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Waverley Borough Council

Place Survey 2008

*Prepared For Waverley Borough Council
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Introduction

This report summarises the main findings from the new Place Survey carried out in accordance with CLG guidelines.

Note that The Place Survey was commissioned as part of a consortium made up of all 11 district councils and Surrey County Council. Individual surveys were carried out for each district council with data combined to provide the county data set.

While the questionnaire content was identical, each authority's covering letter included the district council logo, the Surrey County Council logo, and the strapline "Surrey services working together for local people".

Method done

Questionnaires were mailed to a random sample of 2,500 addresses in the Waverley Borough Council area. This sample was supplied by the Audit Commission and was drawn from the small users Postal Address File (PAF).

Questionnaires were mailed on 29th September 2008, and were addressed to 'The Residents at ...'

After two reminders a total of 1,344 completed questionnaires were received with a further 15 returned as 'undeliverable' and 83 returned as incomplete or unusable. This represents 0.6% 'deadwood' and an effective response rate of 54%.

A full description of the methodology used is given in the Technical Appendix at the end of this document.

A copy of the questionnaire used is appended to this document. Note that the wording of the questions was set by the CLG and could not be altered.

Weighting of data

Data has been weighted to ensure that the results are fully representative of the population of the district.

All results discussed in this document are based on the weighted data.

EXECUTIVE SUMMARY

SUMMARY OF NATIONAL INDICATOR SCORES

NATIONAL INDICATOR number	Question number	Description	Score	Interpretation
NI 1	Q18	% of people who believe people from different backgrounds get on well together in their local area	82%	High scores good
NI 2	Q5	% of people who feel they belong to their neighbourhood	60%	High scores good
NI 3	Q16	Civic participation - % taken part in at least one of the activities listed in last 12 months	19%	High scores good
NI 4	Q13	% of people who feel they can influence decisions in their locality	28%	High scores good
NI 5	Q3	Overall satisfaction with local area	86%	High scores good
NI 6	Q15	Participation in regular volunteering	31%	High scores good
NI 17	Q24 combined	% of residents with a high perception of anti-social behaviour	10%	Low scores good
NI 21	Q26	Dealing with local concerns about anti-social behaviour and crime issues by police and other local public services	28%	High scores good
NI 22	Q17	Perception of parents taking responsibility for the behaviour of their children in the area	39%	High scores good
NI 23	Q19	% saying that people not treating each other with respect and consideration is a problem in their area	20%	Low scores good
NI 27	Q25	Understanding of local concerns about anti-social behaviour and crime issues by police and other local public services	25%	High scores good
NI 37	Q12g	Awareness of civil protection arrangements in local area	14%	High scores good
NI 41	Q24f	Perception of drunk or rowdy behaviour as a problem	22%	Low scores good
NI 42	Q24e	Perception of drug use or dealing as a problem	17%	Low scores good
NI 119	Q30	Self-reported measure of people's overall health and well being	81%	High scores good
NI 138	Q3&4 combined	Satisfaction of people 65 and over with both home and neighbourhood	88%	High scores good
NI 139	Q 21	The extent to which older people receive the support they need to live independently	25%	High scores good
NI 140	Q20	Fair treatment by local services	75%	High scores good

Quality of life

Respondents were presented with a list of twenty factors relating to quality of life and were asked to say which five they consider to be most important in terms of making somewhere a good place to live, and which five they feel most need improving in their area.

The level of crime emerges as the most important factor in terms of what makes an area a good place to live, with 59% of residents including this in their selection of five from the twenty listed.

The following four factors make up the top five elements which residents see as important in making somewhere a good place to live - health services (included by 54% in their selection of five), access to nature (38%), clean streets (32%) and education provision (33%).

Interestingly, none of the factors which feature in the top five in terms of what is important in making somewhere a good place to live, appear in the top five elements which residents feel most need improving in their area.

Heading the list of what needs improving is road and pavement repairs which 63% of residents include in their choice of five elements which most need improving in their area.

The four others which make up the top five are the level of traffic congestion (51% of residents including this in their list of five), activities for teenagers (44%), public transport (31%) and affordable decent housing (30%).

Satisfaction with area (National Indicator 5)

Overall, 86% of residents say they are satisfied with their local area as a place to live.

Satisfaction with home

The vast majority of residents also say they are satisfied with their home as a place to live (89%).

Satisfaction of people over 65 with both home and neighbourhood (National Indicator 138)

Taken together and relating to residents over the age of 65, satisfaction with area and satisfaction with the home contribute towards National Indicator 138. Results show a score of 88% for this National Indicator.

Belonging to the neighbourhood (National Indicator 2)

Overall, 60% of residents say they feel that they belong to their neighbourhood.

Performance of public services

While 75% of residents believe that all types of people are treated fairly, fewer feel that public services promote the interests of local residents (44%) or act on their concerns (45%).

Overall, 70% of residents believe that local public services are working to make the area safer and 65% cleaner and greener.

Satisfaction with public services

Local doctors are rated highest from a number of non council public services, with 83% of residents saying they are satisfied with their GP. Dentists are somewhat behind with 63% satisfied, and 74% say they are satisfied with local hospitals

Satisfaction with Surrey Fire and Rescue Service (79%), is higher than for the Police Force (58%).

Keeping public land clear of litter and refuse

Overall, 58% of residents are satisfied with the council's performance in terms of keeping public land clear of litter and refuse.

Refuse collection

Overall, 55% of residents are satisfied with the refuse collection service.

Doorstep recycling

Overall, 56% are satisfied with the recycling collection service.

Local tips/household waste recycling centres

Overall, 69% of residents say they are satisfied with local tips/household waste recycling centres (70% amongst users of these facilities).

Local transport information

Amongst all those who expressed a view, 38% said they are satisfied with local transport information; 22% expressed some degree of dissatisfaction, with the remainder opting for the neutral neither satisfied nor dissatisfied position.

The picture was similar amongst those who had actually used this facility, with 41% satisfied and 22% dissatisfied.

Local bus services

Amongst all those who expressed a view on local bus services, 39% said they are satisfied and 29% dissatisfied.

For users of bus services, while the proportion satisfied rose to 49%, there is still a substantial group who are dissatisfied (27%).

Cultural and recreational activities

Overall, 58% of residents had used sports and leisure facilities in the previous twelve months, 54% of whom were satisfied with the facilities provided.

Just over half had used the libraries in the previous twelve months (55%), with the majority satisfied (78%).

Overall, 36% of residents had visited museums and galleries, 63% of whom were satisfied.

Overall, 40% of residents had visited theatres and concert halls, with 49% being satisfied with their experience.

Parks and open spaces were used by 90% of residents. The great majority of these were satisfied with the facilities provided (81%).

Value for money

Overall, 29% agree that Waverley Borough Council offers value for money, and 35% disagree. For Surrey County Council 26% agree that it offers value for money and 33% disagree.

In each case the highest proportion opted for the neither agree nor disagree position on the scale (37% and 41% respectively), suggesting that they have no view on the matter.

Overall satisfaction

When asked how satisfied they are with the way the two councils run things, again a large group ticked the neither satisfied nor dissatisfied box in each case (36% for the borough council and 41% for the county).

Overall satisfaction with Waverly Borough Council was 39%, and 36% say they are satisfied with Surrey County Council.

Information provision (incorporating National Indicator 37)

The great majority of residents say they feel adequately informed about how and where to register to vote (85%), and 68% feel well informed about how their council tax is spent.

While 41% say that overall they feel well informed about local public services, slightly fewer say so in relation to standards of service to expect or how well these services are performing (36% in each case).

Fewer again say they feel well informed about how to complain about local public services (32%), or how to get involved in local decision making (30%).

Only 14% feel adequately informed about what to do in the event of a large scale emergency (National Indicator 37).

Local decision making (National Indicator 4)

Overall, 28% of residents agree that they can influence decisions affecting their local area.

When asked if they would like to be more involved in such decision making, a quarter said they would, with a further 63% saying that it would depend on the issue.

Volunteering (National Indicator 6)

Overall, 31% of residents say they have given unpaid help to other people or organisations in the last twelve months.

Civic participation (National Indicator 3)

Overall, 19% of residents say they belong to a group which makes decisions affecting their local area.

Parents taking responsibility for children (National Indicator 22)

Overall, 39% of residents agree that in their local area parents take enough responsibility for the behaviour of their children.

Community cohesion (National Indicator 1)

Amongst those who expressed a view on the issue, 82% agree with the statement "your local area is a place where people from different backgrounds get on well together".

Treating people with respect and consideration (National Indicator 23)

Overall, 20% of residents feel there is a problem in their area with people not treating each other with respect and consideration.

Respect from public services (National Indicator 140)

The majority of residents with an opinion on the matter say they have been treated with respect and consideration by their local public services either all of the time or most of the time (75%).

Independent living for older people (National Indicator 139)

Overall, 25% of all residents believe that 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. Note, however, that a large proportion ticked the 'don't know' box (58%), with only a small proportion actively disagreeing (16%).

Agreement with this proposition increases with age – 39% of those aged 75 - 84 agree as do 51% of over 85s.

How safe feel in neighbourhood

While the vast majority of residents say they feel safe outside in their local area during the day (93%), fewer do so after dark (63%).

Anti-social behaviour (National Indicators 17, 41, 42)

From a list of seven types of anti-social behaviour, teenagers hanging around the streets emerges as the biggest perceived problem in the area, with 32% of residents citing this as a problem.

This is closely followed by rubbish and litter lying around which 29% of residents cite.

A significant group of residents cite people being drunk or rowdy in public places (22% - which informs National Indicator 41),

Overall, 20% cite vandalism, graffiti, and other deliberate damage to property and vehicles as a problem.

People using or dealing drugs is thought to be a problem by 17% of residents and this informs National Indicator 42.

Noisy neighbours (9%) and abandoned or burnt out cars (4%) feature at the bottom of the list.

Note that National Indicator 17 is informed by a combination of responses to these questions. The score for Waverley for National Indicator 17 is given by the Audit Commission as 10% of residents showing a high perception of anti-social behaviour.

Understanding of local concerns (National Indicators 21, 27)

Overall, 25% of residents agree to some extent that the police and other local public services seek people's views about anti-social behaviour and crime in their local area (National Indicator 27), and 28% believe that they are successfully dealing with these issues (National Indicator 21).

General health (National Indicator 119)

Overall, 81% of residents describe their general health as being either very good or good.

Protecting the environment

When asked about ways they could reduce their carbon footprint, residents show the greatest willingness to recycle more of their household waste - 70% saying they already do as much as they can, and a further 19% saying they could do so easily.

Overall, 66% say they already do as much as they can to reduce the amount of food waste they throw away, with a further 20% willing to do more.

Around three quarters show a willingness to reduce gas, electricity and water consumption, with more than half saying they already do as much as they can.

Though slightly fewer say they currently do as much as they can in terms of buying fresh food with less packaging (46%), or buying more fruit and vegetables grown locally (39%), a significant group show a willingness to do more (35% and 36% respectively).

It would seem that residents would find making changes to their travelling the most difficult. Almost six in ten saying they would find it difficult or would be unwilling to make more journeys by public transport, and 43% in the case of walking or cycling. More than a third would also resist reducing or avoiding flying.

**DETAILED
RESULTS**

ABOUT THE LOCAL AREA

Quality of life

Respondents were presented with a list of twenty factors relating to quality of life and were asked to say which five they consider to be most important in terms of making somewhere a good place to live, and which five they feel most need improving in their area.

The chart below shows response to both parts of the question with the factors listed in order of perceived importance in making somewhere a good place to live (shown on the left of the chart).

The level of crime emerges as the most important factor in terms of what makes an area a good place to live, with 59% of residents including this in their selection of five from the twenty listed.

Health services follows closely in second position being included by 54% of residents in their selection of five elements which make somewhere a good place to live.

Access to nature appears third in the list of what makes an area a good place to live being included by 38% of residents in their selection.

In fourth and fifth position in terms of what is important in making somewhere a good place to live, with around a third residents including them in their choice of five elements are clean streets (mentioned by 35%) and education provision (33%).

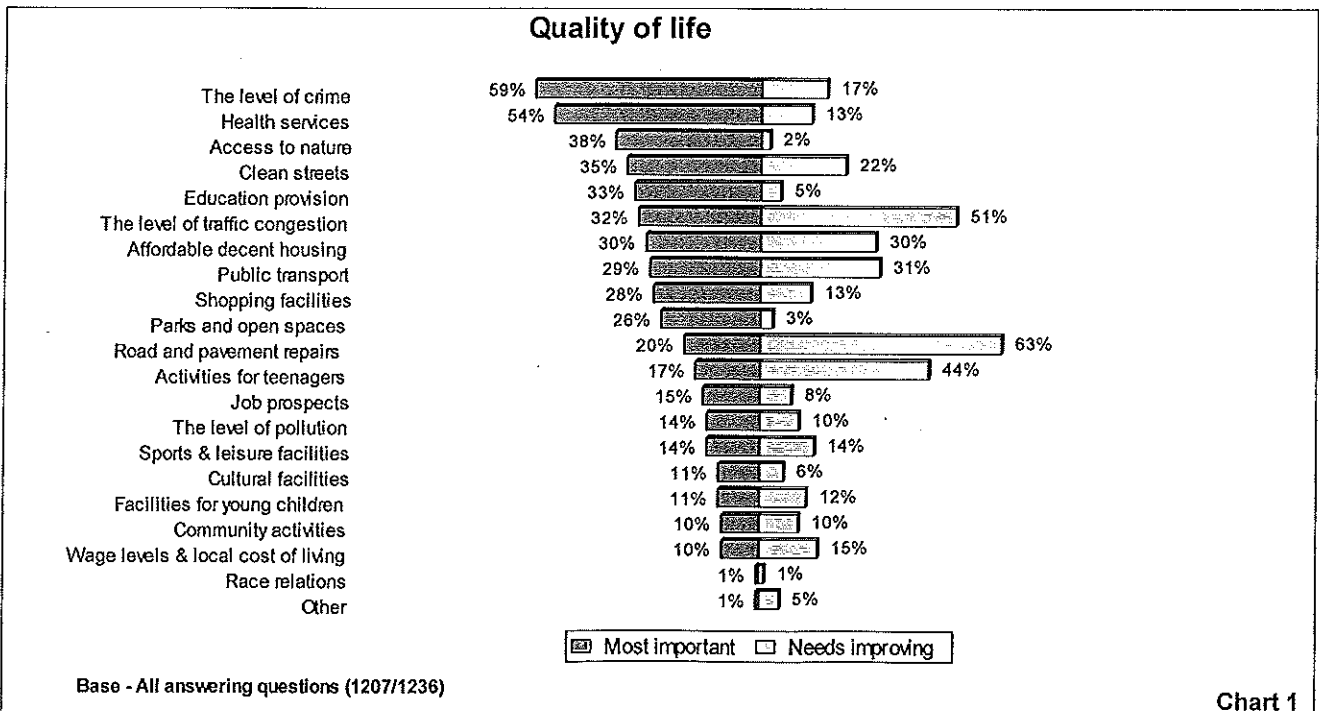
Interestingly, none of the factors which feature in the top five in terms of what is important in making somewhere a good place to live, appear in the top five elements which residents feel most need improving in their area.

Looking now at the right hand side of the chart, shows that the most frequently mentioned area where residents feel improvement is needed is road and pavement repairs which 63% of residents include in their choice of five elements which most need improving in their area.

The level of traffic congestion comes in second position with 51% of residents including this in their list of five things which most need improving (and this is only just outside the top five in terms of what makes an area a good place to live).

