

# Place Survey 2008



## Background and summary of results

Chief Executive's Department, July 2009

# Background

- The 2008 Place Survey provides information on people's perceptions of their local area and the local services they receive
- The Place Survey replaces the former BVPI General Survey
- The survey collects information on 18 national indicators for local government
- All local services are covered, i.e. council, police, health services, fire etc.

# New Focus

## **BVPI Surveys**

- Focus on council services
- Every 3 years

## **Place Survey**

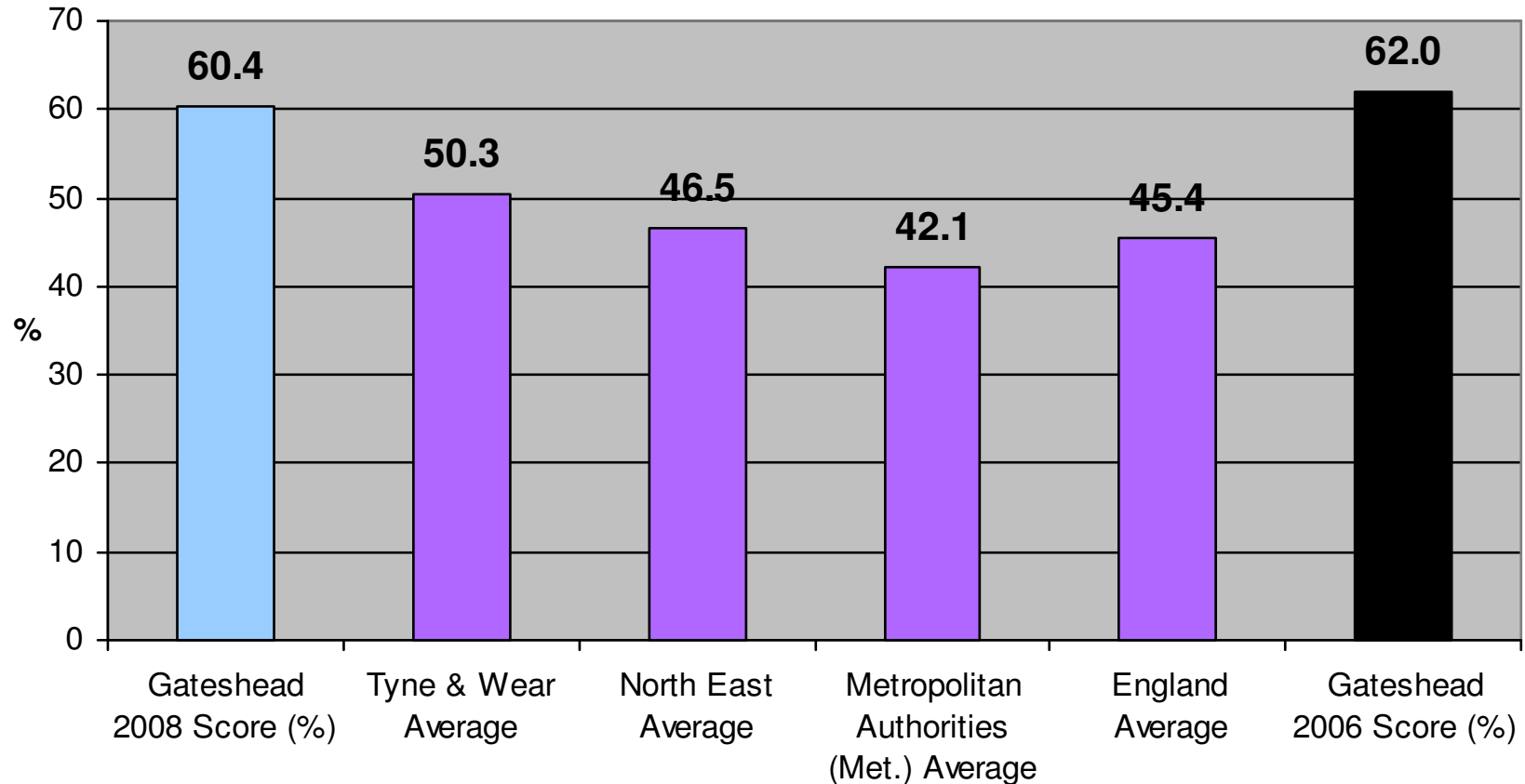
- Focus on all public services in respondent's local area (within 15-20 minutes walk of their home)
- Every 2 years

# Methodology

- Postal survey to a maximum of 6,000 residents
- Random sample of addresses from Royal Mail Postal Address File
- Prescribed questions and timeframe
- Limited additional questions
- Prescribed reminders (x2)

