Research Report

Gateshead Residents Survey 2009

Prepared for: Gateshead Council

bmg research

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1   Key Findings

1.1   Background and method

This report summarises the results of the 2009/10 Gateshead Residents Survey, conducted amongst 4,619 local residents, via a self-completion postal survey carried out between September and December 2009. The initial mailing of 11,250 Gateshead residents took place on 14th October 2009, with a reminder to those that hadn't responded to the first mailing. Instead of implementing a third and final mailing, the decision was taken to boost responses by selecting a fresh sample specifically assembled to provide the target number of returns proportionately by ward. As such, a further 7,512 questionnaires were distributed.

1.2   Views on the local area

From the fourteen possible factors included in the questionnaire the highest proportion of Gateshead residents state that the level of crime (the inference being a low level of crime) is the most important factor (68%) in making somewhere a good place to live. This is followed by clean streets (52%), affordable decent housing (47%) and public transport (42%). These top four responses are consistent with those given in the Place survey 2008 by Gateshead residents, however direct comparison is not provided due to a more condensed list being shown in the 2009/10 survey.

When considering which aspects of their local area require improvement, slightly different responses were given. The most common responses were that activities for teenagers (55%), the level of traffic congestion (37%) and job prospects (35%) need improving.

In total, 82% of Gateshead residents state they are either fairly or very satisfied with their local area as a place to live (NI 5 = 81.7%), an increase of 1-percentage point since 2008 (81%). Conversely, 8% indicate they are dissatisfied. A higher proportion of residents feel that their local area has got worse (19%) over the past 12 months than better (14%).

Almost two thirds of Gateshead residents (64%) state they feel fairly or very strongly that they belong to their immediate neighbourhood (NI 2 = 63.6%). A quarter (25%) indicates they do not feel they belong very strongly, while 11% go as far as to say they do not belong at all strongly. Comparing the top two box scores (fairly/strongly belong) to 2008 shows a marginal increase of two-percentage points over the year (62% 2008).

When considering their own home, 90% of respondents are satisfied with it as a place to live, including half (50%) who are very satisfied. Conversely, 5% gave the opposing view and stated they are dissatisfied.

1.3 Local public services

Seven in ten residents (71%) agree either a great deal or to some extent that local public services are working to make the area safer and 74% agree either a great deal or to some extent that local public services are working to make the area cleaner and greener.

Furthermore, approaching half (47%) of the residents agree a great deal or to some extent that local public services promote the interests of local residents and 52% agree a great deal or to some extent that local public services act on the concerns of local residents.

Just under three quarters (73%) of respondents agree a great deal or to some extent that local public services treat all types of people fairly.

These results are consistent with the findings from the 2008 survey results: public bodies working to make areas safer (+1%), acting on their concerns, working to make cleaner and greener and treating people fairly (both -1%), and promote interests of local residents (-2%).

Following on from this, residents were also asked to consider their satisfaction with each of the public service providers in their local area. Overall:

- 68% are satisfied with Northumbria Police;
- 82% are satisfied with Tyne and Wear Fire and Rescue Service;
- 82% are satisfied with their local GP;
- 80% are satisfied with their local hospital; and
- 78% are satisfied with their local dentist.

All residents were asked to indicate their satisfaction with seven Council services. When considering specific services the authority and its partners provide, among all respondents (even if they do not have direct experience of the services), the highest proportion are satisfied with: refuse collection (88%); libraries (72%) and doorstep recycling (72%).

Exploring levels and direction of change in satisfaction among all residents since 2008, it is apparent that:

- The proportion satisfied with sports/leisure facilities has stayed the same (46%);
- Satisfaction with libraries in 2008 was 68% compared to 72% in 2009 (+4%); and
- When considering parks and opens spaces, 70% of residents are satisfied in 2009 compared to 73% in 2008 (-3%).

When considering Gateshead Council, over two fifths of residents (43%) believe it provides value for money. A third of residents (33%) gave a neutral response in relation to the value for money offered by Gateshead Council, indicating they neither agree nor disagree, whilst the remaining 22% believe that Gateshead Council does not provide value for money.

When considering their overall satisfaction with how Gateshead Council runs things, 58% of residents are satisfied, whilst 15% are dissatisfied. The remaining 27% are ambivalent. Levels of satisfaction have marginally decreased (-2%) over the past year, but since the BVPI survey in 2003 satisfaction has decreased by four-percentage points (from 62%).

1.4 Information

When considering how and where to register to vote and how Council Tax is spent, a higher proportion of residents feel very or fairly well informed about these things than those who do not feel very well informed or not informed at all (+90% and +26% net balance scores respectively). However, for three aspects a greater proportion of residents state they are not informed than informed: how you can get involved in local decision making (-22% net informed); what to do in event of large scale emergency (-12% net informed); and how to complain about local public services (-8% net informed).

It is interesting to note the significant increase in the proportion of residents that feel informed about what to do in the event of a large-scale emergency since 2008 (from 17% 2008 to 44% 2009). This is likely attributable to the substantial media campaign on how to prevent the spread of the H1N1 swine flu virus.

1.5 Local decision making

In 2009, 67% disagree they can have an influence on local decision making, compared to 69% in 2008. The proportion who agrees is 33% (NI 4 = 33.3%).

The respondents were then provided with a list of decision themes and asked which they would like to influence. More than half would like to be able to influence decisions relating to transport and traffic (55%), whilst just over a third stated they would like influence over local planning applications (37%), local health services (36%), centres for young people (35%) and playgrounds for young children (34%).

All respondents were then asked by what method they would like to participate in decisions affecting their local area and invited to provide a first and second preference.

Around four fifths chose a postal survey (79%) as either their first or second preference for participating in decisions, but reflect that this is the response mechanism for this survey, so naturally creates a bias towards that medium. Online surveys or forums was identified by almost half (46%), with approaching a quarter selecting either public meetings (23%) or talking to their local Councillor (22%).

1.6 Helping out

Overall, 25% of residents who gave a valid response have given unpaid help to any group(s), club(s), or organisation(s) in the last 12 months. A further 9% have given unpaid help on an individual basis, but two thirds (66%) state they have not given any unpaid help in the last 12 months.

The proportion of residents participating regularly in voluntary activities (when regular is defined as at least once a month in the last 12 months) is 18%. This is NI 6 (17.7%) and is a directional increase on the 15.8% achieved in 2008.

1.7 Getting involved

Residents were asked to indicate whether in the last 12 months they have been a part of seven different types of decision making groups. These groups ranged from acting as a local Councillor to being part of a tenants group decision making committee. One in ten (10.3%) respondents state that they have taken part in at least one of the aforementioned activities in the last 12 months. This is NI 3 and is consistent with the 10.6% noted in 2008.

1.8   Respect and cohesion

Almost three in ten (29%) Gateshead residents agree that parents take enough responsibility for their children where they live (NI 22 = 28.9%), while 50% disagree. A further one in five (22%) answered neutrally on this issue. Compared to 2008 there has been a directional increase of three percentage points (from 26%).

As a measure of community cohesion, all residents were asked to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together. Among all those who completed a questionnaire 3% stated that there were too few people in the local area to answer, while 4% feel people where they live are all the same background. For analysis, residents who answered in this way and those who answered don't know have been removed. Among the remaining respondents, 72% agree that their local area is a place where people from different backgrounds get on well together (NI 1 = 72.4%). This compares to 74% recorded in 2008 (-2%). The remaining 28% give the opposing view.

When considering respect and consideration in their local area, 34% of respondents perceive people not treating one another with respect and consideration to be a problem (NI 23 = 33.5%). This includes 8% who feel this is a very big problem. Two thirds (67%) of respondents feel that this is not a problem.

When considering their local public services, around three quarters (76%) of respondents report that they have been fairly treated 'all of the time' or 'most of the time' by local public services. This is NI 140 (76.3%). A further 19% feel that they have been treated fairly some of the time, 3% said this had rarely been the case and 2% said never. This result is consistent with 2008 (NI 140 = 76.4%)

The final question in this section asked all residents whether they feel older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to. This could include help or support from public, private or voluntary services from family, friends and the wider community. In response, 38% of those who gave a valid response said they did feel such support was available (NI 139 = 37.8%), while 11% answered no and 52% answered don't know.

NI 139 has seen a marginal decrease of 1-percentage point when compared to the 2008 Place survey (NI 139 = 39.3%).

1.9   Community Safety

In order to assess how safe residents feel in their neighbourhood, all residents were asked to indicate on a five point scale how safe they feel in their local area during the day and after dark.

During the day, 86% state that they feel either very or fairly safe, including 36% who feel very safe. Conversely, just 5% feel unsafe to some extent. However, after dark the proportion who feel safe falls to 52%, while 29% state that they feel unsafe.

Overall perceptions of feeling safe or unsafe in the local area over the past year have remained relatively static, although there has been significant decrease in the feeling of being <u>very</u> safe when outside during the day (-10% to 36%) and a corresponding increase in feeling <u>fairly</u> safe (+8% to 50%).

1.10 Anti-Social Behaviour

In order to record how serious residents perceive anti-social behaviour to be in their local area, residents were asked to indicate how big a problem they believe seven particular issues to be.

The majority of residents describe each of these issues as not a very big problem or not a problem at all. Teenagers hanging around in the streets are the issue most commonly described as a problem to any extent (46%).

The 2009 data on perceptions of anti-social behaviour informs three national indicators:

- 19.4% of residents perceive there to be a high anti-social behaviour in their local area (NI 17). This proportion is calculated from a scoring system used in the British Crime Survey based on the residents who feel the ASB issues listed are a 'fairly big problem' or a 'very big problem.'

- 32% of residents feel that drunk or rowdy behaviour is a very or fairly big problem (NI 41 = 31.8%). This is an indicator in its own right because local authorities are responsible for the licensing of premises and for securing and designing environments that reduce the likelihood of drunk and rowdy behaviour.

- 33% of residents feel that drug use or drug dealing is a very or fairly big problem (NI 42 = 33.2%). This national indicator will provide data to assess how well local authorities, working together with a wide range of partners including the Police, health partners and others, are tackling this issue.

Having been reminded that it is the role of the police and other public services to work in partnership to deal with anti-social behaviour, respondents were asked whether they agree or disagree that the police and other local public services <u>seek people's views</u> about ASB issues in their local area. In response, 32% agree that these services seek their views (NI 27 = 31.6%), while 29% disagree this is the case.

Agree/disagree results remain consistent with those achieved in the 2008 Place survey (32% agree, 28% disagree).

Following on from this, 33% of Gateshead residents agree that the police and other local public services are successfully dealing with ASB issues in the local area (NI 21 = 33.4%). This includes 5% who strongly agree. Conversely, 21% disagree that local agencies are successfully dealing with ASB issues locally.

Again, the agree and disagree summary figures are consistent with those reported in the 2008 Place Survey (32% agree, 20% disagree, NI 21 = 32.5%).

1.11 Health

The final indicator derived from the Place Survey is NI 119 and is self-reported health and well being. Each respondent was asked to consider their overall health on a five point scale ranging from very good to very bad. In response, 67% describe their health as either good or very good (NI 119 = 66.5%), while 26% describe it as fair and 7% as either bad or very bad.

Self reported health and well being differs significantly from that reported in the 2008 Place survey (71% in good health, NI 119 = 71.5%).

Each respondent was asked to consider to what extent they agree that local services are doing more these days to help people lead healthier lives. Overall, just over half agree with the statement (55%), while 35% describe themselves as neither agreeing nor disagreeing and one in ten disagree (10%).

Further to this, all respondents were asked to consider how satisfied or dissatisfied they are with their life as a whole on a five point scale ranging from very satisfied to very dissatisfied. In response, just over four fifths (81%) describe themselves as either fairly or very satisfied with life as a whole, while 13% are neither satisfied or dissatisfied and 6% describe it as either fairly or very dissatisfied.

This was an additional question in 2009/10 so comparison cannot be made with the 2008/9 Place survey.

1.12 Economic issues

Two fifths state that compare to this time last year their economic position is about the same (40%), whilst three fifths feel they are worse off (56%) and a minority are better off (4%).

All respondents were asked to think about the current economic climate and to then identify which, if any, factors from a list they felt they had been affected by in the last 6 months.

Almost seven in ten has been affected by the increased cost of fuel and energy bills (69%), 61% an increased cost of food and 57% had less money available for general spending. One in ten had difficulties paying the rent or mortgage or had faced redundancy.

2   National Indicator (NI) Summary

2.1   National indicators

This survey provides updated information on eighteen national indicators for local authorities. These indicators are summarised below.

Table 1: National indicators

	%	Unweighted sample base	Weighted sample base	Confidence Interval based on weighted base
NI1: % of people who believe people from different backgrounds get on well together in their local area	72.4	2883	2961	+/-1.6
NI2: % of people who feel that they belong to their neighbourhood	63.6	4328	4348	+/-1.4
NI3: Civic participation in the local area - % who have taken part in listed activities within the last 12 months	10.3	3727	3899	+/-1.0
NI4: % of people who feel they can influence decisions in their locality	33.3	3733	3787	+/-1.5
NI5: Overall / general satisfaction with local area - % satisfied	81.7	4482	4484	+/-1.1
NI6: % participating in regular volunteering	17.7	3807	3928	+/-1.2
NI17: Perceptions of anti-social behaviour - % who feel ASB is high based on score calculated from responses regarding ASB problems	19.4	4170	4280	+/-1.2
NI21: Local Council and police are dealing with local concerns about anti-social behaviour and crime issues - % agree	33.4	4406	4436	+/-1.4
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area - % agree	28.9	4138	4224	+/-1.4
NI23: Perceptions that people in the area treat one another with respect and consideration - % who state people not doing so is a problem	33.5	3990	4075	+/-1.5
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local Council and police - % who agree their views are sought on these issues.	31.6	4397	4426	+/-1.4
NI37: % aware of civil protection arrangements in the local area	40.3	4337	4384	+/-1.5

NI41: Perceptions of drunk or rowdy behaviour as a problem - % who state this is a problem	31.8	3956	4108	+/-1.4
NI42: Perceptions of drug use or drug dealing as a problem - % who state this is a problem	33.2	3377	3559	+/-1.6
NI119: Self-reported measure of people's overall health and well-being - % describing health as good	66.5	4415	4439	+/-1.4
NI138: Satisfaction of people over 65 with both home and neighbourhood	87.8	1546	836	+/-2.2
NI139: The extent to which older people receive the support they need to live independently - % who believe this support is available	37.8	4392	4410	+/-1.4
NI140: Fair treatment by local services - % who agree they have been treated fairly in the last year	76.3	4002	3969	+/-1.3

2.2   Comparison with national NI averages

The following table presents the 2009/10 Place Survey data against that of the 2008/09 national comparisons (by District and all authorities).

Table 2: Comparison with national NI averages

		All Districts %	All authorities %	Gateshead 2009/10 %
NI1: % of people who believe people from different backgrounds get on well together in their local area	Mean	78.6	77.2	**72.4**
	Top Quartile	82.8	81.6	
NI2: % of people who feel that they belong to their neighbourhood	Mean	61.6	59.7	**63.6**
	Top Quartile	66.1	63.7	
NI3: Civic participation in the local area	Mean	14.1	14.1	**10.3**
	Top Quartile	15.9	15.9	
NI4: % of people who feel they can influence decisions in their locality	Mean	28.2	28.7	**33.3**
	Top Quartile	30.6	30.8	
NI5: Overall / general satisfaction with local area	Mean	83.5	81.2	**81.7**
	Top Quartile	88.2	86.4	
NI6: Participation in regular volunteering	Mean	25.4	24.0	**17.7**
	Top Quartile	28.7	26.9	
NI17: Perceptions of anti-social behaviour	Mean	15.6	18.2	**19.4**
	Top Quartile	11.4	13.3	
NI21: Dealing with local concerns about anti-social behaviour and crime issues by the local Council and police	Mean	26.7	26.6	**33.4**
	Top Quartile	29.5	29.1	
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area	Mean	31.8	30.5	**28.9**
	Top Quartile	36.3	34.4	
NI23: Perceptions that people in the area treat one another with respect and consideration	Mean	26.6	29.4	**33.5**
	Top Quartile	21.3	23.1	
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local Council and police	Mean	24.5	24.8	**31.6**
	Top Quartile	26.5	26.8	

NI37: Awareness of civil protection arrangements in the local area	Mean	16.2	15.7	**40.3**
	Top Quartile	18.6	17.3	
NI41: Perceptions of drunk or rowdy behaviour as a problem	Mean	25.4	27.7	**31.8**
	Top Quartile	20.8	22.7	
NI42: Perceptions of drug use or drug dealing as a problem	Mean	25.4	28.3	**33.2**
	Top Quartile	19.8	21.9	
NI119: Self-reported measure of people's overall health and well-being	Mean	77.2	76.6	**66.5**
	Top Quartile	80.1	79.8	
NI138: Satisfaction of people over 65 with both home and neighbourhood	Mean	86.4	84.5	**87.8**
	Top Quartile	89.4	88.1	
NI139: The extent to which older people receive the support they need to live independently	Mean	31.2	30.4	**37.8**
	Top Quartile	34.1	33.4	
NI140: Fair treatment by local services	Mean	75.6	73.6	**76.3**
	Top Quartile	78.7	77.4	

3   Changes since 2008 Place Survey

The following table presents the 2009 Gateshead Residents Survey figures against those reported in 2008 in the Place Survey. The right hand side column indicates where there has been a positive shift in opinion (green) or a decline (red). In each instance this is dependant upon the nature and wording of the indicator. For example, a fall in the proportion citing is something as a problem is a positive finding.

Table 3: Movements over time

	2008 %	2009 %	Movement over time %
NI1: % of people who believe people from different backgrounds get on well together in their local area	73.6	72.4	-1.2
NI2: % of people who feel that they belong to their neighbourhood	62.4	63.6	1.2
NI3: Civic participation in the local area - % who have taken part in listed activities within the last 12 months	10.6	10.3	-0.3
NI4: % of people who feel they can influence decisions in their locality	30.8	33.3	2.5
NI5: Overall / general satisfaction with local area - % satisfied	81.3	81.7	0.4
NI6: % participating in regular volunteering	15.8	17.7	1.9
NI17: Perceptions of anti-social behaviour - % who feel ASB is high based on score calculated from responses regarding ASB problems	19.0	19.4	0.4
NI21: Local Council and police are dealing with local concerns about anti-social behaviour and crime issues - % agree	32.5	33.4	0.9
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area - % agree	26.1	28.9	2.8
NI23: Perceptions that people in the area treat one another with respect and consideration - % who state people not doing so is a problem	32.5	33.5	1.0
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local Council and police - % who agree their views are sought on these issues.	32.3	31.6	-0.7
NI37: % aware of civil protection arrangements in the local area	17.1	40.3	23.2
NI41: Perceptions of drunk or rowdy behaviour as a problem - % who state this is a problem	32.5	31.8	-0.7
NI42: Perceptions of drug use or drug dealing as a problem - % who state this is a problem	31.9	33.2	1.3
NI119: Self-reported measure of people's overall health and well-being - % describing health as good	71.5	66.5	-5.0
NI138: Satisfaction of people over 65 with both home and neighbourhood	86.2	87.8	1.6
NI139: The extent to which older people receive the support they need to live independently - % who believe this support is available	39.3	37.8	-1.5

NI140: Fair treatment by local services - % who agree they have been treated fairly in the last year	76.6	76.3	-0.3

4   Introduction

4.1   Background and method

This report summarises the results of the 2009/10 Gateshead Residents Survey, conducted amongst 4,619 local residents, via a self-completion postal survey carried out between September and December 2009.

The target population for the survey was the adult population (18+ years) of Gateshead and the sample was drawn from the Postcode Address File (PAF). A random stratified sample of 11,250 was used in this survey, where the number sampled per ward was proportionate to its response rate achieved in the 2008 Place Survey; thus facilitating an equal spread of responses across each of the 22 wards. The initial target was set at 4,500 returns.

The methodology used in this survey intended to follow the CLG guidelines and as such included two reminder mailings after the initial questionnaire had been sent. The initial mailing of 11,250 Gateshead residents took place on 14th October 2009, and following this, those residents who had not returned a completed questionnaire were re-mailed. The second mailing was sent on 9th November 2008.

Prior to sending out the third and final mailing, it was recognised that returns were lower than anticipated at ~3,500 (a likely result of postal strikes) and to continue with this mailing would lead to an anticipated shortfall in returns against the target. As such, the decision was taken to re-sample and distribute to a fresh set of addresses. The size of the boost sample was calculated based on the requirement to boost the number of returns to 4,500 (an additional 1000 from the first and second mailing). This resulted in the selection of a fresh sample of 7,512 addresses, spread proportionately across each ward dependent upon the estimated return.

In total, 4,619 usable completed questionnaires were returned. On an observed statistic of 50%, a sample size of 2,914 is subject to a maximum standard error of +/- 1.4% at the 95% level of confidence.[1]

Throughout this report reference will be made to five Neighbourhood areas in Gateshead. The definitions of these areas and the number of returns per area are shown in the tables below along with the associated confidence interval for each.

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[1] See 'Glossary' within appendix 1 for a definition of confidence intervals.

Table 4: Definition of Neighbourhood Management Areas

Neighbourhood area	Wards
East	Felling, Windy Nook and Whitehills, Pelaw and Heworth, Wardley and Leam Lane
Inner West	Dunston and Teams, Dunston Hill and Whickham East, Whickham North, Whickham South and Sunniside
South	Birtley, Chowdene, High Fell, Lamesley, Low Fell
West	Blaydon, Chopwell and Rowlands Gill, Crawcrook and Greenside, Ryton, Crookhill and Stella, Winlaton and High Spen
Central	Bridges, Deckham, Lobley Hill and Bensham, Saltwell

Table 5: Survey response by Neighbourhood Management Area

Neighbourhood Area	Unweighted sample base	Confidence Interval on observed statistic of 50%
East	810	+/-3.4%
Inner West	833	+/-3.4%
South	1089	+/-3.0%
West	1035	+/-3.0%
Central	852	+/-3.4%

4.2 Report contents

This report contains a written summary of the findings of the survey, highlighting clearly the national indicators and changes since 2008. Indicators are calculated using the specific instructions provided by the Audit Commission (summarised in Appendix Two). In most instances, respondents who answered 'don't know' or simply did not answer the relevant question have been excluded from the sample, resulting in a reduced unweighted sample base. The title of each table or graph will state whether data has been run on all responses or if certain responses have been removed (valid data).

Results have been presented rounded to 0 decimal places – this may mean that some totals exceed 100%. This also has implications regarding how summary percentages appear. For example, if 25.4% of residents state they are very satisfied and 30.3% of residents are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7%, which is rounded up to 56%, whereas the individual rounded responses suggest this total should be 55%. This explains any instances of where summary text does not match a graph or table it is referring to. **Please note that for questions that produce national indicators, the indicator to one decimal place has been included in the report text.**

All data included in this report has been weighted. Weighting is a statistical technique used to counteract the deviations that occur in survey samples against the population

as a whole. In this case, weighting has been used to ensure that the sample used here corresponds to the overall population of Gateshead.

The weighting process[2] duplicated that carried out by the Audit Commission's sub-contractors, Cobalt Sky, in 2008, using the variables household size, age, gender and ethnicity in order to provide a sample that is representative of the Gateshead area. In addition to this, a rim weight by ward was applied.

Where possible, this report will draw comparisons with the previous Place Survey result (2008[3]). Careful consideration has been given to ensure that comparisons used within this report are valid, where valid refers to:

- The same wording being used for both 2008 and 2009 questions;
- Where the ordering of questions and any preceding questions within the 2009 questionnaire can significantly impact upon the response given.

4.3 Data reporting

A separate data report is available, containing cross-tabulations by the following:

- Gender;
- Age;
- Occupancy status / Tenure;
- Economic status;
- Disability status;
- Ethnicity;
- Whether there are children in the household;
- State of health;
- Religion;
- Satisfaction with life as a whole;
- Satisfaction with the way the authority runs things;
- Authority provides value for money;
- Whether they feel they are treated fairly by local services;
- Satisfaction with local area
- Whether they agree or disagree that people from different backgrounds get on well in their local area;
- Whether they feel they belong to their neighbourhood;
- Whether they agree or disagree that they can influence local decisions;
- Safety in local area after dark;
- Satisfaction with the local Police;
- How well informed they feel about local public services;
- Whether given unpaid help in past year;
- Extent that local public services acts on concerns of local residents;
- Ward; and,
- Neighbourhood Area.

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[2] See 'Glossary' in appendix 1 for a definition of weighting.

[3] Source Ipsos Mori "Assessing Gateshead's Performance" 2008/2009 results of Place Survey.

5   Views on the local area

5.1   Local priorities

In the first section of the questionnaire, residents were asked to consider which issues are most important in making somewhere a good place to live and which issues they are personally concerned about in their local area. For this and all questions, the local area was defined as the area within 15-20 minutes walking distance from the respondents' home.

From the fourteen possible factors included in the questionnaire, the highest proportion of Gateshead residents state that the level of crime (by inference low crime levels) is the most important factor (68%) in making somewhere a good place to live. This is followed by clean streets (52%) and affordable decent housing (47%). Please note those who did not provide a response or ticked more than five boxes have been excluded from the sample base at this question.

Figure 1: Most important factors in making somewhere a good place to live (All valid responses)
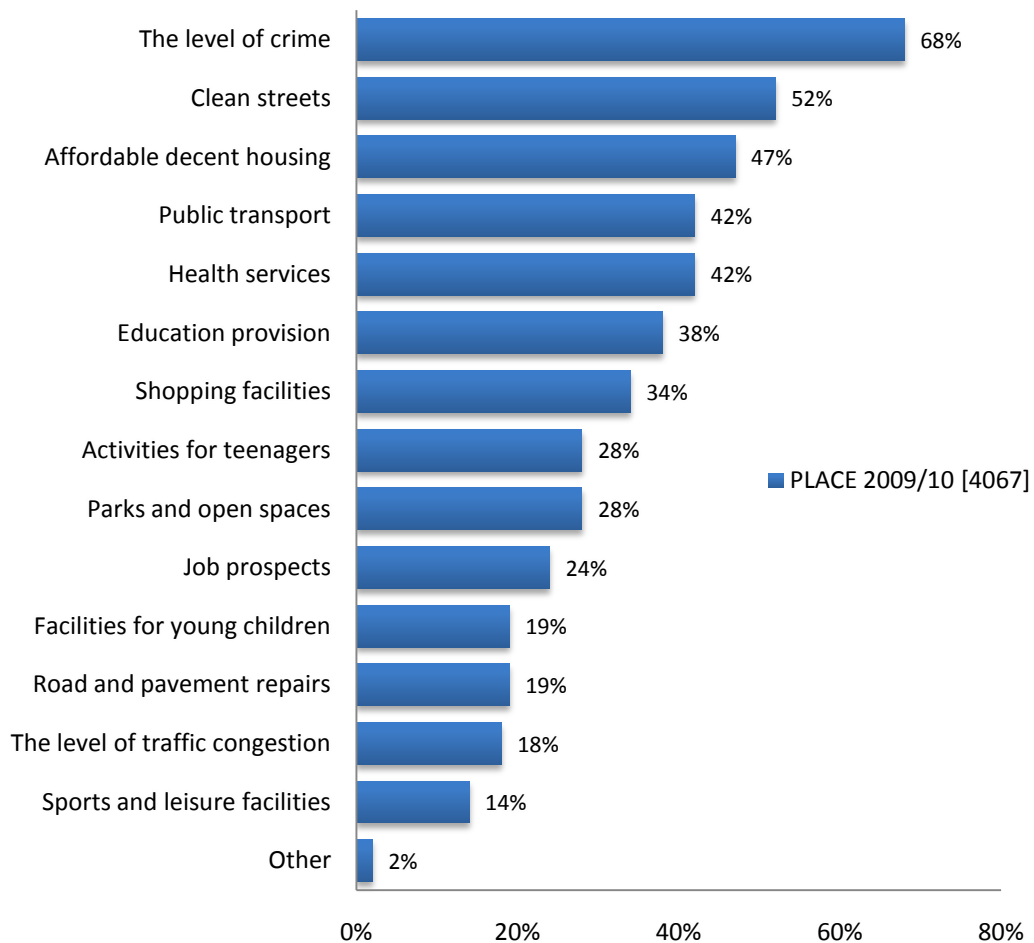
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

The top five responses shown in figure 1 are consistent with those given in 2008/9 by Gateshead residents; however, direct comparison with the 2008 results is not provided due to a condensed list being shown in 2009/10 (fourteen factors instead of twenty factors).

While figure 1 shows what factors all Gateshead residents believe to be important, looking at responses in further detail shows that the issues chosen as important vary by resident group as outlined below.

5.1.1 Older residents

The level of crime (57%), health services (54%), clean streets and public transport (51%), are the top four factors that are identified by the older residents (aged 65+ years) as making somewhere a good place to live.

Health services are significantly more likely to be described as important by those aged 65+ years (54%) when compared to all other age groups (38% 18-64 yrs). In comparison, the proportion who cite health services as important increases with age (28% 18-24 yrs, 36% 25-34 yrs, 37% 35-54 yrs and 49% 55-64 yrs). Just over half (51%) of those residents aged 65 and over state that public transport is important; a proportion that is higher than in any other age group. This is a likely reflection of the greater dependency of this age group on public transport. Those aged 65 and over are also those most likely to identify road and pavement repairs as important (27% c.f. 17% 18-64 yrs).

5.1.2 Young people

The level of crime (65%), clean streets (62%) and affordable decent housing (52%) are the top three factors that are identified by the 18-24 year olds as making somewhere a good place to live.

5.1.3 Families

Education provision is identified as important by 55% of those with at least one child in their household, which is significantly higher than the 31% of residents without children who indicated education was important in making somewhere a good place to live.

The same pattern is also evident regarding facilities for young children, which 30% of those with children in their household feel are important. In comparison, just 15% of those without children in their household selected this as important. This finding is also repeated in relation to activities for teenagers (30% c.f. 27%), though the difference is not statistically significant.

5.1.4 Residents in Council housing

In several instances the views of those in Council housing are significantly different to those given by owner occupiers. The former are more likely to state that affordable decent housing (63% c.f. 41% of owner occupiers), facilities for young children (27% c.f. 18% of owner occupiers) and shopping facilities (43% c.f. 31% owner occupiers) are important. These findings have an important message in that social landlords can play a significant and active role in improving areas at the estate or local level.

Thus, this analysis clearly signifies that simply looking at figure 1 is too simplistic an assessment of needs and therefore, a more rounded judgment of the aspirations of specific resident groups is needed.

The figure below charts the views given by different age groups regarding what is important in making somewhere a good place to live. Each circle represents 10 percentage points, with the innermost ring representing 10% and the outer ring representing 80%. The peaks identify where particular factors are seen as important by a higher proportion of each age group.

