

Place Survey – East Cambridgeshire District Council

Report of Findings

Prepared For: East Cambridgeshire District Council



Prepared By: CELLO **mruk** research
114-115 Tottenham Court Road
London
W1T 5AH

Created By: Lisa Pearce **Date:** 27/02/2009

Reviewed By: Jean Black **Date:** 01/07/2009

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1. Introduction

This report presents the findings from the 2008 Place Survey conducted by CELLO **mruk** research on behalf of East Cambridgeshire District Council.

The Place Survey is a statutory exercise that Central Government has specified must be undertaken by all local authorities every two years. The Place Survey replaces the Best Value User Satisfaction Survey that local authorities were previously required to undertake.

The new performance framework for local government includes a new National Performance Indicator set introduced from April 2008. This provides a single set of indicators common to all areas reflecting national priorities across government and replaces the former Best Value Performance Indicators. The national indicators have been designed to measure how well Government's priorities are being delivered and within the set are 18 indicators (relating to citizens' perspectives) that are to be collected through the new single Place Survey.

The Place Survey has been designed to capture local people's views, experiences and perceptions, so that any proposed solutions and interventions for an area reflect local views and preferences. The survey is considered to be a key tool to track people's changing perceptions, as a way of determining whether interventions made in an area result in a positive outcome for local people.

The Government prescribed in detail the minimum requirements for the conduct of the Place Survey and this information can be found in the *Department of Communities and Local Government Place Survey 2008-09 Manual*¹. The minimum requirements are in place to ensure direct comparability of data across all local authorities, while allowing some flexibility on the contents of the questionnaire.

¹ <http://www.communities.gov.uk/documents/localgovernment/pdf/880021.pdf>

2. Executive Summary

In this section of the report, East Cambridgeshire District Council's performance on the 18 National Indicators measured by the Place Survey, are discussed and the key areas where the Council has done well, and conversely done less well than the County as a whole and by the National Average.

County Comparison

East Cambridgeshire District Council's performance on 15 out of the 18 National Indicators measured by the Place Survey was similar to the County average:

- NI2 - % of people who 'very' or 'fairly' strongly feel that they belong to their neighbourhood (61.1 versus 58.6) +2.5;
- NI22 - % of people who agree parents take responsibility for the behaviour of their children in the area (31.1 versus 33.0) -1.9;
- NI21 - % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues (23.2 versus 25.0) +1.8;
- NI6 - % of people who have participated in regular volunteering in the last 12 months (26.7 versus 28.4) +1.7;
- NI139 - % of people who think older people receive the support they need to live independently (29.3 versus 28.0) +1.3;
- NI27 - % of people who agree the police and public services seek people's views about anti-social behaviour and crime issues (24.6 versus 25.7) -1.1.
- NI140 - % of people who are treated with respect and consideration by local public services 'all' or 'most' of the time (75.4 versus 76.5) -1.1.
- NI5 - % of people satisfied overall with local area (86.9 versus 86.0) +0.9;
- NI17 – % of people who believe anti-social behaviour is a problem in their local area (13.4 versus 12.6) +0.8;
- NI138 - % of people aged 65 and over satisfied with both home and neighbourhood (87.4 versus 88.2) -0.8;
- NI3 - % of people who have taken part in civic activity in the local area in the last 12 months (15.3 versus 15.0) +0.3;
- NI23 - % of people who perceive that people not treating each other with respect and consideration is a problem in local area (23.8 versus 24.0) -0.2;
- NI 1 – % of people who agree people from different backgrounds get on well together in their local area (79.1 versus 79.0) i.e. +0.1;
- NI41 - % of people who perceive drunk or rowdy behaviour to be a problem in local area (22.6 versus 22.7) -0.1;
- NI119 - % of people who rate their health in general as very good or good (79.1 versus 79.2) -0.1.

The one key indicator where East Cambridgeshire performed significantly lower than the County average was for perceptions of drugs misuse and this is clearly an issue of concern for local residents that needs to be address:

- NI42 - % of people who perceive drug use or drug dealing to be a problem in the local area (29.9 versus 24.2) +5.7.

On the remaining two National Indicators measured by the Place Survey, East Cambridgeshire performed below the County average:

- NI4 - % of people who agree they can influence decisions in their locality (27.6 versus 30.5) -2.9;
- NI37 = % of people 'very well' or 'fairly well' informed about what to do in the event of a large-scale emergency (13.0 versus 15.4) 2.4.

National Comparison

East Cambridgeshire District Council performed better than the national average for ten out of the 18 National Indicators measured by the Place Survey:

- NI23 - % of people who perceive that people not treating each other with respect and consideration is a problem in local area (-7.4);
- NI 5 - % of people satisfied overall with local area (+7.2);
- NI17 – % of people who believe anti-social behaviour is a problem in their area (-6.6);
- NI41 - % of people who perceive drunk or rowdy behaviour to be a problem in local area (-6.4).
- NI138 - % of people aged 65 and over satisfied with both home and neighbourhood (+3.5);
- NI 6 % of people who have participated in regular volunteering in last 12 months (+3.5);
- NI119 - % of people who rate their health in general as very good or good (+3.3);
- NI140 - % of people who are treated with respect and consideration by local public services 'all' or 'most' of the time (+3.0);
- NI1 – % of people who agree people from different backgrounds get on well together in their local area (+2.7);
- NI2 - % of people who 'very' or 'fairly' strongly agree that they feel they belong to their neighbourhood (+2.4);

East Cambridgeshire scores fell short of the national average on 2 National indicators:

- NI21 - % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues (-3.1);
- NI37 - % of people 'very well' or 'fairly well' informed about what to do in the event of a large-scale emergency (-2.3).

On the remaining six National Indicators measured by the Place Survey, East Cambridgeshire performed similarly to the national average:

- NI22 - % of people who agree parents take responsibility for the behaviour of their children in the area (+1.5);
- NI3 - % of people who have taken part in civic activity in the local area in the last 12 months (+1.3);
- NI4 - % of people who agree they can influence decisions in their locality (-1.3);
- NI139 - % of people who think older people receive the support they need to live independently (-0.7);
- NI42 - % of people who perceive drug use or drug dealing to be a problem in local area (-0.6).
- NI27 - % of people who agree the police and other local public services seek people's views about anti-social behaviour and crime issues (+0.2).

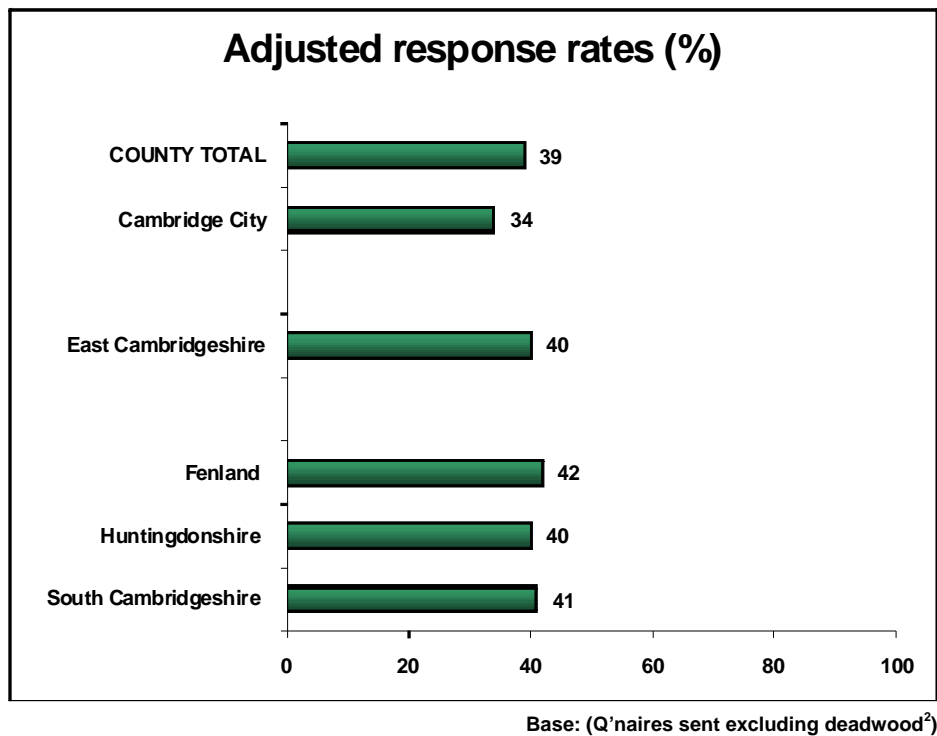
3. Methodology

In September 2008 a 12-page postal self-completion questionnaire was sent out to 3,000 randomly selected households in East Cambridgeshire.

Two reminder letters and questionnaires were sent out to residents who had not replied to the survey. Overall, 1,177 completed questionnaires were returned by the closing date representing an overall response rate of 40%.

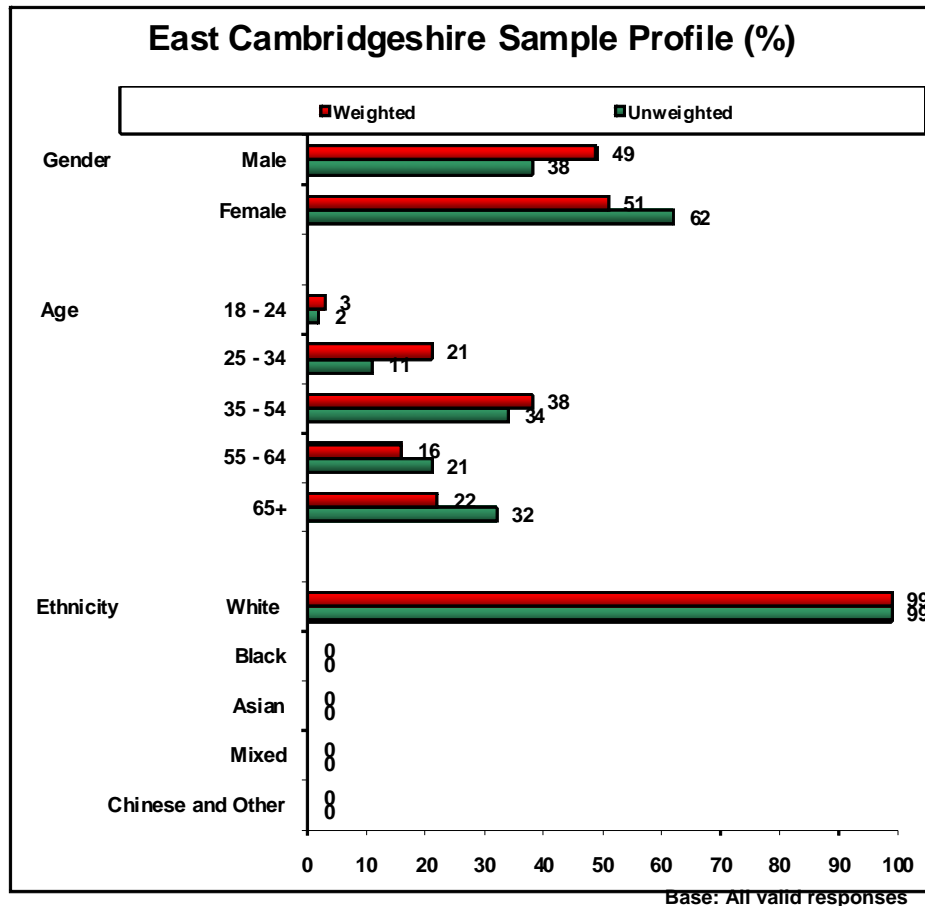
The final unweighted data were sent to the Audit Commission who applied a series of weights to adjust the sample to be representative of the overall population.

As demonstrated in the chart below, the adjusted response rate for East Cambridgeshire District was broadly consistent with the other Districts in the Cambridgeshire Consortium.



² The term 'deadwood' was used to indicate addresses to which a questionnaire was sent but which were found to be ineligible, for example because the Royal Mail was not able to deliver to the address or because the address turned out to be non-residential.

The chart below shows the demographic profile of respondents to the Place survey in East Cambridgeshire and how the profile looks after it was weighted by the Audit Commission to reflect the demographics of the area.



In accordance with guidance, the base for questions is valid responses or all those providing an answer. Those stating don't know or who did not complete the questions are excluded from some calculations, as per the Audit Commission guidance. The base size may, therefore, vary from question to question, and from the total sample size.

Where percentages do not equate to 100 this may be due to rounding or because the question may have given the opportunity for multiple answers. An asterisk (*) denotes any value that is less than half a percent but greater than zero.

At least one chart has been produced for each question asked in the questionnaire. Text accompanies each chart and any differences between sub-groups of residents are highlighted.

Throughout the report, the term 'local area' refers to the area within 15-20 minutes walking distance from the resident's home.

4. Key Findings

4.1 National Performance Indicators

Table 1: National Indicator scores by District (%)

	County	Cambridge City	East Cambs	Fenland	Huntingdonshire	South Cambs
NI 1 – % of people who agree people from different backgrounds get on well together in their local area	79.0	86.3	79.1	61.9	80.0	82.4
NI2 – % of people who 'very' or 'fairly' strongly feel that they belong to their neighbourhood	58.6	48.0	61.1	58.1	59.8	63.9
NI3 – % of people who have taken part in civic activity in the local area in last twelve months	15.0	14.2	15.3	10.7	13.8	20.1
NI4 – % of people who agree they can influence decisions in their locality	30.5	38.9	27.6	23.5	27.8	33.6
NI5 – % of people satisfied overall with local area	86.0	87.1	86.9	75.1	87.8	90.4
NI6 – % of people who have participated in regular volunteering in last twelve months	28.4	26.9	26.7	21.1	30.9	33.0
NI17 – Perceptions of anti-social behaviour ³	12.6	15.2	13.4	20.1	10.5	7.5
NI21 – % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues	25.0	29.1	23.2	19.6	24.9	26.7

³ Combined measure of ASB was calculated by allocating scores to responses to Q24 about the 7 anti-social behaviours. A total score was calculated and the maximum possible score was 21. A high perception of ASB was a score of 11 or above.

Table 1: National Indicator scores by District (%) (cont.)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
NI22 – % of people who agree parents take responsibility for the behaviour of their children in the area	33.0	37.1	31.1	22.0	31.8	40.6
NI23 – % of people who perceive that people not treating each other with respect and consideration is a problem in local area	24.0	23.0	23.8	38.1	22.2	17.1
NI27 – % of people who agree the police and other local public services seek people's views about anti-social behaviour and crime issues	25.7	25.1	24.6	24.6	25.7	27.5
NI37 – % of people 'very well' or 'fairly well' informed about what to do in the event of a large-scale emergency	15.4	15.7	13.0	15.3	16.9	14.6
NI41 – % of people who perceive drunk or rowdy behaviour to be a problem in local area	22.7	31.4	22.6	32.4	22.8	8.6
NI41 – % of people who perceive drug use or drug dealing to be a problem in local area	24.2	28.5	29.9	31.9	22.7	13.1
NI119 – % of people who rate their health in general as very good or good	79.2	82.9	79.1	70.9	79.9	81.6
NI138 – % of people aged 65 and over satisfied with both home and neighbourhood	88.2	89.2	87.4	82.2	90.1	90.9
NI139 – % of people who think older people receive the support they need to live independently	28.0	25.1	29.3	28.2	27.5	29.8
NI140 – % of people who are treated with respect and consideration by local public services 'all' or 'most' of the time	76.5	76.0	75.4	73.2	78.7	77.5

Table 2: Key Questions by District

	County	Cambridge City	East Cambs	Fenland	Huntington-shire	South Cambs
Percentage agree District Council provide value for money	36.2%	43.0%	32.4%	29.6%	39.6%	33.2%
Percentage agree Cambridgeshire County Council provide value for money	30.9%	36.8%	28.7%	24.5%	33.2%	28.7%
Percentage satisfied with the way District Council runs things	47.4%	52.6%	44.0%	42.6%	50.7%	43.6%
Percentage satisfied with the way Cambridgeshire County Council runs things	41.8%	47.8%	40.4%	34.1%	43.8%	39.9%

4.2 National Performance Indicators – National & BVPI Comparisons

Table 3: National Indicator scores with National Comparisons (%)

	Place Survey East Cambs	Place Survey National	% Difference	BVPI 06/07 East Cambs	Change since 2006/07
NI 1 – % of people who agree people from different backgrounds get on well together in their local area	79.1	76.4	2.7	79	0.1
NI2 – % of people who ‘very’ or ‘fairly’ strongly feel that they belong to their neighbourhood	61.1	58.7	2.4		
NI3 – % of people who have taken part in civic activity in the local area in last twelve months	15.3	14.0	1.3		
NI4 – % of people who agree they can influence decisions in their locality	27.6	28.9	-1.3		
NI5 – % of people satisfied overall with local area	86.9	79.7	7.2	78	8.9
NI6 – % of people who have participated in regular volunteering in last twelve months	26.7	23.2	3.5		
NI17 – Perceptions of anti-social behaviour	13.4	20.0	-6.6		

Table 3: National Indicator scores with National Comparisons (%) (cont.)

