

**Kensington and Chelsea Partnership  
Steering Group**

**July 15 2009**

**Results from the Place Survey**

This paper invites the KCP to note and discuss the results of the Place Survey

**For information and discussion**

This paper also invites the KCP to consider whether to undertake an interim Place Survey in October of this year.

**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 collected through a new biennial national survey – the Place Survey – designed and administered by Communities and Local Government and the Audit Commission (the Place Survey replaces the Best Value Performance Indicator General Survey).

1.3 The Council has recently received confirmation of final National Indicator scores collected via the Place Survey. This paper provides background to the survey, final National Indicator scores for the borough and comparisons to other London boroughs. In addition the paper explores the merits of conducting an interim Place Survey later in the year.

## **2. Background**

2.1 Ipsos MORI were commissioned to conduct the Place Survey, through a London wide consortium, by all London boroughs. The methodology and questionnaire for the Place Survey were prescribed by the Audit Commission and the Council had no control over the questions that were asked.

2.2 The questionnaire was sent to 5,500 Kensington and Chelsea households in October 2008. After two reminders, a total of 1,223 valid questionnaires were received.

2.3 Following successful submission of the data from the survey, the Audit Commission supplied the Council with provisional National Indicator scores

for Kensington and Chelsea in February 2009. The scores were weighted by the Audit Commission to ensure the results are as reflective of the area as possible.

2.4 However, finalising these results was held up by a national review of the Place Survey by Communities and Local Government, in order to comply with guidance from the UK Statistics Authority.

### **3. National Indicator scores and survey results**

3.1. The review has now been completed and National Indicator scores, plus topline results from some of the questions, were made available on 23 June 2009. The review has resulted in changes to the National Indicator scores and survey results for Kensington and Chelsea and all other local authorities.

3.2. The data that has been released can be downloaded from the below link: <http://www.communities.gov.uk/publications/corporate/statistics/placesurvey2008>

3.3. Communities and Local Government have yet to release a full data set to each authority or announce when this will happen. Partners will be informed when this data is available.

3.4. In comparison to the other 32 London boroughs, Kensington and Chelsea performs well in the majority of National Indicators, ranking in the top four in London for 12 of the 18 indicators.

3.5. Appendix 1 details a summary of the Royal Borough's National Indicator scores and appendix 2 provides more detail on these as well as findings from the other questions where final data has been released.

3.6. Until the full data set is released it is not possible to carry out in depth demographic or geographic analysis of the results at this stage. In time, when the data set is released, Ipsos MORI will be producing a detailed report of the exercise including significant demographic differences, such as age, ethnicity and geographical spread. Officers will produce further analysis following this.

### **4. Interim Place Survey**

4.1. Each local authority is required to carry out a Place Survey every two years, with the next one due to be conducted in October 2010. Since some improvement targets set out in Delivering for Our Community rely on performance data from the Place Survey, including some designated indicators which are subject to Performance Reward Grant arrangements, the KCP may wish to consider whether or not to commission an interim survey in order to track performance more closely.

4.2. Before deciding on this, officers recommend taking the following into account:

- an interim survey would come at cost of approx. £18,000;
- without a survey the KCP will have no way of knowing how it is performing against relevant LAA targets collected via the Place Survey until 2010/11;
- it will be difficult to effect change in the short period between this year's results and commencing a new survey; and
- time scales are short to procure and conduct the survey to fit the same time frames as last year.

4.3. If the KCP does elect to proceed with an interim survey, results will only be directly comparable if the same methodology is employed and the survey is conducted at the same time of year (i.e. fieldwork in October 2009).

## **5. Conclusion**

5.1. The Steering Group is invited to discuss the results of the Place Survey and decide whether to conduct an Interim Place Survey this year.

**For discussion and decision**

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## Appendix 1: Summary of National Indicators scores collected via the Place Survey

