

Ipsos MORI



# 2008 Place Survey

**Report prepared for  
Doncaster Metropolitan Borough Council**

J35208/28854  
March 2009

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# Contents

<b>Executive Summary .....</b>	<b>2</b>
Place .....	4
People .....	5
Public services .....	5
The Council .....	6
<b>Introduction .....</b>	<b>8</b>
Background .....	8
Methodology .....	8
Analysis & reporting .....	9
Report layout .....	10
<b>Respondent Profile .....</b>	<b>11</b>
Key Demographic .....	11
<b>About Your Local Area : The Place .....</b>	<b>17</b>
The important elements .....	17
Overall satisfaction with local area .....	23
Key drivers to satisfaction .....	25
Satisfaction with home .....	26
Summary .....	29
Observations .....	29

**About Your Local Area : The People .....30**

- Helping out..... 32
- Respect and Consideration ..... 34
- Community Safety ..... 40
- Anti-social behaviour ..... 42
- Summary ..... 49
- Observations ..... 50

**Your Local Public Services .....51**

- Community Engagement..... 52
- Service delivery ..... 54
- Specific agencies ..... 58
- Information ..... 59
- Summary ..... 61
- Observations ..... 62

**The Council.....63**

- Corporate Health..... 63
- Specific council services ..... 68
- Transport services..... 72
- Leisure and cultural facilities ..... 75
- Summary ..... 81
- Observations ..... 82

**Appendix .....83**

- Unweighted sample..... 83
- Edited responses ..... 83
- Statistical reliability and presentation of data ..... 83

## Executive Summary

- The Place Survey is a bi-annual statutory survey. Guidelines laid down by the Audit Commission are prescriptive in terms of the content of the questionnaire, the process and the timescales.
- A total of 5759 questionnaires were mailed out to a random sample of residents aged 18+ years in the local authority area. In total, 1851 residents responded, a response rate of 32%.
- The survey is designed to collect 18 National Indicators to assess performance of local areas and inform Comprehensive Area Assessment from 2009.
- A summary of the 2008 National Indicator set, and their related confidence limits are detailed below.

**Table X : Place Survey – National Indicator set – 2008**  
( ) = unweighted base/sample size

<b>NI</b>	<b>Issue</b>	<b>Base</b>	<b>2008</b>	<b>95% confidence</b>
NI 1 :	% of people who believe people from different backgrounds get on well together in their local area	All giving an opinion (1118)	68.5%	± 2.7%
NI 2 :	% of people who feel that they belong to their neighbourhood	All giving an opinion (1729)	57.2%	± 2.3%
NI 3 :	Civic participation in the local area	All responding (1718)	12.3%	± 1.5%
NI 4 :	% of people who feel they can influence decisions in their locality	All giving an opinion (1503)	22.2%	± 2.1%
NI 5 :	Overall/general satisfaction with local area	All responding (1834)	69.5%	± 2.1%
NI 6 :	Participation in regular volunteering	All giving an opinion (1575)	19.3%	± 1.9%
NI 17 :	Perceptions of anti-social behaviour	All giving an opinion (1736)	33.1%	± 2.2%

**Table X : Place Survey – National Indicator set – 2008**  
 ( ) = unweighted base/sample size

<b>NI</b>	<b>Issue</b>	<b>Base</b>	<b>2008</b>	<b>95% confidence</b>
NI 21 :	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	All responding (1749)	20.4%	± 1.9%
NI 22 :	Perceptions of parents taking responsibility for the behaviour of their children in the area	All giving an opinion (1719)	21.9%	± 1.9%
NI 23 :	Perceptions that people in the area treat one another with respect and consideration	All giving an opinion (1641)	44.4%	± 2.4%
NI 27 :	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	All responding (1798)	21.6%	± 1.9%
NI 37 :	Awareness of civil protection arrangements in the local area	All responding (1791)	17.5%	± 1.7%
NI 41 :	Perceptions of drunk or rowdy behaviour as a problem	All giving an opinion (1630)	37.8%	± 2.3%
NI 42 :	Perceptions of drug use or dealing as a problem	All giving an opinion (1474)	49.2%	± 2.5%
NI 119 :	Self-reported measure of people's overall health and wellbeing	All responding (1828)	72.8%	± 2.0%
NI 138 :	Satisfaction of people aged 65 and over with both home and neighbourhood	All responding (634)	76.2%	± 4.3%
NI 139 :	The extent to which older people receive the support they need to live independently	All responding (1814)	33.8%	± 2.2%
NI 140 :	Fair treatment by local services	All giving an opinion (1601)	63.4%	± 2.4%

A number of these NIs were asked in 2006, a summary of these results compared to 2008 can be seen overleaf.

**Table X : National Indicators 2008 vs BVPIs 2006**  
**BVPIs – 2008 (% satisfied) : ( ) = unweighted base/sample size**

<b>NI</b>	<b>Issue</b>	<b>2008</b>	<b>Base</b>	<b>2006</b>	<b>Base</b>
NI 1 :	% of people who believe people from different background get on well together in their local area	69%	(1118)	69%	(1215)
NI 4 :	% of people who feel they can influence decisions in their locality	22%	(1503)	26%	(1628)
NI 5 :	Overall/general satisfaction with local area	70%	(1834)	66%	(2105)
NI 17 :	Perceptions of anti-social behaviour	33%	(1736)	37%	(1805)
NI 23 :	Perceptions that people in the area treat one another with respect and consideration	44%	(1641)	59%	(1901)
NI 41 :	Perceptions of drunk or rowdy behaviour as a problem	38%	(1630)	34%	(1747)
NI 42 :	Perceptions of drug use or dealing as a problem	49%	(1474)	62%	(1653)

## Place

- The key determinants of a good place to live are :
  - A low level of crime (67% chose this)
  - Clean streets (55%)
  - Health services (46%)
- Although the priorities for improvement are still activities for teenagers (55%), reducing crime (48%) and road & pavements repairs (46%), there has been a significant shift towards improving aspects of respondents' environment
- Respondents' satisfaction with their local area has significantly increased from 66% in 2006 to 70% in 2008
- The key drivers to making an area a good place to live relate to :
  - Feeling you belong to your neighbourhood
  - Feeling safe in your neighbourhood

- Having a clean environment.
- Almost nine in ten respondents are satisfied with their home as a place to live.

## People

- Six in ten respondents feel they belong to their immediate neighbourhood
- In total, 19% of respondents carries out some kind of volunteering activity at least once a month
- One in five respondents (22%) believe that parents take enough responsibility for their children's behaviour
- In line with 2006, 69% of respondents believe that people from different backgrounds get on well together in their area
- There has been a trend of decline with most perceived aspects of anti-social behaviour, Issues which have seen the greatest decline are :
  - Teenagers hanging around (55% 2008, 66% 2006, 67% 2003)
  - Abandoned cars (10% 2008, 13% 2006, 43% 2003)

The exception is drunk and rowdy behaviour which has increased its 2006 level of 34% to 38% in 2008.

- Four in ten respondents (44%) believe there is a problem with people not treating others with respect and consideration – a significant decrease on 2006 (59%)
- 65% of those with an opinion, believe older people receive the support they need to live independently
- 40% of respondents feel unsafe after dark
- On the whole respondents do not feel the police and other public agencies seek local views on anti-social behaviour, or are successfully dealing with these issues.

## Public services

- In total, 12% of respondents have taken part in at least one civic/community activity in the last 12 months

- There has been a significant decrease in the proportion of respondents who feel they can influence decisions in their locality (22% 2008 vs 26% 2006)
- Six in ten respondents say they could become more involved in decisions that affect their local area depending on the issue
- Two-thirds of respondents feel that local public services treat them with respect and consideration all or most of the time, however, only one third are convinced that the services act on the concerns or promote the interest of local people
- In considering several local services, satisfaction ranges from 81% for the family GP to 46% for South Yorkshire Police
- Roundly three in ten feel kept informed about local public services in general
- One fifth know how to get involved in decision making (22%), a significant decrease on 2006 (39%).

## The Council

- Compared to previous years, satisfaction with the Council has fallen significantly from 45% in 2006 to 30% in 2008
- The key drivers to satisfaction with the Council relate to :
  - Public services engaging with local residents
  - Satisfaction with refuse collection
  - Appearance of local areas
- A quarters of respondents agree that the Council provides value for money, 41% disagree
- 52% of respondents are satisfied with the cleanliness of public land, a significant decrease on 2006 (60%)
- Whilst more respondents are satisfied than dissatisfied with all aspects of refuse and recycling collection, compared to previous years, satisfaction within each element has decreased
- Usage of local buses has increased from 71% in 2006 to 74% in 2008

- Satisfaction with the local bus service and public transport information has dropped significantly from 2006
- Satisfaction with specific Council services ranges from 71% for libraries to 32% theatres/concert halls respectively
- With the exception of theatres/concert halls, where user satisfaction remains consistent with 2006, there has been a significant decrease in satisfaction among users for all leisure and cultural facilities, particularly with respect to sports & leisure facilities (51% 2008 vs 74% 2006) and theatres/concert halls (50% 2008 vs 64% 2006).

# Introduction

## Background

As local authorities move towards a new “place-based” approach to delivering services and monitoring performance, so too comes a new way of measuring customer satisfaction. The onset of Comprehensive Area Assessment has signalled the end of the triennial BVPI user satisfaction survey and in its place comes a new “Place Survey” which is to be undertaken every two years.

- Ipsos MORI North carried out the 2006 BVPI survey for Doncaster MBC and has been commissioned by the Council to undertake the 2008 Place survey.

## Methodology

### Questionnaire

Guidelines laid down by the Audit Commission were prescriptive in terms of the content of the questionnaire, the process and the timescales.

Core questions were required to be asked in a predetermined order within the questionnaire. A copy of the 10 page questionnaire for Doncaster Metropolitan Borough Council is appended to this report.

### Methodology & sample

A postal survey was undertaken amongst a sample of residents aged 18+ years in the authority area. The sample was drawn by the Audit Commission from the Post Office small users address file (PAF). All 6,000 addresses from the Audit Commission were used. Businesses and invalid addresses were identified and removed prior to the mail out.

