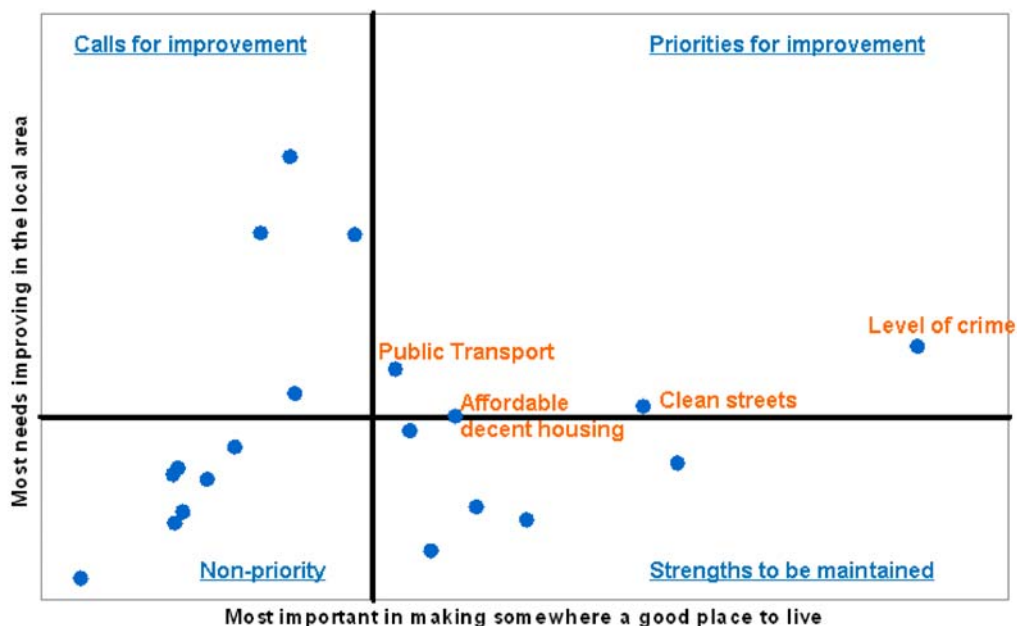
The consultation was distributed to households across the whole of Warwickshire, with 3,600 questionnaires being sent out in each Borough / District; a total of 18,000 questionnaires. Unlike the Place Survey, a single questionnaire was distributed, with no reminder mailings. In total, 3,034 completed responses were received within the deadline, a response rate of 17%. The results have been weighted by the respondents' age, gender and ethnic group, as well as their District, to ensure the dataset is comparable with the 2008 Place Survey.

Results

From a list of 20 issues, respondents believe that a low level of crime is the most important in making somewhere a good place to live. Health services, clean streets, education provision and parks and open spaces were also considered important by respondents. From the same list of issues, **activities for teenagers** was again identified as the issue that most needs improving in the local area, ahead of road and pavement repairs and the level of traffic congestion.

To help identify community **priorities** for Warwickshire, the results of these two questions are presented in a scatter plot. Figure 1 shows the two questions in a single diagram; any issue in the top-right quadrant of the diagram should be considered as a priority for improvement, whilst issues in the top-left quadrant a lower priority. Residents believe level of crime, clean streets, affordable decent housing and public transport should be priorities for improvement in Warwickshire. These four issues are the same as those identified in the 2008 Place Survey.

Figure 1: Priorities for improvement in Warwickshire, 2009/10



Residents of Warwickshire are generally happy with their local area as a place to live, 85% reporting satisfaction, and just 7% stating they are dissatisfied. Levels of satisfaction do vary across the County at a Borough / District level, 90% of residents from Stratford and Warwick Districts state they are satisfied, whilst only 73% from Nuneaton and Bedworth report satisfaction.

Satisfaction with local authorities within Warwickshire is low in comparison to the local area overall. Just 46% of respondents are satisfied with Warwickshire County Council, whilst similar levels are recorded for each of the Borough / District Councils in the County (ranging from 39% in Rugby to 53% in North Warwickshire).