Indicator number and brief description	Kensington and Chelsea NI Score	London Average	Rank of 33 London Boroughs	England Average	Rank in England (of 152 authorities reporting NIs)
<b>NI 1:</b> % of people who believe people from different backgrounds get on well together in their local area	<b>84.2</b>	<b>76</b>	<b>3<sup>rd</sup></b>	<b>76</b>	<b>5<sup>th</sup></b>
<b>NI 2:</b> % of people who feel that they belong to their neighbourhood	<b>63.7</b>	<b>52</b>	<b>2<sup>nd</sup></b>	<b>59</b>	<b>14<sup>th</sup></b>
<b>NI 3:</b> Civic participation in the local area	<b>22.4</b>	<b>17</b>	<b>4<sup>th</sup></b>	<b>14</b>	<b>4<sup>th</sup></b>
<b>NI 4:</b> % of people who feel they can influence decisions in their locality	<b>37.0</b>	<b>35</b>	<b>13<sup>th</sup>/14<sup>th</sup></b>	<b>29</b>	<b>13/14<sup>th</sup></b>
<b>NI 5:</b> Overall/general satisfaction with local area	<b>90.3</b>	<b>75</b>	<b>3<sup>rd</sup></b>	<b>80</b>	<b>4<sup>th</sup></b>
<b>NI 6:</b> Participation in regular volunteering	<b>20.3</b>	<b>21</b>	<b>21<sup>st</sup></b>	<b>23</b>	<b>100<sup>th</sup></b>
<b>NI 17:</b> Perceptions of anti-social behaviour (a low score is better in this indicator)	<b>13.5</b>	<b>27</b>	<b>3<sup>rd</sup></b>	<b>20</b>	<b>20<sup>th</sup></b>
<b>NI 21:</b> Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	<b>34.9</b>	<b>29</b>	<b>4<sup>th</sup></b>	<b>26</b>	<b>4<sup>th</sup></b>
<b>NI 22:</b> Perceptions of parents taking responsibility for the behaviour of their children in the area	<b>47.2</b>	<b>30</b>	<b>1<sup>st</sup></b>	<b>30</b>	<b>1<sup>st</sup></b>
<b>NI 23:</b> Perceptions that people in the area treat one another with respect and consideration (a low score is better in this indicator)	<b>21.4</b>	<b>38</b>	<b>3<sup>rd</sup></b>	<b>31</b>	<b>10<sup>th</sup></b>
<b>NI 27:</b> Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	<b>30.6</b>	<b>28</b>	<b>7<sup>th</sup>/8<sup>th</sup></b>	<b>25</b>	<b>10<sup>th</sup>/11<sup>th</sup></b>
<b>NI 37:</b> Awareness of civil protection arrangements in the local area	<b>13.3</b>	<b>14</b>	<b>20<sup>th</sup></b>	<b>15</b>	<b>106<sup>th</sup>/107<sup>th</sup></b>
<b>NI 41:</b> Perceptions of drunk or rowdy behaviour as a problem (a low score is better in this indicator)	<b>27.5</b>	<b>36</b>	<b>4<sup>th</sup></b>	<b>29</b>	<b>50<sup>th</sup></b>
<b>NI 42:</b> Perceptions of drug use or drug dealing as a problem (a low score is better in this indicator)	<b>23.6</b>	<b>37</b>	<b>5<sup>th</sup></b>	<b>31</b>	<b>29<sup>th</sup> – 31<sup>st</sup></b>
<b>NI 119:</b> Self-reported measure of people's overall health and wellbeing	<b>85.9</b>	<b>79</b>	<b>3<sup>rd</sup></b>	<b>76</b>	<b>3<sup>rd</sup></b>
<b>NI 138:</b> Satisfaction of people over 65 with both home and neighbourhood	<b>88.5</b>	<b>77</b>	<b>3<sup>rd</sup></b>	<b>84</b>	<b>17<sup>th</sup></b>
<b>NI 139:</b> The extent to which older people receive the support they need to live independently	<b>23.9</b>	<b>23</b>	<b>15<sup>th</sup></b>	<b>30</b>	<b>129<sup>th</sup> – 132<sup>nd</sup></b>
<b>NI 140:</b> Fair treatment by local services	<b>81.2</b>	<b>67</b>	<b>2<sup>nd</sup></b>	<b>72</b>	<b>2<sup>nd</sup></b>

Report written July 2009

# Place Survey: Summary results

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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

### Background

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 (NI) set of some 200 performance indicators. The NI set includes 18 indicators designed to capture people’s views, experiences and perceptions of their area and local services. Data for these indicators is collected through a new biennial national survey – the Place Survey – designed and administered by Communities and Local Government and the Audit Commission (the Place Survey replaces the Best Value Performance Indicator General Survey).

### Methodology

Ipsos MORI were commissioned to conduct the Place Survey, through a London wide consortium, by all London boroughs. The methodology and questionnaire for the Place Survey were prescribed by the Audit Commission and the Council had no control over the questions that were asked. The questionnaire was sent to 5,500 Kensington and Chelsea households (drawn randomly from Postal Address Files) in October 2008. After two reminders, a total of 1,223 valid questionnaires were received, a response rate of 23 per cent.

### Publication of the results

Following successful submission of the data from the survey, the Audit Commission supplied the Council with provisional NI scores for Kensington and Chelsea in February 2009. The scores were weighted by the Audit Commission to ensure the results are as reflective of the area as possible. However, finalising these results was held up by a national review of the Place Survey by Communities and Local Government, in order to comply with guidance from the UK Statistics Authority.

The review has now been completed and NI scores, plus topline results from some of the questions, were made available on 23 June 2009. The review has resulted in changes to the NI scores and survey results for Kensington and Chelsea and all other local authorities.

### Contents of this report

At present only NI scores and results from a limited number of questions have been released as final (provisional data is available from other questions, but results for these questions will change as a result of the review). Communities and Local Government have yet to release a full data set to each authority or announce when this will happen. Therefore this summary report contains detailed findings from only the initial data that has been released. In time, when the full data set is released, Ipsos MORI will produce a full detailed report of findings for Kensington and Chelsea.

In this report NI comparisons are made to London boroughs (where Kensington and Chelsea ranks against the 32 other London boroughs) and to English authorities (where Kensington and Chelsea is ranked out of the 152 authorities that are required to report NIs). On other non NI questions comparison is made to all 352 authorities. Where comparison is made to past performance, this is taken from previous Best Value Performance Indicator General Survey data. Where graphs are shown, figures included are percentage figures.

