

The New Place Survey **Consultation**





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1

The New Place Survey

Purpose of this document

- 1.1 This consultation document sets out the Government's proposals for a new survey to be undertaken by local authorities. This new survey will replace the Best Value User Satisfaction Survey (and also the Planning, Benefits and Library surveys). Views are invited on these proposals.
- 1.2 Anyone who wishes to respond to this consultation document is asked to use the webform available on the CLG website. See paragraph 1.9 – 1.12 for information about how to respond to this document.

Background

- 1.3 As part of the new performance framework for local government, a new national indicator set has been announced, and will be introduced from April 2008. This provides a single set of indicators reflecting national priorities across government and replaces Best Value Performance Indicators.
- 1.4 A handbook, entitled "*National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions*" has recently been published for consultation, which contains details of all 198 indicators in the set. However, there are 20 indicators that are proposed for collection through a single survey, to be administered by local authorities. This consultation covers those indicators, and should be considered alongside the handbook.

The New Performance Management Framework

- 1.5 Alongside this document various other consultation and guidance publications have been issued this autumn as part of introducing the new performance management framework. The new framework, with the strengthened commitment to local as well as national priorities, provides a basis to reconnect citizens with government. The empowerment of citizens through engagement in the design and delivery of services and other activities will provide impetus to improved service quality and citizen satisfaction. Partnerships will benefit from encouraging choice, influence and user involvement.
- 1.6 Delivering these ambitions and strengthening the quality of public services will require effective and transparent performance management at the local and national level so that everyone knows

how they are doing on delivering their priorities so that they can learn from each other and raise the bar of ambition.

- 1.7 The new framework will provide enhanced arrangements for innovation, the rapid transfer of best practice and targeted support from local and central government where service standards are at risk. And the new framework will also mean changes in the way Whitehall has traditionally done business.
- 1.8 Other documents that provide guidance on the framework are:

National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions. This was issued for consultation in early November 2007 and provides a full explanation of the new National Indicator Set and definitions of all 198 indicators.

APACS Performance and Diagnostic Indicators for 2008/09: Technical Consultation (Dec 2007). This consultation document sets out the proposed new performance measures for the police working alone and in partnership.

Negotiating new local area agreements (Sept 2007) and Development of the new LAA framework Operational Guidance 2007 (Nov 2007). These two pieces of guidance have been published to provide practical and immediate assistance to those involved in negotiating Local Area Agreements.

Creating Strong, Safe and Prosperous Communities (Nov 2007). This statutory guidance sets out how new legislation within the Local Government and Public Involvement in Health Act 2007 should be interpreted. It covers Local Strategic Partnerships, Sustainable Community Strategies, Local Area Agreements and changes to the Best Value duty, including the new Duty to Involve and new approaches to commissioning.

Comprehensive Area Assessment (Nov 2007). A joint consultation is being run by the Audit Commission, Commission for Social Care Inspection, Healthcare Commission, HM Inspectorate of Constabulary, HM Inspectorate of Prisons, HM Inspectorate of Probation and Ofsted. It was published on 19 November, and sets out their proposals for how Comprehensive Area Assessment will be developed, and work in practice. This consultation will be followed by some further testing starting early in 2008 to develop the detailed approach, and a second, more detailed, inspectorate consultation on CAA methodology in summer 2008.

Responding to consultation on this document

1.9 The consultation period will run from 14 December 2007 to 8 February 2008 a period of 8 weeks. If you wish to respond to this consultation, please use the web form accessible via our website at:
www.communities.gov.uk/publications/localgovernment/newplacesurvey.

1.10 The Cabinet Office and Better Regulation Executive Code of Practice on Consultation requires departments to allow a minimum of twelve weeks for written consultation. However, the Central Local Partnership memorandum of understanding between central and local government permits a six week period as an acceptable length of consultation – this consultation is longer than that minimum period¹.

1.11 The Government will analyse and consider all responses submitted on the standard pro-forma received up to the close of 8 February 2008.

1.12 The **preferred method of response is via web form** (see above). However, you may also e-mail us at **placesurvey@communities.gsi.gov.uk**

1.13 If you do not have access to the Internet, please send your response to:

Jo Harper
 Communities and Local Government
 Zone 4/J2
 Eland House
 Bressenden Place
 LONDON
 SW1E 5DU

1.14 This consultation is being conducted in accordance with *the Government's Code of Practice on Written Consultation*. The criteria are reproduced in Appendix C. Any procedural observations or complaints about the consultation exercise should be sent to:

Albert Joyce
 Communities and Local Government Consultation Co-ordinator
 Zone 6/H10
 Eland House
 LONDON
 SW1E 5DU
 or by e-mail to albert.joyce@communities.gsi.gov.uk

¹ The Local Government Association has given their agreement to this consultation period, so as not to delay the issuing of final guidance on the survey, given that the first field work period is proposed for autumn 2008.

Relationship with other consultations

1.15 Alongside this consultation, Government is also consulting on

- *National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions* and
- *APACS Performance and Diagnostic Indicators for 2008/09: Technical Consultation*

1.16 Given the close relationship between these three documents, consultation responses will be shared between government departments working on each area. However, if your comments relate to the performance indicators from the National Indicator Set or APACS set specifically, rather than the Place Survey, responses should be submitted via the following:

National Indicator Handbook of Definitions: <http://indicatorsurvey.communities.gov.uk/home/>

APACS Performance and Diagnostic Indicators:
<http://police.homeoffice.gov.uk/performance-and-measurement/assess-policing-community-safety/apacsconsult/>

Publishing consultation results

1.17 Information provided in response to this consultation, including personal information, may be published or disclosed in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 1998 (DPA) and the Environmental Information Regulations 2004).

1.18 If you want the information you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply. This deals with, amongst other things, obligations of confidence. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

1.19 The Department will process your personal data in accordance with the DPA. In the majority of circumstances this will mean that your personal data will not be disclosed to third parties, and will only be used in support of this consultation.

2

Citizen Perspective indicators

- 2.1 The new performance framework for local government, which was set out in the White Paper *Strong and Prosperous Communities* is about improving the quality of life in places and better public services. It brings together national standards and priorities set by Government with local priorities informed by the vision developed by the local authority and its partners. A clear set of national outcomes and a single set of national indicators by which to measure progress against them are a key building block for the new framework.
- 2.2 In October, as part of the Comprehensive Spending Review (CSR), the Government announced a new single set of 198 national indicators for English local authorities and local authority partnerships. On 8 November, *National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions* was published, which sets out and seeks views on the Government's proposed detailed definitions for the 198 national indicators which will be included in the final handbook of definitions to be published in February 2008 for implementation from 1 April 2008. These are indicators for Local Authorities working alone or in partnership.
- 2.3 On 7 December 2007 *APACS Performance and Diagnostic Indicators for 2008/09: Technical Consultation* was published, which sets out performance measures for the police working alone and in partnership. There is some overlap between these APACS indicators and the national indicator set. This is where the Police and local authorities are working in partnership, and therefore the same indicators are used in each performance regime. Where this is the case, the full definition can be found in the APACS document with a short cross reference in the National Indicators *Handbook of Definitions* and consultation responses are being handled through the APACS consultation process.
- 2.4 This consultation document has been produced in conjunction with the draft national indicator handbook and the APACS consultation, to seek views on **20 indicators which relate to citizen perspectives** and their proposed method for collection.
- 2.5 The national indicator set contains 25 Citizen Perspective Indicators (CPI) – indicators determined by measuring citizen's views and perspectives through research. To reduce the number of surveys being undertaken by local authorities, 20 of these indicators are proposed for collection through a single **Place Survey** – to be administered by all local authorities. Of these, 5 are also APACS indicators. In the *APACS Performance and Diagnostic Indicators for 2008/09: Technical Consultation* you will find the details of these indicators repeated.

