KENSINGTON AND CHELSEA PARTNERSHIP

July 16th 2008

THE PLACE SURVEY

The KCP is invited to note the contents of this report and to consider recommendations on whether to include additional questions in the questionnaire and the branding of the Place survey with the KCP logo.

For decision

1. Introduction

- 1.1 The Local Government White Paper "Strong and Prosperous Communities" announced the introduction of a new performance management framework for local public services. This included the introduction of a new National Indicator set of some 200 performance indicators.
- 1.2 The National Indicators set includes 18 indicators designed to capture people's views, experiences and perceptions of their area and local services. Data for these indicators is to be collected through a new biennial national survey The Place survey designed and administered by the Audit Commission.

2. Progress on delivering the Place survey in Kensington and Chelsea

- 2.1 A final version of the Place survey (see appendix 1), and guidance on how to conduct the survey, were issued by the Audit Commission in mid June 2008.
- 2.2 The Place survey will be conducted by a market research agency commissioned through a London wide consortium. Currently all London Boroughs are committed to the consortium and there are obvious benefits to be had from such an approach (economies of scale, comparison of results in the final report and the ease of not having to go through individual tendering processes). However, because of the size of the contract it means that it is subject to EU tendering regulations that take some time. This means that the contract will only be awarded a couple of weeks before the survey has to begin.
- 2.3 Unlike previous years where there has been a time window when the survey must be sent out, this year timings are very rigid. The survey must be posted out on either 25 or 26 September 2008, with two reminders sent out after 15 October. The fieldwork period ends on 19 December and all data must be submitted to the Audit Commission in January.

- 2.4 The design of the questionnaire is predetermined and questions cannot be changed. As with the BVPI survey 1,100 responses are required from borough residents and therefore it is likely that the survey will go to 5,000 7,000 households. (These households are selected at random from the Post Office small users address file and given to us by the Audit Commission).
- 2.5 Although it is not possible to change the questions, it is possible to add questions to the survey and the Audit Commission supply a question bank of possibilities. Any added questions must come after Q26 (the main body of the questionnaire) and within a maximum length of 12 pages (it is 10 pages long without any additions). The guidance advises that all additional questions should be approved by the Local Strategic Partnership.
- 2.6 Although it is possible to add questions (up to a maximum of two pages), the Council's Consultation Team would strongly recommend against doing so for the following reasons:
- Increasing the length of the questionnaire will have a damaging effect on the number of returns to the survey, which could make it very difficult to achieve the minimum number of responses required. Indeed the last BVPI survey (with no additional questions) achieved a response rate of 19 per cent and 6,000 questionnaires had to be sent out in order to reach the required number. The Audit Commission is likely to provide a sample of 6,000 addresses this time and will want a robust explanation of why more addresses would be needed to meet their minimum requirements.
- With additional questions, the questionnaire may appear disjointed as all additional questions must appear at the end and therefore away from other questions that may be on a similar topic.
- There will be an additional cost for adding questions and analysing results.
- The time to debate and agree additional questions is limited.
- 2.7 To reflect the fact that the questionnaire is not the property of one organisation, the Audit Commission want all surveys, covering letters etc. to carry a local brand (not the Council logo). The letter that accompanies the questionnaire must also bear the signature of a high profile representative of the Local Strategic Partnership, it is therefore suggested that this should be the Chair of the Kensington and Chelsea Partnership.
- 2.8 In order to boost the response rate the Audit Commission suggest a number of publicity ideas. These are currently being explored with the Council's Media and Communications Team and are likely to include adverts in the Royal Borough newspaper, posters outside the library, an advance letter to those receiving the survey, articles in newsletters and details on the website.

3. Conclusion

- 3.1 The KCP is invited to note the current position of the Place survey work and to agree the following recommendations:
 - Not to add additional questions to the questionnaire, because of the reasons laid out in this report.
 - That the Place survey is branded with the KCP logo and signed off by the Chair of the KCP.

For decision

Gary Wilson Consultation and Research Officer Gary.wilson@rbkc.gov.uk 020 7361 3616

Appendix 1: Place Survey template

ADDRESS1 ADDRESS2 ADDRESS3 ADDRESS4 POSTCODE

Dear local resident,

I am writing to you to ask for your views.

<INSERT COUNCIL NAME> works closely with other public services such as the police, health, business and community representatives to make decisions about the provision of services for local people. They now need to know what you think about what it's like to live in your area so they can be certain they are dealing with the issues that concern and matter to you.

