



Place Survey 2008–09

Manual



Place Survey 2008–09
Manual

This document outlines the common standards for all local authorities and their sub-agencies conducting the Place Survey.

Communities and Local Government
Eland House
Bressenden Place
London
SW1E 5DU
Telephone: 020 7944 4400
Website: www.communities.gov.uk

© Crown Copyright, 2009

Copyright in the typographical arrangement rests with the Crown.

This publication, excluding logos, may be reproduced free of charge in any format or medium for research, private study or for internal circulation within an organisation. This is subject to it being reproduced accurately and not used in a misleading context. The material must be acknowledged as Crown copyright and the title of the publication specified.

Any other use of the contents of this publication would require a copyright licence. Please apply for a Click-Use Licence for core material at www.opsi.gov.uk/click-use/system/online/pLogin.asp, or by writing to the Office of Public Sector Information, Information Policy Team, Kew, Richmond, Surrey TW9 4DU

e-mail: licensing@opsi.gov.uk

If you require this publication in an alternative format please email alternativeformats@communities.gsi.gov.uk

Communities and Local Government Publications
PO Box 236
Wetherby
West Yorkshire
LS23 7NB
Tel: 030 0123 1124
Fax: 030 0123 1125
Email: communities@capita.co.uk
Online via the Communities and Local Government website: www.communities.gov.uk

75% recycled

This is printed on
75% recycled paper

Second edition January 2009, First published August 2008

Product Code: 08 LGSR 05387

ISBN: 978-1-4098-0182-5

Contents

Section 1 – introduction	5
Purpose of the Place Survey	5
Purpose of this Manual	5
Who needs to read this Manual?	6
Section 2 – the common standards	8
Introduction	8
8 common standards	8
Ensuring you meet the 8 common standards	8
1) Timetable	8
2) Questionnaire template	9
3) Sampling method	11
4) Sampling frame	11
5) Data collection	12
6) Response rate	12
7) Statistical reliability	13
8) Submitting your survey results	14
Section 3 – local authority re-structuring	16
Section 4 – the national indicators being collected via the place survey	18

Section 1 – Introduction

Purpose of the Place Survey

- 1.** The Local Government White Paper – *Strong and Prosperous Communities* emphasises a new focus on improving outcomes for local people and places – rather than on processes, institutions and inputs. It recognises that no single organisation can achieve success on the complex issues of improving public health, reducing poverty, tackling crime or sustainable economic development. The challenges are too complex and the needs often too local for all solutions to be imposed from the centre. Everywhere, solutions will need effective co-operation.
- 2.** Central to this is the importance of capturing local peoples' views, experiences and perceptions, so that the solutions for an area can reflect local views and preferences. More than this, it is vital to track people's changing perceptions, as a way of determining whether interventions made in an area result in the right outcomes for local people – ie do people feel happier, healthier, safer? The Place Survey is a way of achieving this.
- 3.** The Place Survey will supply the data by which a number of national indicators will be measured. The national indicators will measure how well Governments' priorities, as set out in the Comprehensive Spending Review, are being delivered by local government and local government partnerships over the next three years. They form an important part of the new, streamlined local performance framework. The national indicators can be found in section 4 of this manual.
- 4.** The Place Survey will be one tool which is available to councils and their partners to understand the views of local people. We expect that local service providers will have many ways both of seeking direct feedback on services and of exploring perceptions of the area. The new performance framework expects councils and partners to use all the evidence at their disposal to build a robust understanding of the area they serve and the people who live there. Within this context, the Place Survey provides a set of national indicators which will be common to all areas. However, to be properly understood, these measures will need to be interpreted in their local context and set alongside other local information.

Purpose of this manual

- 5.** This manual specifies the common standards for local authorities and their contractors conducting the new 2008–09 Place Survey.

6. The manual address this objective in three parts: The rest of this document outlines the common standards. Annex A is the questionnaire template whilst Annex B provides a technical annex with more detailed advice on how to meet the common standards.
7. **This manual replaces the BVPI guidance. You should not rely on previous BVPI guidance in order to deliver the Place Survey.**

Who needs to read this manual?

8. Anyone involved in conducting the 2008–09 Place Survey should read this manual. Each authority should have a **designated primary point of contact**. This person is responsible for managing the survey on behalf of the local authority and for submitting final data and meta-data. They should be a local authority employee, rather than a contractor. The primary point of contact should take responsibility for managing the survey process and ensuring that all the common standards are met. If the survey is to be conducted by a contractor, the authority's primary point of contact should be responsible for ensuring that the contractor meets the common standards of the survey. The primary point of contact will be **the only** person who can submit the survey data and the metadata for their authority. They should take responsibility for the quality of the data. Any queries that arise about the quality of the data or the way that the survey was conducted during the validation of the survey will be directed at the primary point of contact.
9. If the designated primary point of contact leaves their post during the course of the survey (or otherwise finds themselves unable to fulfil their role) a replacement primary point of contact should be appointed. The replacement primary point of contact should make the Audit Commission aware of any such changes.
10. In areas with two-tier authorities it is appropriate for the higher tier to provide leadership and to identify ways in which the Place Survey can be conducted more efficiently through collaboration between local authority levels. However, all local authorities should be able to demonstrate the eight common standards.
11. Forty-four local authorities are currently undergoing re-structuring into nine new authorities (see section 3 for details). In these instances the authorities should conduct the Place Survey and demonstrate the eight common standards in relation to the nine new authorities (it would therefore seem sensible for the transitional council in each area ie the preparing authority or shadow authority to co-ordinate completion of the Place Survey). It is **not** expected that each of the forty-four currently existing authorities conducts the Place Survey separately.

- 12.** Potential contractors may use this manual. Please note that the primary point of contact retains responsibility for the authority's delivery of data to the Audit Commission.
- 13.** A Place Survey website will be operational from mid-July. The precise 'go-live' date will be announced by the Audit Commission. Access to the website will not be restricted to primary contacts.
- 14.** The primary point of contact may require other members of staff to access materials relating to the Place Survey. Only by registering will you be able to access the templates and tools which will facilitate the survey process. The Place Survey website will include a regularly updated list of frequently asked questions. Certain areas of the website will be restricted to the designated primary point of contact at each authority.
- 15.** If there is anything in this manual which is not clear please get in touch via the Audit Commission web-form which is available at www.audit-commission.gov.uk/performance/ni-contact.asp. You should receive a reply within five working days (but this may be longer during busy times). Further information will be available via the Place Survey website (from mid-July onwards).