Residents have recorded similar levels of satisfaction with Warwickshire Police (50%), but other public services in the County have recorded higher levels of satisfaction. Four in five respondents (80%) are satisfied with their GP and three-quarters (75%) are satisfied with their dentist.

Figure 2: Satisfaction with public services in Warwickshire per 100 residents, 2009/10



The Partnership Place Survey also asked questions about satisfaction with services provided or supported by local authorities. Satisfaction with environmental services such as refuse collection, doorstep recycling and recycling centres are rated highly by respondents, lower levels of satisfaction have been recorded with some transport and recreational services.

However, as Figure 3 shows, it is encouraging that users of the services have a more positive outlook on services compared to all respondents.

Figure 3: Satisfaction with services provided or supported by local authorities in Warwickshire

Service	Overall satisfaction	User satisfaction
Keeping public land clear of litter and refuse	62%	N/A
Refuse collection	84%	N/A
Doorstep recycling	79%	N/A
Local tips / Recycling centres	74%	77%
Local transport information	42%	48%
Local bus services	49%	59%
Sport / leisure facilities	47%	55%
Libraries	68%	76%
Museums / galleries	45%	63%
Theatres / concert halls	42%	59%
Parks and open spaces	70%	74%

The Partnership Place Survey provided an opportunity to monitor National Indicators first collected in the 2008 Place Survey; Figure 4 shows how the results for Warwickshire compare between the two years. The indicator to change most significantly is NI37, awareness of civil protection arrangements in the local area. Almost twice as many respondents report feeling well informed about these issues compared to 12 months ago, a change attributed to the amount of information disseminated to residents about Swine Flu.