Questionnaires were despatched on the 26<sup>th</sup> September 2008; the closing date for returning completed questionnaires was 19<sup>th</sup> December 2008. Two reminder letters with an accompanying questionnaire and reply-paid envelope were administered within this period to maximise the response rate. This yielded a response of 1851 returns.

A detailed breakdown of questionnaires sent out and returned is shown in Table 1 below.

**Table 1 : Distribution and return of questionnaires**

<b>Year</b>	<b>Sent out</b>	<b>No. received</b>	<b>% response rate</b>	<b>Confidence interval</b>
2008 Place Survey	5759*	1851	32%	+/-2.3%

\* excludes deadwood i.e. addresses which are returned undelivered

Although not directly comparable as the questionnaire has changed, response rates to the previous two BVPI surveys are detailed below for context.

**Table 1 : Distribution and return of questionnaires**

<b>Year</b>	<b>Sent out</b>	<b>No. received</b>	<b>% response rate</b>	<b>Confidence interval</b>
2003	NA	1609	NA	NA
2006	5721	2184	38%	+/- 2.1%

The level of statistical significance / reliability of a sample is dependent only on the achieved sample size and not the intended sample size. If 1,000 questionnaires are sent out and 700 come back, then the confidence interval will be based on n=700. If only 100 are returned then it will be based on n=100. What will differ, though, is the likely amount of bias. The greater the response rate, the lower the bias (i.e. the difference between the most likely survey result and the true population result) as the original mail out sample has been controlled, by random probability sampling of PAF, to be representative. Unfortunately it is always possible that those who do respond might be inherently different from those that do not, and the greater the number of non-responders, the more impact this is likely to have on results. To place the 2008 results in context, the **unweighted** compositions of the 2006 and 2008 data are set out in the Appendix.

## Analysis & reporting

This report shows the findings in detail for Doncaster Metropolitan Borough Council.

The data has been weighted by the Audit Commission. Weighting is the process by which data are adjusted to better reflect the known population profile. This is to counter any effects of differential refusal rates, or to correct for any over-sampling of minority populations. A 'weight' is the percent assigned to a particular demographic descriptor.

The sample needs to be weighted if the responses show that particular groups (for example younger people or those living in a particular area) are under or over represented in the sample. If this is not carried out then the results will not properly reflect the views of the population being considered. Where data has not been weighted, this is referred to as 'unweighted' data.

The data has been weighted to be representative of the Council's population in terms of age, gender and ethnicity, and balanced by household size (no. of adults in the household). Please note, that because of the Audit Commission weighting procedure, age, gender and ethnicity have been weighted at an overall rather than ward level, hence there may be over representation or under representation of individual sub-groups within the individual wards.

All data reported upon for 2008 is weighted. This was also the case in 2006 and 2003, but in 2000 the data was not weighted. To this end, comparison, where appropriate, is confined to the 2003 – 2006 period.

While the results are analysed with regard to significant differences between the demographic profile of individual respondents, the narrative is made more readily understandable by being based on geographic sub-divisions of the Council area.

Doncaster has 5 Areas:

- East
- North
- South
- Urban Centre
- West.

Additional information on statistical reliability can be found in the appendix.

The findings in this report are based on the full set of computer tables, lodged with the Council under separate cover.

All 2008 findings in the report are based on weighted data (unless otherwise stated). All base sizes quoted are unweighted as it is from there that the power of the statistic is achieved.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout this volume, an asterisk (\*) denotes any value of less than half a per cent, but greater than zero.

Throughout the report base sizes are either “all giving an opinion” (missing values and “don’t know” options are excluded) or “all responding” (missing values only excluded). This difference in base definition is to adhere to National Indicator requirements.

## Report layout

The report is laid out under four key headings

- Local area : the place
- Local area : the people
- Local public services
- The Council.

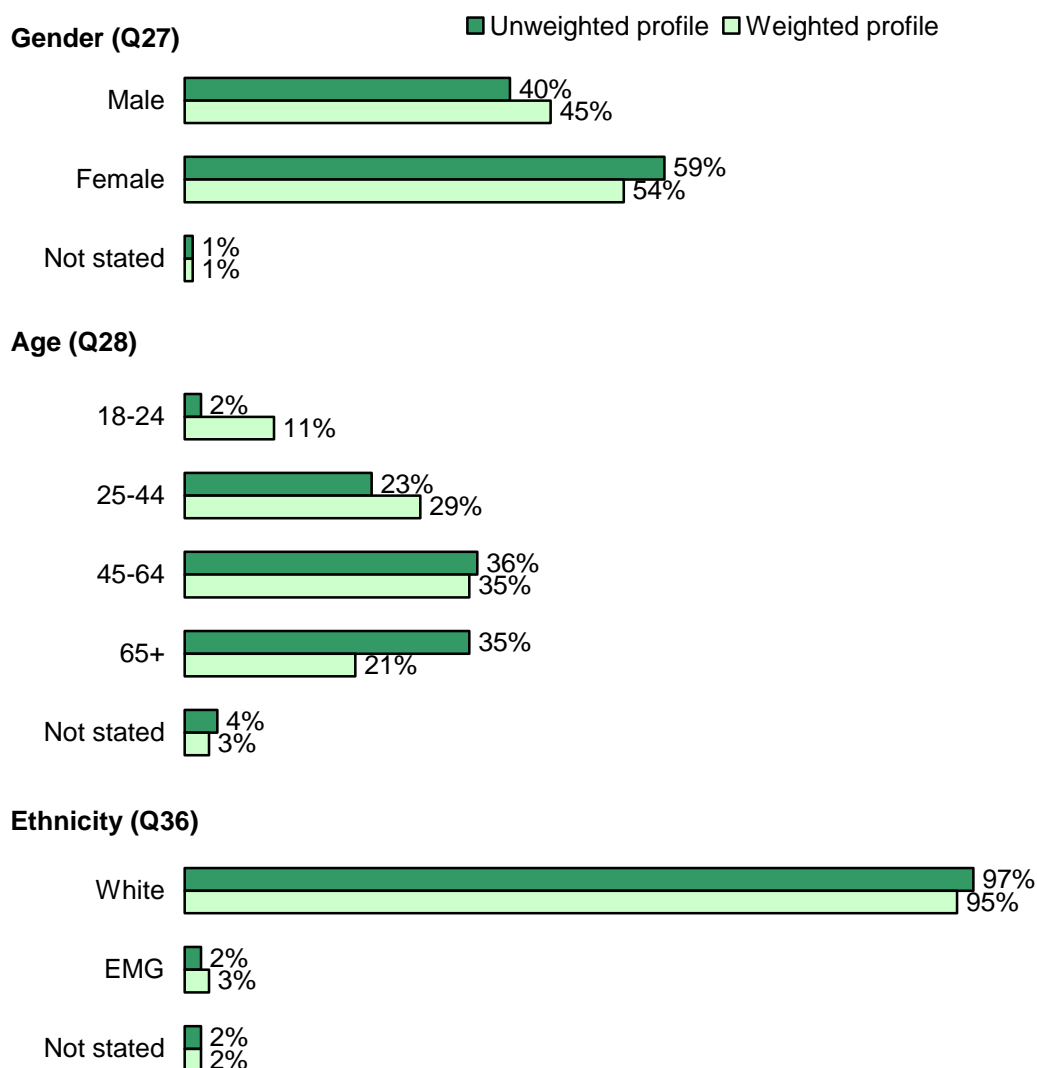
# Respondent Profile

The first section of the report details the profile of respondents who replied to the survey. This includes their demographic profile, work status, tenure and self-assessed health.

## Key Demographic

As is typical with a postal survey, those who are most likely to respond tend to be women and older respondents.

Fig 1  
Demographic profile



Base : All respondents (1851)

The response from ethnic minority respondents (2%) is in line with the population profile for Doncaster. Please note, this accounts for 28 respondents from an ethnic minority group and so there will be no reference to differences in opinion or attitude between white and ethnic minority respondents.

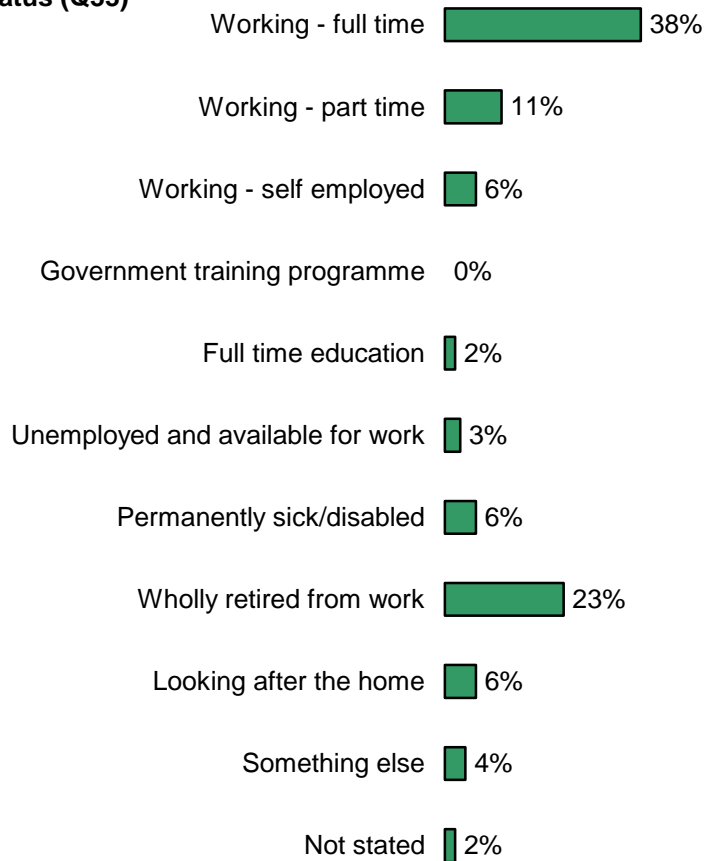
More than half of respondents (55%) work either full or part time or are self-employed, one quarter are retired (23%) and 9% are workless, that is they are eligible to claim benefits because they are either unemployed or permanently sick or disabled.

Three in ten respondents (31%) claim to have a long standing illness, disability or infirmity, three quarters of whom (73%) believe their disability limits their activities.