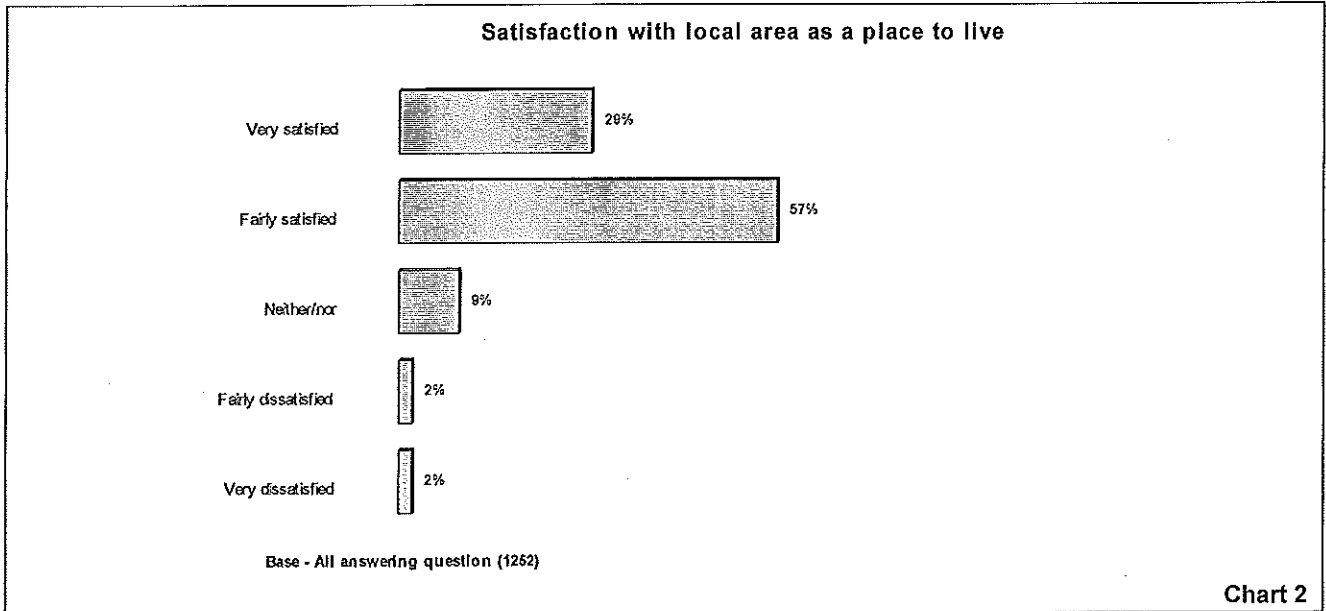
Activities for teenagers features in third position in terms of the five elements which residents feel most need improving, with 44% including this in their selection.

Public transport (31%) and affordable decent housing (30%) fall in fourth and fifth positions in terms of what needs improving.



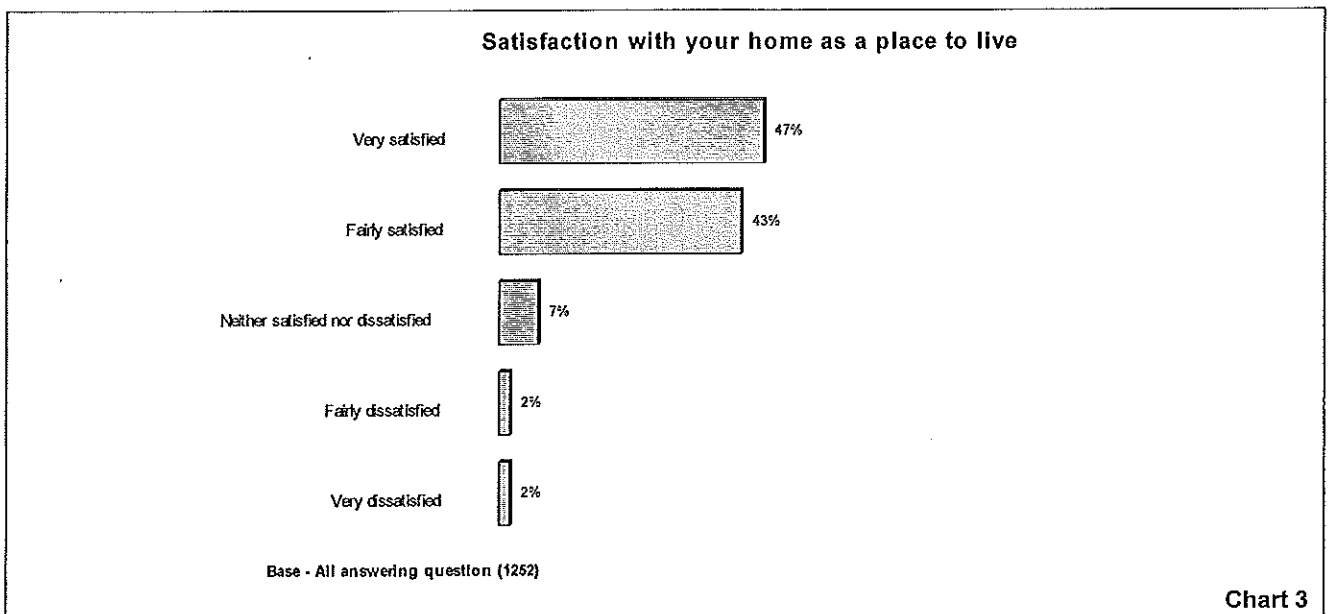
Satisfaction with area (National Indicator 5)

Overall, 86% of residents say they are satisfied with their local area as a place to live, 29% being very satisfied. Note that this informs the new National Indicator 5, which is included in Surrey's Local Area Agreement (LAA).



Satisfaction with home

The vast majority of residents also say they are satisfied with their home as a place to live; 47% being very satisfied and 43% fairly satisfied (rounding to 89%).

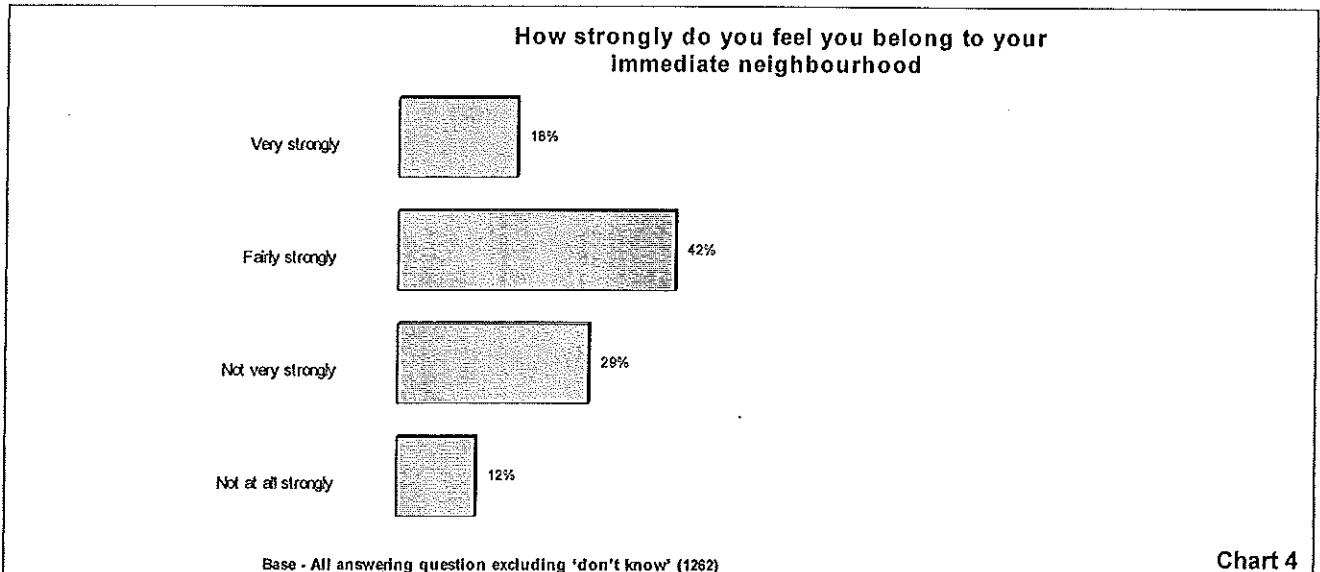


National Indicator 138 - satisfaction of people over 65 with both home and neighbourhood

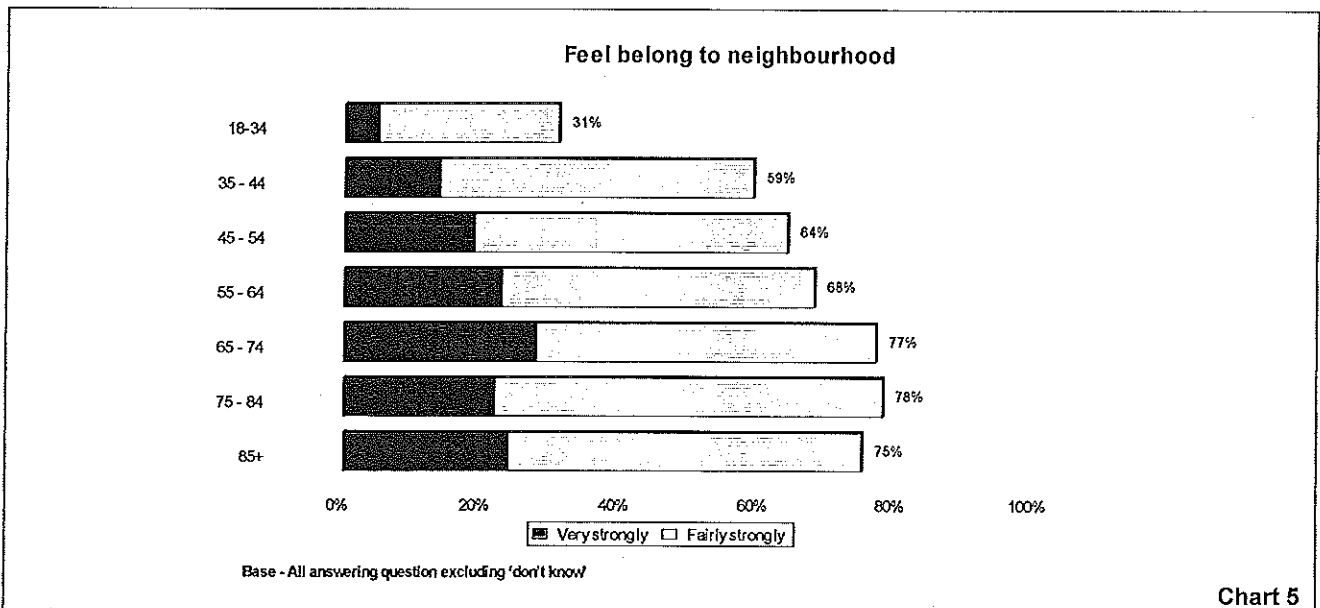
Taken together and relating to residents over the age of 65, satisfaction with area and satisfaction with the home contribute towards National Indicator 138. Results show a score of 88% for this National Indicator.

Belonging to the neighbourhood (National Indicator 2)

Overall, 60% of residents say they feel that they belong to their neighbourhood – 18% very strongly and 42% fairly strongly. Note that this informs the new National Indicator 2.



Looking more closely at response to this question shows that the sense of belonging increases with the age of the resident. Only 31% of those aged between 18 and 34 say they feel they belong to their neighbourhood; this jumps to 59% for 35-44 year olds, and generally increases incrementally.



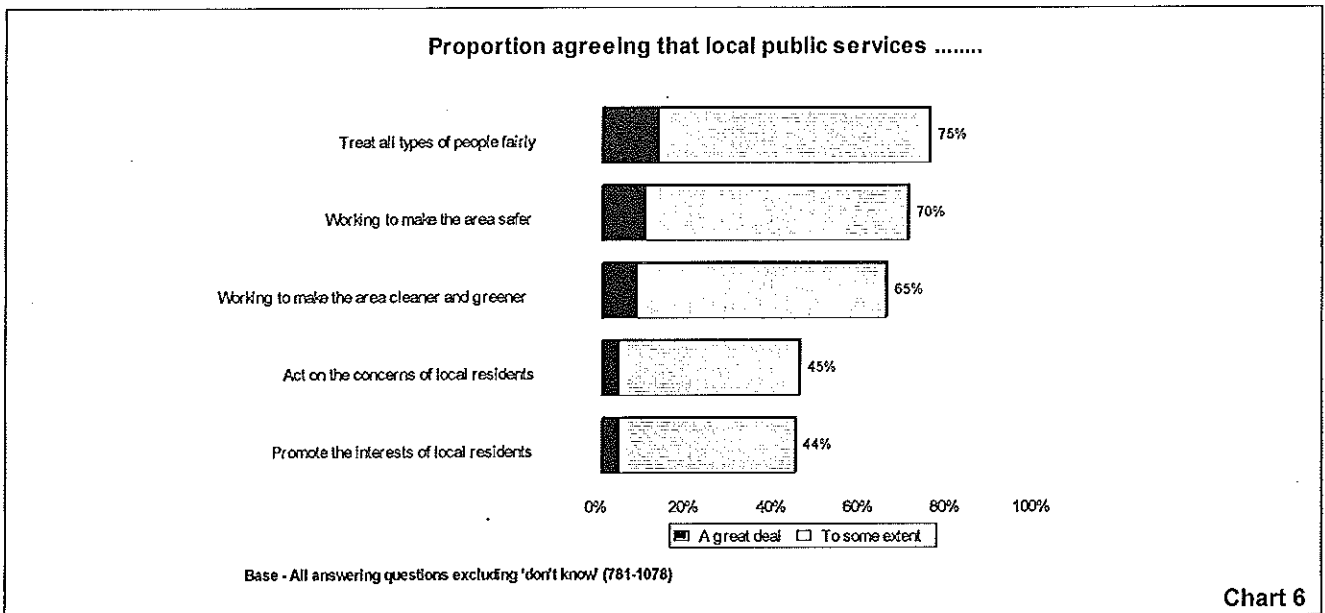
LOCAL PUBLIC SERVICES

Performance of public services

The emphasis of the Place Survey is on 'local public services' rather than specifically the council or its services. Respondents were asked to say to what extent they believe these public services are working for the local area and its residents.

As shown on the chart below, while three-quarters of residents believe that local public services treat all types of people fairly, fewer feel that they promote the interests of local residents (44%) or act on their concerns (45%).

Overall 70% believe that local public services are working to make the area safer and 65% feel they are working to make it cleaner and greener.



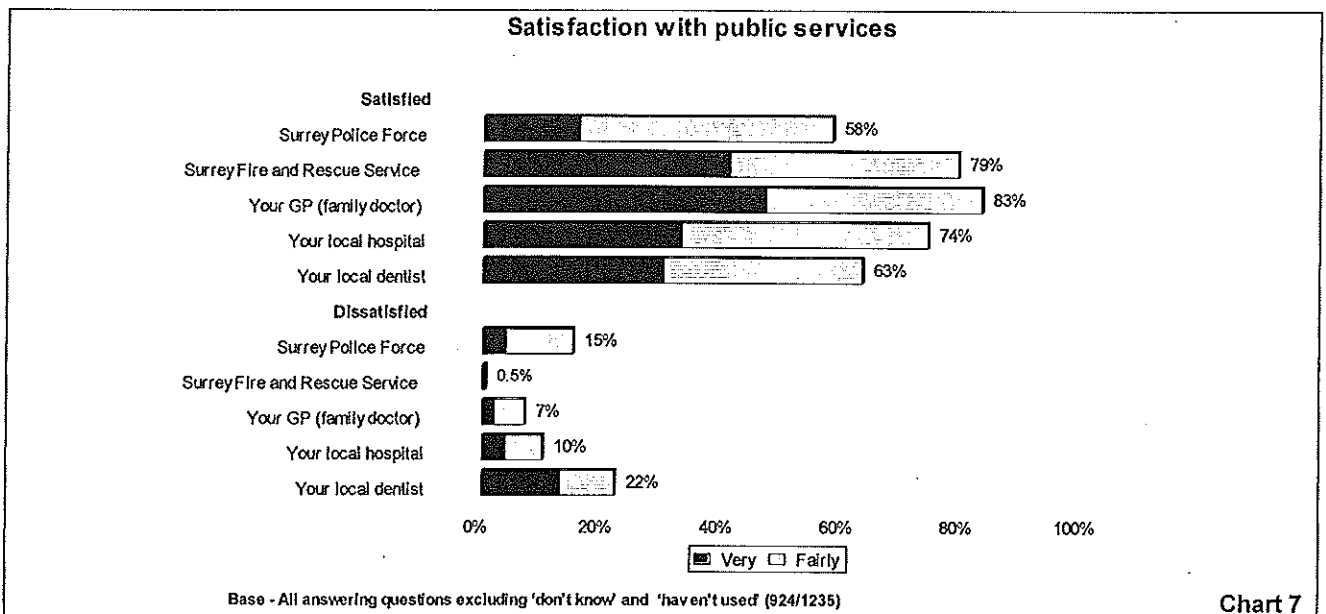
Satisfaction with public services

Residents were also asked how satisfied or dissatisfied they are with a number of particular public services.