This questionnaire asks for your opinions about aspects of the quality of life in your local area (such as community safety, local services etc) which we know are important to local people. By your local area, we mean the area within 15-20 minutes walking distance from your home. The findings from this research will be used to see how well <INSERT COUNCIL NAME> and its partners are doing at delivering the services that matter to you and to decide what needs doing differently in the future.

Please take this opportunity to have your say. It doesn't matter if you've only just moved into the area or if you don't pay council tax. It's important that we hear everybody's views.

To ensure personal information about you is secure, all of your answers will be treated in the strictest confidence and will be stored securely. Responses, which will not include personal information such as names and addresses, will only be used by public service organisations to monitor public services and asses how well they are performing.

If you have any questions or concerns about this survey please do not hesitate to contact <INSERT CONTACT DETAILS> who will be very happy to help you.

I very much hope you will be able to take part and thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire as soon as possible or by 19 December 2008.

No stamp is required.

Yours sincerely,

<INSERT SIGNATURE, NAME AND POSITION>

<INSERT A SENTENCE IN EACH OF THE MOST COMMONLY USED LANGUAGES TO EXPLAIN HOW RESIDENTS CAN OBTAIN A TRANSLATED COPY OF THE QUESTIONNAIRE>
If you require a large print copy please contact <INSERT CONTACT</p>
DETAILS>

Helpful hints for completing this questionnaire

The questionnaire should be completed by <u>any</u> resident aged 18 or over living at this address.

Please read each question carefully and tick a box to indicate your answer.

In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.

Answer the next question unless asked otherwise.

Some questions include an 'other' option. If you would like to include an answer other than one of those listed within the question, please tick the 'other' box and write in your answer in the space provided.

Once you have finished please take a minute to check you have answered all the questions that you should have answered.

This questionnaire consists of 12 pages and should take no longer than 15 minutes to complete. Thank you in advance for your time.

Once you have completed the questionnaire please return in the pre-addressed envelope supplied. You do not need to add a stamp.

Section 1: About your local area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

- Q1 Thinking generally, which of the things below would you say are <u>most important</u> in making somewhere a good place to live? PLEASE TICK ✓ UP TO FIVE BOXES ONLY <u>IN THE LEFT HAND COLUMN BELOW</u>
- And thinking about this local area, which of the things below, if any, do you think most need improving? PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE RIGHT HAND COLUMN BELOW

ECMIN BELOW	Q1	Q2
	Most important in making somewhere a	Most needs improving in this local area
Access to nature	good place to live	
Activities for teenagers		
Affordable decent housing	_	
Clean streets	_	
Community activities	_	
Cultural facilities (e.g. libraries, museums)	_	
Education provision	_	
Facilities for young children	_	
Health services	_	
Job prospects	—	
The level of crime	_	
The level of pollution	_	
The level of traffic congestion	_	
Parks and open spaces	_	
Public transport		
Race relations	_	
Road and pavement repairs	_	
Shopping facilities	_	
Sports and leisure facilities	_	
Wage levels and local cost of living	_	
Q1 - Other (PLEASE TICK BOX AND WRITE	_	U
IN BELOW)		
Q2 - Other (PLEASE TICK BOX AND WRITE IN BELOW)		
None of these		П
Don't know		

Q3	Overall, how satisfied or dissatisfied are yo	u with you	r local area	a as a place to	o live?	
	PLEASE TICK ✓ ONE BOX ONLY Very satisfied	Fairly	dissatisfied	l		
	Fairly satisfied	Very o	lissatisfied			
	Neither satisfied nor dissatisfied					
Q4	And how satisfied or dissatisfied are you wi	th your ho	ome as a pla	ace to live?		
	PLEASE TICK ✓ ONE BOX ONLY Very satisfied	Fairly	dissatisfied	l		
	Fairly satisfied	Very c	lissatisfied			
	Neither satisfied nor dissatisfied					_
Q5	How strongly do you feel you belong to you	r <u>immedia</u> t	te neighbor	urhood?		
	PLEASE TICK ✓ ONE BOX ONLY Very Fairly Not very Not at a trongly strongly strongly		w			
Sectio	on 2: Your local public services					
Q6	Here are some things that people have said you think that these statements apply to put				Γο what ex	tent do
	PLEASE TICK ✓ ONE BOX ONLY FOR EA	ACH STAT A great deal	To	Not very much	Not at all	Don't
	Local public services	dear	some extent	much	an	know
	are working to make the area safer					
	are working to make the area cleaner and greener					
	promote the interests of local residents.					
	act on the concerns of local residents					
	treat all types of people fairly					