Figure 2: Most important factors in making somewhere a good place to live (variation by age, all valid responses)
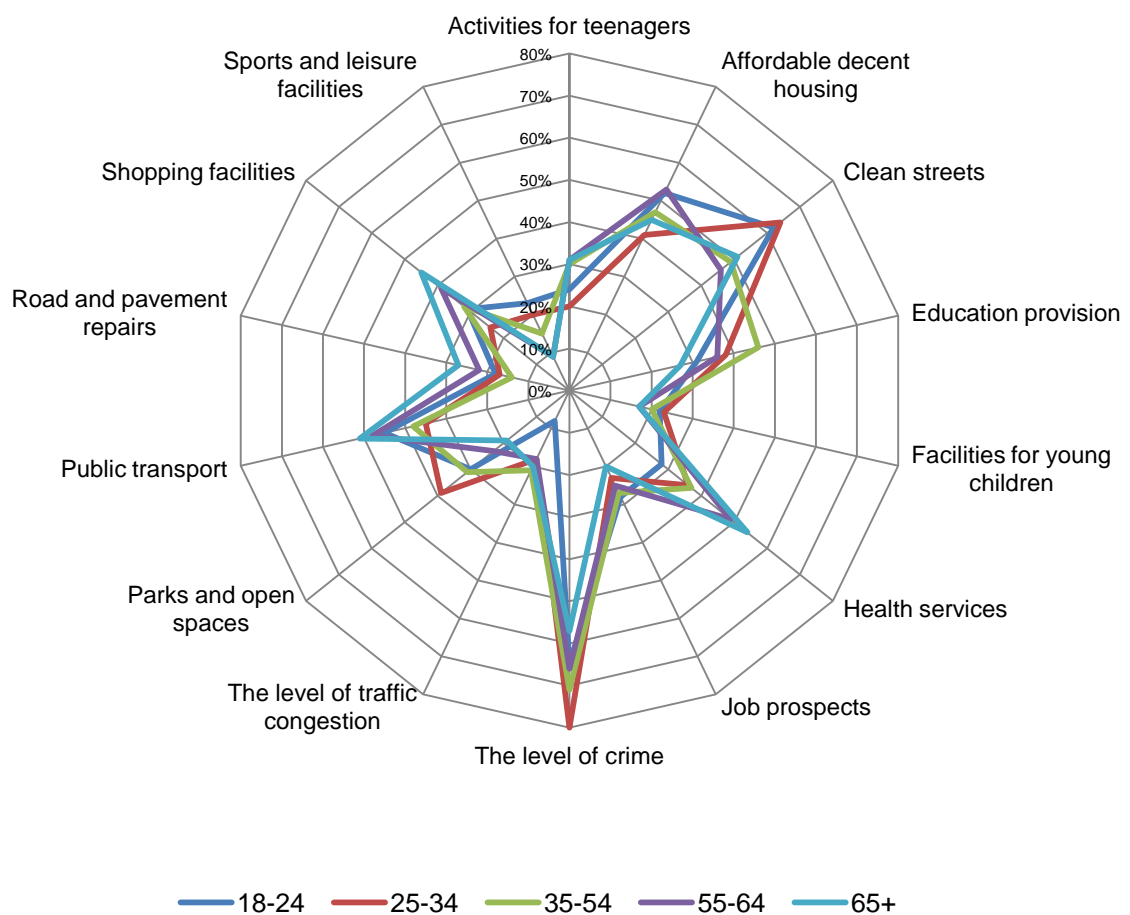
5.2 Areas in need of improvement

When considering which aspects of their local area require improvement, slightly different responses were given. The most common response given by Gateshead residents was that activities for teenagers need improving (55%). Approaching two fifths (37%) feel there is a need for the level of traffic congestion to be improved, and a similar proportion identified job prospects (35%). The full range of responses is shown in Figure 3.

It should be noted that around a third of residents feel that the level of crime (34%) needs to be improved and three in ten (30%) said the same about clean streets. These are key findings given the high importance residents attribute to these issues in making somewhere a good place to live.

Figure 3: Things that most need improving in the local area (All valid responses)
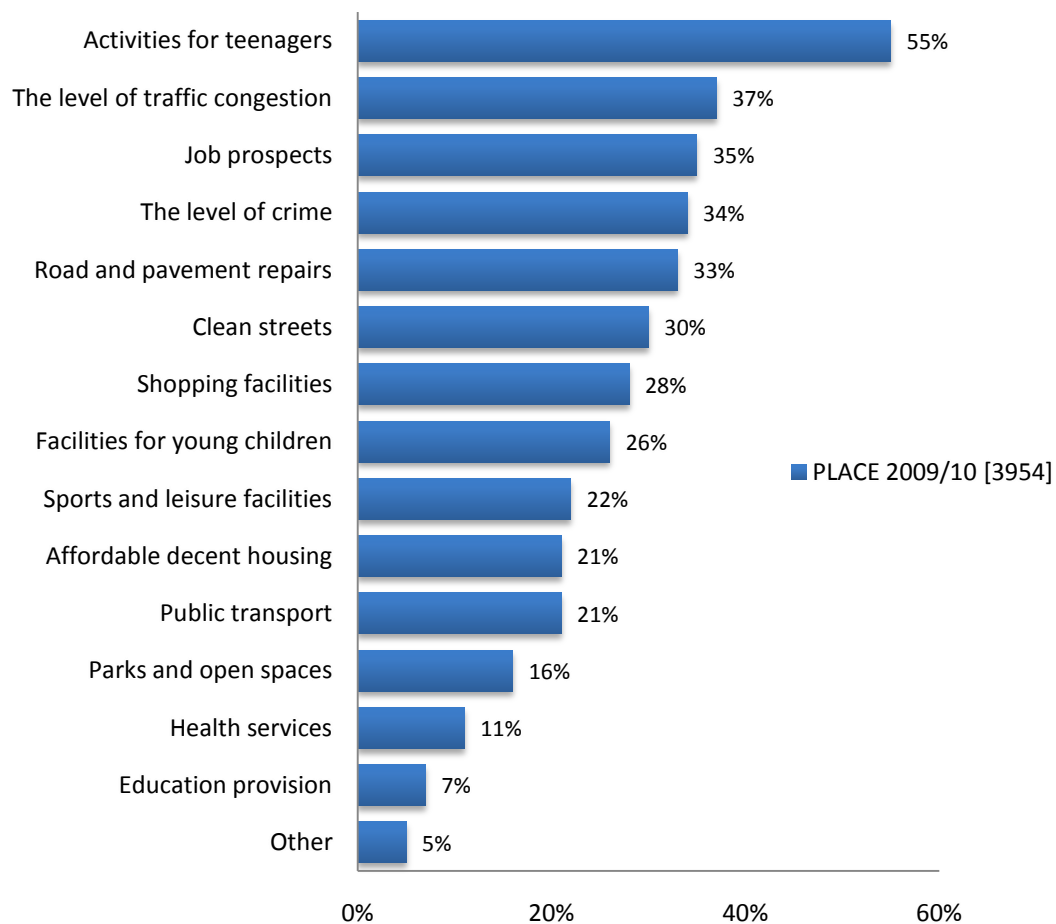
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

In 2008/9, activities for teenagers, traffic congestion, level of crime and road and pavement repairs were all factors that Gateshead residents most commonly stated needed improvement. Endorsement of job prospects as a factor in need of improvement appears to have increased in 2009/10, although again direct comparison with the 2008 results is not provided due to a condensed list being shown in 2009/10 (fourteen factors instead of twenty factors).

The views of Gateshead residents regarding what factors need improvement in their local area can be seen to differ among particular resident groups.

5.2.1   Older residents

Significantly more residents aged 65 and over feel that road and pavement repairs need improving (44%), when compared to 18-64 year olds (30%).

5.2.2   Residents in Council housing

Particular issues that residents in Council housing are more likely to feel need improving relative to owner occupiers include facilities for young children (35% c.f. 24%) and parks and open spaces (20% c.f. 16%).

The factors identified as in need of improvement in each age group within Gateshead are shown in the plot below, with the outer ring representing 60%.

Figure 4: Things that most need improving in the local area by age group (All valid responses)
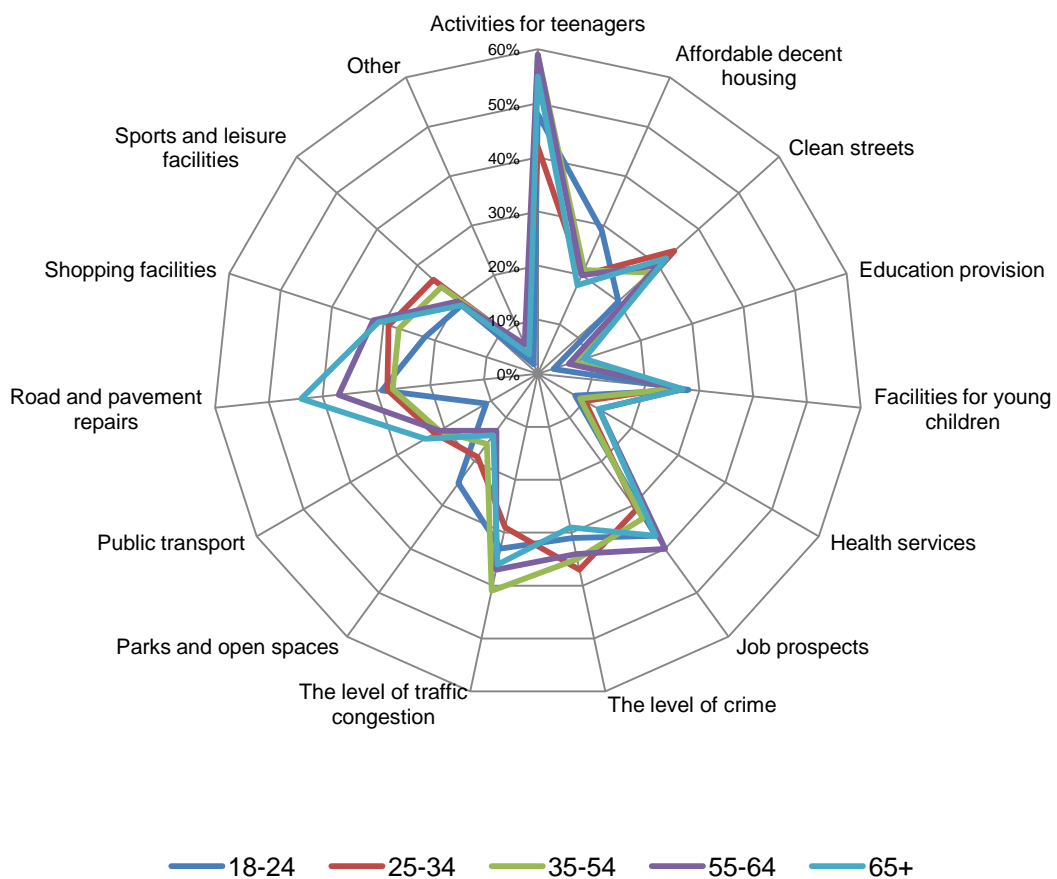
Taking the top three areas for improvement individually (activities for teenagers, level of traffic congestion and job prospects), the following figures demonstrate where the variations exist between key demographics and by Neighbourhood area. This is critical for priority setting, especially when considering spatial, place setting targets. The blue bars represent the total figure (or average), and the remaining bars are green, where the figure is higher than the total, and orange where the figure is lower than the total.

5.2.3 Activities for teenagers

Just over half (55%) of respondents feel that activities for teenagers are in need of improvement. From the figure below it is apparent that those with children in their household (58%), those aged 35-64 years (59%) and non-BME respondents (56%) are most likely to feel activities for teenagers are in need of improvement.

Figure 5: Proportion of respondents that feel activities for teenagers need improvement by key demographics (All Valid responses)
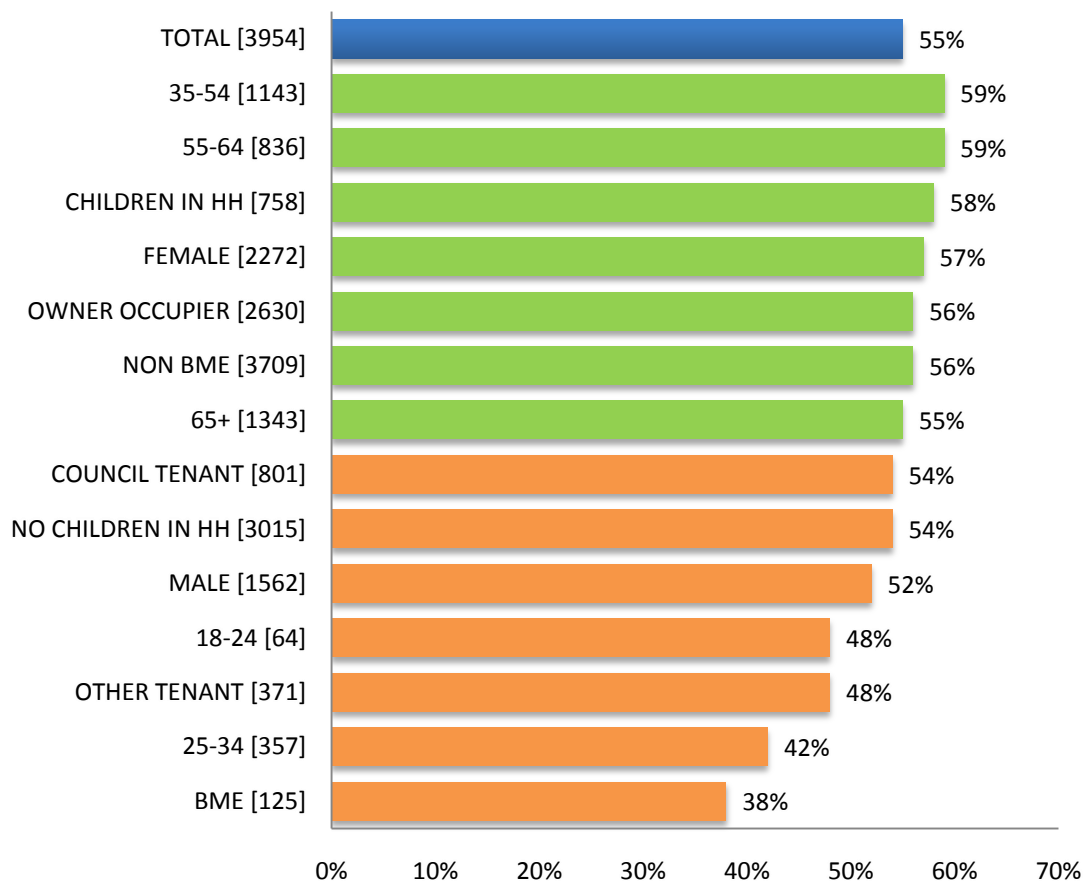
UNWEIGHTED SAMPLE BASES BY LABEL

Spatially, it is apparent that residents of the West, Inner West and South Neighbourhood Areas most commonly state that activities for teenagers need improving (59%, 58% and 57% of residents in each respectively). Residents of the Central area endorse activities for teenagers as in need of improvement at a significantly lower level (41%).

Figure 6: Proportion of respondents that feel activities for teenagers needs improvement by Neighbourhood Area (All Valid responses)
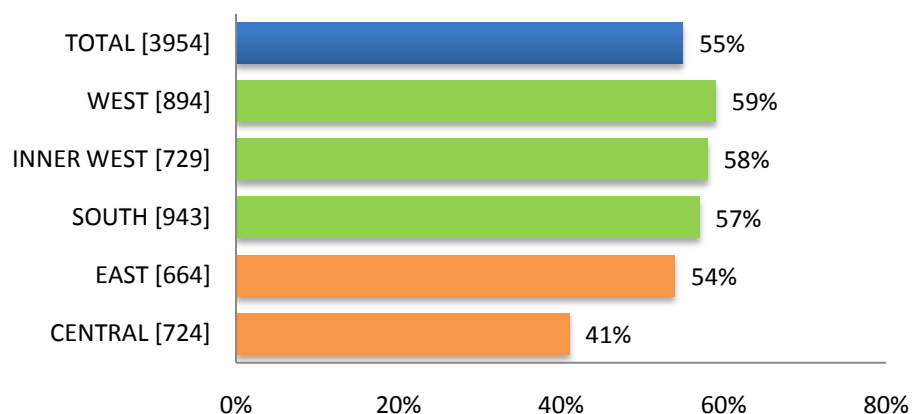
UNWEIGHTED SAMPLE BASES BY LABEL

5.2.4 Level of traffic congestion

Traffic congestion is seen as the local aspect most in need of improvement by almost two fifths of respondents (37%). From the figure below it is apparent that those who are owner occupiers (41%), 35-54 year olds (41%) and non-BMEs (37%) are most likely to feel that traffic congestion in the local area is in need of improvement.

The economically active (39%) are also significantly more likely to cite traffic congestion as in need of improvement than the economically inactive (34%).

Figure 7: Proportion of respondents that feel traffic congestion needs improvement by key demographics (All Valid responses)

Label	%
TOTAL [3954]	37%
35-54 [1143]	41%
OWNER OCCUPIER [2630]	41%
MALE [1562]	37%
FEMALE [2272]	37%
55-64 [836]	37%
NON BME [3709]	37%
NO CHILDREN IN HH [3015]	37%
CHILDREN IN HH [758]	37%
65+ [1343]	36%
18-24 [64]	33%
25-34 [357]	29%
OTHER TENANT [371]	27%
COUNCIL TENANT [801]	26%
BME [125]	25%
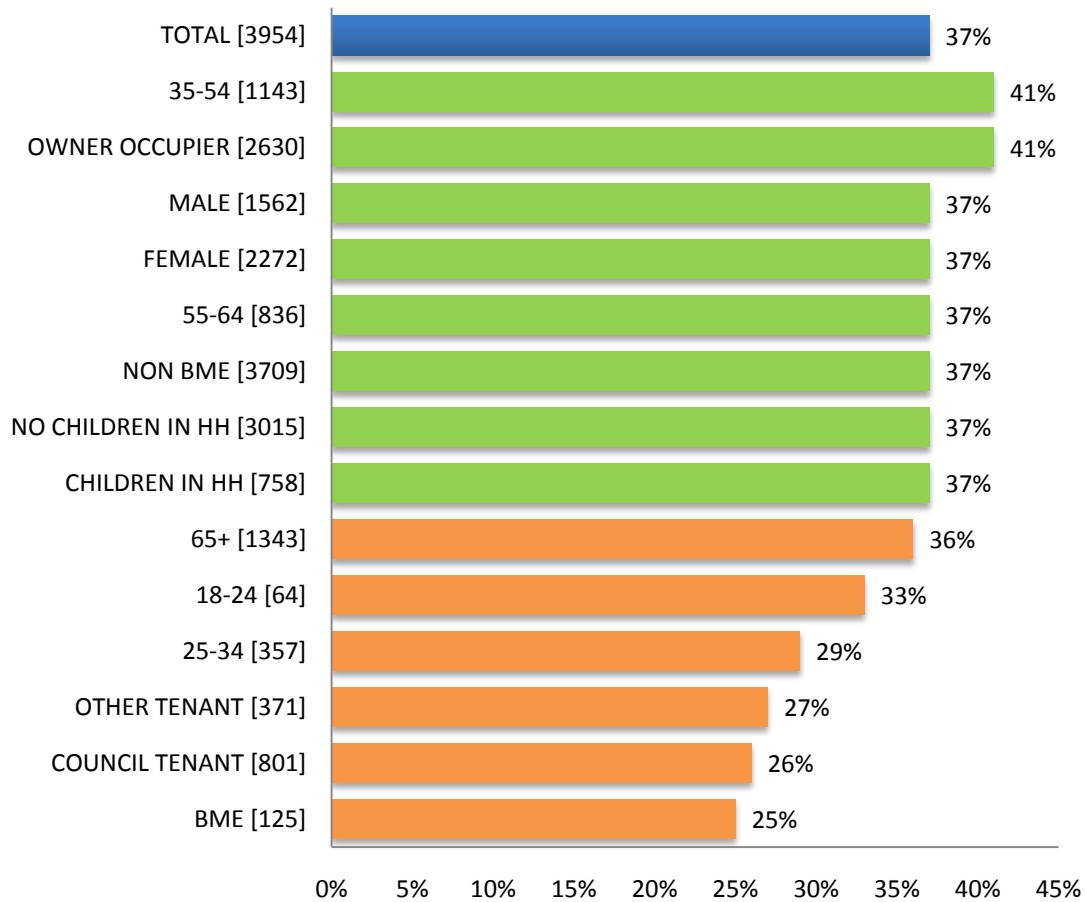
UNWEIGHTED SAMPLE BASES BY LABEL

Spatially, it is apparent that traffic congestion as a priority in the Inner West area has significant variation (51%) from the other four Neighbourhood areas.

Figure 8: Proportion of respondents that feel that traffic congestion needs improvement by Neighbourhood Area (All Valid responses)
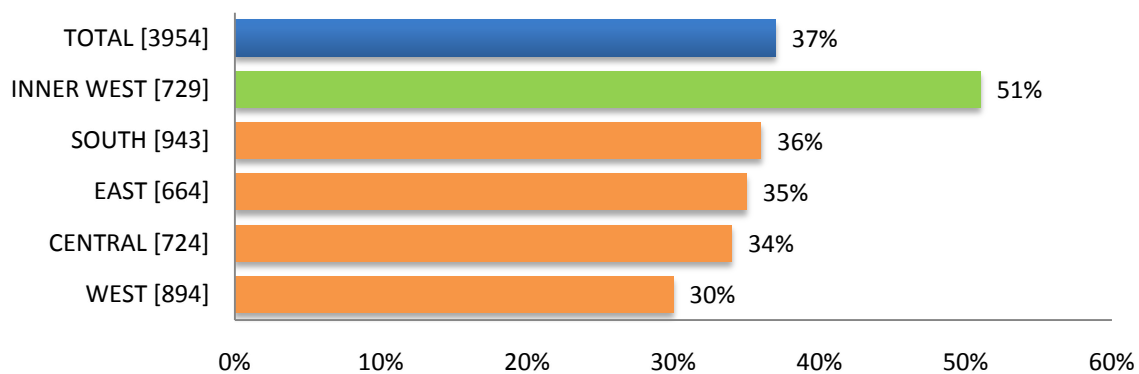
UNWEIGHTED SAMPLE BASES BY LABEL

5.2.5 Job prospects

Just over a third (35%) of respondents feel job prospects require improvement. This is a particular priority amongst the older residents (40% of those aged 55-64) and males (39%). Although there is a variation between tenure and ethnicity subgroups, this is not statistically significant.

Figure 9: Proportion of respondents that feel job prospects need improvement by key demographics (All Valid responses)

Demographic	Percentage
TOTAL [3954]	35%
55-64 [836]	40%
MALE [1562]	39%
COUNCIL TENANT [801]	39%
18-24 [64]	37%
65+ [1343]	37%
NO CHILDREN IN HH [3015]	36%
NON BME [3709]	35%
OWNER OCCUPIER [2630]	34%
35-54 [1143]	33%
OTHER TENANT [371]	33%
CHILDREN IN HH [758]	32%
FEMALE [2272]	31%
25-34 [357]	31%
BME [125]	28%
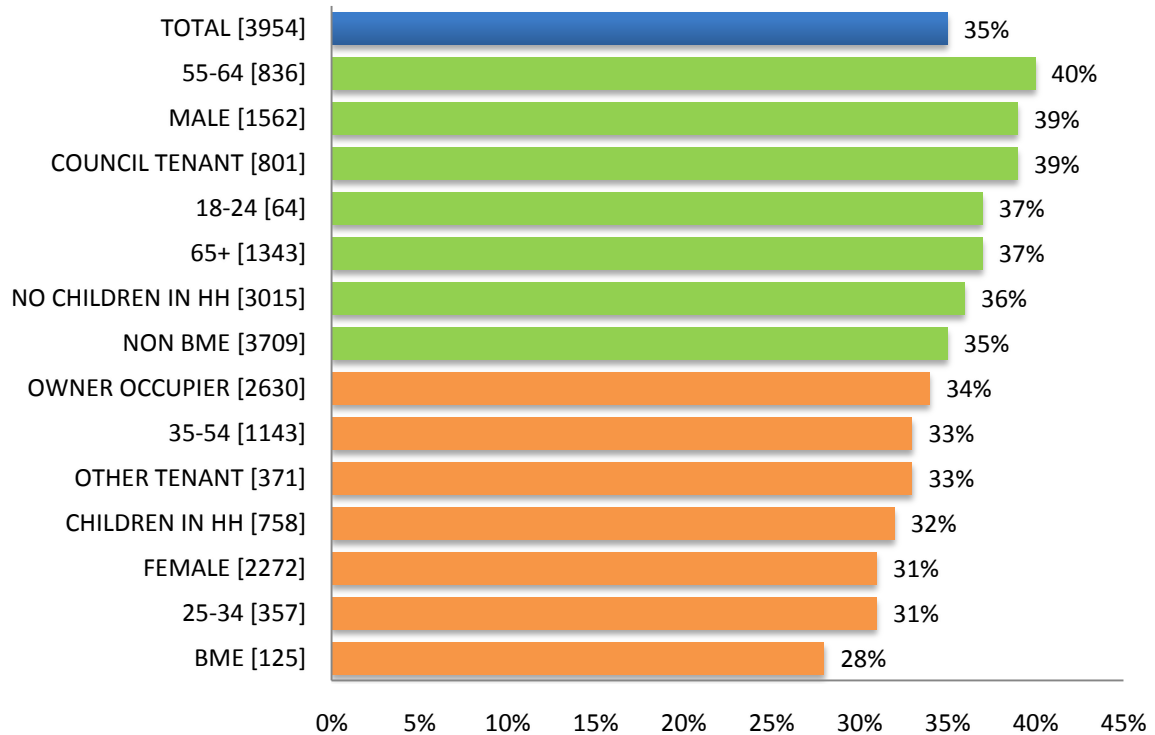
UNWEIGHTED SAMPLE BASES BY LABEL

As is evident from the following figure, the proportion of residents who feel job prospects need to be improved is significantly higher in the East Neighbourhood area (43%) than in Central (34%), West (33%) or Inner West (28%). This variation is particularly marked and policy should reflect this.

Figure 10: Proportion of respondents that feel job prospects need improvement by Neighbourhood Area (All Valid responses)
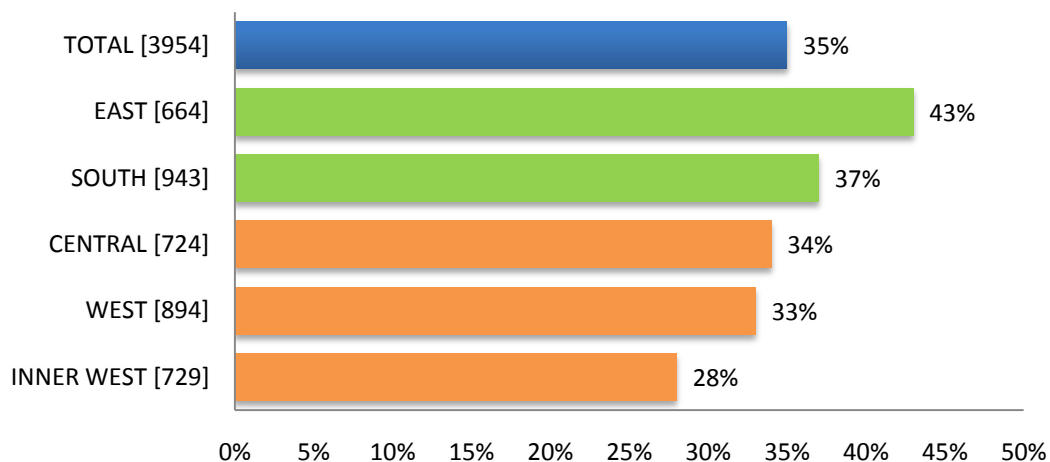
UNWEIGHTED SAMPLE BASES BY LABEL

The following table presents the top priorities for improvement across the Neighbourhood areas. It is apparent that priorities do vary spatially albeit that activities for teenagers is the most highly endorsed in each area.

Table 6: Top three priorities for improvement by Neighbourhood Area (All valid responses)

Area	Top three concerns by area
EAST	Activities for teenagers (54%), job prospects (43%), the level of traffic congestion/road & pavement repairs (35%).
INNER WEST	Activities for teenagers (58%), the level of traffic congestion (51%), road & pavement repairs (30%).
SOUTH	Activities for teenagers (57%), the level of crime (38%), job prospects (37%).
WEST	Activities for teenagers (59%), the level of crime (33%), job prospects (33%).
CENTRAL	Activities for teenagers (41%), the level of crime (41%), clean streets (36%).

Figure 11 plots the factors residents deem as most important against the factors described as in most need of improvement. This will give Gateshead Council and its partners further evidence of where to focus policies and resources using the model below.
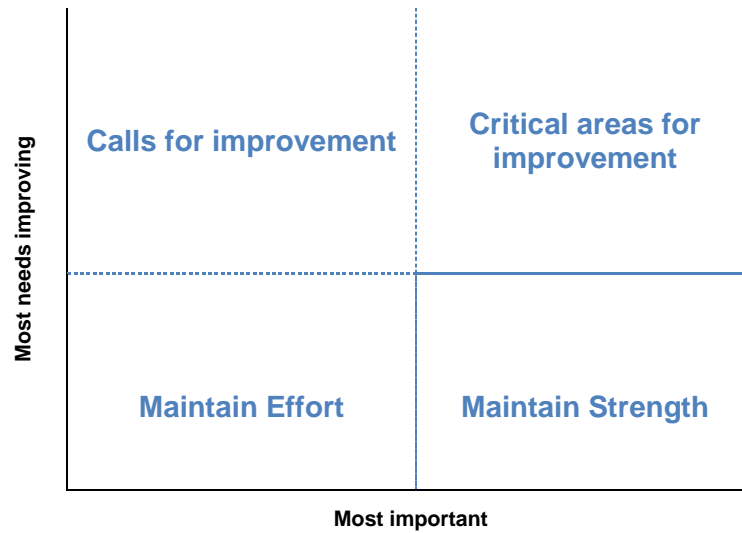
From the plot below, the level of crime (H) appears to be the key issue, as it is identified as both important and as needing improvement. The issue that also appears to require additional focus in the future by its appearance in the 'critical need of improvement' sector is clean streets (C). Activities for teenagers (A) has a high call for improvement but relatively lower priority in terms of its importance in making an area a nice place to live.

Figure 11: Resident concerns compared to priorities for improvement (All responses)
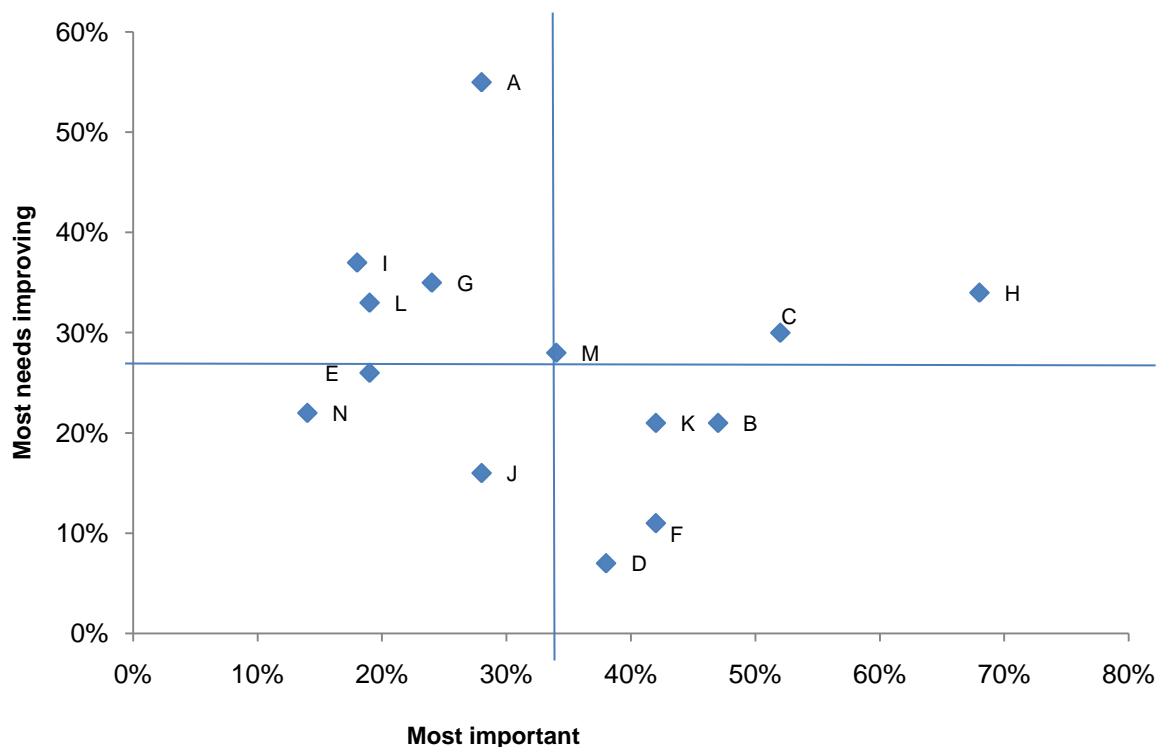
Key			
Activities for teenagers	A	The level of crime	H
Affordable decent housing	B	The level of traffic congestion	I
Clean streets	C	Parks and open spaces	J
Education provision	D	Public transport	K
Facilities for young children	E	Road and pavement repairs	L
Health services	F	Shopping facilities	M
Job prospects	G	Sports and leisure facilities	N

5.3 Overall satisfaction with the local area (NI5)

All respondents were asked to indicate how satisfied they are with their local area as a place to live. Throughout the questionnaire local area was defined as the area within 15-20 minutes walking distance of the respondents' home. The Government recognises that the quality of place remains a priority to residents and subsequently results from this question inform NI 5.