As shown on the chart below, satisfaction is highest for local GPs, with 83% of residents expressing some degree of satisfaction (47% being very satisfied). Dentists are somewhat behind with 63% satisfied – 22% say they are dissatisfied with their local dentist, with the remainder opting for the neutral neither satisfied nor dissatisfied position.

Around three-quarters say they are satisfied with their local hospital. Again there was a significant group responding neither satisfied nor dissatisfied, with 10% being dissatisfied.

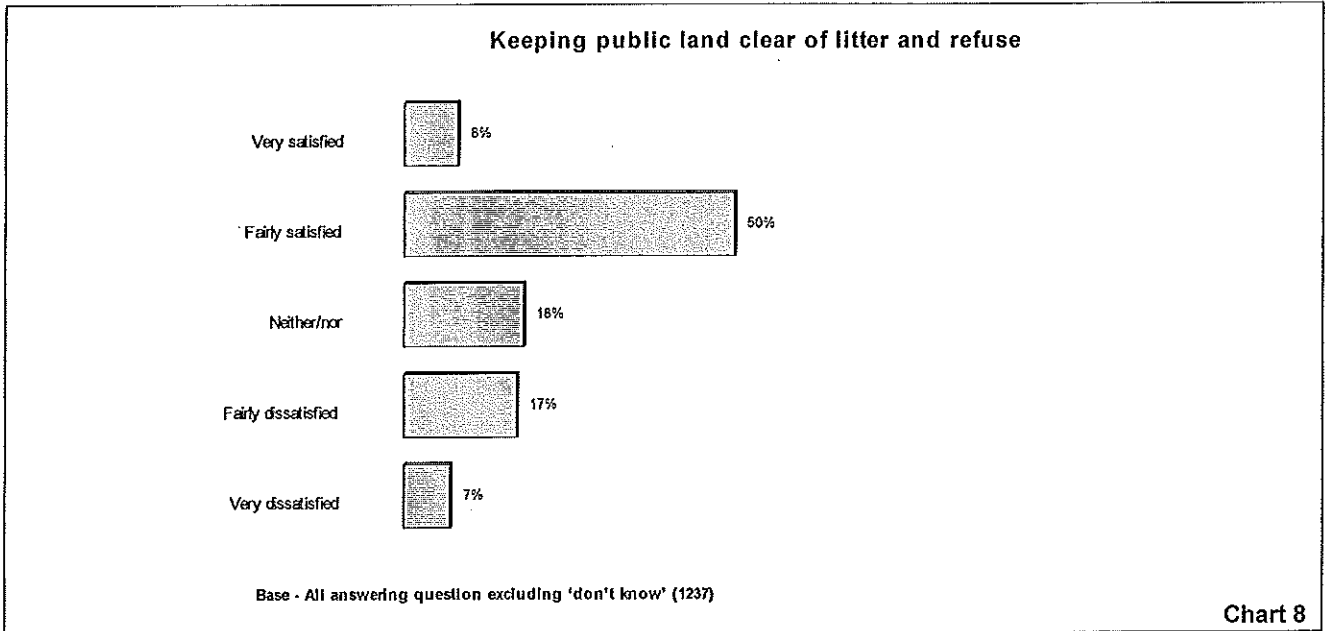
While the great majority of those with an opinion say they are satisfied with Surrey Fire and Rescue Service (79%), satisfaction with the Police Force is rather lower – only 16% say they are very satisfied, with a further 42% fairly satisfied.



SATISFACTION WITH COUNCIL SERVICES

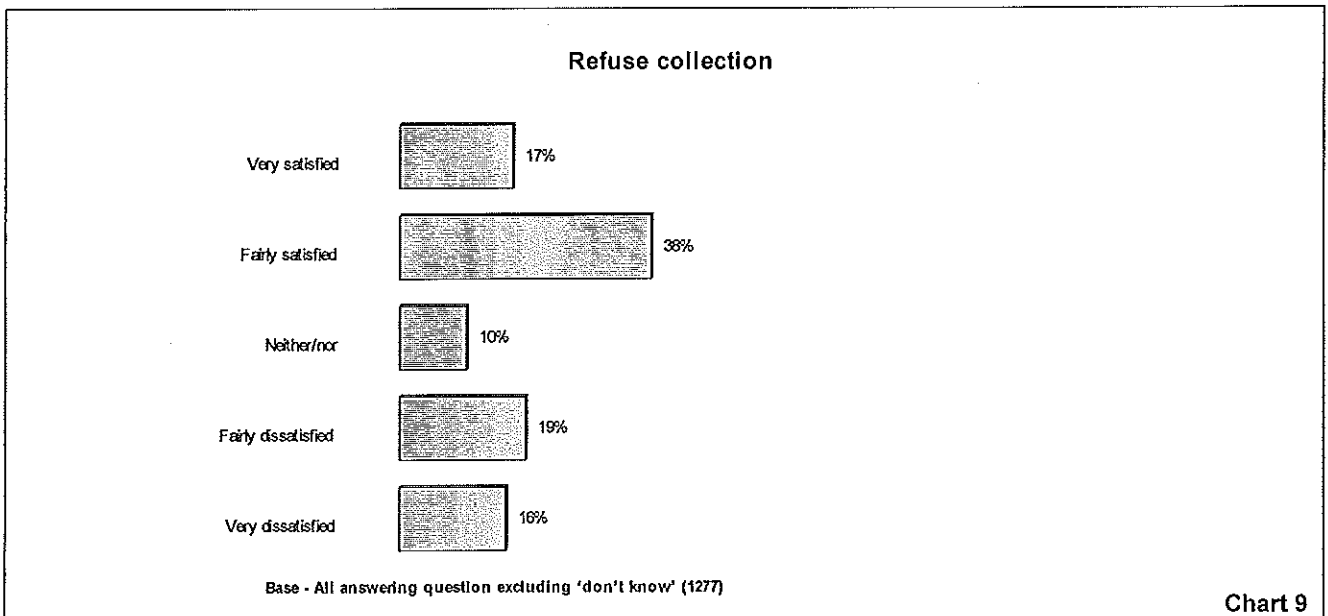
Keeping public land clear of litter and refuse

Overall, 58% of residents are satisfied with the council's performance in terms of keeping public land clear of litter and refuse; 24% are dissatisfied, with the remainder opting for the neither satisfied nor dissatisfied position on the questionnaire.



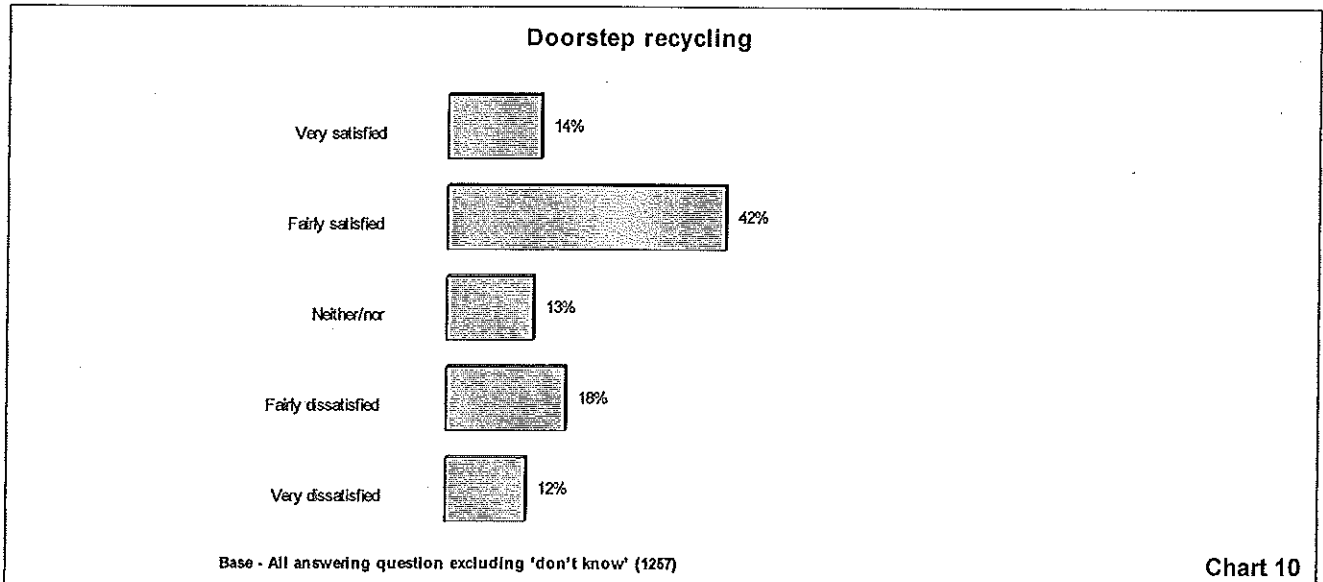
Refuse collection

When asked about the refuse collection service, 55% of residents said they are satisfied and 35% dissatisfied.



Doorstep recycling

Overall, 56% of residents are satisfied with the recycling collection service, with 30% expressing some degree of dissatisfaction – the remainder opting for the neutral neither satisfied nor dissatisfied position on the scale.

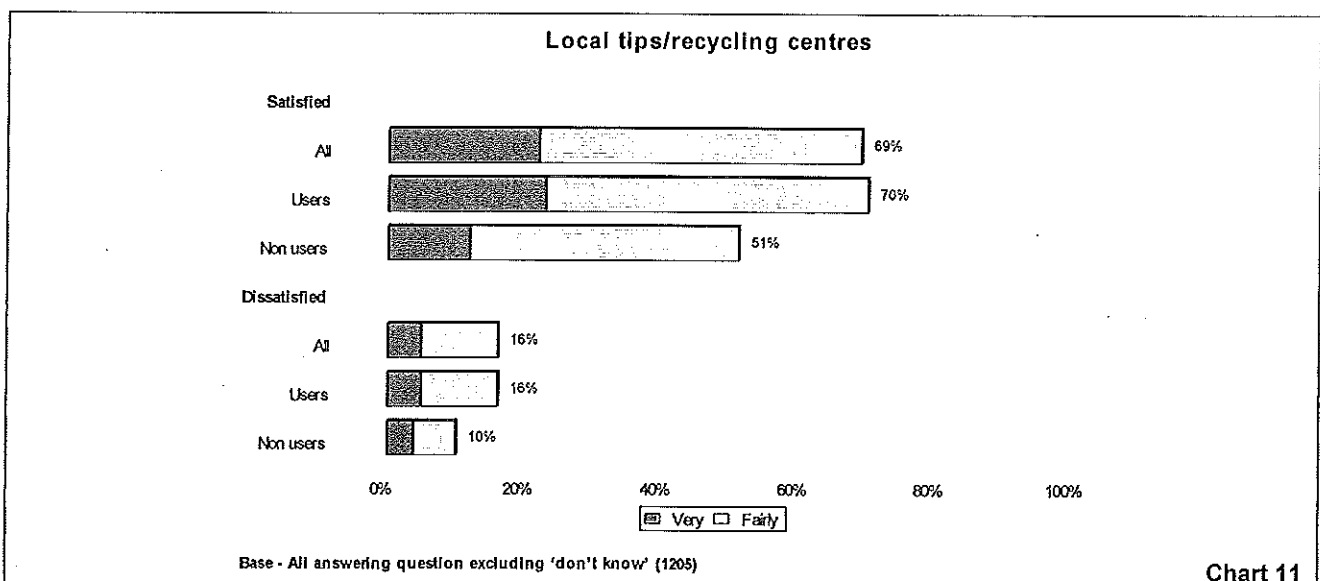


Local tips/household waste recycling centres

Overall, 69% of residents say they are satisfied with local tips/household waste recycling centres.

The vast majority of residents (91%) say they have used these centres in the past twelve months – 70% of whom were satisfied with the facilities provided, with 16% were dissatisfied.

While only half of those who have not used them say they are satisfied with these centres, only 10% actively expressed dissatisfaction, with the remainder ticking the neutral neither satisfied nor dissatisfied box.

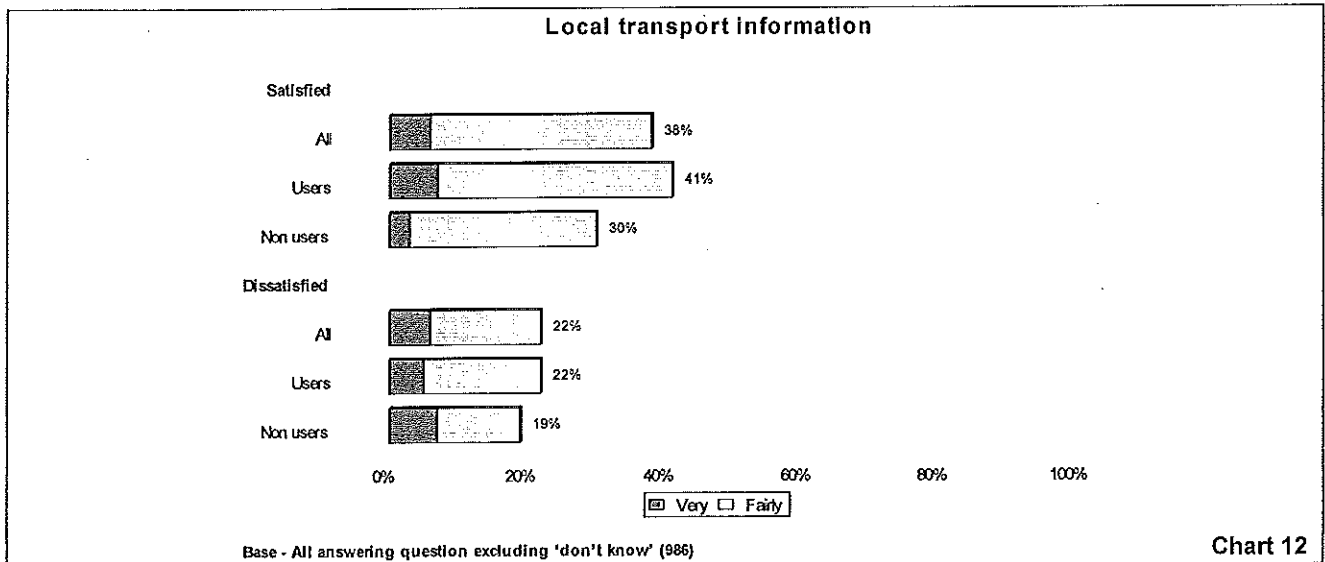


Local transport information

Residents were asked to comment on local transport information.

Amongst all those who expressed a view, 38% said they are satisfied with local transport information; 22% expressed some degree of dissatisfaction, with the remainder opting for the neutral neither satisfied nor dissatisfied position.

