

Herefordshire quality of life survey 2008

Summary results Version 2.1

Herefordshire Council Research Team
February 2010

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If you need help to understand this document, or would like it in another format or language, please call Michael Brown on 01432 260495 or e-mail researchteam@herefordshire.gov.uk

Important Note

Due to the revision of Place Survey data carried out by the Department for Communities and Local Government (CLG) and its partial release over a number of months, there has been a corresponding series of revised reports published by Herefordshire Council Research Team.

There was an initial limited publication of Herefordshire's provisional results in March 2009, followed by an interim summary in June which contained those revised scores which CLG had published at the time. Since then, CLG have provided the information required for local calculation of all results using the revised data. These data are included in summary form in this report and in further detail in the associated full report.

Since the initial publication in March 2009, revisions to the weighting scheme have resulted in around 30% of our scores changing by up to 1 percentage point. This affects only the results for 2008. Where a score refers to a sub-group of respondents (for example, users or non-users of a particular service), the difference may be greater.

Version control

This report supersedes the reports "Herefordshire quality of life survey 2008 – early release of summary data", "Herefordshire quality of life survey 2008 – interim summary results" and "Herefordshire quality of life survey 2008 – Summary results v2.0".

It is a summary report intended to act as a quick reference alongside the full report.

This version has been updated to include all changes due to a modified weighting introduced by CLG since March 2009. Compared to v2.0, this version (v2.1) includes a small amount of further national data published by CLG in September 2009.

Introduction

This report contains a summary of the data obtained from the 2008 Herefordshire quality of life survey, which was part of the national "Place Survey". Also included are comparisons with the results for England as a whole and previous Herefordshire Satisfaction Surveys (BVPI General Surveys) where available.

The Place Survey was a survey all authorities in England were required to carry out, following a set of guidelines. The survey was administered by the Audit Commission on behalf of the department for Communities and Local Government (CLG). The survey is the data source for a number of National Indicators (NIs), and includes questions covering satisfaction with local public services and quality of life issues.

The survey was posted to a random sample of Herefordshire households in September 2008 and was open until December. Results were submitted to the Audit Commission in January 2009, who weighted the figures (to improve the reliability) and returned provisional results to Herefordshire in February.

The publication of a new code of practice for official statistics meant that Place Survey data was reviewed by CLG in order to ensure that the requirements of the code were met. As a result, publication of national results and final sign-off of individual authority data was delayed. Following the review, changes have been made to the weighting scheme which mean that some of the scores for Herefordshire previously published in internal communications have changed. Around 30% of our scores have changed by up to 1 percentage point. This affects only the results for 2008. Where a score refers to a sub-group of respondents (for example, users or non-users of a particular service), the difference may be greater.

Whilst this is a successor to the BVPI General Survey, it is important to note that the move to the Place Survey has resulted in a questionnaire that is quite different from previous Satisfaction Surveys. These changes appear to have caused substantial differences in the results. This does not compromise their value as future baselines or when comparing Herefordshire with other authorities.

There are some changes, for example altered question format or wording, where we can be certain that this year's results are not comparable with old scores. In these cases, past data is excluded to avoid misleading comparisons. The impact of other changes are less certain, for example it is not clear how much effect a change in survey branding has had (now Herefordshire Partnership rather than Herefordshire Council), or the change in context, with less emphasis on Council services. In these cases, old scores are included, but care should be taken in assessing alterations in scores since previous years. One change which appears to have had an important but unquantifiable impact is the definition of "local area". Previously, when questions had referred to the "local area", this was not defined, leaving the respondent to formulate their own ideas of what constituted "local". This year, it was defined as the area within 15 – 20 minutes walking distance from the respondent's home. It seems likely that this definition is different from what a number of respondents might view as their "local area", with a consequent difference in opinions of the quality of life in that area.

In order for our data to be comparable with other authorities as published by the Audit Commission, the Research Team have decided to take the opportunity to correct some anomalies which existed in the way a small number of scores were calculated in previous years. Where appropriate, old data have been presented in this report retrospectively calculated using a more standard method, and identified as such. This

means that some scores are different from what has been published in previous years. Any departments requiring the “old” figures, for example for an established indicator, are asked to contact the Research Team. Contact details can be found on the inside front cover of this report.

There are a variable number of columns showing the scores obtained in Herefordshire each year a question has been asked. Shading in the column headed “2008” highlights those questions where there is a statistically significant difference between the score for this year and the most recent equivalent score (usually from the 2007 Herefordshire Satisfaction Survey).

Scores which have shown a statistically significant improvement are shaded: green

Scores which have shown a statistically significant deterioration are shaded: pink

Scores are unshaded where there is no statistically significant change, or where it is not clear whether a high or low score is desirable.