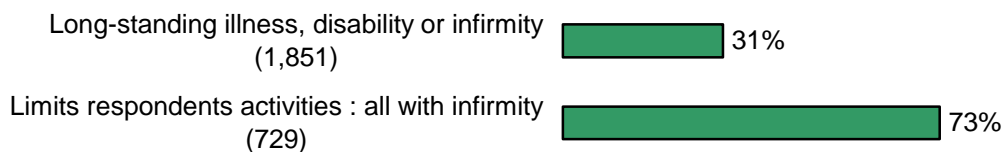
Fig 2

Demographic profile

**Working status (Q33)**



**Disability (Q34/Q35)**



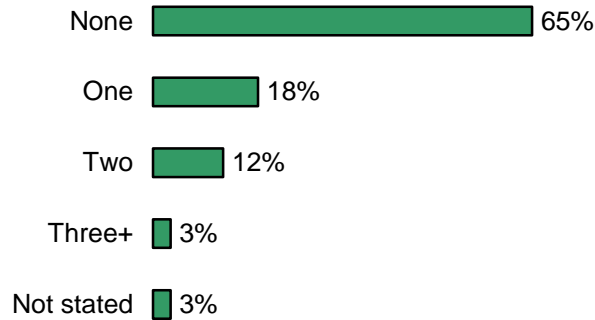
Base : All respondents (1851)

One third of respondents (33%) have children in their household.

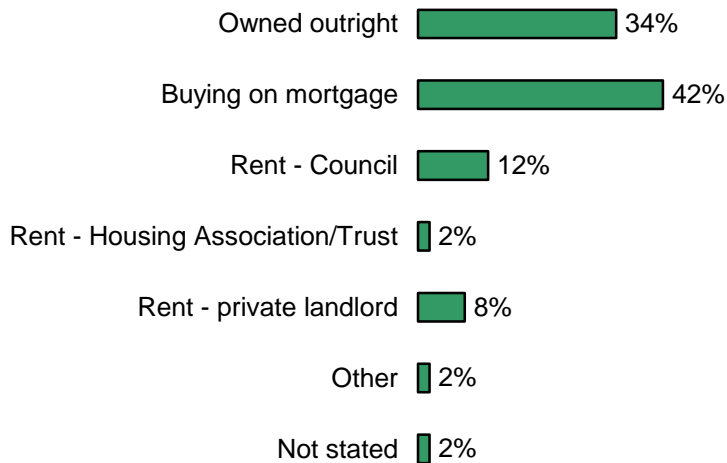
Three-quarters (75%) are owner-occupiers, 14% rent from a social landlord and 8% are in private rented accommodation.

*Fig 3*  
Demographic profile

**No. of children in household (Q31)**



**Tenure (Q30)**

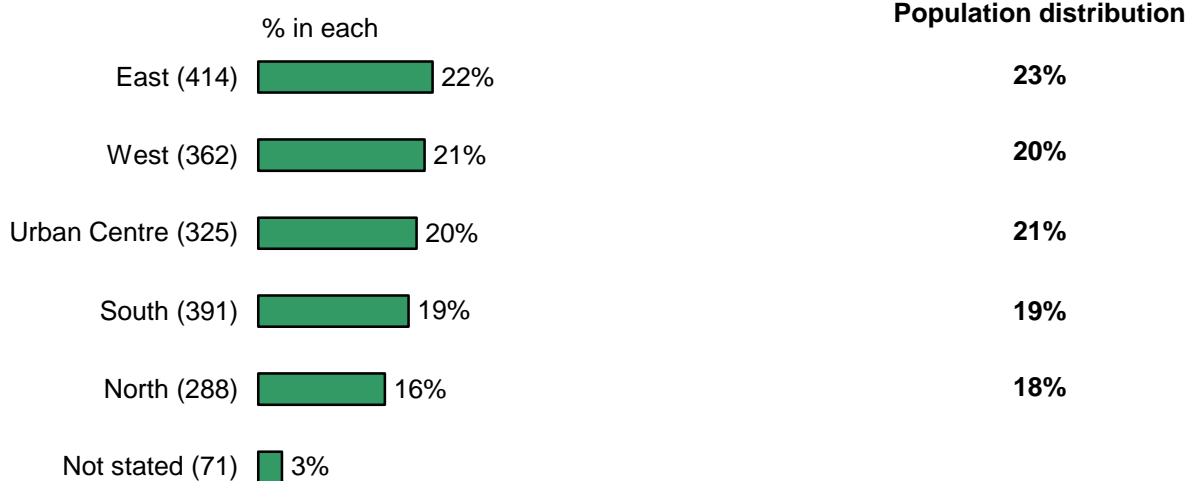


Base : All respondents (1851)

At a small area level, it can be seen that there is greatest representation from the East (22%) and least in the North (16%). The distribution of respondents across the five areas is in line with the population distribution of Doncaster.

Fig 6

Local area



Base : All respondents (see above)

In order to better understand the differences in opinion among the areas, it is useful to understand some of the key traits of the respondents from the different areas. Below is a list of significant differences within the individual areas:

- Respondents in the **North** are significantly more likely to be younger (16% aged 18-24 vs 11% overall), live in social rented housing (20% vs 14% overall) or private rented accommodation (12% vs 8% overall)
- Those resident in the **South** are more likely than the overall sample to be aged 45+ (65% vs 56% overall), owner occupiers (80% vs 75% overall) and retired (29% vs 23% overall)
- **Urban Centre** respondents are more likely to be aged under 45 years (51% vs 41% overall) and living in private rented accommodation (11% vs 8% overall). Although small numbers, the proportion of those in education or training is also higher (5% vs 2% overall)
- Those who responded from the **Western** area of the borough are more likely than Doncaster overall to be owner occupiers (82% vs 75%) and in employment (63% vs 55% overall)

- There are no significant differences in key demographics for the East.

A detailed breakdown by area can be seen in the table below.

Table X : The areas					
	Tenure % social rented	Tenure % owner occupiers	In work % in work	Age % 25-44	Age % 65+
All	14% (321)	75% (1389)	55% (793)	29% (423)	21% (652)
East (414)	12%	76%	52%	28%	21%
North (288)	20%	67%	51%	25%	23%
South (391)	12%	80%	49%	28%	25%
Urban Centre (325)	14%	69%	59%	35%	15%
West (362)	12%	82%	63%	32%	20%

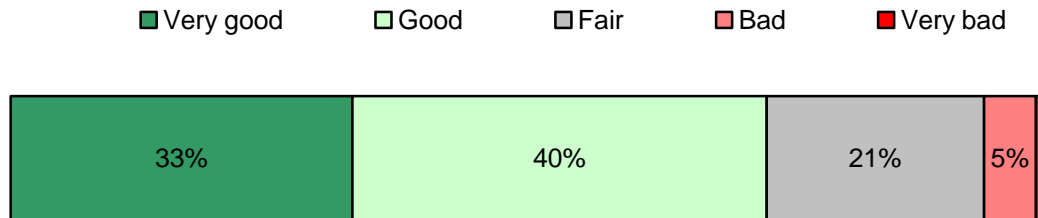
**The score for NI 119 (self-reported measure of people’s overall health and well being) is 72.8% very good/good.**

In total, 73% of respondents assess their health and well being as either very good or good.

Fig X

NI 119 – Self-reported measure of people’s overall health and well being

Q29. How is your health in general? Would you say it is...



Base : All respondents answering the question (1828)

With respect to self-assessed state of health, while 73% claim to be in a very/good state of health, this ranges from 92% amongst 18-24 year olds to 49% amongst those aged 65 and over. Amongst those living in social rented accommodation, 48% claim to be in good health, compared to 76% of home owners.

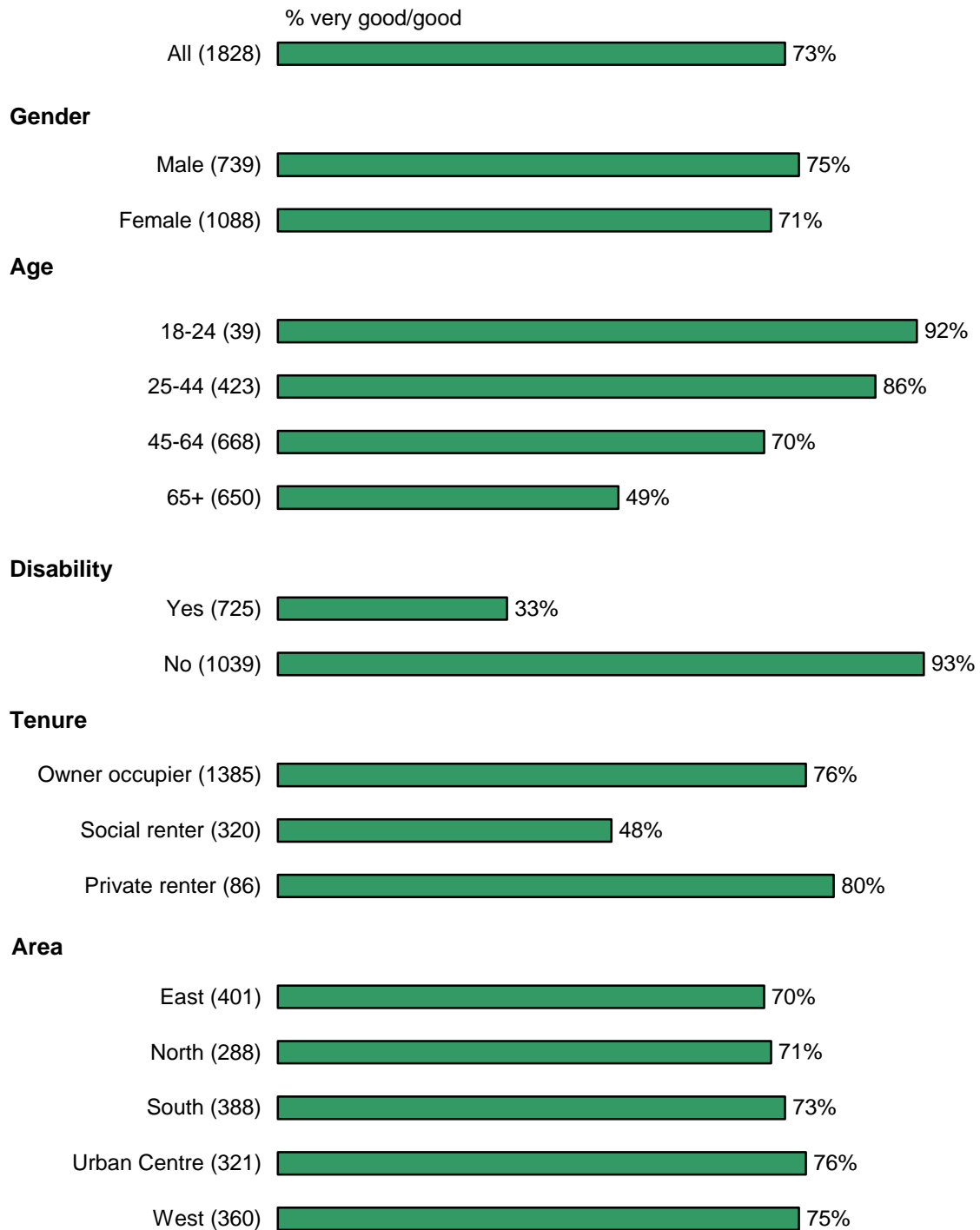
There are no significant differences in perceived health at a small area level.