In response to this question, 82% of Gateshead residents state they are either fairly satisfied or very satisfied with their local area as a place to live (NI 5 = 81.7%). In 2008/9, 81% gave the equivalent response, representing an increase of 1-percentage point; however this is not statistically significant. Conversely, 8% indicate they are dissatisfied with their local area as a place to live (9% in 2008/9), while 10% gave a neutral response. A comparison with the 2008/9 Place Survey data is shown in the figure below.

Figure 12: How satisfied or dissatisfied are you with your local area as a place to live? (Valid responses)

PLACE 2009/10 [4482]
PLACE 2008/9 [2439]
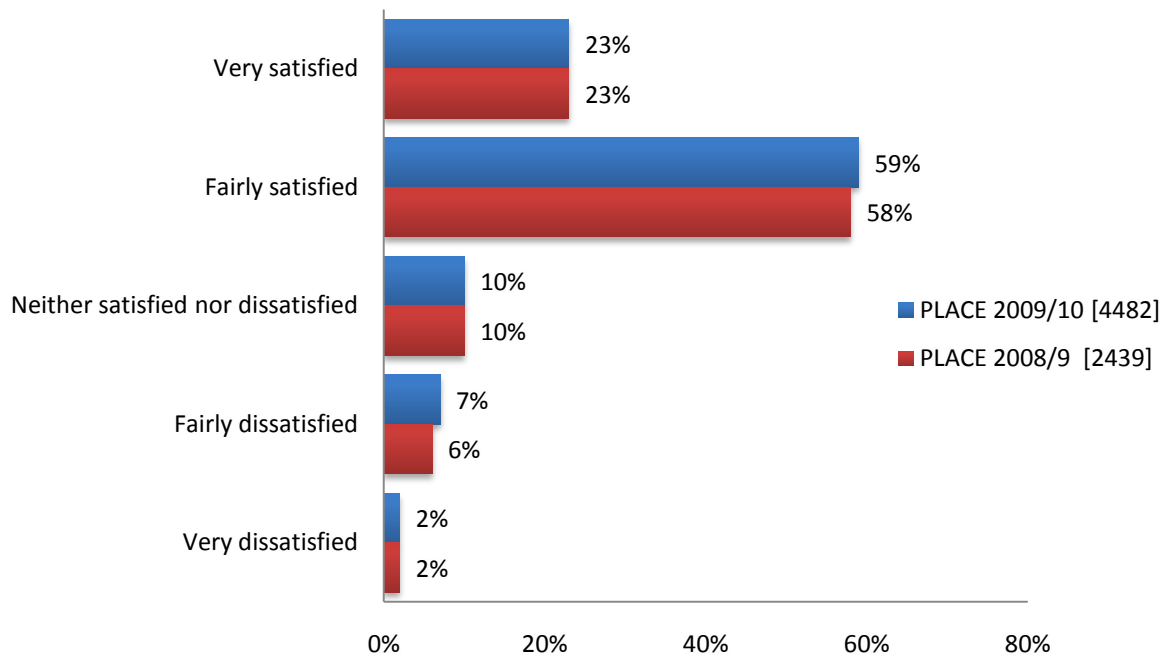
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Looking at responses more closely shows that satisfaction with the local area ranges from around three quarters of those aged 25-34 (76%) to nine in ten of those aged 65 and over (90%). More than four fifths of owner occupiers (83%) are satisfied with their local area as a place to live, a significantly higher level of satisfaction than noted for either the Council (78%) or other tenants (77%). No significant differences are evident by ethnicity or among those with children compared to those without.

The following figure presents the variation in satisfaction by key respondents groups.

Figure 13: Levels of satisfaction with the local area as a place to live by key demographic groups – % satisfied (Valid responses)

TOTAL [4482]	82%
65+ [1568]	90%
BME [157]	86%
FEMALE [2578]	83%
55-64 [913]	83%
OWNER OCCUPIER [2893]	83%
NO CHILDREN IN HH [3422]	82%
NON BME [4179]	81%
CHILDREN IN HH [826]	81%
MALE [1754]	80%
35-54 [1265]	80%
COUNCIL TENANT [969]	78%
18-24 [75]	77%
OTHER TENANT [429]	77%
25-34 [386]	76%
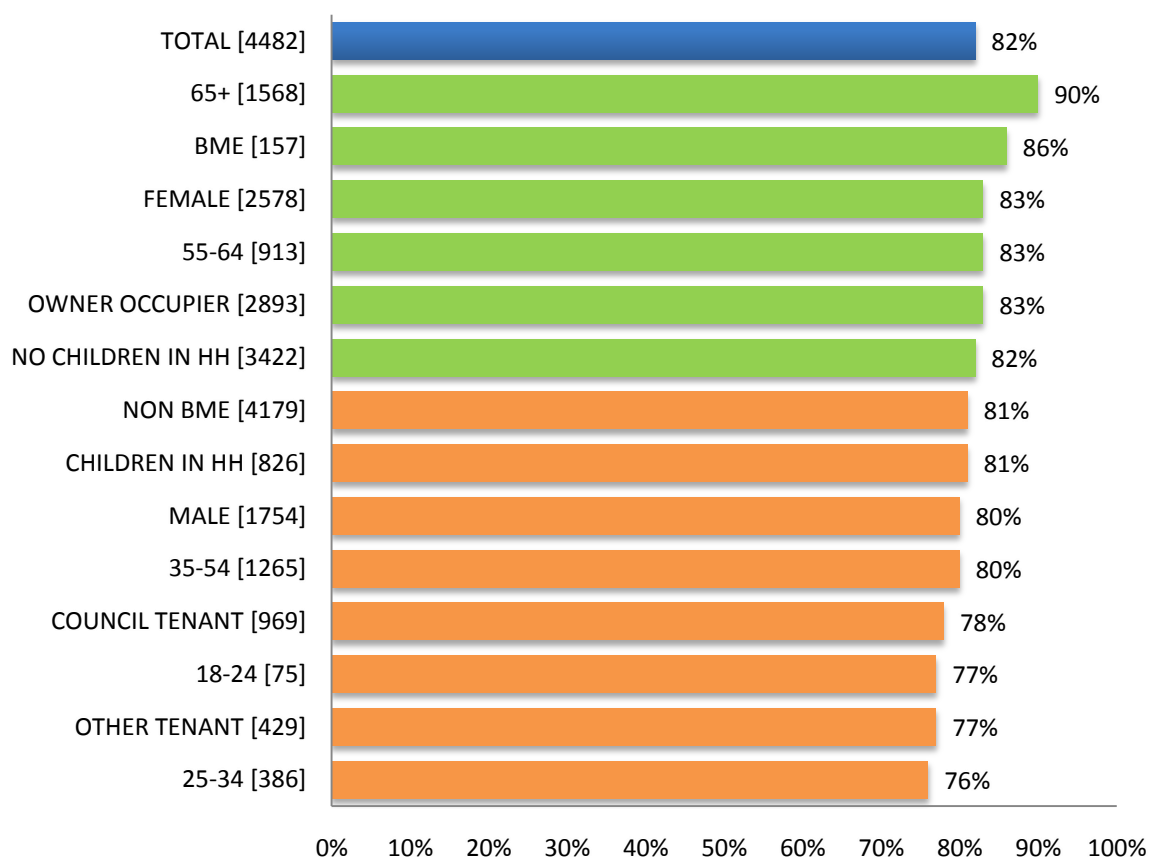
SAMPLE BASES SHOWN ON LABEL

Given that this question asked respondents to comment on the area in close proximity of their home, it is important to break responses down geographically so that any differences in opinion can be identified.

Looking at responses by Neighbourhood area shows a key spatial difference. Almost nine in ten (88%) of those who live in the Inner West Neighbourhood area are satisfied with their local area as a place to live, a proportion that is significantly higher than those who live in the East (82%), South (79%) and Central (74%). In terms of dissatisfaction, the Central area shows significantly higher levels of dissatisfaction than either the West or Inner West. Overall, Inner West gains the highest level of net satisfaction (% satisfied less % dissatisfied) 81%, whilst Central achieves the lowest level of net satisfaction (62%).

Table 7: Satisfaction and dissatisfaction with the local area by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Satisfied	82%	**88%**	79%	85%	74%
Neither satisfied nor dissatisfied	10%	6%	11%	9%	14%
Dissatisfied	8%	7%	10%	6%	**12%**
Unweighted Bases	**783**	**811**	**1059**	**1002**	**827**

The following figure presents this variation graphically. Throughout the report findings that help to explain this variation will be highlighted.

Inner West is the only Neighbourhood area to have gained a significant increase in satisfaction with the local area since the 2008/9 Place Survey (+6% to 88%).

Figure 14: Proportion of respondents that are satisfied with the local area as a place to live by Neighbourhood Area (All Valid responses)
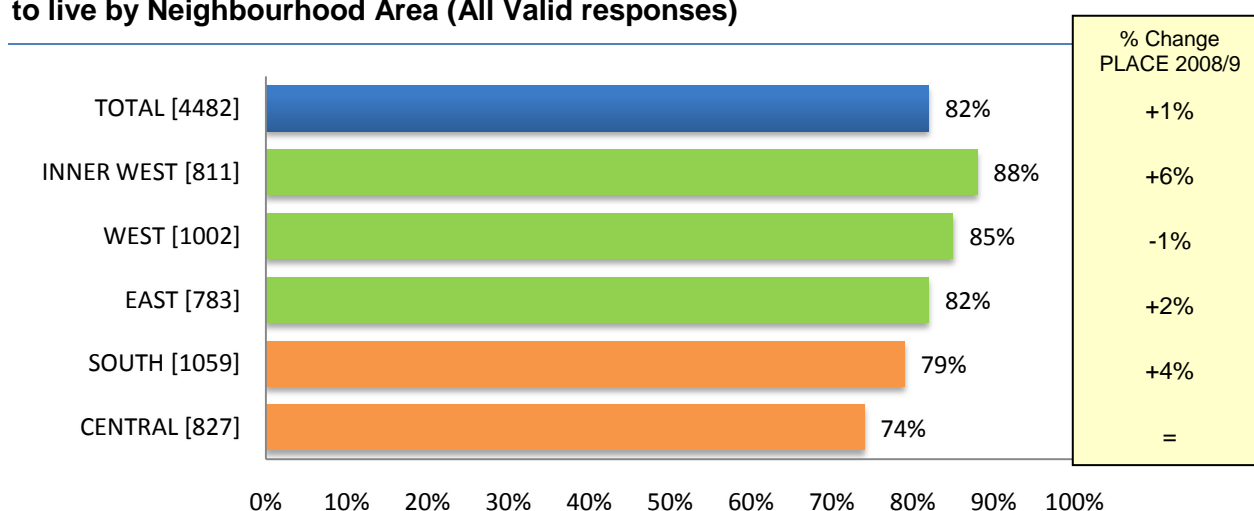
UNWEIGHTED SAMPLE BASE BY LABEL

The following figure shows a more detailed geographical breakdown of satisfaction with the local area by ward. There is significant variation with regards to satisfaction with the local area, as Whickham South and Sunniside, Low Fell and Dunston Hall and Whickham East all demonstrate significantly higher levels of satisfaction than those wards who achieved 75% or less satisfaction. Whickham South and Sunniside residents have the highest net satisfaction score of +90%, whilst Deckham scored the lowest at 55%.

Figure 15 Satisfaction with the local area as a place to live – by Ward (All Valid responses)

Ward	Dissatisfied	Neither	Satisfied
TOTAL [4482]	8%	10%	82%
WHICKHAM SOUTH AND SUNNISIDE [214]	3%	%	93%
LOW FELL [214]	5%	%	92%
DUNSTON HILL AND WHICKHAM EAST [199]	4%	%	91%
WINLATON AND HIGH SPEN [203]	4%	%	89%
WARDLEY AND LEAM LANE [171]	6%	%	88%
PELAW AND HEWORTH [199]	5%	7%	88%
WHICKHAM NORTH [198]	9%	5%	86%
CHOPWELL AND ROWLANDS GILL [201]	7%	8%	86%
CRAWCROOK AND GREENSIDE [210]	6%	9%	85%
CHOWDENE [207]	5%	11%	85%
RYTON, CROOKHILL AND STELLA [194]	8%	8%	84%
BLAYDON [194]	7%	12%	82%
WINDY NOOK AND WHITEHILLS [202]	12%	8%	81%
BRIDGES [201]	6%	13%	81%
DUNSTON AND TEAMS [200]	12%	9%	79%
HIGH FELL [218]	17%	8%	75%
LOBLEY HILL AND BENSHAM [207]	13%	13%	74%
SALTWELL [214]	12%	15%	73%
LAMESLEY [208]	10%	18%	72%
FELLING [211]	8%	21%	71%
DECKHAM [205]	15%	15%	70%
BIRTLEY [212]	12%	18%	70%

Above Average / Below Average (dividing line between BLAYDON and WINDY NOOK AND WHITEHILLS)

Legend: ■ Satisfied ■ Neither ■ Dissatisfied

UNWEIGHTED SAMPLE BASES IN PARENTHESIS

The interrelated nature of satisfaction with the local area and other place aspects recorded in this survey is shown in the figure below. This illustrates the proportion of respondents giving a particular view or response who are satisfied with their local area as a place to live. So to cite an example, among those who agree that in their area people of different backgrounds get on well together, 90% are satisfied with their local area as a place to live, whereas among those who disagree this is the case this proportion is significantly lower at 61%. Each of the differences shown below is statistically significant, suggesting they all contribute to satisfaction with the local area.

Figure 16: The proportion of residents with a particular opinion who are <u>satisfied</u> with their local area as a place to live (All valid responses)

BASES VARY   ALL PERCENTAGES ARE % SATISFIED WITH LOCAL AREA

5.3.1   Change in local area in past 12 months

Respondents were asked to consider whether over the past 12 months their local area had got better or worse.

Approaching two thirds (64%) feel that their local area has not changed much over the past year, 14% state that their local area has got better, but a greater proportion (19%) feels that it has got worse, giving an overall 'net worse' result of -5%.

Figure 17: Whether local area got better or worse over past 12 months (All Valid responses)
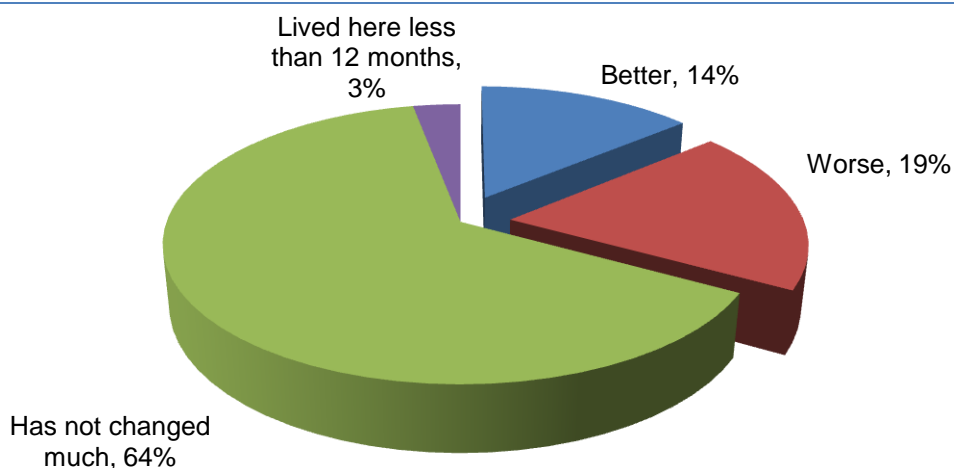
UNWEIGHTED SAMPLE BASE 4438

Reviewing the results by key demographic groups shows that a greater proportion of Council tenants and BME residents feel that their local area has got better rather than worse (net better +7% and +4% respectively). For owner occupiers and the 35-64 year olds in particular, a greater proportion feels that their local area has got worse rather than better (net worse -11%).

Figure 18: Local area has got better/worse summary by key demographic groups (All valid responses)

	Worse	Better	NET BETTER/WORSE
TOTAL [4438]	19%	14%	-5%
COUNCIL TENANT [961]	21%	28%	7%
BME [152]	19%	23%	4%
18-24 [68]	11%	18%	7%
65+ [1558]	15%	17%	2%
25-34 [385]	17%	16%	-1%
OTHER TENANT [424]	18%	15%	-3%
MALE [1737]	20%	15%	-5%
NO CHILDREN IN HH [3407]	18%	14%	-4%
NON BME [4143]	13%	13%	0%
FEMALE [2555]	18%	12%	-6%
CHILDREN IN HH [816]	19%	12%	-7%
55-64 [911]	23%	12%	-11%
35-54 [1264]	22%	10%	-12%
OWNER OCCUPIER [2869]	20%	9%	-11%
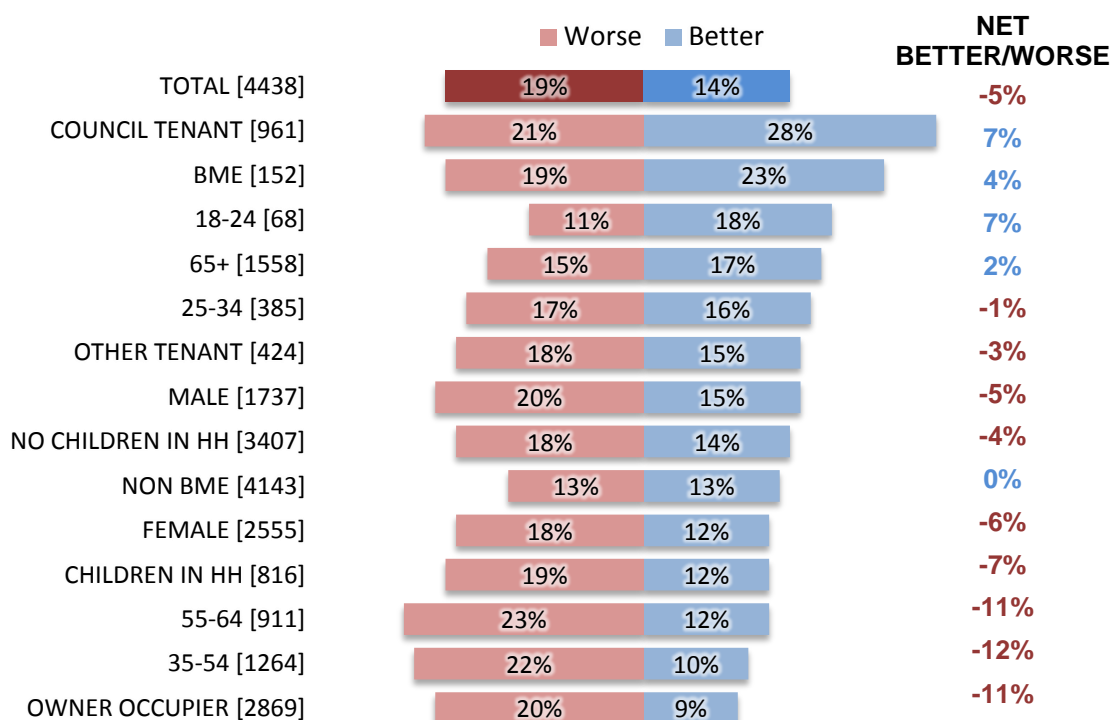
SAMPLE BASES SHOWN ON LABEL

Residents in the Central Neighbourhood area are significantly more likely to rate their area as having got better in the past 12 months (20%) than either the Inner West (9%), West (11%) or South (14%) Neighbourhood areas. The Central Neighbourhood is the only area where the proportion rating the local area as better outweighs the proportion rating it as worse giving a positive net better summary (+2%).

Figure 19: Local area has got better/worse summary by Neighbourhood Area (All valid responses)

	Worse	Better	NET BETTER/WORSE
TOTAL [4438]	19%	14%	**-5%**
CENTRAL [815]	18%	20%	**2%**
EAST [778]	18%	16%	**-2%**
SOUTH [1044]	21%	14%	**-7%**
WEST [993]	19%	11%	**-8%**
INNER WEST [808]	19%	9%	**-10%**
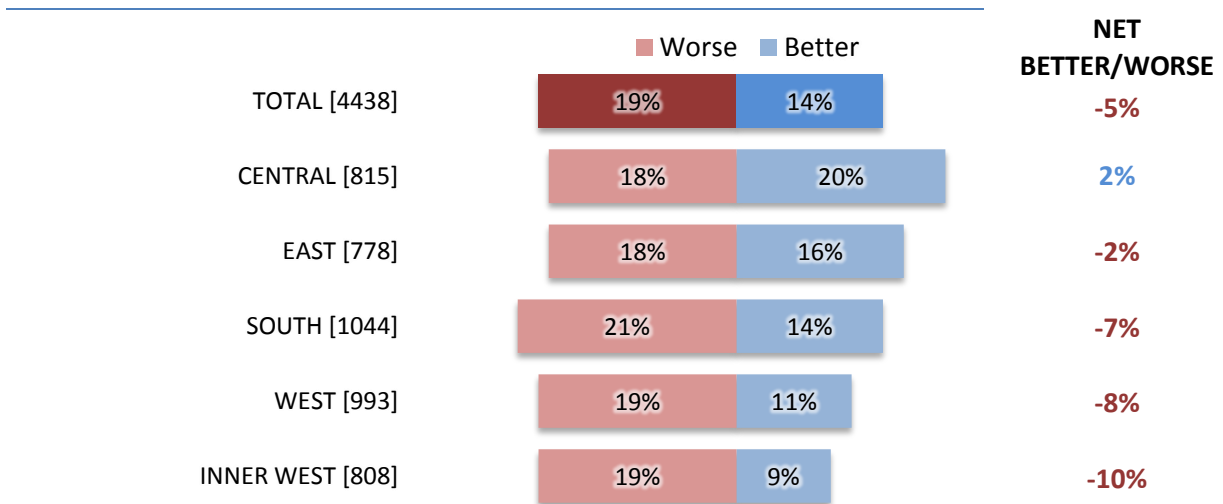
SAMPLE BASES SHOWN ON LABEL

5.4   Neighbourhood belonging (NI2)

Along with satisfaction with their neighbourhood all residents were asked how strongly they feel they belong to their immediate neighbourhood. The Local Government White Paper sets out the 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.

In response to this question, almost two thirds (64%) state they feel very strongly or fairly strongly that they belong to their immediate neighbourhood. This is NI2 (63.6%). A quarter (25%) indicates that they do not feel they belong to their immediate neighbourhood very strongly, while 11% go as far as to say they do not belong at all strongly.

Comparing the data over time shows that for Place 2008/9, 62% felt they strongly belonged to their immediate neighbourhood, representing a marginal increase of 2-percentage points over the year.

Figure 20: How strongly do you feel you belong to your immediate neighbourhood? (All valid responses)
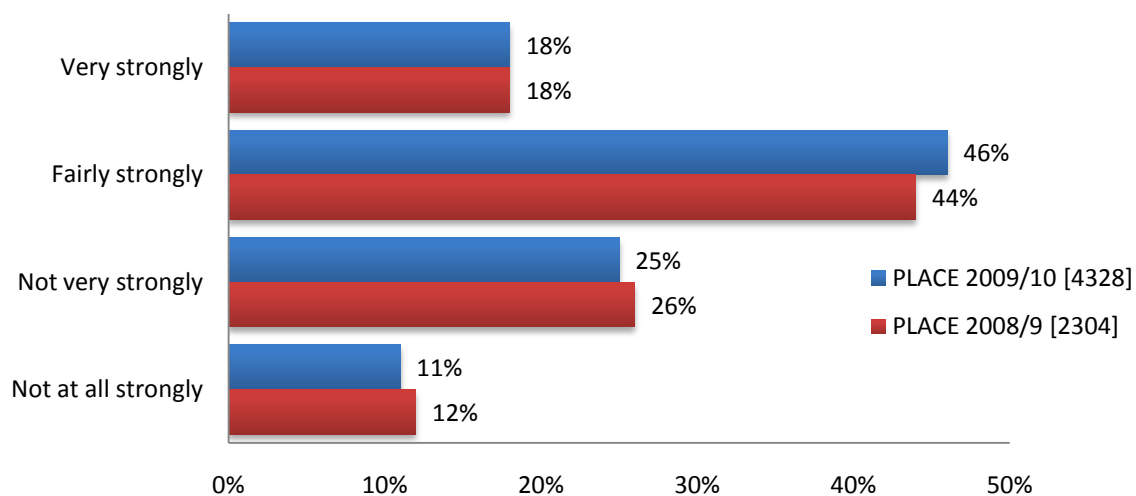
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Variations in the data match those evident in relation to overall satisfaction with the local area. Those aged 65+ (81%) are significantly more likely than the younger age groups to feel they belong to their local area very or fairly strongly. In terms of occupancy status, a higher proportion of owner occupiers (65%) and Council tenants (67%) feel they belong to their immediate neighbourhood than other tenant types (50%). This is a statistically significant difference.

There is no significant variation based on either ethnicity or whether there are children in the household.

Figure 21: How strongly do you feel you belong to your immediate neighbourhood by key demographic groups - % strongly (All valid responses)
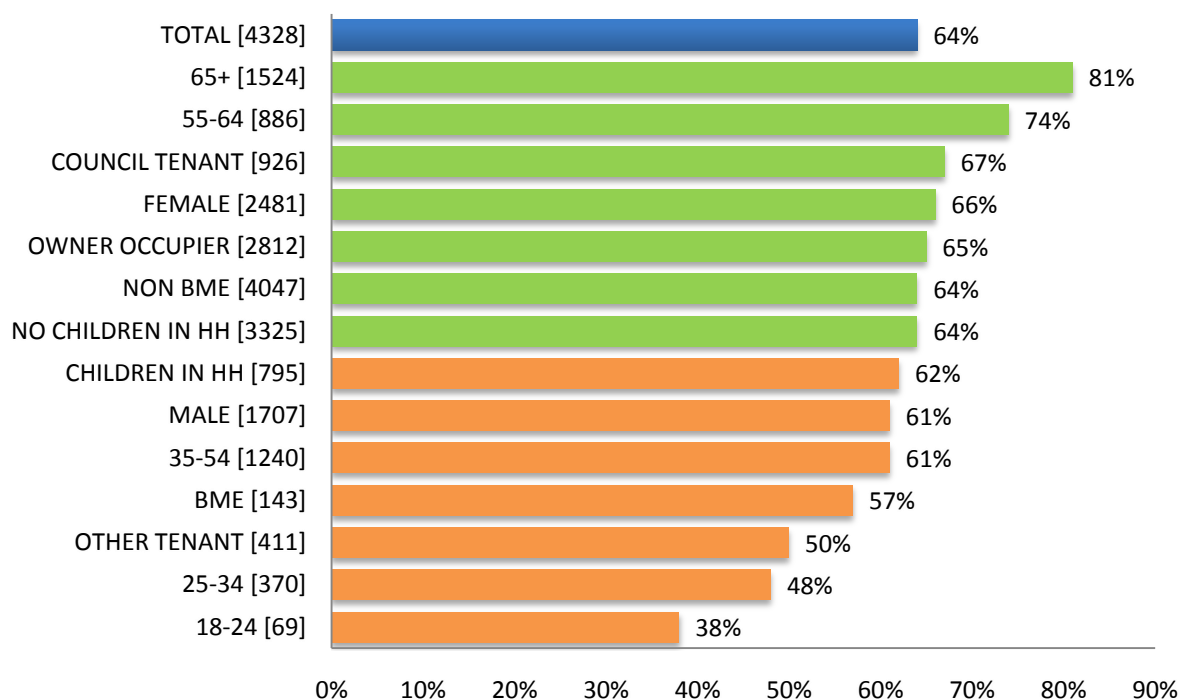
SAMPLE BASES SHOWN ON LABEL

Analysis by Neighbourhood area shows that residents of the West Neighbourhood are significantly more likely to feel they belong strongly to their local area (70%) than residents of either East (62%), Inner West (64%) or Central (52%). Almost half of the Central Neighbourhood area residents state that they do not feel they belong to their local area (48%), which is a significantly higher level than seen in any of the four other Neighbourhoods.

Table 8: Neighbourhood belonging by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Strongly	62%	64%	67%	**70%**	52%
Not strongly	38%	36%	33%	30%	**48%**
Unweighted Bases	**756**	**797**	**1015**	**980**	**780**

The following figure also demonstrates the spatial variation in responses. When compared to the Place 2008/9 results, Neighbourhood areas experience either no change or only a marginal change in the strength of feeling of belonging to the immediate area.

Figure 22: Neighbourhood belonging by Neighbourhood Area - % strongly (All Valid responses)

	% Change PLACE 2008/9
TOTAL [4328] — 64%	+2%
WEST [980] — 70%	=
SOUTH [1015] — 67%	+4%
INNER WEST [797] — 64%	+5%
EAST [756] — 62%	+2%
CENTRAL [780] — 52%	+2%
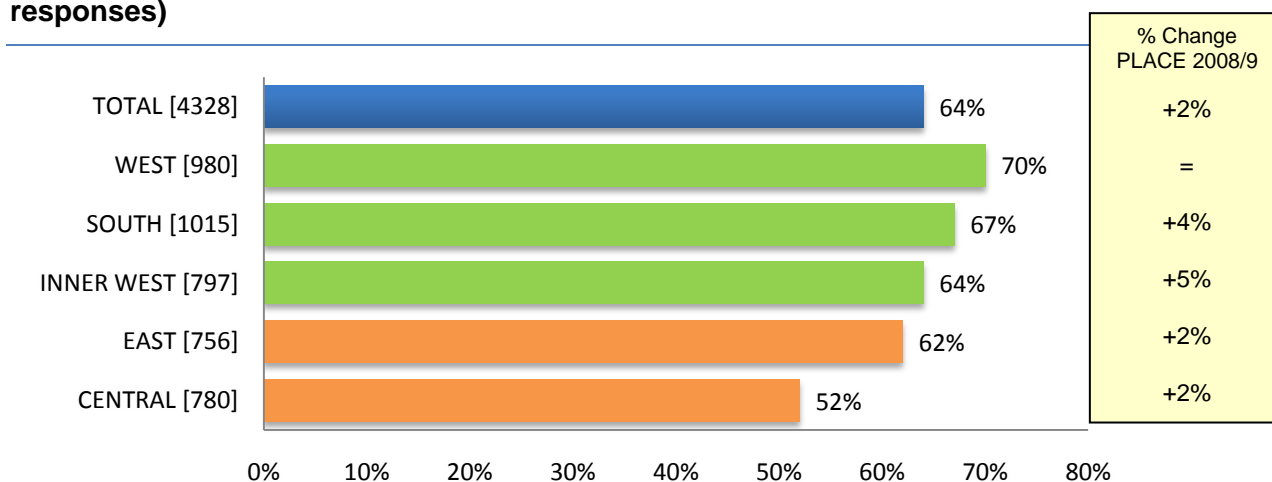
SAMPLE BASES SHOWN ON LABEL

5.5 Satisfaction with the home

When considering their own home, nine in ten respondents (90%) are satisfied with it as a place to live, including half (50%) who are very satisfied. Conversely, 5% gave the opposing view and stated they were dissatisfied with their home as a place to live.