The column headed “Eng” shows the overall score in England for a particular question where this information is available. No shading is used in this column.

The column headed “Q’tile” shows Herefordshire’s quartile position where this information is available, giving an indication of performance relative to other authorities in the country. This column is shaded according to the quartile Herefordshire falls into:

Best	2 nd	3 rd	Worst
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For more information on medians and quartiles, please refer to Appendix 2 of the full survey report.

The results are presented roughly in the order of the questions in the survey. To view the questions in detail, please refer to the questionnaire. National Indicator (NI) numbers are given in bold next to the relevant questions, with the old BVPI numbers given in brackets.

This is a brief summary to accompany the full report. In addition to the information included here, the full report contains:

- Survey context and methodology
- Description of confidence intervals
- Description of medians and quartiles
- Full results for all questions
- Commentary on the results
- Further in-depth analysis
- A copy of the questionnaire

Results

Most important in making somewhere a good place to live Most needs improving in this local area		
2008	Most important¹	Most needs improving²
The level of crime	53%	17%
Health services	46%	12%
Affordable decent housing	37%	30%
Public transport	34%	33%
Clean streets	33%	21%
Education provision	32%	5%
Access to nature	29%	4%
Job prospects	23%	26%
Road and pavement repairs	23%	49%
Shopping facilities	22%	16%
Wage levels and local cost of living	22%	26%
The level of traffic congestion	21%	33%
Activities for teenagers	20%	41%
Parks and open spaces	18%	7%
Community activities	13%	14%
Facilities for young children	13%	18%
The level of pollution	12%	6%
Sports and leisure facilities	12%	14%
Cultural facilities (e.g. libraries, museums)	9%	6%
Race relations	1%	2%
2006 top 5 answers		
Most important	Most needs improving	
Health services	The level of traffic congestion	
The level of crime	Road and pavement repairs	
Affordable decent housing	Activities for teenagers	
Education provision	Affordable decent housing	
The level of traffic congestion	Public transport	
2003 top 5 answers		
Most important	Most needs improving	
The level of crime	Road and pavement repairs	
Health services	The level of traffic congestion	
Affordable decent housing	Activities for teenagers	
The level of traffic congestion	Affordable decent housing	
Access to nature	The level of crime	

¹ Scores calculated using a different method from previous years. This has made no difference to the relative positions of items in the list.

² "Local area" undefined in previous years.

The local area as a place to live						
	'05	'06	'07	2008	Eng	Q'tile
NI 5: % satisfied with the local area as a place to live ³		69%	69%	87%	80%	Best
% satisfied with the local <i>community</i> as a place to live	80%	79%	79%	86%		
% satisfied with their <i>home</i> as a place to live				92%	89%	Best
NI 138: % of over 65s satisfied with both their home and neighbourhood				89%	84%	Best

Belonging to immediate neighbourhood			
	2008	Eng	Q'tile
NI 2: % feel they belong fairly or very strongly to their immediate neighbourhood	66%	59%	Best

Local public services			
% think the following statements apply to their local public services ⁴ a great deal or to some extent. Local public services...	2008	Eng	Q'tile
...are working to make the area safer	58%	64%	Worst
...are working to make the area cleaner and greener	55%	66%	Worst
...promote the interests of local residents	38%	42%	Worst
...act on the concerns of local residents	42%	44%	3 rd
...treat all types of people fairly	70%	71%	3 rd

Satisfaction with public services			
% satisfied with each public service	2008	Eng	Q'tile
West Mercia Constabulary (Police)	54%	56%	3 rd
Hereford & Worcester Fire and Rescue Service	84%	81%	Best
Your GP (Family doctor)	86%	81%	Best
Your local hospital	76%	73%	2 nd
Your local dentist	71%	69%	2 nd

³ "Local area" undefined in previous years.

⁴ The equivalent questions in 2006 asked about "Herefordshire Council", rather than "local public services". They are thus not comparable with the questions asked in 2008.

Waste, litter and recycling								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV89) % satisfied with litter clearance	59%	62%	65%	66%	63%	52%	57%	Worst
(BV90A) % satisfied with refuse collection	77%	89%	88%	82%	88%	85%	78%	Best
(BV90B2) % satisfied with doorstep recycling		71%	55%	69%	63%	58%	70%	Worst
(BV90C) % satisfied with local tips / household waste recycling centres	56%	82%	79%	87%	79%	71%	71%	3 rd
% used local tips / household waste recycling centres in the last 12 months						89%	85%	
% of USERS satisfied						74%		
% NON-USERS satisfied						44%		

Local transport information								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV103) % satisfied with local transport information	47%	48%	41%	48%	43%	43%	48%	3 rd
% used local transport information in the last 12 months ⁵						62%	71%	
(BV103u) % of USERS satisfied						47%		
(BV103nu) % of NON-USERS satisfied						29%		

Local bus service								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV104) % satisfied with local bus services	46%	51%	36%	49%	45%	46%	55%	3 rd
% used local bus services in the last 12 months ⁶		53%	47%	49%	45%	54%	71%	
(BV104u) % of USERS satisfied	57%	61%	54%	62%	68%	57%		
(BV104nu) % of NON-USERS satisfied		32%	17%	29%	25%	29%		

⁵ This question was asked in a different format this year, making it and the ensuing users / non-users scores incomparable with previous years' figures.