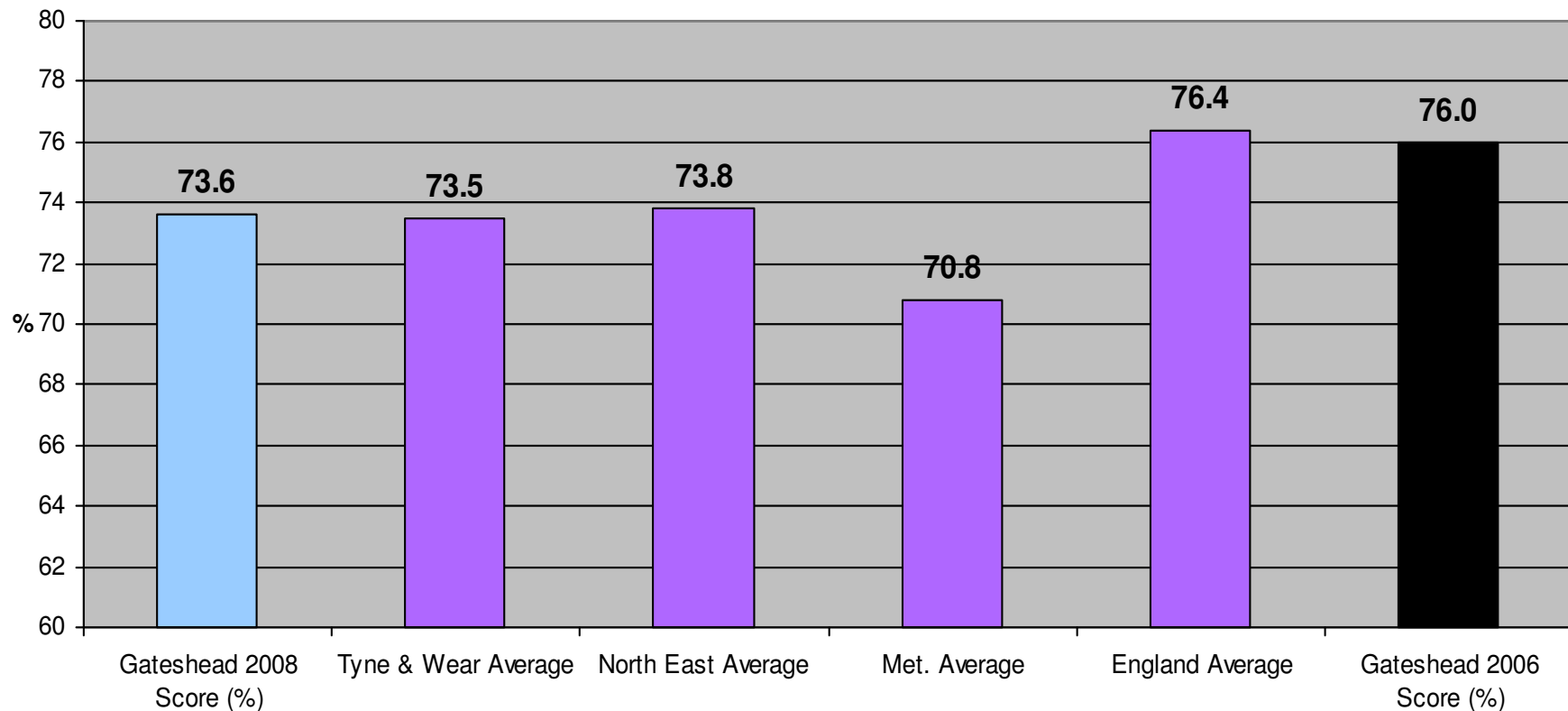
# Results – Overall Satisfaction

**% of people satisfied with how Gateshead Council runs things overall**



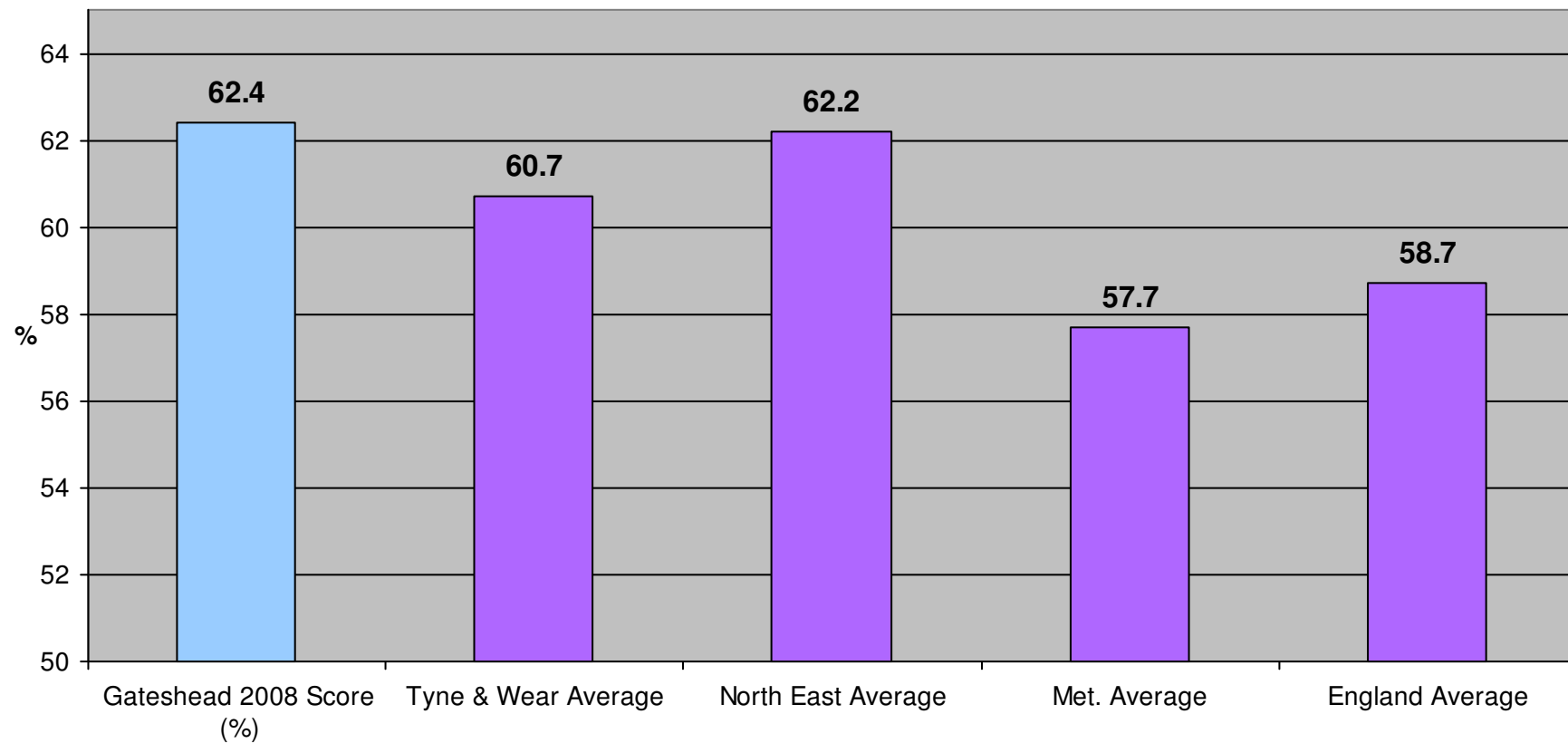
# How people get on...