Section 2: The common standards

Introduction

16. This section sets out the **common standards** for the Place Survey.

Eight common standards

17. The eight common standards are (in summary):

- 1) Adhere to the **timetable**
- 2) Use the **questionnaire template**
- 3) Use the **sampling method**
- 4) Use the **sampling frame**
- 5) Use the designated method of **data collection**
- 6) Take all reasonable steps to maximise the **response rate**
- 7) Achieve the designated **statistical reliability**
- 8) Use each of the data submission templates and tools for **submitting your survey results and metadata** and ensure they are completed correctly and submitted by the required date

Ensuring you meet the eight common standards

1) Timetable

- 18.** Fieldwork for the Place Survey should take place between 29 September 2008 and 19 December 2008 (see table A for further details).
- 19.** Authorities should commence mailing out covering letters, questionnaires and pre-paid envelopes from Thursday 25 onwards. You should receive completed questionnaires between 29 September 2008 and 19 December 2008. Steps to improve response, including sending reminder letters (with accompanying questionnaires), should be taken after 15 October 2008.
- 20.** The survey should be undertaken every two years (authorities may choose to undertake the survey during the interim year but the results will not inform the calculation of the National Indicator Set indicators).

Table A – Fieldwork & Data Submission timetable for <i>all authorities</i>	
	Place Survey
Sampling window opens	Mid July 2008
Sampling window closes	Late July 2008
Initial mail out commences	25 September 2008
Fieldwork begins	29 September 2008
Reminders window opens	15 October 2008
Fieldwork ends¹	19 December 2008
Data submission begins	1 January 2009
Data submission deadline	30 January 2009

2) Questionnaire template

- 21.** Use the designated questionnaire template. This is available in annex A. It will also be available from the templates and tools section on the Place Survey website.
- 22.** You should not use any questionnaire other than the questionnaire template.
- 23.** The questionnaire template has been subjected to rigorous development, pilot testing and validation. You should not make any changes to the existing form of words in the questionnaire template or the existing layout unless any changes are specifically indicated in the template itself (eg to insert the name of your council).

Adding questions

- 24.** You may add questions to your questionnaire in order to collect more detailed information on services and issues which are relevant to your local area. However:
- 25.** Inclusion of additional questions needs to be discussed with the Local Strategic Partnership to ensure that questions chosen are in line with priorities in the Sustainable Community Strategy and Local Area Agreement.
- 26.** If you are planning to add questions, it is recommended that you use a question from the Place Survey Question Bank (see section 5). These

¹ No more questionnaires can be sent out but any completed questionnaire which you receive after this point may still be included in the dataset.

questions have been selected in collaboration with key stakeholders, including the LGA, and have been used on previous BVPI surveys. Therefore, they can provide data for time-series comparisons with previous BVPI surveys. Please note that there is no requirement or expectation that you ask any of these additional questions.

- 27. In most cases, any additional questions **should only** be added **after Q26** of the core questionnaire template, so that responses to the core questions are not affected by differential question ordering between local authorities. Any proposed exceptions to this (ie if any authority wishes to add questions earlier in the questionnaire) should be discussed and agreed with the Audit Commission. Additional questions should follow immediately after a short paragraph (to be decided and inserted by authorities) which explains to respondents why they are being asked these additional questions. Further advice can be found in section 5.
- 28. Adding questions will alter the length of the questionnaire. The final questionnaire should be no more than 12 pages long (excluding the covering letter). A longer questionnaire could be too time consuming for potential respondents and thereby deter them. It also reduces your ability to meet common standard six (take all reasonable steps to maximise response rate).

Adding your own questions

- 29. If you decide you have another question, which cannot be captured by any of the questions in the Place Survey Question Bank and you would like therefore to include a bespoke question, it is recommended that you should refer to and adhere to the advice contained in annex B (technical annex).

Covering letter

- 30. As well as the questionnaire template, authorities should use the 'covering letter' template.
- 31. A standard form of words has been developed for the covering letter in order to meet the requirements of the Data Protection Act 1998. The covering letter should be sent with each questionnaire. The covering letter should be signed by the council's Chief Executive, the Leader of the Council or another high profile representative or representatives of the Local Strategic Partnership.
- 32. It is recommended that local authorities add a local brand (see the 'minimum reasonable steps' section below) and information in other languages about the survey and how residents can obtain translated copies of the questionnaire.

3) Sampling method

- 33.** Use random (probability) sampling to select potential respondents. Each of the residents in your sampling frame should have an equal, calculable and non-zero probability of being selected to receive a questionnaire.
- 34.** In two-tier authorities (eg counties and districts), districts may conduct the survey on behalf of the county. However, all districts should reach an achieved sample size of 1,100 (regardless of population size). Therefore, if districts conduct the survey on behalf of the county, weights will need to be calculated and applied to adjust for different population sizes between districts before creating a county level dataset. These weights will be calculated and applied to the data by the Audit Commission. Alternatively, a county may conduct the survey on behalf of itself and each district. In this situation the county should conduct the survey in such a way as to ensure each district can demonstrate the common standards (ie random sampling, at least 1,100 completed questionnaires for each district etc) Again, if a county conducts the survey on behalf of each district, this should be a sample stratified per district. Weights will need to be calculated and applied to adjust for different population sizes between districts before creating a county level dataset. These weights will be calculated and applied to the data by the Audit Commission.
- 35.** Authorities may choose to stratify the sample frame. Stratification involves dividing the population into subpopulations (strata). These subpopulations do not overlap and cover the whole population so that each sampling unit (eg household) belongs to exactly one stratum. Then random (probability) sampling should be used to select a sample within each stratum. Stratification can be useful to boost the responses from particular demographic groups where you expect a low response rate, or to boost the responses in local areas to enable more reliable area-based analysis. If you wish to stratify your sample, weights will need to be calculated and applied to the data. Further details about weighting for the Place Survey can be found in annex B. Please consult a statistician/survey researcher, or contact the Audit Commission helpdesk for advice on stratification.
- 36.** Authorities **should not** subsequently cluster addresses within random or stratified samples.