⁶ Scores calculated using a different method from previous years, with old scores retrospectively recalculated.

Sport / leisure facilities								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV119A) % satisfied with sport / leisure facilities	55%	49%	49%	58%	56%	46%	46%	2 nd
% used sport / leisure facilities at least once a month ⁷		26%	27%	36%	32%	32%		
% used sport / leisure facilities in the last 12 months		47%	49%	62%	59%	56%	58%	
(BV119Au) % of USERS satisfied		73%	72%	74%	72%	53%		
(BV119Anu) % of NON-USERS satisfied		28%	26%	36%	35%	37%		

Libraries								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV119B) % satisfied with libraries	68%	68%	64%	70%	69%	66%	69%	Worst
% used libraries at least once a month		39%	34%	36%	30%	32%		
% used libraries in the last 12 months		64%	58%	64%	62%	60%	61%	
(BV119Bu) % of USERS satisfied		83%	84%	84%	84%	75%		
(BV119Bnu) % of NON-USERS satisfied		42%	34%	47%	46%	49%		

Museums / galleries								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV119C) % satisfied with museums / galleries	51%	48%	42%	45%	46%	45%	41%	2 nd
% used museums / galleries in the last 6 months		28%	21%	28%	25%	30%	26%	
% used museums / galleries in the last 12 months		43%	35%	45%	44%	43%	40%	
(BV119Cu) % of USERS satisfied		71%	72%	67%	68%	58%		
(BV119Cnu) % of NON-USERS satisfied		31%	25%	31%	31%	34%		

⁷ Scores calculated using a different method from previous years, with old scores retrospectively recalculated. This affects all the frequency of use data on this page.

Theatres / concert halls								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV119D) % satisfied with theatres / concert halls	57%	57%	52%	48%	48%	44%	43%	2 nd
% used theatres / concert halls in the last 6 months ⁸		37%	34%	37%	34%	37%	32%	
% used theatres / concert halls in the last 12 months		56%	52%	55%	55%	54%	48%	
(BV119Du) % of USERS satisfied		80%	74%	68%	65%	55%		
(BV119Dnu) % of NON-USERS satisfied		26%	27%	27%	29%	31%		

Parks and open spaces								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
(BV119E) % satisfied with parks and open spaces	65%	67%	66%	69%	69%	62%	69%	Worst
% used parks and open spaces at least once a month		52%	45%	57%	54%	56%		
% used parks and open spaces in the last 12 months		81%	75%	83%	82%	82%	88%	
(BV119Eu) % of USERS satisfied		78%	77%	77%	78%	68%		
(BV119Enu) % of NON-USERS satisfied		28%	30%	35%	32%	35%		

The Council overall								
	'00	'03	'05	'06	'07	2008	Eng	Q'tile
% agree that Herefordshire Council provides value for money						24%	33%	Worst
(BV3) % satisfied with the way Herefordshire Council runs things overall	57%	48%	49%	43%	44%	33%	45%	Worst

⁸ Scores calculated using a different method to previous years, with old scores retrospectively recalculated. This affects all the frequency of use data on this page.

Information provision					
% who feel fairly or very well informed about each of the following ⁹	'06	'07	2008	Eng	Q'tile
How and where to register to vote	89%	90%	90%	90%	3 rd
How your council tax is spent ¹⁰	54%	60%	66%	62%	2 nd
How you can get involved in local decision-making	42%	45%	36%	32%	Best
What standard of service you should expect from local public services ¹¹			38%	39%	3 rd
How well local public services are performing			36%	37%	3 rd
How to complain about local public services			33%	35%	3 rd
NI 37: What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu ¹²			22%	15%	Best
Overall, how well informed do you feel about local public services			39%	39%	3 rd

Local decision-making						
	'05	'06	'07	2008	Eng	Q'tile
NI 4 (LAA): % agree they can influence decisions affecting their local area ¹³		29%	30%	29%	29%	2 nd
% agree they can influence decisions affecting their local community	35%	32%	33%	27%		
% would like to be more involved in decisions affecting their local area ¹⁴		24%		22%	27%	Worst

Volunteering through organisations						
	'05	'06	'07	2008	Eng	Q'tile
NI 6 (LAA): % provide help at least once a month				29%	23%	Best
% of all respondents giving an average of 2 hours per week or more	17%	15%	17%	15%		
NI 3: % been a member of a decision-making group in the last 12 months				16%	14%	Best

⁹ Scores calculated using a different method to previously published data, to match the method used by the Audit Commission.