- 2.6 The remaining 5 CPIs (which are not addressed through this consultation) relate to specific client groups or services, and will be gathered through other survey methods, further details of these can be found in the national indicators *NIS Handbook of Definitions*.
- 2.7 In this document we set out details of the 20 National Indicators for which the local authority run survey will collect data. We then go on to deal with the proposed questions to be asked in the survey, to elicit that data.

The Indicators

- 2.8 Templates for each of the 20 national indicators to be collected through the Place Survey can be found at Appendix B. These are similar to those found in the draft national indicator handbook except that in most cases they contain further detail on the definition, and they do not include the following information (as the information would be the same for all 20 indicators and therefore does not need to be repeated)

- Collection interval
- Data source
- Return format and decimal places
- Reporting organisation
- Spatial level

More information about these can be found in Chapter 4 on methodology.

- 2.9 We welcome your views on

- The clarity of the technical definitions
- Whether the technical definitions will have any unintended consequences
- Whether the definition will work in practice

If you have already commented on these issues through the national indicator handbook consultation, you do not have to provide your views again.

3

The Place Survey

- 3.1 With changes to Best Value legislation, all Best Value Performance Indicators, apart from those for Police Authorities, will be discontinued in England from 31 March 2008². As a result, the Best Value Performance Indicator User Satisfaction Surveys will also cease. In light of this a new survey is being developed – the *Place Survey*.

How the survey has been developed

- 3.2 As part of the new performance framework, there is a new focus on improving outcomes for local people and places – rather than on processes, institutions and inputs. It is recognised 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.
- 3.3 Central to this is the importance of capturing local people's 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 – i.e. do people feel happier, healthier, safer? The Place Survey is a way of doing this.
- 3.4 There has been close collaboration between government departments, local government representatives, the LGA and the Audit Commission in the development of the survey. A reference group with representatives from these agencies has been helpful in advising on the development of the survey, alongside negotiations on the creation of the national indicator set.
- 3.5 The survey is intended to be
- relevant to anyone living in the area
 - not specific to any one agency or service
 - not specific to any particular client group

These criteria were used when agreeing which Citizen Perspective Indicators were to be included in both the national indicator set and the Place Survey itself.

² The Government will continue to specify Best Value Performance Indicators for Police Authorities for 2008/09 and 2009/10. Police authorities will also continue to be obliged to publish their performance against these indicators. In addition all other English Best Value authorities will be required to report their performance against 2007/08 Best Value Indicators and to do so by end of June 2008, to then be verified by the Audit Commission

Testing and piloting of the survey

- 3.6 Concurrently with this consultation, testing of the proposed questions is being undertaken. This work is being carried out by an external market research agency. It will involve conducting a series of cognitive interviews and a pilot to ensure the best layout, question design and survey materials to produce sufficient response and quality of data for the new survey.
- 3.7 After the consultation period we will then be undertaking a limited pilot of the survey, during February 2008, to further test the robustness of the survey design. The pilot will be conducted in four different local authority areas.

4

Methodology

- 4.1 This chapter deals with the methodology of the survey. As has already been stated, it is intended that all local authorities run this survey. In many cases we are recommending that the same methodology is used for the Place Survey as was previously used in the BVPI general satisfaction survey. Readers may also find it helpful to consider a complementary document: *“How to measure customer satisfaction: A toolkit for improving the customer experience in public services”*³.

Branding the survey

- 4.2 The Place Survey differs from the BVPI survey in that it asks respondents about their views on the **area**, rather than their views about the **local authority**. It is important therefore that the survey is suitably branded and communicated to residents. The source of a survey can have a significant influence on people’s views when they respond (e.g. they may like the area, but not like the local authority). Also, areas may wish to consider adding questions agreed by the Local Strategic Partnership, so to brand it as a local authority survey would be misleading.
- 4.3 It would be preferable for local areas to find a suitable ‘brand’ for their survey which does not align it closely with any one agency. This could be by using the same brand used for the Community Strategy for that area, or, if a market research company is being commissioned to undertake the work, then their brand could be utilised.

We are keen to hear

Would it be appropriate to ‘brand’ the Place Survey in a different way relating to the area?

Have any councils and/or their partners tried running surveys under an ‘area’ brand? If so, what has your experience been? What effect might this have on response rates?

Research method

- 4.4 In the 2006/07 BVPI general survey, for the first time, a common data collection methodology was used across all councils. This method was postal. It is acknowledged that there are disadvantages when using a postal methodology compared to telephone or face to face surveys – particularly with regard to how reliably representative the responses

³ This publication can be found at: http://www.cabinetoffice.gov.uk/public_service_reform/delivery_council/workplan.aspx

received are and the time taken to obtain results. However, given that face to face and telephone methods are more costly to administer, we consider that the postal survey method offers the best trade off between cost and reliability.

- 4.5 The 2006 consultation results indicated that there was strong support for a single methodology (in order to ensure comparability between councils), and strong support that the method be postal. Therefore it is proposed that the same postal methodology is also used for the new Place Survey.

We are keen to hear

Would respondents agree that a postal methodology would provide the best balance of cost effectiveness and quality of response?

Reminders

- 4.6 Using the same postal method as was used with the BVPI survey, authorities would send out two phases of reminders to recipients who had not already responded to the survey. The purpose of this was to ensure the target number of responses of 1,100 was achieved and that a better response rate was received from under-represented groups in the community. We are proposing to continue including this as part of the required methodology⁴. Some authorities have expressed concerns that this can result in adverse feedback from residents. Therefore we are keen to hear views on whether reminders should form part of the methodology, and, if so, whether a single reminder would be preferable to the current method.

We are keen to hear

Should the methodology include no reminders, one reminder or two reminders?

Stratified Sampling and Clustering

- 4.7 As with the 2006 BVPI survey, we are proposing to use the Post Office small users address file (PAF) as the sampling frame. Although this only enables the survey to be sent to households, rather than to individuals, it provides a high level coverage (when compared to other sampling frame options, such as the electoral register). Stratification will be allowed if required.

⁴ Response rates achieved in previous surveys will give authorities an indication of the total number of questionnaires they will need to send out to achieve the target number of responses to the Place Survey

Classificatory questions

- 4.8 Taking a common approach to the personal characteristics that are recorded about survey respondents enables councils to get more value from survey data. It makes it easier for information to be brought together within the council, between councils and potentially with local partners. The LGA has produced a Customer Insight Protocol in collaboration with the IDeA (Improvement and Development Agency) and the NCC (National Consumer Council). The classificatory questions in this survey build on that protocol. They include the minimum requirements from the protocol of date of birth, sex, ethnic group and post code. The protocol is available on the LGA's website:

<http://www.lga.gov.uk/OurWork.asp?lsection=59&ccat=1244>

- 4.9 The classificatory questions proposed for the Place Survey are explained further in section 5 and are set out for consideration in Annex A.

Weighting

- 4.10 The weighting methodology will remain similar to the 2006 BVPI survey, where authorities submit un-weighted data and weighting is then conducted centrally through a third party, commissioned by Communities and Local Government.

Issues for two tier areas

- 4.11 The 20 indicators which the survey informs are all designed for reporting by both district and county level authorities (as set out in the National Indicator Handbook). The survey is about the *area* rather than the *local authority*, so although the surveys could be undertaken entirely separately, we would encourage a collaborative approach wherever possible. To this end, a county authority could, if the districts agree, undertake the survey on behalf of the districts and themselves. However, they would need to ensure that the response levels for each district, as well as the county, are achieved. Conversely, district authorities can undertake the survey on behalf of themselves and the county authority in their area, if the county authority is content with this approach, and all districts are in agreement.
- 4.12 If additional voluntary questions are to be included in the survey, then authorities will need to consider whether it is possible to achieve agreement on the same set of additional questions across all authorities in a two tier area.