Figure 4: Results of National Indicators, 2008 and 2009 comparison

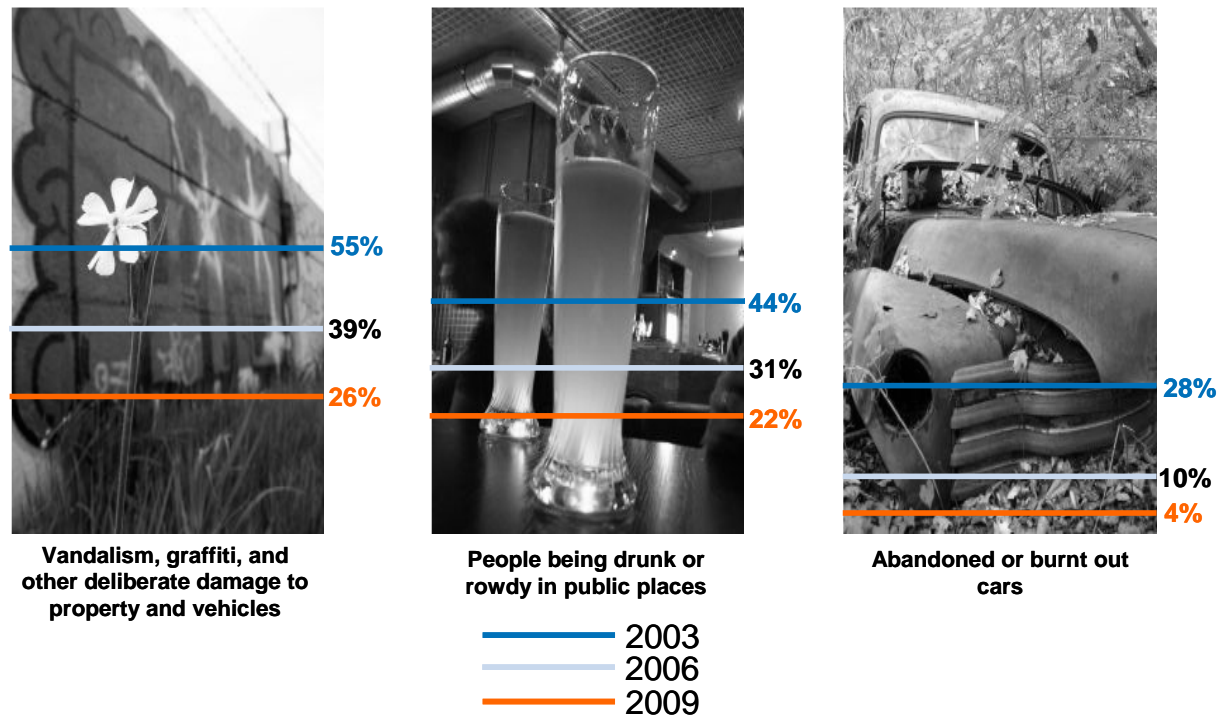
NI	Definition	2008	2009	Change
37	Awareness of civil protection arrangements in the local area	15.5%	30.2%	+14.7%
42	Perceptions of drug use or drug dealing as a problem *	25.6%	21.9%	+3.7%
41	Perceptions of drunk or rowdy behaviour as a problem	25.3%	22.1%	+3.2%
22	Perceptions of parents taking responsibility for the behaviour of their children in the area	30.5%	33.7%	+3.2%
23	Perceptions that people in the area treat one and other with respect and consideration *	26.9%	24.3%	+2.6%
21	Dealing with local concerns about ASB and crime issues by the local council and police	23.0%	25.2%	+2.2%
138	Satisfaction of people aged 65 and over with both home and neighbourhood	86.4%	88.4%	+2.0%
5	Satisfaction with local area as a place to live	82.9%	84.7%	+1.6%
140	Fair treatment by local services	75.1%	76.6%	+1.5%
4	Percentage of respondents who feel they can influence decisions in their local area	28.3%	29.7%	+1.4%
17	Perceptions of anti-social behaviour *	16.2%	15.0%	+1.2%
1	Percentage of people who believe people from different backgrounds get on well together	81.1%	81.1%	0%
119	Self-reported measure of people's overall health and well-being	77.7%	77.5%	-0.2%
139	The extent to which older people receive the support they need to live independently	30.7%	30.5%	-0.2%
3	Civic participation in the local area	14.0%	13.2%	-0.8%
6	Participation in regular volunteering	26.0%	25.1%	-0.9%
27	Understanding of local concerns about ASB and crime issues by the local council and police	22.3%	20.7%	-1.6%
2	Percentage of people who feel they belong to their neighbourhood	60.2%	58.5%	-1.7%

* Good performance is typified by lower percentages

Of the 18 National Indicators, only six witnessed a worse performance compared to 12 months ago, and in no instance was the result significantly lower.

Many of the anti-social behaviour indicators also show a positive change since the 2008 Place Survey, maintaining a trend stretching back over the previous six years. Using the 2003/04 Best Value User Satisfaction Survey as a baseline, all seven of the anti-social behaviour indicators have decreased significantly over the last six years, Figure 5 shows three examples.

Figure 5: Percentage of respondents worried about Anti-Social Behaviour, 2003, 2006 and 2009



Overall, the percentage of respondents who have a high perceived level of ASB in their local area has fallen from 38% to 15% since 2003.

Positive results have also been seen over the last 12 months with results for fear of crime. The biggest improvement relates to the fear of being physically attacked by a stranger. Fear of this crime type has decreased from 52% in 2008/9 to 38% in 2009/10; improvements occurred fairly consistently across the county. However, fear of crime remains lower in Stratford and Warwick districts, compared to the rest of the County.

Next steps

Further analysis of the 2009 Partnership Place Survey will be made available in the 'Quality of Life in Warwickshire' report, due to be published in Autumn 2010. Further information and analysis from the survey can be made available on request, please use the contact details below.

Further Information

For further information on the analysis of the Partnership Place Survey, please contact the Warwickshire Observatory:

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