Comparing the data over time shows that there had been no significant movement since Place 2008/9 in terms of either satisfaction with the home (+2% to 90%) or dissatisfaction (-1% to 5%).

Figure 23: Satisfaction with the home (All valid responses)
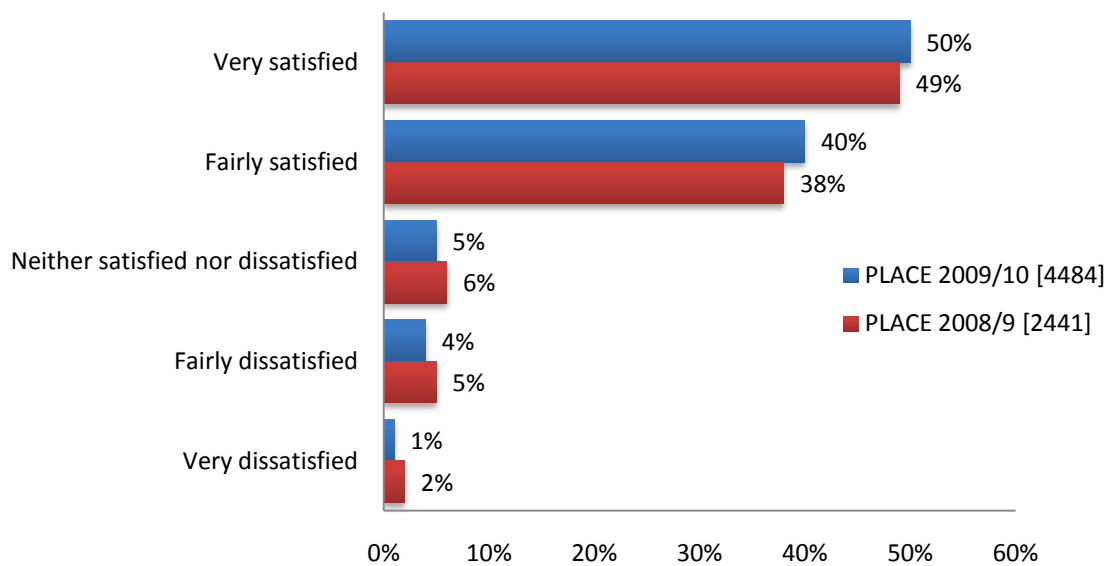
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Looking at responses by occupancy status shows that owner occupiers are significantly more likely to be satisfied with their home than either Council or other tenants (94% c.f. 80% and 78% respectively).

Older residents (65+ years) are significantly more likely to be satisfied with their home as a place to live than younger residents (95% c.f. 88% 18-64 years).

There are no significant differences with satisfaction with the home when reviewing the results by ethnicity, but those without children in the household are more likely to be satisfied with their home (91%) than those with children (87%).

Figure 24: Satisfaction with the home by key demographic groups - % satisfied (All valid responses)

SAMPLE BASES SHOWN ON LABEL
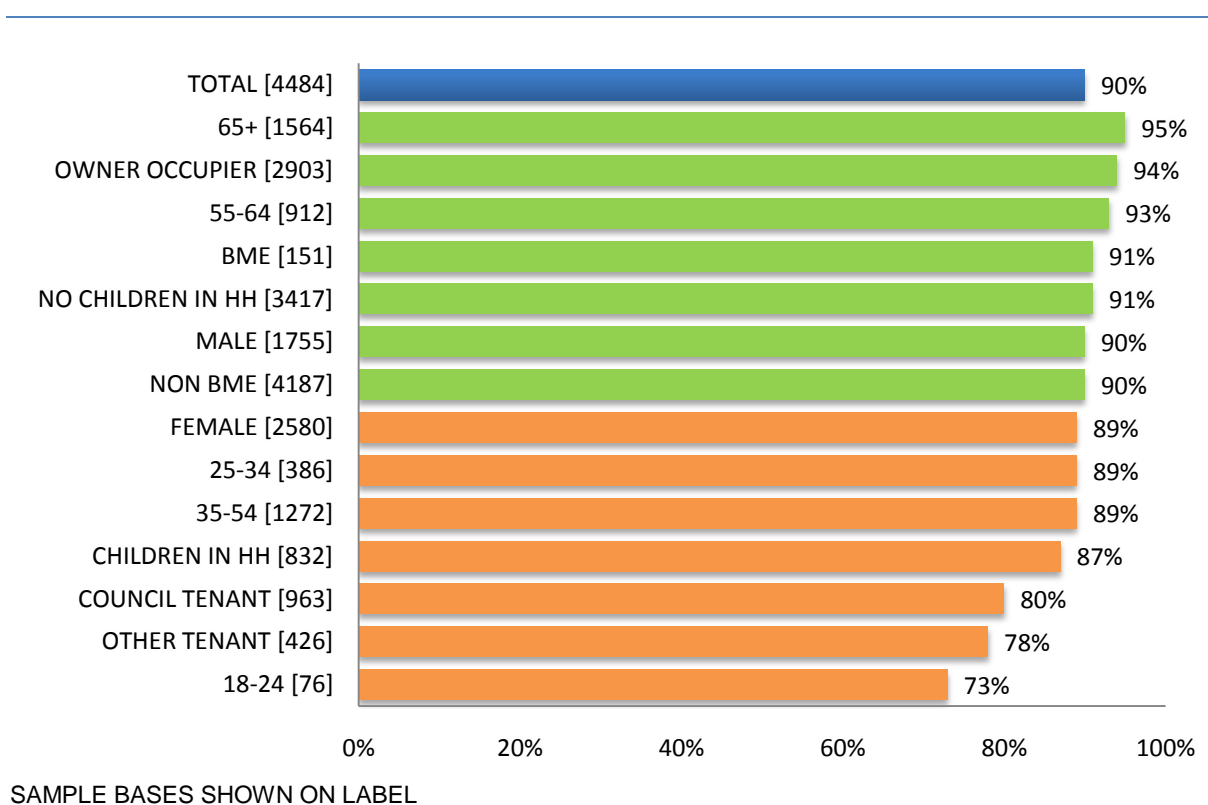
Looking at responses spatially shows the variation in satisfaction with the home follows the same pattern to that recorded regarding satisfaction with the local area i.e. Central Neighbourhood area performs significantly below the survey average.

Analysing the movements over time by Neighbourhood area again shows none of the percentage changes are statistically significant, although there is a pattern of data that is developing with the Inner West, South and East all experiencing a positive uplift.

Figure 25: Satisfaction with the home by Neighbourhood Area - % satisfied (All Valid responses)
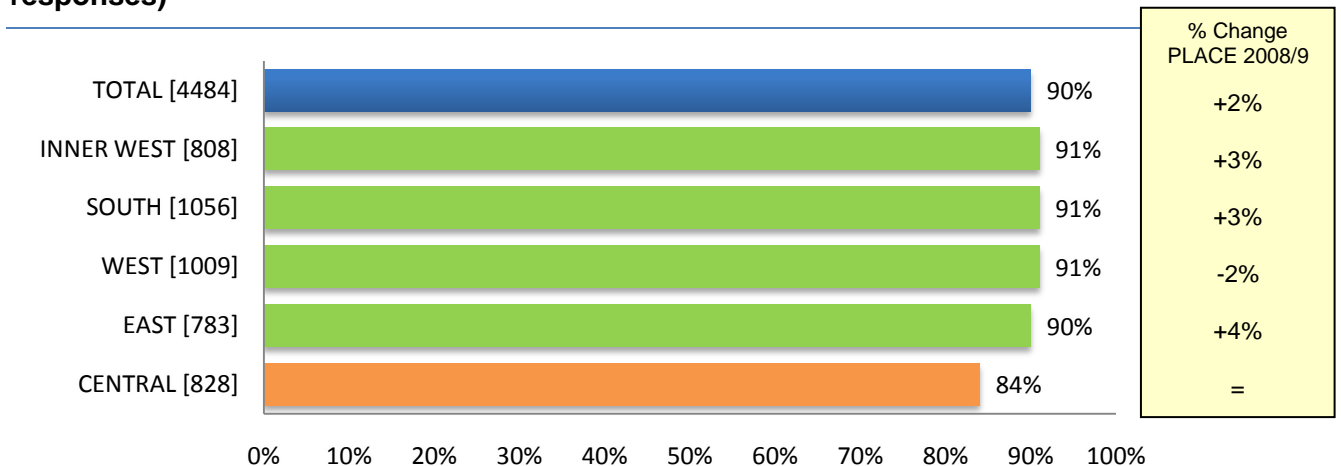
SAMPLE BASES SHOWN ON LABEL

Considering how satisfied they are with the choice of housing in their area, two thirds (66%) claim to be either very (20%) or fairly (45%) satisfied. Just one in ten (9%) are dissatisfied, with the remaining quarter neither satisfied nor dissatisfied (25%).

Older residents are more likely to be satisfied than the younger (77% 65+ yrs c.f. 63% 18-64 yrs), as are owner occupiers (69%) when compared with either Council tenants (64%) or other tenants (50%).

Residents in the Central Neighbourhood area are satisfied with the choice of housing in their area at a significantly lower level than all other Neighbourhood areas (56% c.f. 70% Inner West, 68% South, 67% East and 66% West).

5.6 Satisfaction of people over 65 with both home and neighbourhood (NI 138)

To capture a measure of satisfaction regarding how older people live their lives at the local level, responses from those aged 65 and over regarding satisfaction with their home and satisfaction with their neighbourhood have been combined to produce NI 138. This 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.

Among 1546 respondents (unweighted base) aged 65 plus who gave a valid response, 87.8% are satisfied with both their home and their neighbourhood.

6   Local public services

6.1   Perceptions of local public services

In order to assess resident perceptions of their local public services all respondents were asked to consider to what extent they agree with five statements about the services in their area. In summary, among those who gave a valid response:

- 71% agree a great deal or to some extent that local public services are working to make the area safer;
- 74% agree a great deal or to some extent that local public services are working to make the area cleaner and greener;
- 47% agree a great deal or to some extent that local public services promote the interests of local residents;
- 52% agree a great deal or to some extent that local public services act on the concerns of local residents; and,
- 73% agree a great deal or to some extent that local public services treat all types of people fairly.

A full breakdown of responses is shown below.

Figure 26: Perceptions regarding the activities of local public services (All Valid responses)
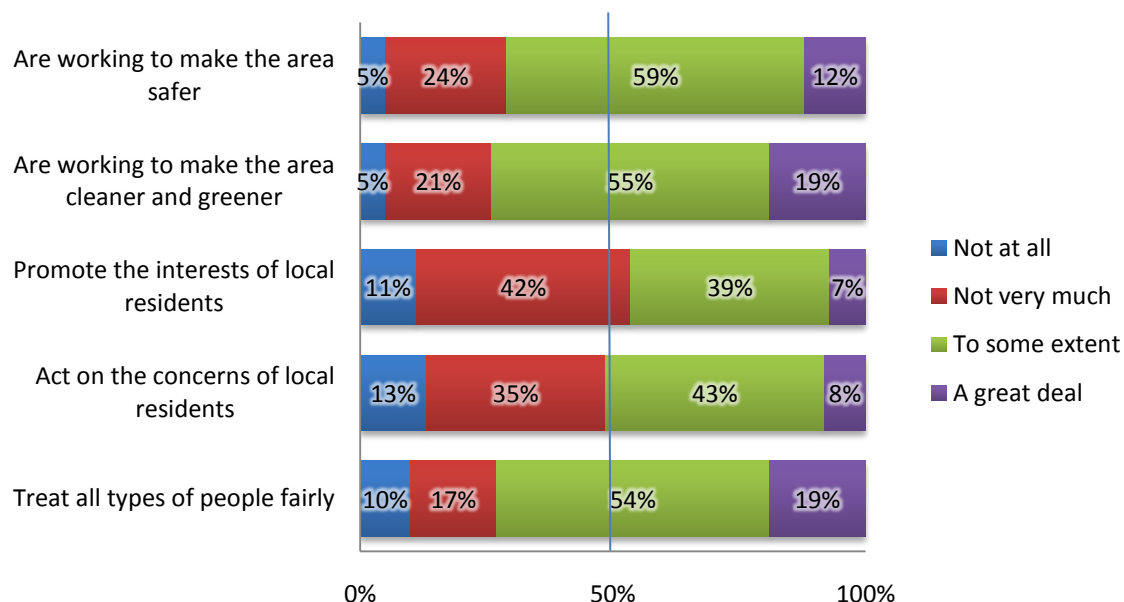
UNWEIGHTED BASES VARY

A summary comparison over time regarding views of local public services is shown in the figure below. Results are consistent with the findings from the 2008 Place Survey across the board.

Figure 27: Summary of perceptions regarding the activities of local public services over time – apply a great deal/to some extent (All Valid responses)
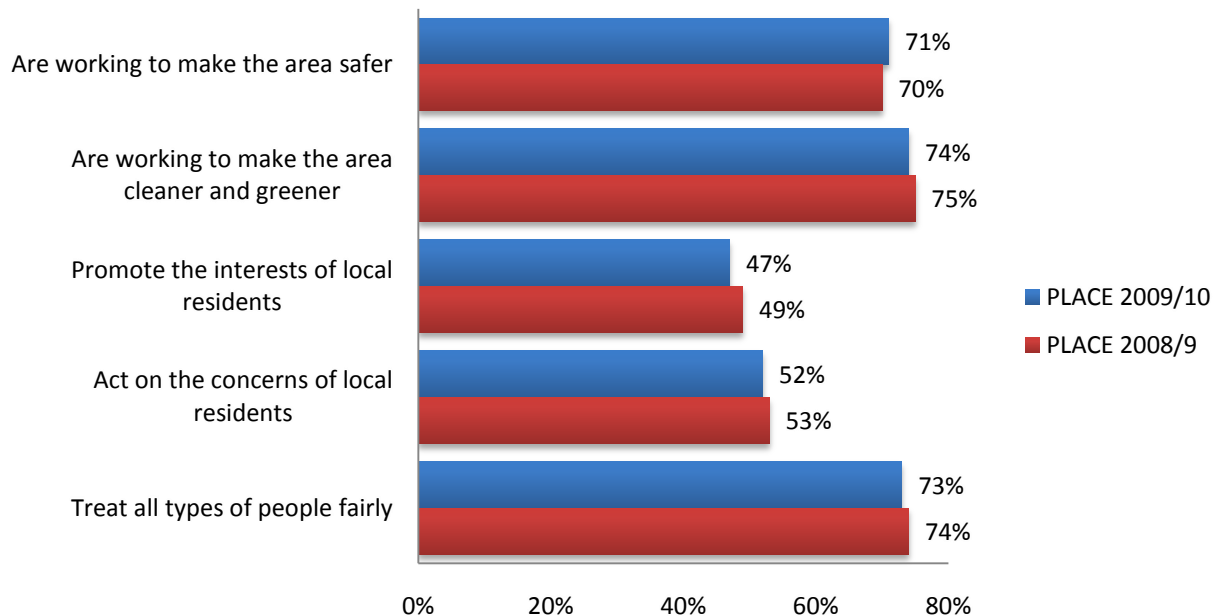
UNWEIGHTED BASES VARY

As already has been reported, neighbourhood cleanliness and crime were identified as being important in making somewhere a good place to live. The importance of these aspects is further emphasised by the fact that among those satisfied with the local area, 77% believe local services are working to make their area safer. Conversely, among those dissatisfied with the local area, just 38% feel local services are working in this way.

Similarly, 79% of those satisfied with the local area feel local services are working to make the area cleaner and greener, compared to 46% of those who are dissatisfied with the neighbourhood.

6.1.1   Working to make the area safer

Exploring the extent to which residents of the five Neighbourhood areas feel local services are working to keep the area safer shows that there is little variation between the areas ranging from East, South and Central at 72% through to Inner West at 69%.

Figure 28: Proportion of respondents that believe local services are working to make the area safer a great deal / to some extent by Neighbourhood Area (All Valid responses)

	% Change PLACE 2008/9
TOTAL [3927] 71%	+1%
EAST [669] 72%	+2%
SOUTH [929] 72%	+3%
CENTRAL [737] 72%	+4%
WEST [882] 71%	-2%
INNER WEST [710] 69%	-1%
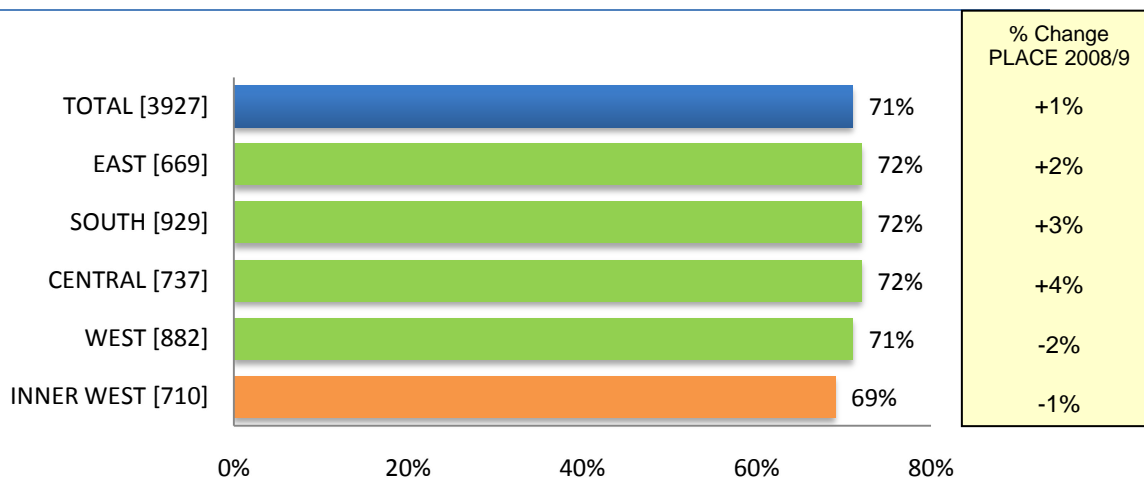
SAMPLE BASES SHOWN ON LABEL

6.1.2 Working to make the area cleaner and greener

Further analysis of perceptions of local services working to make the local area cleaner and greener shows the East and West Neighbourhood area residents are most likely to have a positive opinion about the impact of local public services (76% agree they are working to make the local area cleaner and greener).

Again there is no significant difference in the movements over time within each Neighbourhood area.

Figure 29: Proportion of respondents that believe local services are working to make the area cleaner and greener a great deal / to some extent by Neighbourhood Area (All Valid responses)

	% Change PLACE 2008/9
TOTAL [4116] 74%	-1%
EAST [716] 76%	+1%
WEST [929] 76%	-3%
INNER WEST [765] 75%	+2%
CENTRAL [755] 74%	-1%
SOUTH [951] 71%	-2%
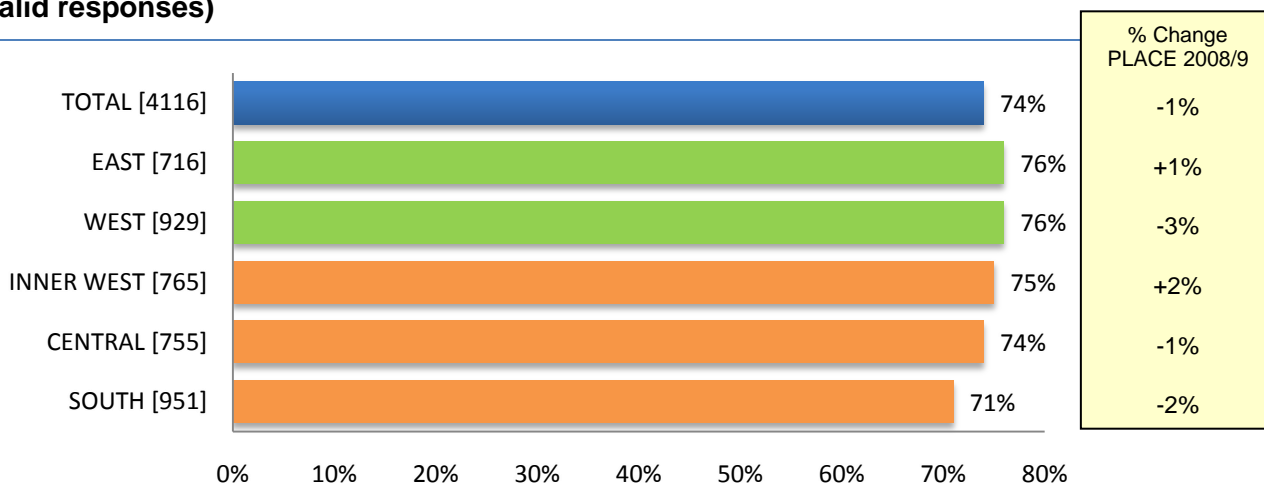
SAMPLE BASES SHOWN ON LABEL

6.2 Satisfaction with public service providers

Following on from this, residents were also asked to consider their satisfaction with each of the public service providers in their local area. As the figure below shows:

- 68% are satisfied with Northumbria Police;
- 82% are satisfied with Tyne and Wear Fire and Rescue Service;
- 82% are satisfied with their local GP;
- 80% are satisfied with their local hospital; and
- 78% are satisfied with their local dentist.

Usage or contact with these services was not recorded in the survey, so it cannot be ascertained what influence usage or contact has on satisfaction levels.

Figure 30: Satisfaction with local public services (All valid responses)
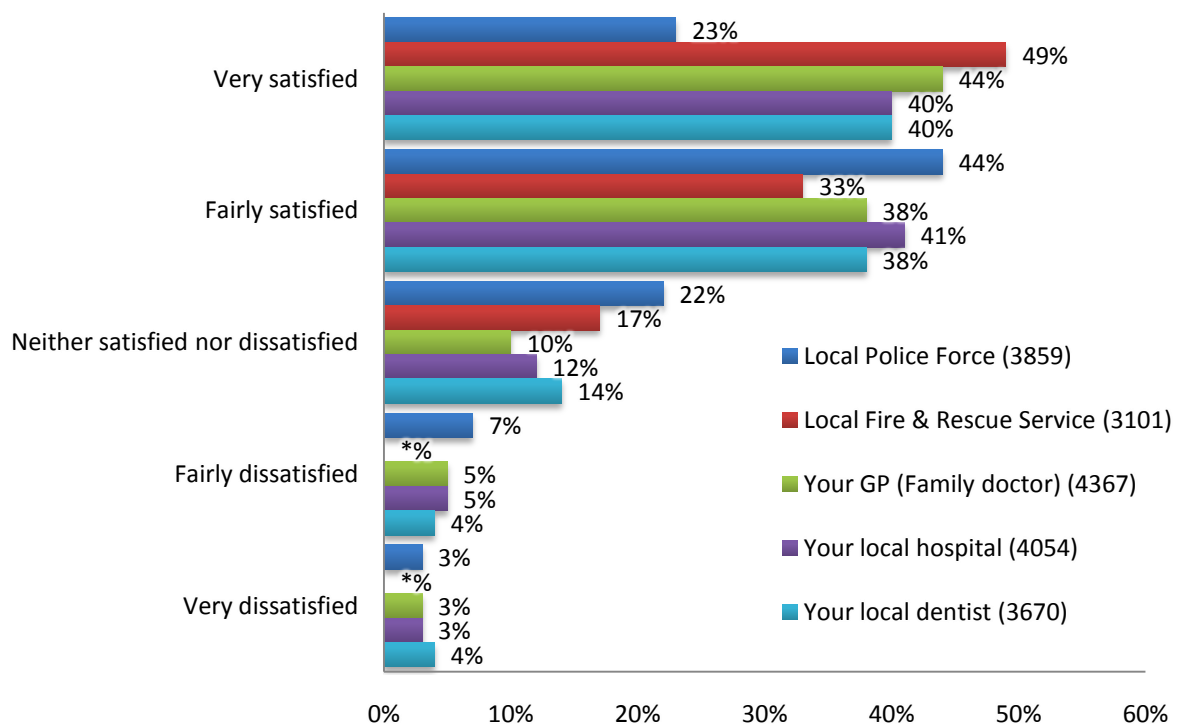
Unweighted bases in brackets

The summary satisfaction results are consistent with those recorded in the 2008/9 Place Survey with the exception of satisfaction with the local dentist, which has increased significantly:

- 68% are satisfied with Northumbria Police, compared to 65% 2008/9 (+3%);
- 82% are satisfied with Tyne & Wear Fire and Rescue Service, 83% 2008/9 (-1%);
- 82% are satisfied with their local GP, 85% 2008/9 (-3%);
- 80% are satisfied with their local hospital, 82% 2008/9 (-2%); and
- 78% are satisfied with their local dentist, 73% 2008/9 (+5%).

6.3 Satisfaction with Council services

All residents were asked to indicate their satisfaction with seven Council services. When considering specific services the authority and its partners provide, among all respondents (even if they do not have direct experience of the services), the highest proportion are satisfied with:

- Refuse collection (88%);
- Libraries (72%); and,
- Doorstep recycling (72%).

Comparing these results to the 2008/9 Place Survey shows significant uplifts in satisfaction with the following Council services: refuse collection (+3%); local bus services (+6%); and libraries (+4%).

Figure 31: Satisfaction with Council services - % satisfied (All valid responses)
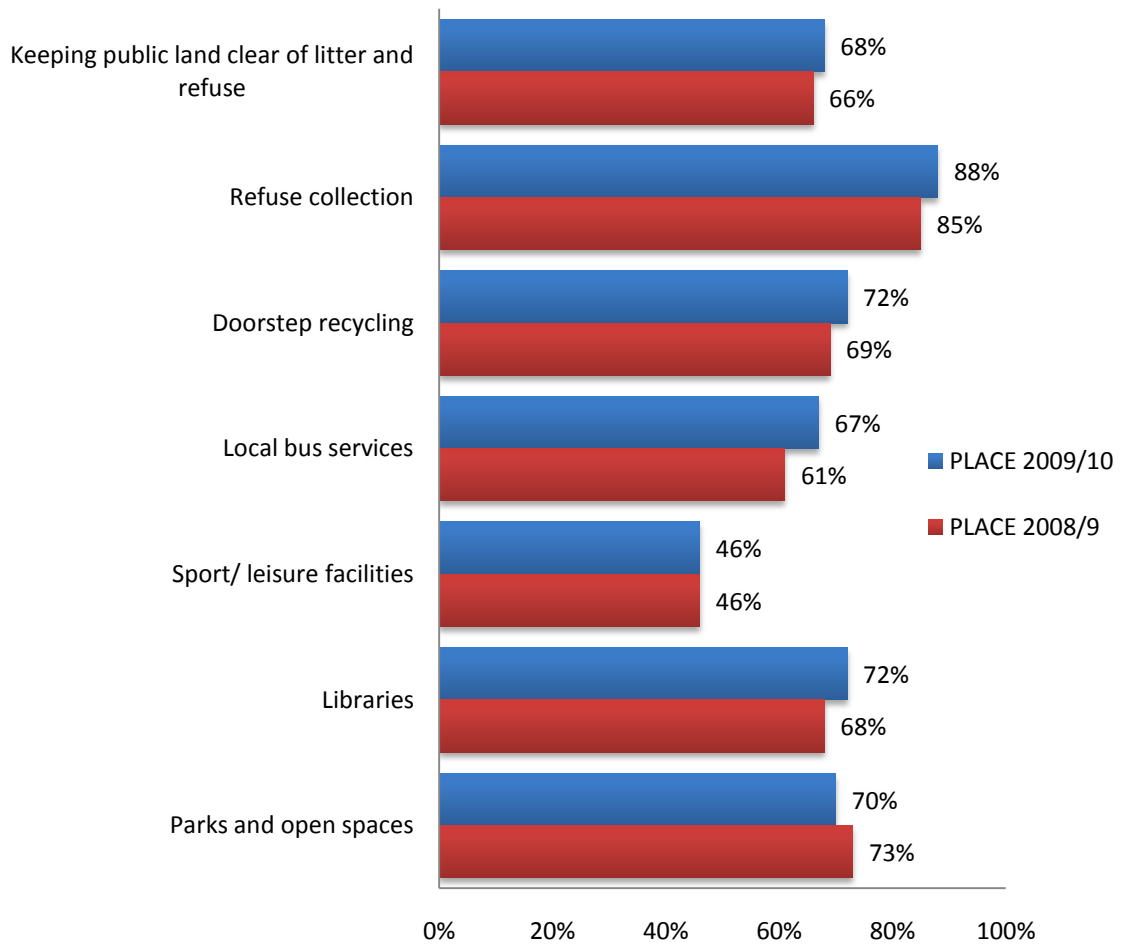
UNWEIGHTED SAMPLE BASES VARY

Keeping public land clear of litter and refuse and refuse collection are key measures related to satisfaction with the local area. Amongst respondents satisfied with their local area, 75% are satisfied with the way in which the Council keeps public land clear of litter and refuse. However, amongst those dissatisfied with their local area, this reduces to 41%. Similarly, the large majority (91%) of respondents satisfied with their local area are also satisfied with refuse collection. Satisfaction with refuse collection reduces to 76% amongst those dissatisfied with the local area. As such, it is important to explore how attitudes towards both these aspects vary spatially, as a means of prioritising efforts to increase satisfaction with place.

6.3.1 Keeping public land clear of litter and refuse

The following figure presents the variation in satisfaction with the way in which the Council keeps public land clear of litter and refuse by Neighbourhood area. It is apparent that residents of Central (62%) and the South (65%) demonstrate the lowest satisfaction with the way in which the Council keeps land clear of litter and refuse. In the East and West this proportion rises to 71% and 74% respectively. The minimum variation of 6-percentage points between these Neighbourhood areas is statistically significant.

Figure 32: Proportion of respondents that are satisfied with the way in which the Council keeps public land clear of litter and refuse by Neighbourhood Area (All Valid responses)
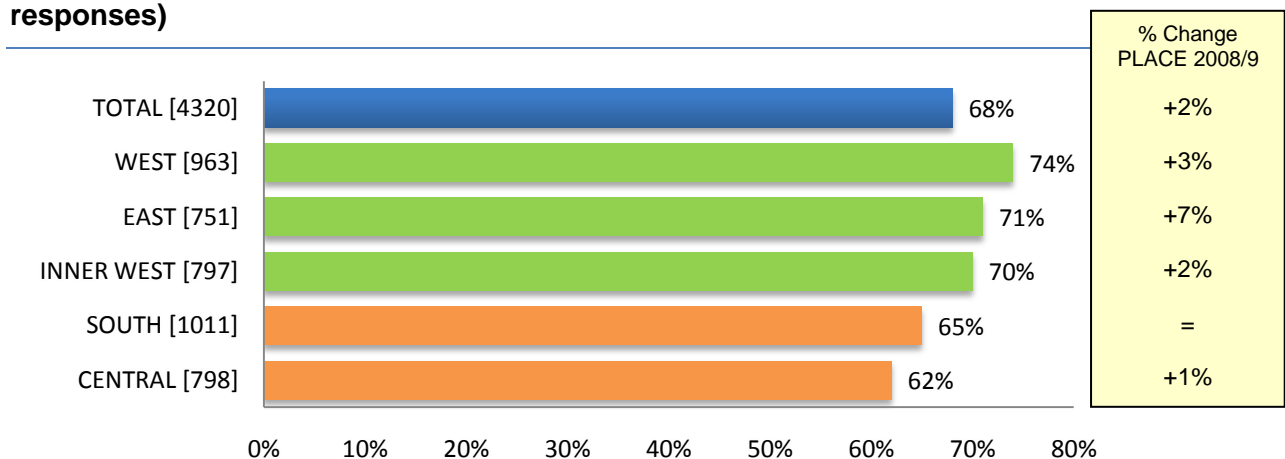
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

6.3.2 Refuse collection

The following figure presents the variation in satisfaction with refuse collection by Neighbourhood area. It should be noted that residents of Central are least likely to be satisfied with refuse collection (83%), a proportion that is significantly lower than in any other area.

