

REPORT

To: NORTH LOCAL AREA PARTNERSHIP		Subject: RESIDENTS SURVEY 2006 - INITIAL KEY FINDINGS
From: CHIEF EXECUTIVE		
Date: 8 March 2007	Ref:	

1 Purpose

1.1 The purpose of the report is to present the initial key findings from the 2006 Residents Survey to members of the partnership.

2 Background

- 2.1 Following Policy & Resources Committee approval on 13 June 2006, a sample survey of just over 3000 North Lanarkshire residents was carried out between mid August and early October this year. Just over 500 of the households surveyed fell within the boundary of the North Local Area Partnership. This survey was designed to complement the previous residents surveys carried out in 1999 and 2002, the results of which have been disseminated to officers and Members of the Council and are available in the Members Library.
- 2.2 As with the previous surveys, the main aim is to elicit views on Council services and key issues facing North Lanarkshire residents. The main questions focused on the importance and quality of a broad range of services; how these services have changed; which services are priorities for improvement; and what the Council's priorities should be for tackling a range of community issues. Questions were also asked on how people obtained information about Council services, how they accessed these services and how they got on when they contacted the Council, whether to request a service or make a complaint.
- 2.3 For the 2006 survey, the questionnaire was streamlined to permit the inclusion of a number of additional topics. These topics cover key aspects of community safety and perceptions of the local environment; community engagement and volunteering; and, health and lifestyle. A copy of the questionnaire is available in the Members Library.
- 2.4 As in previous surveys, a robust sampling methodology was used. This is designed to ensure a representative sample across the whole of North Lanarkshire; and at the lowest possible cost commensurate with the required levels of statistical reliability down to Local Area Partnership level. It is designed to minimise non-response and consequently minimise or eliminate any bias resulting from poor response from hard to reach groups; and it has been designed to give results that are comparable with previous surveys. In addition, the sampling methodology has been set up to enable separate analysis of information for residents in Regeneration Outcome Areas within each of the Local Area Partnerships.


3 Key Findings and Further Analysis

- 3.1 The key findings from this initial analysis of the survey are attached as an APPENDIX. These cover elements of most of the aims outlined in sections 2.2 and 2.3 above.
- 3.2 Further analysis of the survey results will include planned and ad-hoc analyses (the latter in response to information requests). Current planned analysis includes the following:-

Further analysis of key findings at North Lanarkshire level (looking at some of the initial findings in more depth)	To be completed: spring 2007
Further analysis of key findings for each Local Area Partnership (looking at some of the initial findings in more depth)	To be completed: summer 2007
Analysis of specific topics, including: <ul style="list-style-type: none">• Contact with the Council• Information about the Council• Community Safety and Environmental issues• Community Engagement and Volunteering• Health and Lifestyles• Technical reports on statistical reliability and classificatory information	Throughout 2007

4 Recommendation

- 4.1 It is recommended that the Committee:
- (i) note the key findings from the survey and the proposals for further analysis; and
 - (ii) otherwise note the contents of the Report.


Chief Executive

North Lanarkshire Residents Survey 2006

REPORT FOR NORTH LOCAL AREA PARTNERSHIP

Introduction

This report presents the key findings of the North Lanarkshire Residents Survey – a major survey undertaken by North Lanarkshire Council during 2006 – for the North Local Area Partnership area. As with previous surveys (carried out in 1999 and again in 2002), the main aims of the survey were to seek information on the views of local residents with regard to Council services and issues affecting the local area. A range of other information was also sought and this report contains analysis of some of this information including community safety; and, health and lifestyle issues.

Interviews were carried out by the local division of a leading independent market research company – Market Research UK Ltd – at residents' homes between August and October 2006. In total 3,019 interviews with adult residents were achieved across the whole of North Lanarkshire, of which 519 were in the North area. Residents were selected for interview using a random sampling method designed to give reliable results at Local Area Partnership level. The results in this report are based on these interviews.

The Council gratefully acknowledges the help and assistance given by the many residents who took part in the survey and who provided the very comprehensive set of information that is summarised in this and other survey reports. All information obtained from the survey is treated as completely confidential and in order to preserve this confidentiality the analysis is presented in summary form only and carried out in full compliance with the Data Protection Act.

Results are presented for the Local Area Partnership area for each of the key themes listed below together with the figures for North Lanarkshire as a whole for comparison. The analysis of these and other themes from the survey together with comparisons with previous survey findings where possible will be incorporated in a more comprehensive report for distribution to officers and members.