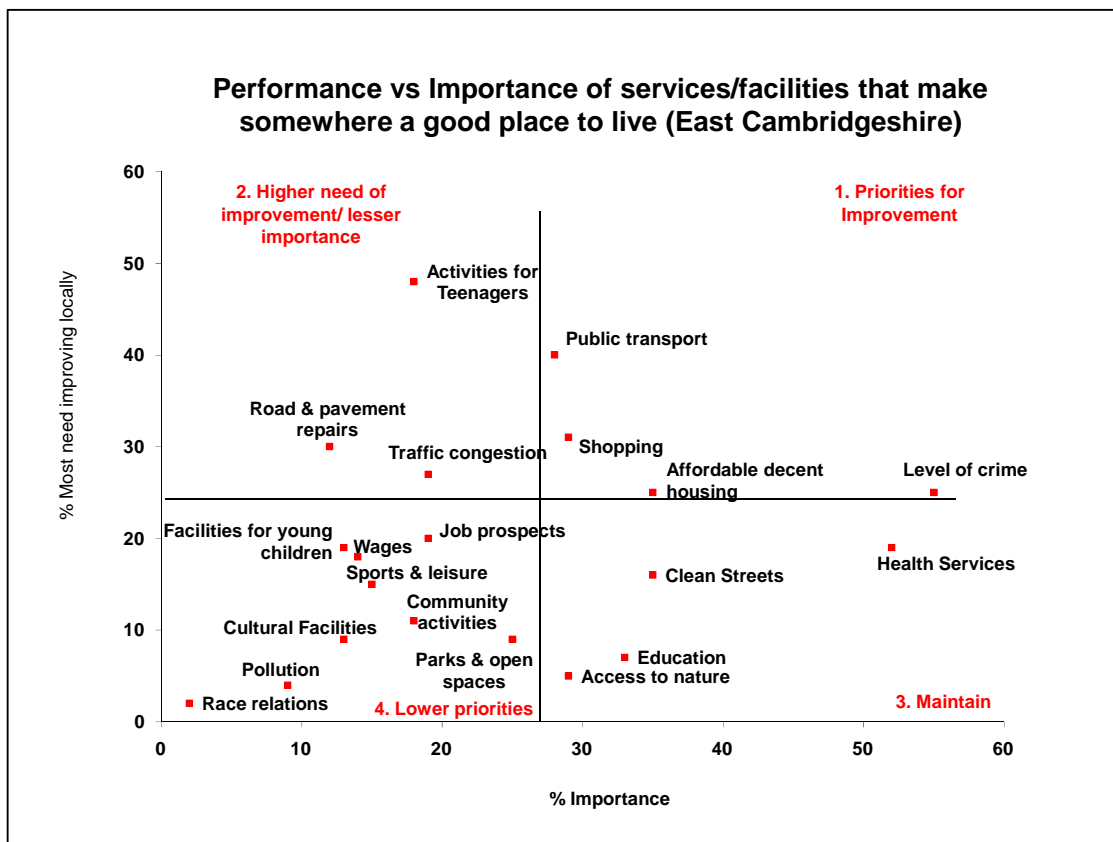
	Place Survey East Cambs	Place Survey National	% Difference	BVPI 06/07 East Cambs	Change since 2006/07
NI21 – % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues	23.2	26.3	-3.1		
NI22 – % of people who agree parents take responsibility for the behaviour of their children in the area	31.1	29.6	1.5		
NI23 – % of people who perceive that people not treating each other with respect and consideration is a problem in local area	23.8	31.2	-7.4	42	-18.2
NI27 – % of people who agree the police and other local public services seek people’s views about anti-social behaviour and crime issues	24.6	24.8	-0.2		
NI37 – % of people ‘very well’ or ‘fairly well’ informed about what to do in the event of a large-scale emergency	13.0	15.3	-2.3		
NI41 – % of people who perceive drunk or rowdy behaviour to be a problem in local area	22.6	29.0	-6.4	24	-1.4
NI42 – % of people who perceive drug use or drug dealing to be a problem in local area	29.9	30.5	-0.6	44	-14.1
NI119 – % of people who rate their health in general as very good or good	79.1	75.8	3.3		
NI138 – % of people aged 65 and over satisfied with both home and neighbourhood	87.4	83.9	3.5		
NI139 – % of people who think older people receive the support they need to live independently	29.3	30.0	-0.7		
NI140 – % of people who are treated with respect and consideration by local public services ‘all’ or ‘most’ of the time	75.4	72.4	3.0		

4.2 Local Area

Residents were asked to list up to five services or facilities they considered to be most important in making somewhere a good place to live and up to five services that most need improving in their local area. The chart below plots the importance scores against the improvement scores.

The chart should be interpreted as such:

- If a service has a 'high need of improvement and high importance', the service or facility is a **priority for improvement**.
- If a service has a 'high need of improvement and low importance', it may be that the **cost benefit** of maintaining current service levels could be explored;
- If the service has a 'low need of improvement and high importance', this means that the current level of service should be **maintained**;
- If the service has a 'low need of improvement and low importance', this means the service is perceived to be of **low priority**.



Source: Q1/Q2

Base: All valid responses

Areas that were important for residents in East Cambridgeshire and that are not performing well (quartile 1) were:

- Public transport;
- Shopping facilities;
- Affordable decent housing; and
- Level of crime.

Areas that were considered in high need of improvement but were of lower importance to local residents as making the area a good place to live (quartile 2) were:

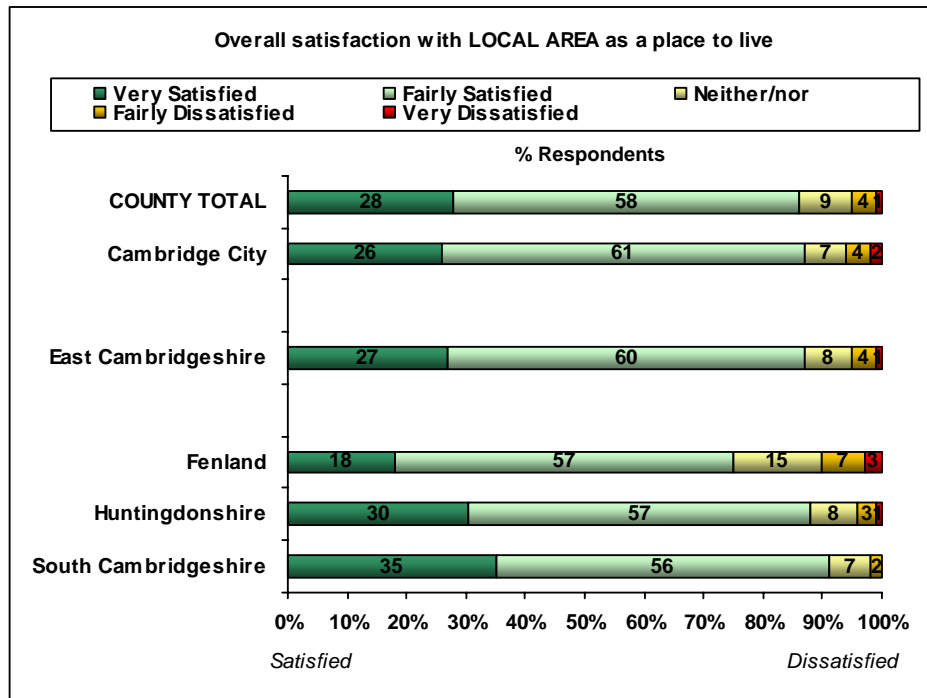
- Activities for teenagers;
- Road and pavement repairs; and
- Traffic congestion.

Perhaps not surprisingly, improvements to roads and pavements were more of a priority for those with a disability (41%) than those without (26%).

Finally, areas that were important for residents where the Council is performing well were:

- Health services;
- Clean streets;
- Education; and
- Access to nature.

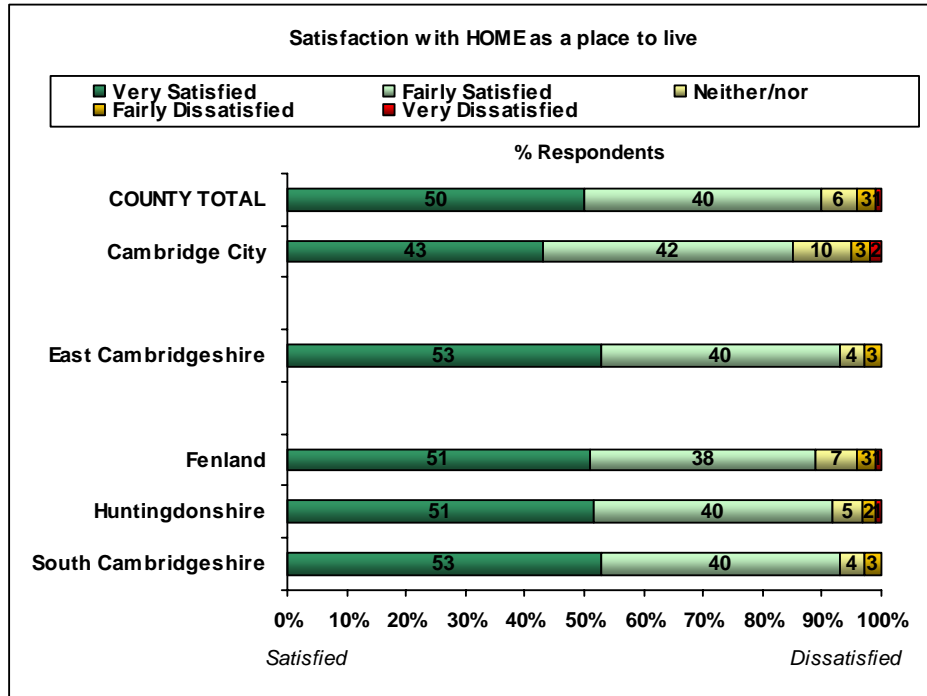
The remaining areas were thought to be of low importance to residents and of low need of improvement.



Source: Q3

Base: All valid responses

The vast majority of residents (87%) in East Cambridgeshire were satisfied with their local area as a place to live while only 5% were dissatisfied.



Source: Q4

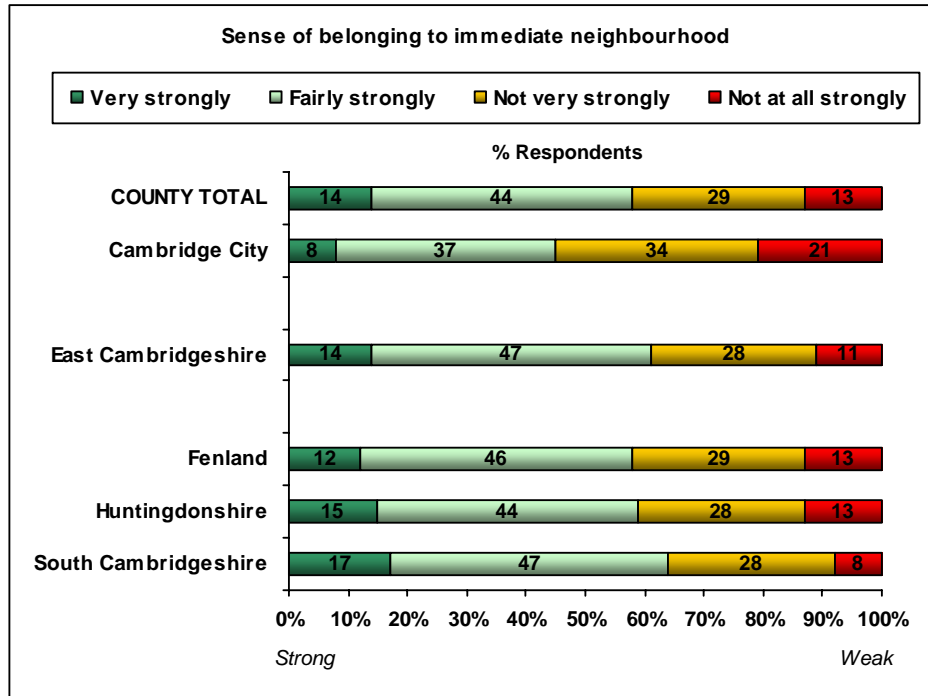
Base: All valid responses

The vast majority of residents (93%) were also satisfied with their home as a place to live.

Residents in East Cambridgeshire, along with those living in South Cambridgeshire, scored the highest satisfaction with this compared with all District Councils in Cambridgeshire.

Satisfaction with their home as a place to live drops to 84% for those renting from a Housing Association/Trust or a private landlord.

Also, men (96%) in East Cambridgeshire were more satisfied than women (90%) with their home as a place to live.



Source: Q5

Base: All valid responses

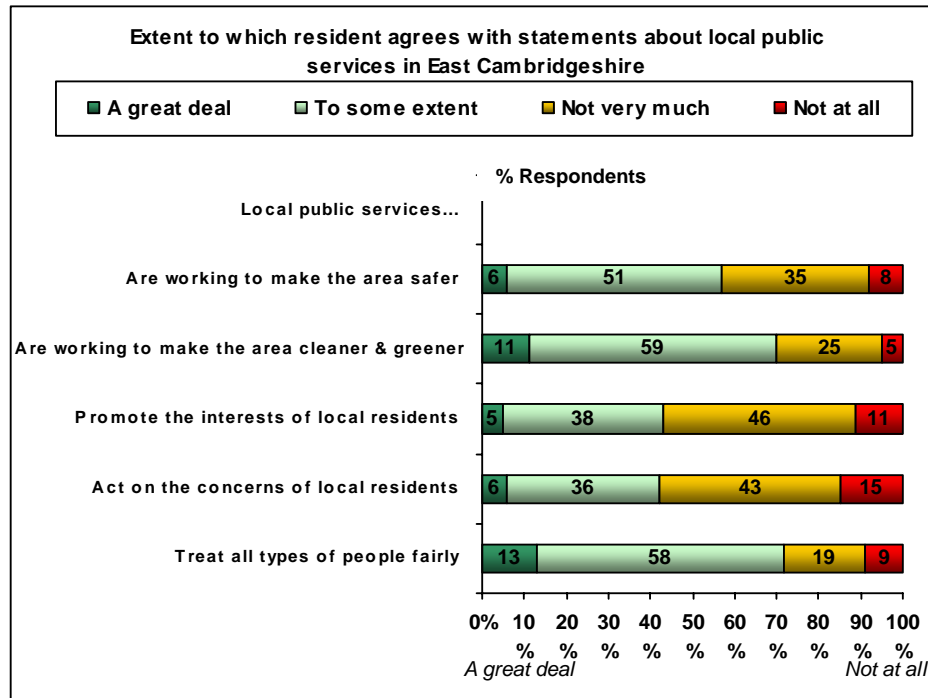
Two thirds of residents in East Cambridgeshire felt strongly that they belong to their neighbourhood (61%); this result exceeds the County average of (58%)

This rises with age from 45% for those aged 25 to 34 years to 75% for those aged 65 years with length of residence in the area being an underlying factor for this phenomenon.

More women (68%) felt they belong strongly to their neighbourhood compared with men (54%).

Interestingly, those that had been involved with a decision-making group in the past 12 months (75%) also felt they belong to their neighbourhood much more strongly than those who had not been involved (58%).

4.3 Local Public Services



Source: Q6

Base: All valid responses

The majority of residents in East Cambridgeshire agreed that public services, to some extent or a great deal:

- Treat all types of people equally (71%);
- Are working to make the area cleaner and greener (70%); and
- Are working to make the area safer (57%).

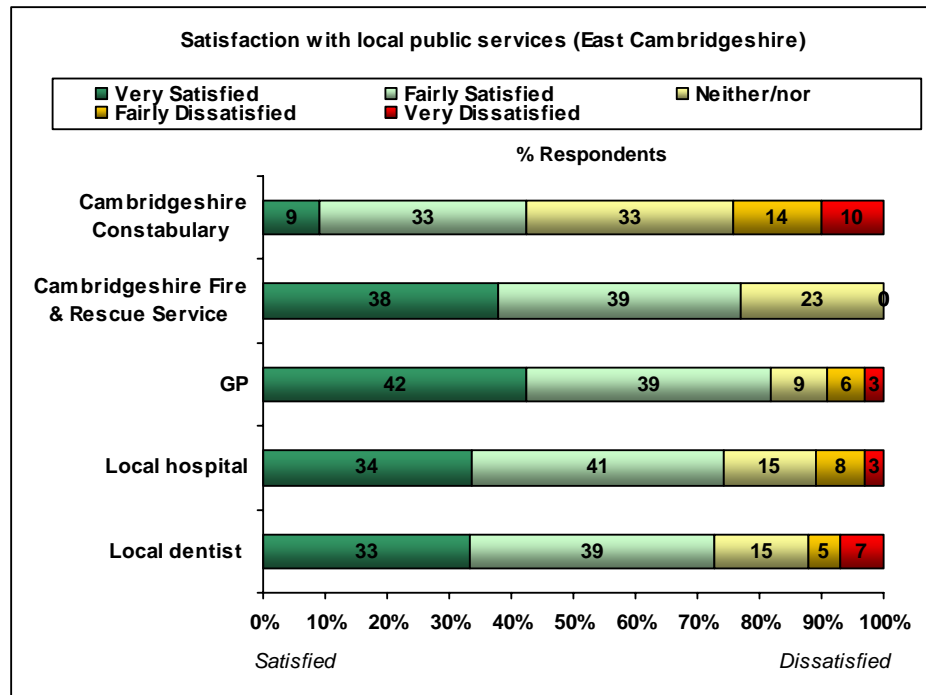
On the other hand fewer residents agreed that public services promote the interests of local residents (43%) a great deal or to some extent or act on the concerns of residents (42%).