Q7 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area. PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE Neither Haven' satisfied Fairly Very t used Very Fairly dissatisfi dissatisfi Don't the nor satisfied satisfied dissatisfied ed know service ed <INSERT NAME OF LOCAL POLICE FORCE>..... <INSERT NAME OF \Box LOCAL FIRE & RESCUE SERVICE>..... Your GP (Family doctor).... Your local hospital...... Your local dentist..... **Q**8 <INSERT NAME OF COUNCIL(S)> <IS/ARE> also a key provider of public services locally, so we would like your views on some of the services <IT/THEY> <PROVIDE(S)>. How satisfied or dissatisfied are you with each of the following services provided or supported by <INSERT NAME OF COUNCIL (S)>? PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE Verv Fairly Neither Fairly Very Don't satisfied satisfied satisfied nor dissatisfied dissatisfied know dissatisfied Keeping public land clear of litter and refuse Refuse collection..... Doorstep recycling Local tips/Household waste recycling centres..... Local transport information..... Local bus services..... Sport/leisure facilities..... Libraries..... Museums/galleries......

Theatres/concert Halls....

Parks and open spaces

Q9 Please indicate how frequently you have used the following public services provided or supported by <INSERT NAME OF COUNCIL(S)>.

PLE	ASE TICK ✓ ONE BO	X FOR I Almost every day	EACH SEI At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ Don't know
was	al tips/Household te recycling								
••••	tres								
info	al transport rmation	П							П
Loc	al bus	_	_		_	_	_	_	_
serv	rices						Ц		
Spo	rt/leisure facilities								
Libi	raries								
Mus	seums/galleries								
The	atres/concert Halls								
Parl	ks and open spaces								
disposal, smal local highway	or education, social care I holdings and libraries. As, building regulations, you do not live in a tw	District environ	Councils a mental he	are responealth, was	nsible for ste collect	local plan tion, reve	ning appl nue collec	ications, ction, lei	housing, sure and
Q10	To what extent d <provide(s)></provide(s)>				at <inse< td=""><td>RT NAM</td><td>E OF CO</td><td>DUNCIL</td><td>L(S)></td></inse<>	RT NAM	E OF CO	DUNCIL	L(S)>
	PLEASE TICK Strongly Agree		Ne		ree		Stro	ongly agree	Don't know
<use li="" more<="">THAN ONEROW (ONEROW PERCOUNCIL) IFYOU WISH></use>	-								
Q11	And now taking way <insert n<="" td=""><td>•</td><td>0</td><td></td><td></td><td></td><td>satisfied a</td><td>are you v</td><td>with the</td></insert>	•	0				satisfied a	are you v	with the
	PLEASE TICK Very satisfied	✓ ONE Fairly		NLY FOR Neither		COUNC Fairly ssatisfied	V	ery tisfied	Don't know
	Satisfied 8	ansiica		issatisfie		5541151100	. aissa		KIIO W

<use (="" ?="" coun="" i="" row="" th="" than="" v<="" you=""><th>ONE ONE PER CIL) IF</th><th></th><th></th><th></th><th></th><th>[</th><th></th><th></th><th></th></use>	ONE ONE PER CIL) IF					[
Section	on 3: Infor	mation							
Q12	How well	informed do	you feel abo	ut each of th	e follov	ving?			
	PLEASE	TICK ✓ ONE	BOX ONLY	Ve	STAT	EMENT Fairly well informed	Not very well	Not well informed	Don't know
	How a	and where to re	egister to vote	·			informed	at all	
	How y	our council ta	x is spent						
		ou can get invon-making							
	What	standard of set from local pu	rvice you sho	uld					
	How v	well local publ	ic services ar	e					
	How t	o complain ab	out local pub	lic					
	What	esto do in the ev	ent of a large		_				
		ency e.g. floomic flu				Ц		ш	Ц
		ll, how well ir local public se							
Section	on 4: Loca	l decision-m	naking						As with
_	•	hen answerir from your ho		nsider your	local a	area to be	the area w	ithin 15-20	previ minutes
Q13	Do you	agree or disa	gree that you	can influen	ce decis	ions affecti	ng your loca	al area?	
	PLEASE	E TICK ✓ ON	E BOX ONL	Y					
Γ	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Do kn	on't ow			
						1			
Q14	Generally area?	y speaking, w	ould you like	to be more	involve	d in the dec	isions that a	affect your l	local
	PLEASE	TICK ✓ ONE	BOX ONLY	-					
		Yes		No	-	ends on the issue	Don't l	know	
								1	

Section 5: Helping out

We are interested to know about the unpaid help people give.

community.....

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work.