Frequency and timing

4.13 The frequency of the survey has been given considerable consideration during the development of these proposals. The options were; that the survey be undertaken every year, every two years or every three years.

- The BVPI survey, carried out every three years, was considered too infrequent to monitor and drive improvement.
- A biennial survey would track changes in perception more frequently, enabling local authorities and their partners to respond to changes in the community in a timely way – and to gain feedback as to whether their interventions were having the planned impact.
- An annual survey would provide more frequent information for performance management purposes, but, would be more expensive to deliver. Because public perception generally has a slow rate of change and the types of intervention required to bring about a change in perception can take months, if not years, to make a real difference on the ground, there are mixed views as to the benefits of a more frequent survey.

4.14 Government's preference is for a biennial survey, with the **first survey being carried out in 2008**.

4.15 The research method proposed here allows a confidence interval of +/-3% to be generated. This means that, for authorities to be confident that a statistically valid increase or decrease in perception has occurred, the change in perception would need to change by more than 3 percent. If smaller changes in perception are to be measured, a larger number of responses would need to be collected.

4.16 It is intended that field work should be carried out between September and November. This provides consistency with previous BVPI surveys and avoids major holiday periods. Undertaking the research at this point in the year also enables the initial survey results to be available when local agencies are agreeing their budgets and business plans.

We are keen to hear

How frequently should this survey be undertaken?

Is autumn the right time of year for carrying out the relevant field work?

Local Area Agreements

- 4.17 If the survey is undertaken every two years, this has implications for councils choosing indicators generated by the survey against which to set a target in their Local Area Agreement (LAA). The LAA will be monitored annually.
- 4.18 Authorities are strongly encouraged to include targets in the LAA which are set against one of the 20 National Indicators generated from the Place Survey where these best reflect agreed priorities. If they choose to include such a target, they will need to agree with the relevant Government Office, as part of the LAA negotiation process, an appropriate method for measuring progress against the target, in the 'non-survey' years. This could be by using non-survey data sources (such as crime data or street cleanliness) or perception measures collected by qualitative research (such as focus groups). Alternatively authorities may prefer to run the whole survey annually or a 'mini' survey in the 'non-place survey' year – although there would be no requirement to do this

Funding the survey

- 4.19 Local Authorities are currently funded through Revenue Support Grant to undertake the BVPI general, planning, benefits, libraries and tenants surveys every three years. It has been calculated that the overall cost of undertaking the new Place Survey every two years should be less than the cost of undertaking the larger number of previous surveys every three years (see table below). Therefore no additional funding is currently proposed by central government for this survey.

	Cost of running 5 BVPI surveys in the period 2007-2012 (i.e. 2 rounds)	Estimated cost of place survey – between 2007-2012 ¹	Estimated cost of place survey ²
Local authorities	£24.6 million	£15 million	£55 million
Central government	£1 million	£1.5 million	£1.5 million
		¹ (i.e. 3 rounds) – postal	² between 2007-2012 (i.e. 3 rounds) – face-to-face.

Collection, verification and reporting of survey generated data

4.20 As was the case with the BVPI satisfaction survey, once the survey has been undertaken, a central web-based data collection mechanism will be provided to enable local authorities to submit their results and related information. The data will then be verified and the data weighted. In some instances calculations will also need to be undertaken (see appendix B). The data will then be provided back to local authorities and will be reported alongside all other indicators in the National Indicator Set.

5

The Questions

- 5.1 The questions in the survey are designed to generate data for the National Indicators (as set out at appendix B). In most instances, a single question in the survey provides the data for one indicator. However, there are some exceptions to this. In some instances, by combining the answers to a group of related questions, a more robust indicator can be created (e.g. asking about perceptions of different types of anti-social behaviour can then be aggregated together to gain views on anti-social behaviour more generally). Conversely, there are also a few instances where one question in the survey will be used to inform more than one indicator (keeping the overall survey size as small as possible). The box below sets out where these exceptions exist.

Alignment of Questions with indicators – exceptions to “one question, one indicator”

Question 2 – will provide data for NI5 – *overall/general satisfaction with local area*. Combined with question 3, it will also provide data for NI 138 – *satisfaction of people over 65 with both home and neighbourhood*.

Questions 8 and 9 together will provide data for NI6 – *participation in regular volunteering*

Questions 10 and 11 together will provide data for NI3 – *civic participation in the local area*

Questions 12, 13, 14, 15, 16, 17 and 18 together will provide data for NI17 – *perceptions of anti-social behaviour*. In addition, question 16 will also provide data for NI 42 – *perceptions of drug use or drug dealing as a problem*. Question 17 will also provide data for NI41 – *perceptions of drunk or rowdy behaviour as a problem*.

Self-reported measure of people's overall health and well being (NI 119)

- 5.2 There are two possible proposals for collecting data for indicator NI 119. As part of this consultation we are keen to receive views on which approach is considered to be most appropriate in the context of the wider survey.
- i. The first approach is to use Question 22 (Over the last 12 months would you say your health has on the whole been good, fairly good or not good?) to provide data for both NI119 – *self-reported measure of people's overall health and well being* and NI137 – *healthy life expectancy at age 65*. This is a simple and fairly non-intrusive question providing data for two indicators.
 - ii. The second approach is to use a validated measure of health and well-being, known as EQ-5D⁵. This set of 5 questions has been tested and psychometrically validated. It would also provide data for both NI117 and NI137.

Classificatory Questions

- 5.3 In addition, as is standard practice in social research, a number of classificatory questions are suggested for the survey, most of which were also used in the BVPI general user satisfaction survey⁶. The purpose of these questions is to enable researchers to undertake further analysis of the data, which can reveal more information about the views of particular socio-economic groups.
- 5.4 A complete list of proposed questions for inclusion in the survey is set out at Annex A. This is NOT a draft questionnaire, but merely a list of the questions proposed for inclusion. These have been set out in an order which attempts to provide a logical progression from one subject area to another. For each question we have indicated:
- which National Indicator the question is informing
 - whether the same, or similar, question has previously appeared elsewhere (including in the BVPI survey)

⁵ More information on this can be found at <http://www.euroqol.org/>

⁶ The development of the classificatory questions has been undertaken in conjunction with the LGA, with reference to their Customer Insight project. Details of this can be found at <http://www.lga.gov.uk/OurWork.asp?lsection=59&ccat=1244>

We are keen to hear

Are these the right questions to get the information for the indicators?

Are they in the right order?

Is there anything missing?

Do the questions sensibly fit together to create a coherent whole?

Which option for collecting data on NI119 – *self-reported measure of people's overall health and well being* would work best in the survey?

Are these the right classificatory questions?

The Concept of Area

- 5.5 The survey aims to collect views of residents in relation to the *area* in which they live. People's interpretation of *area* can vary considerably. The survey will include some explanation of what is meant by *area* in this context, to guide people's thinking when they consider their responses. As part of the cognitive testing that is being undertaken, (see para 3.6-3.7) different approaches to this are being examined, including whether it would be preferable to have a single definition of area throughout the survey, or whether different definitions of area should be used for different questions.

Voluntary/ local questions

- 5.6 We have designed the questionnaire to be shorter than the previous BVPI survey. This is to enable local areas to add questions of their own, in line with their own local priorities. We would encourage local authorities, who are responsible for running the survey, to work with other members of their Local Strategic Partnership to agree jointly any additional questions for the survey, in line with the Local Area Agreement. Some authorities may also wish to continue to ask questions from the BVPI survey, to maintain their data series.
- 5.7 If authorities choose to ask *any* additional questions we will expect these to be set out in a section which is clearly separate from the core place survey questions. In addition, we would expect the total survey length to be no more than 12 pages, as previous research has indicated that greater length would probably have an adverse effect on response rates.