Figure 33: Proportion of respondents that are satisfied with refuse collection by Neighbourhood Area (All Valid responses)

	% Change PLACE 2008/9
TOTAL [4427] 88%	+3%
SOUTH [1035] 90%	+6%
WEST [991] 89%	=
EAST [768] 88%	+7%
INNER WEST [808] 88%	+5%
CENTRAL [825] 83%	-3%
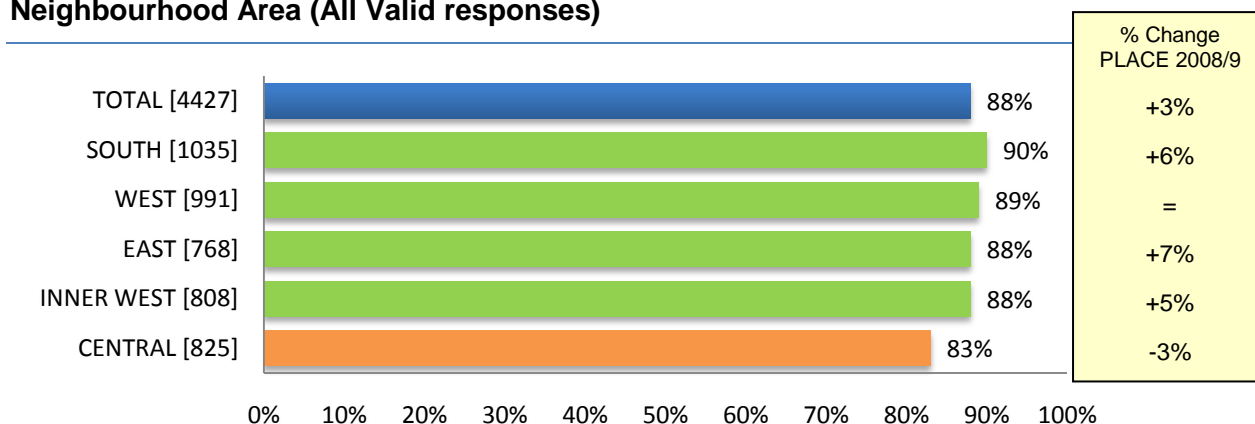
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

The detailed responses given in 2009/10 are shown in the table below. All the net satisfaction scores are positive, meaning that for these services / facilities a greater proportion of residents are satisfied than are dissatisfied, and in most cases this difference is marked. The lowest net satisfaction score of 22-percentage points is for the sport/leisure facilities. This is something that should probably be investigated further, although there is a relatively high level of neutral comment 'neither satisfied nor dissatisfied' for this service. The clear message from this is how do partners effectively communicate the strength and merits of local services to the general public per se, and especially to non-users, so that they can have a more favourable viewpoint.

Table 9: Satisfaction with local services (All valid responses)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Net Satisfaction %
Keeping public land clear of litter and refuse	17%	51%	13%	12%	6%	**50%**
Refuse collection	46%	42%	7%	4%	2%	**82%**
Doorstep recycling	33%	39%	11%	11%	6%	**55%**
Local bus services	28%	40%	15%	10%	7%	**50%**
Sport/ leisure facilities	11%	35%	30%	16%	8%	**22%**
Libraries	31%	41%	19%	5%	4%	**63%**
Parks and open spaces	26%	44%	17%	9%	4%	**57%**

6.4 Satisfaction amongst users of the services

The proportion of residents who have used each of the services the survey asked about is illustrated below. In summary:

- 82% have used local bus services within the last year;
- 49% have used sport/leisure facilities within the last year;
- 56% have used libraries within the last year; and
- 79% have used parks and open spaces within the last year.

Table 10: Service usage (All respondents)

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Does not apply/ Don't know
Local bus services	25%	23%	14%	13%	7%	7%	9%	2%
Sport/ leisure facilities	3%	15%	9%	12%	10%	17%	25%	11%
Libraries	2%	11%	19%	14%	10%	19%	20%	5%
Parks and open spaces	11%	25%	19%	17%	7%	7%	9%	4%

There have been significant changes in the use of local public services in Gateshead when compared to the 2008/9 Place Survey. Usage of local bus services, sport and leisure facilities and parks and open spaces has all decreased significantly. The percentages below refer to the proportion of residents who used these facilities **within the last 6 months**:

- Local bus services (-4 percentage-points to 75%).
- Sport/leisure facilities (-7 percentage-points to 39%);
- Libraries (-2 percentage-points to 46%); and
- Parks and open spaces (-7 percentage-points to 72%).

Encouragingly, users of services appear to have higher satisfaction levels with these services compared to all residents. This is particularly the case for the sport and leisure facilities and the libraries. For example, while 46% of all residents express satisfaction with the sport and leisure facilities, among those who have used these facilities in the last year, satisfaction rises to 53%.

Figure 34: Service satisfaction amongst service users - % satisfied (All valid responses)
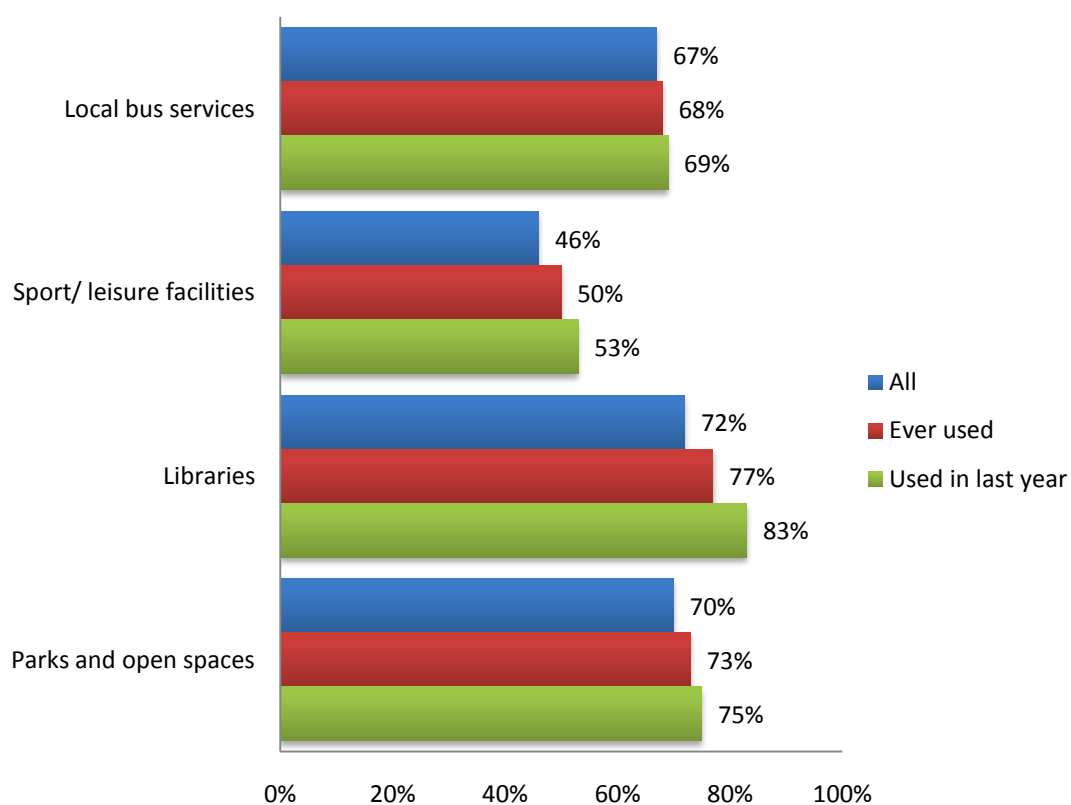
SAMPLE BASES VARY

6.5 Value for money

All respondents were asked to consider to what extent they feel Gateshead Council provides value for money. In addition, residents were also asked to state how satisfied they are with the way the authority run things.

When considering Gateshead Council, just over two fifths (43%) of respondents believe it provides value for money. A third of residents give a neutral response (33%), while 22% disagree that Gateshead Council provides value for money.

Comparing the data over time shows that there has been no significant movement since Place 2008/9 in terms of agreement that the Council provides value for money.

Figure 35: Agreement that local authorities provide value for money (All valid responses excl don't know)
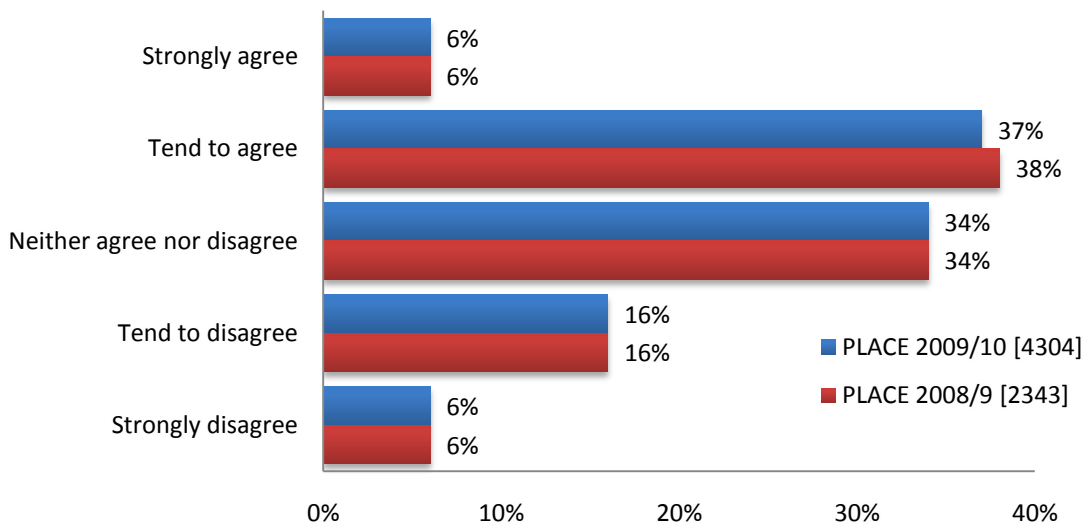
UINWEIGHTED/WEIGHTED SAMPLE BASE IN PARENTHESIS

As might be anticipated, those who are satisfied with the way Gateshead Council runs things are significantly more likely to state the authority provides value for money (72%) than those who are dissatisfied with it overall (2%). Indeed, among those dissatisfied with how Gateshead Council runs things, 84% disagree the Council provides value for money. Overall satisfaction with the authority will be examined in some detail overleaf.

In addition, it should also be noted that there is interplay between perceptions of the value of money the Council offers and satisfaction with the local area. Half (50%) of those satisfied with their local area agree the Council provides value for money, compared to just 15% of those who are dissatisfied with their local area. This is a statistically significant difference.

6.6 Overall satisfaction with the way the local authority runs things

When considering their overall satisfaction with how Gateshead Council runs things, 58% of residents are satisfied and 15% are dissatisfied. Comparing satisfaction with how Gateshead Council runs things in 2009/10 to the views recorded in 2008/9 we see a similar proportion of satisfied residents (60% compared to 58%). BVPI results from the 2003 survey shows 62% were satisfied with how Gateshead Council runs things, a decrease of 4-percentage points over the last six years.

Figure 36: Satisfaction with the way Gateshead Council runs things (All valid responses)
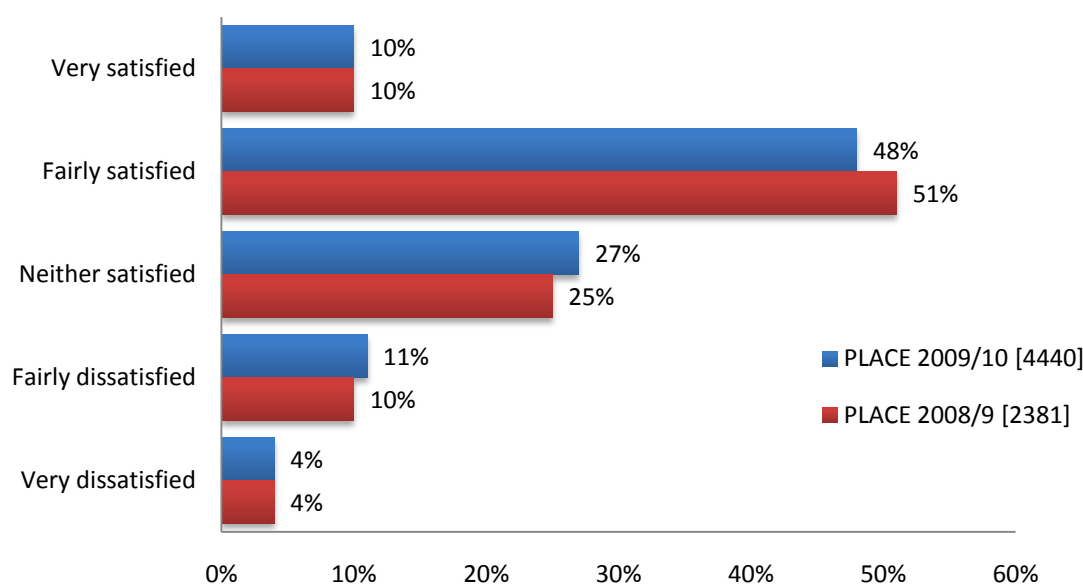
UNWEIGHTED BASES IN PARENTHESIS

Reviewing responses by age shows that those aged 65 and over are most likely to be satisfied with the way the authority run things (73%). The variation in satisfaction between those aged 65 and over and those aged 35-54 years (50%) is 23-percentage points. No significant differences are evident by ethnicity, but it is noticeable that a significantly higher proportion of residents in Council housing are satisfied with Gateshead Council when compared to owner occupiers (66% c.f. 55%).

The following figure presents the spread in levels of satisfaction with the way Gateshead Council run things by key demographic groups.

Figure 37: Levels of satisfaction with the way the Council runs things by key demographic groups - % satisfied (Valid responses)
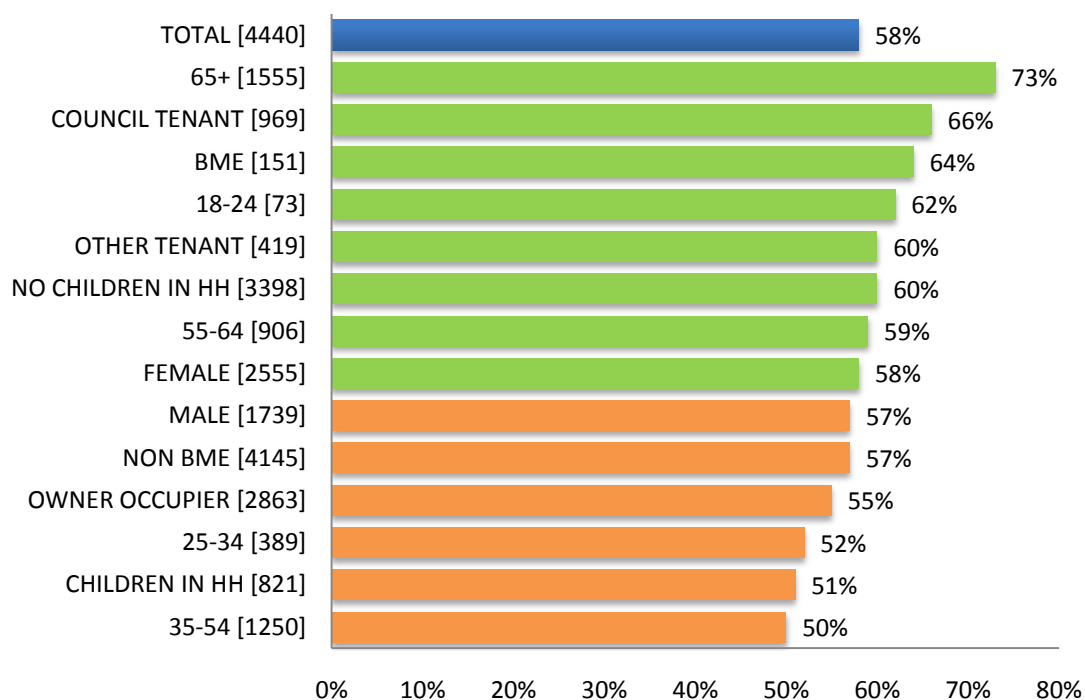
Category	%
TOTAL [4440]	58%
65+ [1555]	73%
COUNCIL TENANT [969]	66%
BME [151]	64%
18-24 [73]	62%
OTHER TENANT [419]	60%
NO CHILDREN IN HH [3398]	60%
55-64 [906]	59%
FEMALE [2555]	58%
MALE [1739]	57%
NON BME [4145]	57%
OWNER OCCUPIER [2863]	55%
25-34 [389]	52%
CHILDREN IN HH [821]	51%
35-54 [1250]	50%

UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

Looking at responses by Neighbourhood area shows that there is no significant variation between areas in terms of either satisfaction or dissatisfaction with the way Gateshead Council runs things.

Table 11: Satisfaction with the way Gateshead Council runs things by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Satisfied	58%	58%	60%	56%	57%
Neither satisfied nor dissatisfied	29%	26%	24%	29%	28%
Dissatisfied	13%	16%	16%	14%	15%
Unweighted Bases	**780**	**813**	**1045**	**986**	**816**

The following figure also demonstrates these differences graphically. Central and West Neighbourhood areas show a marginal decrease (-6 percentage points) in satisfaction since the 2008/9 Place survey.

Figure 38: Proportion of respondents that are satisfied with Gateshead Council by Neighbourhood Area (All Valid responses)
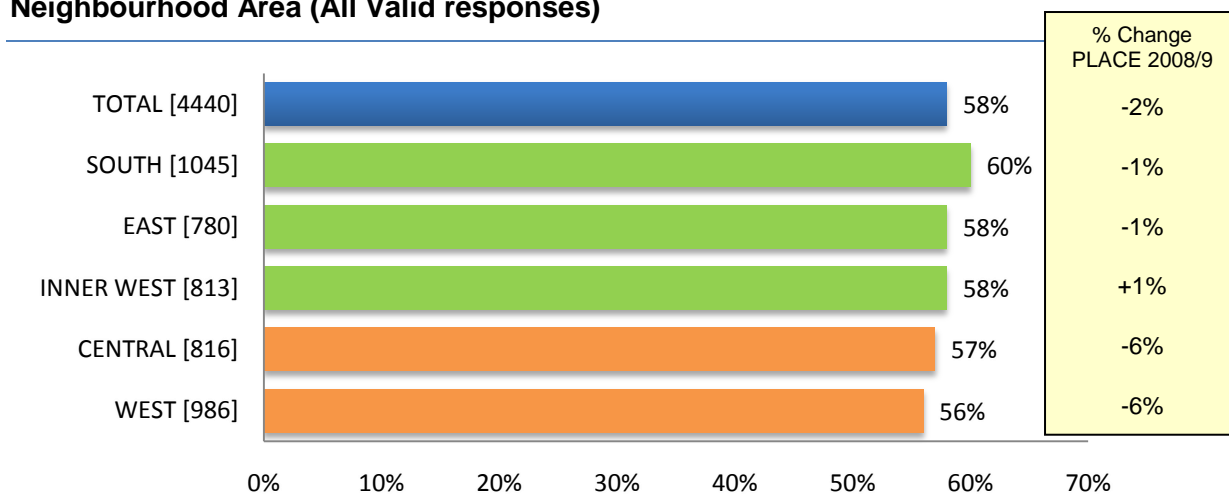
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

The following figure shows a more detailed geographical breakdown of satisfaction with the way the Council runs things by ward. Residents of the Saltwell ward demonstrate the highest levels of satisfaction with the Council (68%) and gains the highest net satisfaction (+59%). Lobley Hill and Bensham ward gains the lowest net satisfaction scores (+27%). Saltwell (68%), Low Fell and Chopwell and Rowlands Gill (65%) all gain significantly higher satisfaction ratings when compared to either Birtley or Deckham (51%).

Figure 39 Satisfaction with the way Council runs things – by Ward (All Valid responses)

Ward	Dissatisfied	Neither	Satisfied
TOTAL [4440]	15%	27%	58%
SALTWELL [209]	9%	24%	68%
LOW FELL [211]	14%	22%	65%
CHOPWELL AND ROWLANDS GILL [193]	7%	28%	65%
FELLING [217]	10%	26%	64%
CHOWDENE [203]	16%	21%	63%
WHICKHAM NORTH [200]	17%	21%	62%
LAMESLEY [202]	17%	23%	61%
PELAW AND HEWORTH [192]	15%	26%	59%
HIGH FELL [217]	17%	25%	58%
DUNSTON AND TEAMS [200]	15%	27%	58%
WHICKHAM SOUTH AND SUNNISIDE [214]	15%	27%	58%
WARDLEY AND LEAM LANE [174]	10%	33%	57%
DUNSTON HILL AND WHICKHAM EAST [199]	17%	27%	56%
CRAWCROOK AND GREENSIDE [210]	14%	31%	55%
BRIDGES [194]	11%	34%	55%
RYTON, CROOKHILL AND STELLA [191]	19%	26%	54%
BLAYDON [191]	16%	30%	54%
WINLATON AND HIGH SPEN [201]	16%	30%	54%
WINDY NOOK AND WHITEHILLS [197]	16%	30%	53%
LOBLEY HILL AND BENSHAM [204]	25%	23%	52%
BIRTLEY [212]	16%	33%	51%
DECKHAM [209]	15%	34%	51%

Above Average / Below Average

Legend: Satisfied, Neither, Dissatisfied

UNWEIGHTED SAMPLE BASES IN PARENTHESIS

The relationship between the two key indicators of satisfaction in this survey is evident in the data. Among those satisfied with the local area, 65% are satisfied with how Gateshead Council runs things and 10% are dissatisfied. Among those dissatisfied with the local area the proportions are significantly different (27% satisfied and 50% dissatisfied).

Probing this relationship further, the aspects which influence how satisfied residents are with their place to live also interplay with satisfaction with the authority. For example, among those who agree they can influence decisions, 81% state they are satisfied with the way Gateshead Council runs things. Among those who disagree, just 45% are satisfied, a significant difference. Similarly, residents who feel they receive value for money and are informed about local public services are significantly more likely to be satisfied with the authority. The latter finding re-enforces the key role of information and communication identified by a 2007 study conducted by the Local Government Association into Council reputation.

Figure 40: The proportion of residents with a particular opinion who are <u>satisfied</u> with the way the Gateshead Council run things (All valid responses)

BASES VARY   ALL PERCENTAGES ARE % SATISFIED WITH GATESHEAD COUNCIL
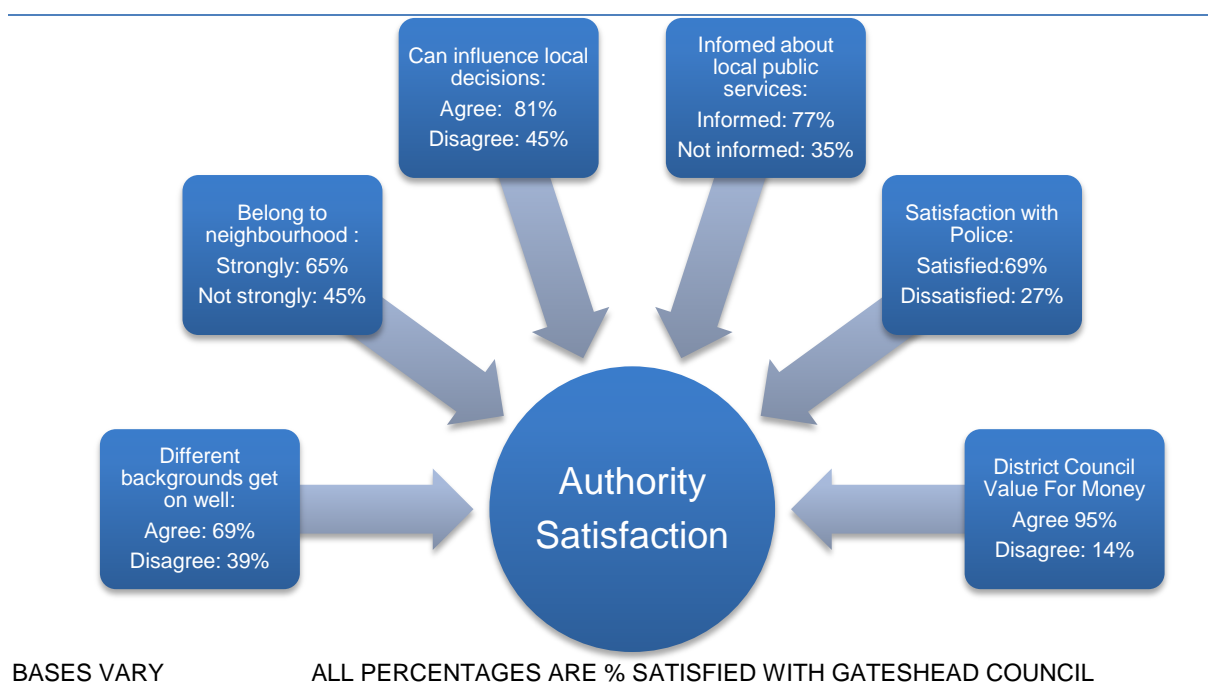
7   Information

7.1   Introduction

A further measure of local authority performance is how informed residents feel about particular services and benefits the authority provides. Informed residents will suggest that the Council's communications are reaching residents successfully. In this context all residents were asked to consider how well informed they feel about eight areas of Council activity.

7.2   Feeling informed

When considering how and where to register to vote and how Council Tax is spent, a higher proportion of residents feel very or fairly well informed about these things than those who do not feel very well informed or not informed at all (+90% and +26% net balance scores respectively). Similar proportions feel informed and not informed about both the performance and standard of service you should expect from local public services resulting in neutral net balance scores (+2% and 0% respectively). For three aspects, a greater proportion of residents state they are not informed than informed. In particular, there is a -22% balance score in the proportion of residents that do and do not feel informed about how to get involved in local decision making. This is illustrated by the net balance scores in the table below.

Table 12: How well informed do you feel about …? (All valid responses excl DK)

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Net balance score
How and where to register to vote	61%	34%	4%	1%	+90%
How your Council tax is spent	17%	46%	28%	9%	+26%
How you can get involved in local decision-making	8%	31%	45%	17%	-22%
What standard of service you should expect from local public services	12%	39%	37%	12%	0%
How well local public services are performing	10%	41%	37%	12%	+2%
How to complain about local public services	11%	35%	39%	15%	-8%
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	9%	34%	33%	24%	-12%
Overall, how well informed do you feel about local public services	10%	45%	33%	12%	+10%

Awareness of civil protection arrangements in the local area is NI 37. As an informed public will be better prepared to deal with the consequences of an emergency, this indicator is designed to measure the impact of local agency arrangements for communicating/educating citizens regarding civil protection matters. Including those who said don't know, two fifths (40%) feel informed about what to do in such a situation (NI 37 = 40.3%).

Responses to this question can be compared to the responses given in the 2008/9 Place Survey. Making this comparison shows that there is a great deal of consistency in the proportions feeling very well or fairly well informed about each of the stated public services:

- In 2008, 94% feel very or fairly informed about how and where to register to vote, which is consistent with the 95% recorded in 2009/10;
- The proportion who feels informed about how to get involved in local decision making (39% in 2008) is consistent with the 39% recorded in 2009/10.

Significant exceptions are the increase in the overall feeling of being well informed about public services (+7-percentage-points) and the response to how well informed the respondent feels about what to do in a large scale emergency, which has more than doubled over the past year from 17% feeling very or fairly well informed in 2008 to 44% in 2009/10. Examples of large scale emergencies are given within the question text and include 'human pandemic flu' so this increase is likely attributable to the government led campaign on how to prevent the spread of the H1N1 swine flu virus.

Figure 41: How well informed do you feel about … ? - very/fairly well informed comparison over time (All valid responses excl DK)
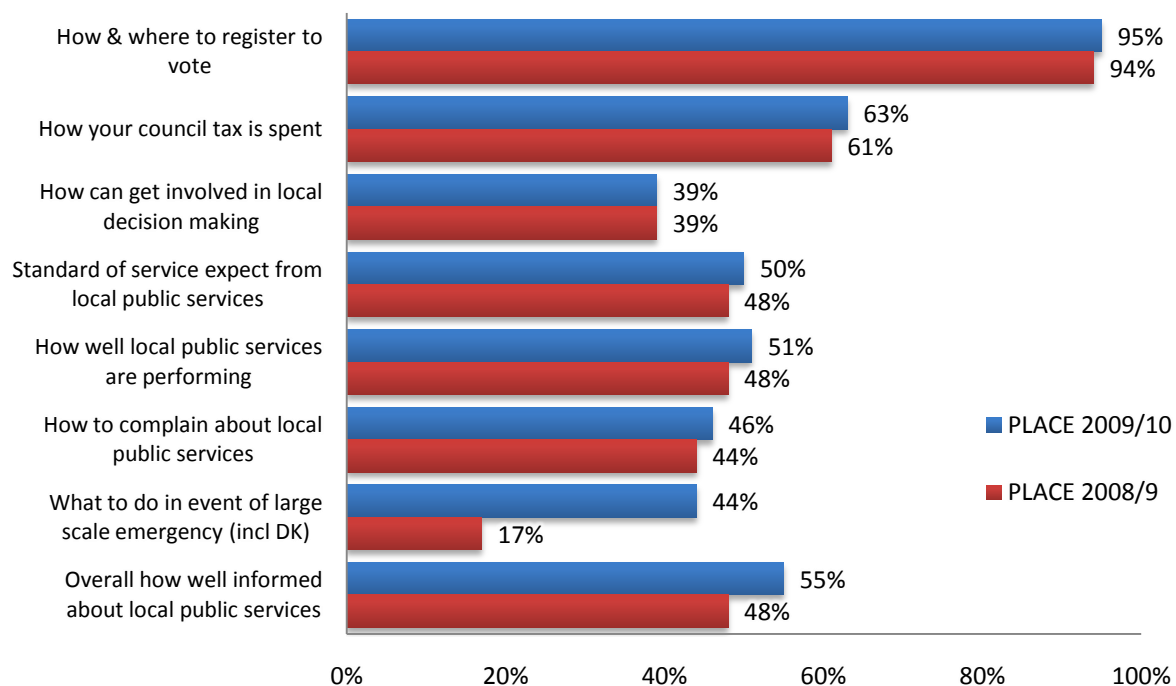
UNWEIGHTED BASES VARY

As suggested in the previous section, residents who feel informed are more likely to be satisfied with the authority. Just over three quarters (76%) of those satisfied with Gateshead Council state they are well informed about how their Council Tax is spent. Among those dissatisfied with Gateshead Council this proportion falls significantly to 32%. Likewise, among those satisfied with the authority, 67% feel well informed about how well local public services are performing, compared to the 19% of those who are dissatisfied with the Council who state they feel informed about this. Given this relationship the message appears to be that reporting performance in a manner that is easily digestible by the public (something that is a focus of CAA reporting) is crucial.