**NI 1 - % who agree that their local area is a place where people from different backgrounds get on well together**



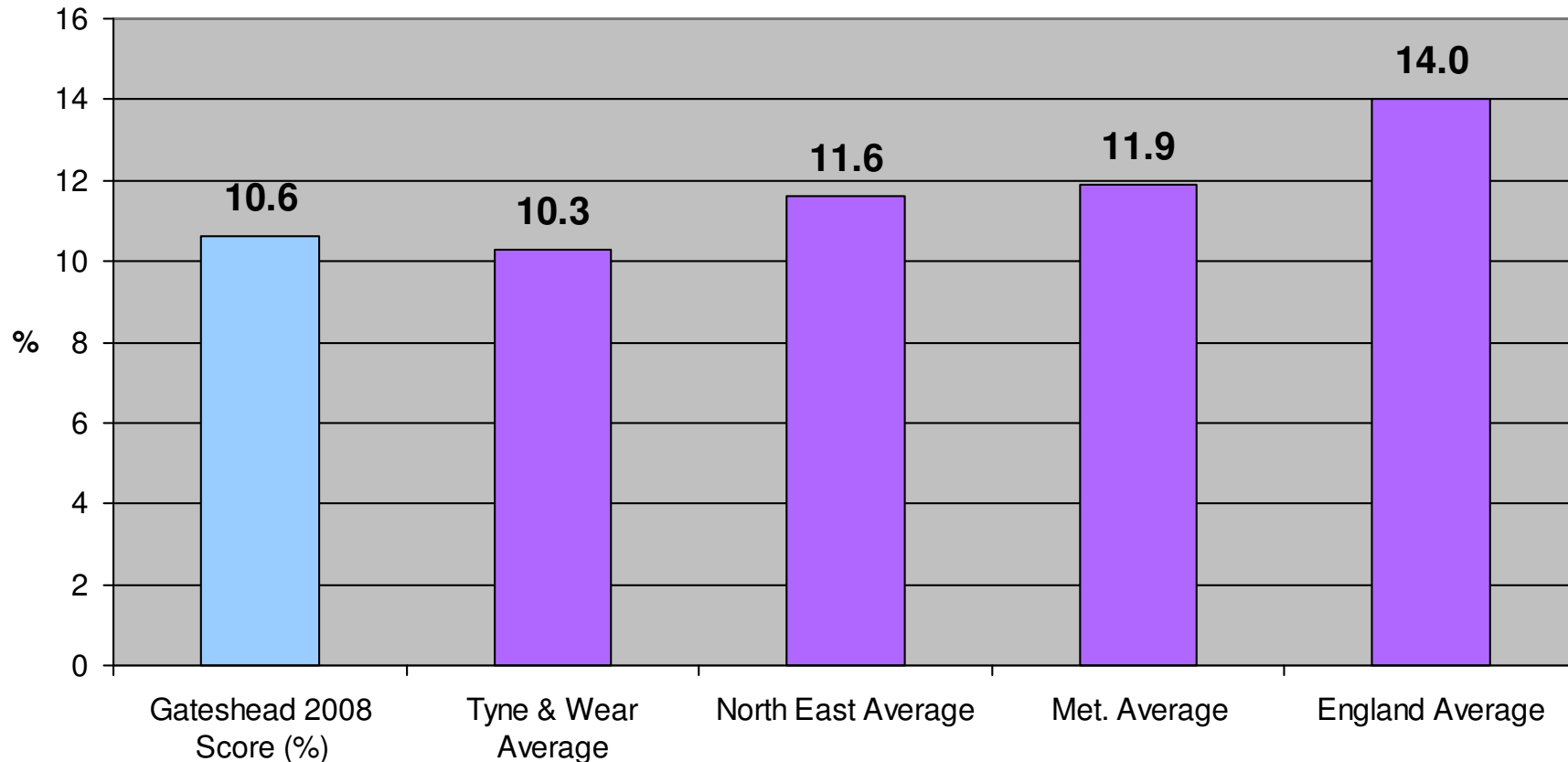
# Belonging to a neighbourhood

**NI 2 - % of people who feel they belong to their immediate neighbourhood (new indicator)**



# Involvement in local decisions

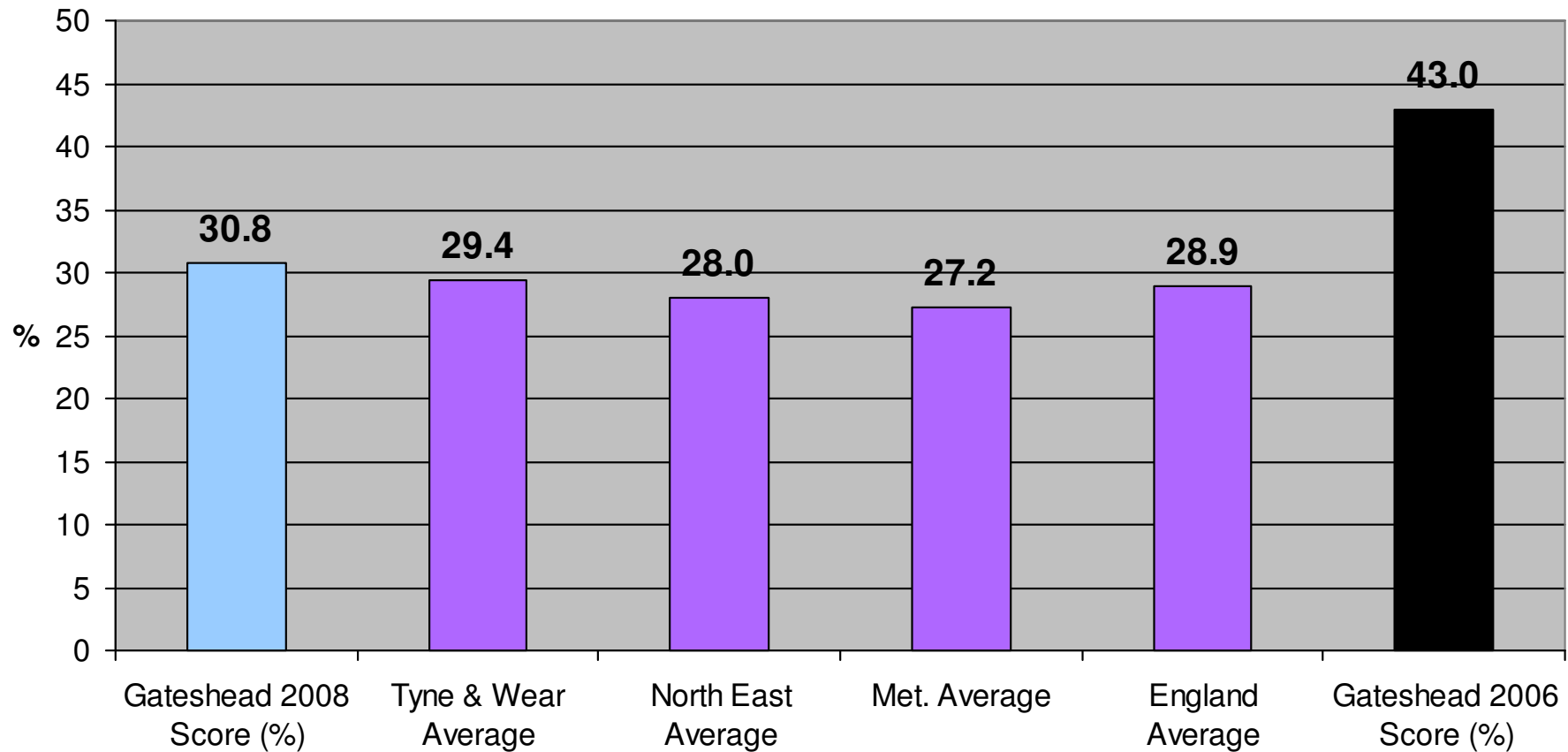
**NI 3 - % who have been involved in decisions that affect the local area in the past 12 months (new indicator)**





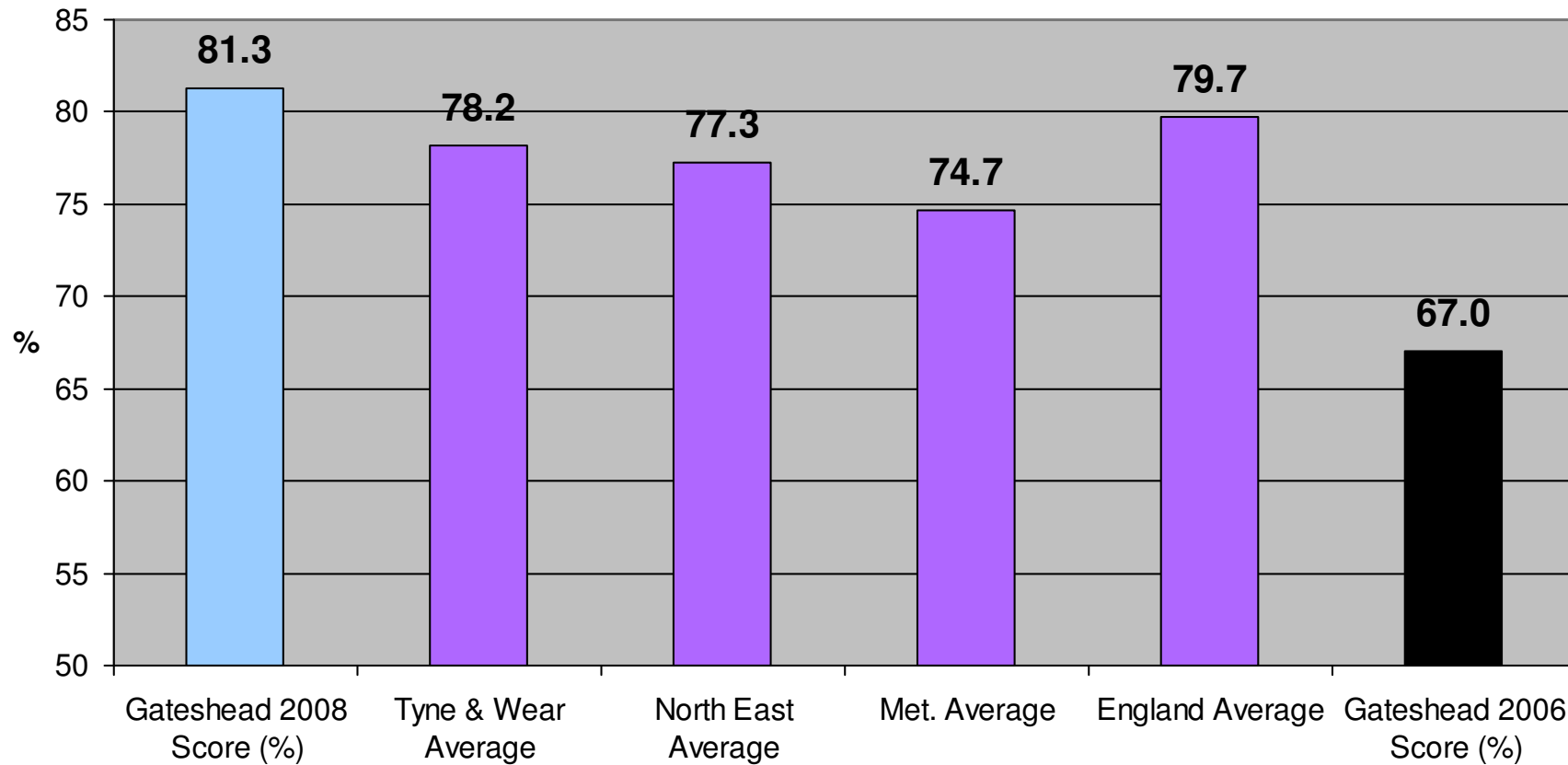
# Influencing local decisions...

**NI 4 & Gateshead Agreement - % who agree that they can influence decisions in their local area**



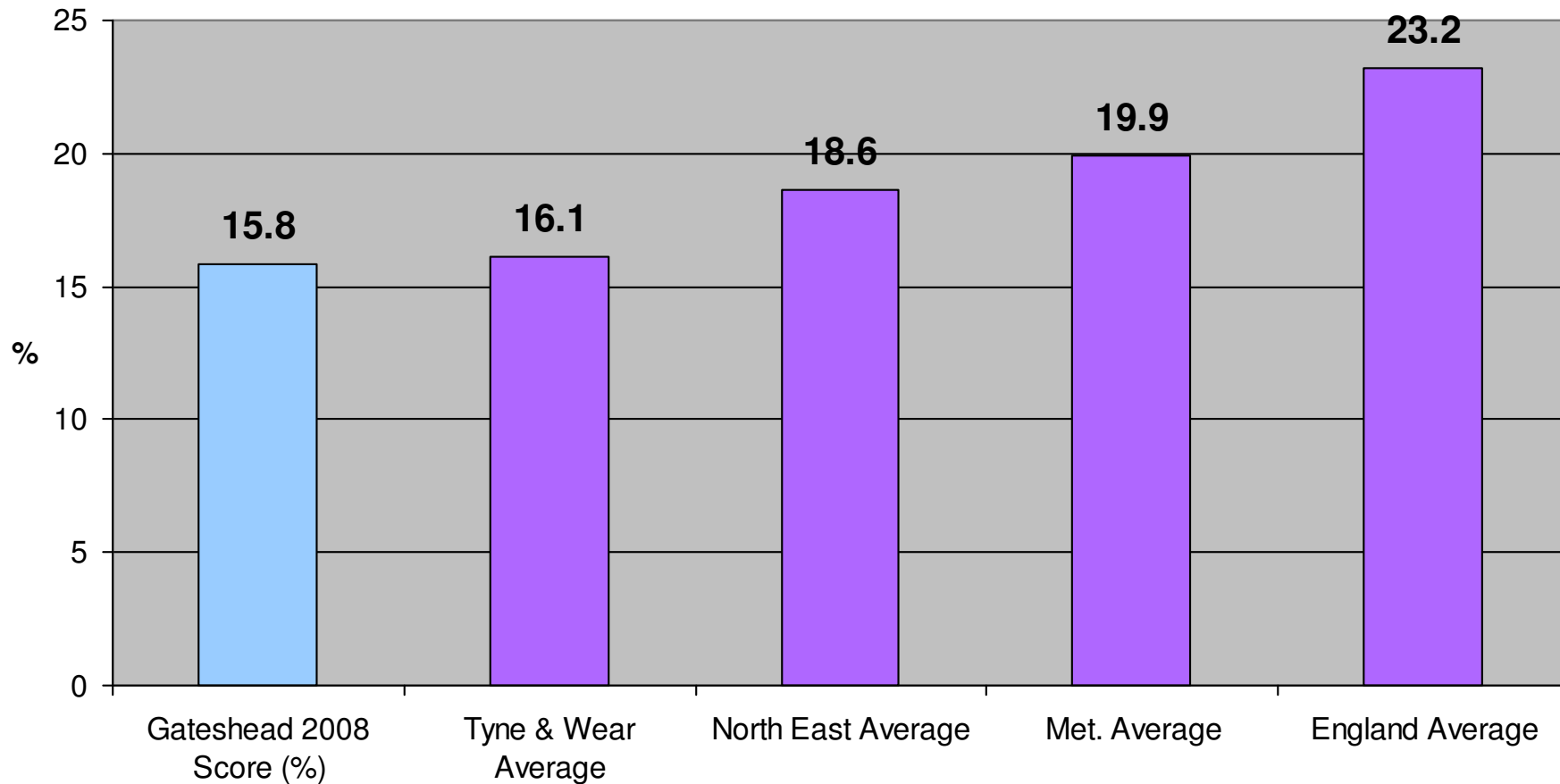
# Satisfaction with local area...