An illustration of these differences can be seen in the chart overleaf.

Fig X

NI 119 – Self-reported measure of people’s overall health and well being by sub-groups

Q29. How is your health in general? Would you say it is...



Base : All respondents answering the question (see above)

# About Your Local Area : The Place

Respondents were asked to consider the local area in which they live. The following section of the report looks at :

- The factors that make somewhere a good place to live
- Those elements which respondents feel need improving
- Overall satisfaction with the area
- Key drivers to area satisfaction
- Overall satisfaction with respondents' homes.

## The important elements

Respondents were presented with a battery of 20 aspects of their local area, and they were asked to identify up to five elements which they deemed most important in making somewhere a good place to live, and then to pick up to five aspects most in need of improvement. Their local area was defined as that within 15-20 minutes walk of their home.

The figures below show the responses for all respondents answering; the responses for those who adhered to the instructions and ticked no more than 5 aspects are set out in the Appendix (this is the measure reported to the Audit Commission).

Replicating the findings in 2006, the key determinants of a good place to live continue to revolve around :

- The level of crime (67% chose this)
- Clean streets (55%)
- Health services (46%).

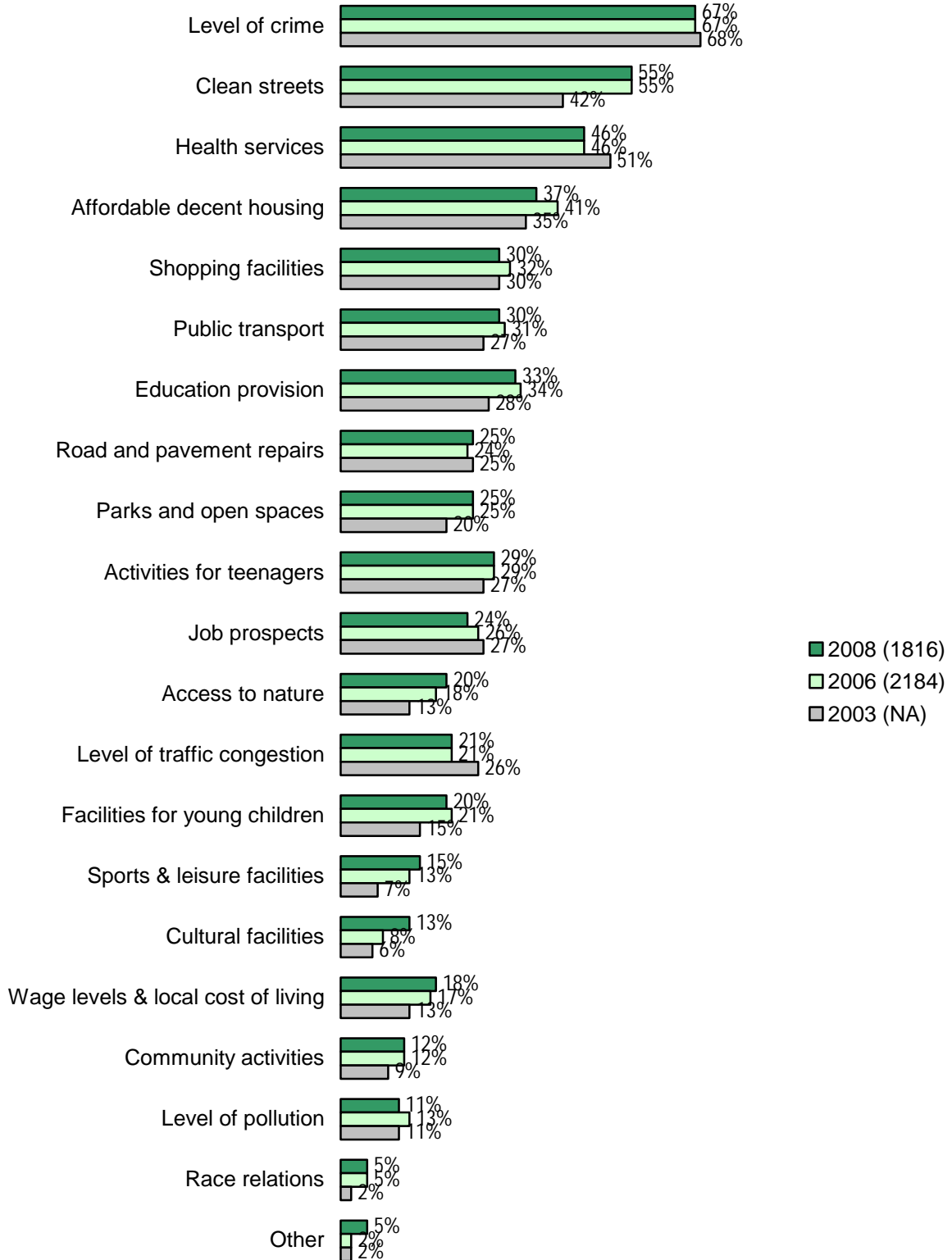
On the whole, the aspects that respondents feel are important are consistent with previous years. The two exceptions are affordable decent housing, where significantly fewer say it is important (37% 2008 vs 41% 2006) and cultural facilities, which has gained support (13% vs 8% in 2006).

An illustration of this, together with a comparison of perceived importance across the 2003 and 2006 BVPIs and the 2008 Place Survey is in the figure overleaf.

Fig x

Important elements which make somewhere a good place to live

Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?



Base : All respondents answering the question (unedited) – See above

Although the priorities for improvement remain unchanged since 2006, there has been a significant shift towards improving aspects of respondents' environment.

The top three areas of improvement are:

- Activities for teenagers (55%)
- Level of crime (48%)
- Road & pavement repairs (46%).

However, the following elements now have significantly more respondents saying they need improved:

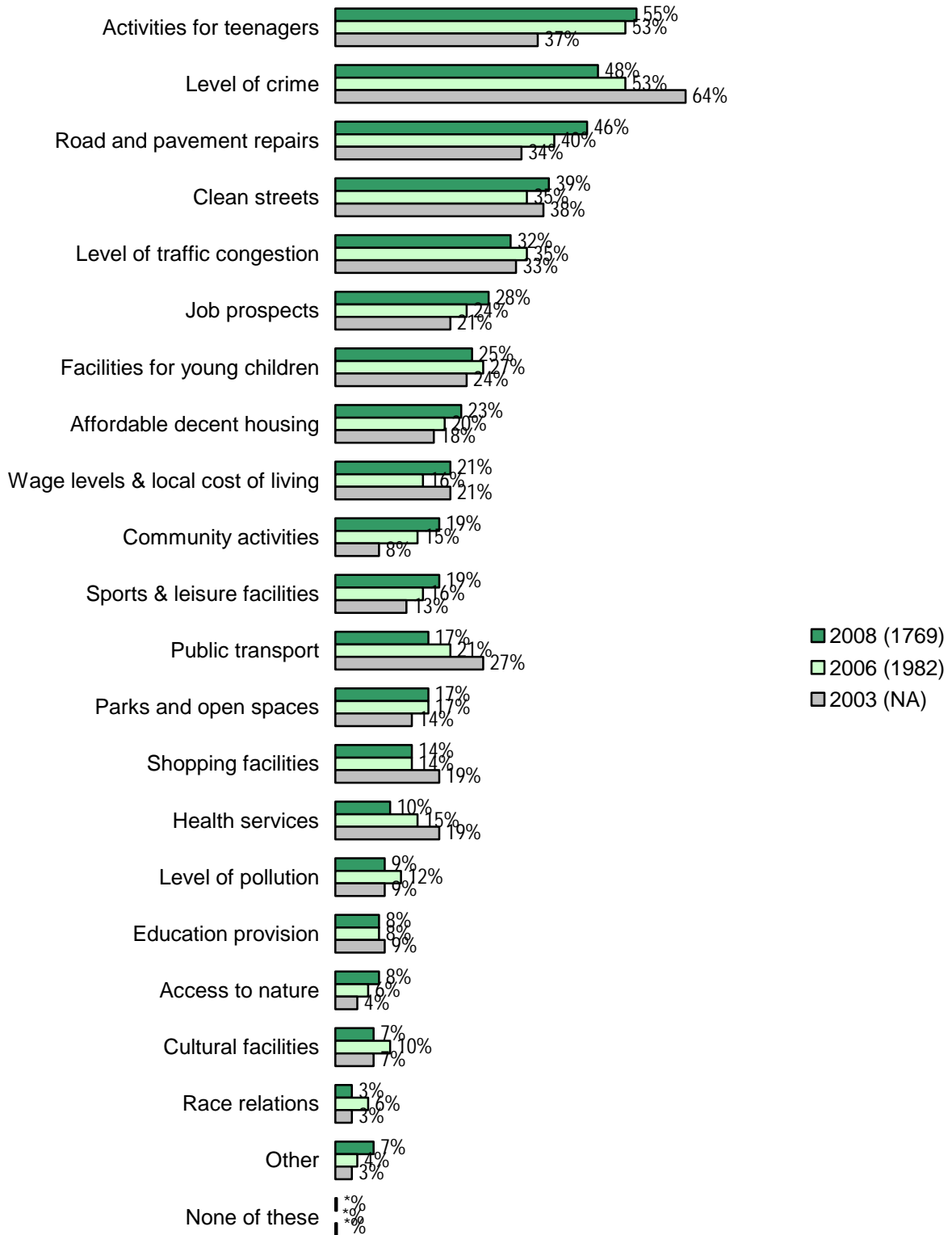
- Road and pavement repairs (46% in 2008 vs 40% 2006)
- Clean streets (39% vs 35%)
- Affordable decent housing (23% vs 20%)
- Community activities (19% vs 15%)
- Wages levels & local cost of living (21% vs 16%)
- Sport & leisure facilities (10% vs 16%)
- Job prospects (28% vs 24% in 2006).