We are keen to hear

Is it helpful to have space for voluntary questions?

Is this guidance clear on how additional questions should be included?

Would it be helpful for Communities and Local Government to develop, with a working group of stakeholders, a standard set of voluntary questions, to enable benchmarking, where there is demand?

6

What happens next?

- 6.1 Views on the issues raised in this consultation document are welcomed. Please ensure that you respond using the web form which can be reached via the Communities and Local Government website at: www.communities.gov.uk/publications/localgovernment/newplacesurvey and that your response is received by 8 February 2008.
- 6.2 Following the consultation, Communities and Local Government will consider the responses received, alongside the results of the testing and piloting of the new survey. Consultation responses received on the National Indicator Set and APACS indicators will also be taken into consideration. A final document: *Delivering the Place Survey* will then be published, setting out clear explanations of how the survey will work. This will be provided in time to enable local authorities to prepare for running the survey.

- 6.3 The key milestones are set out below:

14 December 2007 – 8 February 2008	Consultation on Place Survey proposals
November – December 2007	Qualitative testing on draft survey questions
February 2008	Piloting of new survey undertaken in a selection of authority areas
April 2008	Guidance on undertaking new Place Survey issued
Autumn 2008	Councils run new Place Survey
Spring 2009	Results available to Councils
Autumn 2009	Results of Place Survey used in First Round of CAA reporting



Appendix A

The Draft Survey Questions

This table sets out the *proposed* questions (and answer categories) for inclusion in the Place Survey. They are set out in the *possible* order that they could be asked in the survey.

For each question, the table sets out which indicator(s) the question informs. Many of the questions proposed for the survey have been taken from other surveys – where this is the case, the question origin is indicated. This may be useful for authorities when considering base-lines for their indicators. It should be noted however that different results can arise from the use of the same questions in different contexts.

Question	Answer categories	Purpose of Question	Question used previously?
1. How strongly do you feel you belong to your immediate neighbourhood	Very strongly Fairly strongly Not very strongly Not at all strongly	For NI2	Citizenship Survey
2. Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied Satisfied Neither Dissatisfied Very dissatisfied	For NI5 and NI138 (using responses from older people only)	2006/07 BVPI satisfaction survey
3. How satisfied or dissatisfied are you with your accommodation?	Very satisfied Satisfied Neither Dissatisfied Very dissatisfied	For NI138 (using responses from older people only)	Survey of English Housing 2005/06
4. To what extent do you agree or disagree that you can influence decisions affecting your local area (within 15-20 minutes walking distance)	Definitely agree Tend to agree Tend to disagree Definitely disagree	For NI4	2006/07 BVPI satisfaction survey
5. To what extent do you agree or disagree that this local area (within 15-20 minutes walking distance) is a place where people from different backgrounds get on well together	Definitely agree Tend to agree Tend to disagree definitely disagree	For NI1	2006/07 BVPI satisfaction survey

Question	Answer categories	Purpose of Question	Question used previously?
6. In your area are older people able to get the services and support they need to continue to live at home for as long as they want to?	Yes No Don't know	For NI139	Question not used in any previous survey
7. Have you attended a museum or art gallery in your local area at least once in the last 12 months?	Yes No	For NI10	Question not used in any previous survey
8. In the last 12 months, have you given unpaid help to any groups, clubs or organisations in any of the following ways? a) Raising or handling money/ taking part in sponsored events b) Leading the group/member of a committee c) Organising or helping to run an activity or event d) Visiting people e) Befriending or mentoring people f) Giving advice/information/ counselling g) Secretarial, admin or clerical work h) Providing transport/driving i) Representing j) Campaigning k) Other practical help (e.g. helping out at school, shopping) l) Any other help	Yes, I have given unpaid help to club, group or organisation No, I have not given unpaid help to a club, group or organisation	For NI6	Citizenship Survey
9. Overall, about how often over the last 12 months, have you generally done something to help this (these) group(s), club(s) or organisation(s)?	At least once a week Less than once a week but at least once a month Less often	For NI6	Citizenship Survey

Question	Answer categories	Purpose of Question	Question used previously?
<p>10. In the past 12 months have you: For each of the following please tick one box only (do not tick if you have been a school governor or magistrate)</p> <p>a) Been a local councillor (for the local authority, town or parish)</p> <p>b) Member of a group making decisions on local health services</p> <p>c) Member of a decision making group set up to regenerate the local area</p> <p>d) Member of a decision making group set up to tackle local crime problems</p> <p>e) Member of a tenants' group decision making committee</p> <p>f) Member of a group making decisions on local education services</p> <p>g) Member of a group making decisions on local services for young people</p> <p>h) Member of another group making decisions on services in the local community</p>	<p>Yes No</p>	For NI3	Citizenship Survey
<p>11. How often in the last 12 months have you done any of the things you have indicated in the questions above?</p>	<p>At least once a week Less than once a week but at least once a month Less often</p>	For NI3	Citizenship Survey
<p>For the following things, can you say how much of a problem they are in your area.</p>		Introductory text for next set of questions	
<p>12. How much of a problem is noisy neighbours or loud parties</p>	<p>Very big problem Fairly big problem Not a big problem Not a problem at all</p>	For NI17	2006/07 BVPI satisfaction survey and British Crime Survey (BCS)
<p>13 How much of a problem are teenagers hanging around the streets</p>	<p>Very big problem Fairly big problem Not a big problem Not a problem at all</p>	For NI17	2006/07 BVPI satisfaction survey and BCS

Question	Answer categories	Purpose of Question	Question used previously?
14. How much of a problem is rubbish or litter lying around	Very big problem Fairly big problem Not a big problem Not a problem at all	For NI17	2006/07 BVPI satisfaction survey and BCS
15. How much of a problem are vandalism, graffiti and other deliberate damage to property or vehicles	Very big problem Fairly big problem Not a big problem Not a problem at all	For NI17	2006/07 BVPI satisfaction survey and BCS
16. How much of a problem are people using or dealing drugs	Very big problem Fairly big problem Not a big problem Not a problem at all	For NI17 and NI42	2006/07 BVPI satisfaction survey and BCS
17. How much of a problem are people being drunk or rowdy in public places	Very big problem Fairly big problem Not a big problem Not a problem at all	For NI17 and NI41	2006/07 BVPI satisfaction survey and BCS
18. How much of a problem are abandoned or burnt out cars	Very big problem Fairly big problem Not a big problem Not a problem at all	For NI17	2006/07 BVPI satisfaction survey and BCS
19. How much of a problem are parents not taking responsibility for the behaviour of their children	Very big problem Fairly big problem Not a big problem Not a problem at all	For NI22	2006/07 BVPI satisfaction survey and BCS
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. So how much would you agree or disagree that....		Introductory text for next set of questions	
20. The police and local council are dealing with the anti-social behaviour and crime issues that matter in this area	Strongly agree tend to agree neither agree nor disagree tend to disagree strongly disagree	For NI21	British Crime Survey
21. The police and local council seek people's views about the anti-social behaviour and crime issues that matter in this area	Strongly agree tend to agree neither agree tend to disagree nor disagree strongly disagree	For NI27	British Crime Survey