### For More information

For information on the results please contact **Gary Wilson, Consultation and Research Officer on 020 7361 3616 or e-mail on [gary.wilson@rbkc.gov.uk](mailto:gary.wilson@rbkc.gov.uk)**

### Local area

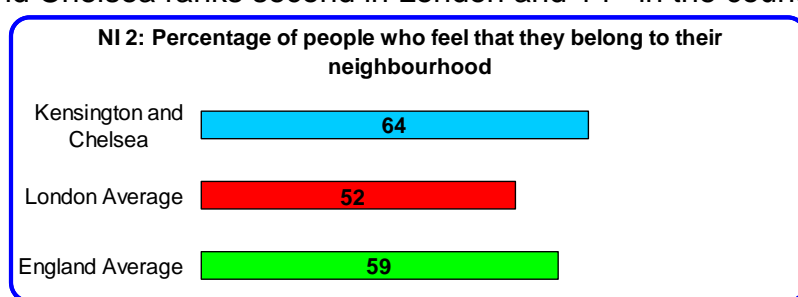
Respondents were asked a series of questions about their local area, for the purposes of the questionnaire someone's local area was defined as within 15 to 20 minutes walking distance from their home.

### Important aspects and priorities for improvement

In the provisional released results, respondents rated level of crime, clean streets and public transport as the most important aspects of making somewhere a nice place to live; and felt that traffic congestion, level of crime and affordable decent housing most needed improving.

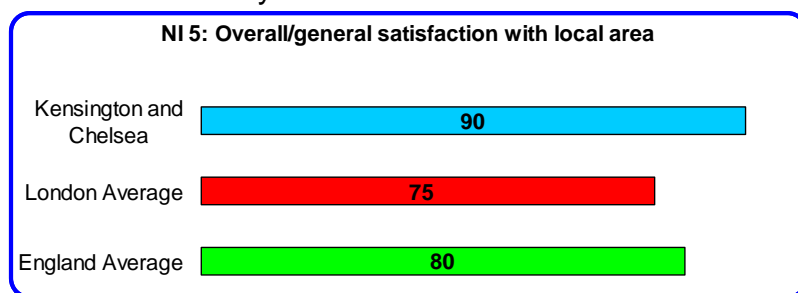
### Feeling of belonging (NI 2)

64 per cent of respondents feel that they belong to their immediate neighbourhood (NI 2); this is 12 per cent higher than the London average and five per cent higher than the average for England. In this NI Kensington and Chelsea ranks second in London and 14<sup>th</sup> in the country.



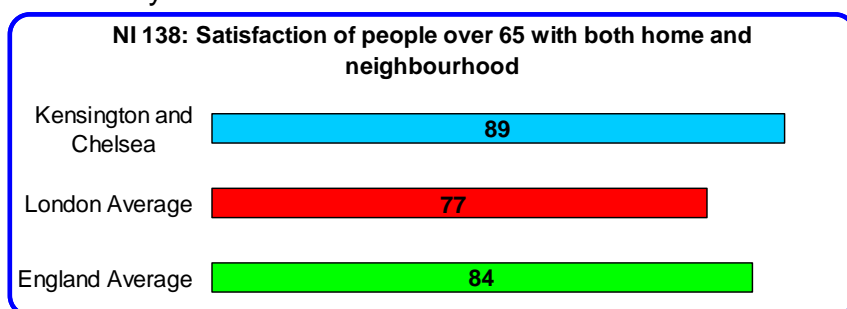
### Satisfaction with the local area (NI 5)

Overall, nine in ten respondents were fairly or very satisfied with their local area as a place to live (NI 5). This was 15 per cent higher than the London average, and 10 per cent higher than the average for England. Compared to other authorities reporting NIs, Kensington and Chelsea ranks third in London and fourth in the country for this indicator.



### Satisfaction of people over 65 with both home and neighbourhood (NI 138)

89 per cent of respondents over 65 were fairly or very satisfied with their home and neighbourhood. This was 12 per cent higher than the London average, and five per cent higher than the average for England. Compared to other authorities reporting NIs, Kensington and Chelsea ranks third in London and 17<sup>th</sup> in the country for this indicator.

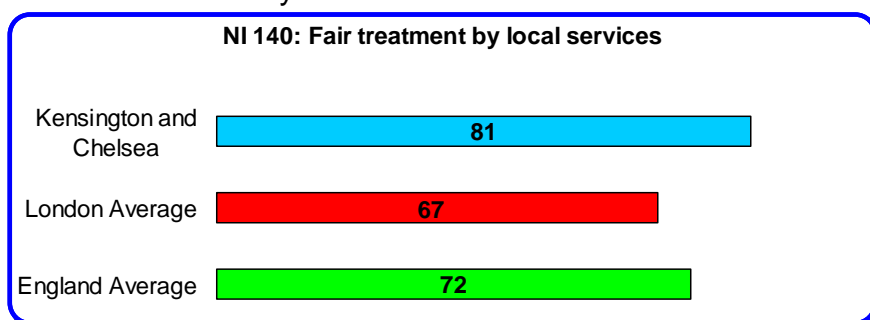


### Local public services

Respondents were asked a series of questions about local public services and the Council as a key provider of local services.

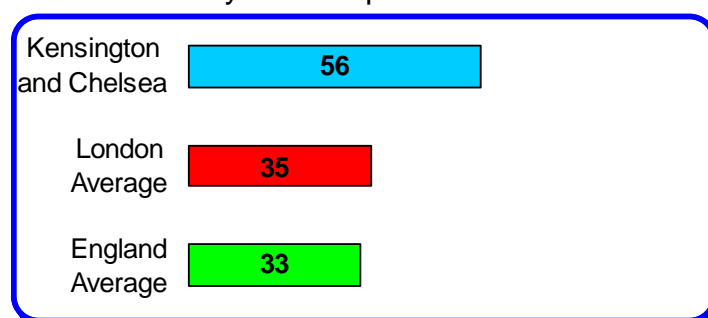
#### Fair treatment (NI 140)

81 per cent of respondents felt that local public services, to some or a great extent, treat people fairly. This was 14 per cent higher than the London average and nine per cent higher than the average for England. Compared to other authorities reporting NIs, Kensington and Chelsea ranks both second in London and the country.