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1. Importance of public services

As part of the survey, those interviewed were shown a list of services provided by the Council and other public sector agencies and were asked, for each service, how important they felt it to be on a four point scale: 'very important'; 'quite important'; 'not so important'; or 'not important at all'.

Services ranked in order of importance for North area residents are shown in **Table 1** below.

Those services attributed the highest level of importance, i.e. considered 'very important' by at least 60% of respondents included *maintenance of roads, footpaths; and street lighting and refuse collection*. For most services the figures compared closely with those for North Lanarkshire as a whole.

A small number of services appeared not to be of much significance, i.e. less than 30% of respondents considered them to be 'very important' including *concert halls/theatres/cultural centres; and, museums/heritage centres*.

Table 1

Importance of Public Services		
Percentage - very important (with don't knows excluded)	North	NLC
Maintenance of Roads, Footpaths and Street Lighting	63%	67%
Refuse Collection	60%	62%
Street Cleaning/Litter Control	59%	65%
Care Services for Older People	59%	62%
Primary and Secondary Education	57%	61%
Public Transport	53%	51%
Council Housing Repairs	49%	55%
Care Services for Children and Families	47%	58%
Assisting unemployed people into work	45%	44%
Care Services for People with Disabilities	45%	55%
Services for the Under Fives (e.g. nurseries)	43%	47%
Environmental Health Issues (e.g. pest control, pollution)	43%	48%
Maintenance of Schools and Public Buildings	42%	48%
Public Parks and Open Spaces	42%	47%
Council Housing Services (General enquiries e.g. waiting list, rent, via first stop shops)	39%	44%
Community/Adult Education	38%	38%
Local Planning and Control of Development	38%	39%
Council Sport and Leisure Facilities	37%	40%
Careers Service	36%	36%
Support for Development of Local Businesses	35%	36%
Community Centres	34%	35%
Council Housing Improvements (including modernisation programme)	34%	45%
Council First Stop Shop	33%	33%
Housing Services to home owners (e.g. Grants)	33%	33%
Libraries, Including Mobile Libraries	31%	37%
Customer Contact Centre (effectively a call centre)	30%	27%
Concert Halls, Theatres and Cultural Centres	21%	27%
Museums and Heritage Centre	19%	26%

2. Quality of public services

Services ranked in order of quality for North area residents are show in **Table 2** below. Around a half of all services were rated as 'good or very good' by over 60% of those interviewed.

At the other end of the scale, there were a number of services that were only viewed as 'good or very good' by less than 50% of residents including the *support for development of local businesses; assisting unemployed people into work; public parks and open spaces; concert halls, theatres and cultural centres; local planning and control of development; and, museums and heritage centres*. The figures for each of these services were well also below the Council average.