4) Sampling frame

- 37.** Use the sampling frame which comprises all adult (aged 18 and over) residents of the local authority. The sampling frame for the 2008/09 Place Survey is the Post Office small users Address File (PAF).

- 38. The sampling frame will be available from the Place Survey website (see the 'who needs to read this manual' section above for details). All samples should be drawn from the PAF. Authorities need to consider how many cases need to be drawn from the sample in order to receive at least 1,100 completed questionnaires. This decision is likely to be informed by the authority's previous experience of conducting BVPI user satisfaction surveys (ie using an assumed response rate on the basis of previous BVPI surveys in the local area).
- 39. If you require more information before the Place Survey website is live (mid-July) please contact the Audit Commission via their web-form which is available at www.audit-commission.gov.uk/performance/ni-contact.asp.

5) Data collection

- 40. You should distribute all Place Survey questionnaires through the UK Royal Mail postal system. In addition, respondents should return completed questionnaires through the UK Royal Mail postal system (using the pre-paid envelope which authorities will supply).
- 41. Exceptions to the postal approach may be made **for individual respondents** where there are compelling reasons for doing so: for instance, if a respondent does not speak English and their own language has no written form, or if a resident has a particular disability and they lack an appropriate carer which prevents them from completing the questionnaire.
- 42. In the first instance, translated versions of the questionnaire should always be offered.² The Audit Commission will be providing copies of the Place Survey questionnaire template translated into the five most commonly spoken non-English languages. If it is established that a written questionnaire is not appropriate then an official should simply read out the questions and possible response options as they are written on the questionnaire template. They should also note the respondent's answers, but they should avoid discussing the questions or leading the respondent to particular answers. Such scenarios should be discussed individually with the Audit Commission.

6) Response rate

- 43. Authorities should take all reasonable steps to maximise their response rates. It is especially important that authorities **should continue** trying to obtain more completed questionnaires once the minimum sample has been reached (if there remains time in the specified fieldwork period of the survey).

² See <http://www.communities.gov.uk/documents/communities/pdf/580274.pdf> for general advice on translations.

- 44.** Non-response is one of the main causes of error in survey results.

Minimum reasonable steps to maximise response rates:

- 45.** Two reminder letters should be sent to non-respondents during the fieldwork period (after 15 October 2008, see table A). Each reminder letter should include a copy of the questionnaire and not simply a request for the previously sent questionnaire to be completed (which may have been mislaid by the non-respondent).
- 46.** A pre-paid envelope should be included with each questionnaire to ensure potential respondents are not deterred by the financial cost of returning a completed questionnaire.
- 47.** The covering letter sent as part of a reminder should be adjusted to reflect the fact that it is a reminder (whilst still meeting data protection requirements).
- 48.** All correspondence (including envelopes) should include a local area brand which does not align it closely with any one agency or Council. This could be the same brand used for the Sustainable Community Strategy or Local Strategic Partnership for that area. Local areas will need to identify a suitable local area brand bearing in mind that this decision should be aimed at increasing the Place Survey response rate. The local brand is necessary because the survey is about the local area, rather than just the specific services provided by a particular council.
- 49.** Further suggestions for ways to increase your response rate can be found in annex B.

7) Statistical reliability

- 50.** A maximum +/- 3 percentage points at the 95 per cent confidence level is required to calculate the national indicators collected in the Place Survey.
- 51.** The achieved sample size should be no smaller than 1,100. Authorities should aim to receive a minimum of 1,100 completed Place Survey questionnaires.
- 52.** The achieved sample size is based on the total number of respondents to the survey as a whole, and not the number of respondents to individual questions.
- 53.** The size of the population being surveyed (ie the number of adult residents living in the authority) will not be taken into account when assessing the

size of sample required to ensure a given level of statistical reliability (as measured by the confidence interval figure). Theoretically this calculation can be adjusted where the population being surveyed is very small, but for the purposes of clarity, comparability and simplicity all authorities should meet the minimum sample size of 1,100.

8) Submitting your survey results

- 54. All data collected within the Place Survey should be submitted in accordance with the specified timetable (see table A) to the Audit Commission via the templates and tools provided on the Place Survey website.
- 55. The Audit Commission found that the local government sector generally welcomed its processing and publication of non BVPI question data from the 2006–07 BVPI General Survey to enable local benchmarking. Therefore, we propose that authorities should submit all their data (including additional questions from the voluntary question bank) via the Place Survey website. We are interested in hearing the views of local authorities on this approach to processing and publication of the survey questions, and are discussing with the Audit Commission and LGA how best to do that, prior to collection of the survey responses. We will also keep under review any implications for Government statistics arising from the requirements of The Statistics and Registration Service Act 2007.
- 56. In addition to the questionnaire templates, authorities will also need to submit specified data on how the survey was conducted via the meta-data submission template. The Audit Commission will review data quality arrangements as part of their judgment to inform the Comprehensive Area Assessment.
- 57. The ward code of each respondent should be supplied with the data set. The ward codes will be provided in the PAF sample that you download from the Place Survey website. You should give each respondent in your original sample a unique identifying number before the first mail out, so that you can match all returned questionnaires against the ward code in your original sample. The dataset which you submit to the Audit Commission should not contain the respondent's name, any part of their address (including postcode) or their unique identifying number.
- 58. All survey data and data relating to how the survey was carried out (meta-data) should be supplied using the variable codes specified in the data entry templates.

59. All results from the Place Survey will be weighted. Further details about weighting can be found in annex B.
60. Authorities are asked to submit **unweighted** data only.
61. After authorities have submitted unweighted data, the data will be processed and weight factors will be added. In return authorities will receive weighted data and their NIS scores approximately five working days after submitting the unweighted data. The quicker that authorities submit their data, the quicker they will receive their weighted data in return.
62. The information gained in the “About yourself” section of the questionnaire is important as it allows the authority to analyse levels of satisfaction between different groups of the population, such as those who are in various states of employment or are of different ages. It is also used for the weighting of the data by demographic characteristics.
63. If you require more information please contact us via the Audit Commission web-form which is available at www.audit-commission.gov.uk/performance/ni-contact.asp. Further information will be available via the Place Survey website (from mid-July onwards).
64. Once it is available, all authorities should register at the Place Survey website, read this manual and annex B thoroughly and familiarise themselves with all the templates and tools at an early stage to ensure that they are able to submit all necessary data and information (see the ‘who needs to read this manual’ section above for details about the Place Survey website). It is important that the primary point of contact takes responsibility for cascading information to all necessary parties and ensuring all the common standards are met.