Closer examination showed that younger (25-34 years) and older (65+ years) residents were more likely to agree that public services promote the interests of local residents (60% and 51%, respectively), than those aged between 35 and 65 years (36%).

This is also true for agreeing that public services act on the concerns of the people, where residents aged 25-34 (48%) and those aged 65 years or over (50%) were more likely to agree with this than those aged 35-64 years (36%)

Table 4: Extent to which residents think public services are working to improve the following issues by District (% 'a great deal' or 'to some extent')

Local public services...	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Are working to make the area safer	59%	65%	57%	55%	61%	57%
Are working to make the area cleaner & greener	69%	66%	70%	66%	71%	71%
Promote the interests of local residents	47%	52%	43%	39%	46%	52%
Act on the concerns of local residents	46%	56%	42%	37%	45%	50%
Treat all types of people fairly	72%	79%	71%	64%	73%	74%



Source: Q7

Base: All valid responses.

Excludes respondents who have not used services.

Over 70% of residents who have used the following local public services were satisfied:

- Their GP (81%);
- The Cambridgeshire Fire and Rescue Service (77%);
- Their local hospital (75%);
- Their local dentist (72%).

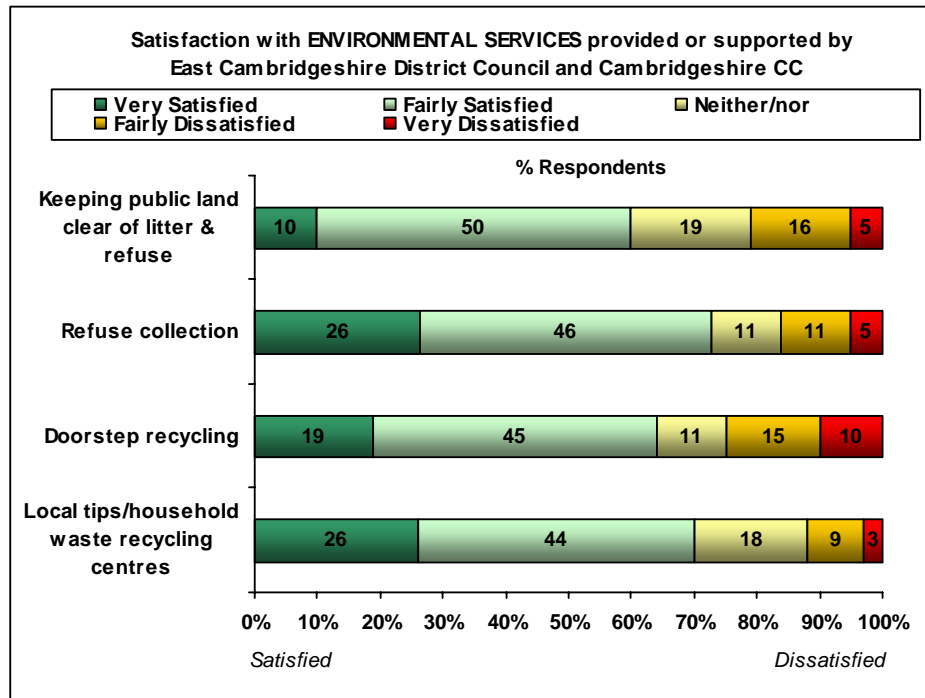
Satisfaction drops to 42% for Cambridgeshire Constabulary. Residents aged 65 years and over were more satisfied with this service (56%). Men (35%) were far less satisfied with the service, compared with women (51%), with 30% of men being dissatisfied.

Satisfaction rises with age for the Cambridgeshire Fire and Rescue service, local GP and local dentist.

Finally, residents with a disability (82%) were more satisfied with the Fire and rescue service, compared with those without a disability (74%).

Table 5: Satisfaction with public services in local area by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Cambridgeshire Constabulary	49%	57%	43%	46%	53%	44%
Cambridgeshire Fire & Rescue Service	76%	77%	77%	82%	76%	71%
GP	84%	84%	81%	81%	85%	84%
Local hospital	80%	86%	74%	71%	81%	84%
Local dentist	69%	69%	73%	55%	74%	71%



Source: Q8

Base: All valid responses

The majority of residents were satisfied with the following environmental services/facilities:

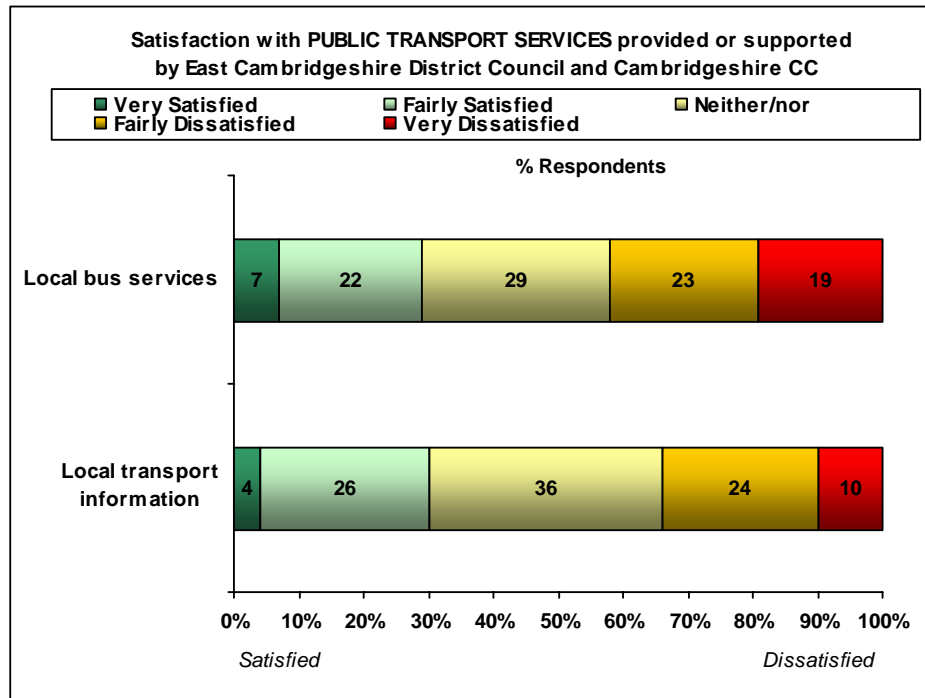
- Refuse collection (72%);
- Local tips/household waste recycling centres (70%);
- Doorstep recycling (64%); and
- Keeping the land clear of litter and refuse (60%).

Satisfaction rises with age for refuse collection, doorstep recycling and local tips/household waste recycling centres.

Men (67%) were less satisfied with local tips/household waste recycling centres, compared with women (73%).

Table 6: Satisfaction with Environmental Services by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntington-shire	South Cambs
Keeping public land clear of litter & refuse	63%	67%	60%	57%	67%	61%
Refuse collection	77%	71%	72%	77%	83%	78%
Doorstep recycling	74%	71%	65%	69%	80%	79%
Local tips/household waste recycling centres	72%	65%	70%	76%	75%	74%



Source: Q8

Base: All valid responses

Few residents were satisfied with the local bus services (29%) and local transport information provision (30%).

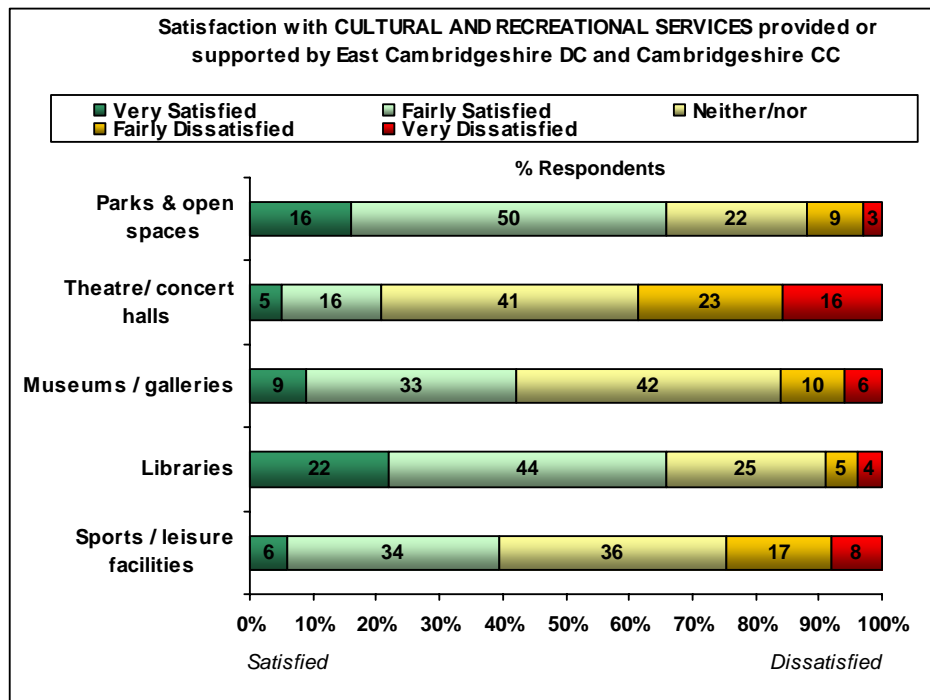
Although women were more satisfied with local transport information (35%) and the local bus service (36%) compared with men (26% and 22%, respectively), the levels of satisfaction were still low.

Residents with a disability (33%) were also more satisfied with the local bus service compared with those without a disability (27%), but again low in numbers.

Table 7: Satisfaction with local transport services by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Local bus services	38%	49%	29%	37%	37%	36%
Local transport information	37%	46%	30%	36%	36%	36%

East Cambridgeshire scored the lowest satisfaction with these services compared with other District Councils in Cambridgeshire.



Source: Q8

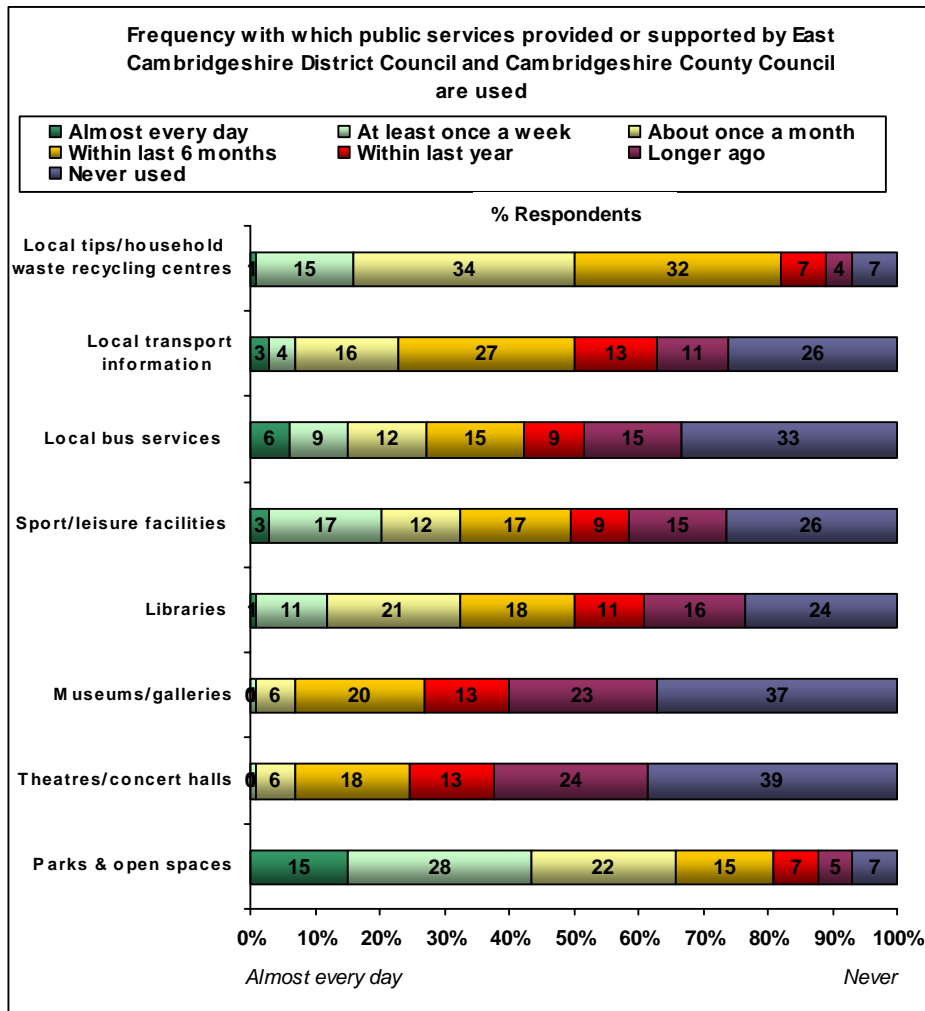
Base: All valid responses

Two out of three residents were satisfied with parks and open spaces (66%) and libraries (66%).

Satisfaction drops for museum/galleries (42%) and sports/leisure facilities (40%), while only 21% of respondents were satisfied with theatres and concert halls.

Table 8: Satisfaction with Cultural & Recreational Services by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Sports & Leisure facilities	48%	57%	39%	42%	55%	40%
Libraries	62%	51%	66%	72%	68%	54%
Museums/ galleries	49%	70%	43%	50%	37%	40%
Theatres/ Concerts halls	39%	70%	21%	18%	26%	44%
Parks and open spaces	73%	84%	66%	59%	73%	73%



Source: Q9

Base: All valid responses

The majority of residents in East Cambridgeshire used parks and open spaces (65%) at least once a month in the past 12 months, while one in two used local tip/household waste recycling centres (50%).

The other facilities were used by fewer people at least once a month in East Cambridgeshire:

- Libraries (33%);
- Sports/leisure facilities (32%);
- Local bus services (27%);
- Local transport information (23%);

- Theatres (7%); and
- Museums/galleries (7%).

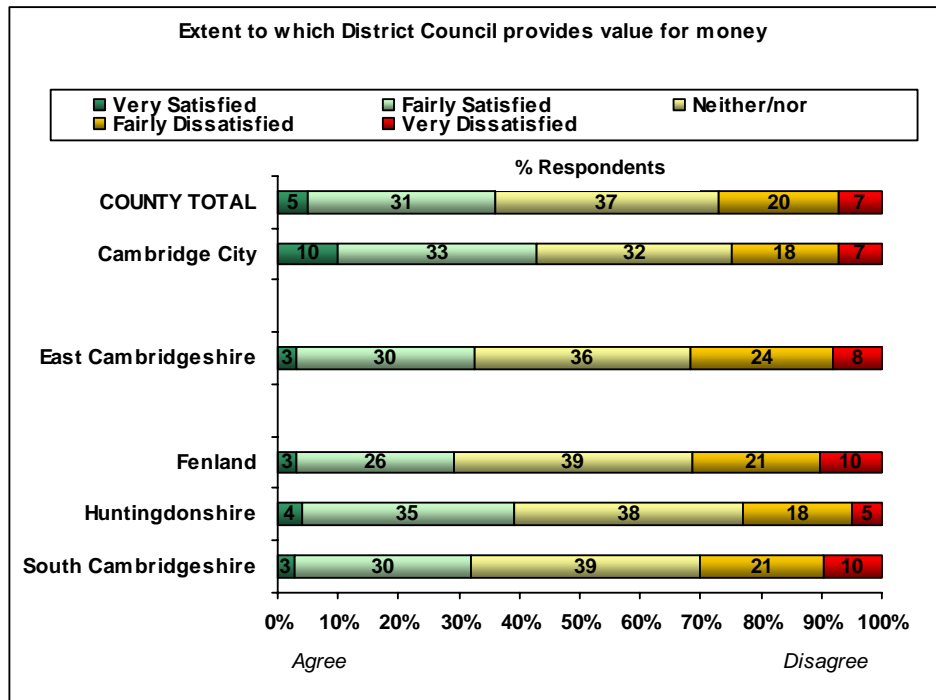
A significant group of residents had never used the following facilities/services in East Cambridgeshire:

- Theatre/concert hall (39%);
- Museum/gallery (37%);
- Local bus (33%).