**NI 5 & Gateshead Agreement - % who are satisfied with their local area as a place to live**



# Volunteering

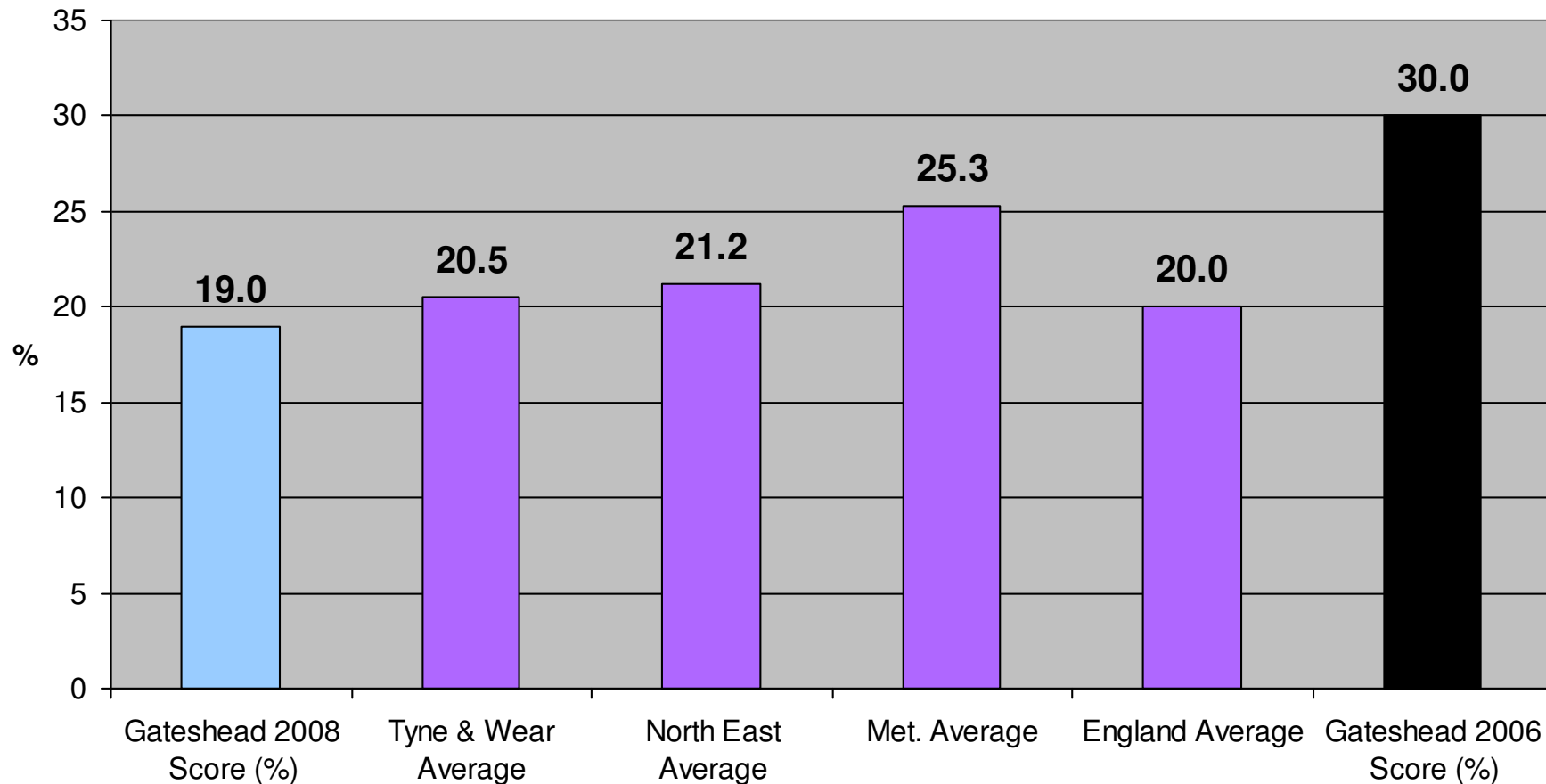
**NI 6 & Gateshead Agreement - % who have given unpaid help at least once per month over the last 12 months (new indicator)**



# Anti-social behaviour...

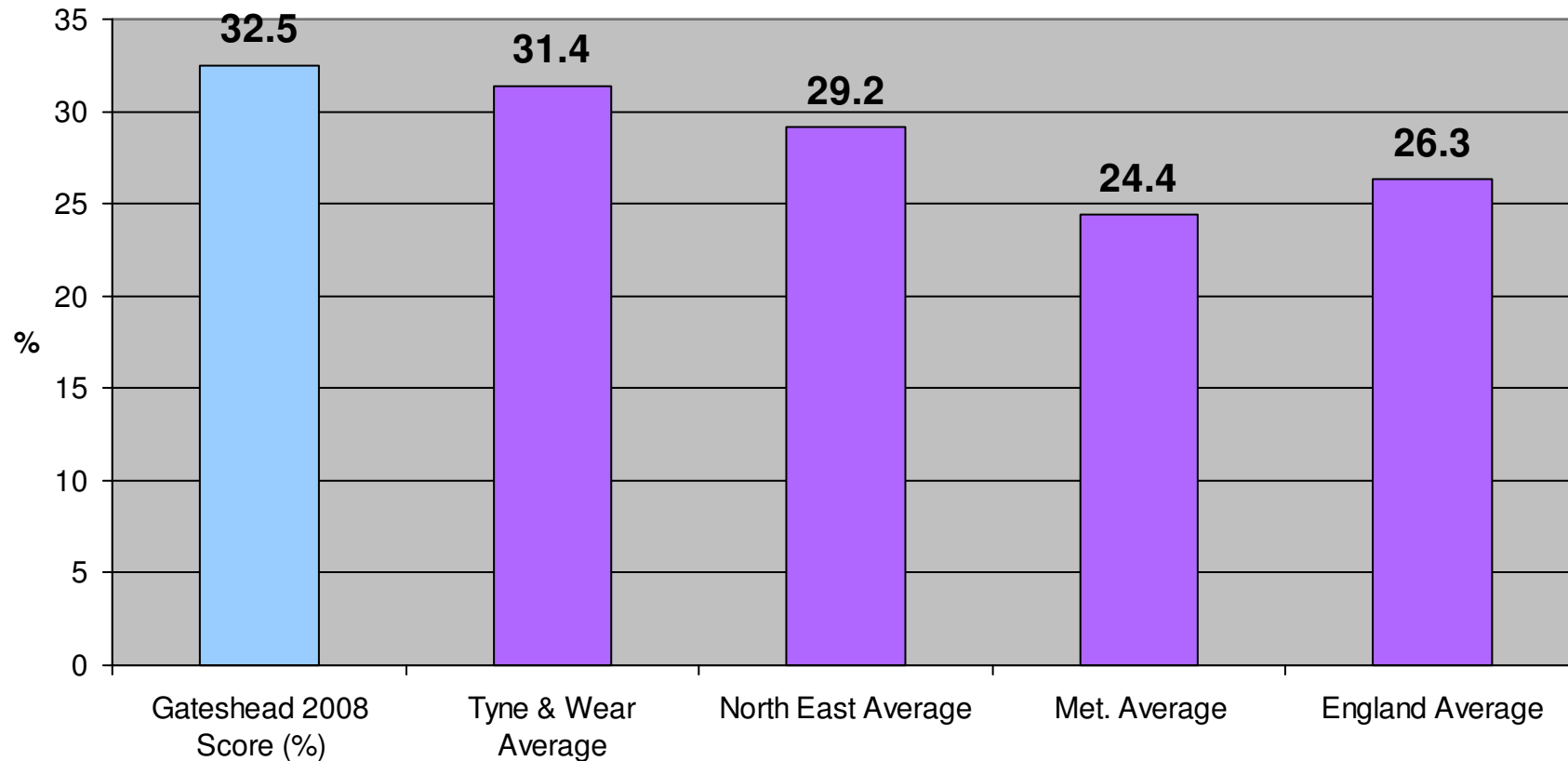
**NI 17 & Gateshead Agreement - % who think that anti-social behaviour is a problem in their local area**