#### Value for money

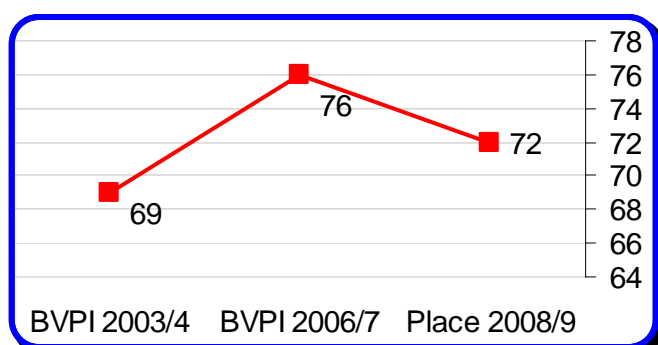
Over half (56 per cent) of respondents agreed (to some extent) that the Royal Borough of Kensington and Chelsea provides value for money. This was significantly higher than the London average (35 per cent) and national average (33 per cent) and means that Kensington and Chelsea is ranked fourth in London and nationally for this question.



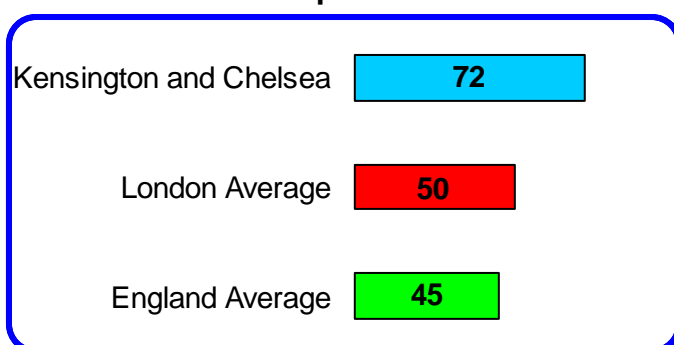
#### Satisfaction with the way the Council runs things

72 per cent of respondents were satisfied (to some extent) with the way the Council runs things. This a slight decline from 2006/7, but significantly higher than the London average (50 per cent) and national average (45 per cent) and means that Kensington and Chelsea is ranked fourth in London and nationally for this question.