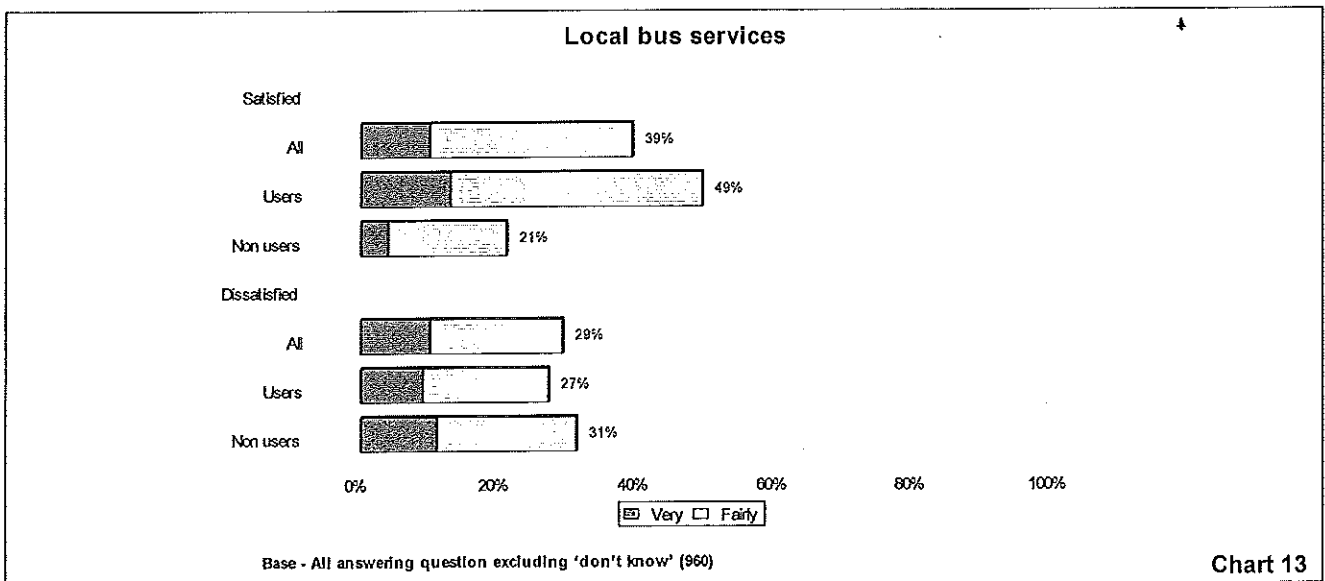
The picture was similar amongst those who had actually used this facility (59% having done so in the last 12 months), with 41% satisfied and 22% dissatisfied.



Local bus services

Residents were also asked to comment on local bus services. Again, only half indicated that they had used these services in the last twelve months.

Amongst all those who expressed a view, 39% said they are satisfied and 29% dissatisfied. For users of bus services, while the proportion satisfied rose to 49%, there is still a substantial group who are dissatisfied (27%).



CULTURAL AND RECREATIONAL ACTIVITIES

Questions relating to use of, and satisfaction with, cultural and recreational facilities were included in the Place Survey questionnaire.

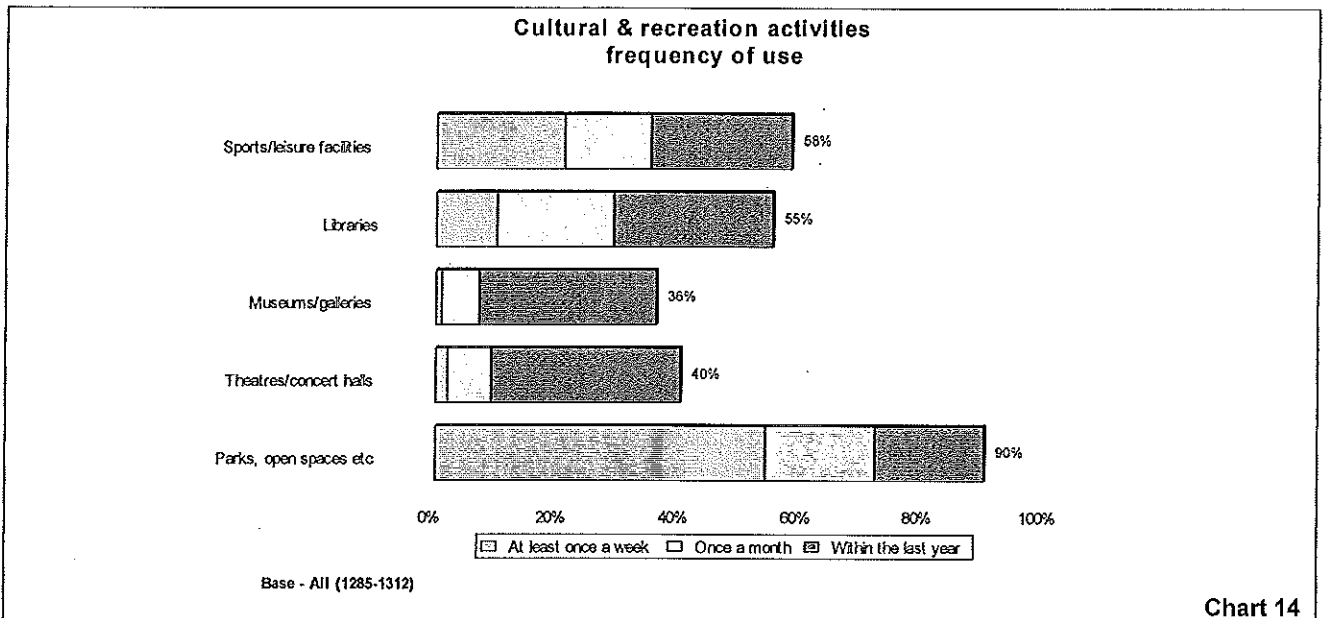
Frequency of use

Overall, 58% of residents had used sports and leisure facilities in the twelve months prior to taking part in the survey – 21% using these facilities at least once a week and a further 14% once a month.

Just over half had used the libraries in the previous twelve months (55%), though only 10% use them on a weekly basis.

Overall, 36% of residents had visited museums and galleries, and 40% had visited theatres and concert halls in the previous twelve months – albeit infrequently.

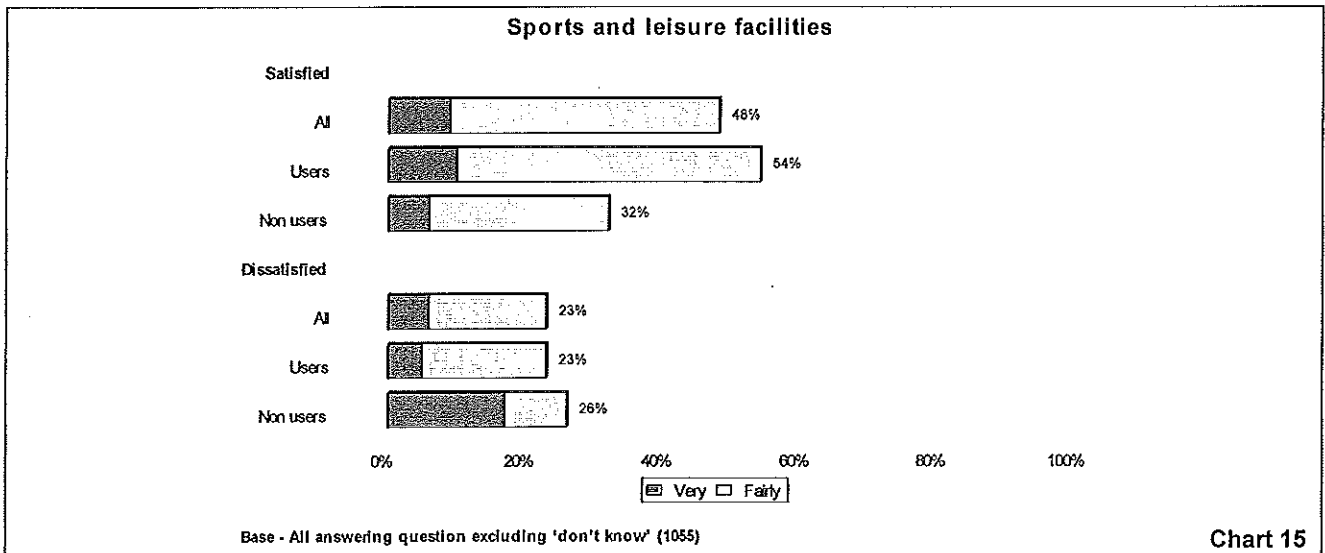
Parks and open spaces were used by 90% of residents - 54% at least weekly.



Sports and leisure facilities

Amongst those who had used sports and leisure facilities in the twelve months prior to taking part in the latest survey, 54% are satisfied with the facilities provided, and 23% are dissatisfied (the remainder falling into the neither satisfied nor dissatisfied position).

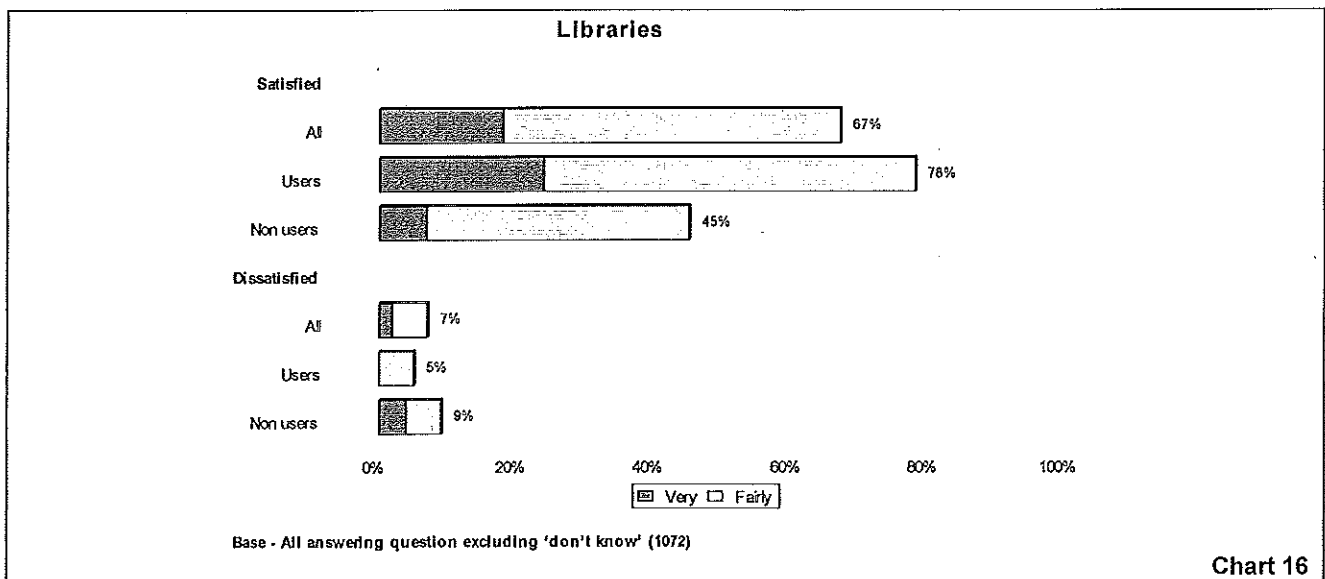
A large proportion of non-users have no view on these facilities with 42% of those who answered the question opting for the neutral category on the questionnaire; the balance of opinion amongst the remainder was mixed – 32% being satisfied and 26% dissatisfied.



Libraries

The majority of those who had visited a library in the previous twelve months were satisfied with their experience (78%), with only 5% dissatisfied.

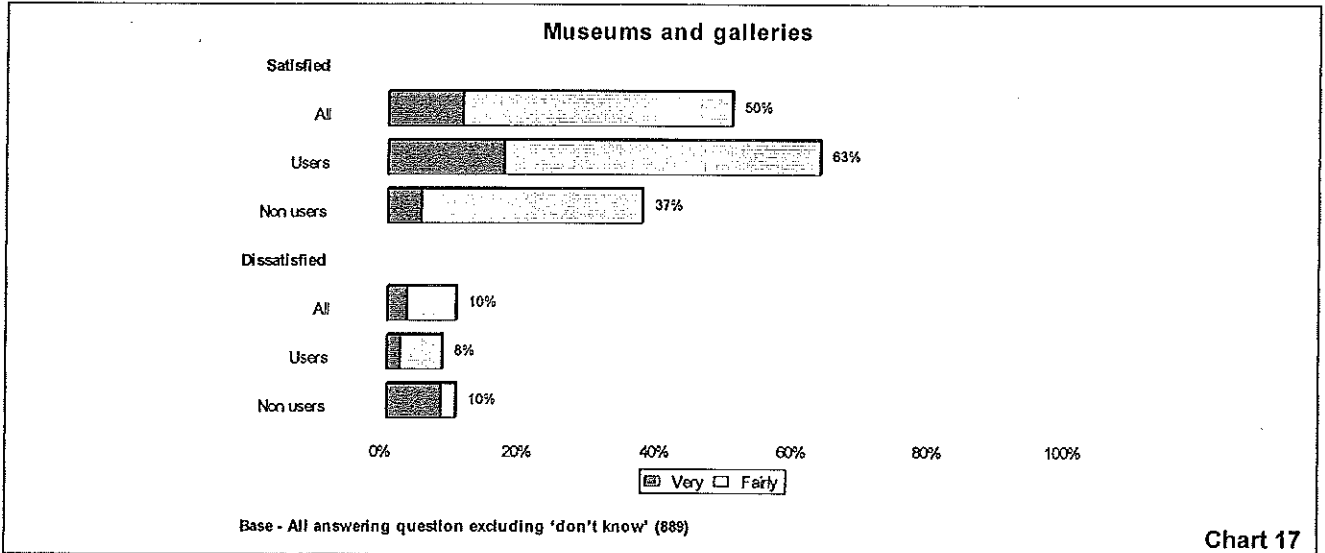
Only around half of those who have not used these facilities were able to comment one way or the other, with the majority being positive (45%).



Museums and galleries

Around two-thirds of those who had visited museums and galleries in the previous twelve months were satisfied with their experience, with 8% being dissatisfied (the remainder selecting the neither satisfied nor dissatisfied position).

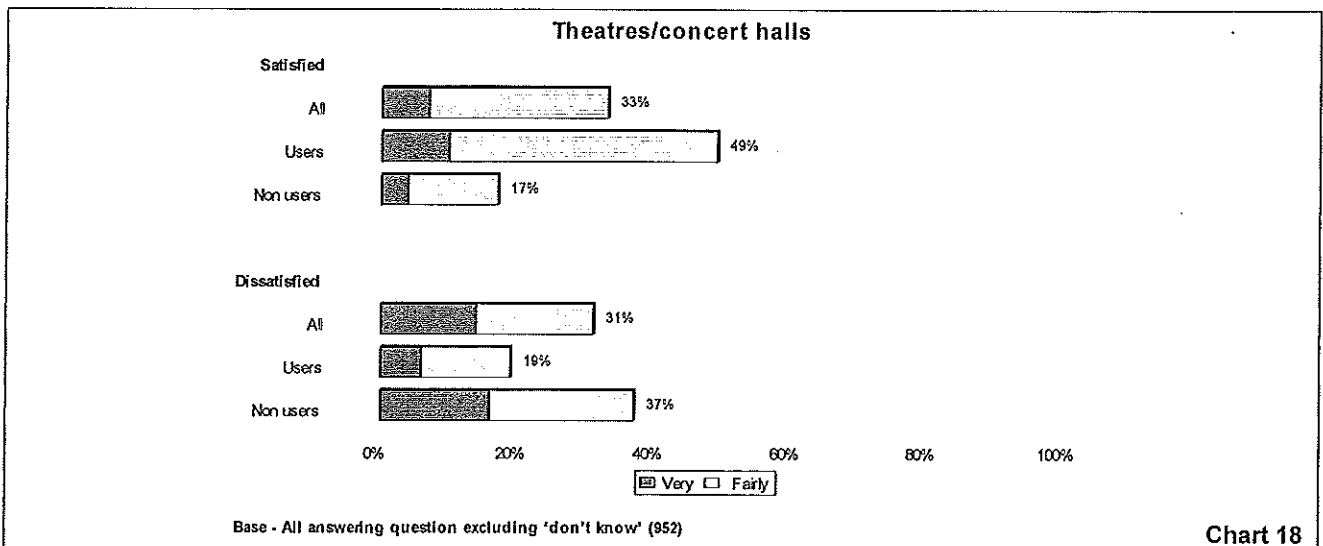
Amongst those who have not used these facilities and were able to comment one way or the other, the balance of opinion was favourable – 37% satisfied and 10% dissatisfied.