Conversely, there has been a significant decrease in the proportion of respondents who believe the following elements need improving compared to 2006 :

- Level of crime (48% 2008 vs 53% 2006)
- Public transport (17% vs 21%)
- Health services (10% vs 15%)
- Level of pollution (9% vs 12%)
- Cultural facilities (7% vs 10%).

Fig x :  
Elements which most need improving

Q2. And thinking about this local area, which of the things below, if any, do you think most need improving?

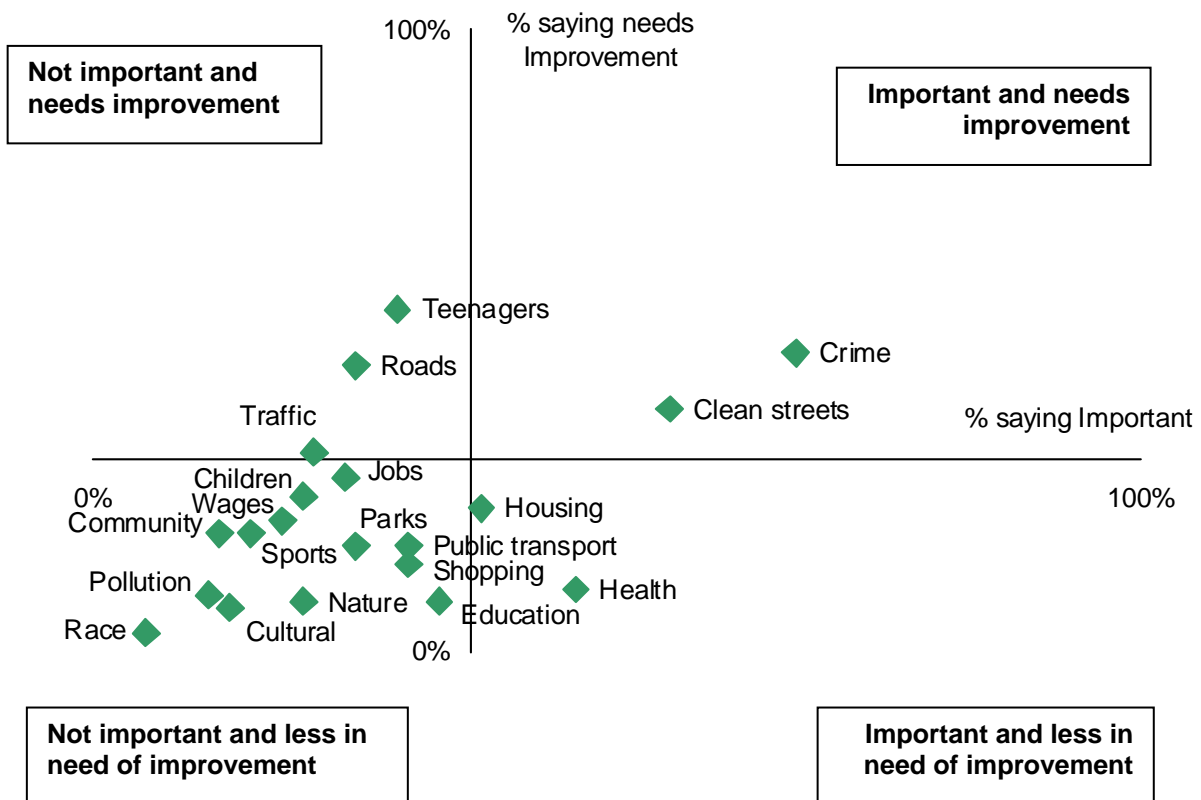


Base : All respondents answering the question (unedited) – See above

The figure below plots the questions “Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?” and “thinking about this local area, which of the things below, if any, do you think most need improving?” to enable understanding the key aspects which are both important to respondents, and need to be improved in the area.

The lines in the figure below represent the mid-point in importance and performance scores for this Council. Looking at the relationship between importance and need for improvement shows that the majority of factors appear in the bottom left hand quadrant (considered less important and less in need of improvement).

Fig X  
Quality of life – importance compared to needs improving



Base : All respondents answering the question – 2008

The key issues to be addressed are :

- Crime
- Clean streets.

Reviewing the factors which are considered most in need of improvement in the different areas shows the following significant differences within each area.

By simply noting the frequency of aspects recorded in each area, it appears that the areas which see themselves to have the most need of improvement are the North and Urban Centre.

**Table X : Factors needing improvement : “hot spots”**  
Base : All responding

Area	Compared to the Council area overall, importance assigned to...	
	Significantly higher (X)	Significantly lower (✓)
East	-	Clean streets (33%) Wage levels & cost of living (17%) Health services (7%) Access to nature (6%)
North	Road & pavement repairs (56%) Facilities for young children (32%) Affordable decent housing (30%) Wage levels & cost of living (31%) Community activities (25%) Public transport (22%)	Traffic congestion (18%)
South	Traffic congestion (42%) Shopping facilities (22%)	Crime levels (37%) Clean streets (29%) Job prospects (23%) Affordable decent housing (16%) Wage levels & cost of living (15%) Parks & open spaces (13%)
Urban Centre	Level of crime (57%) Clean streets (49%) Health services (14%) Cultural facilities (11%) Race relations (8%)	Activities for teenagers (45%) Roads & pavement repairs (40%) Job prospects (22%) Shopping facilities (7%)
West	Activities for teenagers (64%) Job prospects (34%) Sports & leisure facilities (23%) Parks & open spaces (21%)	-

## Overall satisfaction with local area

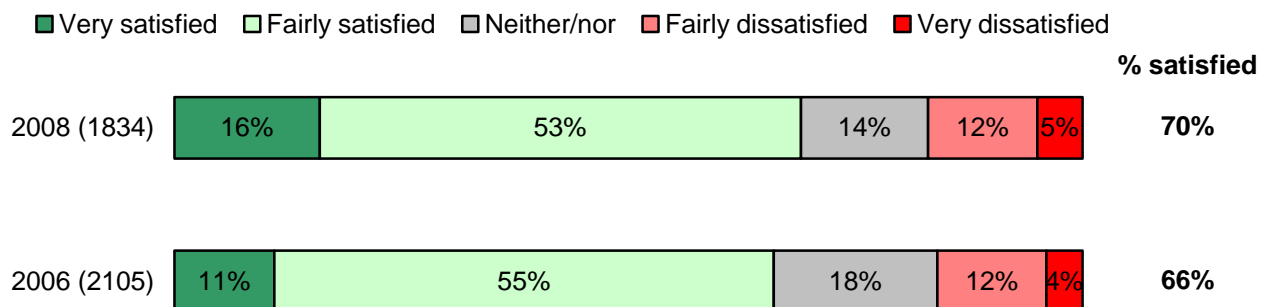
**The score for NI 5 (overall/general satisfaction with local area) is 69.5% satisfied.**

Overall, 70% of respondents are satisfied with their local area as a place to live : this is a significant increase on 2006 (66% satisfied).

*Fig x*

NI 5 – Overall/general satisfaction with local area

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base : All respondents answering the question (see above)

Those most satisfied with their local area are likely to be :

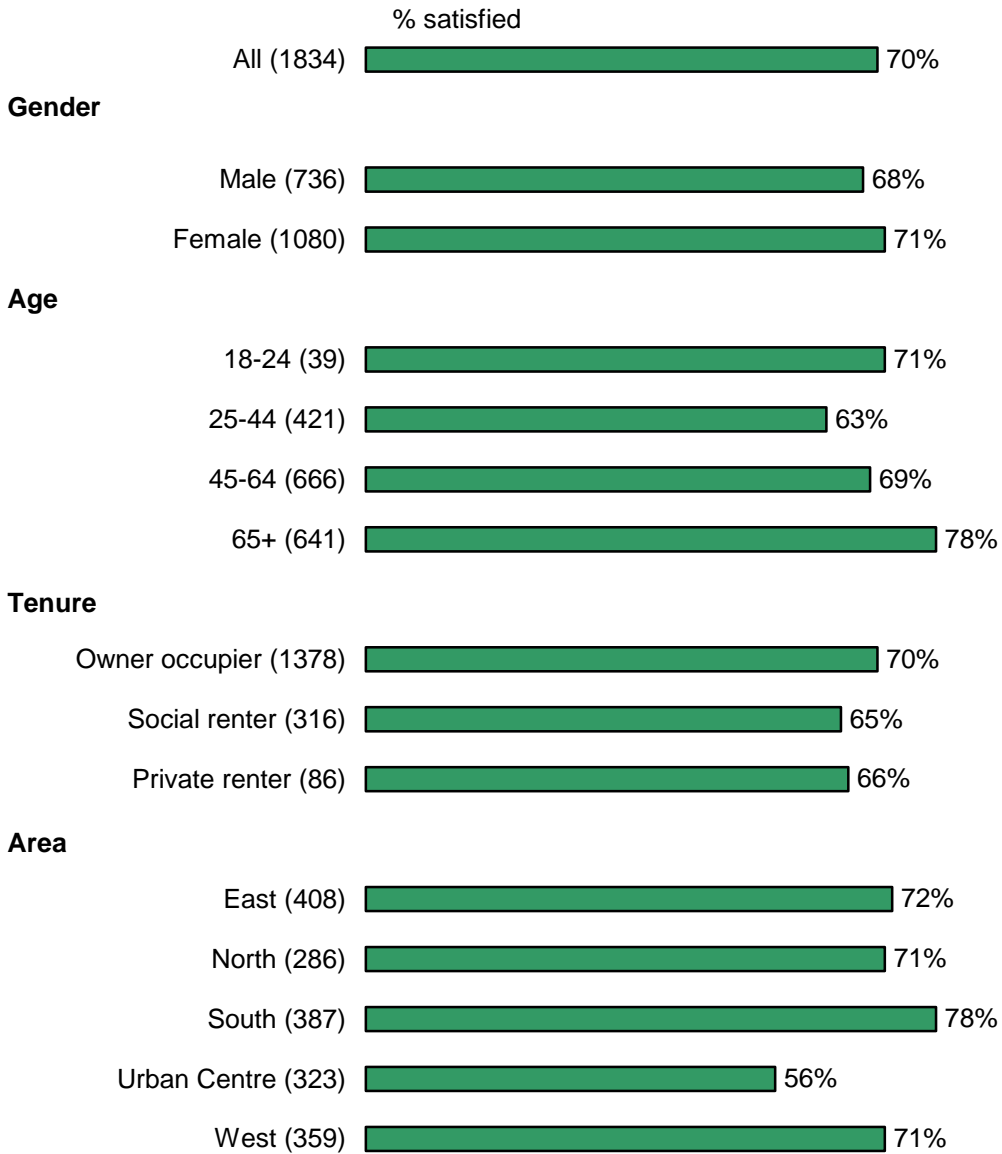
- Aged over 65 (78% are satisfied)
- Living in the South (78% vs 56% in the Urban Centre).