(Note: A lower percentage represents better performance)



# ...and dealing with it

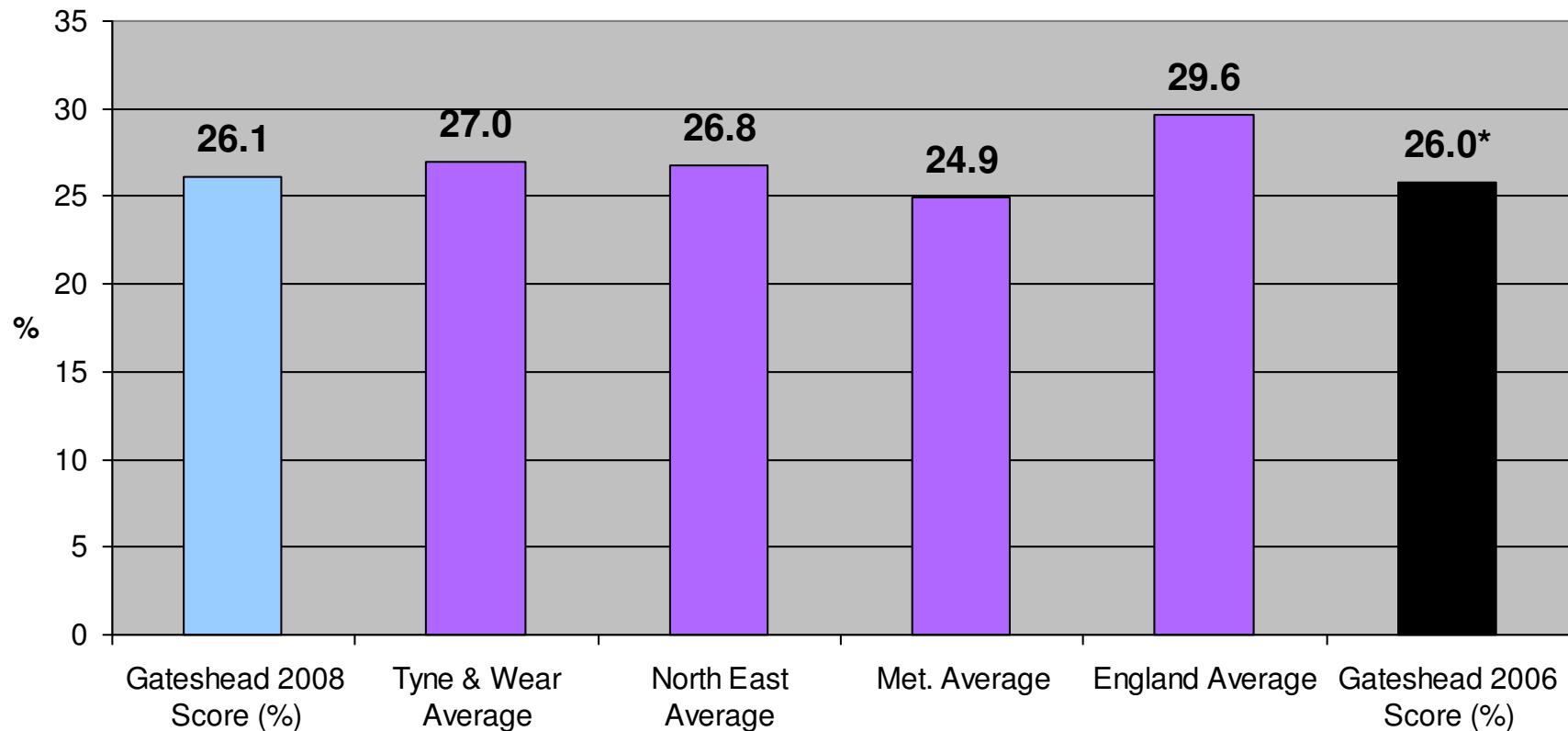
**NI 21 - % who agree that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area (new indicator)**



# Taking responsibility for children

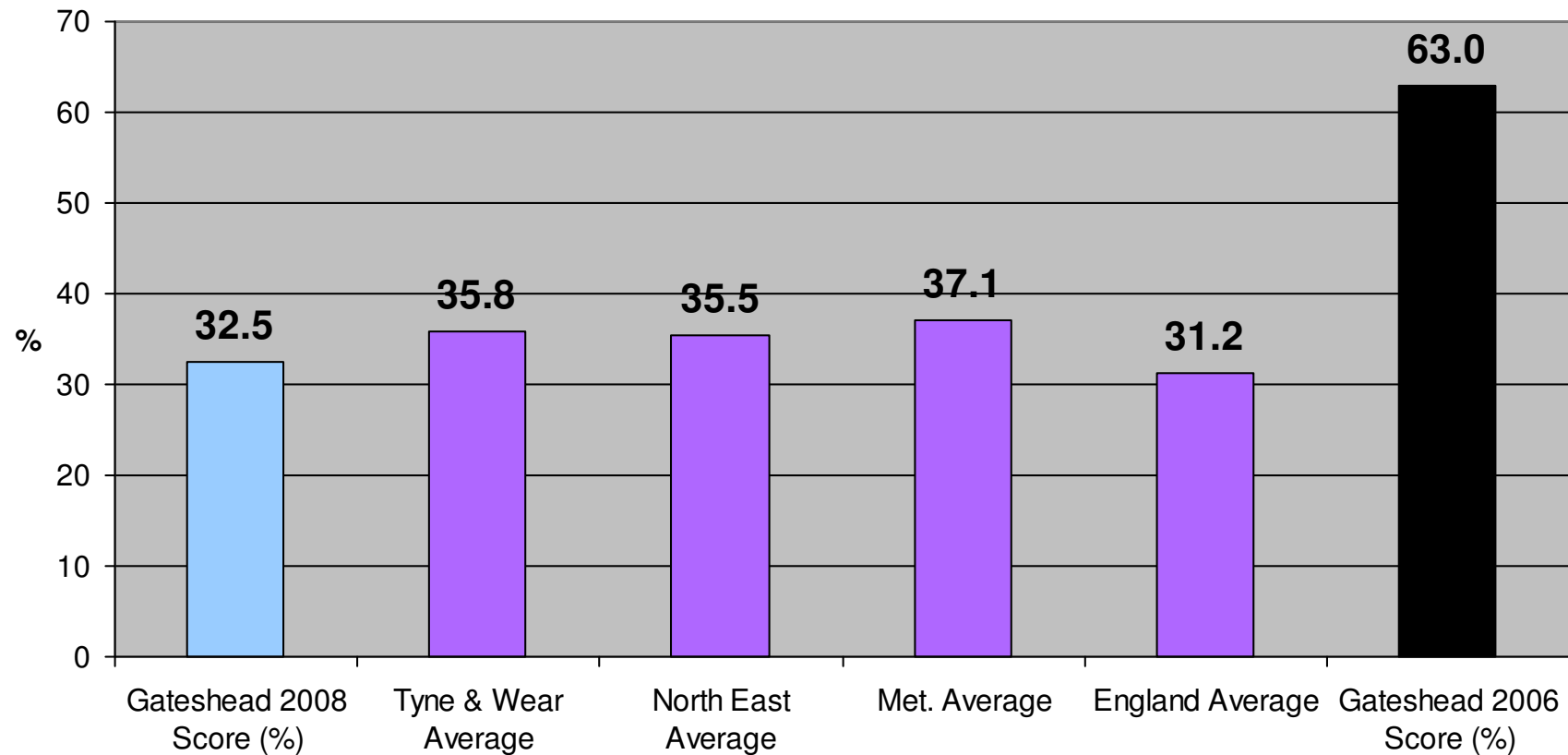
**NI 22\*- % who agree that in their local area parents take enough responsibility for the behaviour of their children**

\*Note: The 2006 BVPI score for how much of a problem is there with parents **not** taking responsibility for their children was 74%