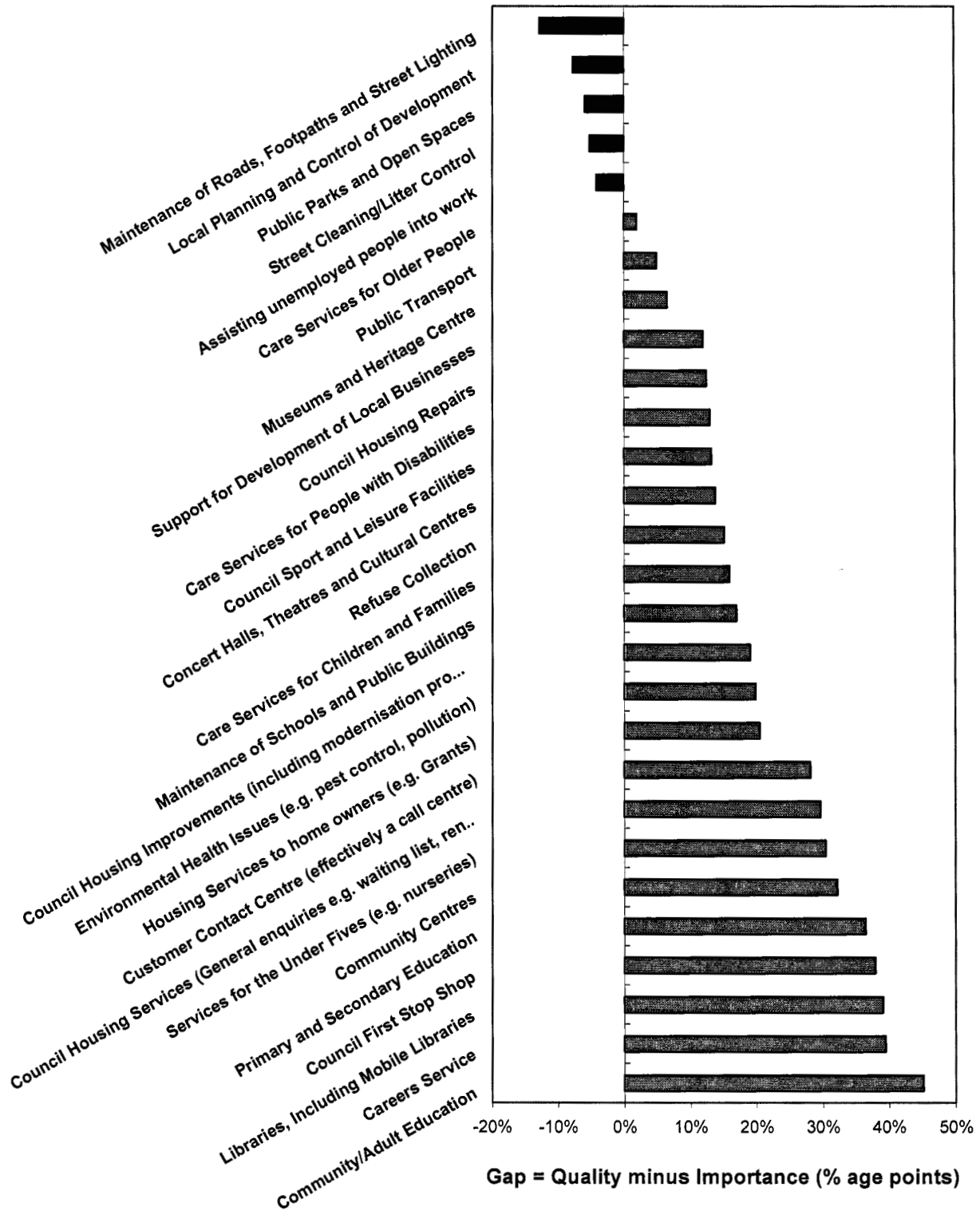
Table 2

Quality of Public Services Percentage - good or very good (with don't knows excluded)	North	NLC
Primary and Secondary Education	94%	94%
Community/ Adult Education	83%	83%
Refuse Collection	75%	86%
Careers Service	75%	76%
Services for the Under Fives (e.g. nurseries)	74%	85%
Council First Stop Shop	71%	71%
Libraries, Including Mobile Libraries	70%	81%
Council Housing Services (General enquiries e.g. waiting list, rent, via first stop shops)	68%	72%
Community Centres	67%	77%
Environmental Health Issues (e.g. pest control, pollution)	63%	70%
Care Services for Children and Families	62%	75%
Council Housing Repairs	62%	67%
Care Services for Older People	61%	74%
Maintenance of Schools and Public Buildings	59%	72%
Public Transport	58%	65%
Customer Contact Centre	58%	61%
Care Services for People with Disabilities	58%	72%
Street Cleaning/Litter Control	54%	73%
Housing Services to home owners (e.g. Grants)	53%	68%
Council Housing Improvements (including modernisation programme)	53%	63%
Council Sport and Leisure Facilities	51%	66%
Maintenance of Roads, Footpaths and Street Lighting	50%	56%
Support for Development of Local Businesses	47%	67%
Assisting unemployed people into work	41%	61%
Public Parks and Open Spaces	36%	60%
Concert Halls, Theatres and Cultural Centres	35%	59%
Local Planning and Control of Development	30%	49%
Museums and Heritage Centre	26%	57%

Key priorities for investment and improvement relate to those services that are deemed to be 'very important' by a majority of residents, but where the perceived quality of provision lags well behind. In the case of the North area, ***maintenance of roads, footpaths and street lighting; local planning and development control; public parks and open spaces; street cleaning/litter control; and, assisting the unemployed into work*** fell into this category. These are measured by the difference in percentage points between the importance and quality ratings as illustrated in **Figure 1** overleaf.

Figure 1

Public Services Gap Analysis: Importance v Quality



3. Importance of community issues

As part of the survey, those interviewed were shown a list of local area community issues and were asked, for each, how important they felt it to be on a four point scale: 'very important'; 'quite important'; 'not so important'; or 'not important at all'. Some of the services analysed under sections 1 and 2 were split into their constituent parts in order to gain a better understanding of how residents perceived them at the local level, e.g. maintenance of roads, footpaths and street lighting were treated as three separate issues.

Community issues ranked in order of importance for North area residents are shown in **Table 3** below. Those community issues attributed the highest level of importance, i.e. considered 'very important' by close to 60% of respondents included *antisocial behaviour and maintenance of footpaths*.