Theatres and concert halls

Amongst those who had visited theatres and concert halls 49% were satisfied with the facilities, and 19% were dissatisfied (the remainder responding neither satisfied nor dissatisfied).

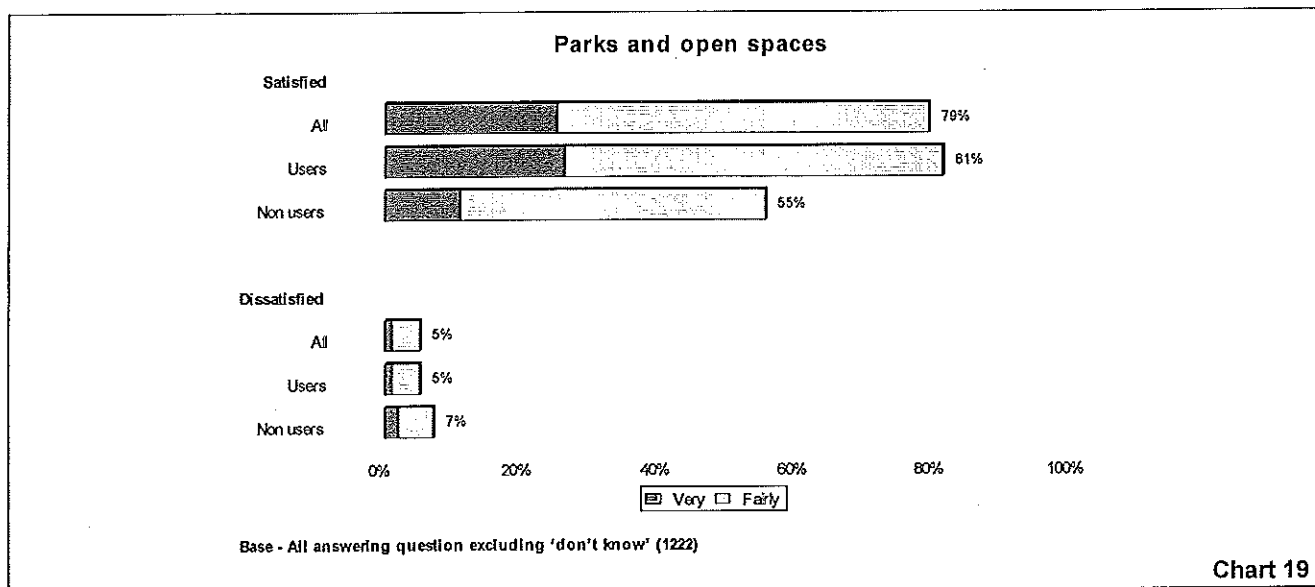
Only around half of those who answered the question who have not used these facilities expressed a view one way or the other, with the majority saying they are dissatisfied (37%).



Parks and open spaces

Amongst those who had visited parks and open spaces in the previous twelve months, the great majority were satisfied with the facilities provided (81%).

Again there was a large proportion of non-users who had no opinion – 38% selecting the neither satisfied nor dissatisfied option. Opinion amongst the remainder was favourable – 55% satisfied and 7% dissatisfied.

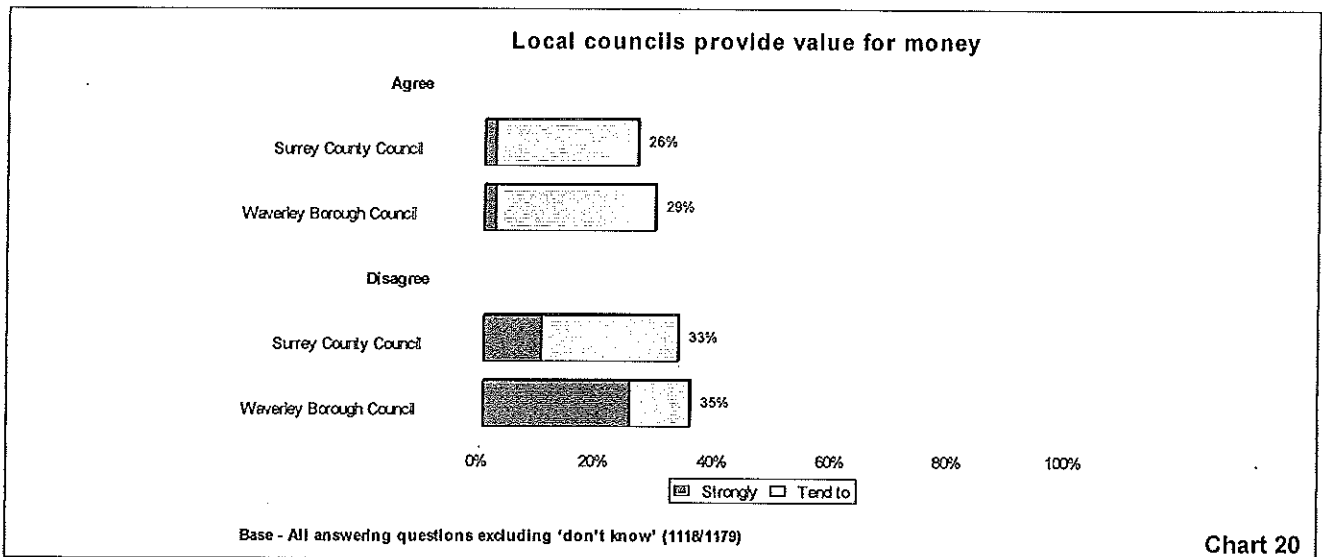


Value for money

Following a brief summary of the key services provided by each, residents were asked to say to what extent they agree or disagree that the county council and the district council provide value for money.

As shown on the chart below, opinion is very mixed. In the case of Surrey County Council the proportion who agree that it offers value for money (26%) is much lower than those who disagree (33%), with the highest proportion falling into the neither agree nor disagree category (41%).

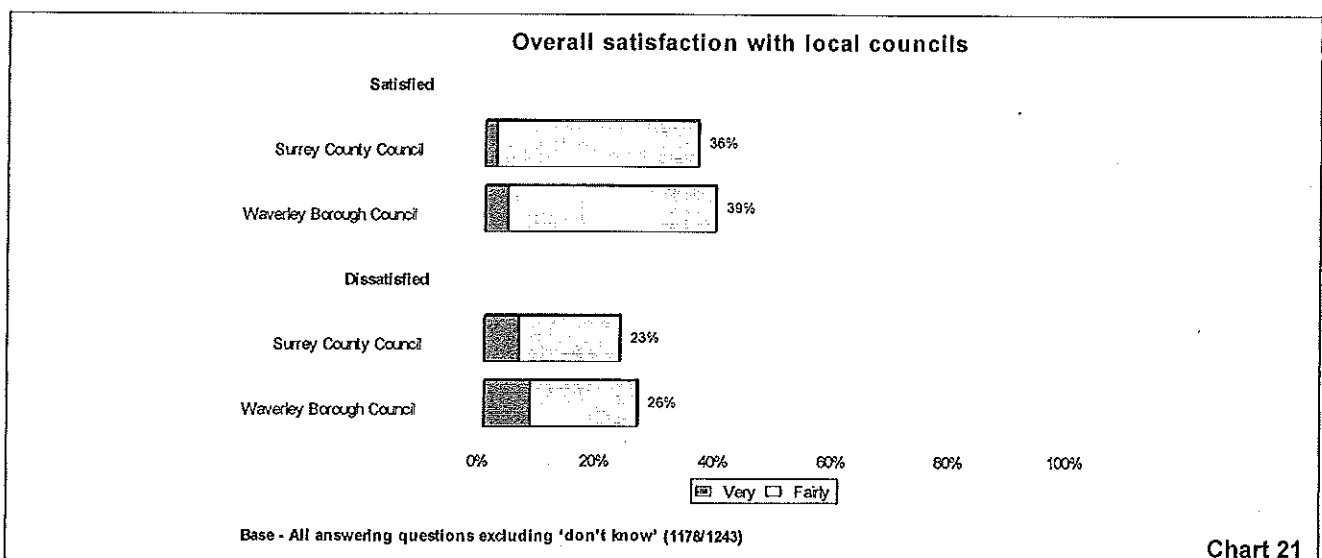
The picture is very similar for Waverley Borough Council, 29% agreeing that the council offers value for money, and 35% disagreeing. Again there was a significant group who expressed no view one way or the other – 37% falling into the neither agree nor disagree position.



Overall satisfaction

When asked how satisfied they are with the way the two councils run things, there was a large group who opted for the neutral neither satisfied nor dissatisfied position in each case – 41% for the county council and 36% for the borough council.

Just over a third say they are satisfied with each of the councils, and around a quarter are dissatisfied.



INFORMATION PROVISION (incorporating National Indicator 37)

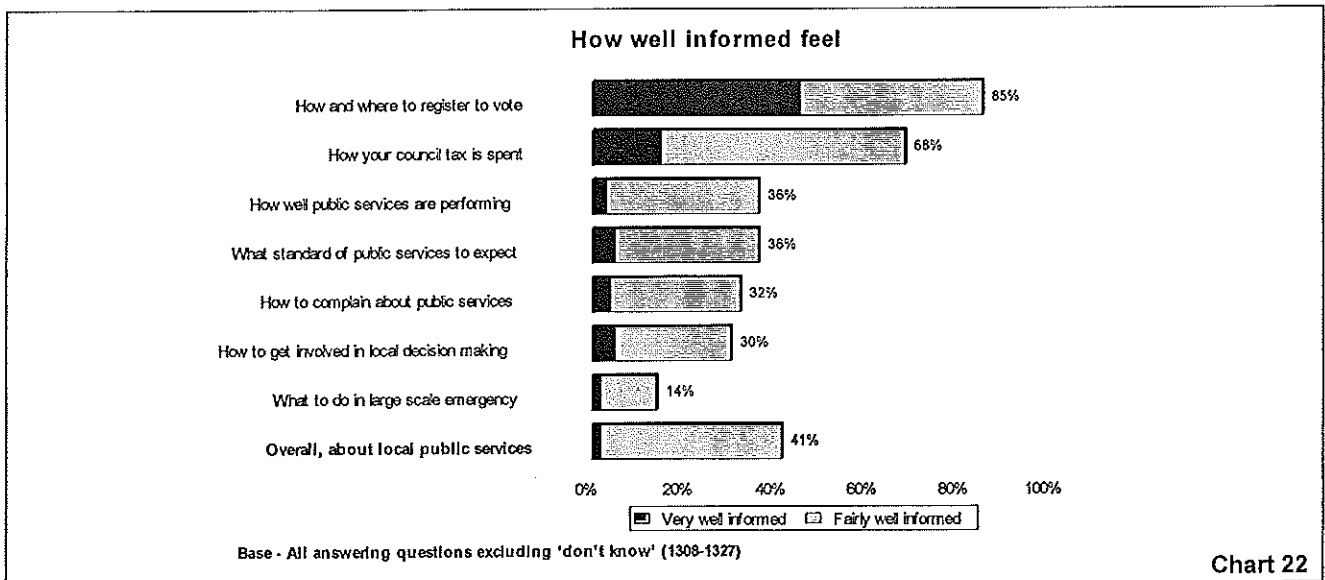
Residents were asked to indicate how well informed they feel about a range issues and aspects of the performance of local public services.

As shown on the chart below, the great majority of residents feel adequately informed about how and where to register to vote (85%), and around two-thirds feel well informed about how their council tax is spent.

While 41% say that overall they feel well informed about local public services, slightly fewer say so in relation to standards of service to expect or how well these services are performing (36% in each case).

Fewer again say they feel well informed about how to complain about local public services (32%), or how to get involved in local decision making (30%).

Only 14% feel adequately informed about what to do in the event of a large scale emergency such as flooding or human pandemic flu. Note that response to this part of the question informs National Indicator 37.



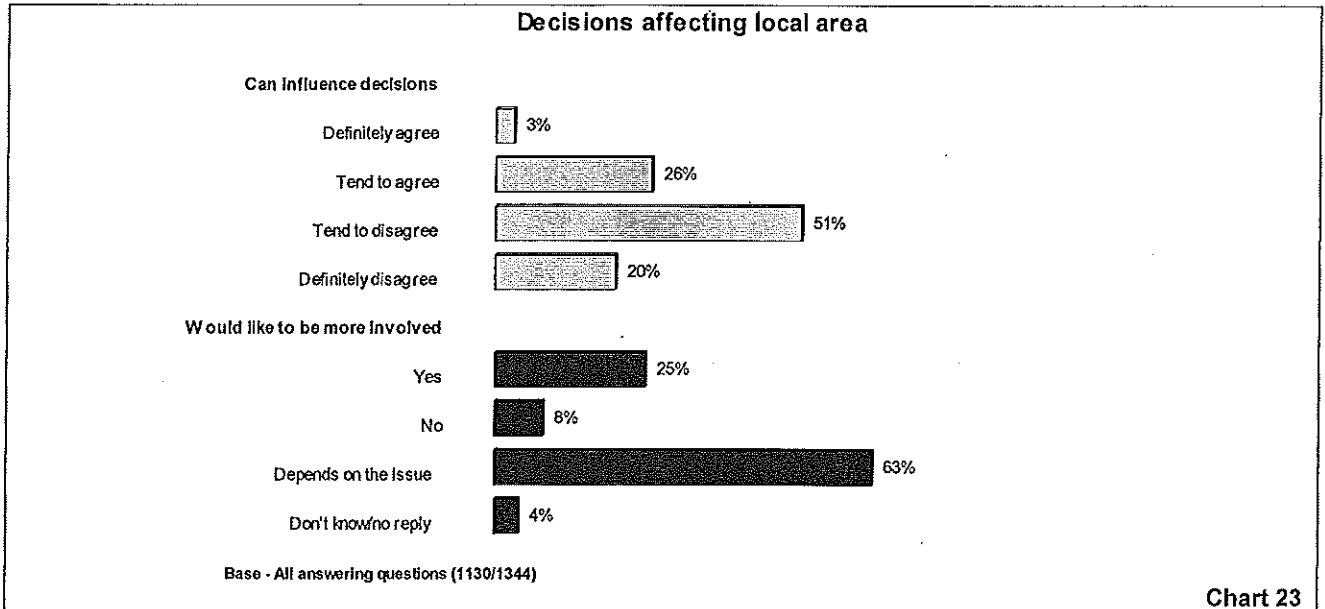
It has been suggested that overall satisfaction with the council is in part a function of how well informed people feel. Looking at the correlation between overall satisfaction with Waverley Borough Council and how well informed people feel about local public services does tend to bear this theory out.

Amongst those who say they feel well informed about local public services 58% say they are satisfaction with the way Waverley Borough Council runs things, compared with 41% of those who say they do not feel well informed.