Table 9: Frequency of use of public services by District (% use at least monthly)

	County	Cambridge City	East Cambs	Fenland	Huntington-shire	South Cambs
Local tips/ household waste recycling centres	47%	36%	50%	49%	53%	47%
Local transport information	28%	44%	23%	18%	22%	32%
Local bus services	37%	56%	27%	25%	28%	42%
Sport/ leisure facilities	36%	42%	32%	29%	42%	31%
Libraries	31%	27%	32%	33%	34%	29%
Museum/ galleries	11%	23%	7%	4%	5%	12%
Theatres/ concert halls	11%	20%	7%	3%	5%	15%
Parks and open spaces	67%	78%	65%	50%	68%	67%

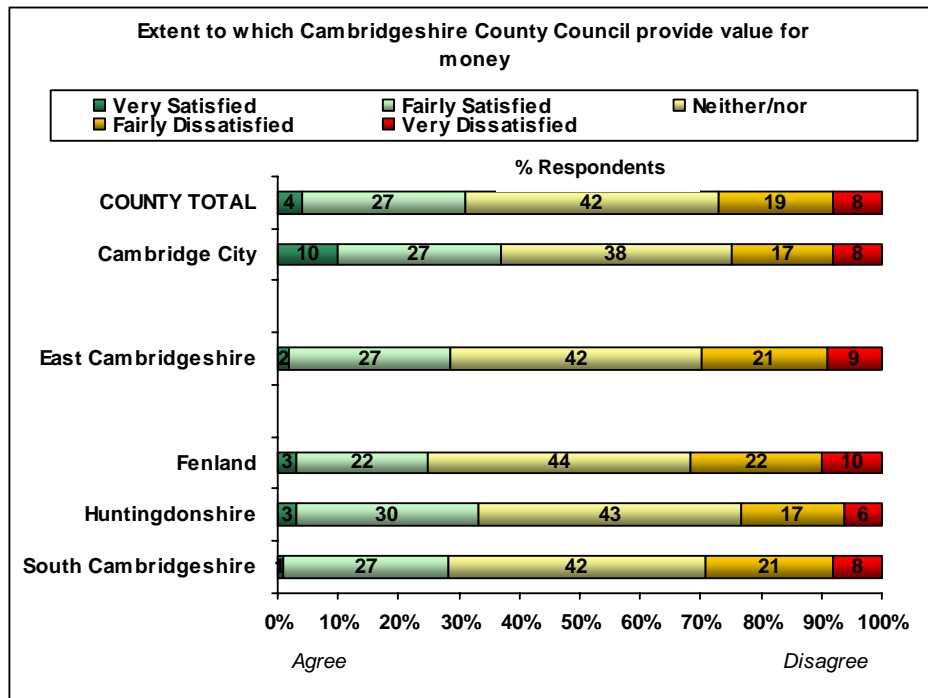
Compared with the County average, East Cambridgeshire residents made greater use of local tips/household waste recycling centres. With the exception of libraries, the percent of East Cambridgeshire residents who use each of the other services at least once a month was lower than the County average.



A third of all residents (33%) agreed that East Cambridgeshire District Council provides value for money: 3% lower than the County average. A third (32%) disagreed and 36% neither agreed nor disagreed.

Residents aged 65 years or over (44%) were more likely to agree that East Cambridgeshire District Council provides value for money.

42% of women neither agreed nor disagreed (men 30% neither). High percentages in the neither category could suggest that residents are unaware of the value for money they are receiving.

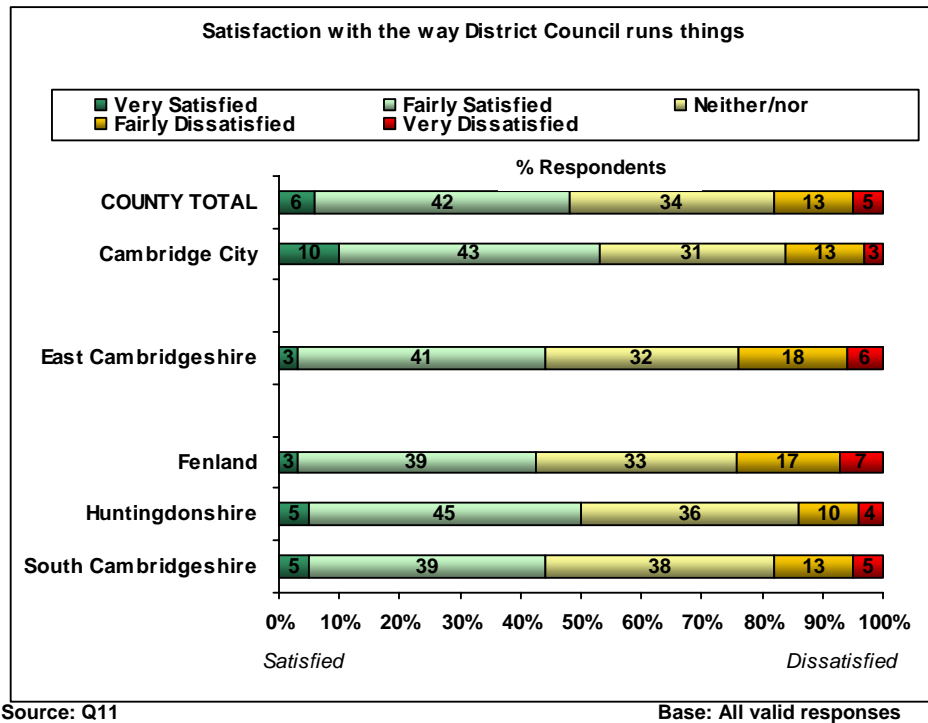


Source: Q10

Base: All valid responses

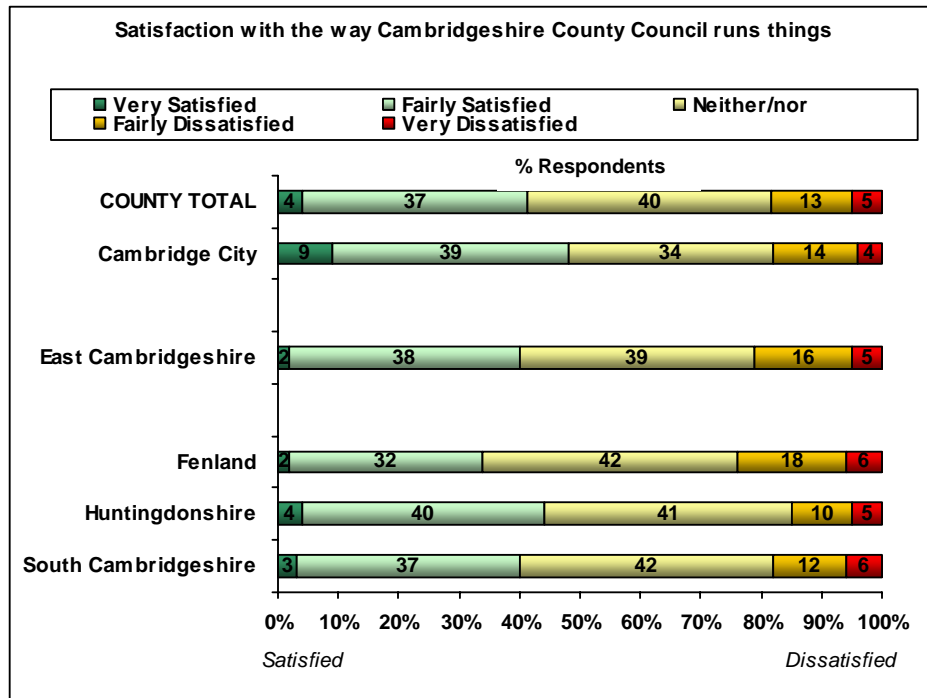
Three in ten (31%) of East Cambridgeshire residents thought that Cambridgeshire County Council provides value for money, while 30% disagreed with this and 42% neither agreed nor disagreed.

Again, high percentages in the 'neither' category could suggest low awareness of the value for money they are receiving.



Fewer than half of East Cambridgeshire residents (44%) were satisfied with the way East Cambridgeshire District Council runs things, whilst a quarter (24%) was dissatisfied.

This is slightly lower than the average satisfaction for all District Councils in Cambridgeshire at 48%.

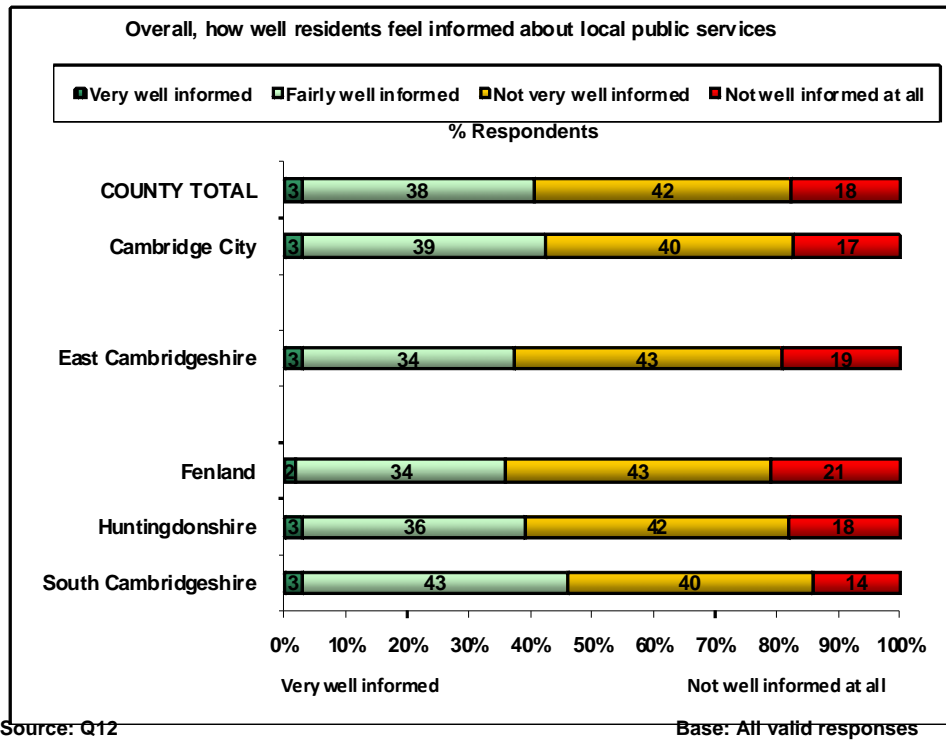


Source: Q11

Base: All valid responses

Four in ten residents in East Cambridgeshire were satisfied with the way Cambridgeshire County Council runs things, similar to the County average.

4.4 Communications

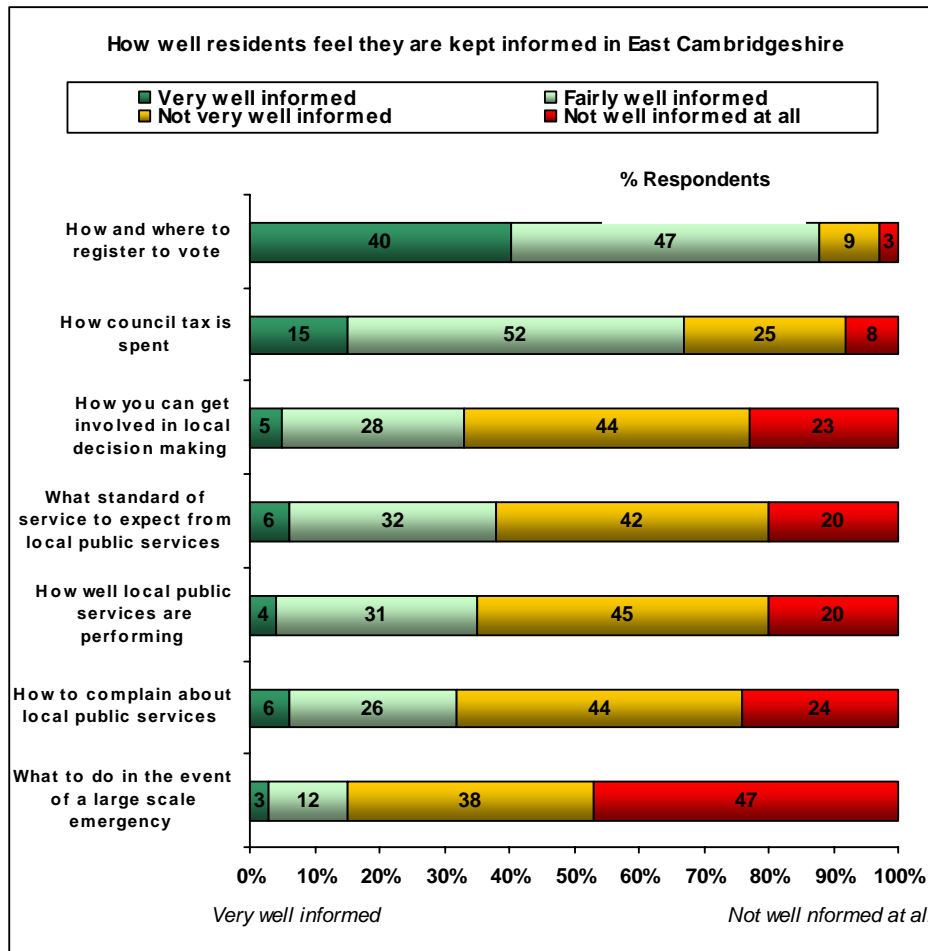


Just over a third (37%) of residents in East Cambridgeshire felt well informed about local public services.

This is relatively low compared with other District Councils in Cambridgeshire (County average 41%).

Feeling informed rises with age from 28% for those aged 25-34 years to 51% for those aged over 65 years.

Residents who were involved in a decision-making group in the past year felt better informed (45%) than those who were not (36%), as did those with a strong sense of belonging to the area (44%; weak sense of belonging 28%).



Nine in ten residents felt well informed about how and where to register to vote (87%) and two-thirds on how council tax is spent (67%). Around a third residents felt well informed about:

- The standard of service to expect from local public services (38%);
- How well local public services are performing (35%);
- How they can get involved in local decision making (32%); and
- How to complain about local public services (32%).

Very few residents felt well informed on what to do in the event of a large-scale emergency (15%) whilst nearly half (47%) did not feel well informed about this.

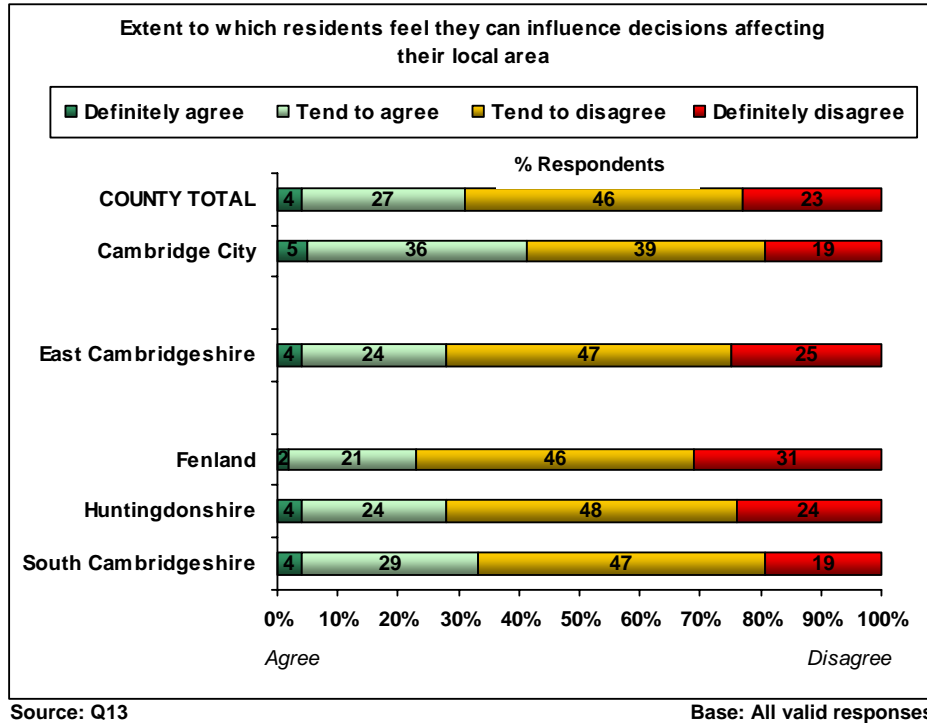
Residents aged 65 years or over felt better informed about all these issues, with 25% feeling informed on what to do in the event of a large-scale emergency.

