

Leicester Partnership News

Place Survey Special!

June 2009



Welcome to the Place Survey special issue of Leicester Partnership News. This newsletter is for everyone, in every sector, who works in organisations and partnerships in Leicester to improve the city, its services and the quality of life for people who live here.

If you know anyone who you think would like a copy, please pass it on. And if you would like to be put on the mailing list for future issues get in touch – our contact details are at the end of the briefing.

We are interested in your news and views too – so do contact us if you have questions, comments or information to share. Tell us if this information is useful – or if there is anything else that you think it would be helpful to include in future. We look forward to hearing from you.

The new Place Survey 2008

The Place Survey provides information on what people think about their local area and the local services they receive. It was carried out across all councils in England in the autumn of 2008 as part of new government requirements. 2008 was the first year that the Place Survey was carried out and it will be done again in 2010.

The aim of the survey, which replaces the old Best Value Performance Indicator Survey (last carried out in 2006), was to find out how well the different agencies, such as the councils, the police and NHS, are doing in delivering the services that matter to local residents, and whether things could be done differently in the future.

The results of the survey are used as performance measures to see if we are meeting some of the targets in our Local Area Agreement with Government.

In 2008 1,421 people in Leicester completed the survey. Key questions in the survey included:

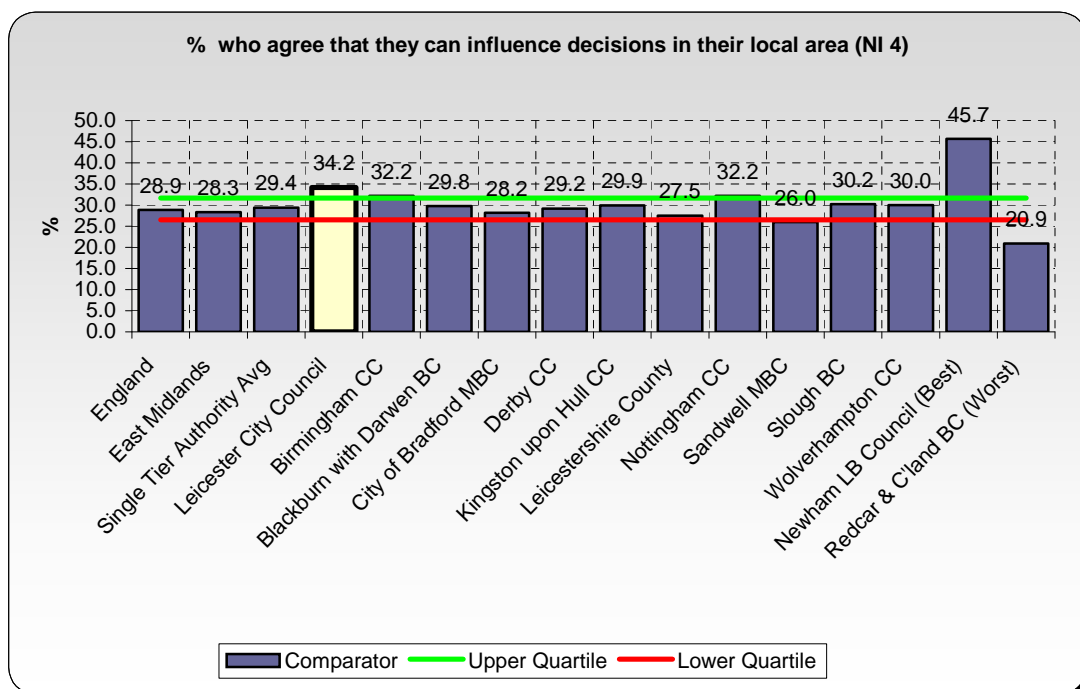
- Residents' satisfaction with their area as a place to live
- How satisfied they are with the way the council and its partners run things
- How much residents get involved in groups that make decisions that affect their local area
- Satisfaction with certain services, for example public transport, refuse collection, household waste centres, libraries and parks and open spaces.