Local decision making (National Indicator 4)

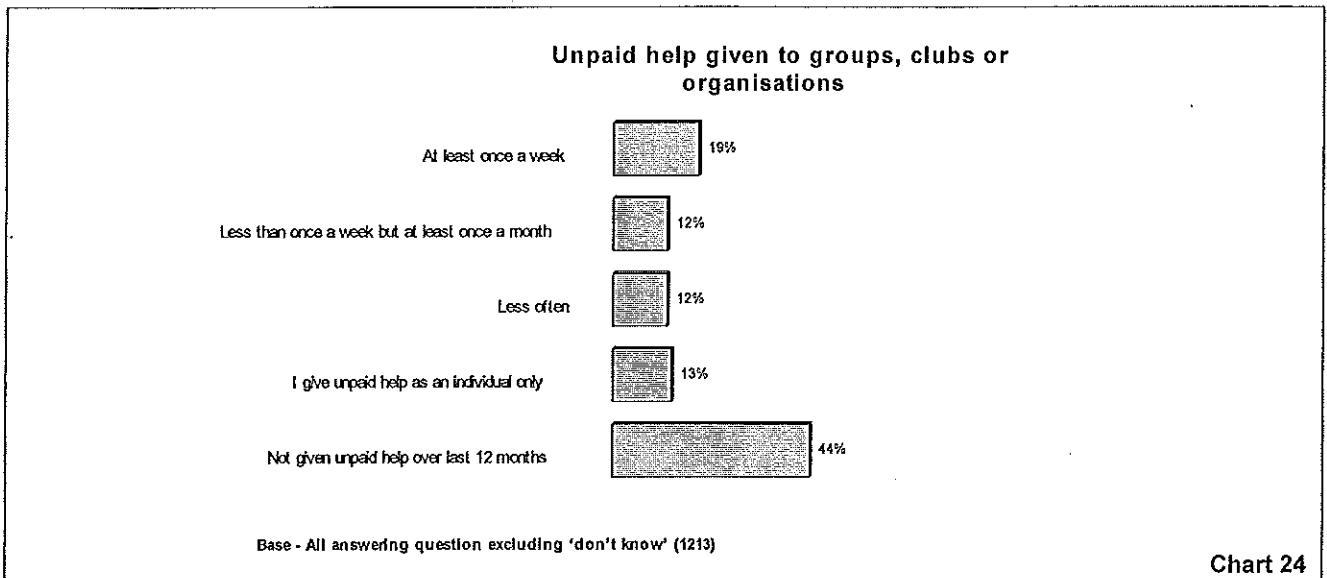
Overall, 71% of residents disagree with the notion that they can influence decisions affecting their local area; 28% (after rounding) agree and this informs National Indicator 4, which is included in Surrey's Local Area Agreement (LAA).

When asked if they would like to be more involved in such decision making, a quarter said they would, with a further 63% saying that it would depend on the issue.



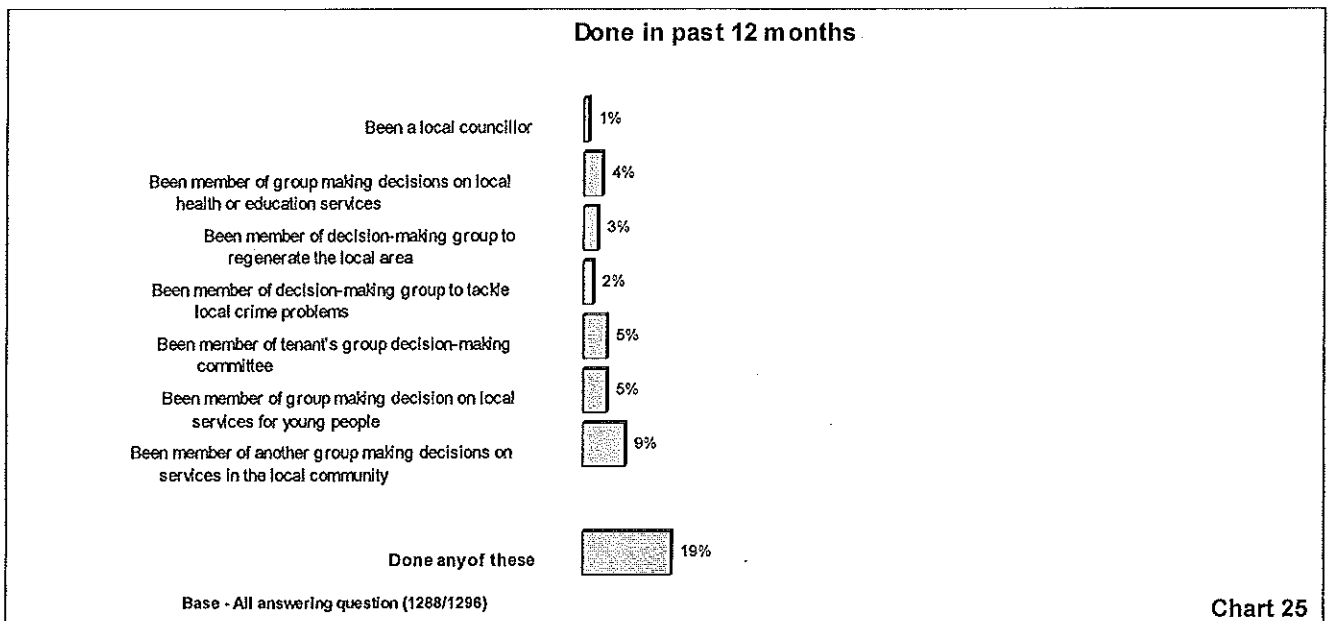
VOLUNTEERING (National Indicator 6)

The chart below shows that 31% of residents have given unpaid help to other people or organisations in the last twelve months. Note that this corresponds to the new National Indicator 6.



CIVIC PARTICIPATION (National Indicator 3)

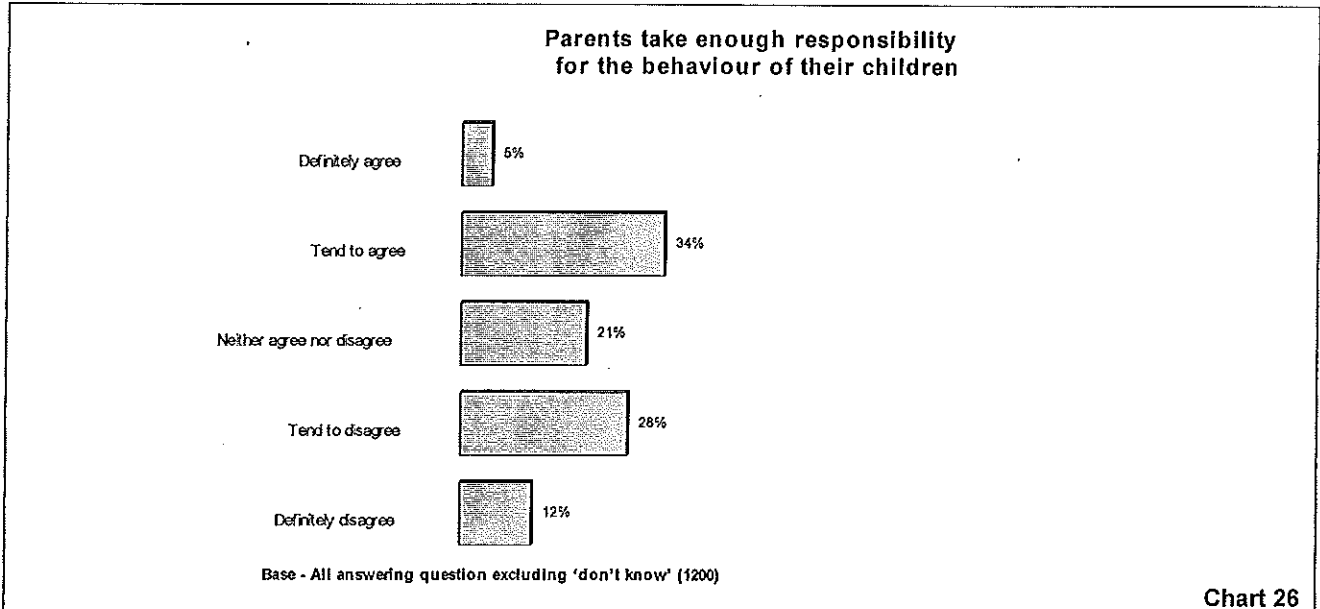
The chart below shows the proportion of residents belonging to different types of groups which make decisions affecting their local area. Overall, 19% say they belong to at least one of these types of group, and this informs National Indicator 3.



RESPECT AND CONSIDERATION

Parents taking responsibility for children (National Indicator 22)

Overall, 39% of residents agree that in their local area parents take enough responsibility for the behaviour of their children (which informs National Indicator 22); while 21% responded neither agree nor disagree, 40% disagree that this is the case.

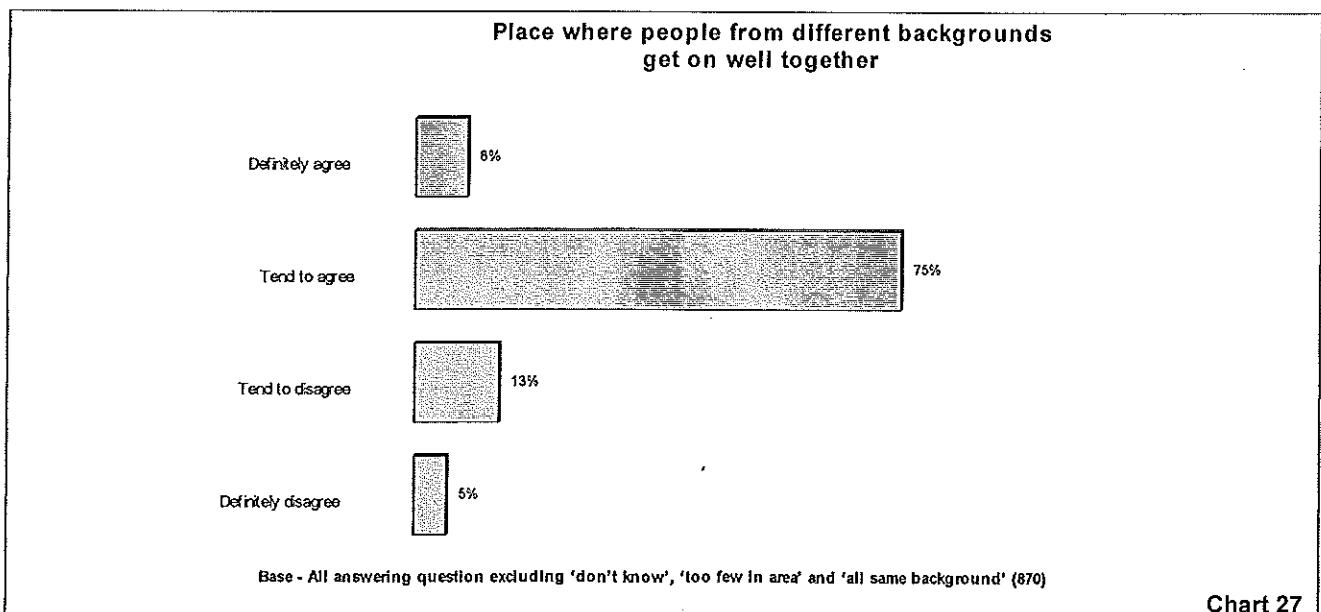


Community cohesion (National Indicator 1)

When asked to agree or disagree with the statement "your local area is a place where people from different backgrounds get on well together", around a third of residents had no view on the matter (i.e. did not answer the question, ticked don't know' or indicated that this was not relevant to the mix of people in their area).

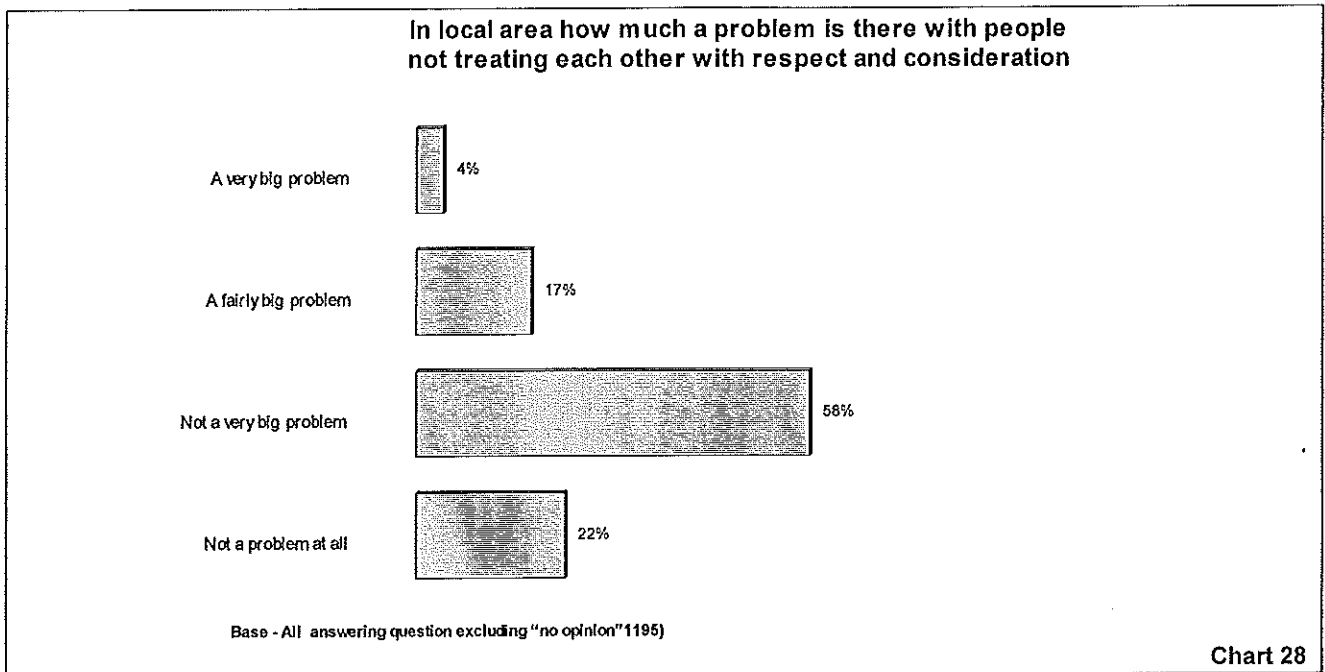
Amongst those who expressed a view, the great majority would agree to some extent with this proposition – 82% overall (after rounding), and this informs National Indicator 1.

Although there are only a small number of ethnic minority people in the sample for the survey and so data must be treated with caution, it is interesting to note that 88% of this group agree that their local area is a place where people from different backgrounds get on well together – this compares with 82% for non ethnic residents (though the difference is not statistically significant).