Residents with a disability (19%) felt better informed about what to do in the case of a large-scale emergency than those without a disability (13%)

Table 10: Extent to which residents feel informed by District (% 'very' or 'fairly' well)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
How and where to register to vote	87%	84%	88%	86%	89%	90%
How council tax is spent	65%	53%	67%	68%	71%	67%
How to get involved in local decision making	33%	32%	33%	26%	32%	41%
What standard of service to expect from local public services	38%	37%	38%	37%	37%	41%
How well local public services are performing	38%	34%	35%	38%	38%	42%
How to complain about local public services	34%	36%	32%	35%	32%	37%
What to do in the event of a large-scale emergency	17%	17%	15%	18%	19%	17%

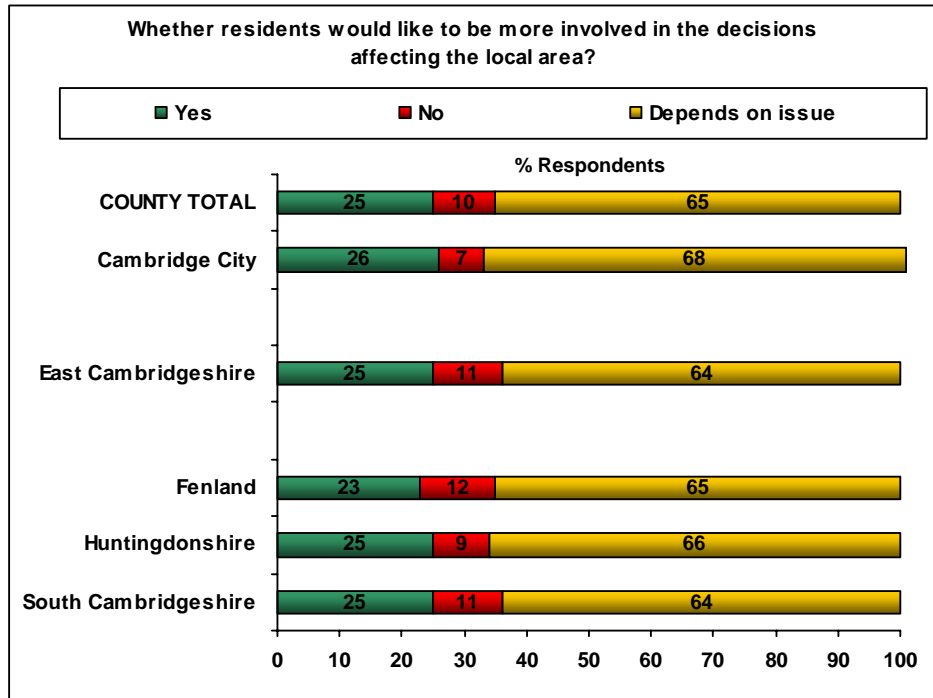
4.5 Local Decision Making



A quarter (28%) of residents felt they can influence decisions affecting their local area, while one in four (25%) disagreed with this and half (47%) neither agreed nor disagreed.

The East Cambridgeshire finding was on a par with the County average.

Those who have been involved in a decision-making group in the past year were more likely to feel they can influence decision-making (39%), compared with those who have not been involved (25%).



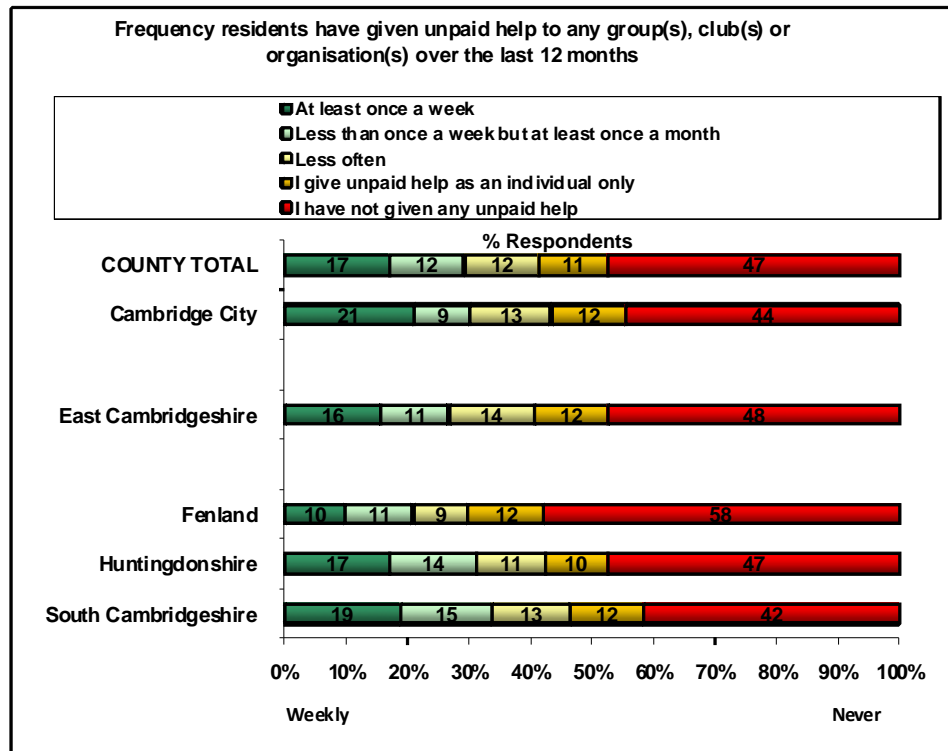
Source: Q14

Base: All valid responses

A quarter of East Cambridgeshire residents would like to be more involved in the decisions that affect their area, whilst two-thirds (64%) said it depended on the issue.

Residents aged 45-54 were more likely to want to be further involved (34%) than any other age group.

4.6 Helping Out



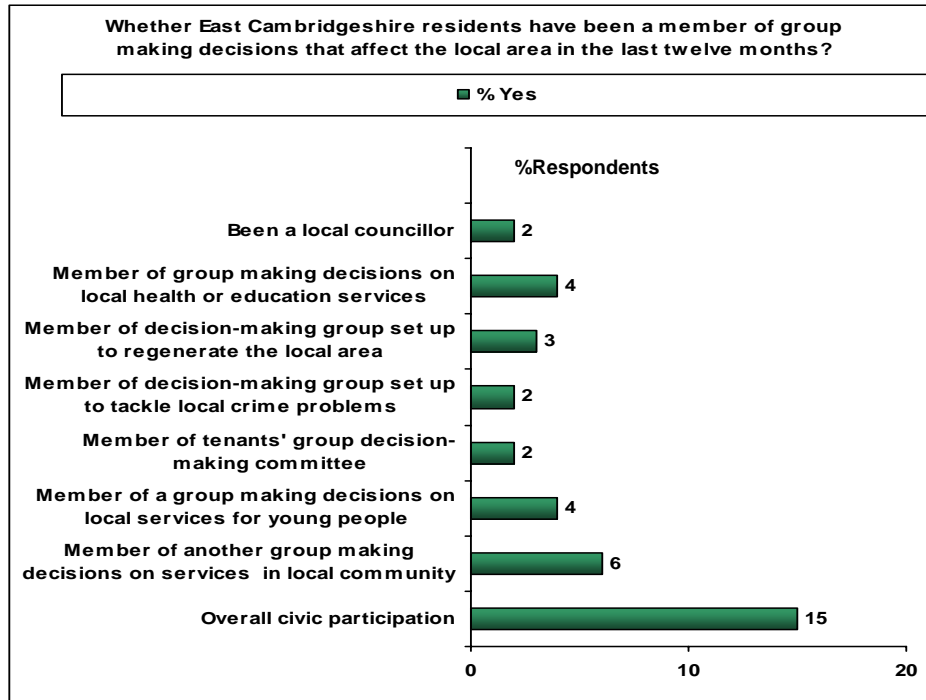
Source: Q15

Base: All valid responses

A quarter (27%) of all residents had given unpaid help to groups or organisations at least once a month in the past year. This percentage is fairly well distributed amongst all socio-demographic groups.

Nearly half of the residents in East Cambridgeshire had not given any unpaid help in the past 12 months.

4.7 Getting Involved



Source: Q16

Base: All valid responses

15% of all residents had been in some way involved in civic participation in the last 12 months.

Residents were more likely to be members of a community group (6%).

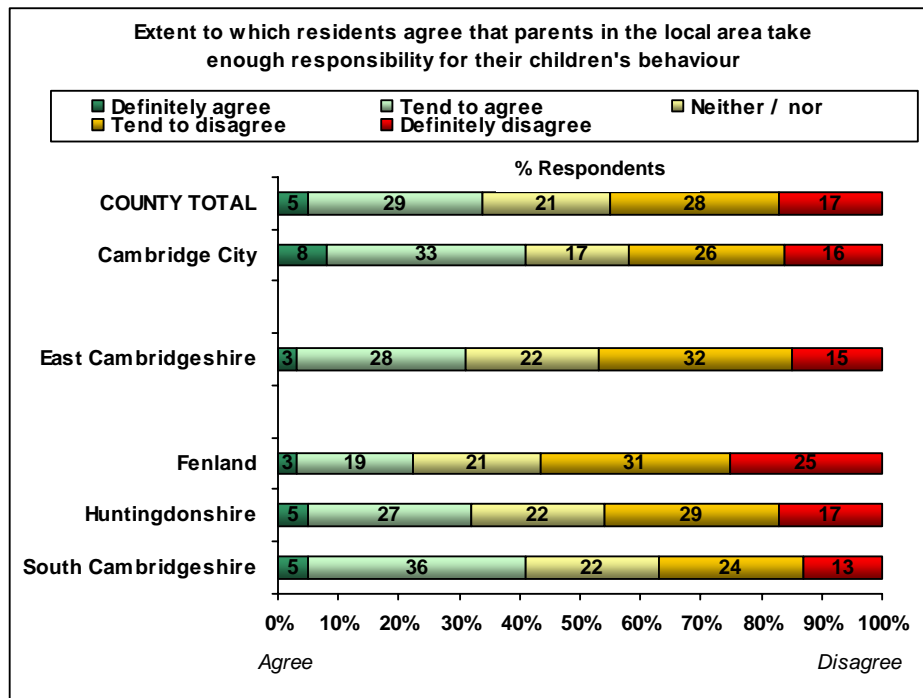
Civic participation rises with age from 5% for younger residents to 23% for those aged 65 years or over.

Table 11: Percentage of residents who have been involved with decision-making groups that affect local area in the past 12 months by District

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Local councillor (for local authority, town or parish)	2%	2%	2%	1%	1%	4%
Member of a group making decisions on local health or education services	4%	5%	4%	3%	4%	6%
Member of a decision-making group set up to regenerate the local area	2%	1%	3%	1%	2%	3%
Member of a decision making group set up to tackle local crime problems	3%	3%	2%	2%	2%	4%
Member of a tenants' group decision making committee	2%	3%	2%	1%	2%	2%
Member of a group making decisions on local services for young people	4%	6%	4%	2%	4%	5%
Member of another group making decisions on services in the local community	7%	8%	6%	5%	6%	10%
Civic participation	15%	15%	15%	11%	14%	20%

- The percentage of residents involved in civic participation is quite low for all types of participation across the District Councils in the County.
- Residents from South Cambridgeshire are overall more involved in civic participation (20%).

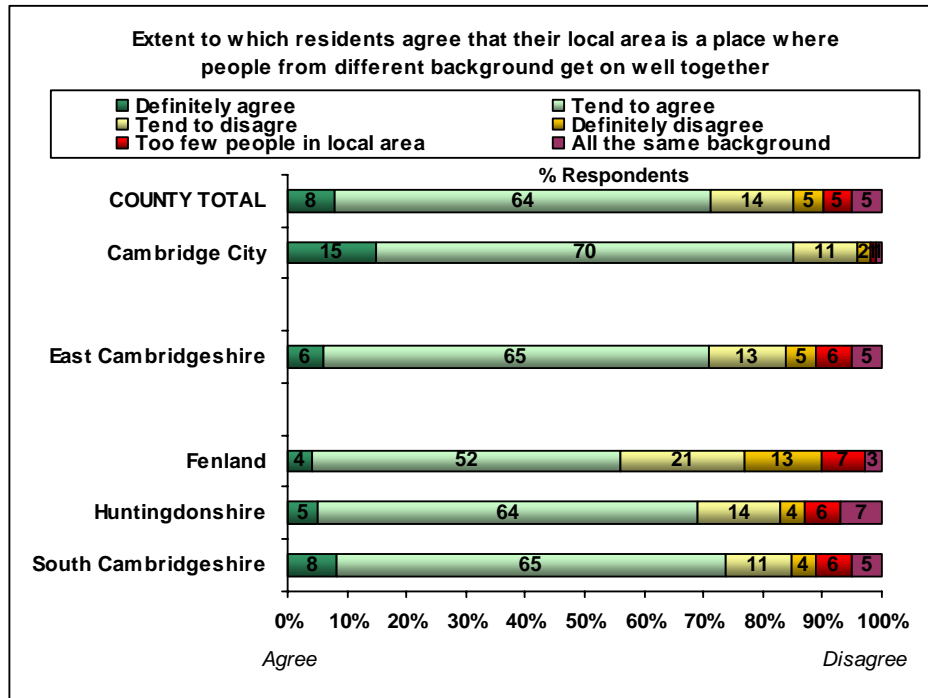
4.8 Respect and Consideration



One in three residents (31%) agreed that parents take enough responsibility for their children's behaviour while one in two residents (47%) disagreed.

The findings for East Cambridgeshire were just under the County average.

No major differences amongst the age groups were found showing a similar attitude between parents of children and non-parents.

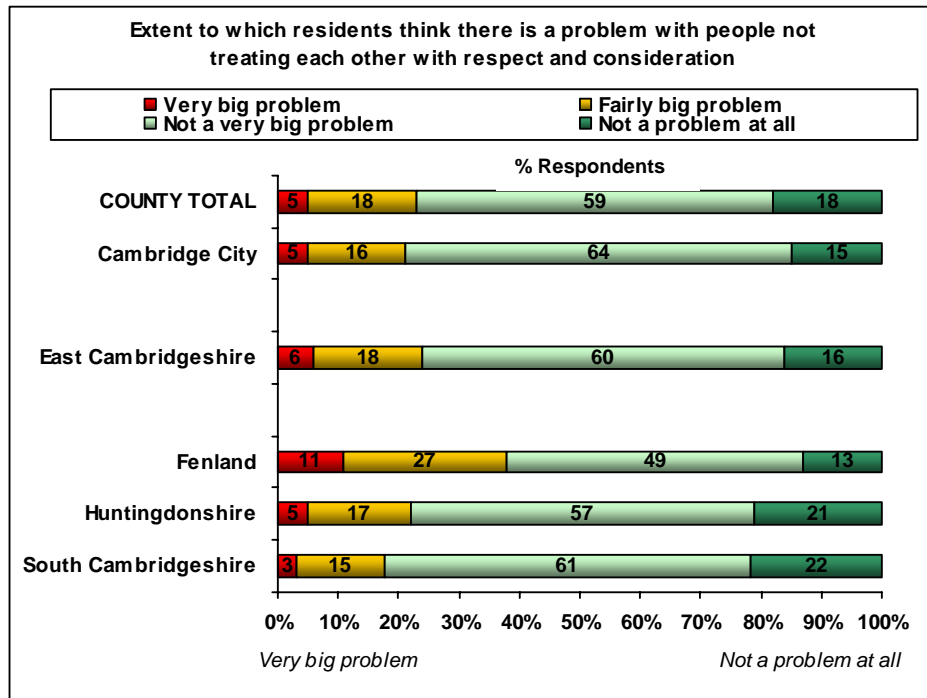


Source: Q18

Base: All valid responses

The majority of residents (71%) agreed that their local area is a place where people from different backgrounds get on well together, while 18% disagreed.

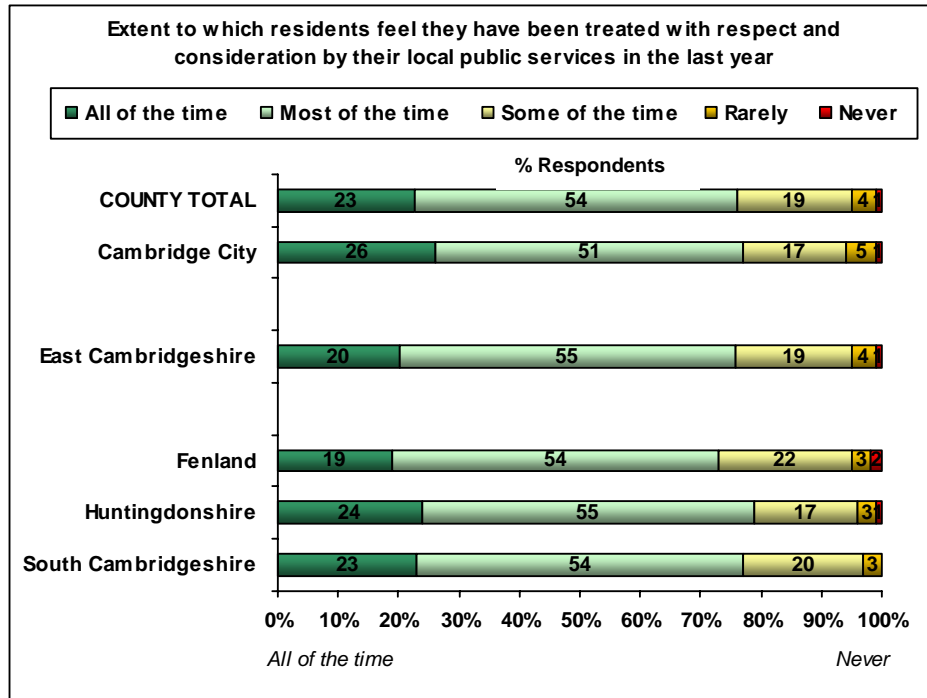
Only eight BME residents answered this question and therefore analysis by ethnicity was not conducted.