##### Satisfaction over time



##### Comparisons



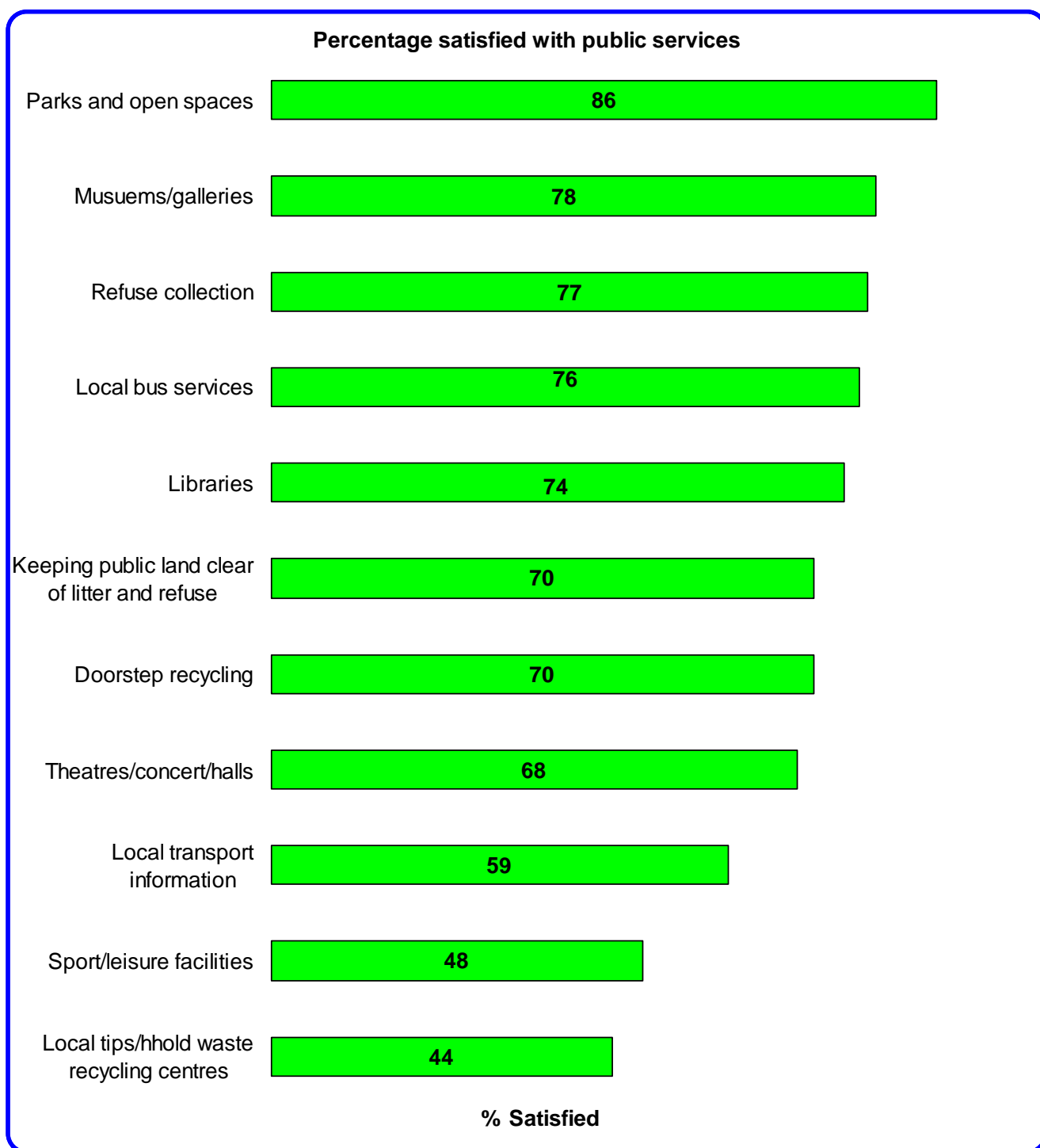


## Results: Local public services

### Satisfaction with services provided or supported by the Council

Respondents reported high levels of satisfaction with the majority of services supplied or supported by the Council, percentage satisfied were: parks and open spaces (86), museums/galleries (78), refuse collection (77), local bus services (76), libraries (74), keeping the land clear of litter and refuse (70), doorstep recycling (70), theatres/concert halls (68) and local transport information (59).

However, under half expressed satisfaction with sport/leisure facilities (48) and local tips/household waste recycling centres (44).



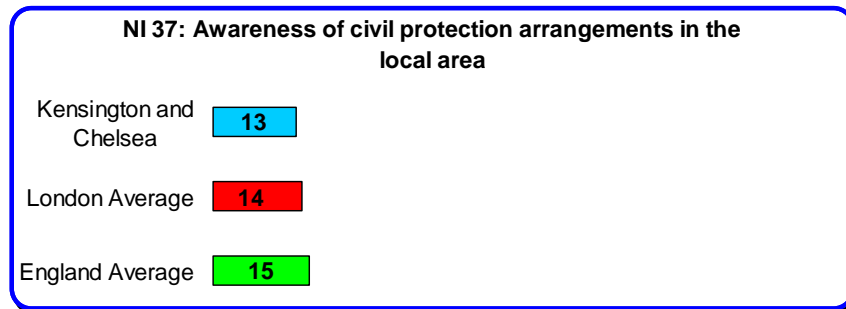
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## Results: Local public services

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### Large scale emergency (NI 37)

Respondents were asked how well informed they were about what to do in the event of a large scale emergency, e.g. flooding, human pandemic flu (NI 37). 13 per cent of respondents felt very or fairly well informed about what to do, this was slightly less than the London (14 per cent) and national averages (15 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea ranks 20<sup>th</sup> in London and 106/107<sup>th</sup> in the country for this indicator.



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## Results: Local decision making

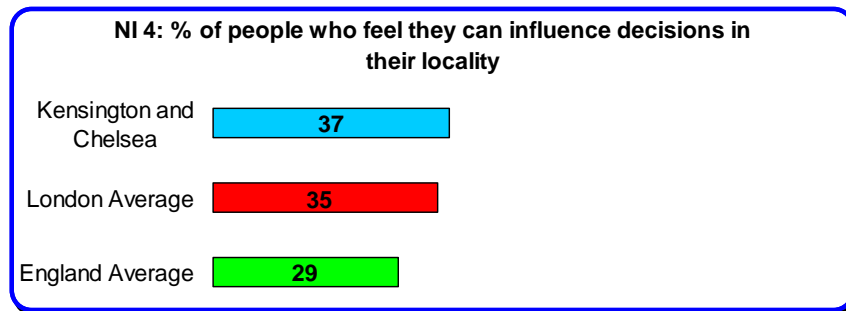
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### Local decision making

Respondents were asked two questions about local decision making.

#### Influencing decisions (NI 4)

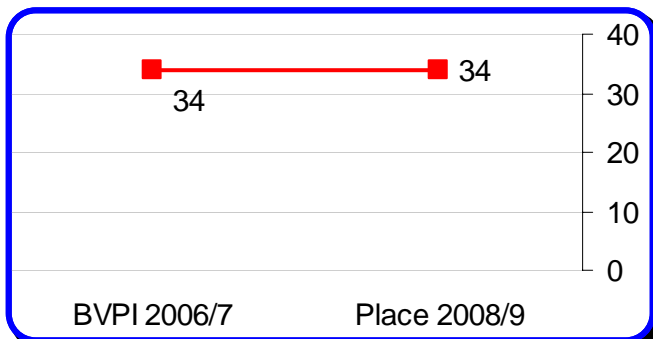
37 per cent of respondents agreed (to some extent) that they could influence decisions affecting their area (NI 4); this was slightly higher than the London average (35 per cent) and higher than the national average of 29 per cent. Compared to other authorities reporting NIs, Kensington and Chelsea ranks 13/14<sup>th</sup> in London and also 13/14<sup>th</sup> nationally.