This is illustrated in the chart overleaf.

Fig x

NI 5 – Overall/general satisfaction with local area by sub-groups

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base : All respondents answering the question – (see above)

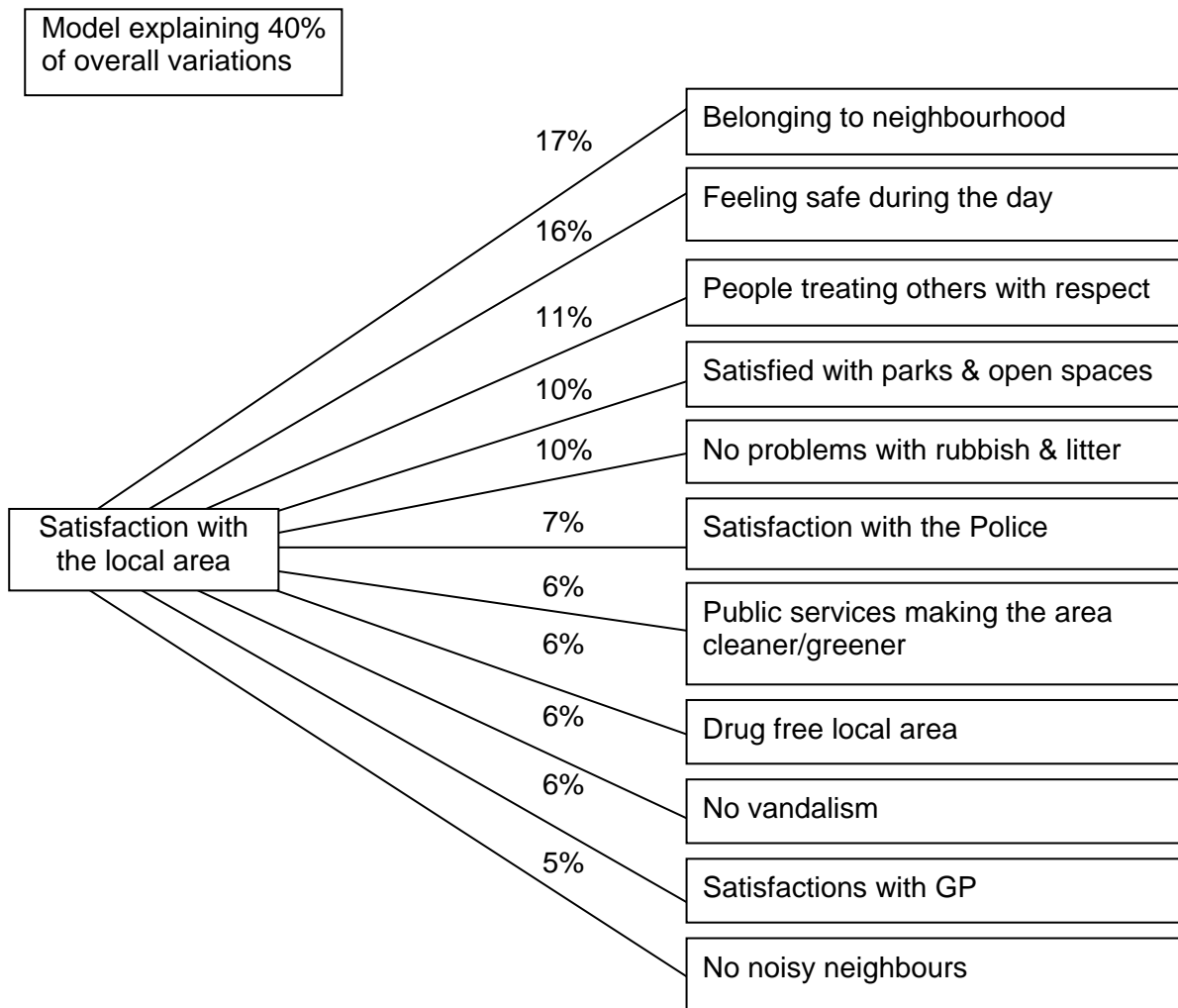
## Key drivers to satisfaction

The local area satisfaction question was subjected to statistical analysis to establish which elements have the most influence on the way respondents answered this key satisfaction question. Using a form of regression, key driver analysis looks at attitudinal questions, with a rating scale, rather than demographic characteristics, to identify the factors that drive satisfaction and the relative impact improvements to a specific aspect are likely to have on satisfaction.

From the analysis illustrated below, it is evident that the key drivers to making an area a good place to live relate to :

- Feeling you belong to your neighbourhood
- Feeling safe in your neighbourhood
- Having a clean environment.

Fig X  
Key drivers to satisfaction with the local area



Base : All respondents answering the questions

Recalling that perceived problems of safety have improved since the 2006 BVPI, this could in part explain the rise in satisfaction with the local area over this time.

## Satisfaction with home

Eighty six percent of respondents are very (51%) or fairly (36%) satisfied with their home.

The least satisfied are :

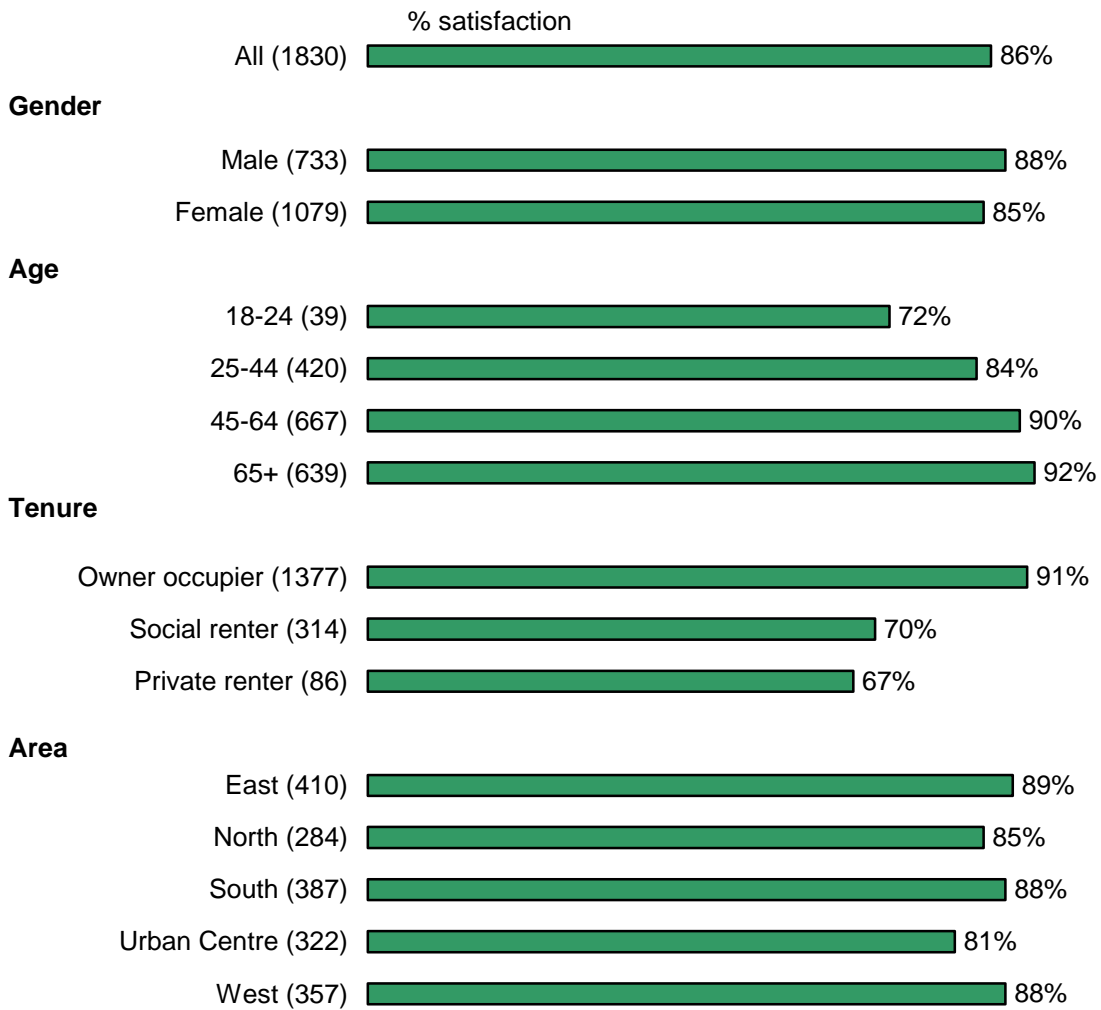
- Women (85% satisfied vs 88% of men)
- Aged under 45 years (80% vs 91% of those aged 45+ years)
- Those in private or social rented accommodation (67% and 70% respectively vs 91% of owner occupiers)
- Those resident in Urban Centre (81% vs 86% overall).