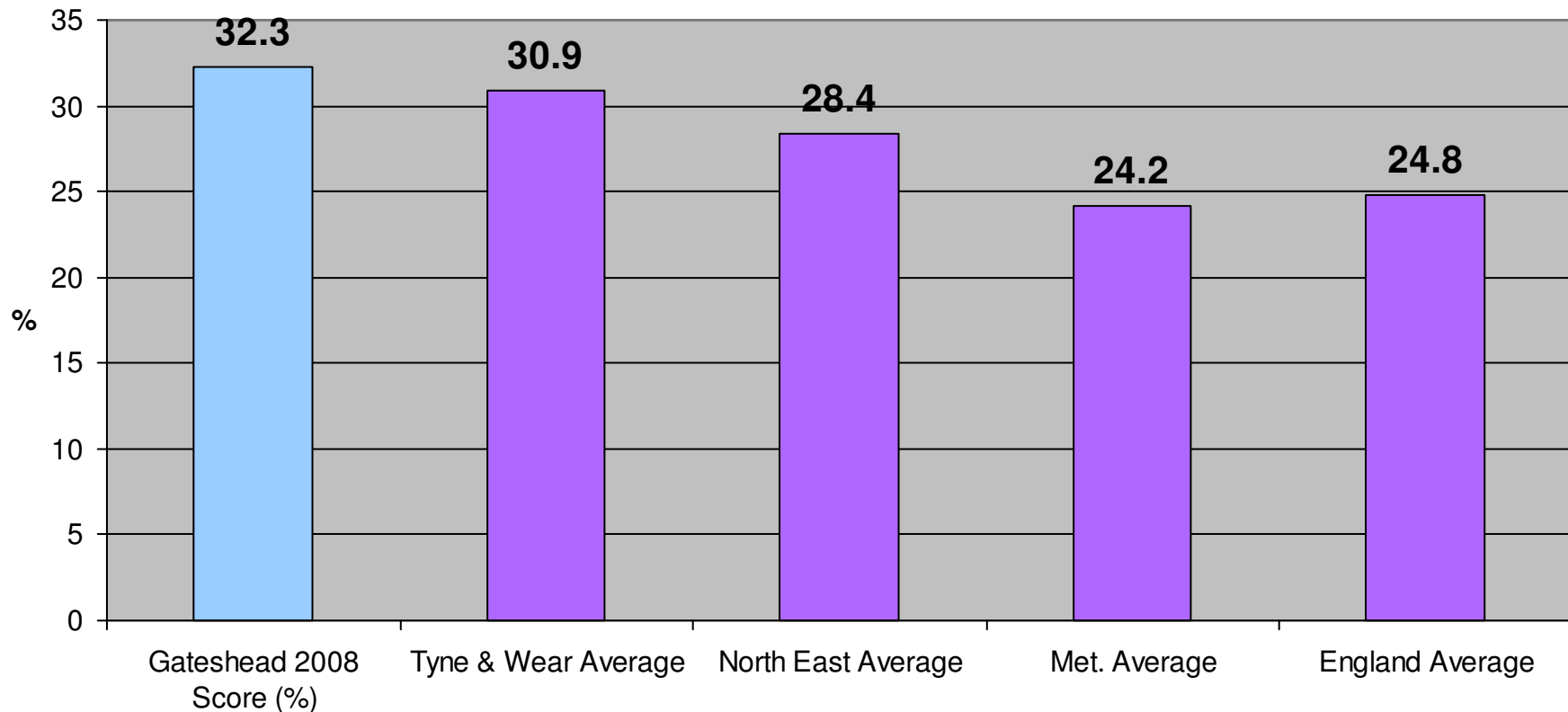
# Respect for each other

**NI 23 - % who think there is a problem with people not treating each other with respect and consideration in their local area**  
(Note: A lower percentage represents better performance)



# Seeking people's views

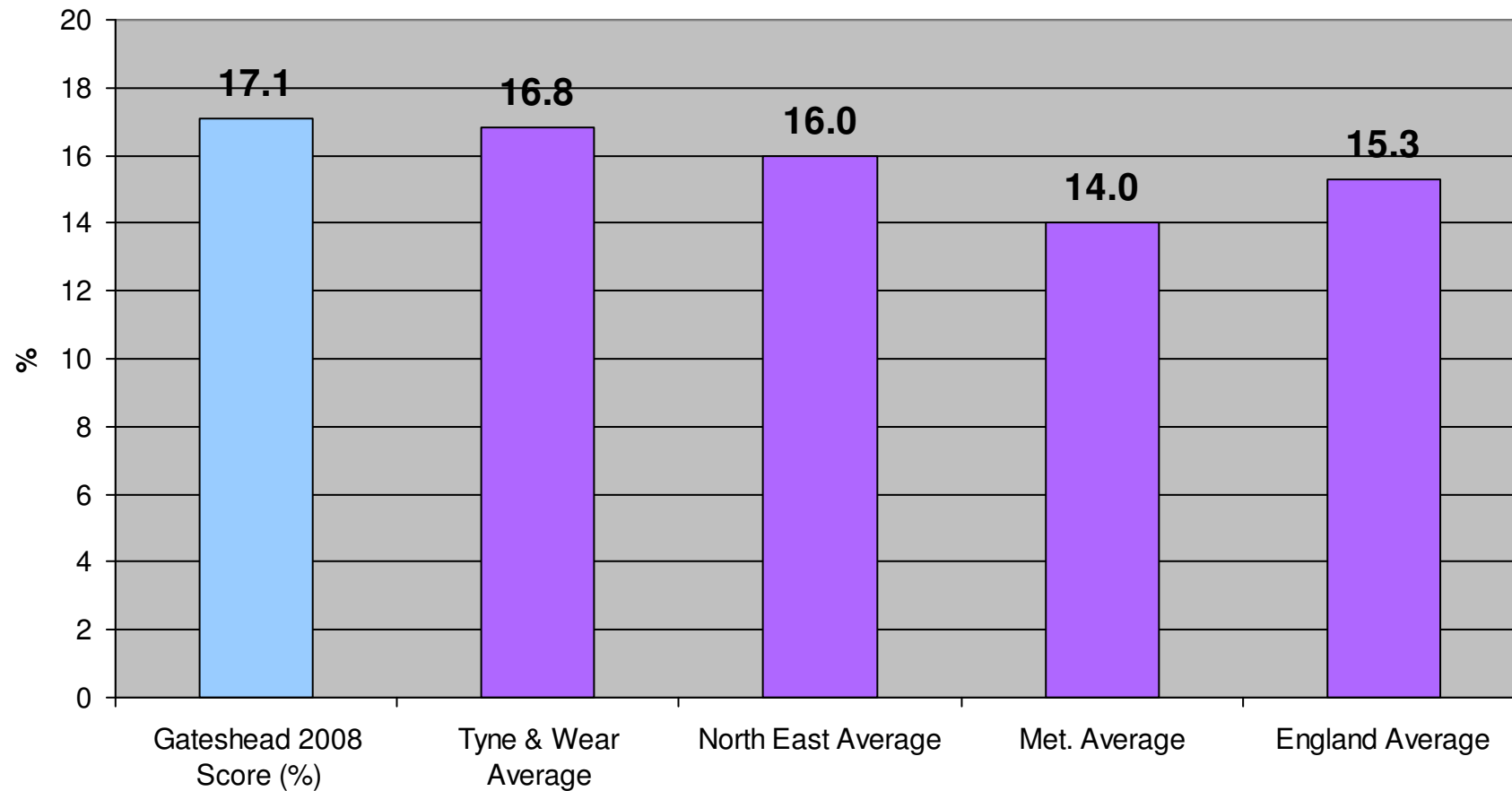
**NI 27 - % who agree that the police and other local public services seek people's views about anti-social behaviour and crime in their local area (new indicator)**