Please	exclude giving money and anything that was a requirement	nt of your job.	
Q15	Overall, about how often over the last 12 months have y group(s), club (s) or organisation(s)?	ou given unpaid	l help to any
	Please only include work that is unpaid and not for you	r family.	
	PLEASE TICK ✓ ONE BOX ONLY At least once a week		
	Less than once a week but at least once a month		
	Less often		
	I give unpaid help as an individual only and not through groups(s), club(s) or organisation(s)		
	I have not given any unpaid help at all over the last 12 months		
	Don't know		
Section	on 6: Getting involved		
	think about any group(s) to which you belong, which ma exclude anything that was a requirement of your job.	ikes decisions th	nat affect your local are
Q16	In the past 12 months have you		
	PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATE	MENT Yes	No
	Been a local councillor (for the local authority,		
	town or parish)	_	_
	Been a member of a group making decisions on local health or education services		
	Been a member of a decision-making group set up		
	to regenerate the local area	_	_
	Been a member of a decision-making group set up		
	to tackle local crime problems Been a member of a tenants' group decision-		
	making committee	_	u
	Been a member of a group making decisions on		
	local services for young people Been a member of another group making	_	
	decisions on services in the local	_	–

017			nsideration				
Q17				isagree that in If their childre		ea, parents take e	enough
	PLEASE	E TICK ✓ ON	NE BOX ONL	Υ			
I	Definitely	Tend to	Neither	Tend to	Definitely	Don't	
	agree	agree	agree or	disagree	disagree	know	
			disagree				
Q18			ou agree or d ds get on wel		our local area	is a place where p	people from
	PLEASE	E TICK ✓ ON	NE BOX ONL	Υ			
Ι	Definitely	Tend to	Tend to	Definitely	Don't	Too few	All the same
	agree	agree	disagree	disagree	know	people in	background
	_	_	_	_	_	local area	
	PLEASE	TICK / ON	E DOM ONI A	7			
Q20	A very probl	y big A lem t year would	A fairly big problem D I you say that	Not a very problem	n at	<u> </u>	know/No inion sideration by your
Q20	A very probl	y big A lem	A fairly big problem D I you say that	Not a very problem	n at	all opi	inion
Q20	A very probl In the las local pub	y big A lem st year would blic services. TICK ✓ ONE the M	A fairly big problem D I you say that	Not a very problem	n at	all opi	sideration by your ver Don't know/no
Q20	A very problem. In the last local puber PLEASE All of	y big A lem st year would blic services. TICK ✓ ONE the M	A fairly big problem I you say that E BOX ONLY Most of the	Not a very problem t you have been some of	n at	all opi	sideration by your
Q20	A very problem. In the last local puber PLEASE All of	y big A lem st year would blic services. TICK ✓ ONE the M	A fairly big problem I you say that E BOX ONLY Most of the	Not a very problem t you have been some of	n at	all opi	inion sideration by your ver Don't know/no
Q20 Q21	In the last local pub PLEASE All of tim In your oneed to co	y big A lem St year would blic services. TICK ✓ ONE the Mone on tinue to live from public,	A fairly big problem I you say that E BOX ONLY Most of the time I deep people in the seat home for the seat home.	Not a very problem with the problem of time Some of time n your local ar as long as the problem of the problem of time	en treated with the Ra area able to get	all opi	sideration by your or Don't know/no opinion support they help or
	In the las local pub PLEASE All of tim In your oneed to cosupport for communications.	y big A lem St year would blic services TICK ✓ ON f the M ne opinion, are of ontinue to live from public, ity).	A fairly big problem I you say that the say the say that the say the say that the say that the say that the say that the say the say that the say the say that the say the say that the say that the say that the say t	Not a very problem with the problem of time Some of time n your local ar as long as the luntary service.	en treated with the Ra area able to get	all opi	sideration by your or Don't know/no opinion support they help or
	In the las local pub PLEASE All of tim In your oneed to cosupport for communications.	y big A lem St year would blic services TICK ✓ ON f the M ne opinion, are of ontinue to live from public, ity).	A fairly big problem I you say that E BOX ONLY Most of the time I der people in the private or vo	Not a very problem with the problem of time Some of time n your local ar as long as the luntary service.	en treated with the Ra area able to get	all opi	sideration by your or Don't know/no opinion support they help or