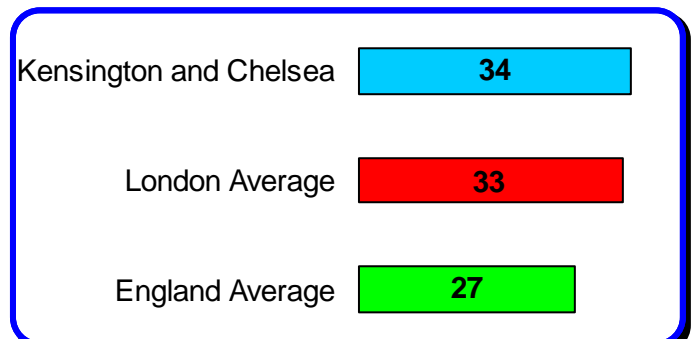
#### More involvement

Respondents were also asked if they would like more involvement in decisions affecting their local area. 34 per cent of respondents indicated they would, the same percentage as in 2006/7, this was higher than the London average of 33 per cent and national average of 27 per cent. This means that Kensington and Chelsea ranks 11<sup>th</sup> in London and 13<sup>th</sup> nationally for this question.

#### Satisfaction over time



#### Comparisons



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## Results: Helping out/getting involved

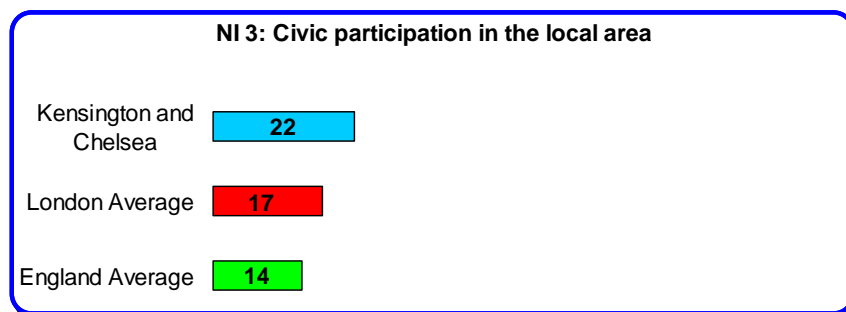
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### Helping out/getting involved

Respondents were asked a series of questions about helping out and getting involved in their local area.

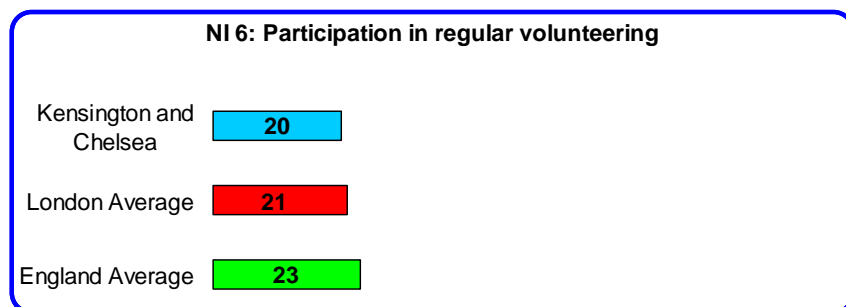
#### Civic participation (NI 3)

Respondents were asked about their participation in civic activities (e.g. being a member of tenants' group or group to tackle crime problems). 22 per cent of respondents indicated that they had taken part in at least one of the activities listed in the last 12 months. This was five per cent higher than the London average (17 per cent) and eight per cent higher than the national average of 14 per cent. Compared to other authorities reporting NIs, Kensington and Chelsea ranks 4<sup>th</sup> in London and also 4<sup>th</sup> nationally.



#### Participation in regular volunteering (NI 6)

Respondents were asked how frequently they have given unpaid assistance to any group, club or organisation. 20 per cent of respondents indicated that they given unpaid assistance at least once a month over the past 12 months. This was slightly lower than the London average (21 per cent) and national average (23 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea ranks 21<sup>st</sup> in London and 100<sup>th</sup> nationally.



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## Results: Respect and consideration

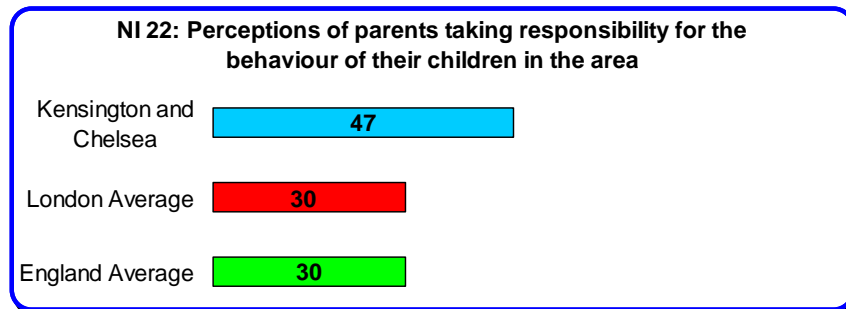
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### Respect and consideration

Respondents were asked a series of questions about respect and consideration in their local area.

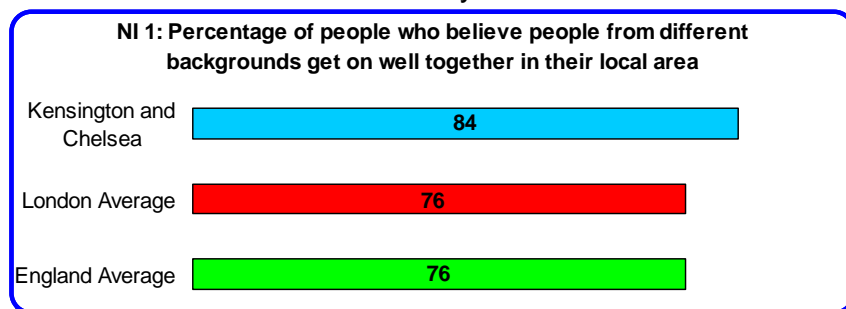
#### Parents taking responsibility (NI 22)

47 per cent of respondents agreed (to some extent) that in their local area parents take enough responsibility for the behaviour of their children. This was significantly higher than the London average (30 per cent) and national average (30 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked top nationally for this indicator.