# Feeling informed in an emergency

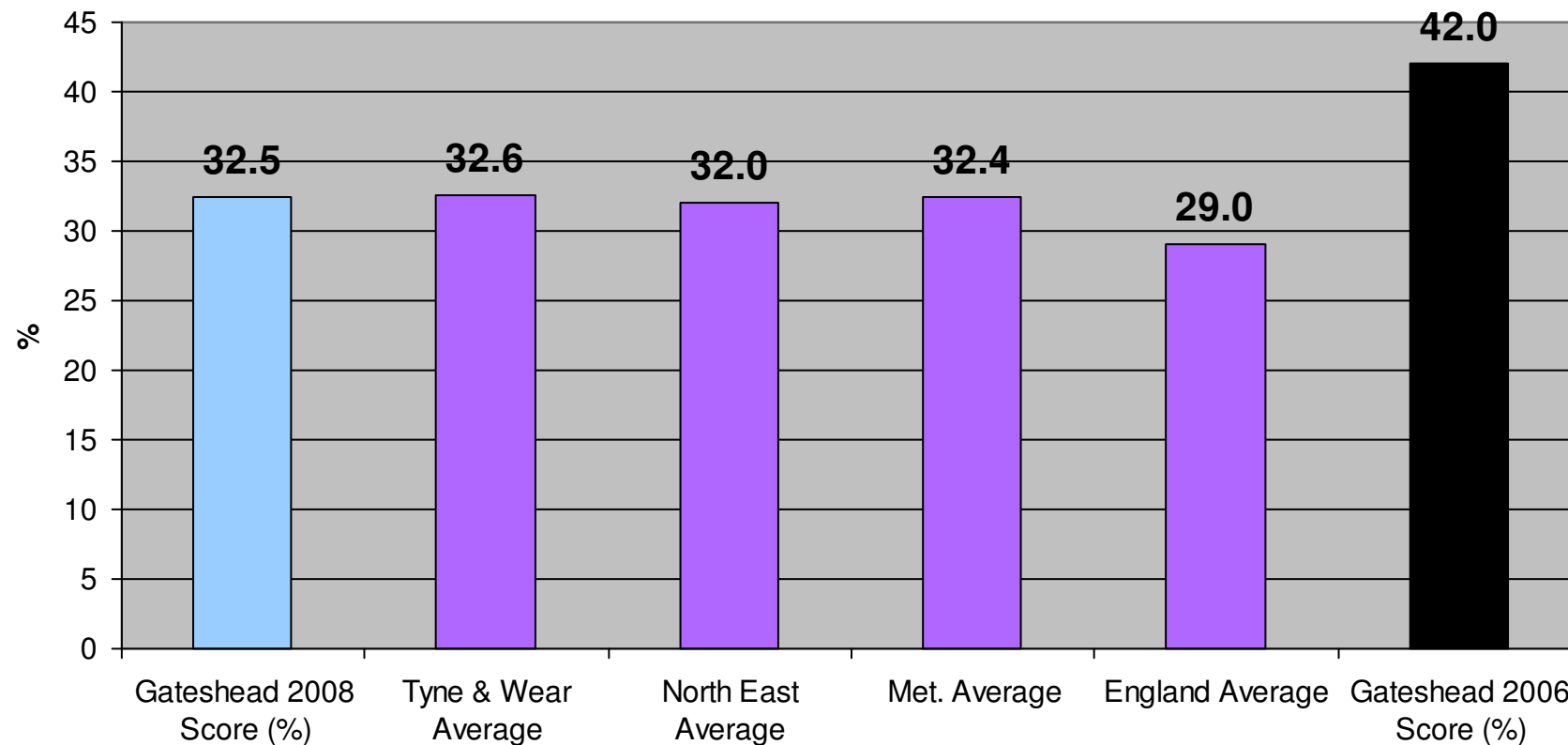
**NI 37 - % who feel informed about what to do in the event of a large-scale emergency (new indicator)**



# Problems with drunkenness and rowdiness...

**NI 41 - % who think that drunk and rowdy behaviour is a problem in their local area**

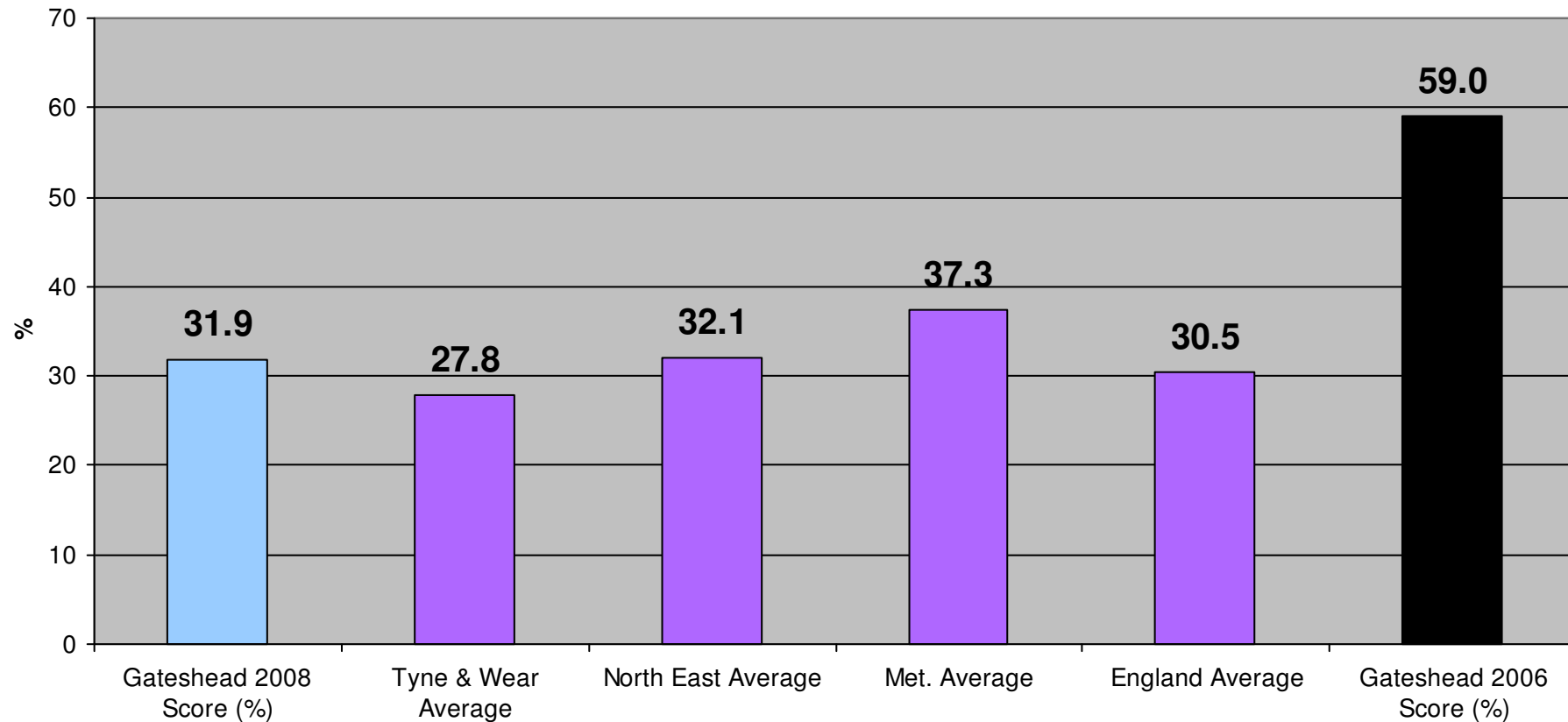
(Note: A lower percentage represents better performance)



# ...and with drug use & dealing

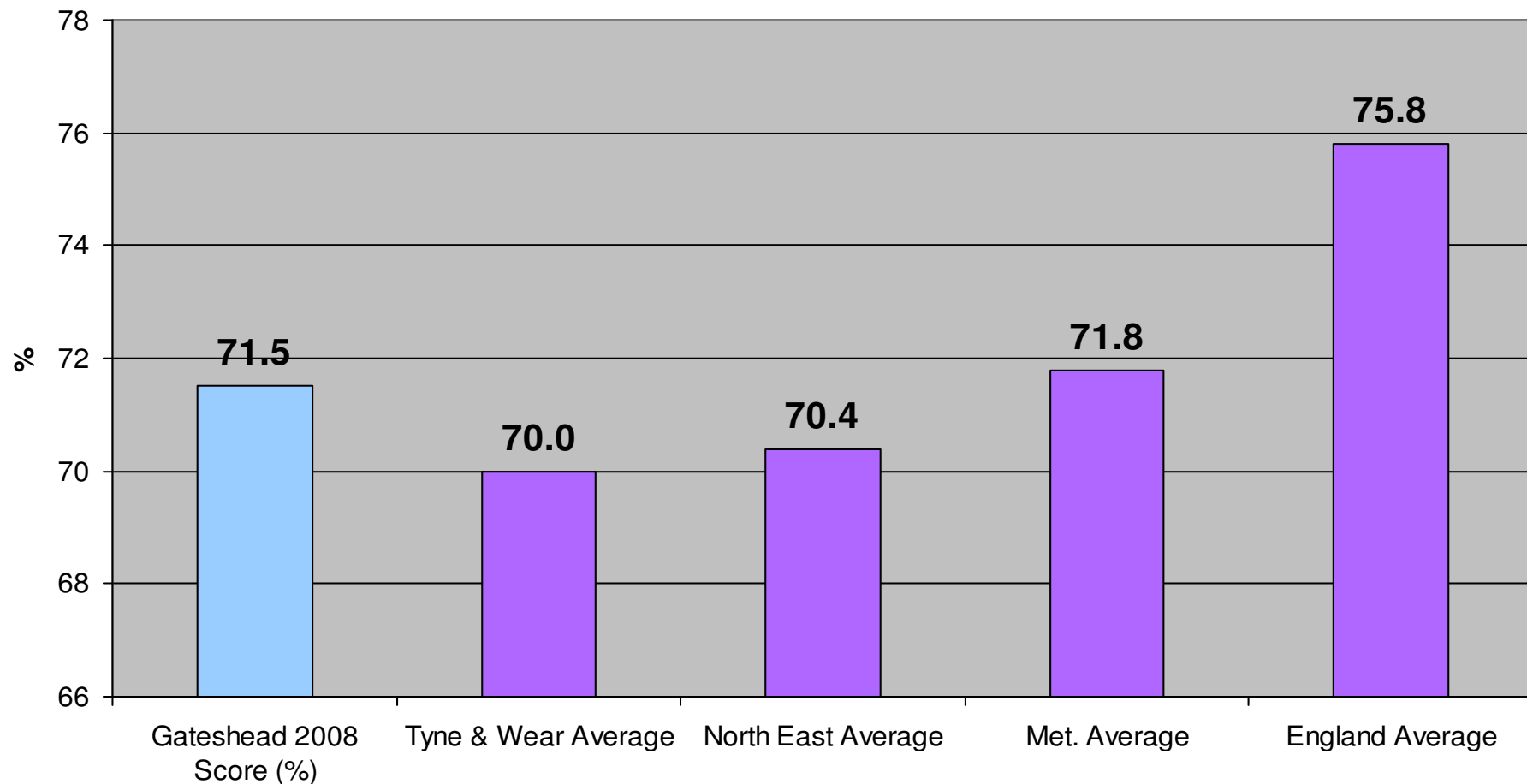
**NI 42 - % who think that drug use or drug dealing is a problem in their local area**