Question	Answer categories	Purpose of Question	Question used previously?
22 a. Over the last 12 months would you say your health has on the whole been....	good fairly good or not good?	For NI119 and NI137 (using responses from older people only)	Question not used in any previous survey
OR 22.b. i) Mobility	I have no problems walking about I have some problems walking about I am confined to bed	For NI119 and NI137 (using responses from older people only)	EQ-5D (see template on page 51)
ii) Self care	I have no problems with self care I have some problems with self care I am unable to wash or dress myself	For NI119 and NI137 (using responses from older people only)	EQ-5D (see template on page 51)
iii) Usual activities	I have no problems with performing my usual activities I have some problems with performing my usual activities I am unable to perform my usual activities	For NI119 and NI137 (using responses from older people only)	EQ-5D (see template on page 51)
iv) Pain/discomfort	I have no pain or discomfort I have moderate pain or discomfort I have extreme pain or discomfort	For NI119 and NI137 (using responses from older people only)	EQ-5D (see template on page 51)
v) Anxiety/depression	I am not anxious or depressed I am moderately anxious or depressed I am extremely anxious or depressed	For NI119 and NI137 (using responses from older people only)	EQ-5D (see template on page 51)

Question	Answer categories	Purpose of Question	Question used previously?
Do you have any long-standing illness, disability or infirmity? Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time?	Yes No	Classificatory	
Does this illness or disability limit your activities in any way?	Yes No	Classificatory	
23. Thinking about this local area, how much of a problem do you think there is with people not treating one another with respect and consideration?	Very big problem fairly big problem Not a big problem Not a problem at all	NI23	Citizenship Survey and BCS
24. In general would you say that you are treated with respect when a) At work b) At school or college c) Using public transport d) Using health services	All of the time Most of the time Some of the time Rarely Never Does not apply	For NI140	Citizenship Survey
25. How well informed do you feel by your local agencies about what you should do in the event of a large-scale emergency, such as [authority to insert appropriate example]?	Very well informed fairly well informed not very well informed not well informed at all don't know	For NI37	Question not used in any previous survey
Are you male or female?	Male Female	Classificatory	
What is your date of birth?		Classificatory	
How long have you/your household been living in this area?	Under 1 year 1-2 years 3-5 years 6-10 years 11-20 years 21 or more years Don't know/can't remember	Classificatory	

Question	Answer categories	Purpose of Question	Question used previously?
In which of these ways does your household occupy your current accommodation?	Owned outright Buying on mortgage Rent from council Rent from Housing Association/Trust Rented from private landlord Other	Classificatory	
In your household, how many children are aged 0 – 15? In your household, how many young adults are aged 16 – 17? Including yourself, in your household, how many adults are aged 18 or over?		Classificatory	
Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per week) Employee in part-time job (under 30 hours per week) Self employed full or part-time On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) Full-time education at school, college or university Unemployed and available for work Permanently sick/disabled Wholly retired from work Looking after the home Doing something else (Please write in below)	Classificatory	
The following questions refer to your current main job, or (if you are not working now) to your last main job. Please tick one box only per question. Do (did) you work as an employee or are (were) you self-employed?	Employee Self-employed with employees Self-employed/freelance without employees	Classificatory	

Question	Answer categories	Purpose of Question	Question used previously?
<p>For employees: indicate below how many people work (worked) for your employer at the place where you work (worked).</p> <p>For self-employed: indicate below how many people you employ (employed).</p>	<p>1 to 24 25 or more</p>	<p>Classificatory</p>	
<p>Do (did) you supervise any other employees? <i>A supervisor or foreman is responsible for overseeing the work of other employees on a day-to-day basis</i></p>	<p>Yes No</p>	<p>Classificatory</p>	
<p>Please tick one box to show which best describes the sort of work you do. (If you are not working now, please tick a box to show what you did in your last job). PLEASE TICK ONE BOX ONLY</p>	<p>Modern professional occupations such as: teacher – nurse – physiotherapist – social worker – welfare officer – artist – musician – police officer (sergeant or above) – software designer Clerical and intermediate occupations such as: secretary – personal assistant – clerical worker – office clerk – call centre agent – nursing auxiliary – nursery nurse Senior managers or administrators (usually responsible for planning, organising and co-ordinating work and for finance) such as: finance manager – chief executive Technical and craft occupations such as: motor mechanic – fitter – inspector – plumber – printer – tool maker – electrician – gardener – train driver</p>	<p>Classificatory</p>	

Question	Answer categories	Purpose of Question	Question used previously?
	Semi-routine manual and service occupations such as: postal worker – machine operative – security guard – caretaker – farm worker – catering assistant – receptionist – sales assistant Routine manual and service occupations such as: HGV driver – van driver – cleaner – porter – packer – sewing machinist – messenger – labourer – waiter/waitress – bar staff Middle or junior managers such as: office manager – retail manager – bank manager – restaurant manager – warehouse manager – publican Traditional professional occupations such as: accountant – solicitor – medical practitioner – scientist – civil/mechanical engineer		
To which of these groups do you consider you belong?	White British Irish Any Other White background (please write in) Mixed White and Black Caribbean White and Black African White and Asian Any Other Mixed background (please write in) Asian or Asian British Indian Pakistani Bangladeshi Any Other Asian background (please write in)	Classificatory	

Question	Answer categories	Purpose of Question	Question used previously?
	Black or British Black Caribbean African Any Other Black background (please write in) Chinese or other ethnic group Chinese Any Other group (please write in)		
What is your Religion, even if you are not currently practising? TICK ONE ONLY	Christian (including Church of England, Catholic, Protestant and all other Christian denominations) Buddhist Hindu Jewish Muslim Sikh Any other religion (please write in) No religion	Classificatory	
Do you consider yourself to be	Heterosexual or straight Gay or lesbian Bisexual Other Prefer not to say	Classificatory	
Is there anything else you would like to add?		General	


B

Appendix B

The National Indicator Templates

NI 1: % of people who believe people from different backgrounds get on well together in their local area

Rationale	<i>The Local Government White Paper</i> sets out Government's aim of creating strong and cohesive communities – thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging. The aim in doing so is to ensure that the economic and cultural benefits of diversity are experienced by everyone in each community, 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.		
Definition	The proportion of the adult population who say they 'agree', or 'strongly agree' that their local area is a place where people from different backgrounds get on well.		
Formula	(Using weighted data): $x / y * 100$ where: x = total number of respondents agreeing/strongly agreeing that local area is a place where people from different backgrounds get on well y = total number of respondents giving valid answer to question (strongly agree/ tend to agree/tend to disagree/strongly disagree) – don't know/too few people/all same background to be treated as missing values.		
Worked example	DA = 1004 A = 5757 D = 1370 DD = 360 DK = 793 Too few = 73 All same = 318 $6761/8491 * 100 = 80\%$	Good performance	Good performance typified by higher percentages
Further Guidance			

NI 2: % of people who feel that they belong to their neighbourhood			
Rationale	<i>The Local Government White Paper</i> sets out Government's aim of creating strong and cohesive communities – thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging. A sense of belonging to ones neighbourhood is therefore a key indicator of a cohesive society.		
Definition	The proportion of the adult population who feel 'fairly strongly, or 'very strongly' that they belong to their immediate neighbourhood. <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".		
Formula	(Using weighted data): $x / y * 100$ where: x = total number of respondents who say they belong to their neighbourhood y = total number of respondents giving valid answer to question – "don't know" responses to be treated as missing values.		
Worked example	DA = 3032 A = 4140 D = 1888 DD = 563 DK = 68 7172/9623 * 100 = 75%	Good performance	Good performance typified by higher percentages
Further Guidance			

NI 3: Civic participation in the local area

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 conduit for wishes and needs of other residents. An increase in the number of people who take on such roles, especially from equalities groups, helps to create fairer, more inclusive policies whilst spreading the perception that public decision making is accessible to the influence of all legitimate interests.