Section 3: Local Authority re-structuring

New Unitary Areas – To be established on 1st April 2009

Whole county unitary authorities will be established in the following five county areas:

County	Authorities to be Abolished
Cornwall	Caradon District Council Carrick District Council Kerrier District Council North Cornwall District Council Penwith District Council Restormel Borough Council
County Durham	Chester-Le-Street District Council Derewentside District Council Durham City Council Easington District Council Sedgefield Borough Council Teesdale District Council Wear Valley District Council
Northumberland	Alnwick District Council Berwick upon Tweed Borough Council Blyth Valley Borough Council Castle Morpeth Borough Council Tynedale District Council Wansbeck District Council
Shropshire	Bridgnorth District Council North Shropshire District Council Oswestry Borough Council Shrewsbury & Atcham Borough Council South Shropshire District Council
Wiltshire	Kennet District Council North Wiltshire District Council Salisbury District Council West Wiltshire District Council

New district unitaries being established in Bedfordshire and Cheshire

New District Unitary	Authorities to be Abolished
Bedford Borough	N/A continuing authority
	Bedfordshire County Council
Central Bedfordshire	Mid Bedfordshire District Council
	South Bedfordshire District Council
Cheshire East	Congleton Borough Council
	Crewe & Nantwich Borough Council
Cheshire West & Chester	Macclesfield Borough Council
	Cheshire County Council
	Chester City Council
	Ellesmere Port & Neston Borough Council
	Vale Royal Borough Council

Section 4: the National Indicators being collected via the Place Survey

Place Survey Indicator			
NI 1: % of people who believe people from different backgrounds get on well together in their local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p><i>The Local Government White Paper</i> sets out Government's aim of creating strong and cohesive communities and thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging. The aim in doing so is to ensure that the economic and cultural benefits of diversity are experienced by everyone in each community, recognising that this means promoting similar life opportunities for all. This particular measure is widely recognised as a key indicator of a cohesive society, shown to measure a number of strands of the community cohesion definition. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period.</p>		
Definition	<p>The proportion of the adult population who say they 'tend to agree', or 'definitely agree' that their local area is a place where people from different backgrounds get on well.</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents 'agreeing'/'strongly agreeing' that local area is a place where people from different backgrounds get on well</p> <p>y = total number of respondents giving valid answer to question (definitely agree/tend to agree/tend to disagree/definitely disagree) – 'don't know'/'too few people'/'all same background' to be treated as missing values.</p>		

NI 1: % of people who believe people from different backgrounds get on well together in their local area (continued)			
Worked example	Definitely Agree (DA) = 1004 Tend to Agree (TA) = 5757 Tend to Disagree (TD) = 1370 Definitely Disagree (DD) = 360 Don't Know (DK) = 793 Too few = 73 All same = 318 $((DA + TA)/(DA + TA + TD + DD)) * 100$ $6761/8491 * 100 = 80\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 2: % of people who feel that they belong to their neighbourhood			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p><i>The Local Government White Paper</i> sets out Government's aim of creating strong and cohesive communities and thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging. A sense of belonging to one's neighbourhood is therefore a key indicator of a cohesive society. The question that feeds this indicator was previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.</p>		
Definition	<p>The proportion of the adult population who feel 'fairly strongly', or 'very strongly' that they belong to their immediate neighbourhood.</p> <p><i>Belonging:</i> Respondents will be said to feel they belong to their area if they say they feel they belong "very strongly" or "fairly strongly".</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who say they belong to their neighbourhood</p> <p>y = total number of respondents giving valid answer to question – 'don't know' responses to be treated as missing values.</p>		
Worked example	<p>Very Strongly (VS) = 3032</p> <p>Fairly Strongly (FS) = 4140</p> <p>Not Very Strongly (NVS) = 1888</p> <p>Not At All Strongly (NAAS) = 563</p> <p>Don't Know = 68</p> <p>$((VS + FS)/(VS + FS + NVS + NAAS)) * 100$</p> <p>$7172/9623 * 100 = 75\%$</p>	Good performance	<p>Good performance typified by higher percentages</p>

NI 2: % of people who feel that they belong to their neighbourhood (continued)			
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 3: Civic participation in the local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	To promote greater local participation in a range of civic activities. Civic participation is one of the principal means by which individuals exercise their empowerment for the benefit of the locality, often at the same time increasing their own level of empowerment. Contributing to a decision-making group requires a degree of personal confidence combined with a willingness to be a conduct for wishes and needs of other residents.		
	An increase in the number and diversity of people taking on such roles can help to create fairer, more inclusive policies whilst spreading the perception that public decision making is accessible to the influence of all legitimate interests. It can help to make civic institutions more representative of and accountable to the local population. It can also contribute to concentrating local decision making more effectively on the issues all members of society believe are important, as well as strengthening ties between such bodies and the people they serve, so building trust.		
	Local authorities are encouraged to consider this indicator in terms of narrowing gaps between group(s) ¹ in order to raise involvement of disadvantaged sections of society. For example, there are disproportionately low numbers of black and minority ethnic women councillors, disabled school governors and ethnic minority magistrates. Targeting this indicator on a specific group(s) should be a way to make progress in addressing such inequalities. The question that feeds this indicator was previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.		
<small>¹ Disadvantaged groups may include women, people from an ethnic or religious minority, disabled people, young people, older people, and lesbian, gay, bisexual and transsexual people.</small>			