8   Local decision making

8.1   Introduction

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 (NI 4).

8.2   Influence on local decision making

In 2009/10, 67% disagree they can have an influence on local decision making compared to 69% in 2008/9. The proportion who agree is 33% (NI 4 = 33.3%), compared to the 31% recorded in 2008/9. As such, little progress has been made on this indicator in the past year.

Figure 42: Influence on local decision making (All valid responses)
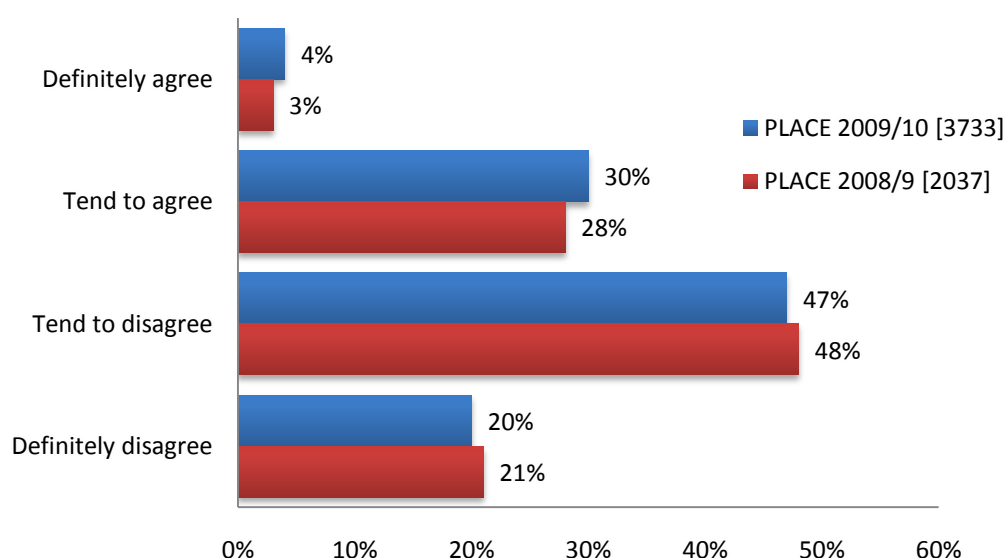
UNWEIGHTED SAMPLE BASES IN PARENTHESIS

Variation in agreement is shown in the following figure. Particular groups who are significantly more likely to agree they can influence decisions affecting their local area are BME residents (55%) and those in Council housing (44%).

Figure 43: Influence on local decision making by key demographic groups - % agree (All valid responses)

Group	% agree
TOTAL [3733]	33%
BME [123]	55%
COUNCIL TENANT [767]	44%
65+ [1253]	41%
OTHER TENANT [333]	36%
FEMALE [2090]	34%
NO CHILDREN IN HH [2876]	34%
MALE [1531]	33%
18-24 [59]	32%
25-34 [316]	32%
55-64 [809]	32%
NON BME [3495]	32%
35-54 [1090]	31%
OWNER OCCUPIER [2496]	30%
CHILDREN IN HH [691]	29%
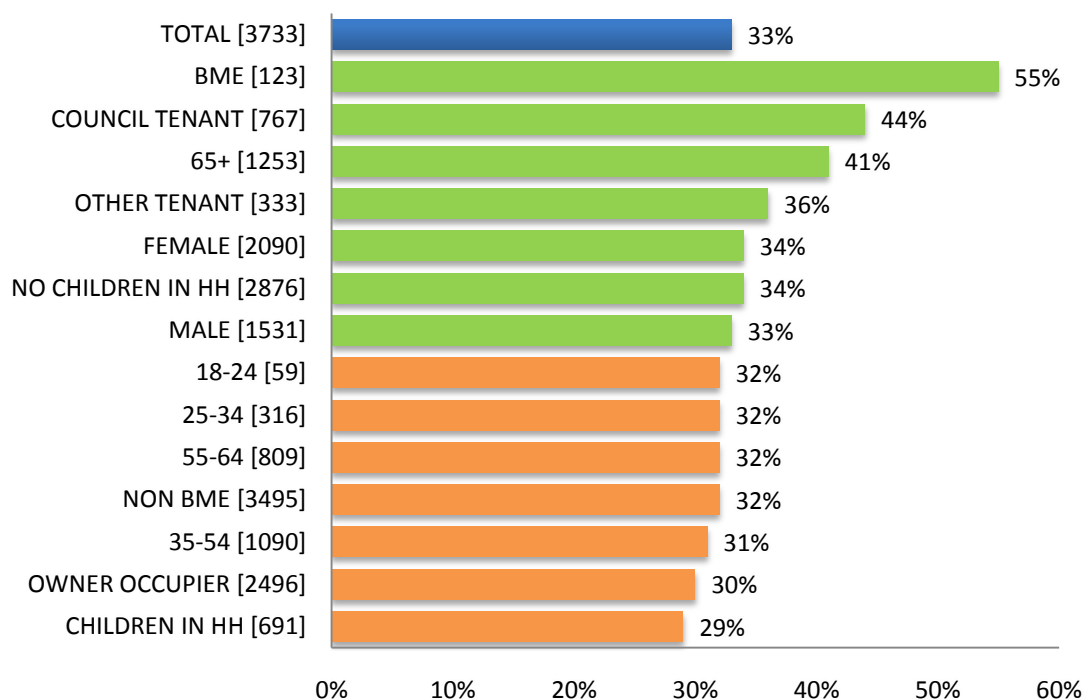
SAMPLE BASES SHOWN ON LABEL

Spatially, residents of Inner West (net agreement -38%), South and West (net agreement -36%) are most likely to disagree and least likely to agree that they can influence local decisions.

Table 13: Influence on local decision making by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Agree	38%	31%	32%	32%	35%
Disagree	62%	69%	68%	68%	65%
Unweighted Bases	**633**	**711**	**867**	**840**	**682**

This spatial variation is also shown in the following figure (the percentage who agrees they can influence local decisions).

Figure 44: Proportion of respondents that agree they can influence local decision making by Neighbourhood Area (All Valid responses)
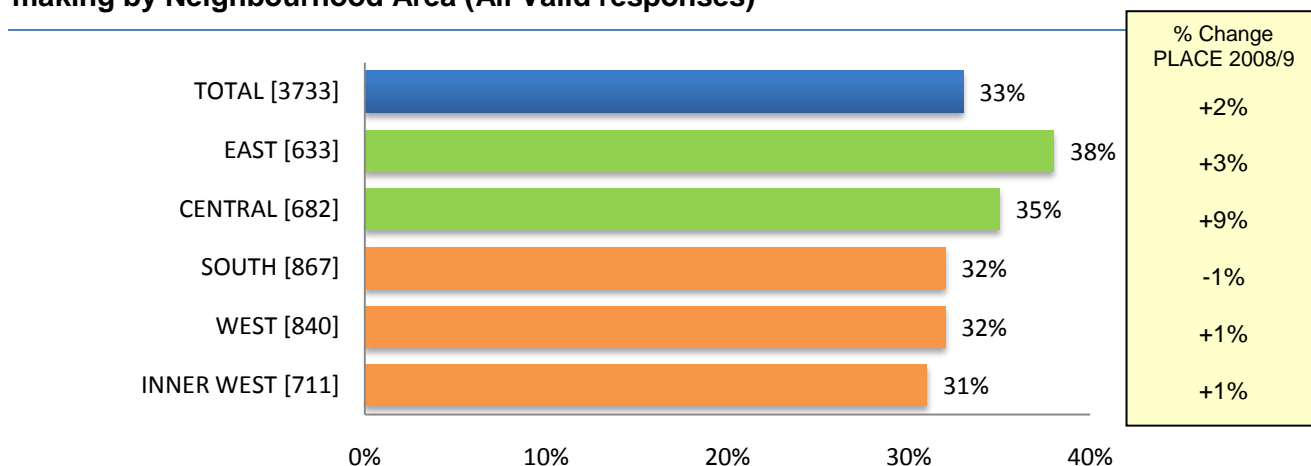
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

8.3 Types of decisions

The respondents were then provided with a list of decision themes and asked which they would like to influence. More than half would like to be able to influence decisions relating to transport and traffic (55%), whilst just over a third stated they would like influence over local planning applications (37%), local health services (36%), centres for young people (35%) and playgrounds for young children (34%).

Around a quarter would like to influence activities for local community centres (27%) and decisions about schools (26%), although amongst those with children in the household the desire for influence over these areas increases significantly (34% community centres and 51% schools).

Just 13% were not interested in influencing decisions on any of the themes provided, with this proportion increasing amongst the older residents aged 65+ years (20%).

8.4 Method of participation

All respondents were then asked by what method they would like to participate in decisions affecting their local area and invited to provide a first and second preference.

Around four fifths chose a postal survey (79%) as either their first or second preference for participating in decisions, but reflect that this is the response mechanism for this survey, so naturally creates a bias towards that medium. Online surveys or forums was identified by almost half (46%), with approaching a quarter selecting either public meetings (23%) or talking to their local Councillor (22%).

Online surveys or forums are preferred at a significantly higher level amongst younger residents. Expanded details are provided in the figure below.

Figure 45: Preferred method for participating in local decision making (All Valid responses)

■ FIRST PREFERENCE [3220]   ■ SECOND PREFERENCE [2698]

POSTAL SURVEYS LIKE THIS — 55% | 24%

ONLINE (EG SURVEYS, FORUMS, EMAIL) — 18% | 28%   → 33% **18-34 yrs** first preference

TALK TO LOCAL COUNCILLOR — 9% | 13%

PUBLIC MEETINGS — 8% | 15%

DISCUSSIONS WITH RESIDENTS — 6% | 10%

LOCAL RESIDENTS' ASSOCIATION OR OTHER LOCAL GROUP — 3% | 9%

0%   20%   40%   60%   80%   100%
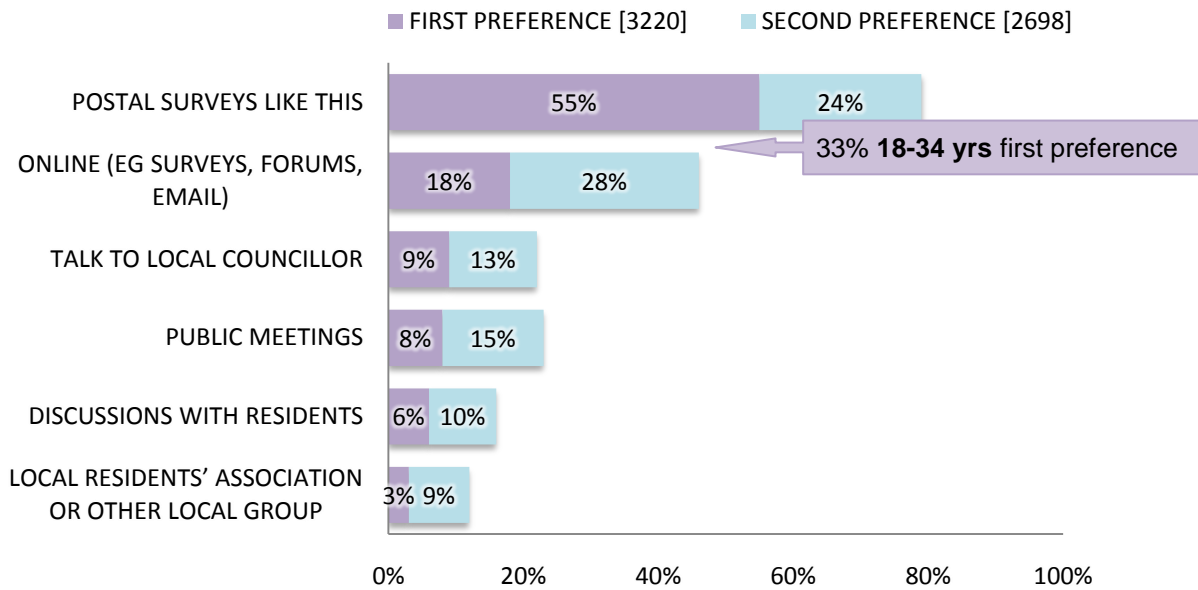
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

9 Helping out

9.1 Introduction

High levels of volunteering are one sign of strong, active communities. Local government has an important role to play in creating a culture in which individuals are able to contribute to their communities by volunteering. To assess the level of volunteering in Gateshead, residents were asked to think about any group(s), club(s) or organisation(s) that they had been involved with during the last 12 months. This included activities they had taken part in, supported, or that they had helped with in any way, either on their own or with others. Possible examples of such activity include helping at a youth or day centre, helping to run an event, campaigning or doing administrative work.

9.2 Provision of unpaid help

Overall, 25% of residents who gave a valid response have given unpaid help to any group(s), club(s), or organisation(s) in the last 12 months. A further 9% have given help on an individual basis, while 66% have given no form of unpaid help in the last year.

The proportion of residents participating regularly in voluntary activities (when regular is defined as at least once a month in the 12 months) is 18%. This is NI 6 (17.7%) and is a directional increase on the 15.8% achieved in 2008/9.

Figure 46: Provision of unpaid help in the last 12 months (All valid responses)
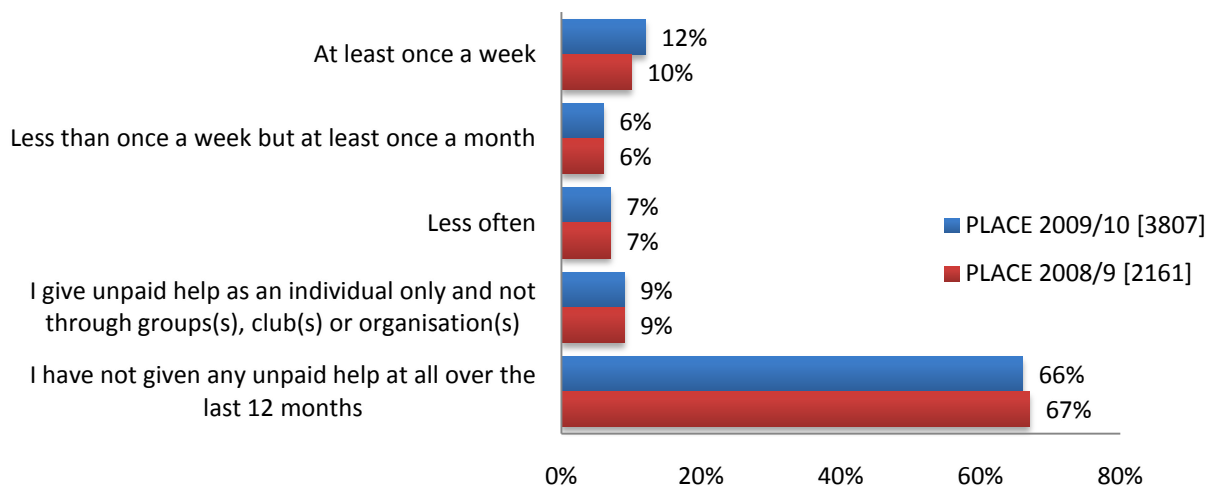
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Those without children in the household are significantly more likely <u>not</u> to have given any unpaid help over the past 12 months than those with children in the household (70% c.f. 58%).

A list of different activities was provided and all respondents were asked whether over the last 12 months they had provided voluntary help or assistance for someone who was not a relative by participating in any of the activities on the list.

Half (50%) claimed that they had not provided any form of voluntary help or assistance as described on the list. The half who had provided assistance were clearly involved in more than one activity, with most prevalent being giving advice to someone (27%) and providing a transport service e.g. to hospital, school run (19%). Other activities undertaken by around one in ten were shopping/collecting pension/paying bills (14%), babysitting or caring for children (13%), keeping in touch with someone who has difficulty getting out (13%), writing letters or form filling (11%) and cooking/cleaning/routine household jobs (10%). A minority had either represented someone by talking to an official (3%) or provided personal care for someone who is sick or frail (4%).

10 Getting involved

10.1 Introduction

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. 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.

10.2 Getting involved

Given the multi-faceted benefits of resident involvement described above residents were asked to indicate whether in the last 12 months they have been a part of seven different types of decision making groups. These groups ranged from acting as a local Councillor to being part of a tenants group decision making committee.

One in ten (10.3%) respondents state that they have taken part in at least one of the above activities in the last 12 months. This is NI 3 and is consistent with the 10.6% recorded as participating in 2008.

Figure 47: In the last 12 months have you…? (All valid responses)
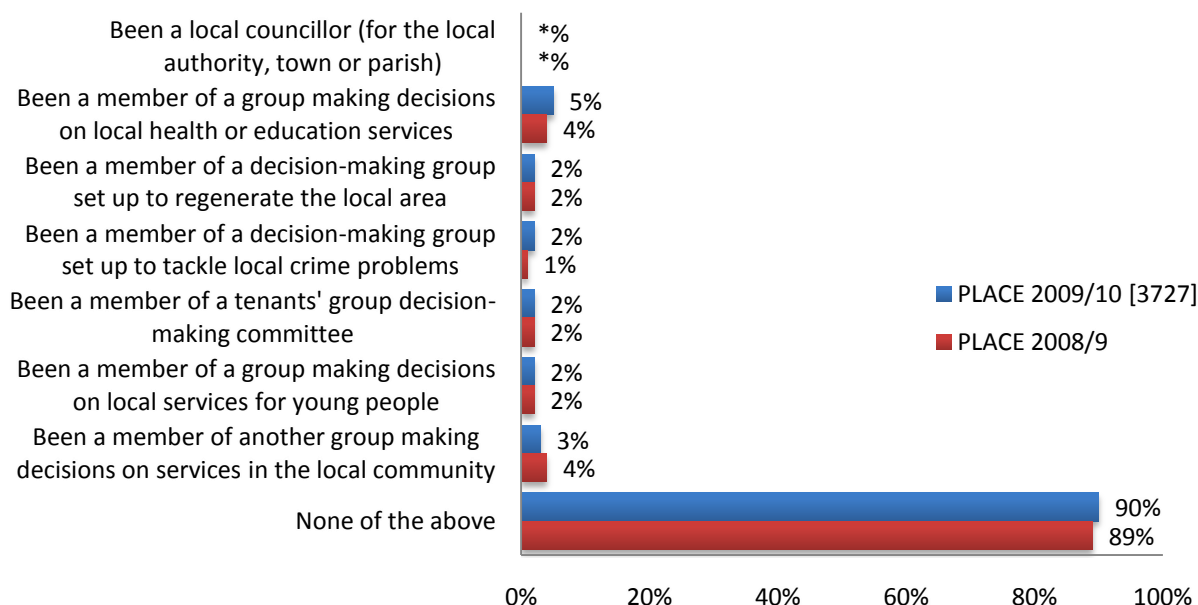
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Lack of time is the primary factor cited (49%) as a reason for not getting more involved in the decisions that affect the local area, but almost three in ten state that they do not know how to get involved (28%).

A fifth feels they don't know enough about the issues to be able to make an informed decision (21%) or don't have enough confidence in their ability (14%). Some 16% are not interested in getting involved and 14% feel it would be a waste of time as it wouldn't make a difference. A minority (4%) have had a bad past experience with the process or system.

11 Respect and cohesion

11.1 Introduction

In this section resident views on community cohesion issues will be reported. Issues such as levels of respect and parental responsibility will be probed, along with the issue of whether older people get the services and support they need.

11.2 Parental responsibility (NI 22)

NI 22 records the perceptions of residents in relation to parents taking responsibility for the behaviour of their children. Almost three in ten (29%) Gateshead residents feel that parents take enough responsibility for their children where they live (NI 22 = 28.9%), while 50% disagree. One in five (22%) answered neutrally on this issue.

Compared to the 2008 Place Survey, there has been a directional increase of +3-percentage points in agreement that parents take enough responsibility for the behaviour of their children.

Figure 48: To what extent do you agree or disagree that in your local area parents take enough responsibility for the behaviour of their children? (All valid responses)
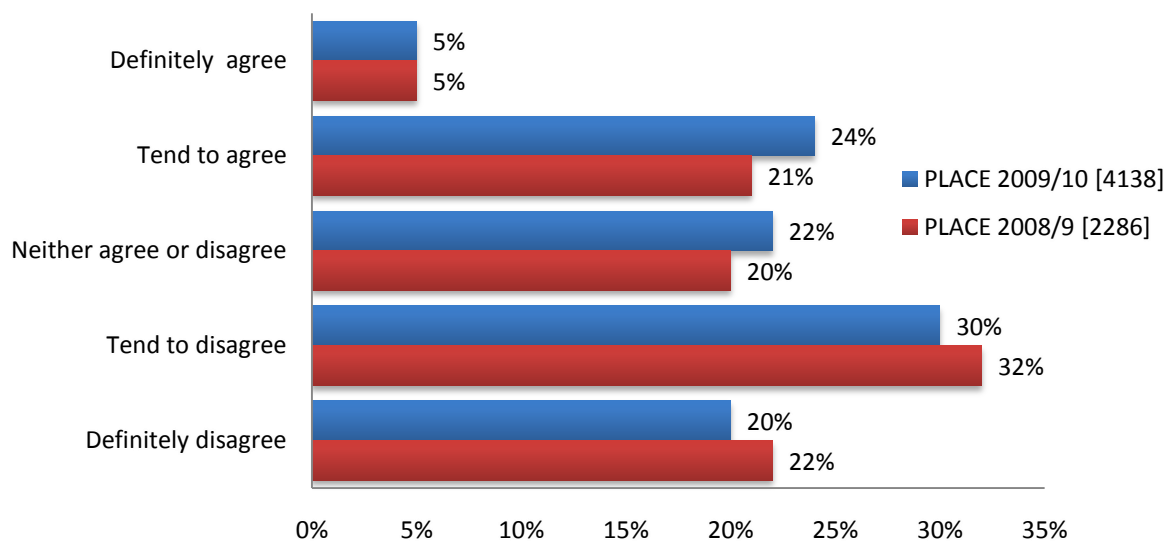
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Among those residents who have at least one child in their household, 34% agree that parents take enough responsibility for the behaviour of their children compared to 26% among those without children. This is a statistically significant difference.

11.3 Cohesion (NI 1 and NI 23)

The Local Government White Paper sets out the 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. As a measure of community cohesion all residents were asked to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together.

Among all those who completed a questionnaire, 3% stated that there were too few people in the local area to answer, while 4% feel people where they live are all the same background. For analysis, residents who answered in this way and those who answered don't know have been removed. As shown below, among the remaining respondents, approaching three quarters (72%) agree that their local area is a place where people from different backgrounds get on well together (NI 1 = 72.4%). This compares to 74% recorded in 2008. The remaining 28% give the opposing view.

Figure 49: To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? (All valid responses)
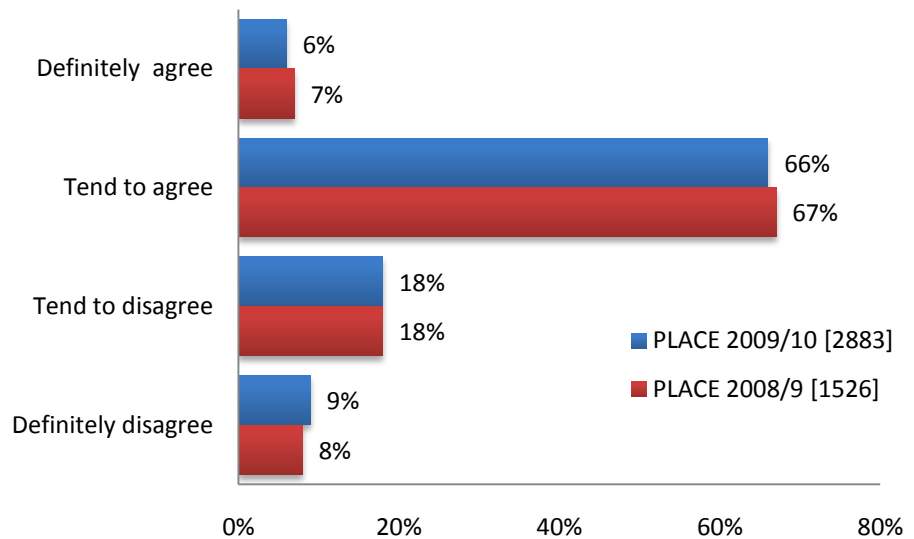
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Looking at responses in more detail shows that there are significant differences evident by age. Among those aged 65+, 82% perceive that their local area is a place where people from different backgrounds get on well together, which is higher than in any other age group.

Analysis by ethnicity shows that there is no significant variation in agreement that people from different backgrounds get on well together between the non-BME residents and BME (72% agree c.f. 74%).

Figure 50: Levels of agreement that the local is a place where people from different backgrounds get on well together by key demographic groups (All Valid responses)
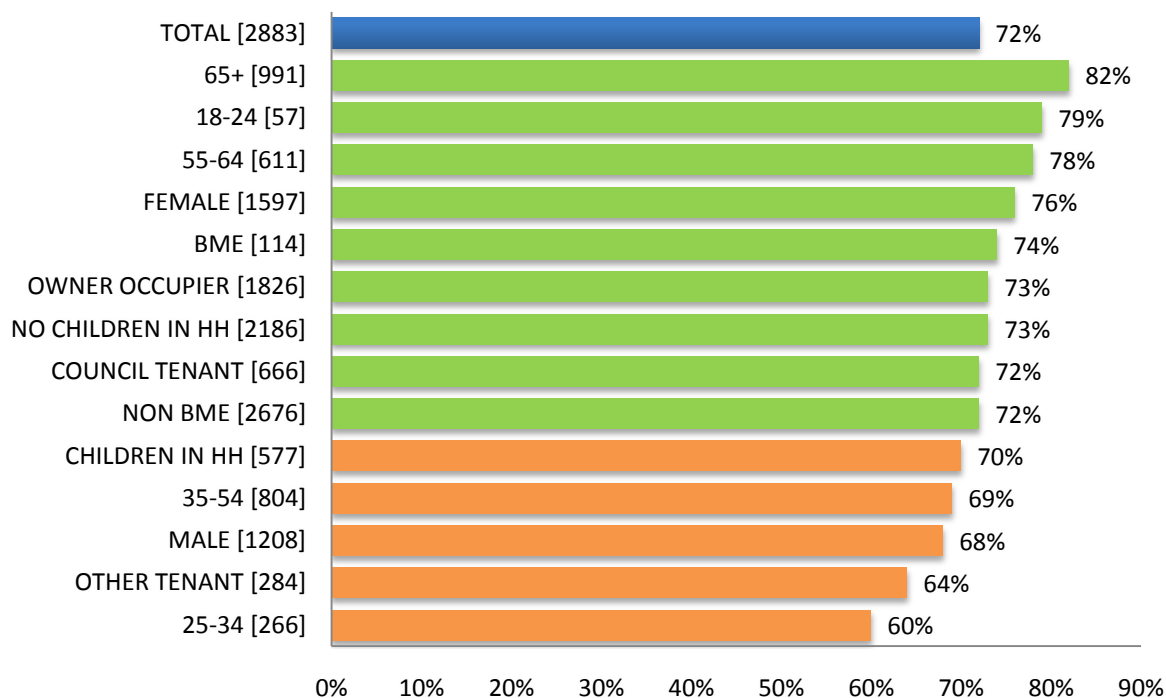
SAMPLE BASES SHOWN BY LABEL

Analysis by Neighbourhood is shown in the table below. Those in the Central Neighbourhood area are significantly more likely than residents of Inner West, South and West to <u>disagree</u> that their local area is a place where people from different backgrounds get on well together (38%).

Central gains the lowest net level of agreement (+24%) that people from different backgrounds get on well together. This Neighbourhood area has both the lowest level of agreement with the statement and highest level of disagreement.

Table 14: People from different backgrounds get on well together – by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Agree	69%	**<u>76%</u>**	**<u>76%</u>**	**<u>77%</u>**	<u>62%</u>
Disagree	31%	<u>24%</u>	<u>24%</u>	<u>23%</u>	**<u>38%</u>**
Unweighted Bases	**499**	**521**	**659**	**631**	**573**

This spatial variation is also shown in the following figure.

Figure 51: Proportion of respondents that agree people from different backgrounds get on well together by Neighbourhood Area (All Valid responses)

	% Change PLACE 2008/9
TOTAL [2883] 72%	-2%
WEST [631] 77%	-4%
INNER WEST [521] 76%	+3%
SOUTH [659] 76%	-2%
EAST [499] 69%	-8%
CENTRAL [573] 62%	+3%
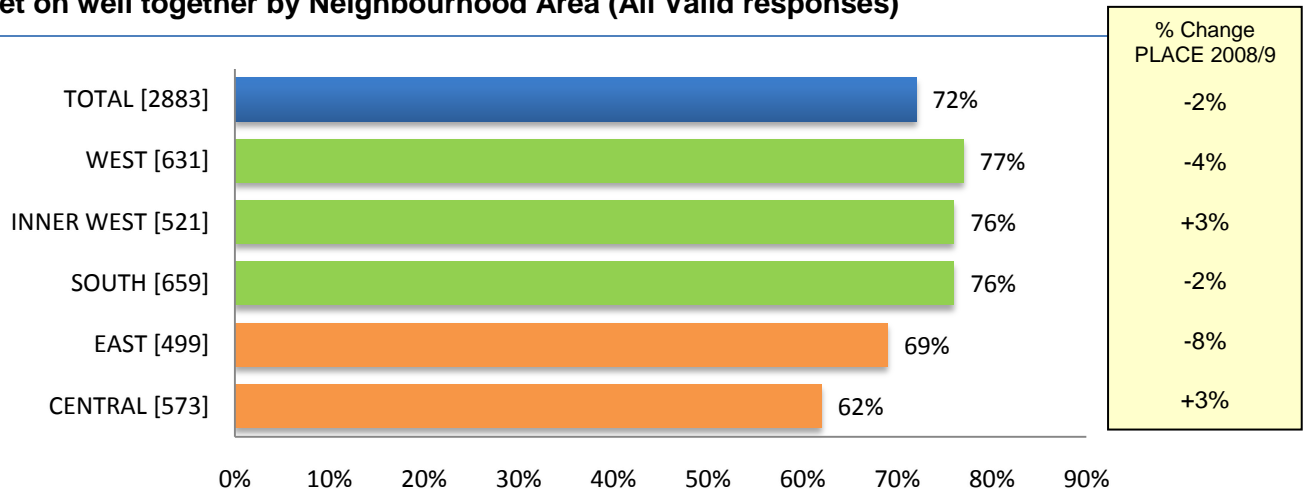
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

The following figure shows a more detailed geographical ward breakdown of to what extent people from different backgrounds get on well together in the local area. Residents of the Crawcrook and Greenside, Low Fell and Whickham South and Sunniside wards demonstrate high levels of cohesion within their local areas. Encouragingly, there are no ward areas where a greater proportion disagree that people from different background get on well together in their local area than agree, but Saltwell gains the lowest level of net agreement (+10%).