Where appropriate local authorities are encouraged to consider this indicator in terms of an equalities group(s)¹ in order to raise involvement of underrepresented sections of society. This helps to make civic institutions more representative of and accountable to the local population. It contributes 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. For example there are disproportionately low numbers of Black and Minority Ethnic (BME) 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.

¹Equalities areas include: gender, ethnicity, disability, age, religion and belief, and sexual orientation.

Definition

Civic activities

- 1) Been a local councillor (for the local authority, town or parish)
- 2) Member of a group making decisions on local health services
- 3) Member of a decision making group set up to regenerate the local area
- 4) Member of a decision making group set up to tackle local crime problems
- 5) Member of a tenants' group decision making committee
- 6) Member of a group making decisions on local education services
- 7) Member of a group making decisions on local services for young people
- 8) Member of another group making decisions on services in the local community

Participation will counted if the respondent signals taking part in at least one of any of the activities above in the last 12 months.

NI 3: Civic participation in the local area (continued)

Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>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</p> <p>Alternatively an LA has the option to target one or more equalities groups, if they believe that this is a more pressing local priority. In this instance they would use the following formula:</p> <p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents within the chosen equalities group 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 within the chosen equalities group giving valid answer to question</p> <p>Here equalities groups include: Gender, BME, disability, age, religion or belief, and sexual orientation.</p>		
Worked example	<p>Note: if you decide to construct an indicator of more than one equalities group (up to an indicator of all six), this will have to be a composite indicator, rather than separate indicators for each group.</p> <p>Doing so means taking an average of the percentage between the two groups.</p> <p>For example if the local authority wanted to increase the representation of both women and ethnic minorities they would wish to increase the average participation of these groups.</p> <p>A separate percentage for both equalities group would be calculated using:</p> <p>$x / y * 100$ where:</p> <p>x = total number of respondents within the chosen equalities group 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 within the chosen equalities group giving valid answer to question</p> <p>Then an average of the two would be taken. Therefore if the percentage of women participating was 70% and the percentage of ethnic minorities 50%, the composite percentage would be 60%.</p>	Good performance	Higher percentages

NI 4: % of people who feel they can influence decisions in their locality			
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		
Definition	<p>The proportion of the adult population who agree that they feel able to influence decisions affecting their local area</p> <p><i>Feeling able to influence</i> Respondents will be said to feel able to influence decisions if they respond saying they “definitely agree” or “tend to agree” with the statement that they feel able to influence decisions affecting the local area.</p>		
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who definitely agree/tend to agree that they are able to influence decisions affecting their local area</p> <p>y =total number of respondents giving valid answer to question – don’t know/ refusal responses to be treated as missing values.</p>		
Worked example	DA=516 TA=3048 TD=3878 DD=1800 DK=441 Refusal=10 3564/9240 * 100=39%	Good performance	Good performance typified by higher percentages
Further Guidance			

NI 5: Overall/general satisfaction with the area

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.
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 based 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> <p>Weighting to account for non-response is calculated using the ONS mid-year estimates.</p> <p>Weighting to account for survey design is calculated using data from survey responses (number of adults in the household).</p>
Formula	$x = \left(\frac{(z + y)}{N} \right) \times 100$ <p>Where:</p> <p>z = the weighted number of respondents who are very satisfied with the area as a place to live.</p> <p>y = the weighted number of respondents who are satisfied with the area as a place to live.</p> <p>N = the weighted total number of respondents to the question Weighting is applied to take account of non-response (age, gender, ethnicity) and survey design (postal survey)</p>

NI 5: Overall/general satisfaction with the area (continued)

Worked example	<p>1,256 people respond to the survey. Applying weighting brings this figure to 1,198. Of that 1,198, 250 respondents indicated they were 'very satisfied' with the local area as a place to live, and 673, indicated they were 'satisfied'. The proportion would therefore be calculated as:</p> $x = \left(\frac{(z + y)}{N} \right) \times 100$ <p>or in this case</p> $x = \left(\frac{(250 + 673)}{1,198} \right) \times 100$ $x = (0.7704) \times 100$ $x = 70.04\%$	Good performance	Good performance is indicated by higher numbers.
Further Guidance	<p>Data on previous trends can be found in the national report (http://www.communities.gov.uk/index.asp?id=1510806)</p> <p>Information on the survey and its content can be obtained from LRGRU</p>		

NI 6: Participation in regular volunteering	
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.
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 is 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.</p> <p>The unpaid help covers:</p> <ol style="list-style-type: none"> (1) Raising or handling money/taking part in sponsored events (2) Leading the group/ member of a committee (3) Organising or helping to run an activity or event (4) Visiting people (5) Befriending or mentoring people (6) Giving advice/information/counselling (7) Secretarial, admin or clerical work (8) Providing transport/driving (9) Representing (10) Campaigning (11) Other practical help (e.g. helping out at school, shopping) (12) Any other help <p>Participation is defined as taking part in any of the ways listed above. (Any number of hours applies).</p>
Formula	$\frac{\text{Number of people who volunteer at least once a month}}{\text{Number of people responding to the survey}}$

NI 6: Participation in regular volunteering (continued)

Worked example	<p>The citizenship survey (2005) shows that (at a national level; data is not yet available at the local level):</p> <ul style="list-style-type: none"> • 2,667 people participated in formal volunteering at least once a month • The total core sample was 9,195 <p>Therefore, the percentage of regular formal volunteers is: $\frac{2667}{9195} = 29\%$</p> <p>While the overall level of participation in regular formal volunteering nationally is 29%, at regional level participation ranges from 20% in the North East to 33% in the South West. It is likely that there is similar variation at the Local Authority level. There will therefore be slight differences in the percentage increase required to generate a significant change for different GOs/LAs.</p>	Good performance	Good performance is typified by higher numbers
Further Guidance	<p>www.cabinetoffice.gov.uk/thirdsector</p> <p>http://www.communities.gov.uk/index.asp?id=1505767</p>		

NI 10: Visits to museums and galleries		
Rationale	<p>To measure how many people in the local community attend museums and galleries. Museums and galleries have a range of local impacts, including promoting education and well-being and a sense of identification with their locality. The national <i>Taking Part</i> survey has demonstrated the links between participation in cultural activity and community cohesion.</p> <p>The measure will focus on engagement by the whole adult resident population, including by those whose opportunities are limited, to establish the extent to which participation reflects the profile of the host community.</p> <p>This will be consistent with DCMS DSO: Encourage more widespread enjoyment of culture, media and sport.</p>	
Definition	The percentage of the adult population who say they have attended a museum or art gallery in the local area at least once in the preceding 12 months.	
Formula	<p>(Using weighted data): $x / y * 100$ where:</p> <p>x = total number of respondents who say they have attended a museum or art gallery in the local area at least once in the preceding 12 months</p> <p>y = total number of respondents giving valid answer to question</p>	
Worked example	<p>This example is based on hypothetical local level data, both for the numerator and for the denominator.</p> <p>Numbers of adults who say they have visited a museum or art gallery in the local area at least once in the last 12 months = 50,000</p> <p>Number of adults in the local area who respond giving valid answer to the question = 100,000</p> <p>Proportion = $(50,000/100,000) \times 100 = 50\%$</p>	<p>Good performance</p> <p>A year on year increase in the percentage of the adult population who have visited a museum or gallery at least once in the past 12 months.</p>
Further Guidance		

NI 17: Perceptions of anti-social behaviour	
Rationale	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.
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>For the following things I read out, can you tell me how much of a problem they are in your area. By your area I mean within 15 minutes walk from here.</p> <p>How much of a problem is/ 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? <p>The combined measure is calculated based on a methodology (see below) used by the British Crime Survey, using a scale constructed of the seven individual strands listed above.</p>
Formula	<p>The combined measure of ASB is calculated by allocating scores to the responses to the questions (above) 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.</p> <ul style="list-style-type: none"> • The maximum possible score is 21. • High perception of ASB is a score of 11 or above. • A protocol for missing values will be agreed
Worked example	Good performance Decrease
Further Guidance	