Sectio	n 8: Community safety					
Q22	How safe or unsafe do you feel when of PLEASE TICK ✓ ONE BOX ONLY IN				W	
Q23	How safe or unsafe do you feel when or					
	PLEASE TICK ✓ ONE BOX ONLY IN	THE RIGHT			OW	
			Q22 After	Q23 During		
			dark	the day		
	Very safe					
	Fairly safe					
	Neither safe nor unsafe		🗖			
	Fairly unsafe		🗖			
	Very unsafe					
	Don't know		$\overline{\Box}$	$\overline{\Box}$		
Q24	Thinking about this local area, how muc PLEASE TICK ✓ ONE BOX ONLY FOR	-	•	nink each of	the followin	ng are
		A very	A fairly	Not a very	Not a	No
		big	big	big problem	proble	opinic n
		proble m	proble m	·	m at all	11
	Noisy neighbours or loud					
	parties					
	Teenagers hanging around the streets			U	ш	Ч
	Rubbish or litter lying					
	around	_	_	_	_	
	Vandalism, graffiti and other deliberate			Ц		Ц
	damage to property or vehicles					
	People using or dealing drugs					
	People being drunk or rowdy in public					
	places					
	Ahandanad on humat out					
	Abandoned or burnt out cars		u	u	u	

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

So, how much would you agree or	disagree that the police	e and other local public services			
seek people's views about these issues in your local area?					
PLEASE TICK ✓ ONE BOX ONL	Y IN THE LEFT HAND	COLUMN BELOW			
And how much would you agree o	or disagree that the polic	ce and other local public services			
are successfully dealing with these	e issues in your local are	ea?			
PLEASE TICK V ONE BOX ONL	Y IN THE RIGHT HAN	D COLUMN BELOW			
	Q25	Q26			
	Seek people's views	Are successfully dealing with			
Strongly agree					
Tend to agree					
Neither agree or disagree					
Tend to disagree					
Strongly disagree					
Don't know					

<AUTHORITY TO INSERT ANY ADDITIONAL QUESTIONS HERE>

Section 9: About yourself

Please complete these questions which will help us to see if there are differences between the views of different residents. All the information you give will be kept completely confidential.

Q27		male or female? TICK ✓ ONE BOX (ONLY		
	Male			Female	
Q28		as your age on your la WRITE IN BOX BE		y?	
			Years		
Q29	How is	your health in gener	al? Would	you say it is	
		E TICK ✓ ONE BOX O			
Ver	y good	Good	Fair	Bad	Very bad
		<u> </u>	Ч	U	U
Q30		of these ways does your TICK ✓ ONE BOX (old occupy your cui	rrent accommodation?
	Owned o	outright	. 🗖	Rent from Housing Trust	
	Buying o	on mortgage	. 🔲	Rented from private	landlord
	Rent from	n council	. 🗖	Other (✓ AND WR BELOW)	
Q31		ny children <u>aged 17 o</u> TICK ✓ ONE BOX O		e living here?	
	None		. 🗖	Three	
	One		. 🗖	Four	
	Two		. 🗖	More than four (✓ A IN BELOW)	
Q32		many <u>adults aged 18</u> TICK ✓ ONE BOX (re living here?	
	None		. 🗖	Three	
	One		. 🗖	Four	
	Two		. 🗖	More than four (✓ AIN BELOW)	

Q33	Which of these activities best descr PLEASE TICK ✓ ONE BOX ONLY		nat you are doing at present?	
	Employee in full-time job (30 hours per wk)	plus	Unemployed and available for work	
	Employee in part-time job (under 30 hours per week)		Permanently sick/disabled	
	Self employed full or part-time		Wholly retired from work	
	On a government supported training programme (e.g. Modern Apprentice Training for Work)	ship/	Looking after the home	
	Full-time education at school, college university	e or	Doing something else (PLEASE WRITE IN BELOW)	
Q34	• •	r a per	ability or infirmity? (long-standing moiod of time or that is likely to affect you one BOX ONLY No (PLEASE GO TO Q36)	ou
Q35	Does this illness or disability limit y PLEASE TICK ✓ ONE BOX ONLY	•	ctivities in any way?	
	Yes		No	
Q36	To which of these groups do you co PLEASE TICK ✓ ONE BOX ONLY		you belong to?	
	White		Black or Black British	
	British		Caribbean	
	Irish		African	
	Any other White background (✓ AND WRITE IN BELOW)		Any other Black background (✓ AND WRITE IN BELOW)	
	Mixed		Asian or Asian British	
	White & Black Caribbean		Indian	
	White & Black African		Pakistani	
	White & Asian		Bangladeshi	
	Any other Mixed background (✓ AND WRITE IN BELOW)		Any other Asian background (✓ AND WRITE IN BELOW)	
	Chinese and Other ethnic groups			
	Chinese		Other ethnic group (✓ AND WRITE IN BELOW)	

7	Is there anything else you would like to add? PLEASE WRITE IN BELOW					
	Thank you very much for taking part in this survey.					