Source: Q19

Base: All valid responses

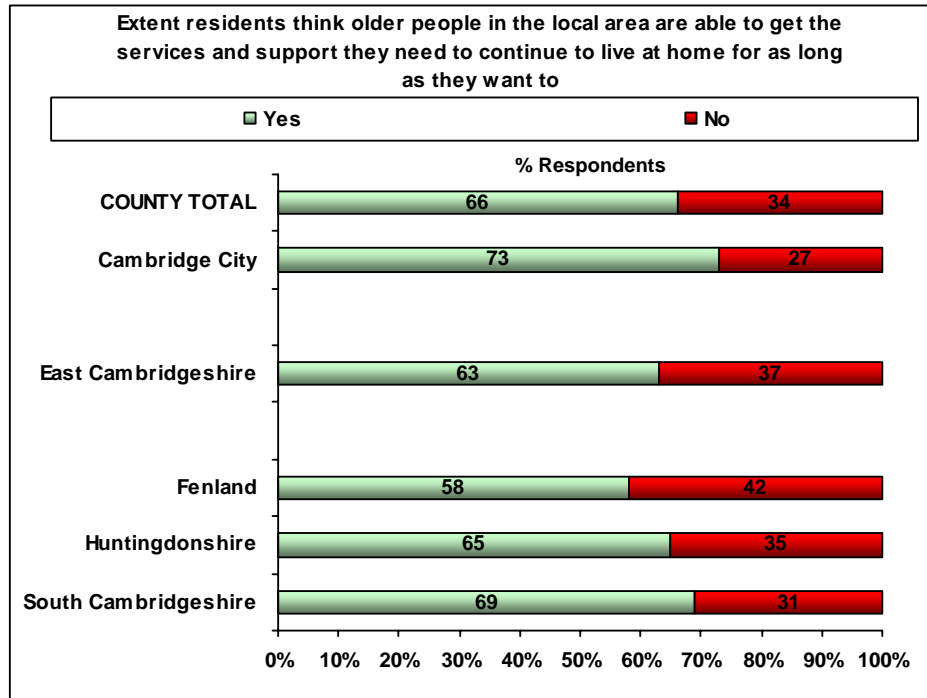
Similar to the County average, a quarter of East Cambridgeshire residents (24%) thought that people not treating each other with respect and consideration in their local area was a very or fairly big problem, while 76% thought this is not a big problem.



Source: Q20

Base: All valid responses

Three quarters of residents felt they have been treated with respect and consideration by their local public services in the past year, either most or all of the time.



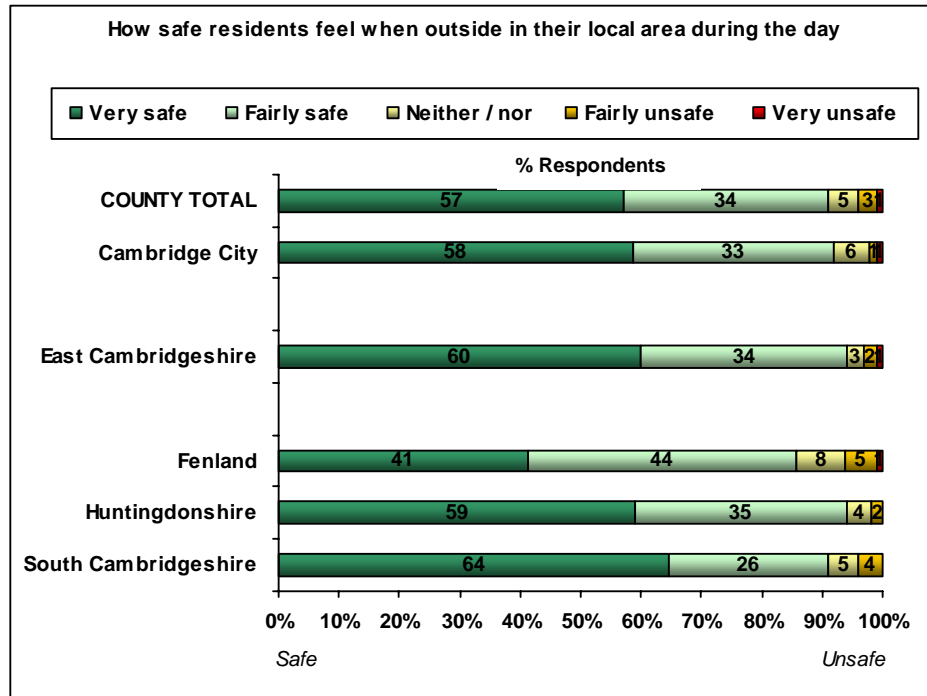
Source: Q21

Base: All valid responses

Two-thirds of residents (63%) thought 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.

Encouragingly, amongst those aged 65 years or older, this percentage rises to 75%.

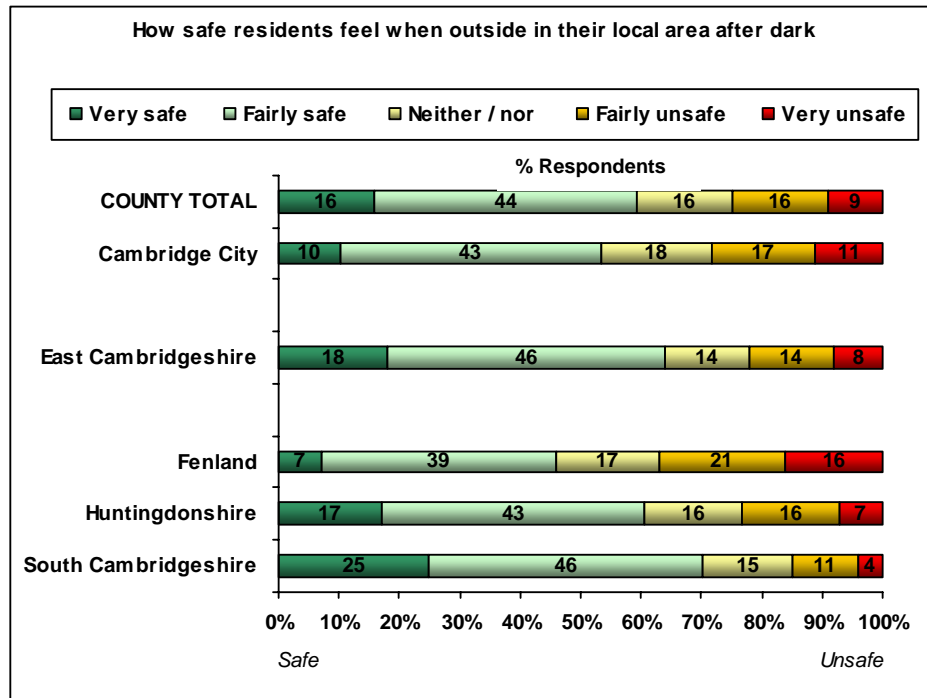
4.9 Community Safety



Source: Q23

Base: All valid responses

The vast majority of residents (94%) felt safe when outside in their local area during their day. Indeed, perceptions of safety outside during the day were highest amongst East Cambridgeshire residents than for other areas in the County.

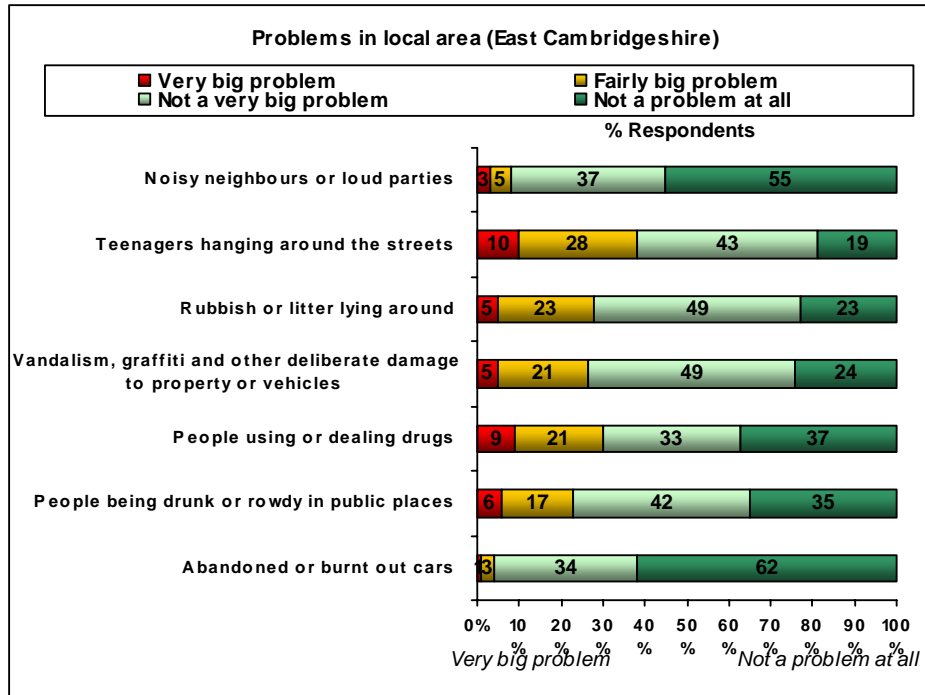


Source: Q22

Base: All valid responses

Two-thirds of residents (64%) also felt safe when outside in their local area after dark.

People aged over 55 years were less likely to feel safe when outside after dark (57%), and so were women (56% compared with men 72%) and residents with a disability (56% compared with those without a disability 67%).



Source: Q24

Base: All valid responses

Residents thought that the biggest problem of anti-social behaviour in the area was teenagers hanging around the streets (38%).

This was followed by:

- People using or dealing drugs (30%);
- Rubbish or litter lying around (28%);
- Vandalism, graffiti or other deliberate damage to property or vehicles (26%) and
- People being drunk or rowdy in public places (23%).

Very few residents thought that noisy neighbours or loud parties (8%) or abandoned or burnt out cars (4%) was a big problem.

Residents with a weak sense of belonging to the area were more likely to think all the above was a problem in the area (with the exception of rubbish or litter lying around and burnt out or abandoned cars, where responses between the two groups were similar).

Finally, women (35%) were more likely to think that people using or dealing drugs was a problem, compared with men (25%).

Table 12: Problems in local area by District (% 'very big' or 'fairly big' problem)

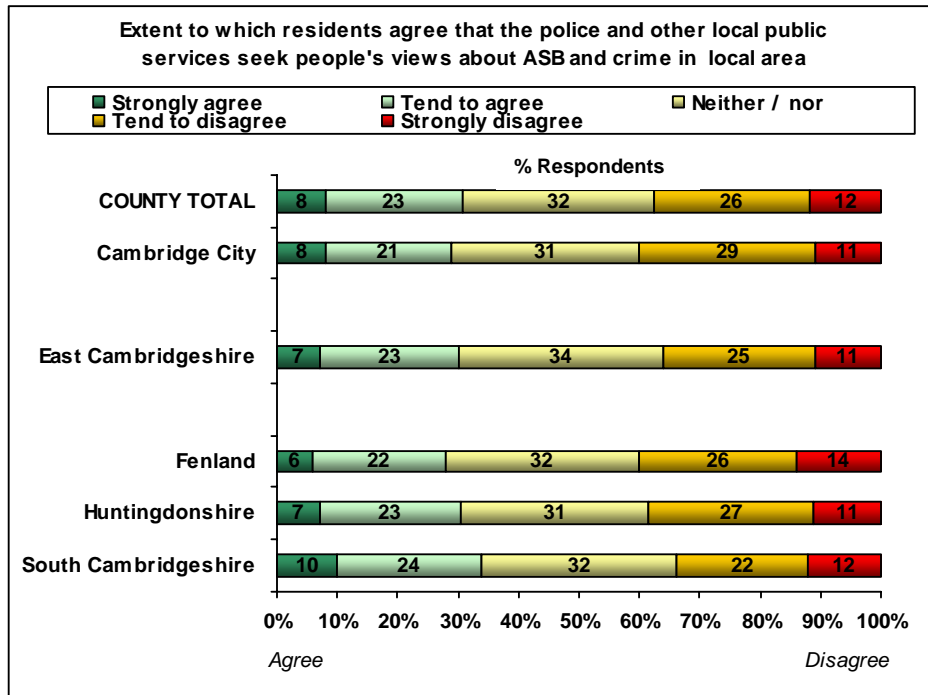
	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Noisy neighbours or loud parties	9%	14%	8%	11%	8%	6%
Teenagers hanging around the streets	33%	33%	38%	44%	32%	26%
Rubbish or litter lying around	27%	34%	29%	34%	24%	22%
Vandalism, graffiti and other deliberate damage to property or vehicles	27%	28%	27%	37%	24%	21%
People using or dealing drugs	24%	27%	30%	32%	23%	13%
People being drunk or rowdy in public places	23%	32%	23%	32%	23%	9%
Abandoned or burnt out cars	5%	4%	5%	10%	5%	4%
High perception of ASB	12%	13%	13%	20%	10%	8%

The level of problematic anti-social behaviour in East Cambridgeshire was similar to the County average for most of the issues with the exception of teenagers hanging around the streets (38%) and people using or dealing drugs (30%).

Scores for all 7 questions were added (where 0= No problem at all and 3=Very big problem). The minimum possible score was zero (i.e. where a respondent marked all 7 issues not to be a problem at all; $7 \times 0 = 0$) and the maximum was 21 (i.e. where a respondent marked all 7 issues not to be a big problem; $7 \times 3 = 21$). The middle point of the scale was decided by the Audit Commission to be 11 points.

13% of residents from East Cambridgeshire scored above 11 point for this set of questions which is comparable to the County average score.

A fifth (18%) of residents with a weak sense of belonging to the area scored above 11, compared with only 8% of those with a strong sense of belonging.

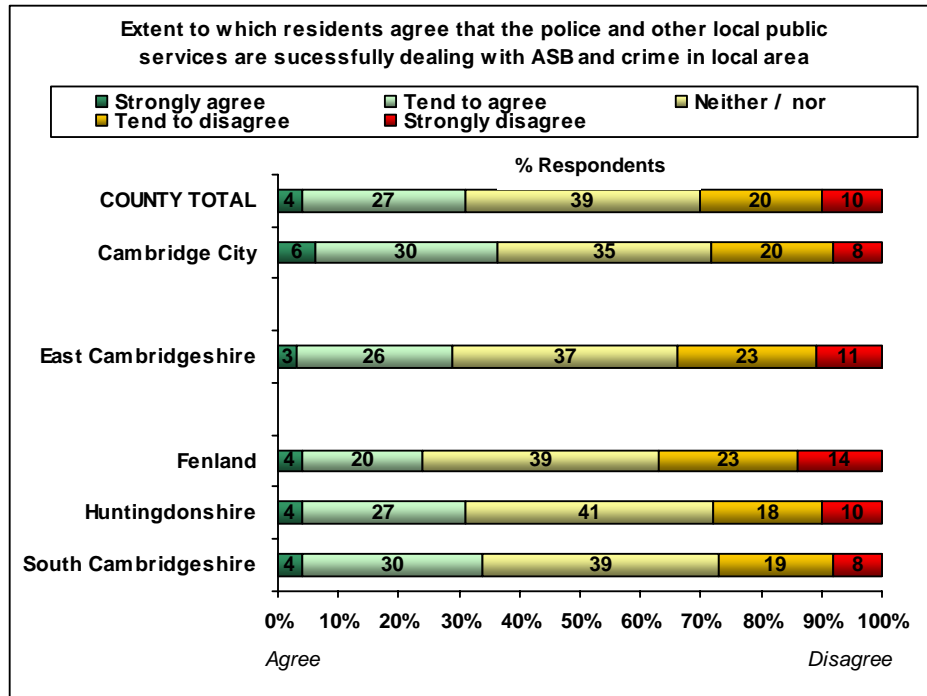


Source: Q25

Base: All valid responses

One in three residents (30%) agreed that the police and other local public services seek people's views about ASB and crime in the local area,

Fewer residents with a weak sense of belonging (25%) agreed with this compared with those with a strong sense of belonging (33%).