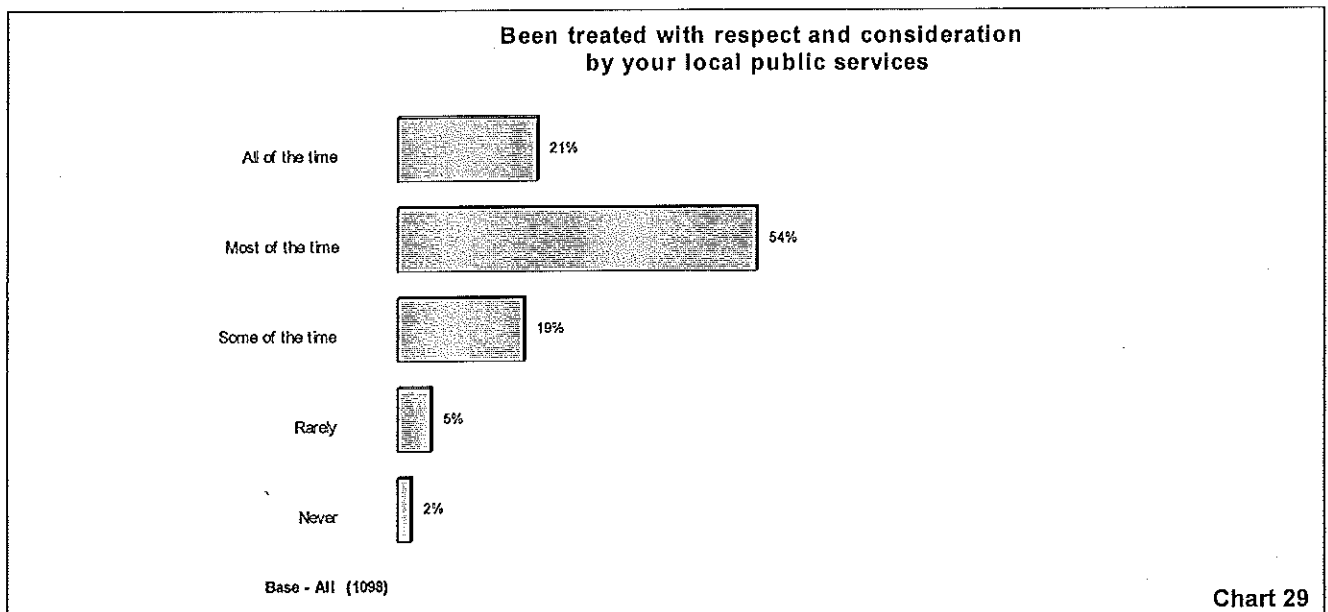
Treating people with respect and consideration (National Indicator 23)

Overall, 20% (after rounding) of residents feel there is a problem in their area with people not treating each other with respect and consideration, and this informs National Indicator 23.



Respect from public services (National Indicator 140)

The great majority of residents with an opinion on the matter say they have been treated with respect and consideration by their local public services either all of the time (21%) or most of the time (54%), which together inform National Indicator 140 (giving a score of 75%).

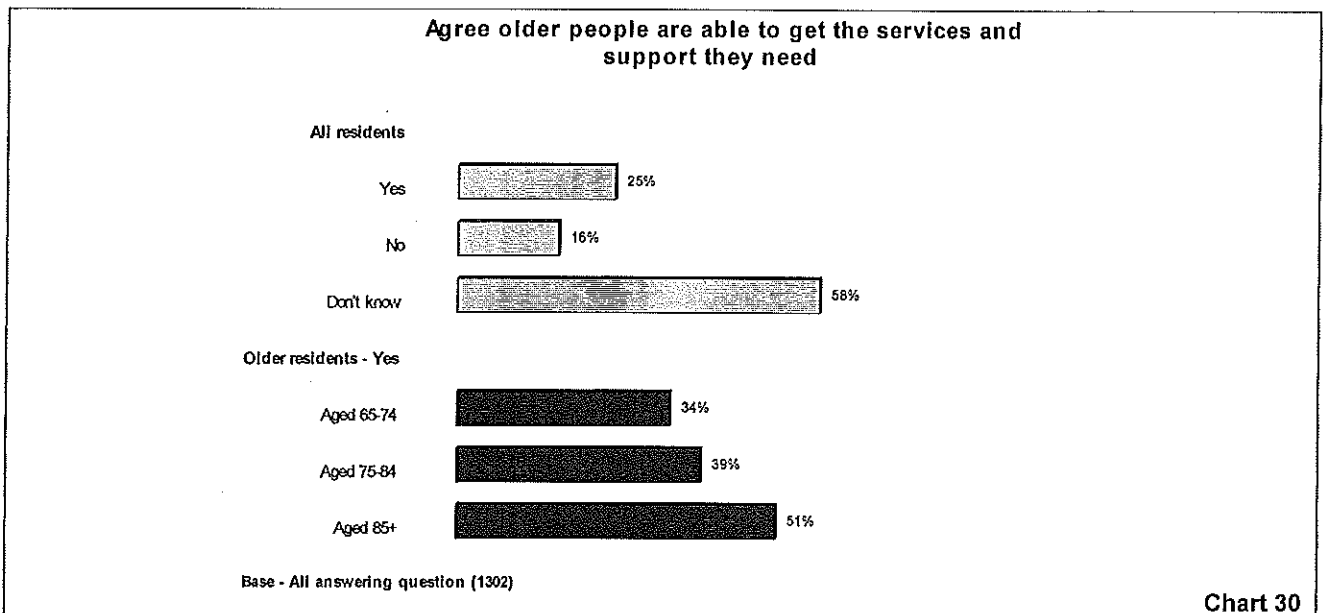


Independent living for older people (National Indicator 139)

The new National Indicator 139 measures the proportion of residents who believe that 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 (which could include help or support from public, private or voluntary services or from family, friends and the wider community)

The chart below show that a large proportion of residents responded 'don't know' on this issue (58%). The overall score for National Indicator 139 would therefore be the 25% of all residents who answered 'yes'.

Looking at older residents shows that while 34% of those aged between 65 and 74 believe this to be the case, this increases significantly with the age of the resident, with 39% of those aged between 75 and 84, and 51% of over 85s believing older people are well supported.

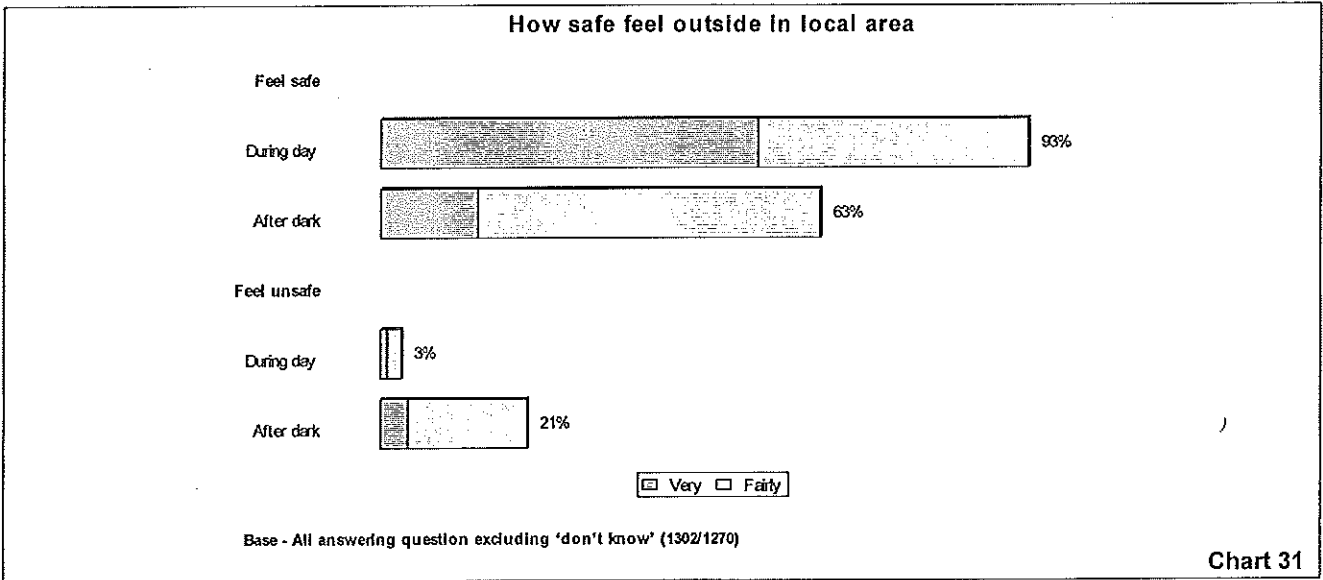


COMMUNITY SAFETY

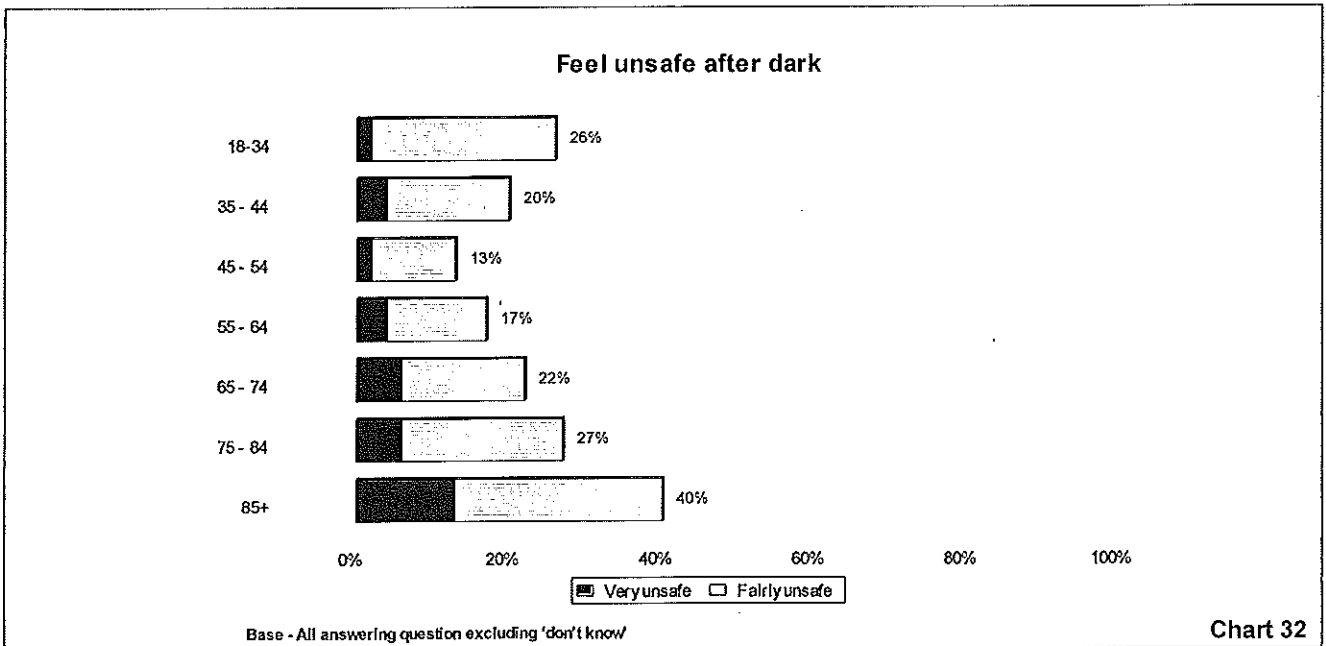
How safe feel in neighbourhood

As shown on the chart below, the vast majority of residents say they feel safe outside in their local area during the day (93%), with 54% saying they feel very safe.

Fewer, however, feel so safe after dark – 14% saying they feel very safe and 49% fairly safe. While there was a small group who responded 'neither safe nor unsafe', 21% of residents admit to feeling unsafe outside after dark.



The chart below shows (perhaps not surprisingly) that the oldest residents tend to be the most uncomfortable outside after dark – 40% of over 85s saying they feel unsafe. However, 18 to 34 year olds can feel as vulnerable as some older residents – 26% of the youngest age group saying they feel unsafe after dark compared with 27% of those aged 75 - 84.



Anti-social behaviour (National Indicators 17, 41, 42)

From a list of seven types of anti-social behaviour, teenagers hanging around the streets emerges as the biggest perceived problem in the area, with 32% of residents citing this as a problem. Interestingly those in the 18 to 34 year age group are the most likely to cite this as a problem (42% doing so).

Rubbish and litter lying around follows closely with 29% seeing this as a problem in their area.

A significant group of residents cite people being drunk or rowdy in public places (22% - which informs National Indicator 41).

This is followed by 20% citing vandalism, graffiti, and other deliberate damage to property and vehicles as being a problem in their area.

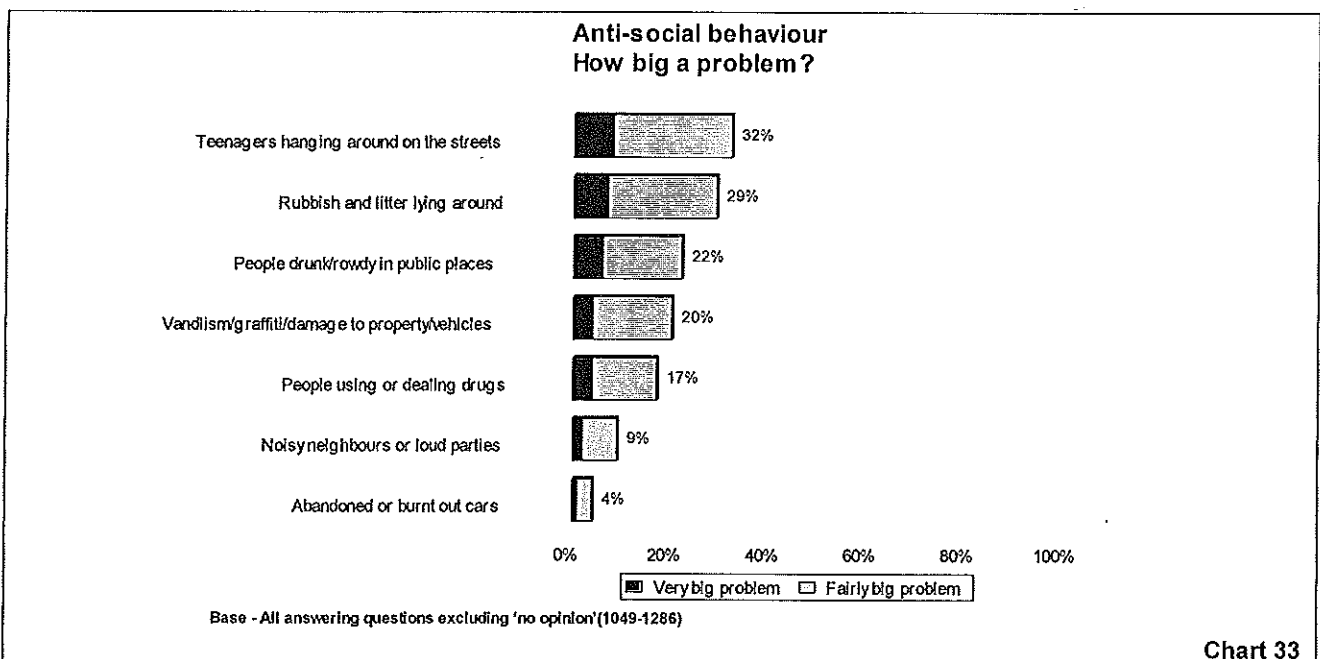
Overall, 17% say that people using or dealing drugs is a problem in their area, and this informs National Indicator 42.

Noisy neighbours (9%) and abandoned or burnt out cars (4%) feature at the bottom of the list.

Note that a further National Indicator is informed by a combination of responses to these questions. National Indicator 17 is calculated over all seven aspects of anti-social behaviour. Responses are allocated scores from 1 to 3 where 3 = a very big problem – the maximum possible score is therefore 21 (i.e. a response of a very big problem for all seven parts of the question). A score of 11 or higher is taken as a high perception of anti-social behaviour.

The National Indicator score is calculated as the percentage of respondents with score a of 11 or above (note that this is calculated based on only those who answered the questions).