Figure 52: People from different backgrounds get on well together – by Ward (All Valid responses)

Ward	Disagree	Agree
TOTAL [2883]	28%	72%
CRAWCROOK AND GREENSIDE [126]	11%	89%
LOW FELL [136]	13%	87%
WHICKHAM SOUTH AND SUNNISIDE [141]	16%	84%
RYTON, CROOKHILL AND STELLA [123]	20%	80%
BIRTLEY [125]	21%	79%
DUNSTON HILL AND WHICKHAM EAST [121]	25%	75%
WARDLEY AND LEAM LANE [101]	25%	75%
WINLATON AND HIGH SPEN [136]	25%	75%
PELAW AND HEWORTH [128]	26%	74%
WHICKHAM NORTH [133]	26%	74%
BLAYDON [117]	27%	73%
LAMESLEY [127]	27%	73%

Above Average

--- *Below Average*

Ward	Disagree	Agree
CHOWDENE [120]	29%	71%
DUNSTON AND TEAMS [126]	30%	70%
HIGH FELL [151]	30%	70%
CHOPWELL AND ROWLANDS GILL [129]	31%	69%
LOBLEY HILL AND BENSHAM [137]	32%	68%
WINDY NOOK AND WHITEHILLS [123]	33%	67%
DECKHAM [129]	37%	63%
BRIDGES [152]	38%	62%
FELLING [147]	38%	62%
SALTWELL [155]	45%	55%

■ Agree

■ Disagree

UNWEIGHTED SAMPLE BASES IN PARENTHESIS

When considering respect and consideration in their local area, 34% of respondents perceive people not treating one another with respect and consideration to be a problem in their area (NI 23 = 33.5%). This includes 8% who feel this is a very big problem. Two thirds (67%) of respondents feel that this is not a problem.

There has been very little movement over time on this issue when comparing these results with the 2008/9 survey (NI 23 = 32.5%).

Figure 53: In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration? (All valid responses)
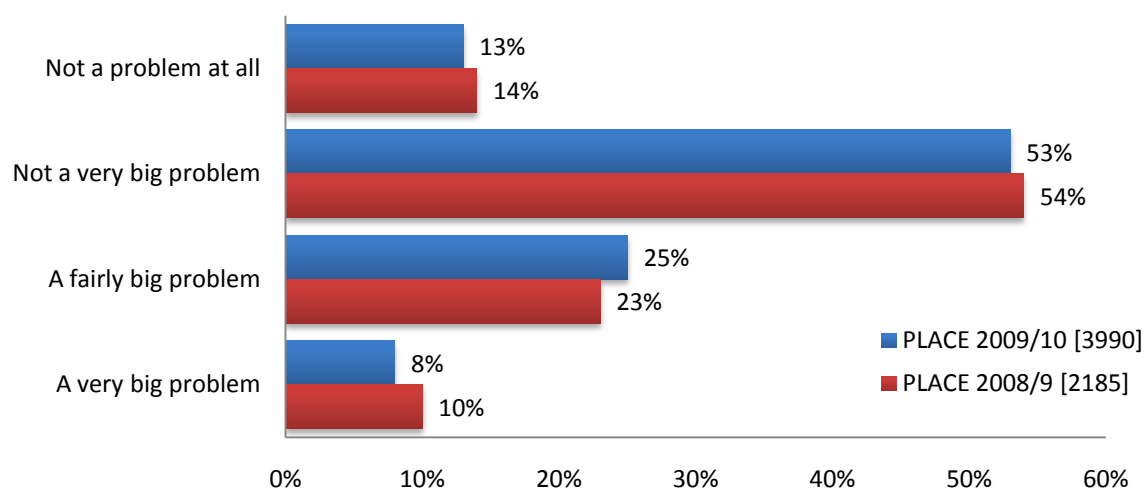
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Older residents are those least likely to state that people not treating each other with respect and consideration is a problem. Just under a quarter (22%) of those aged 65 and over believes this is a problem, compared to 37% of those aged 18-64 years. No significant differences are evident by ethnicity, but it is notable that two fifths (41%) of those in Council housing feel a lack of respect and consideration is a problem, compared to 31% of owner occupiers.

A lack of respect and consideration is significantly more likely to be described as a problem in Central (49%) when compared with all other Neighbourhood areas.

Table 15: People not treating each other with respect and consideration by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Not a problem at all	18%	16%	12%	12%	8%
Not a very big problem	51%	58%	54%	58%	44%
A fairly big problem	22%	19%	26%	23%	38%
A very big problem	9%	7%	8%	8%	11%
Unweighted Bases	**686**	**724**	**941**	**906**	**733**

This spatial variation is also shown in the following figure. Note that the increase of 8-percentage points from 2008/9 in the Central Neighbourhood area is not statistically significant.

Figure 54: Proportion of respondents that feel people not treating each other with respect and consideration is a problem (All Valid responses)

	Proportion	% Change PLACE 2008/9
TOTAL [3990]	33%	+1%
CENTRAL [733]	49%	+8%
SOUTH [941]	34%	+2%
EAST [686]	31%	-6%
WEST [906]	30%	+5%
INNER WEST [724]	26%	-4%
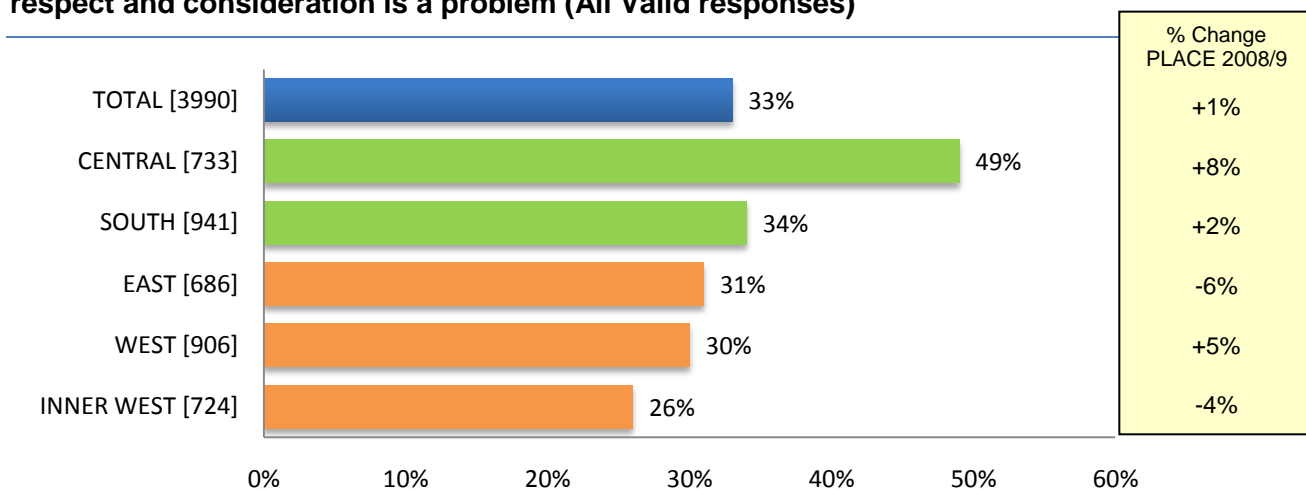
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

11.4 Fair treatment by local services (NI 140)

When considering their local public services, around three quarters (76%) of respondents reported that they have been fairly treated 'all of the time' or 'most of the time' by local public services. This is NI 140 (76.3%). A further 19% feel that they have been treated fairly some of the time, 3% said this had rarely been the case and 2% said never.

Results are consistent with 2008.

Figure 55: In the last year would you say that you have been treated with respect and consideration by your local public services…? (All valid responses)
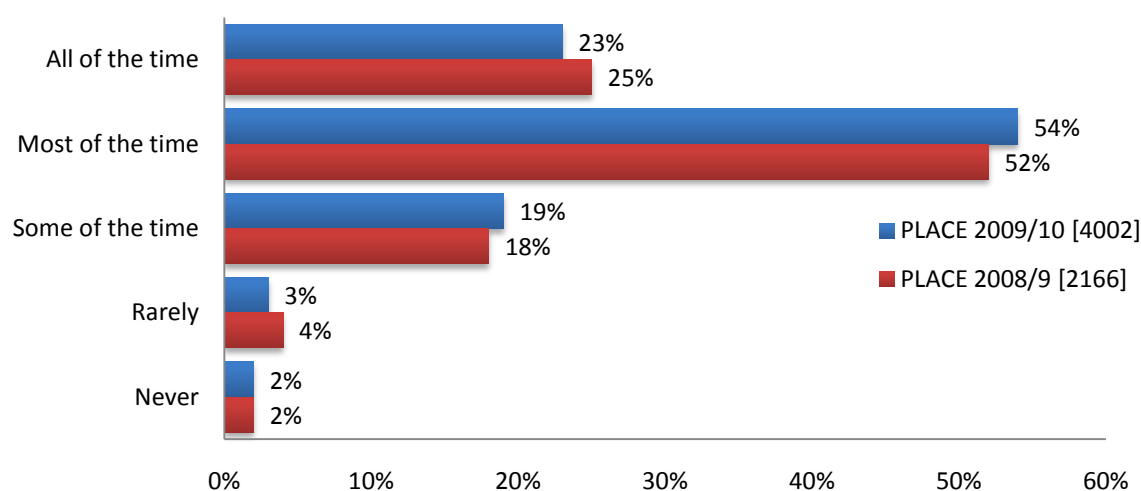
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Younger residents (aged 18-24 yrs) are significantly more likely to state that they have rarely or never been treated with respect and consideration (15%) by local public services.

It is notable that among those satisfied with their local area, 82% of residents state they have been treated with respect by local public services all or most of the time. Among those dissatisfied with their local area, just 50% feel the same way.

11.5 Support for older people (NI 139)

The final question in this section asked all residents whether they feel older people in their local area are able to get the services and support they need to continue to live at home for as long as they want to. This could include help or support from public, private or voluntary services from family, friends and the wider community.

In response, 38% of those who gave a valid response said they did feel such support was available (NI 139 = 37.8%), while 11% answered no and 52% answered don't know. Exploring the views of those in the older age groups the proportion of respondents aged 65+ years that feel they are able to get the support they need increases to 52%; a proportion significantly higher than the 18-64 years (34%).

NI 139 has seen a marginal decrease (-1%) when compared to the 2008 Place Survey (NI 139 = 39.3%).

12 Community Safety

12.1 Safety in the local area

In order to assess how safe residents feel in their neighbourhood, all residents were asked to indicate on a five point scale how safe they feel in their local area during the day and after dark.

During the day, more than four fifths (86%) state that they feel either very or fairly safe, including 36% who feel very safe. Conversely, just 5% feel unsafe to some extent. However, after dark the proportion who feels safe falls to around half (52%), while 29% state that they feel unsafe.

Figure 56: How safe or unsafe do you feel when outside in your local area…? (All valid responses excl don't know)
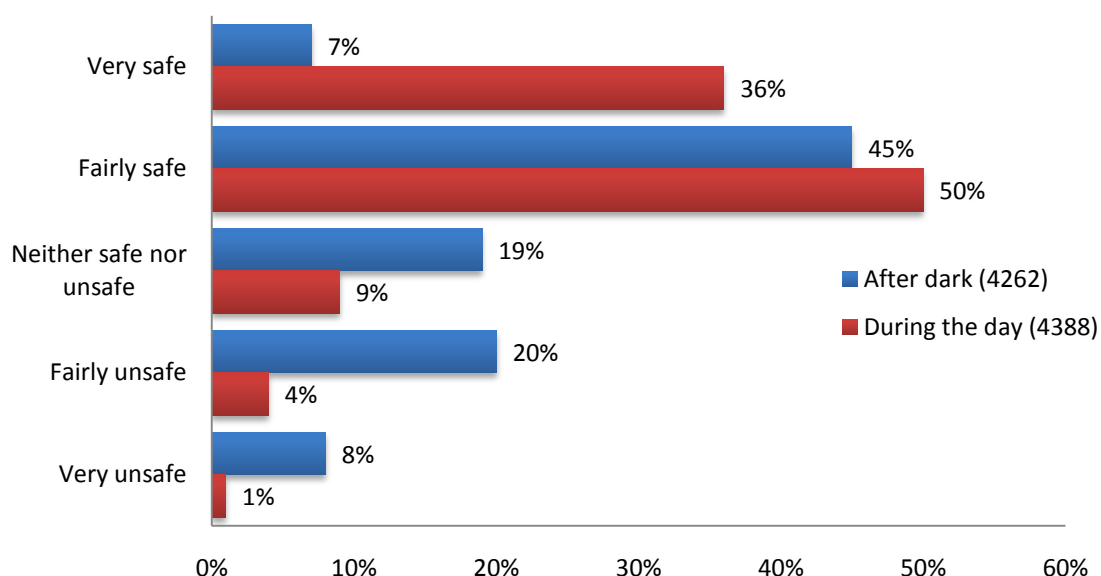
UNWEIGHTED SAMPLE BASES IN PARENTHESIS

Overall perceptions of safety in the local area over the past year have remained relatively static:

- Feel safe during the day: 86% (2009/10), 88% (2008/9);
- Feel safe after dark: 52% (2009/10), 52% (2008/9);
- Feel unsafe during the day: 5% (2009/10), 5% (2008/9); and
- Feel unsafe after dark: 29% (2009/10), 32% (2008/9).

Of potential concern, however, is the significant decrease in the feeling of being <u>very</u> safe when outside during the day since the last survey was completed, which has dropped 10-percentage points (from 46% claiming to feel very safe in 2008/9 to 36%). See figure below

Figure 57: How safe or unsafe do you feel when outside in your local area…? (All valid responses)
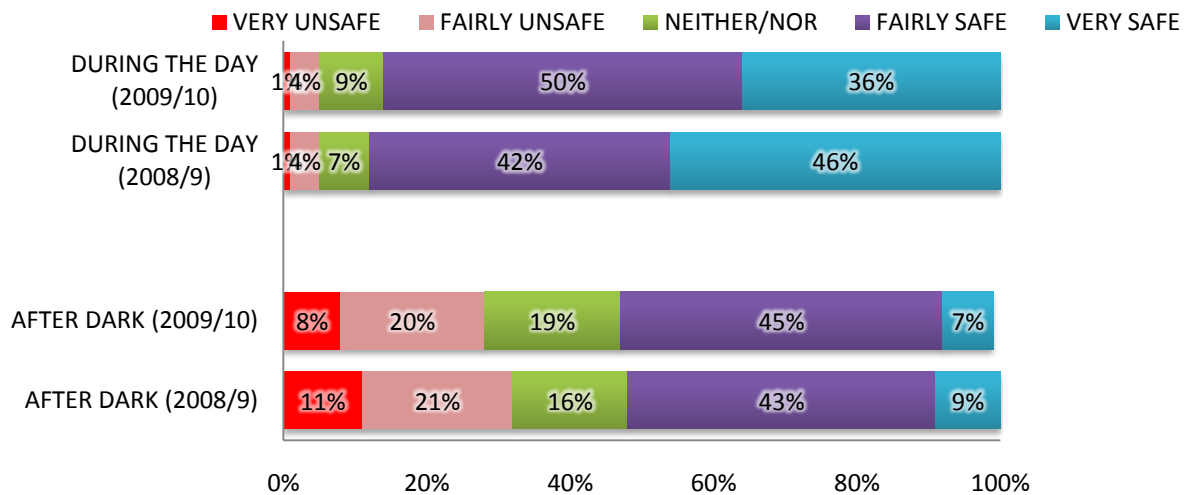
UNWEIGHTED SAMPLE BASES IN PARENTHESIS

Looking in more detail at the views expressed regarding safety after dark shows that females are significantly more likely to feel unsafe outside after dark than males (34% c.f. 24%). The following figure presents the proportion of key demographic groups that feel <u>unsafe</u> in their local area after dark.

Figure 58: Proportion of respondents feeling unsafe in the local area after dark by key demographic groups (All Valid responses excl don't know)
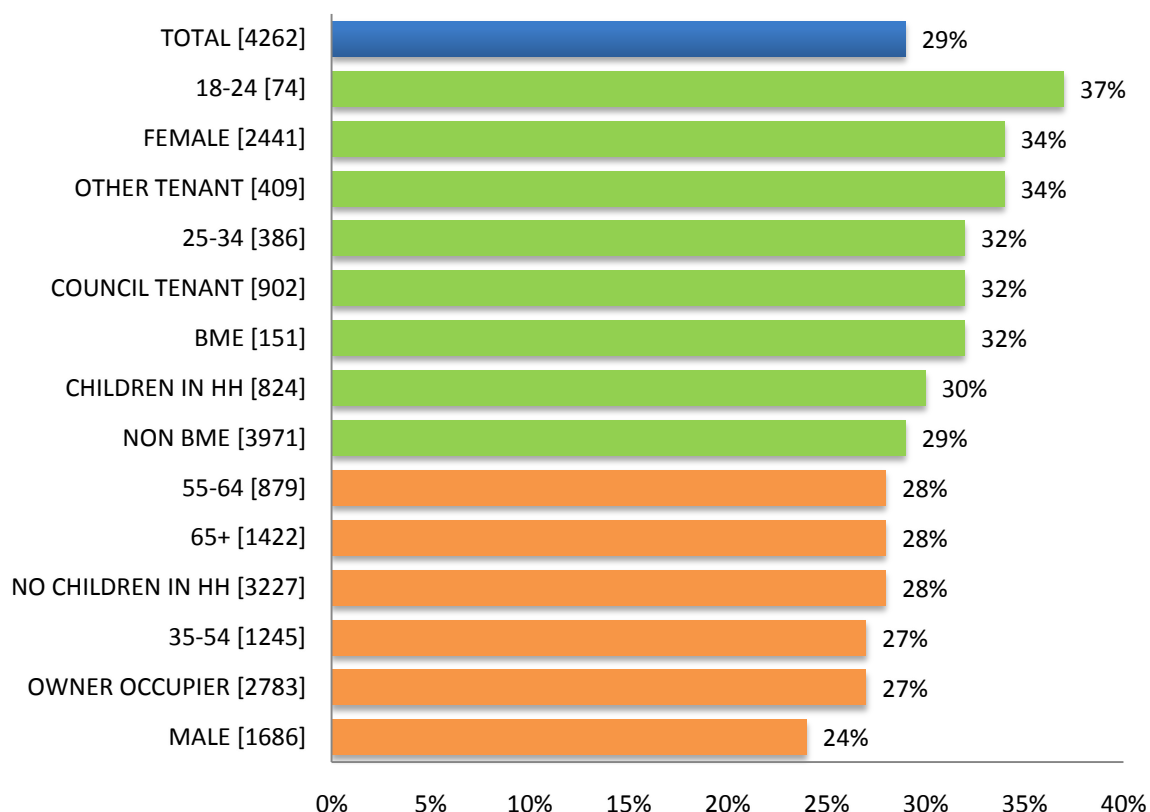
SAMPLE BASES BY LABEL

The spatial variations in the proportion of residents who feel safe in their local area by day and at night are shown in the tables below.

The results regarding safety after dark show significant variation between the feelings of safety across the Neighbourhood areas. West (+37%) and Inner West (+36%) gain the highest net feeling of safety (% feel safe less % feel unsafe) and South the lowest (+16%).

Table 16: Perceptions of safety <u>after dark</u> by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Safe	<u>49%</u>	**<u>60%</u>**	<u>48%</u>	**<u>59%</u>**	<u>42%</u>
Neither safe nor unsafe	20%	18%	20%	19%	21%
Unsafe	**<u>32%</u>**	<u>22%</u>	**<u>32%</u>**	<u>22%</u>	**<u>37%</u>**
Unweighted Bases	**731**	**765**	**1004**	**974**	**788**

This variation on feeling unsafe after dark is also shown graphically below and results are compared to the 2008 survey findings.

Figure 59: Proportion of respondents feeling unsafe after dark by Neighbourhood Area (All valid responses)

		% Change PLACE 2008/9
TOTAL [4262]	29%	-3%
CENTRAL [788]	37%	-7%
EAST [603]	32%	-8%
SOUTH [1004]	32%	=
INNER WEST [765]	22%	-3%
WEST [974]	22%	=
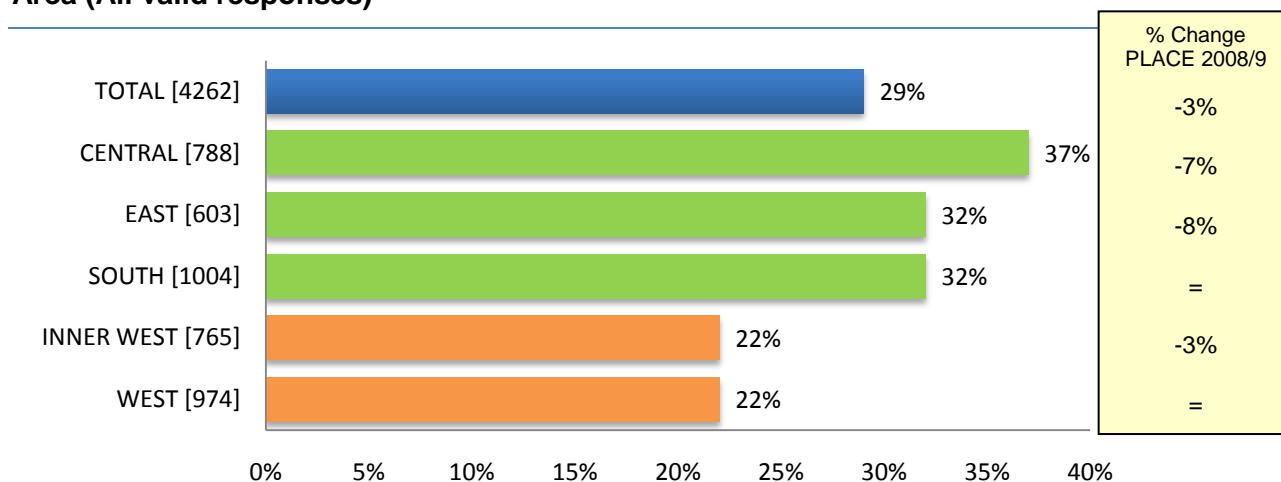
UNWEIGHTED SAMPLE BASES SHOWN ON LABEL

The table below shows how perceptions of safety in the local area during the day vary across the Neighbourhood areas. Again, the Neighbourhood areas score very similarly with the exception of the Central area. This area has a significantly lower perception of safety and higher perception of being unsafe during the day.

Table 17: Perceptions of safety during the day by Neighbourhood Area (All valid responses)

	EAST	INNER WEST	SOUTH	WEST	CENTRAL
Safe	86%	**88%**	**87%**	**88%**	81%
Neither safe nor unsafe	9%	9%	10%	9%	9%
Unsafe	5%	3%	4%	3%	**9%**
Unweighted Bases	**758**	**793**	**1036**	**995**	**806**

The following figure shows a more detailed geographical breakdown of perceptions of safety after dark by ward. Residents of the Whickham South and Sunniside and Whickham North wards have the highest perception of their local area as safe after dark (68% and 65% respectively), whilst Birtley and Saltwell residents have the lowest (39% and 38% respectively). In Birtley and Saltwell wards, the net safe score is zero i.e. feelings of being unsafe are equal to safe.

Figure 60: Perceptions of safety <u>after dark</u> – by Ward (All Valid responses excl don't know)

Ward	unsafe	Neither	safe
TOTAL [4262]	29%	19%	52%
WHICKHAM SOUTH AND SUNNISIDE [204]	14%	18%	68%
WHICKHAM NORTH [185]	20%	15%	65%
CHOPWELL AND ROWLANDS GILL [195]	19%	16%	64%
CRAWCROOK AND GREENSIDE [203]	16%	20%	64%
LOW FELL [204]	22%	15%	63%
DUNSTON HILL AND WHICKHAM EAST [189]	22%	19%	60%
BLAYDON [191]	28%	14%	57%
WINLATON AND HIGH SPEN [190]	23%	21%	56%
RYTON, CROOKHILL AND STELLA [195]	24%	22%	54%
PELAW AND HEWORTH [180]	31%	17%	52%

Above Average

Below Average

Ward	unsafe	Neither	safe
WARDLEY AND LEAM LANE [164]	26%	25%	49%
LAMESLEY [197]	31%	21%	48%
CHOWDENE [197]	29%	24%	48%
FELLING [207]	32%	21%	47%
WINDY NOOK AND WHITEHILLS [180]	38%	16%	46%
HIGH FELL [205]	39%	17%	44%
DECKHAM [202]	38%	18%	44%
BRIDGES [197]	36%	20%	44%
LOBLEY HILL AND BENSHAM [188]	35%	20%	44%
DUNSTON AND TEAMS [187]	34%	21%	44%
BIRTLEY [201]	39%	22%	39%
SALTWELL [201]	38%	24%	38%

Legend: ■ safe ■ Neither ■ unsafe

UNWEIGHTED SAMPLE BASES IN PARENTHESIS

As well as being related to perceptions of the local area, the views residents hold in relation to the safety with their local area appear to be related to their perceptions of the local authority and the local police services. Among those satisfied with the way Gateshead Council runs things, 63% feel safe in their local area after dark, whereas among those who are dissatisfied with Gateshead Council, just 32% feel safe after dark, which is a significant difference. Similarly, amongst those who are satisfied with the local police, approaching three fifths (57%) feel safe locally at night, whilst amongst those who disagree this proportion is significantly lower at 35%.

13 Anti-social behaviour

13.1 Introduction

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. In this context several questions were included in the Place Survey in order to explore this issue.

13.2 Perceptions of anti-social behaviour

In order to record how seriously residents perceive anti-social behaviour to be in their local area, residents were asked to indicate how big a problem they believe seven particular issues to be.

The majority of residents are more likely to describe these issues as not a very big problem or not a problem at all. Teenagers hanging around on the streets are the problem most likely to be described as a very big problem (17%), followed by people using or dealing drugs (14%) and people being drunk and rowdy in public places (12%). The full responses given are shown in the table below.

Table 18: Seriousness of anti-social behaviour issues (All valid responses)

	Not a problem at all	Not a very big problem	A fairly big problem	A very big problem	Summary: Problem
Noisy neighbours or loud parties	47%	39%	9%	5%	**14%**
Teenagers hanging around the streets	14%	40%	29%	17%	**46%**
Rubbish or litter lying around	20%	48%	22%	10%	**33%**
Vandalism, graffiti and other deliberate damage to property or vehicles	22%	45%	23%	10%	**33%**
People using or dealing drugs	34%	33%	20%	14%	**33%**
People being drunk or rowdy in public places	26%	43%	19%	12%	**32%**
Abandoned or burnt out cars	73%	23%	2%	2%	**3%**

The same question was included in the 2008 Place Survey and so it is possible to assess whether resident perceptions on these issues have improved or deteriorated over time. We can see a pattern of data, where the proportion describing the anti-social behaviours listed as a very big problem has remained the same over the past year with 'teenagers hanging around on the streets' continuing to be the most prevalent problem (17%).

Table 19: Problems described as very serious 2009/10-2008/9 (All valid responses)

	Very big problem 2009/10	Very big problem 2008/9	Percentage point change
Noisy neighbours or loud parties	5%	5%	=
Teenagers hanging around the streets	17%	17%	=
Rubbish or litter lying around	10%	10%	=
Vandalism, graffiti and other deliberate damage to property or Vehicles	10%	10%	=
People using or dealing drugs	14%	15%	-1%
People being drunk or rowdy in public places	12%	11%	+1%
Abandoned or burnt out cars	2%	2%	=

The 2009/10 data on perceptions of anti-social behaviour informs three national indicators:
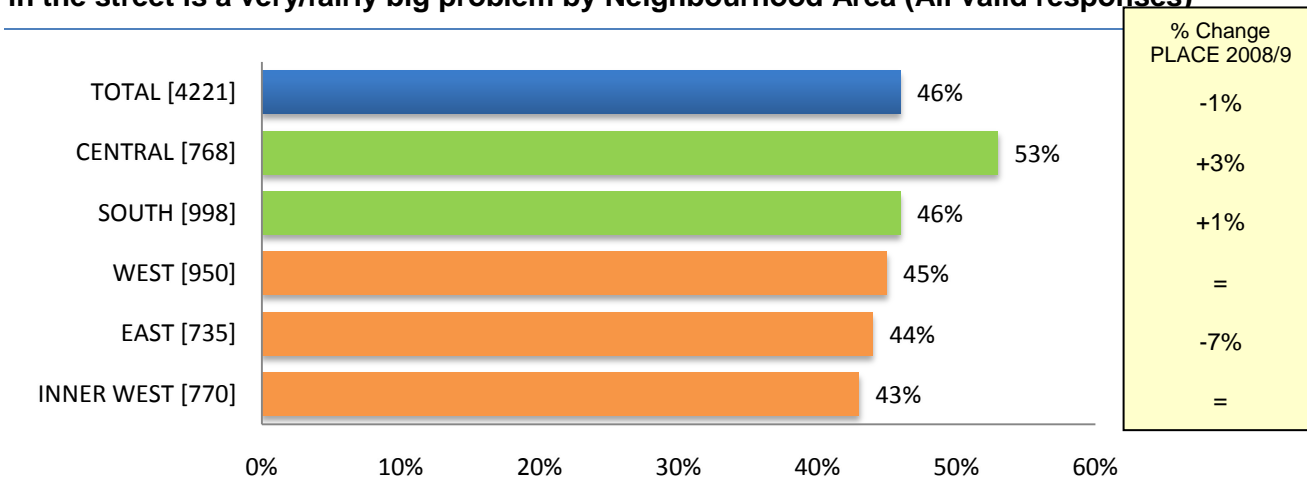
- 19.4% of residents perceive there to be a high anti-social behaviour in their local area (NI 17). This proportion is calculated from a scoring system used in the British Crime Survey based on the residents who feel the ASB issues listed are a 'fairly big problem' or a 'very big problem.'

- 32% of residents feel that drunk or rowdy behaviour is a very or fairly big problem (NI 41 = 31.8%). This is an indicator in its own right because local authorities are responsible for the licensing of premises and for securing and designing environments that reduce the likelihood of drunk and rowdy behaviour.

- 33% of residents feel that drug use or drug dealing is a very or fairly big problem (NI 42 = 33.2%). This national indicator will provide data to assess how well local authorities, working together with a wide range of partners including the Police, health partners and others, are tackling this issue.

Taking the two ASB issues which have been identified as a very big problem, the following figures present the variation to which they are seen as a problem at all (very/fairly big problem) by Neighbourhood Area.

13.2.1 Teenagers hanging around on the streets

More than half the residents in the Central Neighbourhood perceive teenagers hanging around in the streets as a big problem (53%), a significantly higher proportion than noted for any of the other Neighbourhood areas. The percentage movements over time are not statistically significant.

Figure 61: Variation in the proportion of residents feeling teenagers hanging around in the street is a very/fairly big problem by Neighbourhood Area (All valid responses)
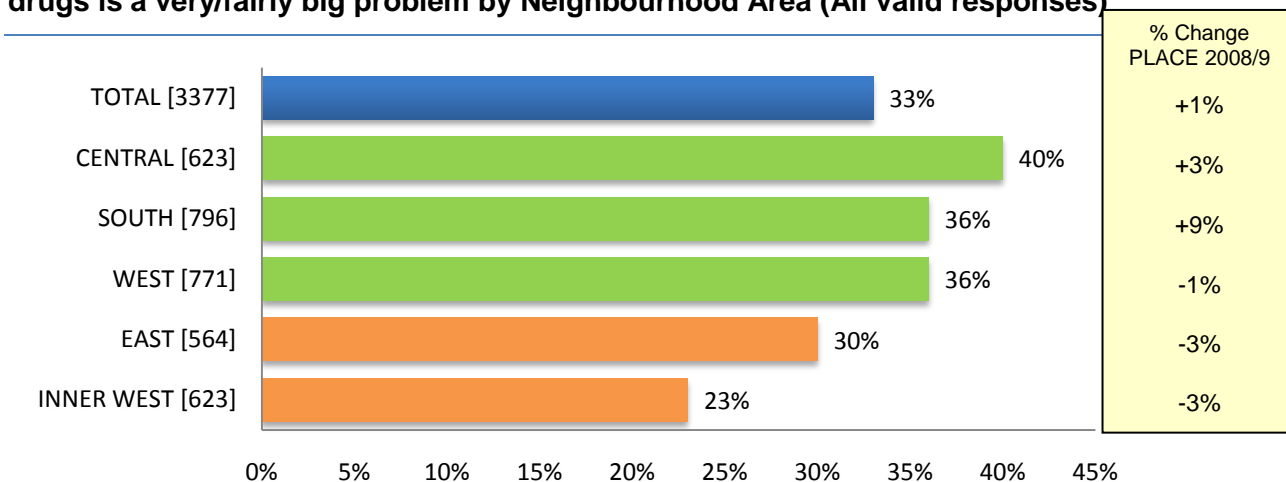

		% Change PLACE 2008/9
TOTAL [4221]	46%	-1%
CENTRAL [768]	53%	+3%
SOUTH [998]	46%	+1%
WEST [950]	45%	=
EAST [735]	44%	-7%
INNER WEST [770]	43%	=

UNWEIGHTED SAMPLE BASES ON LABELS

13.2.2 People using or dealing drugs

The proportion of residents who state people using or dealing drugs is a problem is significantly lower in the Inner West (23%), when compared with the West, South (36%) and Central (40%) areas. The increase over time in the South Neighbourhood area of 9-percentage points is significant.