Source: Q26

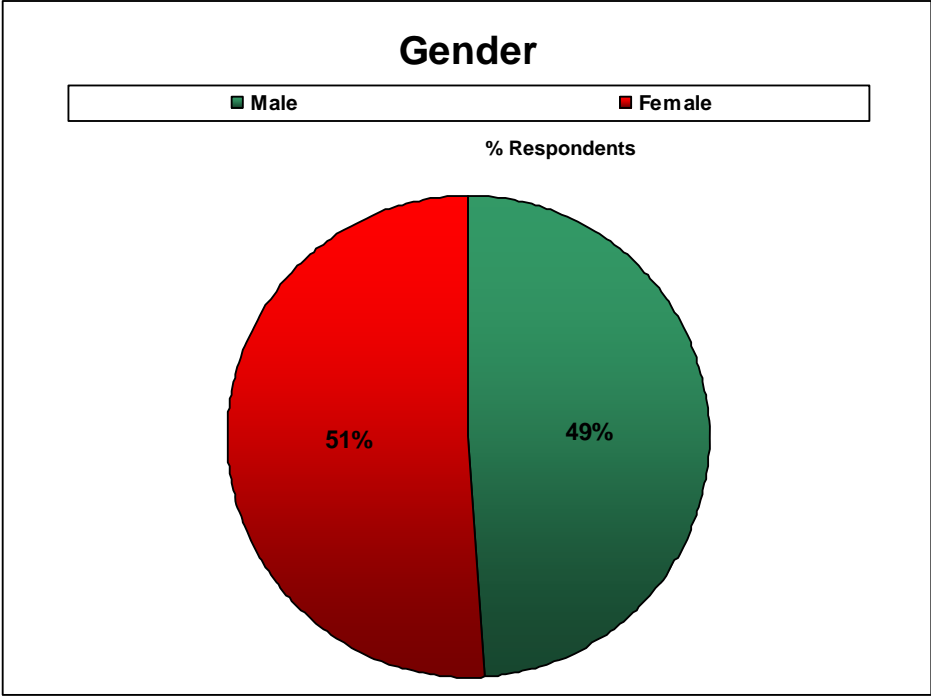
Base: All valid responses

Only 29% of residents agreed that the police and other local public services are successfully dealing with ASB and crime in the local area, while 34% disagreed with this.

This is comparable to County average scores.

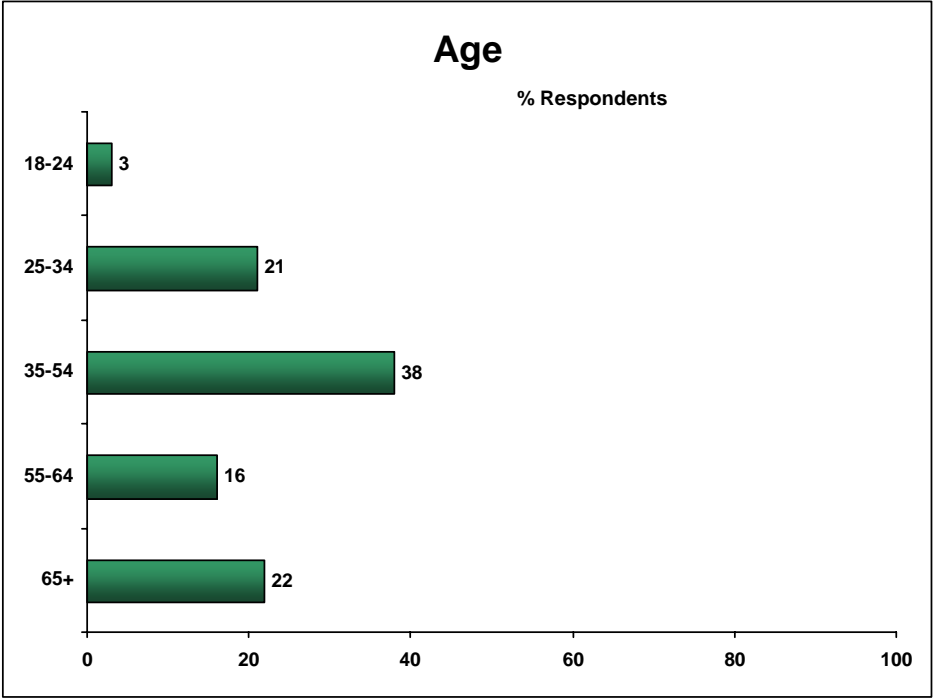
Again, fewer residents with a weak sense of belonging (23%) agreed with this compared with those with a strong sense of belonging (34%).

Appendix A **Demographics for East Cambridgeshire**
(weighted)



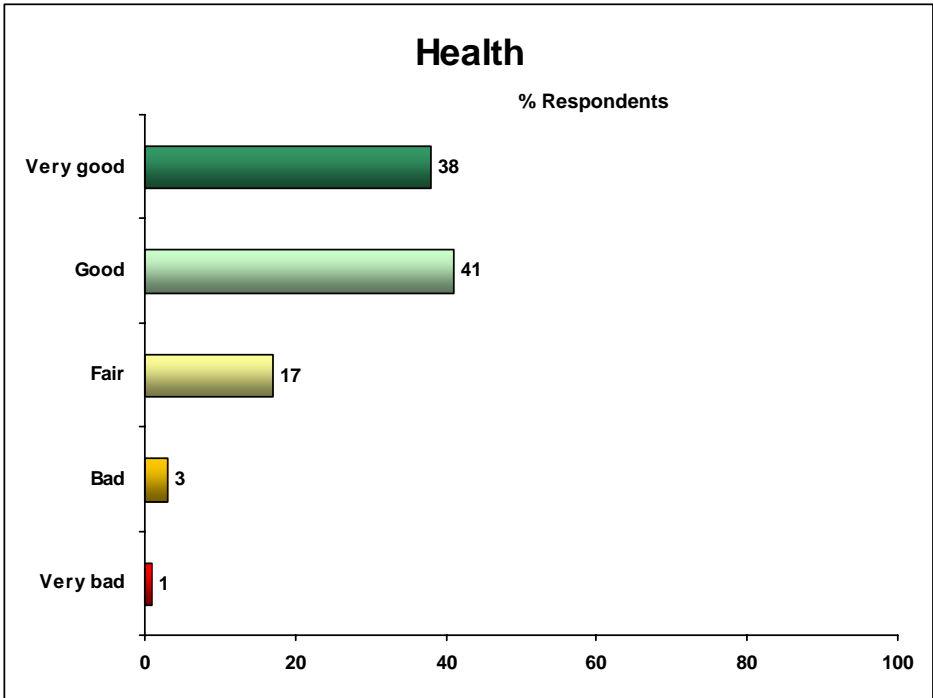
Source: Q27

Base: All valid responses



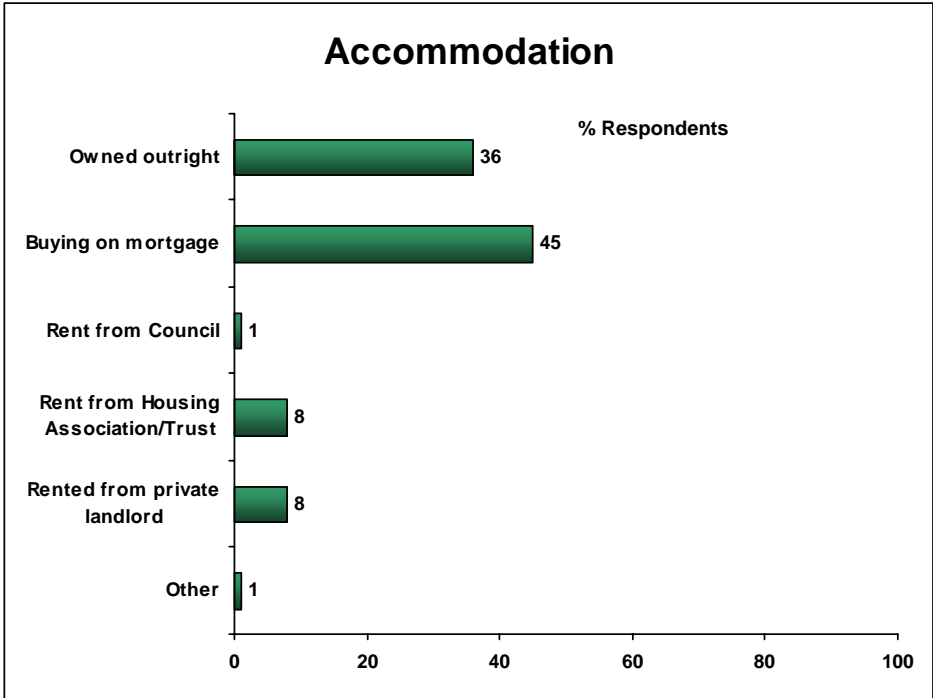
Source: Q28

Base: All valid responses



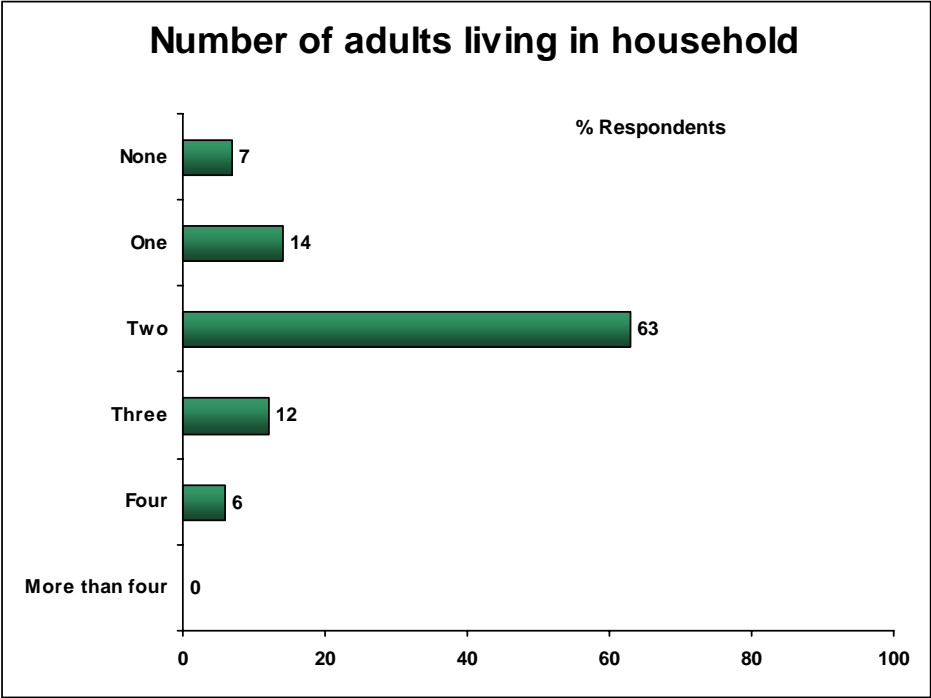
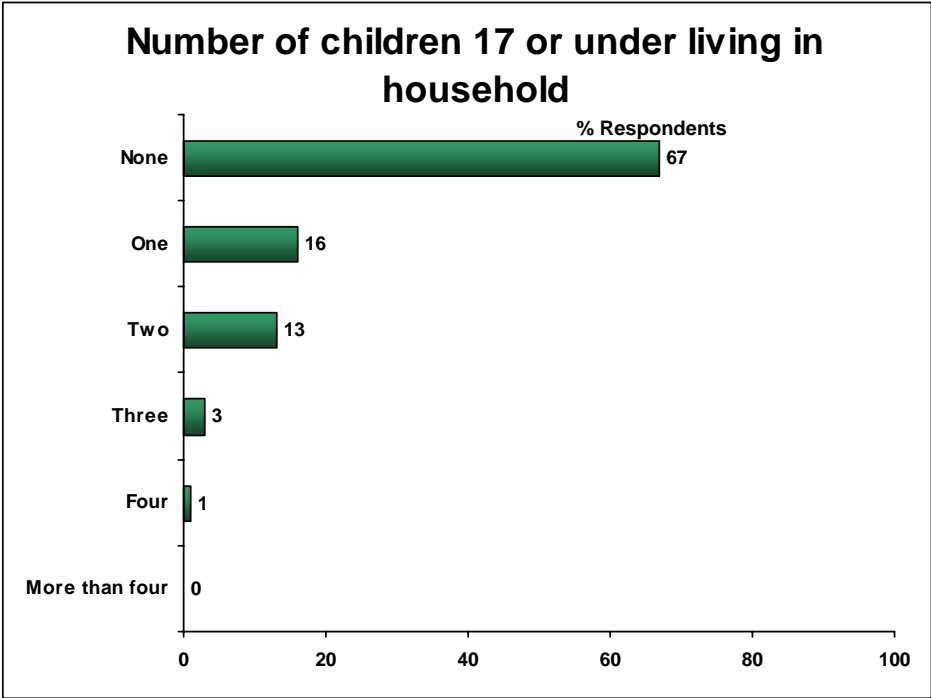
Source: Q29