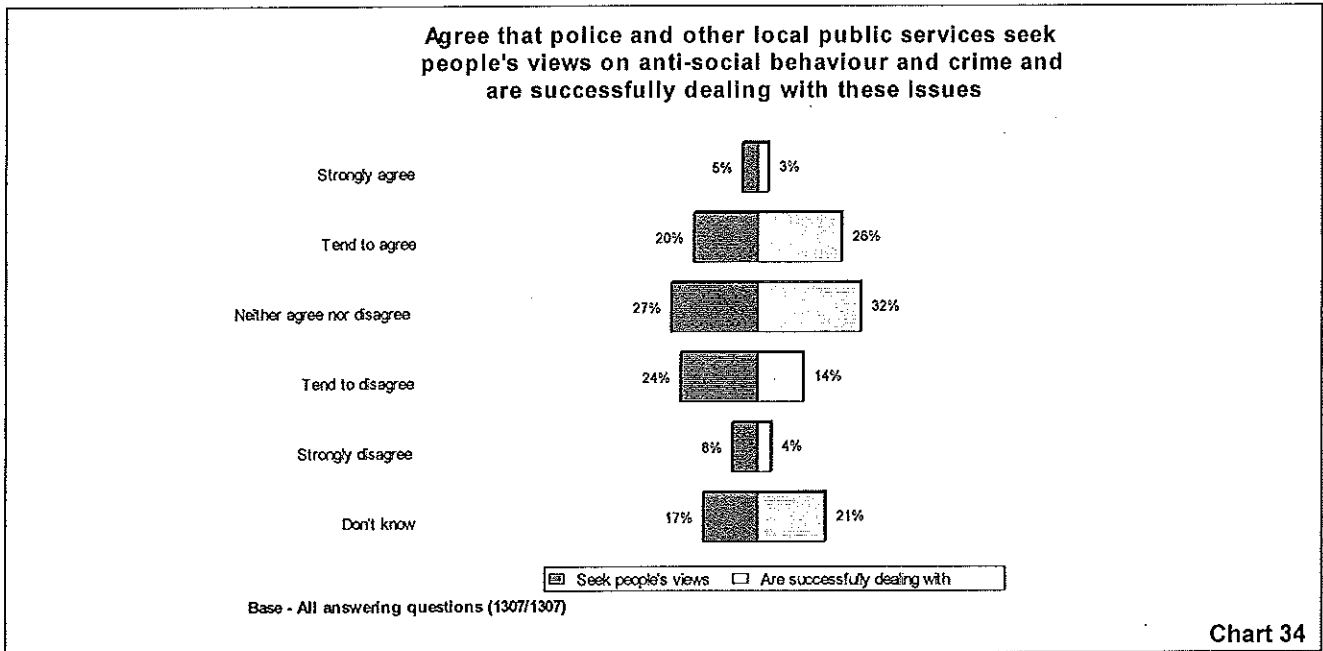
The score for Waverley for National Indicator 17 is given by the Audit Commission as 10% indicating a low level of perceived anti-social behaviour.



Understanding of local concerns (National Indicators 21, 27)

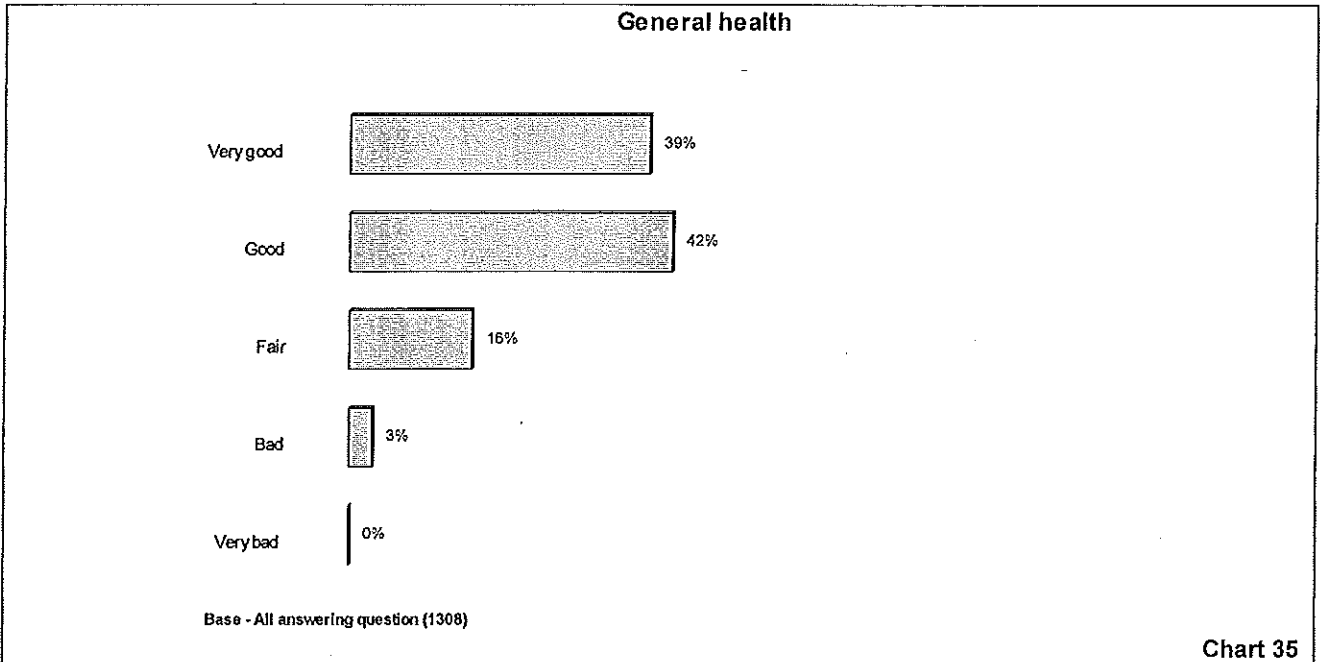
Overall, 25% of residents agree to some extent that the police and other local public services seek people's views about anti-social behaviour and crime in their local area (National Indicator 27; 28% (after rounding) believe they are successfully dealing with these issues, and this informs National Indicator 21 which is included in Surrey's Local Area Agreement (LAA).

As shown on the chart below, however, a great many residents have no view on these matters, with around half at each question responding neither agree nor disagree or don't know.



GENERAL HEALTH (National Indicator 119)

As shown on the chart below, 81% of residents describe their general health as being either very good or good, which informs National Indicator 119.



PROTECTING THE ENVIRONMENT

All Surrey Councils chose to add a question to explore to the extent to which residents do, or would be willing to do, certain things to reduce their carbon footprint.

The two charts overleaf show response to this question in Waverley.

The greatest willingness is shown for recycling more of their household waste, with 70% of residents saying they already do as much as they can and a further 20% say they could do so easily.

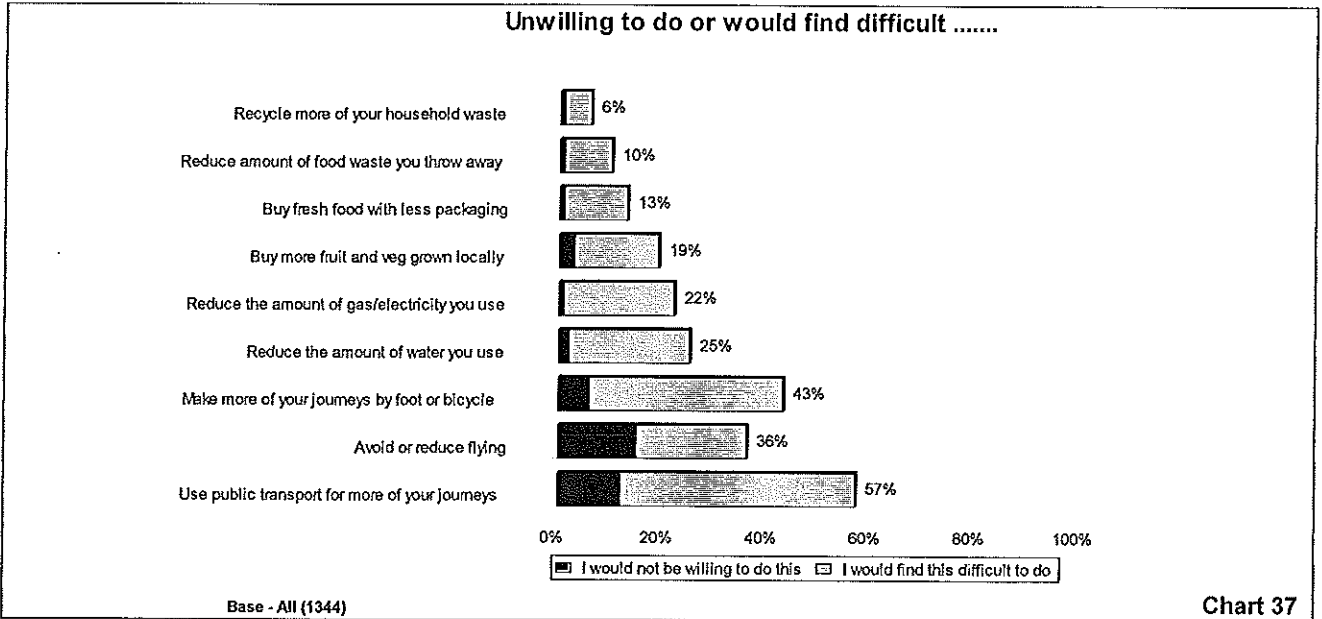
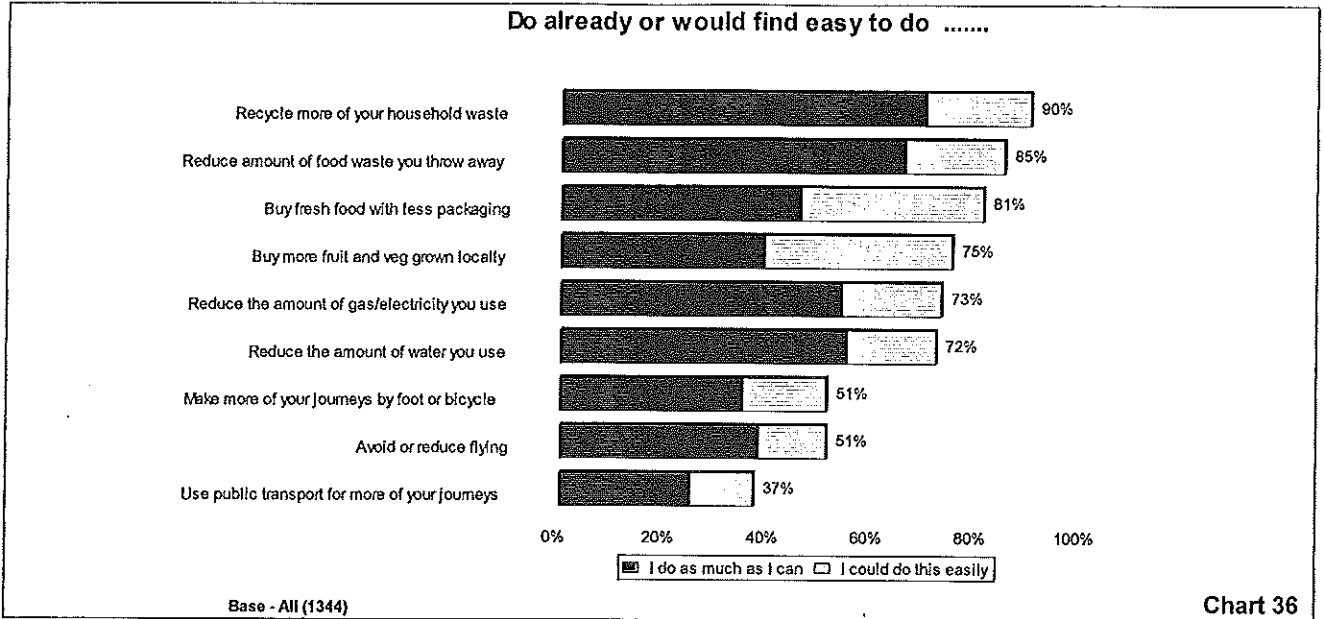
This is closely followed by reducing the amount of food waste thrown away, which is already done by 66% of residents with a further 19% willing to do so.

Around three quarters show a willingness to reduce gas, electricity and water consumption, with more than half saying they already do as much as they can.

Though slightly fewer say they currently do as much as they can in terms of buying fresh food with less packaging (46%), a significant group show a willingness to do more (35%).

Similarly while 39% say they do as much as they can to buy more fruit and vegetables grown locally, a further 36% say they could easily do more.

It would seem that residents would find making changes to their travelling the most difficult. Almost six in ten saying they would find it difficult or would be unwilling to make more journeys by public transport, and 43% in the case of walking or cycling. More than a third would also resist reducing or avoiding flying.



OTHER COMMENTS

At the end of the questionnaire respondents were invited to add any other comments they might wish to make, and 26% took the opportunity to do so. The table below shows the range of comments made and the number making each comment (based on unweighted data).

Made any comment	354 (26%) Number mentioning
Poor/lack recycling service	80
Poor maintenance of roads/footpaths/streets	46
Poor refuse service	42
Traffic problems	35
Poor/lack of public transport	26
High council tax/poor value for money	21
Problems with car parking	20
Survey is a waste of time/money could be better spent	18
Poor/lack of sports/leisure facilities	18
Lack of police/poor police presence/poor service from police	17
Poor service/poor decisions from Planning Dept	10
Poor street cleaning/litter problems	9
Poor/lack of street lighting	7
Over development/too many houses being built	7
Overgrown trees/hedges/verges	6
Lack of investment in rural areas	6
General good service/no problems	6
Problems with blocked drains/flooding	4
Dog fouling problems	4
Problems with youths	4
Anti-social behaviour	4
Lack of cycle paths	4
Councils do not listen to residents	4
General poor service from council	4
Poor state of/lack of play areas/open spaces	3
Problems with neighbours	3
Vandalism/graffiti problems	3
Problems with people being drunk/drinking in public	3
Lack of affordable housing	3
Lack of support for elderly/disabled	3
Problems with crime	2
Too many empty/boarded up buildings	2
Poor/lack of health services	2
Noise pollution	2

Poor service from councillors	2
Keep the Redgrave Theatre	2
Poor/lack of public toilets	1
Poor road links/improvements needed to road systems/by-pass needed	1
Poor council house repairs	1
Long waiting list for housing	1
Publish/act on survey results	1
Poor/lack of schools	1
Lack/closure of post offices	1
More help/support for carers	1
Unhappy with council using Icelandic banks for our money	1
This survey should be on-line	1
Spend budgets more wisely	1
Re-open Cranleigh Hospital	1
Improve contact information on website	1
Air pollution	1
Investigate running of local graveyards	1
Clean up the flats in Fieldway Haselmere	1
Improve Farnham tip	1
Make The Maltings a proper arts centre	1
Farnham local tip is dangerous, steps are hazardous	1

Appendices

TECHNICAL APPENDIX

Detailed methodology

The Audit Commission supplied a random sample of 6,000 addresses for the Waverley Borough Council area drawn from the small users Postal Address File (PAF). The PAF is a listing of all domestic mailing addresses.

From the 6,000 addresses QCL Market Research selected a random sample of 2,500 for mailing.

Questionnaires were mailed to 'The Residents at ...' for these 2,500 addresses on 29th September 2008. A FREEPOST return envelope addressed to QCL Market Research was included.

Those who had not responded by 20th October were sent a reminder which comprised of the same questionnaire with the covering letter changed to include a reminder message. A FREEPOST envelope was included for the return of the questionnaire.

Those who had still not responded by 10th November were sent a further reminder again comprising of the same questionnaire with the covering letter including a reminder message. A FREEPOST envelope was included for the return of the questionnaire.

By 5th January a total of 1,344 completed questionnaires had been received, together with 15 returned by the Post Office as undeliverable and 83 incomplete or unusable. This represents 0.6% dead wood and an effective response rate of 54%.

All questionnaires were checked manually by QCL's experienced staff in preparation for data entry.

Data entry was carried out by experienced data entry staff and checked by the department supervisor.

A preliminary print out of results was examined by one of the QCL's Directors and any errors were identified and corrected before data was finalised.

Weighting of data

Postal surveys invariably produce a sample which is not fully representative of the population as different demographic groups tend to respond at different rates. Using the PAF as a sampling frame exacerbates the skewing of the achieved sample towards the older age groups.

Raw data was submitted to the Audit Commission and a weighting process was undertaken. A weighting factor for each case in the achieved sample was given which was then attached to the raw data file.

The application of these weighting factors ensures that when the data is analysed the results are fully representative of the demographic profile of the local authority area.

Questionnaire