Fig x :

Satisfaction with your home as a place to live

Q4. And how satisfied or dissatisfied are you with your home as a place to live?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied



Base : All respondents answering the question – (see above)

**The score for NI 138 (people aged over 65 who are satisfied with both home and neighbourhood) is 76.2% satisfied.**

Amongst the sample aged 65 or over (634 respondents), 76% are satisfied with both their home and their local area.

*Fig x*

NI 138 – Satisfaction with both home and neighbourhood of people over 65

Q3. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Q4. And how satisfied or dissatisfied are you with your home as a place to live?

Total (634)  76%

**Tenure**

Owner-occupier (456)  86%

Social renter (155)  77%

**Area**

East (141)  77%

North (107)  78%

South (145)  83%

Urban Centre (98)  69%

West (120)  74%

Base : All responding to the question and aged 65+ years (see above)

Satisfaction with home and area is highest amongst the elderly respondents in the South of Doncaster (83% vs 76% overall).

## Summary

- The key determinants of a good place to live are :
  - A low level of crime (67% chose this)
  - Clean streets (55%)
  - Health services (46%)
- Although the priorities for improvement are still activities for teenagers (55%), reducing crime (48%) and road & pavements repairs (46%), there has been a significant shift towards improving aspects of respondents' environment
- Respondents' satisfaction with their local area has significantly increased from 66% in 2006 to 70% in 2008
- The key drivers to making an area a good place to live relate to :
  - Feeling you belong to your neighbourhood
  - Feeling safe in your neighbourhood
  - Having a clean environment.
- Almost nine in ten respondents are satisfied with their home as a place to live.

## Observations

Whilst satisfaction with the local area is very positive in the South, it is less so in the Urban Centre.

# About Your Local Area : The People

This section looks at how respondents interact with others in their neighbourhood; their involvement in the community and perceptions of crime and anti-social behaviour.

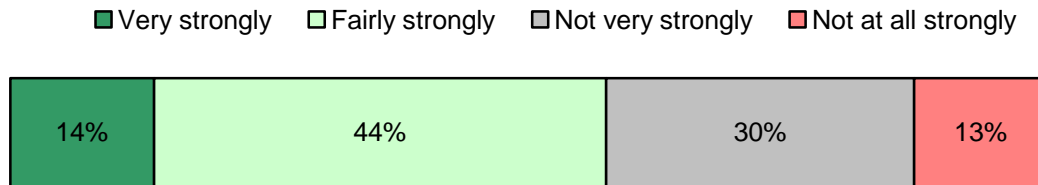
**The score for NI 2 (% of people who feel they belong to the neighbourhood) is 57.2% belong.**

As indicated in the previous section, this aspect is a key driver to satisfaction with the local area. In total, 57% of respondents feel a belonging to their immediate neighbourhood.

Fig x

NI 2 – % of people who feel they belong to the neighbourhood

Q5. How strongly do you feel you belong to your immediate neighbourhood?



Base : All giving an opinion – (1729)

Such “belonging” is felt most by those over 65 (74% agree with this compared to 49% of those aged 25-44 years).

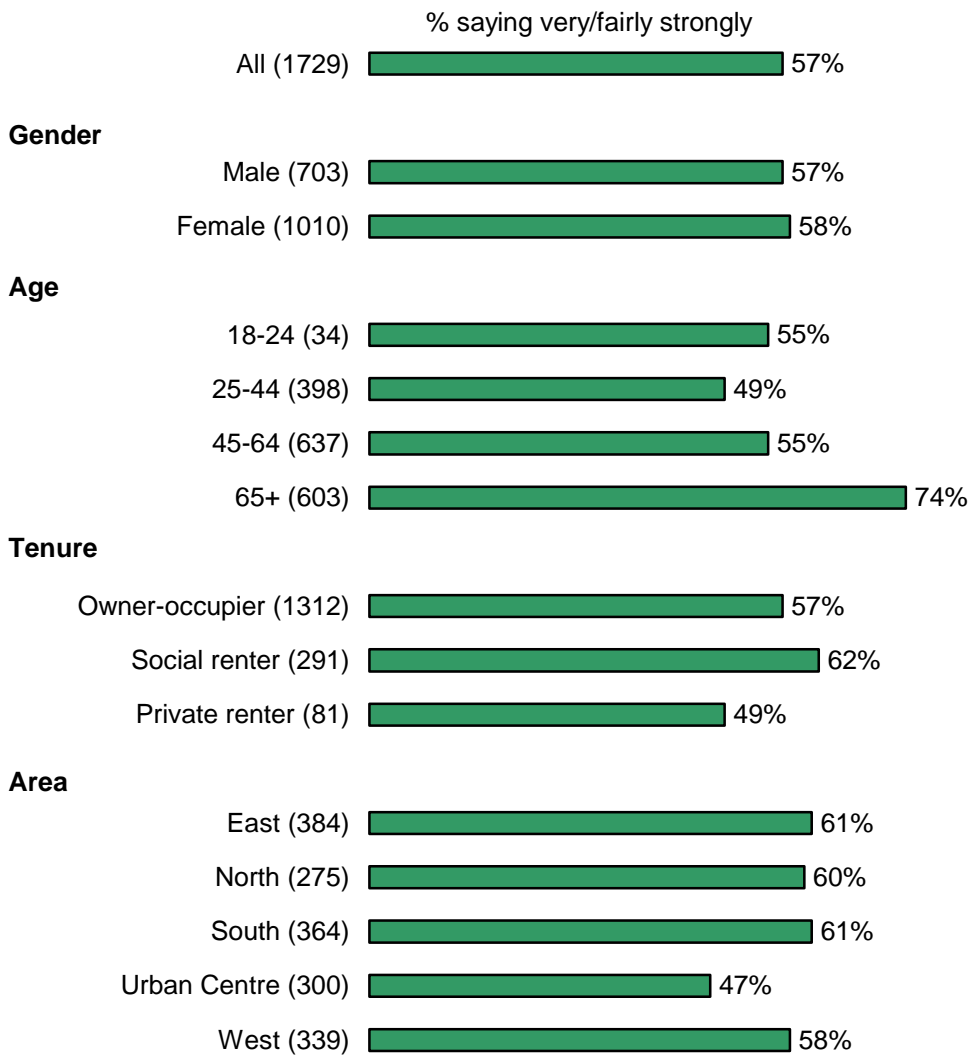
Those residing in the Urban Centre are least likely to feel they belong (47% vs 57% overall), where there is a significantly greater proportion of young people and private renters.

It should also be noted, that those who feel informed about public services and those who feel they can influence decisions in their area are also considerably more likely to feel they belong (72% and 76% respectively vs 50% who do not feel informed or empowered).

Fig x

NI 2 – % of people who feel they belong to the neighbourhood by sub-groups

Q5. How strongly do you feel you belong to your immediate neighbourhood?



Base : All giving an opinion – (see above)

## Helping out

**The score for NI 6 (participation in regular volunteering) is 19.3% formal volunteers.**

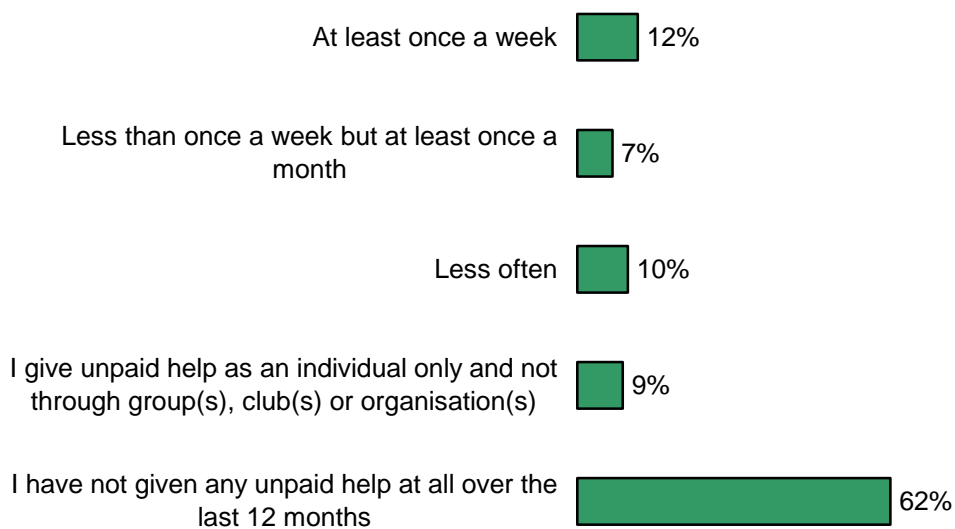
Roundly one in five respondents (19%) carried out some kind of volunteering activity at least once a month over the past year.

---

*Fig x :*

NI 6 – Participation in regular volunteering

Q15. Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Base : All respondents giving an opinion (1575)

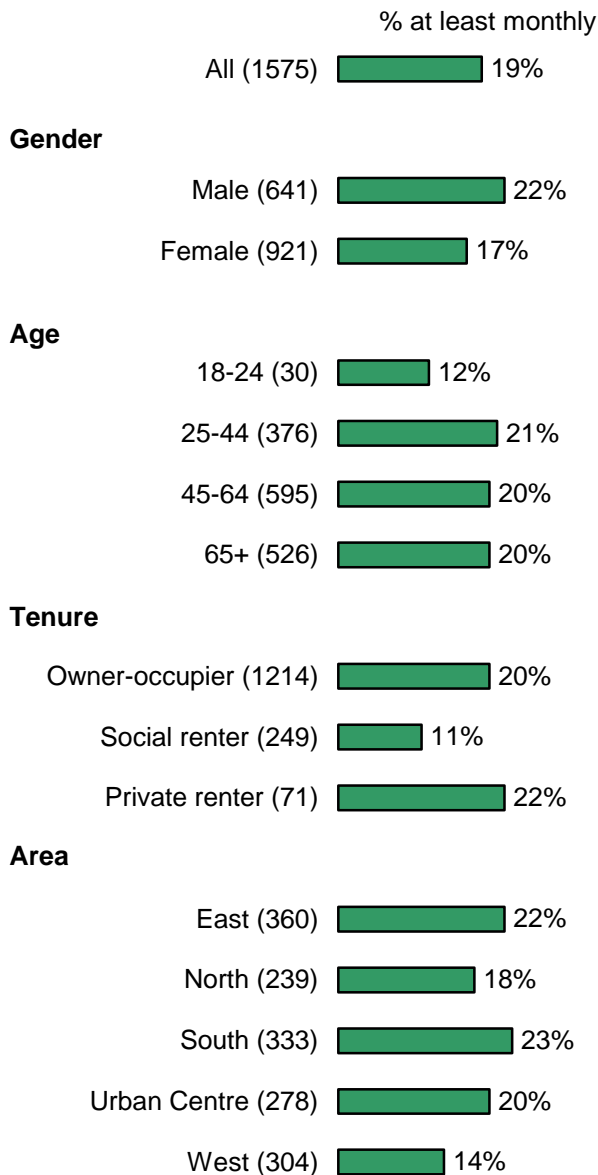
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It can be seen from the chart below that there are few differences across sub-groups, although women; those living in social rented accommodation; and those resident in the West of the borough are significantly less likely to be regular volunteers (17%, 11% and 14% respectively compared to 19% overall).