NI 3: Civic participation in the local area (continued)			
Definition	<p>Civic activities</p> <p>Been a local councillor (for the local authority, town or parish)</p> <p>Member of a group making decisions on local health services</p> <p>Member of a decision making group set up to regenerate the local area</p> <p>Member of a decision making group set up to tackle local crime problems</p> <p>Member of a tenants' group decision making committee</p> <p>Member of a group making decisions on local education services</p> <p>Member of a group making decisions on local services for young people</p> <p>Member of another group making decisions on services in the local community</p> <p>Participation will be counted if the respondent signals taking part in at least one of any of the activities above in the last 12 months.</p>		
Formula	(Using weighted data): $x/y * 100$ where:		
	x = total number of respondents who say they take part in at least one of any of the activities above in the last 12 months		
	y = total number of respondents giving valid answer to question		
Worked example	Yes (Y) =1800 No (N) =441 $((Y)/(Y + N))* 100$ $1800/2241 * 100=80\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 4: % of people who feel they can influence decisions in their locality			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	The Government aims to build communities where individuals are empowered to make a difference both to their own lives and to the area in which they live. A key indicator of community empowerment is the extent to which people feel able to influence decisions affecting their local area. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period.		
Definition	The proportion of the adult population who agree that they feel able to influence decisions affecting their local area.		
Formula	(Using weighted data): $x/y * 100$ where:		
	x = total number of respondents who 'definitely agree'/'tend to agree' that they are able to influence decisions affecting their local area		
	y = total number of respondents giving valid answer to question – 'don't know' responses to be treated as missing values.		
Worked example	Definitely Agree (DA) =516 Tend to Agree (TA) =3048 Tend to Disagree (TD) =3878 Definitely Disagree (DD) =1800 Don't Know (DK) =441 $((DA + TA)/(DA + TA + TD + DD)) * 100$ $3564/9242 * 100 = 39\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One

NI 4: % of people who feel they can influence decisions in their locality (continued)	
Reporting organisation	Audit Commission
Spatial level	Single tier, district and county council
Further Guidance	

Place Survey Indicator			
NI 5: Overall/general satisfaction with local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	The Government recognises that the quality of place remains a priority to residents and drives how satisfied people are with their local area as a place to live. This indicator will provide authorities and service deliverers with a baseline of local satisfaction which will help them identify and address the sorts of issues affecting how residents feel about their local area. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period.		
Definition	<p>The proportion of the adult population who say they are 'satisfied', or 'very satisfied' with the area as a place to live.</p> <p>The data source is the place survey which will ask the question: "Overall, how satisfied or dissatisfied are you with your local area as a place to live?".</p> <p>Respondents have the choice of 5 response categories. These are: Very satisfied, Satisfied, Neither satisfied or dissatisfied, Dissatisfied, Very dissatisfied.</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = the number of respondents who are very satisfied or satisfied with the area as a place to live.</p> <p>y = the total number of respondents to the question</p>		

NI 5: Overall/general satisfaction with local area (continued)			
Worked example	Very Satisfied (VS) =516 Fairly Satisfied (FS) =3048 Neither Satisfied nor Dissatisfied (NSD) =3878 Fairly Dissatisfied (FD) =1800 Very Dissatisfied (VD) =441 $((VS + FS)/(VS + FS + NSD + FD + VD)) * 100$ $3564/9683 * 100 = 37\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	Data on previous trends can be found in the national report (http://www.communities.gov.uk/index.asp?id=1510806)		

Place Survey Indicator			
NI 6: Participation in regular volunteering			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	High levels of volunteering are one sign of strong, active communities. Volunteers are vital in supporting the range of activity undertaken by third sector organisations and within the public services. Local government has an important role to play in creating a culture in which individuals are able to contribute to their communities by volunteering.		
	Regular volunteering is defined as taking part in formal volunteering at least once a month in the 12 months before the interview. Formal volunteering is defined as giving unpaid help through groups, clubs or organisations which support social, environmental, cultural or sporting objectives. The question that feeds this indicator is based on a question previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.		
Definition	<p>In order to raise the level of volunteering activity the target focuses on increasing the proportion of regular formal volunteers. Regular formal voluntary activities are defined as taking part at least once a month in the 12 months before the survey.</p> <p>Formal volunteering is defined as giving unpaid help through groups, clubs or organisations, which support social, environmental, cultural or sporting objectives at least once a week or less than once a week but at least once a month.</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who volunteer at least once a week or less than once a week but at least once a month</p> <p>y = total number of respondents giving valid answer to question excluding don't know values</p>		

NI 6: Participation in regular volunteering (<i>continued</i>)			
Worked example	<p>At least once a week (DA) = 1004</p> <p>Less than once a week but at least once a month (TA) = 5757</p> <p>I give unpaid help as an individual only and not through groups, clubs or organizations (TD) = 1370</p> <p>I have not given any unpaid help in the last 12 months (DD) = 360</p> <p>Don't Know (DK) = 200</p> <p>$((DA + TA)/(DA + TA + TD + DD)) * 100$</p> <p>$6761/8491 * 100 = 80\%$</p>	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	www.cabinetoffice.gov.uk/thirdsector http://www.communities.gov.uk/index.asp?id=1505767		

Place Survey & APACS Indicator			
NI 17: Perceptions of anti-social behaviour			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>Anti-social behaviour (ASB) is a high profile national priority for Government. Local authorities are the key partner in tackling ASB and have statutory duties to enforce ASB legislation (this ASB indicator is mandatory in the 2006/07 LAAS). They are an applicant agency for Anti-social behaviour orders (ASBOs); they lead on housing-related ASB, tackling litter/graffiti, and are responsible for licensing of premises and in securing and designing environments to reduce likelihood of alcohol-fuelled disorder and ASB.</p> <p>The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the BCS. Note that the methodology for the Place Survey is different to the British Crime Survey (BCS) as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.</p>		
Definition	<p>Percentage of respondents with a high level of perceived anti-social behaviour combines responses to seven questions about anti-social behaviour problems. The questions are as follows:</p> <p>Thinking about this local area, how much of a problem do you think each of the following are....</p> <ol style="list-style-type: none"> 1) ... noisy neighbours or loud parties? 2) ... teenagers hanging around on the streets? 3) ... rubbish or litter lying around? 4) ... vandalism, graffiti and other deliberate damage to property or vehicles? 5) ... people using or dealing drugs? 6) ... people being drunk or rowdy in public places? 7) ... abandoned or burnt out cars? 		
Formula	<p>The combined measure of ASB is calculated by allocating scores to the responses to the question about the seven anti-social behaviours, whereby:</p> <p>0 = Not a problem at all 1 = Not a very big problem 2 = Fairly big problem 3 = Very big problem</p> <p>A total score for each respondent is calculated based on the responses to the seven questions. The maximum possible score is 21. High perception of ASB is a score of 11 or above.</p> <p>The indicator is the percentage of respondents whose score was 11 or above out of the total answering the question.</p> <p>No opinions should be included in the score as zero (this was the method used on the BVPI survey).</p>		