¹⁰ In 2006 and 2007, question text was "What the Council spends its money on"

¹¹ In 2006 and 2007, questions here referring to "local public services" referred to "the Council". Comparisons are thus not appropriate.

¹² Score calculated in a different way to other items in the table, with "don't know" responses included in the denominator.

¹³ "Local area" undefined in previous years.

¹⁴ "Local area" undefined in previous years.

Respect and consideration					
	'06	'07	2008	Eng	Q'tile
NI 22: % agree that in their local area, parents take enough responsibility for the behaviour of their children			36%	30%	Best
NI 1 (LAA): % agree that their local area ¹⁵ is a place where people from different backgrounds get on well together ¹⁶	74%	76%	76%	76%	3 rd
NI 23: % think there is a fairly or very big problem with people not treating each other with respect and consideration ¹⁷	55%	56%	21%	31%	Best
NI 140: % feel they have been treated with respect and consideration by local public services in the last year			75%	72%	2 nd
<i>For the "Respect Agenda" score, see the "anti-social behaviour" table on the following page</i>					

Services and support for older people			
	2008	Eng	Q'tile
NI 139: % think older people in their local area are able to get the support they need to continue to live at home for as long as they want to	33%	30%	2 nd

Feeling safe			
	2008	Eng	Q'tile
% feel safe when outside in their local area after dark	63%	51%	Best
% feel safe when outside in their local area during the day	92%	88%	2 nd

¹⁵ "Local area" undefined in previous years.

¹⁶ Scores calculated using a different method to previous years, with old scores retrospectively recalculated.

¹⁷ "Local area" undefined in previous years.

Anti-social behaviour							
<i>% think each item is a fairly or very big problem in their local area</i> ¹⁸	'03	'05	'06	'07	2008	Eng	Q'tile
Noisy neighbours or loud parties	18%	12%	21%	19%	10%	14%	2 nd
Teenagers hanging around the streets	49%	32%	52%	50%	28%	43%	Best
Rubbish or litter lying around	42%	32%	46%	49%	31%	37%	2 nd
Vandalism, graffiti and other deliberate damage to property or vehicles	54%	31%	36%	35%	20%	33%	Best
NI 42: People using or dealing drugs	66%		60%	52%	25%	31%	2 nd
NI 41: People being drunk or rowdy in public places	48%	32%	39%	37%	21%	29%	Best
Abandoned or burnt out cars	26%	10%	10%	8%	2%	7%	Best
Speeding traffic		52%		57%	50%		
NI 17 (LAA): % perceiving a high level of anti-social behaviour in the local area ("Respect Agenda" score) ¹⁹			29%	28%	12%	20%	Best

Dealing with anti-social behaviour and crime			
	2008	Eng	Q'tile
NI 27: % agree the police and other local public services seek people's views about anti-social behaviour and crime in their local area	24%	25%	3 rd
NI 21: % agree the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area	26%	26%	3 rd

¹⁸ "Local area" undefined in previous years.

¹⁹ Scores calculated using a different method to previous years, with old scores retrospectively recalculated.

Access to services		
2008 (LAA)	Find it difficult to access the service	Important to be able to access the service easily
Dentist	32%	91%
Public transport facility e.g. bus stop, train station	21%	74%
Cultural / recreational facility e.g. theatre, cinema	21%	60%
Post Office	19%	91%
Local hospital	18%	91%
Solicitor, Citizens Advice Bureau or other advice service	18%	57%
GP	17%	96%
Council office or "Info Centre"	16%	54%
Bank or cashpoint	15%	88%
Local shop	12%	87%
Chemist or pharmacy	12%	91%
Sports / leisure centre	12%	57%
Library	11%	57%
Shopping centre or supermarket	11%	84%
Fresh fruit and vegetables	9%	83%
Publicly accessible green space e.g. park	6%	70%
None of these	32%	

In previous years, an "access to services" question was asked in a different format, with a similar but slightly different list of services. Although direct comparisons with the percentage selecting "difficult" are not appropriate, it is possible to compare which services were considered most difficult to access.

2006 most difficult to access	2007 most difficult to access
Cultural / recreational facility	Cultural / recreational facility
Dentist	Dentist
Local hospital	Local hospital
Council or neighbourhood office	Council or neighbourhood office
Sports / leisure centre	Public transport facility

Overall health and wellbeing			
	2008	Eng	Q'tile
NI 119: % saying their health in general is good or very good	76%	76%	3 rd