Some service were regarded by less than 40% of respondents as being very important including *maintenance of open spaces; town centre improvements; support for local business development; and, accessibility to leisure/cultural facilities*.

Table 3

Community issues - percentage very important (Excludes don't knows)	North	NLC
Antisocial behaviour	57%	64%
Maintenance of footpaths	56%	61%
Maintenance of street lighting	54%	59%
Improving public transport	53%	51%
Services for children and young people	53%	56%
Street cleaning/litter control	52%	59%
Maintenance of roads	52%	59%
Improving public safety	50%	60%
Dog fouling	49%	58%
Poverty and ill health	46%	48%
Improving standards of education and training	45%	47%
Meeting the needs of older people	44%	55%
Fly tipping	44%	54%
Maintenance of public parks	44%	45%
Provision/quality of affordable Housing	44%	53%
Child care provision and quality	41%	51%
Assisting unemployed people into work	41%	43%
Maintenance of open spaces (including common ground)	39%	42%
Town centre improvements	37%	42%
Support for local business development	36%	38%
Accessibility to leisure/cultural Facilities	32%	38%

4. How well community issues are handled

Community issues ranked in order of how well they are handled for North area residents are shown in **Table 4** below. Community issues being handled well, i.e. where more than 70% of respondents said they were either 'good or very good' included *improving standards of education and training and maintenance of street lighting*.

On the other hand, a number of issues were viewed by less than 40% of respondents as being handled well including *services for children and young people; town centre improvements; antisocial behaviour; maintenance of open spaces; dog fouling; and, fly tipping*.