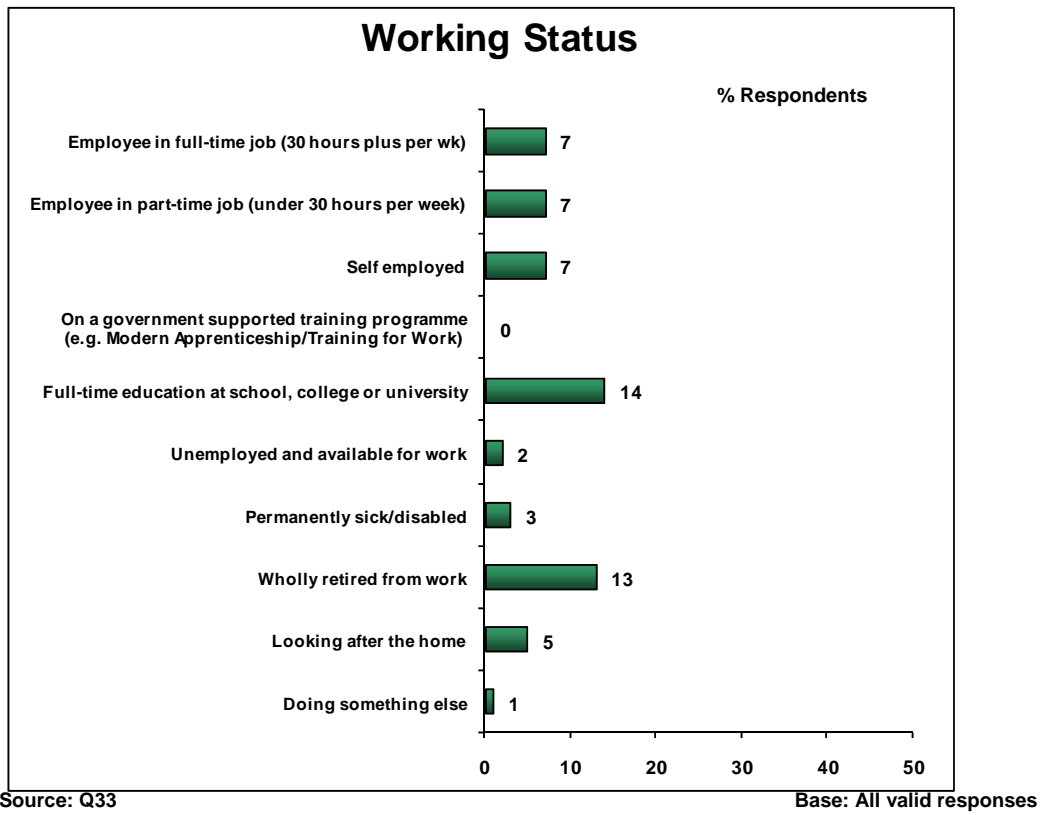
Base: All valid responses

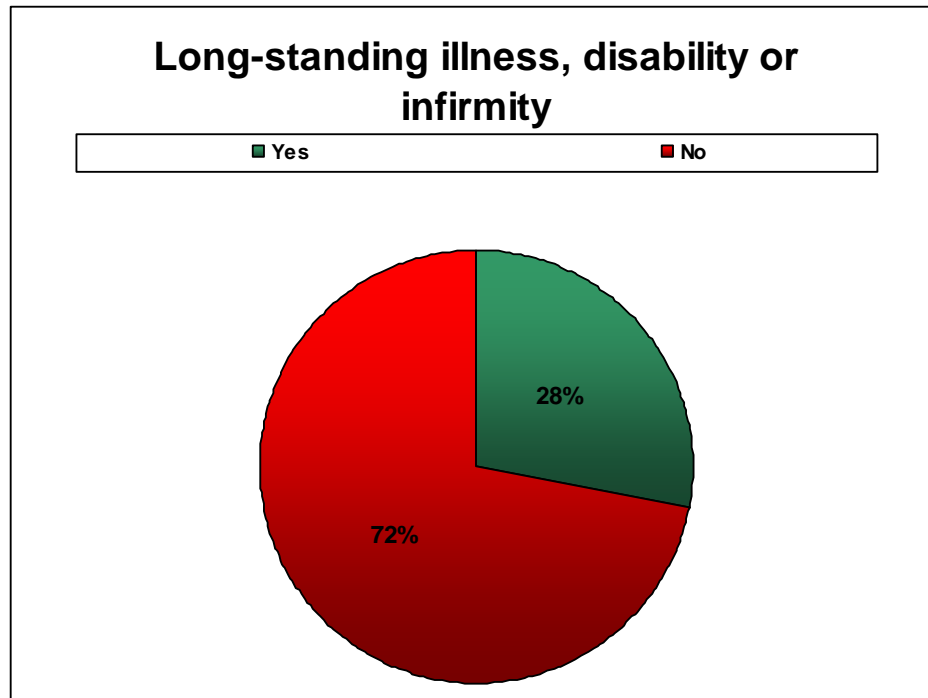


Source: Q30

Base: All valid responses

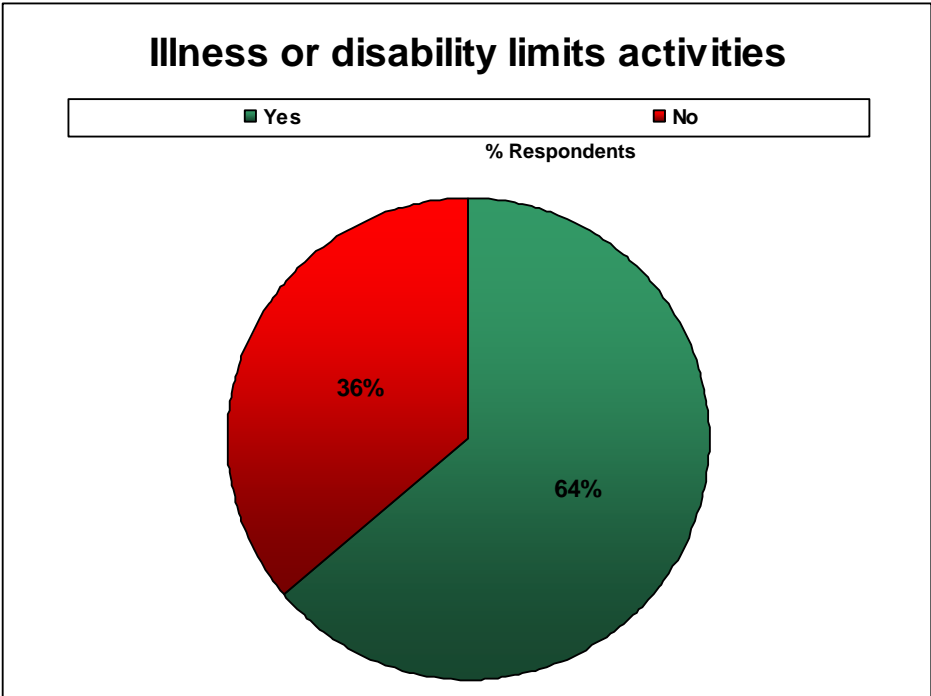






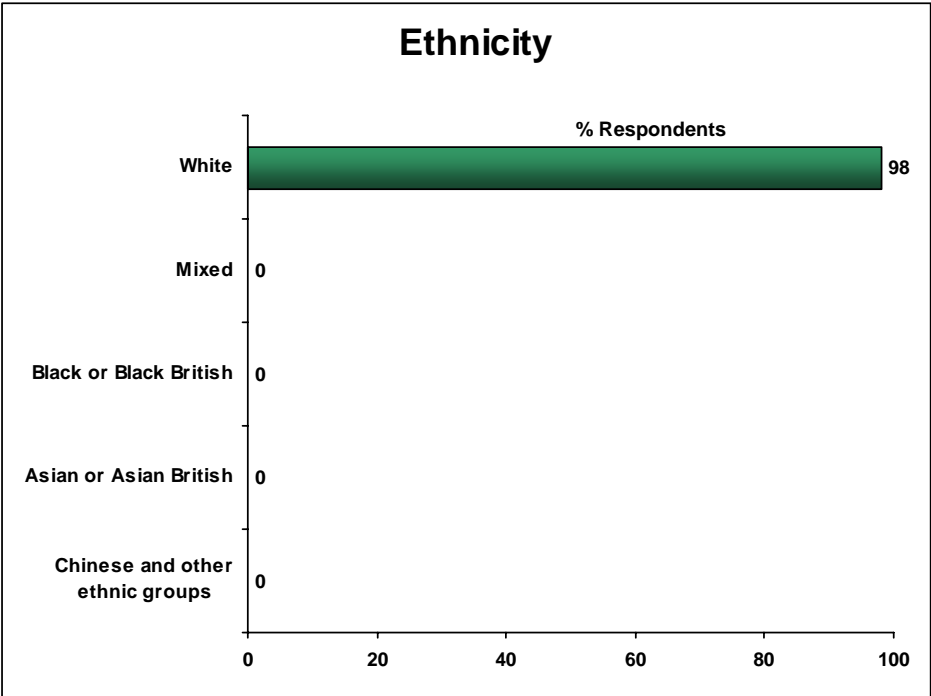
Source: Q34

Base: All valid responses



Source: Q35

Base: All valid responses



Source: Q36

Base: All valid responses

Appendix B Technical Information

Sample

The minimum sample size requirements for the Place Survey as prescribed by the Audit Commission and Communities and Local Government (CLG) was 1,100 completed questionnaires. This sample size yields a maximum sampling error of $\pm 3\%$ at the 95% confidence level which is required to calculate the National Indicators collected in the survey.

This level of sampling error means that if 50% of the sample answer 'yes' to a question, results can be expected to be accurate to within $\pm 3\%$ of 50%, that is between 47% and 53%.

The sample was drawn by the Audit Commission from the small users Postcode Address File (PAF) using a random probability sampling selection process. This selection process ensures that every member of the target survey population has a known and non-zero chance of inclusion in the sampling frame making it possible to quote the survey results within known confidence levels.

A random sample of 6,000 addresses from the PAF covering the East Cambridgeshire District Council area was downloaded from the Audit Commission's website and then CELLO **mr**uk research randomly selected 3,000 addresses for inclusion in the sampling frame.

Questionnaire

A designated 12 page questionnaire (including covering letter) template that had been subjected to rigorous development, pilot testing and validation was provided by CLG. For comparability purposes with other authorities and for measuring performance indicators, no changes to the template (including the layout or words) were permitted unless where indicated in the template itself e.g. to insert the name of the Council Q7 – Q11.

No additional questions were inserted into the East Cambridgeshire District Council questionnaire.

On page two of the questionnaire was a 'helpful hints' page on how to complete the questionnaire.

Included on the first page of the questionnaire booklet was a covering letter using a standard form of words that met with the requirements of the Data Protection Act 1998. The covering letter was signed by Councillor Fred Brown, Leader of East Cambridgeshire

District Council, Councillor Jill Tuck, Leader of Cambridgeshire County Council, Councillor Keith Walters, Chairman of Cambridgeshire Police Authority and Maureen Donnelly, Chair of NHS Cambridgeshire.

Each questionnaire was accompanied by a covering letter and freepost envelope to ensure potential respondents were not deterred by the financial cost of returning a completed questionnaire.

In the covering letter (and reminder letters) residents were instructed to complete the questionnaire as soon as possible or by the 19th December 2008. The covering letters were addressed to 'Dear Resident' as the Royal Mail PAF database doesn't provide household names. The Cambridgeshire Together logo was included on the covering letter.

The key features of the covering letter were:

- A brief introduction of the purpose of the survey
- Telephone helpline for residents with any questions or concerns about the survey
- Information on how residents could obtain copies in large print, Braille or on tape and translated copies.

Two reminder letters were sent to non-respondents during the fieldwork period. Each reminder included a copy of the questionnaire and another prepaid envelope.

The covering letter sent as part of the reminder was adjusted accordingly to reflect the fact that it was a reminder whilst still meeting data protection requirements.

Fieldwork

Fieldwork took place between 29 September 2008 and 19 December 2008. A total of 3,000 addresses were mailed a questionnaire. This was followed by two reminder mail outs to all addresses that had not responded.

Returned questionnaires were returned directly to CELLO **mr**uk's Mailing House (AMS) and booked in on a daily basis.

Data processing

Each week returned questionnaires were sent to CELLO **mr**uk's Analysis Services Department where they were checked, edited and any fully or partially open questions coded. Questionnaires were then passed for data processing. A minimum of 10% of keyed data was checked on screen using the relevant hard copy questionnaires.

In accordance with the timescales set out by the Audit Commission, the final unweighted data and the metadata form (which included data on how the survey was carried out) was formatted and applied to the Place Survey data template by CELLO **mr**uk research. This data was then uploaded onto the Audit Commission's website by the primary contact at

East Cambridgeshire District Council. In return the Council received the weighted data and their NIS scores from the Audit Commission.

Detailed information regarding weighting procedures is available at:
<http://www.communities.gov.uk/documents/localgovernment/pdf/880078.pdf>

Appendix C Guide to Interpreting the Data

Please note that the figures provided in Section 4.1 have been provided by the Department of Communities and Local Government (DCLG). The scores are the 18 national indicators for local government. Guidelines on how to calculate the national indicators can be found in the Place Survey Manual:

<http://www.communities.gov.uk/documents/localgovernment/pdf/880021.pdf>

The calculation of the national indicator scores vary in the inclusion of don't know responses. The following national indicators include don't know responses – NI21, NI27, NI37 and NI138.

Section 4.2 of the report provides analysis of results excluding all don't know responses. For this reason, figures may vary between the national indicators scores and the graphs in the report.

The results in Section 4.2 are based on the weights supplied by the Audit Commission in February 2009. Following a review by DCLG and an independent statistician post February 2009, the data and provisional results were revised. Section 4.1 contains the results from the revised data and results may vary slightly from the results in Section 4.2. The differences between the results arise from (1) capping of the scaled final weights to reduce the impact of individual responses to the overall estimates and (2) the application of an inflation factor to the confidence intervals which enabled them to more accurately capture the impact of the survey design and non-response. The inflation factor is based on the weighting and varies between local authorities.

Appendix D Selected Cross Tabulations

The tables below break down key questions by gender and age. There are too few Black and Minority Ethnic respondents in East Cambridgeshire to even look at White versus BME (only 11).

Table D1: Extent to which residents agreed or disagreed that East Cambridgeshire District Council provides value for money

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Strongly agree	3	2	0	2	1	3	3	4
Tend to agree	31	29	46	27	26	28	24	40
Neither agree nor disagree	30	42	39	42	39	29	35	36
Tend to disagree	27	22	5	27	26	27	30	16
Strongly disagree	10	6	10	2	8	13	9	5
Base	562	590	29	194	163	208	165	213

Table D2: Extent to which residents agreed or disagreed that Cambridgeshire County Council provides value for money

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Strongly agree	2	1	0	2	0	2	1	2
Tend to agree	27	28	20	27	28	27	20	33
Neither agree nor disagree	38	45	62	51	44	33	36	42
Tend to disagree	22	19	6	14	18	24	33	18
Strongly disagree	10	7	12	5	11	12	10	5
Base	462	435	26	182	148	197	150	187

Table D3: How satisfied or dissatisfied residents are with the way East Cambridgeshire District Council runs things

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Very satisfied	2	3	0	0	1	3	2	9
Fairly satisfied	43	39	50	41	36	40	38	50
Neither satisfied nor dissatisfied	27	37	39	41	36	28	29	25
Fairly dissatisfied	21	15	11	16	20	22	23	11
Very dissatisfied	7	5	0	2	8	7	8	5
Base	518	523	27	210	168	227	174	221

Table D4: How satisfied or dissatisfied resident is with the way Cambridgeshire County Council runs things

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Very satisfied	2	2	0	0	0	4	2	6
Fairly satisfied	40	36	41	39	37	38	31	45
Neither satisfied nor dissatisfied	34	43	53	49	42	31	36	32
Fairly dissatisfied	17	14	6	7	14	22	23	13
Very dissatisfied	6	5	0	5	7	4	7	4
Base	486	466	25	200	152	211	158	197

Table D5: Extent to which residents agreed or disagreed that their local area is a place where people from different backgrounds get on well together

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Definitely agree	4	5	21	3	4	2	6	4
Tend to agree	53	49	51	51	50	53	51	49
Tend to disagree	13	8	10	13	12	9	12	6
Definitely disagree	4	5	0	4	5	5	6	3
Don't know	17	23	14	23	16	20	18	22
Too few people in local area	3	6	4	2	7	5	4	4
All the same background	5	3	0	3	7	4	3	5
Base	562	590	38	244	182	249	183	248

Table D6: Extent to which residents agreed or disagreed that they can influence decisions affecting their local area

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Definitely agree	4	3	5	1	3	5	4	4
Tend to agree	22	26	46	23	23	23	20	28
Tend to disagree	49	46	28	54	47	46	46	47
Definitely disagree	25	25	21	21	28	26	30	21
Base	495	479	29	205	160	222	155	200

Table D7: How satisfied or dissatisfied residents are their local area as a place to live

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
Very satisfied	28	26	39	22	26	22	25	38
Fairly satisfied	60	60	47	72	62	60	56	51
Neither satisfied nor dissatisfied	8	8	6	2	8	12	12	7
Fairly dissatisfied	3	4	4	3	2	5	6	2
Very dissatisfied	1	1	4	1	1	1	1	1
Base	560	583	38	244	181	247	182	242

Table D8: Extent to which the following is a problem in the local area: noisy neighbours or loud parties

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
A very big problem	3	2	8	2	3	3	3	1
A fairly big problem	6	5	8	4	8	4	8	5
Not a very big problem	41	34	29	37	41	37	40	34
Not a problem at all	51	59	55	58	49	56	49	61
Base	541	563	38	240	178	243	176	221

Table D9: Extent to which the following is a problem in the local area: teenagers hanging around the streets

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
A very big problem	8	12	12	8	14	11	10	6
A fairly big problem	28	28	31	33	29	22	30	26
Not a very big problem	46	39	45	46	37	48	41	40
Not a problem at all	18	20	12	13	19	18	19	27
Base	544	559	38	239	180	236	181	220

Table D10: Extent to which the following is a problem in the local area: rubbish or litter lying around

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
A very big problem	5	6	4	4	5	7	8	4
A fairly big problem	24	22	20	28	22	17	20	28
Not a very big problem	49	49	62	44	50	56	51	43
Not a problem at all	23	22	14	24	24	20	21	25
<i>Base</i>	<i>524</i>	<i>541</i>	<i>36</i>	<i>239</i>	<i>174</i>	<i>228</i>	<i>173</i>	<i>197</i>

Table D11: Extent to which the following is a problem in the local area: vandalism, graffiti and other deliberate damage to property or vehicles

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
A very big problem	4	7	5	4	4	6	6	6
A fairly big problem	21	22	12	18	24	20	23	24
Not a very big problem	51	48	62	51	44	52	47	50
Not a problem at all	24	24	22	27	27	22	25	21
<i>Base</i>	<i>510</i>	<i>515</i>	<i>31</i>	<i>233</i>	<i>154</i>	<i>221</i>	<i>167</i>	<i>209</i>

Table D12: Extent to which the following is a problem in the local area: people using or dealing drugs

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
A very big problem	7	11	12	11	7	10	9	7
A fairly big problem	18	24	12	15	22	24	24	21
Not a very big problem	33	33	28	27	29	34	41	37
Not a problem at all	42	32	47	46	42	32	26	35
<i>Base</i>	<i>464</i>	<i>486</i>	<i>36</i>	<i>217</i>	<i>164</i>	<i>205</i>	<i>152</i>	<i>165</i>

Table D13: Extent to which the following is a problem in the local area: people being drunk or rowdy in public places

	Gender		Age					
	Male	Female	18-24	25-34	35-44	45-54	55-64	65 and over
A very big problem	5	7	8	8	5	4	7	3
A fairly big problem	15	19	14	13	17	18	20	18
Not a very big problem	43	42	48	47	41	39	41	44
Not a problem at all	37	32	29	33	36	38	31	35
<i>Base</i>	<i>523</i>	<i>535</i>	<i>36</i>	<i>239</i>	<i>174</i>	<i>228</i>	<i>173</i>	<i>197</i>

Table D14: Extent to which the following is a problem in the local area: Abandoned or burnt out cars

	Gender		Age					
	Male	Female	18-24	25-34	35-54	45-54	55-64	65 and over
A very big problem	1	2	0	2	1	1	2	2
A fairly big problem	3	4	4	1	3	5	4	4
Not a very big problem	34	33	19	36	30	32	38	34
Not a problem at all	62	61	77	61	65	62	56	60
<i>Base</i>	<i>528</i>	<i>528</i>	<i>36</i>	<i>239</i>	<i>176</i>	<i>238</i>	<i>171</i>	<i>192</i>