(Note: A lower percentage represents better performance)



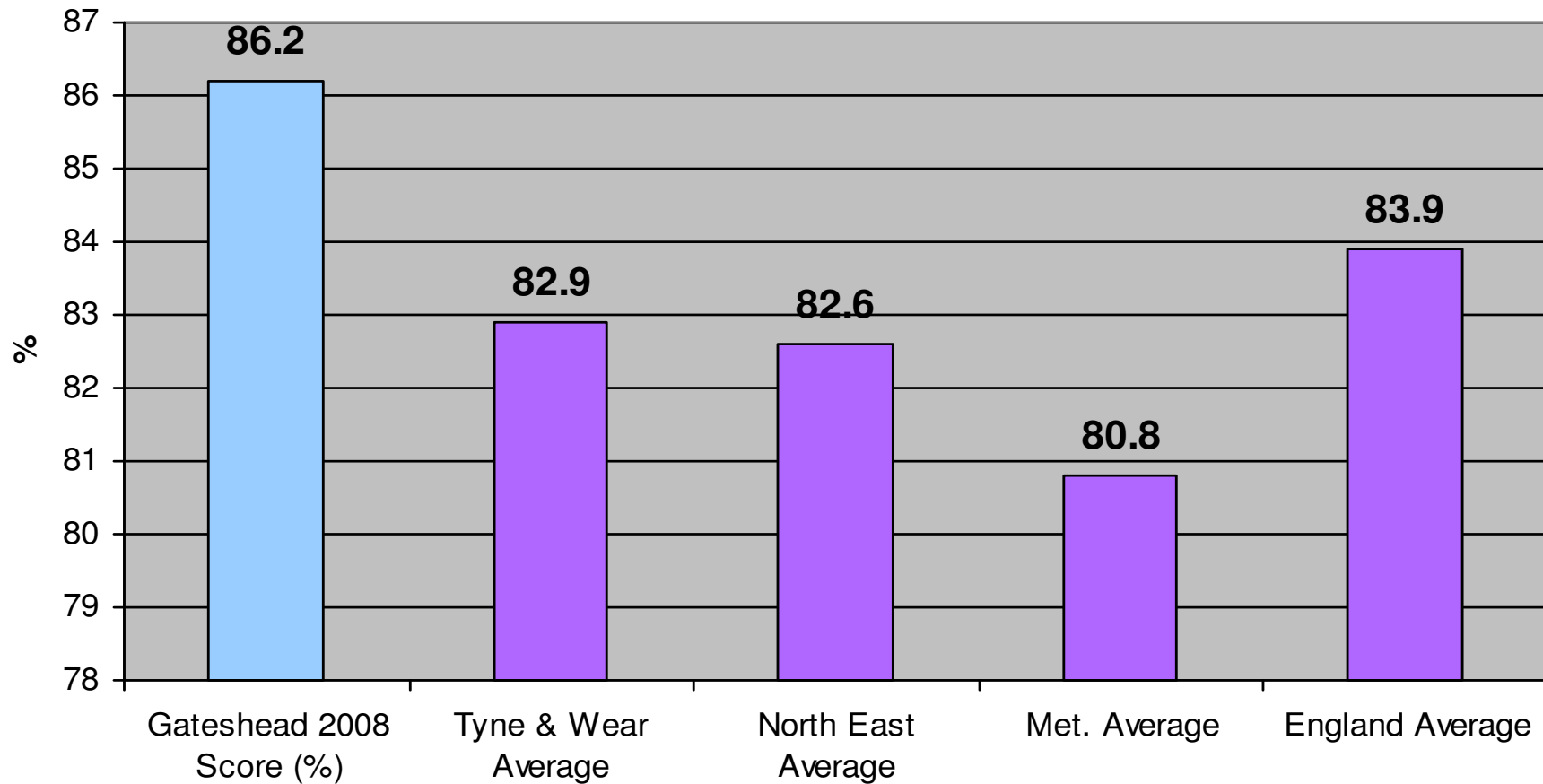
# Self-reported health status

NI 119 - % who say their health is good or very good (new indicator)



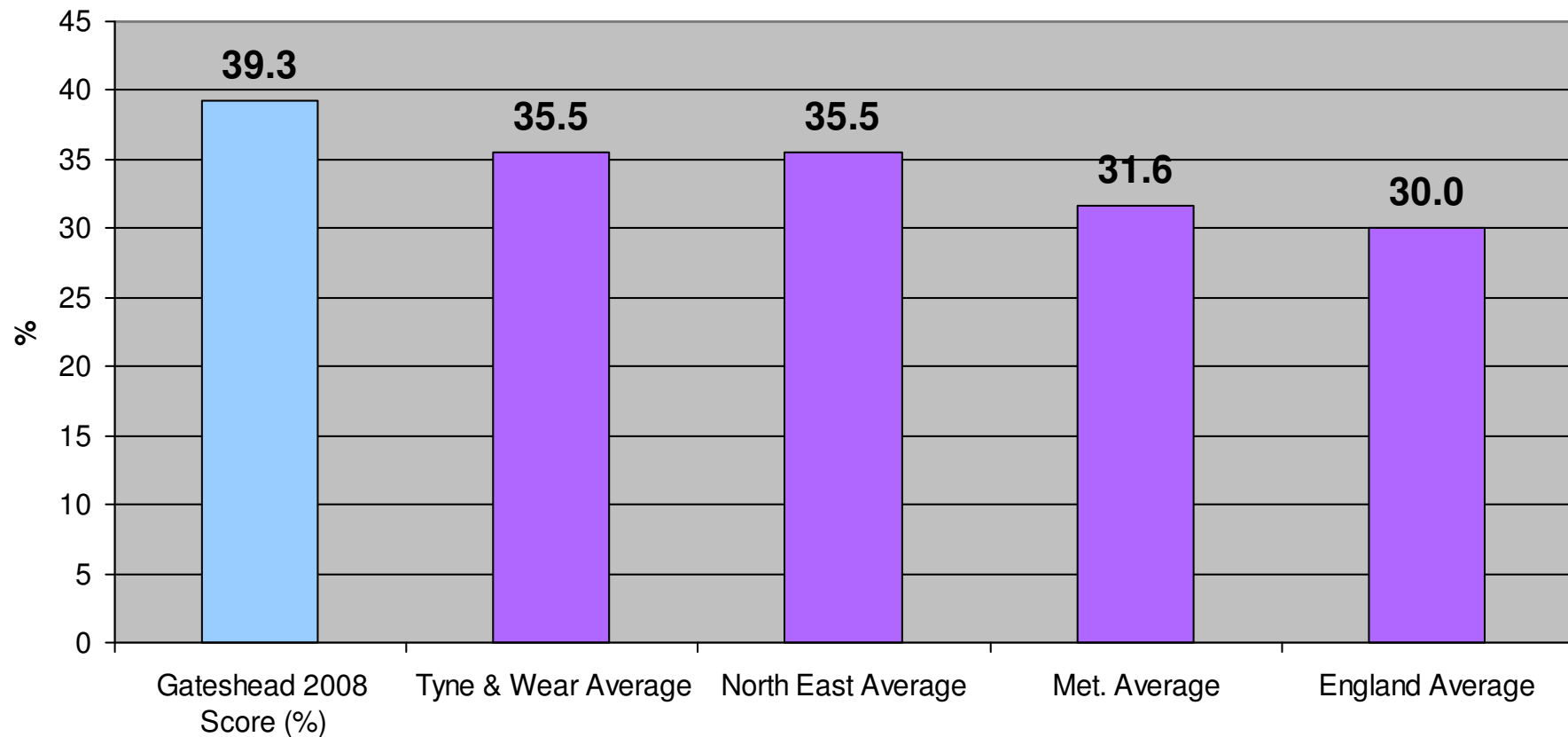
# Home and neighbourhood

**NI 138 - % aged 65 and over who are satisfied with both home and neighbourhood (new indicator)**



# Support for older people

**NI 139 - % who think that older people in their local area get the help and support they need to continue to live at home for as long as they want to (new indicator)**



# Respect and consideration from local public services

**NI 140 - % who would say that they have been treated with respect and consideration by their local public services in the last year (new indicator)**