NI 17: Perceptions of anti-social behaviour (continued)																	
Worked example	<p>Set up scores from 0 to 3 for each code of the different ASB strands, sum the scores across the individual ASB strands to give each person (case) a score of between 0 and 21. Run a frequency of the summed scores eg:</p> <table border="1"> <thead> <tr> <th>Score</th> <th>No of cases</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>40</td> </tr> <tr> <td>1</td> <td>100</td> </tr> <tr> <td>2</td> <td>150</td> </tr> <tr> <td>...</td> <td></td> </tr> <tr> <td>11 or more</td> <td>200</td> </tr> <tr> <td>Total</td> <td>1000</td> </tr> </tbody> </table> <p>Percentage of respondents whose score was 11 or above = $200/1000 = 20\%$</p>	Score	No of cases	0	40	1	100	2	150	...		11 or more	200	Total	1000	Good performance	Good performance typified by lower percentages
Score	No of cases																
0	40																
1	100																
2	150																
...																	
11 or more	200																
Total	1000																
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.																
Collection Interval	Biennial																
Return Format	Percentage	Decimal Places	One														
Reporting organisation	Audit Commission																
Spatial level	Single tier, district and county council																
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p>																

Place Survey & APACS Indicator			
NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	This is about partnership working with local agencies. This measure is also being employed as a proxy to measure confidence in local agencies to tackle the community safety issues that matter to local people (i.e. a measure of Neighbourhood Policing in the widest sense). It is an indicator of people's view about those issues which are important to their quality of life. A similar question to the one that feeds this indicator was previously used in the British Crime Survey (BCS). Note that the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.		
Definition	The question being asked is as follows: How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? Strongly agree; tend to agree; neither agree nor disagree; tend to disagree; strongly disagree; don't know		
Formula	(Using weighted data): $x/y * 100$ where: x = total number of respondents who strongly agree/tend to agree y = total number of respondents giving valid answer to question including don't knows.		
Worked example	Strongly Agree (DA) =516 Tend to Agree (TA) =3048 Neither Agree or Disagree (TAD) =3878 Tend to Disagree (TD) = 200 Strongly Disagree (DD) =1800 Don't Know (DK) =441 $((DA + TA)/(DA + TA + TAD + TD + DD + DK))*100$ $3564/9883 * 100=36\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		

NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (continued)			
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p>		

Place Survey Indicator			
NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>To focus local authorities and their partners on using the range of tools available to them to encourage and support effective parenting and to take action to ensure that parents are held responsible where their children behave in an unacceptable manner. A similar question to the one that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the British Crime Survey (BCS). Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.</p>		

NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area (continued)			
Definition	% of people that agree or disagree that in their local area, parents take enough responsibility for the behaviour of their children.		
Formula	(Using weighted data): $x/y * 100$ where: x = total number of respondents who answer definitely agree and tend to agree. y = total number of respondents excluding don't know's (definitely agree, tend to agree, neither agree or disagree, tend to disagree, definitely disagree)		
Worked example	Definitely Agree (DA) =516 Tend to Agree (TA) =3048 Neither Agree or Disagree (TAD) =3878 Tend to Disagree (TD) = 200 Definitely Disagree (DD) =1800 $((DA + TA)/(DA + TA + TAD + TD + DD))* 100$ $3564/9442 * 100=38\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	http://www.dfes.gov.uk/localauthorities/index.cfm		

Place Survey Indicator			
NI 23: Perceptions that people in the area treat one another with respect and consideration			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	To encourage local authorities and their partners to take action to promote strong communities with shared values where community members treat one another with respect and consideration. The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the British Crime Survey (BCS). Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.		
Definition	% of people who perceive people not treating one another with respect and consideration to be a problem in their area, using the question; “In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?”		
Formula	(Using weighted data): $x/y * 100$ where: x = total number of respondents who answer ‘fairly big problem’ and ‘very big problem’ y = total number of respondents giving valid answer to question excluding don’t knows.		
Worked example	A Very Big Problem (DA) =516 A Fairly Big Problem (TA) =3048 Not A Very Big Problem (TAD) =3878 Not A Problem At All (TD) = 200 Don’t Know (DK) =441 $((DA + TA)/(DA + TA + TAD + TD))*100$ $3564/7642 * 100=47\%$	Good performance	Good performance is typified by lower percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		

NI 23: Perceptions that people in the area treat one another with respect and consideration <i>(continued)</i>			
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	www.dcsf.gov.uk/localauthorities		

Place Survey & APACS Indicator			
NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	This is about partnership working with local agencies. It measures confidence in local agencies to seek views on anti-social behaviour and crime in your area.		
	Its focus is on quality of life issues, specifically with an element of community engagement through asking about 'seeking people's views'. Understanding and agreeing what priorities are critical to this 'listening and responding' to deliver 'two way' engagement.		
	A similar question to the one that feeds this indicator was previously used in the British Crime Survey (BCS). Note that the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.		

NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (continued)

Definition	<p>Anti-social behaviour – as part of the overall seven strand anti-social behaviour indicator, NI 17.</p> <p>The question being asked is as follows:</p> <p>It is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in your local area</p> <p>How much would you agree or disagree that...</p> <p>The police and local council seek people’s views about the anti-social behaviour and crime issues that matter in this area</p> <p>Strongly agree; tend to agree; neither agree nor disagree; tend to disagree; strongly disagree</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who strongly agree/tend to agree</p> <p>y = total number of respondents giving valid answer to question including don't knows.</p>		
Worked example	<p>Strongly Agree (DA) =516</p> <p>Tend to Agree (TA) =3048</p> <p>Neither Agree or Disagree (TAD) =3878</p> <p>Tend to Disagree (TD) = 200</p> <p>Strongly Disagree (DD) =1800</p> <p>Don't Know (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD + DD + DK))*100$</p> <p>$3564/9883 * 100=36\%$</p>	Good performance	<p>Good performance typified by higher percentages</p>
Data Source	<p>Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.</p>		
Collection Interval	<p>Biennial</p>		
Return Format	<p>Percentage</p>	Decimal Places	<p>One</p>
Reporting organisation	<p>Audit Commission</p>		

NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (continued)	
Spatial level	Single tier, district and county council
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p>

Place Survey Indicator			
NI 37: Awareness of civil protection arrangements in the local area			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>Local responders have been the forefront of work over the past few years to improve the UK's preparedness for emergencies. The delivery chain for civil protection comprises national, regional and local government; the public, private and voluntary sectors, together with citizens and their communities who work together to support public authorities.</p> <p>The building of frontline respondents' capabilities to effectively plan for and respond to emergencies has become a crucial element of resilience activity. There are two other crucial components of an effective response that now need to be tackled. Citizens themselves being prepared, so that they can sustain their own safety and that of their families; and citizens being prepared to help neighbours and communities. An essential pre-condition to that will be citizens being made aware of risks in their areas (e.g. of flooding), and of relevant emergency plans (e.g. those of their local agencies). An informed public are better prepared to deal with the consequences of an emergency. The indicator is designed to measure the impact of local agencies arrangements for communicating/educating citizens regarding civil protection matters, by measuring how informed they feel, by local agencies, about what they should do in the event of a large scale emergency in their local area.</p>		

NI 37: Awareness of civil protection arrangements in the local area (continued)			
Definition	<p>Question: How well informed do you feel about what to do in the event of a large-scale emergency [authority to insert appropriate example]?</p> <p>Categories: Very well informed; fairly well informed; not very well informed; not well informed at all; don't know</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who answer very well or fairly well informed.</p> <p>y = total number of respondents giving valid answer to question (very well informed, fairly well informed, not very well informed; not well informed at all; don't know)</p>		
Worked example	<p>Very Well Informed (DA) =516</p> <p>Fairly Well Informed (TA) =3048</p> <p>Not Very Well Informed (TAD) =3878</p> <p>Not Well Informed At All (TD) = 200</p> <p>Don't Know (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD + DK)) * 100$</p> <p>$3564/8083 * 100 = 44\%$</p>	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey & APACS Indicator			
NI 41: Perceptions of drunk or rowdy behaviour as a problem			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>Activity by local authorities, the police and partner agencies to deliver local alcohol strategies will, in combination with public awareness campaigns, contribute to reducing the overall problem of drunk and rowdy behaviour in local communities.</p> <p>Local authorities are responsible for the licensing of premises and for securing and designing environments that reduce the likelihood of drunk and rowdy behaviour (e.g. in design and control of the night-time economy, in town-centre management, and by working with transport providers).</p> <p>The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the British Crime Survey (BCS). Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.</p>		
Definition	<p>Thinking about this local area, how much of a problem do you think each of the following are....</p> <p>6) people being drunk or rowdy in public places?</p> <p>Very big problem, Fairly big problem, Not a very big problem, Not a problem at all</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who state either 'very big problem' or 'fairly big problem'</p> <p>y = total number of respondents giving valid answer to question excluding 'no opinion'.</p>		
Worked example	<p>Very Big Problem (DA) =516</p> <p>Fairly Big Problem (TA) =3048</p> <p>Not A Very Big Problem (TAD) =3878</p> <p>Not A Problem At All (TD) = 200</p> <p>No Opinion (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD))* 100$</p> <p>$3564/7642 * 100 = 47\%$</p>	Good performance	<p>Good performance typified by lower percentages</p>

NI 41: Perceptions of drunk or rowdy behaviour as a problem (continued)			
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p>		

Place Survey & APACS Indicator			
NI 42: Perceptions of drug use or drug dealing as a problem			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>This indicator has the capacity to bring together all aspects of the new drug strategy. Most obviously, enforcement action by the police in partnership with the Crime and Disorder Reduction Partnerships (CDRPs) and Drug Action Teams (DATs) can help to reduce the perceptions of drug use and drug dealing in local communities.</p> <p>However, increased treatment effectiveness and improved access to treatment and the new focus upon preventing harm to children, young people and families will also have an impact.</p> <p>Local authorities, working together with a wide range of partners including the Police, health partners and others, have an important role to play in these activities as drug use and drug dealing blight local communities. Success in these areas should be communicated to the general public through local media campaigns. Together these can have a positive impact upon this indicator and on public confidence more widely.</p> <p>The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the BCS. Note that the methodology for the Place Survey is comparable with the BVPI satisfaction survey as both surveys are conducted by post with an autumn fieldwork period. However, the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.</p>		
Definition	<p>Thinking about this local area, how much of a problem do you think each of the following are....</p> <p>5) people using or dealing drugs?</p> <p>Very big problem, Fairly big problem, Not a very big problem, Not a problem at all</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who state either 'very big problem' or 'fairly big problem'</p> <p>y = total number of respondents giving valid answer to question excluding 'no opinion'.</p>		

NI 42: Perceptions of drug use or drug dealing as a problem (continued)			
Worked example	Very Big Problem (DA) =516 Fairly Big Problem (TA) =3048 Not A Very Big Problem (TAD) =3878 Not A Problem At All (TD) = 200 No Opinion (DK) =441 $((DA + TA)/(DA + TA + TAD + TD)) * 100$ $3564/7642 * 100 = 45\%$	Good performance	Good performance typified by lower percentages
Data Source	Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance	<p>This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:</p> <p>http://police.homeoffice.gov.uk/performance-and-measurement/assessment-methods/assessment-technical-guidance/</p> <p>At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.</p>		

Place Survey Indicator			
NI 119: Self-reported measure of people's overall health and wellbeing			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	Y
Rationale	Subjective measures of health and wellbeing are important indicators of the general health of the population. The Department of Health through its local commissioners, PCTs, is jointly responsible for delivering health and well-being for local populations with local government (and other agencies) through Local Area Agreements and Local Strategic Partnerships. A metric is therefore required to assess progress on improvements in health and wellbeing. The metric should be self-reported, since the local population is best placed to assess whether their health and wellbeing are improving.		
Definition	The health status 'very good' or 'good' is taken from the response to the self-reported health and wellbeing question 'How is your health in general? Would you say it is 'very good', 'good', 'fair' 'bad' or 'very bad'?'		
Formula	(Using weighted data): $x/y * 100$ where: x = total number of respondents who answer 'very good'/'good' y = total number of respondents giving valid answer to question		
Worked example	Very Good (VG) = 516 Good (G) = 3048 Fair (F) = 3878 Fairly Bad (FB) = 200 Bad (B) = 1800 $((VG + G)/(VG + G + F + FB + B)) * 100$ $3564/9442 * 100 = 38\%$	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		