NI 21: Dealing with local concerns about anti-social behaviour and crime by the local council and police

Rationale	<p>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).</p> <p>It is an indicator of people's views about those issues which are important to their quality of life.</p>		
Definition	<p>Anti-social behaviour – respondents will self-define.</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 are dealing with 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>The % would be based on those respondents who answer strongly agree or tend to agree as a proportion of the total respondents.</p>		
Worked example		Good performance	Increase
Further Guidance			

NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area			
Rationale	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.		
Definition	% of people perceiving parents not taking responsibility for the behaviour of their children as a fairly or very big problem in their area.		
Formula	The % would be based on those respondents who answer 'fairly big problem' and 'very big problem' as a proportion of the total respondents.		
Worked example	If 20% of people think parents not taking responsibility is a fairly big problem and 35% think it is a very big problem, then 55% think it is a problem	Good performance	good performance is typified by lower numbers
Further Guidance	Respect Task Force, www.respect.gov.uk		

NI 23: Perceptions that people in the area treat one another with respect and consideration			
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.		
Definition	% of people who perceive people not treating one another with respect and consideration to be a problem in their area, using the question; "Thinking about this local area, how much of a problem do you think there is with people not treating one another with respect and consideration?"		
Formula	The % would be based on those respondents who answer 'fairly big problem' and 'very big problem' as a proportion of the total respondents		
Worked example	If 20% of people think people not treating one another with respect and consideration is a fairly big problem and 35% think it is a very big problem, then 55% think it is a problem	Good performance	good performance is typified by lower numbers
Further Guidance	Respect Task Force, www.respect.gov.uk		

NI 27: Understanding of local concerns about anti-social behaviour and crime by the local council and police		
Rationale	<p>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.</p> <p>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.</p>	
Definition	<p>Anti-social behaviour – as part of the overall seven strand anti-social behaviour indicator, respondents will self-define</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>The % would be based on those respondents who answer strongly agree or tend to agree as a proportion of the total respondents.</p>	
Worked example	Good performance	Increase
Further Guidance		

NI 37: Awareness of civil protection arrangements in the local area

Rationale	<p>Local responders have been at 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 responders' 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.</p> <p>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>
Definition	<p>'large scale emergency' – as defined under the Civil Contingencies Act 2004 e.g. An incident, the consequences of which, threatens human welfare/environment and requires a multi-agency response.</p> <p>'local responder' – Organisation which responds to emergencies at the local level. These may include Category 1 (e.g. emergency services, local authorities and some health bodies) and 2 (e.g. utility and transport companies) responders under the Civil Contingencies Act and other organisations not covered by the Act (e.g. voluntary organisations).</p> <p>'risk' – threat or hazard to human welfare/environment/national security.</p> <p>'civil protection' – preparedness to deal with a wide range of large scale emergencies from localised flooding to terrorist attack.</p> <p>'local area' – district level</p> <p>'community resilience' – the ability of a local community to respond to and recover from emergencies.</p> <p>'resilience' – the ability of the community, services, area or infrastructure to withstand the consequences of an incident.</p> <p>Question: How well informed do you feel by your local agencies about what you should do in the event of a large-scale emergency such as [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>The % would be based on those respondents who answer very well or fairly well informed.</p>

NI 37: Awareness of civil protection arrangements in the local area (continued)

Worked example	Divide score against each category by number of people surveyed to arrive at a percentage.	Good performance	Higher percentage
Further Guidance			

NI 41: Perceptions of drunk or rowdy behaviour as a problem

Rationale	<p>Activity by police and partners through licensing decisions and local alcohol strategies will, in combination with public awareness campaigns, contribute to reducing the overall problem of drunk and rowdy behaviour (low-level disorder/ anti-social behaviour (ASB)) in local communities.</p> <p>Local authorities are responsible for licensing of premises and in securing and designing environments to reduce likelihood of alcohol-fuelled disorder and ASB (e.g. in design and control of night-time economy, town-centre management, working with transport providers and security of public spaces).</p>		
Definition	<p>Copied from question in British Crime Survey:</p> <p>For the following things I read out, can you tell me how much of a problem they are in your area? By your area I mean within 15 minutes walk from here.</p> <p>How much of a problem is....</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	Proportion of respondents who state either very big problem or fairly big problem to question below out of total answering the question.		
Worked example		Good performance	Decrease
Further Guidance			

NI 42: Perception of drug use or drug dealing as a problem				
Rationale	<p>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>Local authorities have a role to play in enforcement activity as drug use and drug dealing blight local communities. This can include working with the police to close down crack houses/drug dens and also ensuring that local communities are kept informed of the results of enforcement action.</p>			
Definition	<p>Copied from question in British Crime Survey:</p> <p>For the following things I read out, can you tell me how much of a problem they are in your area. By your area I mean within 15 minutes walk from here.</p> <p>How much of a problem is....</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	Calculated from number of people who say very big problem or fairly big problem to question below			
Worked example	<table border="1"> <tr> <td></td> <td>Good performance</td> <td>Decrease</td> </tr> </table>		Good performance	Decrease
	Good performance	Decrease		
Further Guidance				

NI 119: Self-reported measure of people's overall health and well-being	
Rationale	Subjective measures of health and wellbeing are important indicators of the general health of the population. PCTs and LAs have an important, shared purpose to improve the quality of life and well-being of their populations.
Definition	<p>This indicator will be collected</p> <p>EITHER</p> <p>By the same source data as for NI 137 (see template on page 51)</p> <p>OR</p> <p>By EQ-5D.</p> <p><i>The remainder of this template relates to collection via EQ-5D</i></p> <p>EQ-5D is <u>not solely</u> a measure of health status. In this respect it has advantages over single question-based health questions. It includes dimensions of quality of life includes factors – such as anxiety and depression – that are influenced by internal and external influences in an area (including crime, housing and other living conditions). EQ-5D therefore also picks up some elements of the quality of life and well-being of the area's population, deriving from sources other than health. Multi-item questions such as EQ-5D have also been shown to be more sensitive to changes over time than single question measures.</p> <p>EQ-5D has 5 questions, it has been shown in psychometric research to be extremely simple and easy to comprehend and fill in. EQ-5D is a highly tested and psychometrically validated questionnaire. Uniquely, responses can be turned into a single numerical value resulting in the number of quality-adjusted life years (QALYs) experienced by local populations.</p>
Formula	<p>A standard questionnaire is asked (see annex) Respondents are asked five simple closed questions, each with a three point response.</p> <p>Mobility</p> <p>I have no problems walking about I have some problems walking about I am confined to bed</p> <p>Self care</p> <p>I have no problems with self care I have some problems with self care I am unable to wash or dress myself</p> <p>Usual activities</p> <p>I have no problems with performing my usual activities I have some problems with performing my usual activities I am unable to perform my usual activities</p> <p>Pain/discomfort</p> <p>I have no pain or discomfort I have moderate pain or discomfort I have extreme pain or discomfort</p>

NI 119: Self-reported measure of people's overall health and well-being (continued)**Anxiety/depression**

I am not anxious or depressed

I am moderately anxious or depressed

I am extremely anxious or depressed

It follows there are therefore 243 possible quality and well-being states to be in (combinations of answers on the five questions).

This allows (via a simple algorithm) the population's (or sub-groups') quality of life and well-being to be aggregated from individual responses. Clearly, raw scores could be presented by area, or scores for a reference population calculated. Similarly, scores for certain groups e.g. minorities could be calculated.