Figure 62: Variation in the proportion of residents feeling people using or dealing drugs is a very/fairly big problem by Neighbourhood Area (All valid responses)

|		% Change PLACE 2008/9
TOTAL [3377]	33%	+1%
CENTRAL [623]	40%	+3%
SOUTH [796]	36%	+9%
WEST [771]	36%	-1%
EAST [564]	30%	-3%
INNER WEST [623]	23%	-3%

UNWEIGHTED SAMPLE BASE ON LABELS

13.3 The response of local services to ASB (NI 21, NI 27)

Having established how serious they view anti-social behaviour to be in their local area, all residents were also asked to consider the action that is being taken to tackle these issues in their local area. Responses provide a proxy measure of public confidence in the ability of local agencies to tackle the community safety issues that matter to local people (i.e. a measure of Neighbourhood Policing in the widest sense).

Having been reminded that it is the role of the police and other public services to work in partnership to deal with anti-social behaviour, respondents were asked whether they agree or disagree that the police and other local public services seek people's views about ASB issues in their local area.

In response, 32% agree that these services seek their views (NI 27 = 31.6%), while 29% disagree this is the case. Agree/disagree results remain consistent with those achieved in the 2008/9 Place Survey (32% agree, 28% disagree).

Figure 63: How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area? (All valid responses incl don't know)
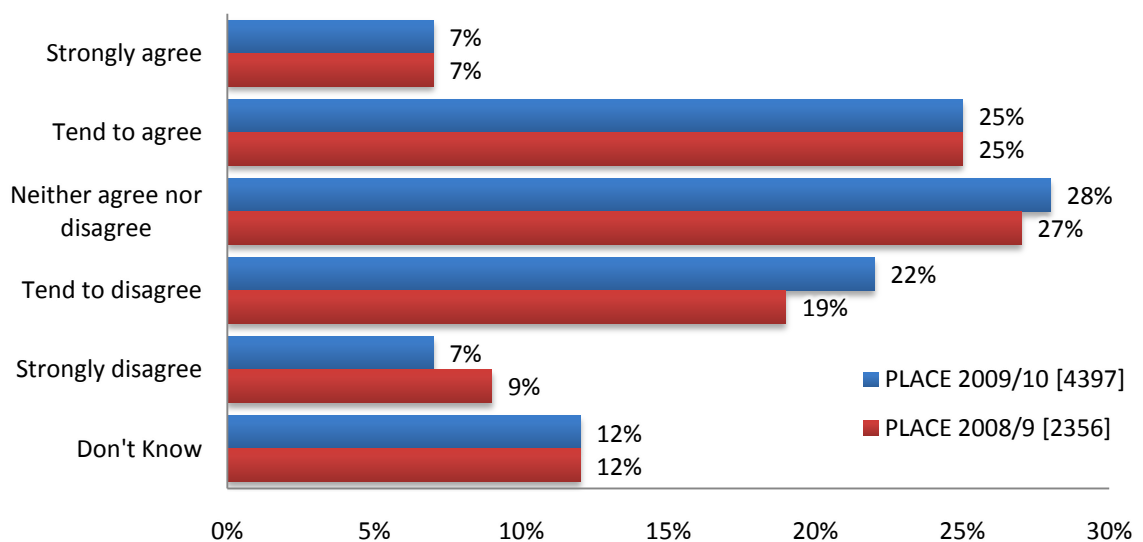
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

In terms of age, those aged 65+ years are significantly more likely to agree that their views are sought by the Police and other local public services (40%) than those aged 18-64 years (29%). The following figure also illustrates that there are significant differences by ethnicity.

Those in Council housing and other tenants are significantly more likely to agree with the statement relative to owner occupiers (38% and 36% c.f. 29% respectively).

**Figure 64: Proportion of respondents that agree that the police and other local public services seek people's views about these issues in the local area by key demographic groups (All valid responses incl don't know)**
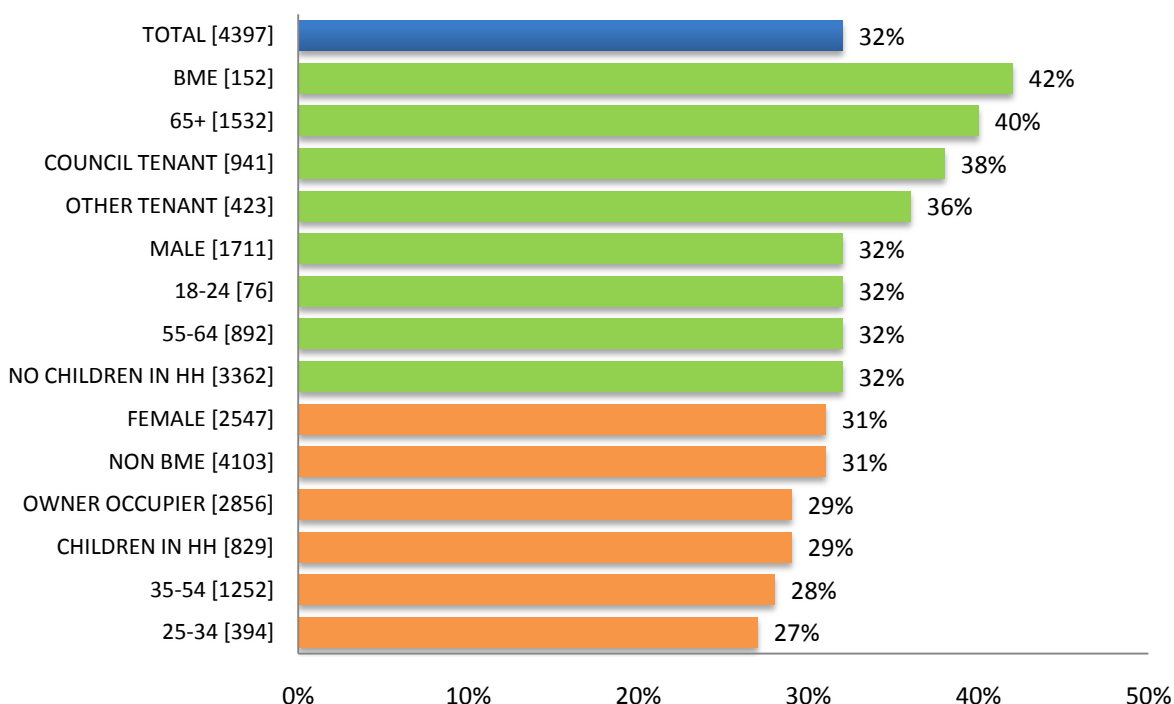
UNWEIGHTED SAMPLE BASES BY LABEL

Spatially, residents of the Central Neighbourhood Areas have a significantly higher level of agreement that they are consulted by the police and other public services about ASB issues than those in the East Neighbourhood.

Figure 65: Proportion of respondents that agree that the police and other local public services seek people's views about these issues in the local area by Neighbourhood Area (All valid responses incl don't know)
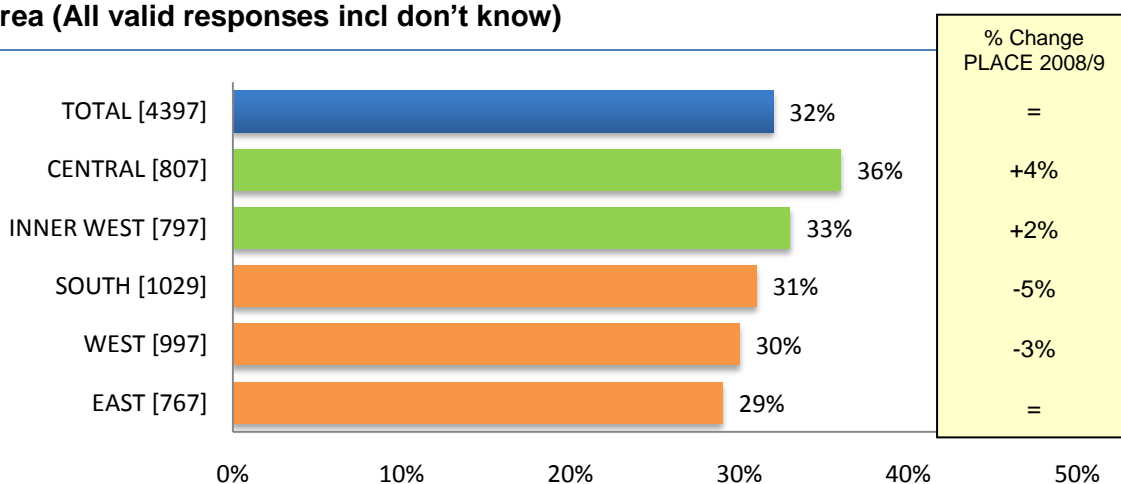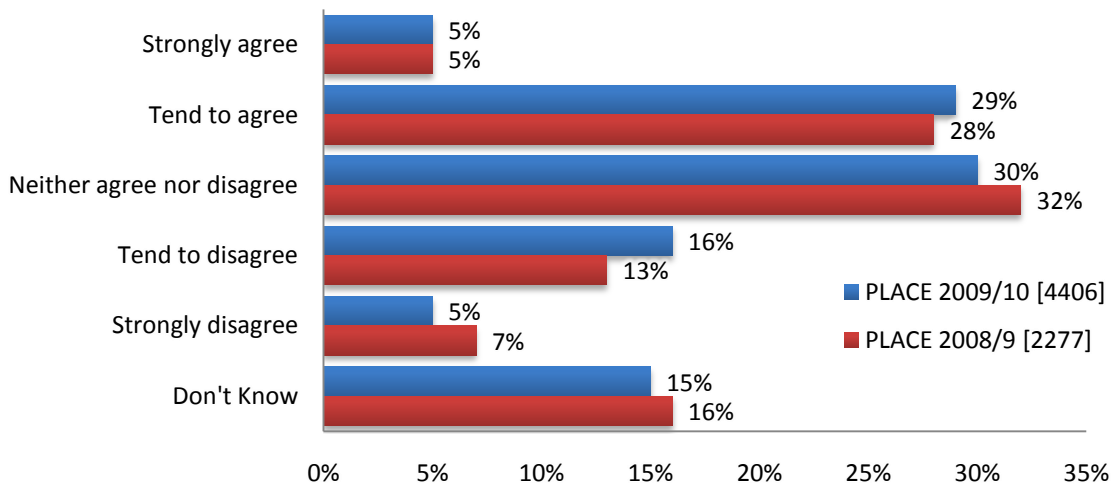

UNWEIGHTED SAMPLE BASES BY LABEL

Following on from this, a third (33%) of Gateshead residents agree that the police and other local public services are successfully dealing with ASB issues in the local area (NI 21 = 33.4%). This includes 5% who strongly agree. Conversely, 21% disagree that local agencies are successfully dealing with ASB issues locally.

Again, the agree and disagree summary figures are consistent with those reported in the Place 2008/9 survey (32% agree, 20% disagree).

Figure 66: And 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? (All valid responses incl don't know)

UNWEIGHTED SAMPLE BASE IN PARENTHESIS

The following figure reveals that there is no significant variation in opinion by Neighbourhood Area.

Figure 67: Proportion of respondents that agree the police and other local public services are dealing with ASB issues in the local area by Neighbourhood Area (All valid responses incl don't know)
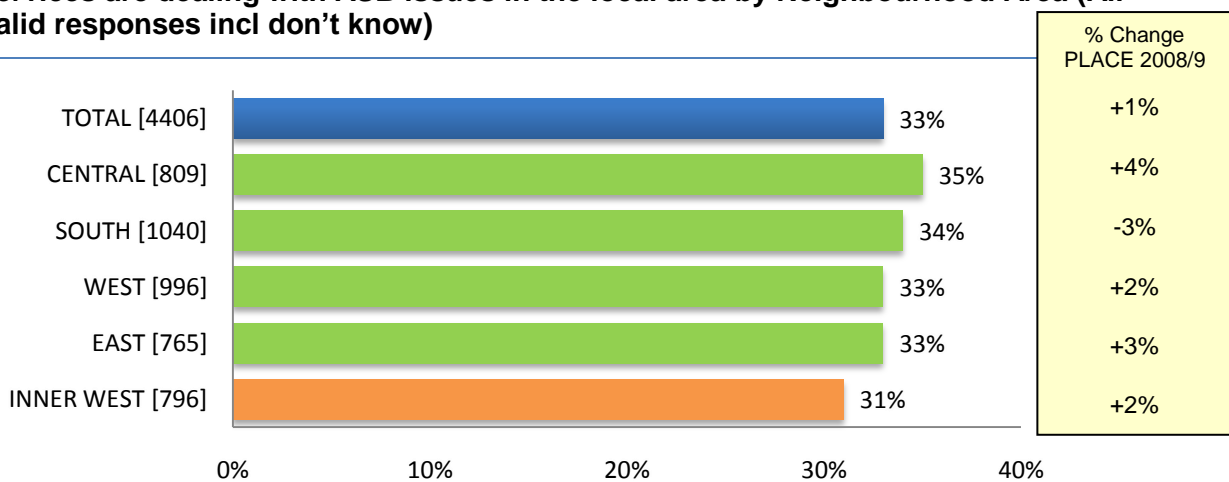
UNWEIGHTED SAMPLE BASES BY LABEL

14 Health and well being

14.1 Introduction

A series of questions were included in the Place Survey in order to explore the issue of health and well-being.

14.2 Self reported health and wellbeing

The final indicator derived from the Place Survey is NI 119 and is self-reported health and well being. Each respondent was asked to consider their overall health on a five point scale ranging from very good to very bad. In response, 67% describe their health as either good or very good (NI 119 = 66.5%), while 26% describe it as fair and 7% as either bad or very bad.

Self reported health and well being as good has significantly reduced by 4-percentage points from that reported in the 2008/9 Place Survey (71% in good health, NI 119 = 71.5%).

Figure 68: How is your health in general? (All valid responses)
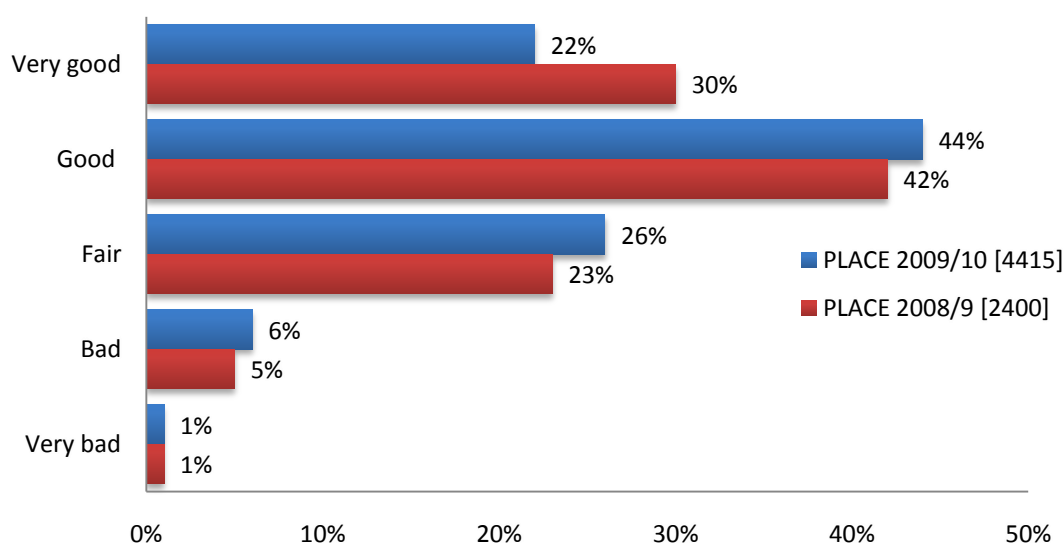
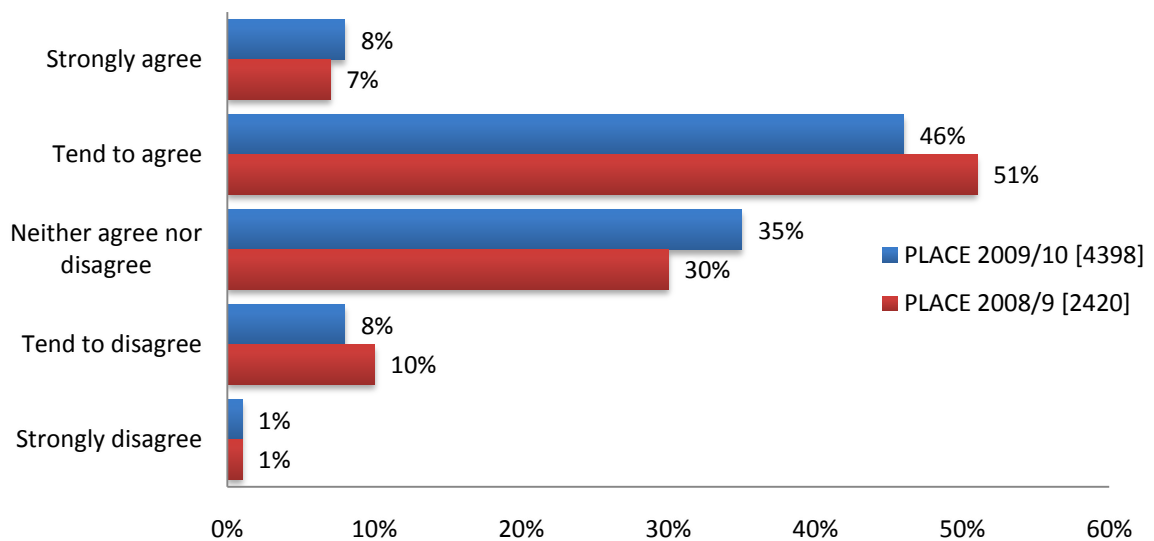UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Those most likely to describe their health as good are those aged 18-24 (88%) and 25-34 (81%). Among those aged 65 and over, 44% describe their health as good, 45% describe it as fair and just 12% state it is bad.

14.3 Local services and health

Each respondent was asked to consider to what extent they agree that local services are doing more these days to help people lead healthier lives. Overall, just over half agree with the statement (55%), while 35% describe themselves as neither agreeing nor disagreeing and one in ten disagree (10%).

Summary levels of agreement and disagreement do not differ significantly from that reported in the 2008/9 Place Survey (58% agree, 11% disagree).

Figure 69: Agreement that local services are doing more these days to help people lead healthier lives (All valid responses)

UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Those aged 65 and over are significantly more likely to agree that local services are doing more to help people lead healthier lives than the younger 18-64 year olds (63% c.f. 53% respectively). Respondents in the Central Neighbourhood area are significantly more likely to disagree with this statement (14%) than those in the East (7%), Inner West (9%) or West (9%) Neighbourhoods.

14.4 Satisfaction with life as a whole

Each respondent was asked to consider how satisfied or dissatisfied they are with their life as a whole on a five point scale ranging from very satisfied to very dissatisfied. In response, just over four fifths (81%) describe themselves as either fairly or very satisfied with life as a whole, while 13% are neither satisfied or dissatisfied and 6% describe it as either fairly or very dissatisfied.

This was an additional question in 2009/10 so comparison cannot be made with the 2008/9 Place Survey.

Figure 70: How satisfied or dissatisfied are you with your life as a whole? (All Valid responses)
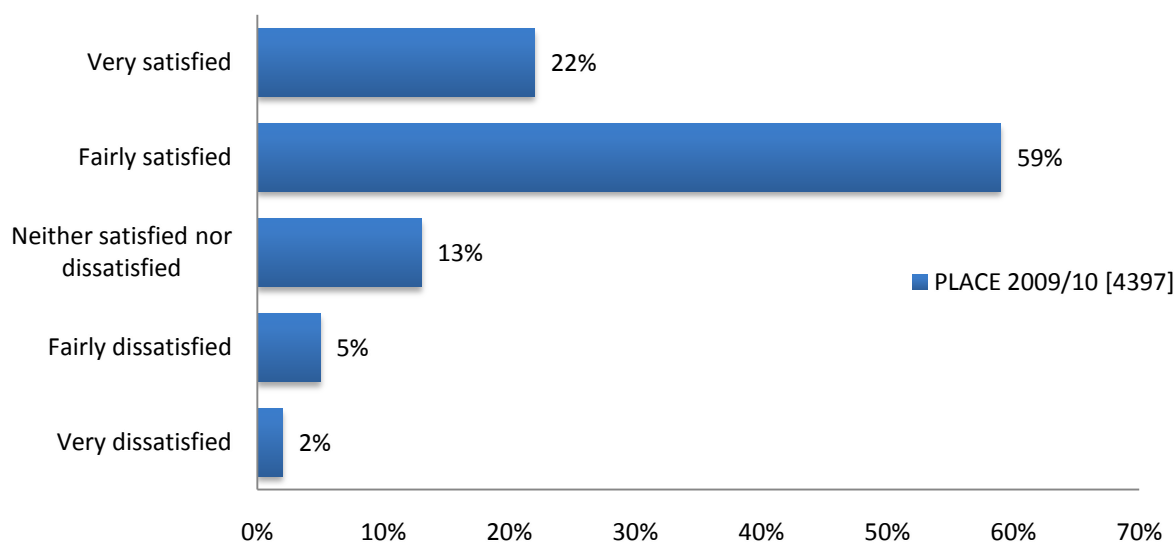
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

Those who describe their health as bad are significantly more likely to state that they are dissatisfied with life as a whole (32%) than those who are in good health (3%).

15 Economic Issues

15.1 Introduction

Two additional questions were included in the 2009/10 Place Survey in order to determine the effect of the economic downturn over the past year.

15.2 Fiscal comparison

Each respondent was asked to consider the same period last year and to compare whether they feel economically better off, worse off or the same.

Two fifths state that compared to this time last year their economic position is about the same (40%). Approaching three fifths feel that they are worse off (56%) and a minority feel better off (4%).

Figure 71: Compared to this time last year, do you feel economically …? (All Valid responses)
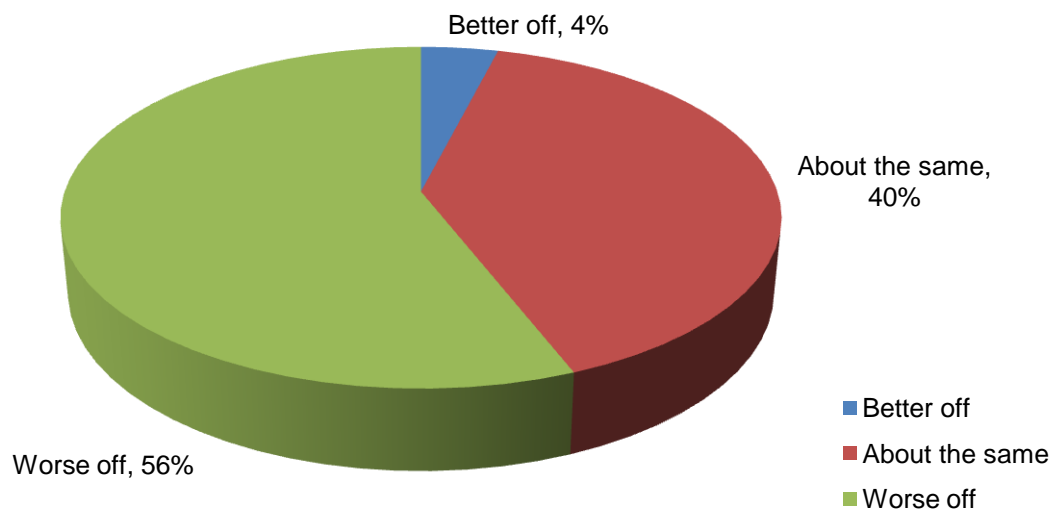
UNWEIGHTED SAMPLE BASE IN PARENTHESIS

15.3 Factors affected by due to current economic climate

All respondents were asked to think about the current economic climate and to then identify which, if any, factors from a list they felt they had been affected by in the last 6 months.

Almost seven in ten has been affected by the increased cost of fuel and energy bills (69%), 61% an increased cost of food and 57% had less money available for general spending. One in ten had difficulties paying the rent or mortgage or had faced redundancy.

Figure 72: Have you been affected by any of the following in last 6 months? (All Valid responses)
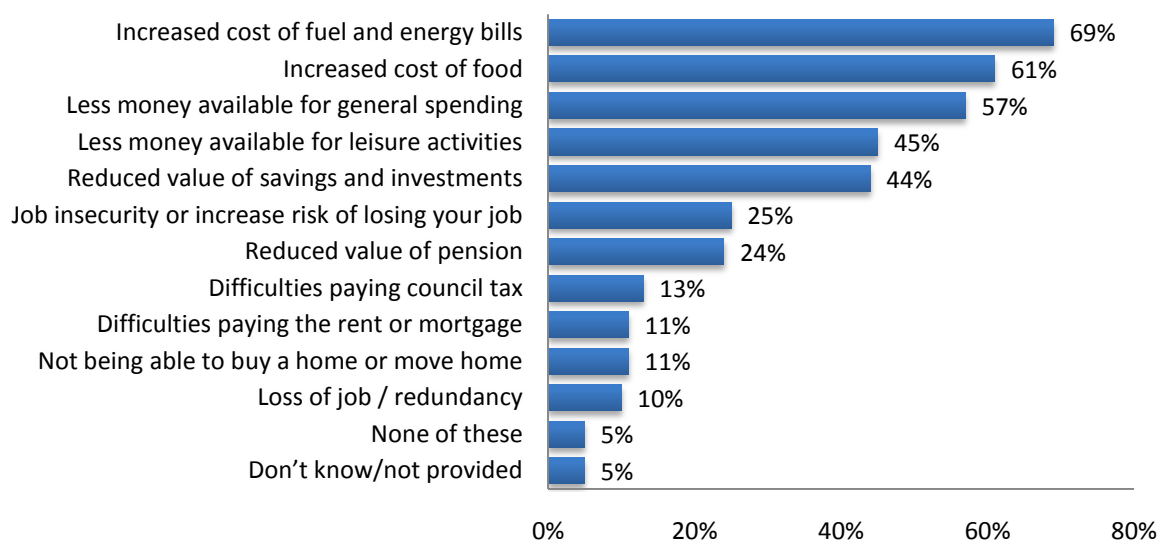
UNWEIGHTED SAMPLE BASE [4619]

16 Additional comments

Comment	%
More police on the streets/ lack of policing	1%
Improve maintenance of grass verges / trees / bushes	1%
Improve public transport	1%
More / improved parking facilities	1%
Tackle anti-social behaviour	1%
Address gangs of youths on the streets	1%
Address traffic congestion	1%
Control dog fouling	1%
Take the public's opinion into account / listen to the public	1%
Doing a good job / happy with services provided	1%
Happy where I live / good place to live	1%
Other	7%
None	3%
Don't know	*%
Not provided	82%
Unweighted base 4619	

17 Respondent profile

Table 20: Respondent profile

Demographic	Proportion (Unweighted %)	Sample base (Unweighted)
Gender		
Male	39%	1796
Female	57%	2647
Not provided	4%	176
Age		
18-24	2%	78
25-34	9%	400
35-54	28%	1294
55-64	20%	928
65+	35%	1614
Not provided	7%	305
Tenure		
Owner occupier	63%	2953
Council tenant	21%	1006
Other tenant	9%	442
Other	1%	39
Not provided	6%	291
Employment status		
Economically active	38%	1794
Economically inactive	52%	2427
Not provided	10%	470
Disability		
Yes	41%	1914
No	52%	2433
Not provided	7%	344
Disability limits activities		
Yes	31%	1443
No	9%	429
Ethnicity		
Non-BME	91%	4289
BME	3%	160
Not provided	5%	242

18 Appendix One - Glossary

Term	Description
Confidence interval	Quantifies the uncertainty in measurement. It is usually reported as 95% CI, which is the range of values within which we can be 95% sure that the true value for the whole population lies. For example, where satisfaction is 50% with a 95% CI of +/-2%, we would have 95% confidence that the true satisfaction value is 48% or 52% if we interviewed the total population.
Sample base	The sample base is made up of the respondents that answered any particular question. This can vary from question to question. As such, the sample base is included on each table / figure to give an indication of the number of respondents answering the question.
Standard deviation	In statistics, **standard deviation** is a simple measure of the variability or dispersion of a data set. A low standard deviation indicates that the data points tend to be very close to the same value (the mean), while high standard deviation indicates that the data are "spread out" over a large range of values.
Weighting	Weighting is used to ensure that data matches the demographic profile of the geography in question.

At its most basic level, this means that if a national survey of 1,000 people is made up of 550 men and 450 women, it is unrepresentative because it does not reflect the profile of the UK population (51% female).

So the answers of female respondents will be given slightly more weight (in this case they will each count as 1.133 people) to give them a representative impact on the final findings.

Conversely, the men will be weighted to each count as 0.891 people. |

19 Appendix Two – Definitions of National Indicators

The following table provides a summary of the guidance on how to calculate each National Indicator. More specifically, it identifies whether each uses valid responses and what this means (i.e. removing don't knows, just removing 'not provided'), or whether it is calculated using all responses.

	Question number	Description
NI1: % of people who believe people from different backgrounds get on well together in their local area	Q18	Remove don't knows, too few and all the same background
NI2: % of people who feel that they belong to their neighbourhood	Q5	Remove don't knows
NI3: Civic participation in the local area	Q16 All	Remove not provided
NI4: % of people who feel they can influence decisions in their locality	Q13	Remove don't knows
NI5: Overall / general satisfaction with local area	Q3	Remove don't knows
NI6: Participation in regular volunteering	Q15	Remove don't knows
NI17: Perceptions of anti-social behaviour	Q24 combined	No opinion counts as zero
NI21: Dealing with local concerns about anti-social behaviour and crime issues by the local Council and police	Q26	Include don't knows
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area	Q17	Remove don't knows
NI23: Perceptions that people in the area treat one another with respect and consideration	Q19	Remove don't knows
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local Council and police	Q25	Include don't knows
NI37: Awareness of civil protection arrangements in the local area	Q12g	Include don't knows
NI41: Perceptions of drunk or rowdy behaviour as a problem	Q24g	Remove not provided
NI42: Perceptions of drug use or drug dealing as a problem	Q24e	Remove not provided
NI119: Self-reported measure of people's overall health and well-being	Q29	Remove not provided
NI138: Satisfaction of people over 65 with both home and neighbourhood	Q3 and Q4 for 65yrs+	Remove not provided
NI139: The extent to which older people receive the support they need to live independently	Q21	Include don't knows
NI140: Fair treatment by local services	Q20	Remove don't knows

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