NI 119: Self-reported measure of people's overall health and wellbeing (<i>continued</i>)	
Spatial level	Single tier, district and county council
Further Guidance	See, following for more information and guidance, http://www.ic.nhs.uk/statistics-and-data-collections/health-and-lifestyles/health-survey-for-england/health-survey-for-england-2005:-health-of-older-people-[ns]

Place Survey Indicator			
NI 138: Satisfaction of people 65 and over with both home and neighbourhood			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	To capture a measure of satisfaction of how older people live their lives at the local level, reflecting the effectiveness of policies on housing supply, adaptation and support; and those relating to the local area, environment, crime, transport, facilities etc. This is a well-established question used in the English Housing Survey, which can give national baseline data. This measure is preferred to objective measures of housing or neighbourhood conditions because it reflects what is important to people, and captures a wide range of influences.		
Definition	<p>Older people are asked 2 questions:</p> <p>How satisfied are you with your home?</p> <p>How satisfied are you with this area as a place to live?</p> <p>The indicator is the percentage of people aged 65 and over who respond that they are fairly satisfied or very satisfied with both their home and the area.</p> <p>NB 'Area' is not defined; it is a subjective assessment, which will vary legitimately depending on what area respondents regard as relevant.</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents aged 65 and over answering fairly satisfied or very satisfied with home and with neighbourhood</p> <p>y = total number of respondents number of people aged 65 and over giving valid answer to question.</p> <p>Weighting will be different for this indicator than from the others in the set as it only applies to people 65 and over.</p>		

NI 138: Satisfaction of people 65 and over with both home and neighbourhood (continued)			
Worked example		Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 139: The extent to which older people receive the support they need to live independently			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>The measure, based on a survey question to be asked of the whole local population in the Place Survey, seeks to assess how far older people in a locality are getting the support and services they need to live independently at home.</p> <p>It is designed to reflect a wider view of 'support' than simply a narrow definition of services provided by or via Social Services; and to capture the views of those, including potential future users, who are not necessarily current direct clients of a particular service as well as those who are. It will thus take account the views of the majority of older people who do not receive 'formal' services but are provided with support that they value from local government, its partners and the local community.</p> <p>The use of a survey question, rather than administrative records of particular services provided, allows any kind of relevant support to be taken into account, and for the assessment of the need for support and whether it has been available to come from citizens and clients rather than service providers. This reflects desired outcomes for client-focused systems and provision.</p>		

NI 139: The extent to which older people receive the support they need to live independently
(continued)

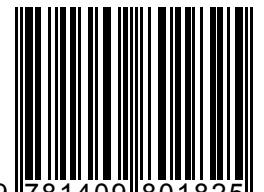
Definition	<p>The proportion of the population expressing an opinion believing that older people locally receive the support they need to live independently at home as long as possible.</p> <p>The precise question and appropriate coverage to be used will need testing and development as part of the Place survey over the autumn, with final decisions made on question wording etc in the New Year. It will be along the lines of "In your area, do you believe older people receive the support they need to live independently at home?"</p> <p>This builds on the approach used by Hertfordshire, who ask more specifically about the Council's own performance (Q: Do you believe that the "County Council" has been successful over the past year in ensuring that older people are able to live independently within their own homes for as long as possible 05/06 level 75% – excluding the 39% of the survey who don't respond/don't know).</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who stated 'yes'.</p> <p>y = total number of respondents giving valid answer to question including don't knows.</p>		
Worked example	<p>Yes (DA) =516</p> <p>No (DD) =1800</p> <p>Don't Know (DK) =441</p> <p>$((DA)/(DA + DD + DK))* 100$</p> <p>$516/2757*100=18\%$</p>	Good performance	Good performance typified by higher percentages
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

Place Survey Indicator			
NI 140: Fair treatment by local services			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>Dignity and respect are recognised as key determinants of an individual's wellbeing. Fair treatment by others is a critical component of removing inequalities of process, which create unjust barriers to involvement in society as well as in the economy. As a moral and ethical principal, fair and equal treatment is one to which we should aspire but in addition, the low self-esteem and sense of identity that unfair treatment can create impacts on all areas of daily life – including your economic and civic participation, your mental well-being and your social relationships.</p> <p>Local authorities are encouraged to consider this indicator in terms of narrowing gaps between perceptions for different group(s).¹ The question that feeds this indicator was previously used in the Citizenship survey. Note that the methodology for the Place Survey is different to the Citizenship survey as the Place Survey is conducted by post while the Citizenship survey is conducted face to face.</p> <p>¹ Disadvantaged groups may include women, people from an ethnic or religious minority, disabled people, young people, older people, and lesbian, gay, bisexual and transsexual people.</p>		
Definition	<p>The question asked is as follows:</p> <p>In the last year would you say that you have been treated with respect and consideration by your local public services.</p>		
Formula	<p>(Using weighted data): $x/y * 100$ where:</p> <p>x = total number of respondents who reported that they are fairly treated 'all of the time' or 'most of the time'.</p> <p>y = total number of respondents giving valid answer to question excluding 'don't know/no opinion'.</p>		
Worked example	<p>All Of The Time (DA) =516</p> <p>Most Of The Time (TA) =3048</p> <p>Some Of The Time (TAD) =3878</p> <p>Rarely (TD) = 200</p> <p>Never (ND) = 300</p> <p>Don't Know/No Opinion (DK) =441</p> <p>$((DA + TA)/(DA + TA + TAD + TD + ND)) * 100$</p> <p>$3564/7942 * 100 = 45\%$</p>	Good performance	<p>Good performance typified by higher percentages</p>

NI 140: Fair treatment by local services			
Data Source	Collection will be through the new Place Survey. Local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.		
Collection Interval	Biennial		
Return Format	Percentage	Decimal Places	One
Reporting organisation	Audit Commission		
Spatial level	Single tier, district and county council		
Further Guidance			

ISBN: 978-1-4098-0182-5

ISBN 978-1409801825



9 781409 801825