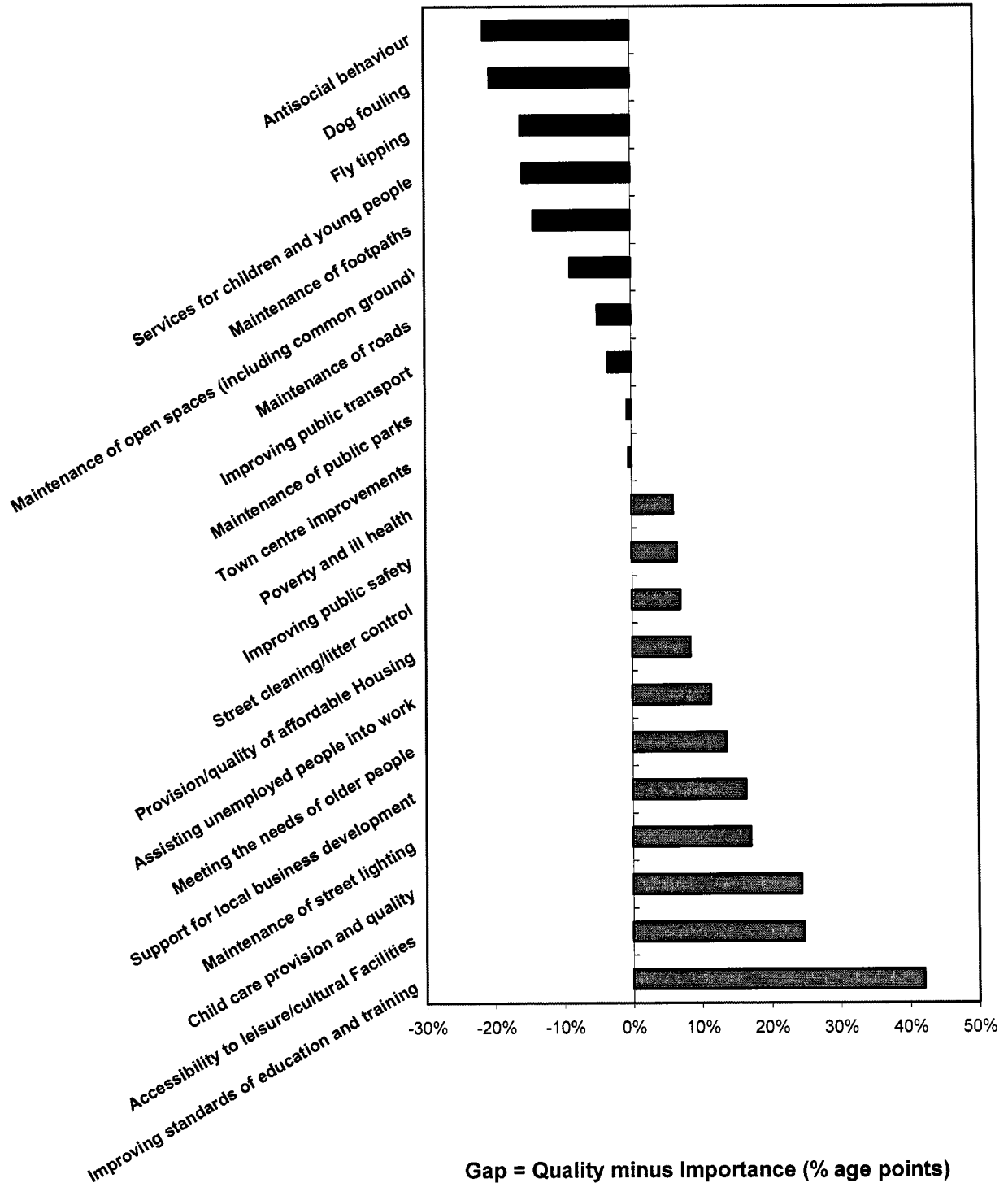
Table 4

Community Issues - percentage good or very good (Excludes don't knows)	North	NLC
Improving standards of education and training	87%	81%
Maintenance of street lighting	71%	72%
Child care provision and quality	65%	71%
Street cleaning/ litter control	59%	71%
Meeting the needs of older people	58%	67%
Accessibility to leisure/cultural Facilities	57%	67%
Improving public safety	56%	60%
Poverty and ill health	52%	63%
Assisting unemployed people into work	52%	60%
Provision/quality of affordable Housing	52%	60%
Support for local business development	52%	61%
Improving public transport	50%	57%
Maintenance of roads	47%	51%
Maintenance of public parks	43%	55%
Maintenance of footpaths	42%	50%
Services for children and young people	37%	55%
Town centre improvements	37%	37%
Antisocial behaviour	36%	47%
Maintenance of open spaces (including common ground)	30%	47%
Dog fouling	29%	44%
Fly tipping	28%	42%

In a local community context, key priorities for improvement relate to those issues that are regarded as very important by the majority of residents, but are not viewed as being handled particularly well locally. These are measured by the difference in percentage points between the importance and quality ratings as illustrated in **Figure 2** overleaf. The main issues of concern relate to ***antisocial behaviour; dog fouling; fly tipping; services for children and young people; maintenance of footpaths; maintenance of open spaces; maintenance of roads; and, improving public transport***.

Figure 2

Community Issues Gap Analysis: Importance v Quality



Community safety and the local environment

In terms of community safety, most issues were close to the Council wide position. The one major exception was rubbish/litter lying around which was more commonplace in the North area whilst drug related activities were less common as shown in **Table 5**.

Table 5

Community Safety Issues Percentage quite or very common (don't knows excluded)	North	NLC
Noisy neighbours/regular loud parties	8%	11%
Vandalism/graffiti/other deliberate damage	12%	16%
Rubbish/litter lying around	31%	21%
Neighbour disputes	3%	5%
Intimidation/harassment from groups/ individuals	6%	9%
Drug dealing/misuse	4%	8%
Discarded needles	1%	4%
Rowdy behaviour e.g. drunkenness/ hooliganism	21%	20%

Overall, the percentage of residents who had a '*high*' fear of crime was relatively low at 4% in North area compared to 6% in the Council as a whole. The *impact of fear of crime on quality of life* was even lower at 2%.

In terms of environmental issues, a marginally above average share of local area residents saw these as very important as show in **Table 6**.

Table 6

Environmental issues - Percentage very important (Excludes don't knows)	North	NLC
Reuse of vacant/derelict land	45%	42%
Air quality	46%	44%
Recycling	48%	47%

Overall, the percentage of residents who rated North as a '*very good*' place to live was 28% which was above the Council average of 26%.

5. Health and lifestyle issues

As **Table 7** below shows, a higher proportion of North area residents were of the view that their *health* was 'good to excellent' – 80% compared to a Council average of 75%. Long term illness was less prevalent, and smoking levels were lower.

Table 7

Health and lifestyle issues Percentage (excluding the don't knows)	North	NLC
With good to excellent health	80%	75%
With long term illness, disability or infirmity	17%	25%
Limited activities (due to illness, disability or infirmity)	24%	21%
More than 4 portions of fruit and vegetables per day	24%	21%
Currently smoke tobacco	29%	37%
Consume more than 21 units of alcohol per week	4%	6%
Participate in moderate exercise more than 3 times per week	33%	33%
Participate in vigorous exercise at least 3 times per week	21%	22%