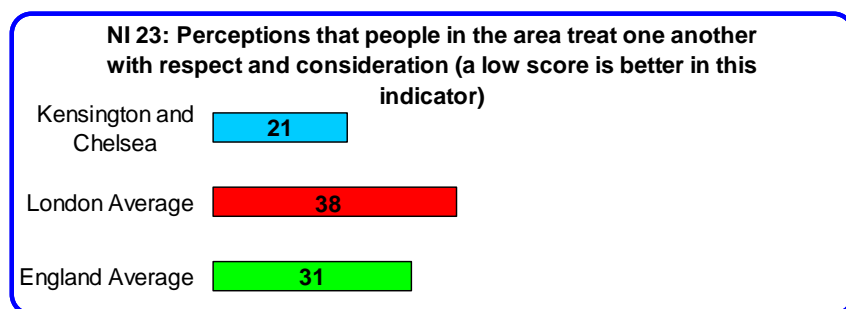
#### People from different backgrounds getting on well together (NI 1)

84 per cent of respondents agreed (to some extent) that in their local area people from different backgrounds get on well together. This was higher than the London average (76 per cent) and national average (76 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked third in London and fifth nationally for this indicator.



#### Problems with people treating each other with respect (NI 23)

21 per cent of respondents felt that in their local area people treating each other with respect and consideration was a very or fairly big problem (a low score is good in this indicator). This was better than the London average (38 per cent) and national average (31 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked third in London and tenth nationally for this indicator.



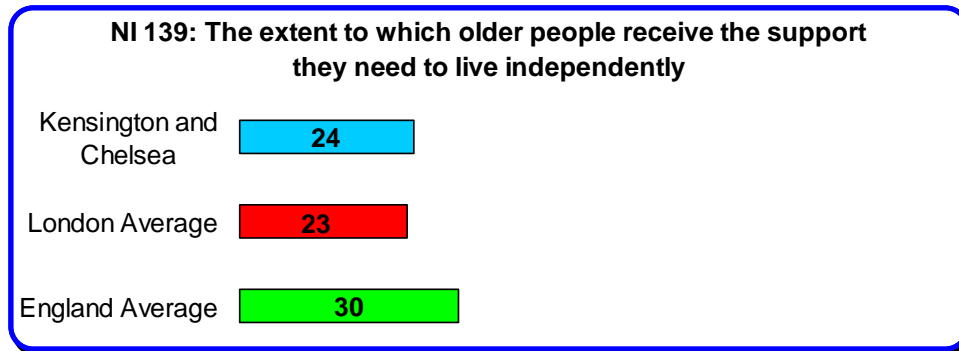
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## Results: Respect and consideration

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### The support older people receive to live independently (NI 139)

24 per cent of respondents felt that older people are able to get the services and support they need in order to live at home as long as they want to. This was slightly higher than the London average (23 per cent), but lower than the national average (30 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 15<sup>th</sup> in London and 129<sup>th</sup> – 132<sup>nd</sup> nationally for this indicator.

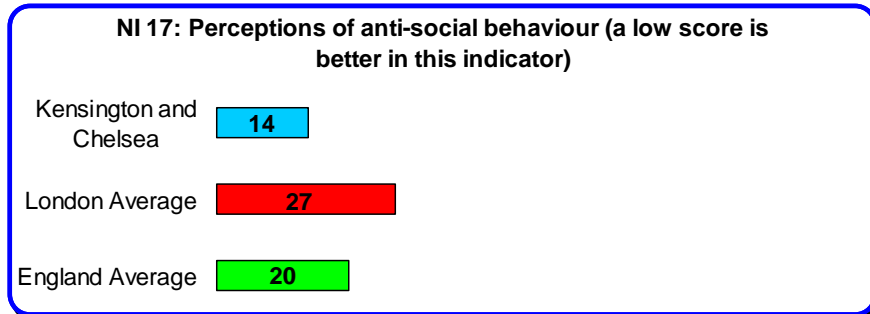


### Community safety

Respondents were asked a series of questions about community safety aspects.

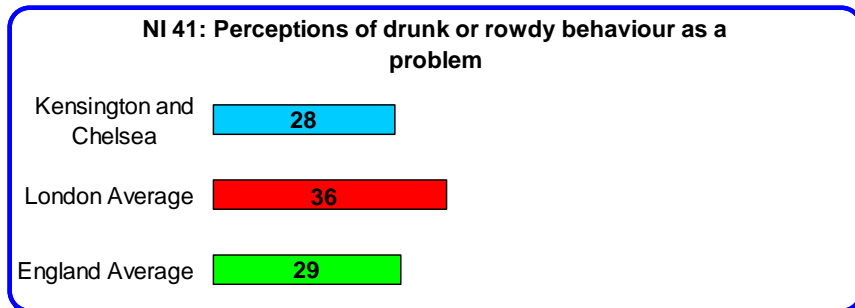
#### Perceptions of anti social behaviour (NI 17)

Respondents were asked to indicate if a variety of anti social behaviour issues were a problem in their local area. This indicator is calculated via an amalgamation of scores from these questions and a low score is better in this indicator. 14 per cent of respondents indicated anti social behaviour was a problem in their area, this was 13 per cent better than the London average (27 per cent) and six per cent better than the national average (20 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 3<sup>rd</sup> in London and 20<sup>th</sup> nationally for this indicator.