More on how calculations are made and how quality of life and well-being were distributed in England for older adults in 2005 are available below, see Further Guidance section

Worked example

For example, a person scoring 11223 would give scores of 0.255 (see annex). Aggregating and averaging gives a population score. Cuts of different groups, or inequality scores can be simply derived through standard techniques.

Good performance

Higher score

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-\[ns\]](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])

<http://www.euroqol.org/>

NI 137: Healthy life expectancy at age 65

Rationale	<p>People are living longer but healthy life expectancy is not increasing at the same rate. It is clearly desirable for increased life expectancy to be spent in good health. The measure uses a self-reported health assessment, applied to life expectancy data. This is thus in part a subjective measure and the meanings attached by respondents to the categories may have changed over time due to medical advances or other factors. However, it captures the effects of the full range of interventions to improve objective health status on subjective states of health, and thus whether efforts are being appropriately targeted at conditions or behaviours that improve people's lives. The methodology is well-established, with a baseline for local areas of 2001 from census data.</p>
Definition	<p><i>Average number of years people aged 65 can expect to live in good or fairly good health if he/she experienced the particular area's age-specific mortality and health rates throughout his/her life (based on self-assessed general health).</i></p> <p>To obtain healthy life expectancy, a standard survey question on self-reported health is asked of those over 65. The health status 'good' or 'fairly good' is taken from the response to the question 'Over the last 12 months would you say your health has on the whole been good, fairly good or not good?' Results from this are then combined with mortality rates at ages over 65 to show how many of the years to be expected will be spent in good health. The survey question has been used in the GHS for many years.</p> <p>A written description of calculation methods is provided in <i>Health Statistics Quarterly no.26 (Review of Sources and Methods to monitor Healthy Life Expectancy)</i> at http://www.statistics.gov.uk/downloads/theme_health/hsq26.pdf. and the Sullivan method referred to in the paper is explained in more detail at http://www.sepho.org.uk/Download/Public/5642/1/healthylifeexpectancyguide1.doc</p> <p>Life expectancies are calculated by constructing life tables. Life expectancy at age 65 in 2007 would be worked out using the mortality rate for age 65 in 2007, for age 66 in 2008, for age 67 in 2009, and so on.</p> <p>Life tables are constructed in order to calculate national-level life expectancies for each age. A description of the methodology employed to produce the Interim Life Tables can be found at:</p> <p>http://www.gad.gov.uk/Life_Tables/methodology.htm.</p> <p>See</p> <p>http://www.gad.gov.uk/Life_Tables/notation.htm</p> <p>for an explanation of the notation. You should note that if you are interested solely in life expectancy at age 65, then you only need to use mortality rates (m_x and q_x) for ages 65 onwards and can assume a starting population (l_x) of 100,000 at age 65.</p>
Formula	See ONS references below

NI 137: Healthy life expectancy at age 65			
Worked example	See link on Sullivan method under "Definition".	Good performance	Higher numbers are better.
Further Guidance	ONS reference http://www.statistics.gov.uk/downloads/theme_health/hsq26.pdf http://www.statistics.gov.uk/downloads/theme_health/hsq33web.pdf		

NI 138: Satisfaction of people over 65 with both home and neighbourhood			
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	Older people are asked 2 questions: How satisfied are you with this accommodation? How satisfied are you with this area as a place to live? The indicator is the percentage of people aged over 65 who respond that they are fairly satisfied or very satisfied with both their home and the area. NB 'Area' is not defined; it is a subjective assessment, which will vary legitimately depending on what area respondents regard as relevant.		
Formula	Numerator = number of people aged over 65 expressing satisfaction both with home and with neighbourhood Denominator: number of people aged over 65 Weighting will be different for this indicator than from the others in the set as it only applies to over 65s		
Worked example		Good performance	Higher numbers are better.
Further Guidance			

NI 139: The extent to which older people receive the support they need to live independently at home			
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 of 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-focussed systems and provision.</p>		
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	Respondents saying yes as a proportion of respondents giving an opinion (ie not don't know).		
Worked example	<table border="1"> <tr> <td>Good performance</td> <td>Higher numbers are better</td> </tr> </table>	Good performance	Higher numbers are better
Good performance	Higher numbers are better		
Further Guidance			

NI 140: Fair treatment by local services**Rationale**

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, your social relationships etc.

Where appropriate Local Authorities are encouraged to consider this indicator in terms of equalities group(s)¹ since individuals from equalities groups are more likely to feel they have not been treated with respect. See guidance on disaggregation of indicators by equalities group(s).

¹ Equalities areas include: gender, ethnicity, disability, age, religion and belief, and sexual orientation

Definition

	All of the time	Most of the time	Some of the time	Rarely	Never	Not Applicable
Q. In general, would you say that you are treated with respect, when accessing the following services or in the following places?						
At work...						
At school or college...						
When using public transport...						
When using health services...						

Formula

(Using weighted data): $x / y * 100$ where:

x = total number of respondents who reported that they are unfairly treated (respond as 'some of the time' or 'rarely' or 'never') in at least one of the four questions

y = total number of respondents giving valid answer to question

Alternatively an LA has the option to target one or more equalities groups, if they believe that this is a more pressing local priority. In this instance they would use the following formula:

(Using weighted data): $x / y * 100$ where:

x = total number of respondents within the chosen equalities group who reported that they are unfairly treated (respond as 'some of the time' or 'rarely' or 'never') in at least one of the four questions

y = total number of respondents within the chosen equalities group giving valid answer to question

Here equalities groups include: Gender, BME, disability, age, religion or belief, and sexual orientation.

NI 140: Fair treatment by local services (continued)

Worked example	<p>Note: if you decide to construct an indicator of more than one equalities group (up to an indicator of all six), this will have to be a composite indicator, rather than separate indicators for each group.</p> <p>Doing so means taking an average of the percentage between the groups included.</p> <p>For example if the local authority wanted to improve the treatment of services toward both disabled individuals and ethnic minorities, it would wish to decrease the proportion of people from both these groups reporting they were unfairly treated.</p> <p>A separate percentage for both equalities group would be calculated using:</p> <p>$x / y * 100$ where:</p> <p>x = total number of respondents within the chosen equalities group who reported that they are unfairly treated (respond as 'some of the time' or 'rarely' or 'never') in at least one of the four questions</p> <p>y = total number of respondents within the chosen equalities group giving valid answer to question</p> <p>Then an average of the two would be taken. Therefore if the percentage of disabled individuals reporting unfair treatment was 30% and the percentage of ethnic minorities 40%, the composite percentage would be 35%.</p>	Good performance	Lower percentages
Further Guidance	An explanation of where further information is available either to help with reporting against an indicator or to understand the data that will be provided by another organisation.		



Appendix C

The Consultation Criteria

The Government has adopted a code of practice on consultations. The criteria below apply to all UK national public consultations on the basis of a document in electronic or printed form. They will often be relevant to other sorts of consultation.

Though they have no legal force, and cannot prevail over statutory or other mandatory external requirements (e.g. under European Community Law), they should otherwise generally be regarded as binding on UK departments and their agencies, unless Ministers conclude that exceptional circumstances require a departure.

- a. Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
- b. Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.
- c. Ensure that your consultation is clear, concise and widely accessible.
- d. Give feedback regarding the responses received and how the consultation process influenced the policy.
- e. Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
- f. Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.

The full consultation code may be viewed at www.bre.berr.gov.uk/regulation/consultation/code/index.asp

Are you satisfied that this consultation has followed these criteria? If not, or you have any other observations about ways of improving the consultation process please contact

Communities and Local Government Consultation Co-ordinator
Zone 6/H10
Eland House
London SW1E 5 DU

or by e-mail to:
consultationcoordinator@communities.gsi.gov.uk