Leicester - key findings

(Figures are rounded to whole numbers)

Areas where we are better than others –

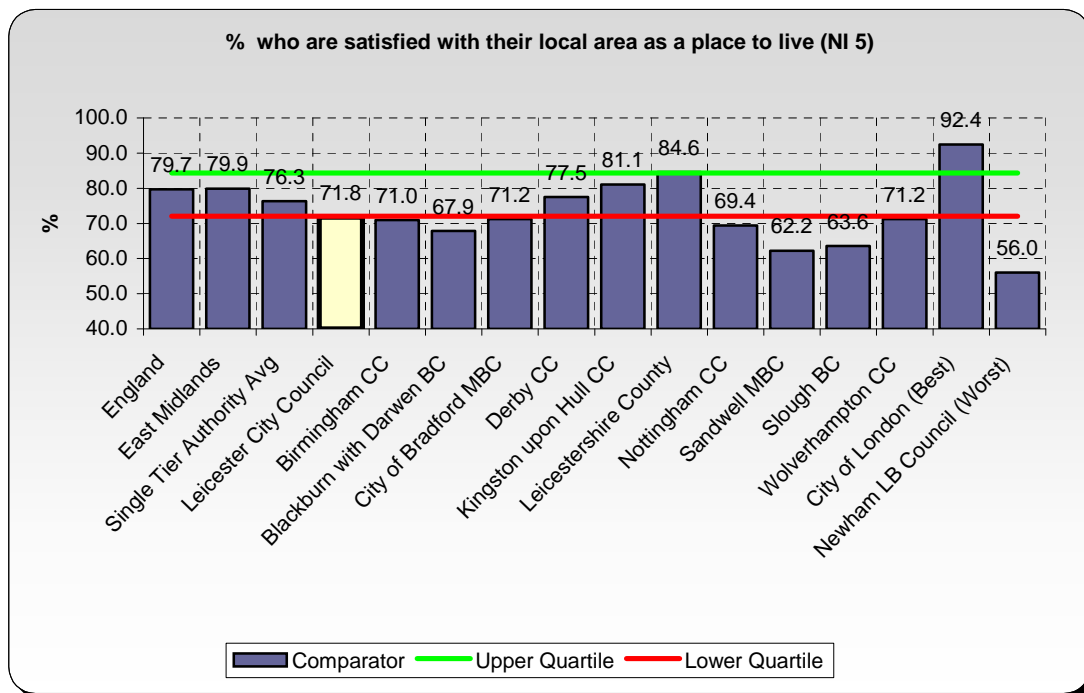
- Refuse collection - 80% of people in Leicester said they are very or fairly satisfied with their refuse collection. We are one of the top performing councils reaching above the East Midlands average of 77% and the national average of 78%.
- 34% of people feel they can influence decisions in their locality. Leicester is one of the top performing councils and does better than the East Midlands region whose average is 28% and the national average of 29%.



- Leicester is one of the councils that has the most people (27%) who agree that police and other local public services are successfully dealing with anti-social behaviour and crime in their local area. Leicester scores above the East Midlands average of 24% and the national average of 26%.

Areas where we are not as good as others -

- 51% of people felt they belonged to their immediate neighbourhood. The East Midlands regional average is 60% and the national average is 59%. We are one of the lower scoring councils.
- 72% of people are generally satisfied with their local area as a place to live. When comparing to similar local authorities we are one of the lower performing councils. The East Midlands regional average and the national average are both around 80%.



- 67% of people in Leicester said they had been treated with respect and consideration. Leicester has performed below the East Midlands regional average of 73% and the national average of 72% and we are one of the lower performing councils.

We will be looking at these results in more detail over the coming months and use them to improve services. All the survey findings have not yet been released, but as soon they are we will publish them at www.leicester.gov.uk/placesurvey.

The headline results for the city, county and districts and a link to the Audit Commission website, which publishes the regional and national findings are available on the Leicestershire Statistics and Research Online website.

Go to

<http://www.lsr-online.org/leicestershire-place-survey-2008.html>

Contact

Yasmin Mataria-Jenkins	0116 252 6470	yasmin.mataria-jenkins@leicester.gov.uk
Mark Prosser	0116 252 6470	mark.prosser@leicester.gov.uk
Rachel Clarke	0116 252 8453	rachel.clarke@leicester.gov.uk