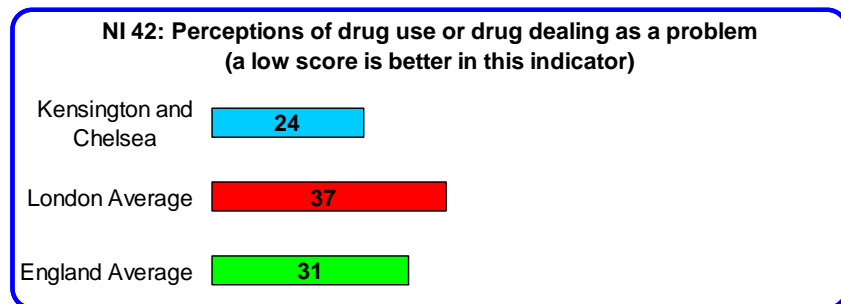
#### Perceptions of drunk or rowdy behaviour as a problem (NI 41)

28 per cent of respondents indicated that drunk or rowdy behaviour was a problem (to some extent) in their area, a low score is better in this indicator. This was eight per cent better than the London average (36 per cent) and one per cent better than the national average (29 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 4<sup>th</sup> in London and 50<sup>th</sup> nationally for this indicator.



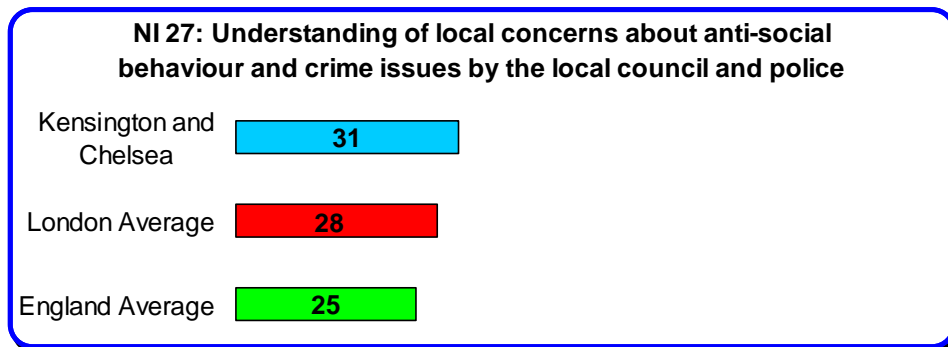
#### Perceptions of drunk or rowdy behaviour as a problem (NI 42)

24 per cent of respondents indicated that drug use or drug dealing was a problem (to some extent) in their area, a low score is better in this indicator. This was 13 per cent better than the London average (37 per cent) and seven per cent better than the national average (31 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 5<sup>th</sup> in London and 29<sup>th</sup> – 31<sup>st</sup> nationally for this indicator.



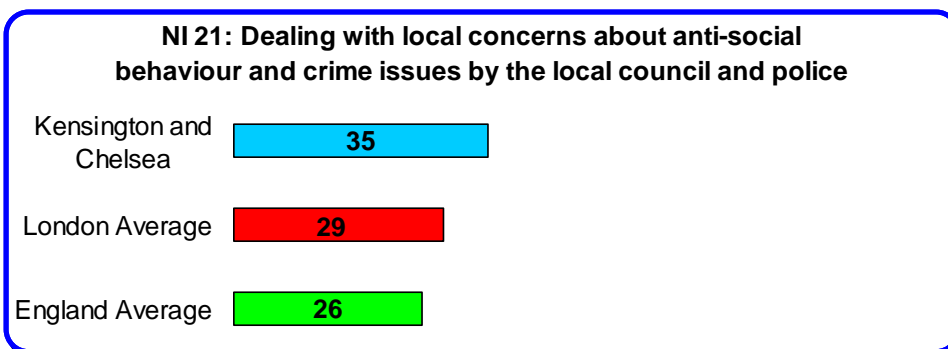
### Understanding local concerns about anti social behaviour and crime issues (NI 27)

31 per cent of respondents agreed (to some extent) that police and other public services seek people's views on anti social behaviour and crime. This was three per cent higher than the London average (28 per cent) and six per cent higher than the national average (25 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 7/8<sup>th</sup> in London and 10/11<sup>th</sup> nationally for this indicator.



### Dealing with local concerns about anti social behaviour and crime issues (NI 21)

35 per cent of respondents agreed (to some extent) that police and other public services are successfully dealing with anti social behaviour and crime. This was six per cent higher than the London average (29 per cent) and nine per cent higher than the national average (26 per cent). Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 4<sup>th</sup> in London and 4<sup>th</sup> nationally for this indicator.





### Health and well being

Respondents were asked a series of questions about themselves and their health and wellbeing.

#### Self reported measure of people's overall health and wellbeing (NI 119)

Respondents were asked to indicate how their health was in general. 86 per cent of respondents indicated that their health was good or very good, this was seven per cent higher than the London average (79 per cent) and ten per cent higher than the national average. Compared to other authorities reporting NIs, Kensington and Chelsea is ranked 3<sup>rd</sup> in London and 3<sup>rd</sup> nationally for this indicator.