*Fig X*

At least monthly volunteer

Q15. Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Base : All respondents giving an opinion (see above)

## Respect and Consideration

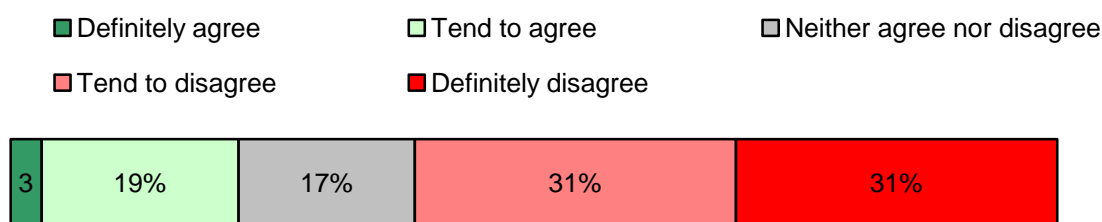
**The score for NI 22 (perceptions of parents taking responsibility for the behaviour of their children in the area) is 21.9% agreeing.**

One in five respondents (22%) believe that parents take enough responsibility for their children’s behaviour.

---

*Fig x*  
 NI 22 – Perceptions of parents taking responsibility for the behaviour of their children in the area

Q17. To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



Base : All respondents giving an opinion (1719)

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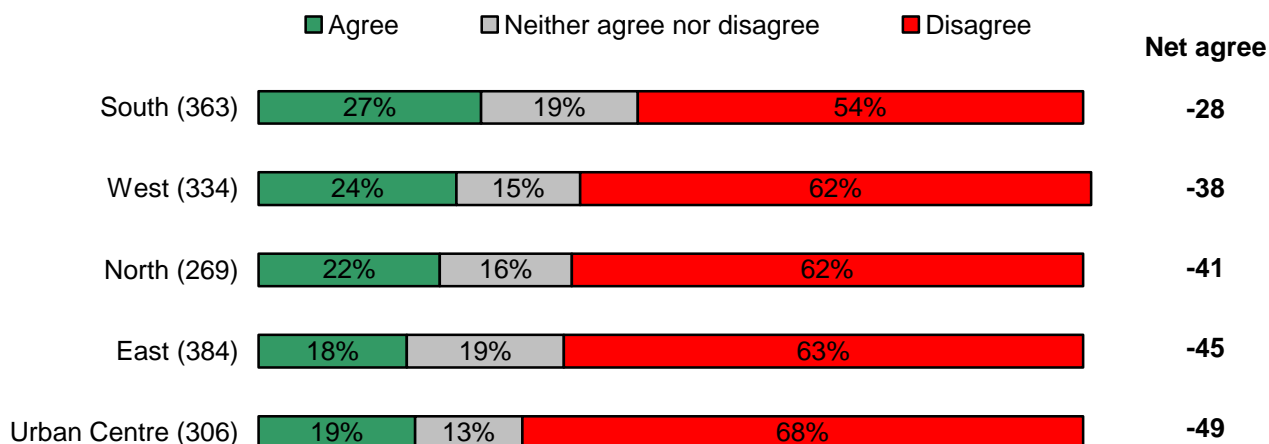
Women and respondents with children at home are significantly more likely to agree that parents take enough responsibility (24% and 26% respectively vs 22% overall).

Across the areas, the proportion of respondents agreeing that parents take enough responsibility ranges significantly from 18% in the East to 27% in the South as illustrated in the chart overleaf.

Fig x

NI 22 – Perceptions of parents taking responsibility for the behaviour of their children in the area

Q17. To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



Base : All respondents giving an opinion (see above)

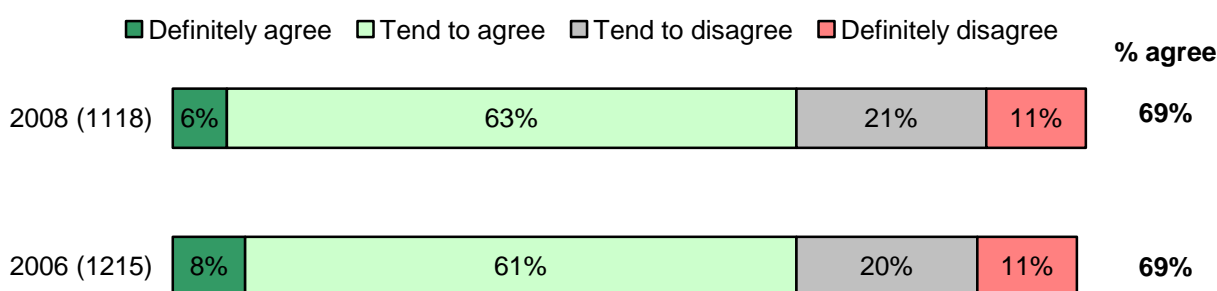
**The score for NI 1 (% of people who believe people from different backgrounds get on well together in their local area) is 68.5% agreeing.**

Amongst those stating an opinion, more than two-thirds (69%) agree that people from different backgrounds get on well in their area, this is consistent with 2006 (69%).

Fig x :

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

Q18. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Base : All respondents giving an opinion and living in a diverse area (see above)

Those who are more likely to feel a sense of cohesion in their community are :

- Those with no children in the household (72% vs 62% of those with children)

- Those aged 45+ years (74% vs 60% of those under 45 years of age)
- Owner occupiers (70% vs 63% of those in social rented housing)
- Residents in the South (80% compared to 62% in the East and 58% in the Urban Centre).

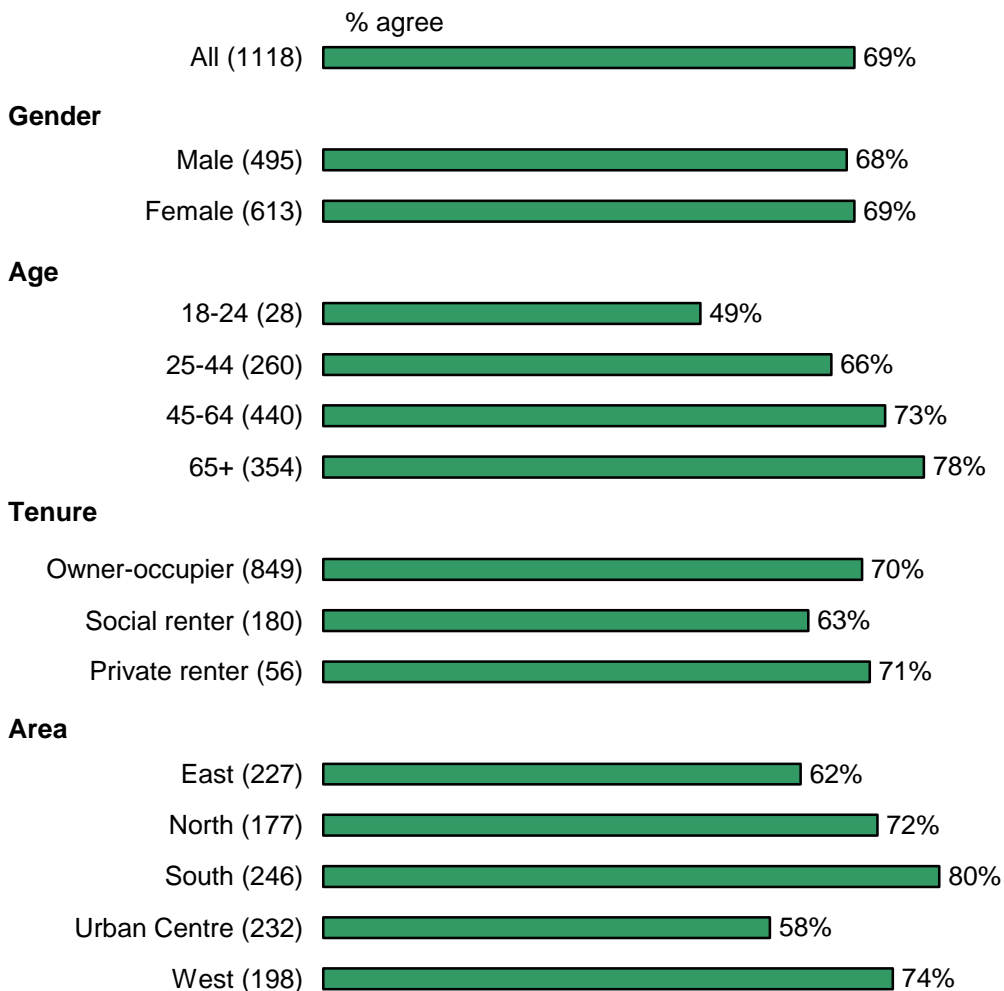
This is illustrated in the figure below.

It is perhaps not surprising, that those who have a sense of belonging to their neighbourhood are more likely to feel that residents get on well together (77% vs 56% who do not feel they belong).

Fig x

NI 1 – % of people who believe people from different backgrounds get on well together in their local area by sub-groups

Q18. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Base : All respondents giving an opinion (see above)

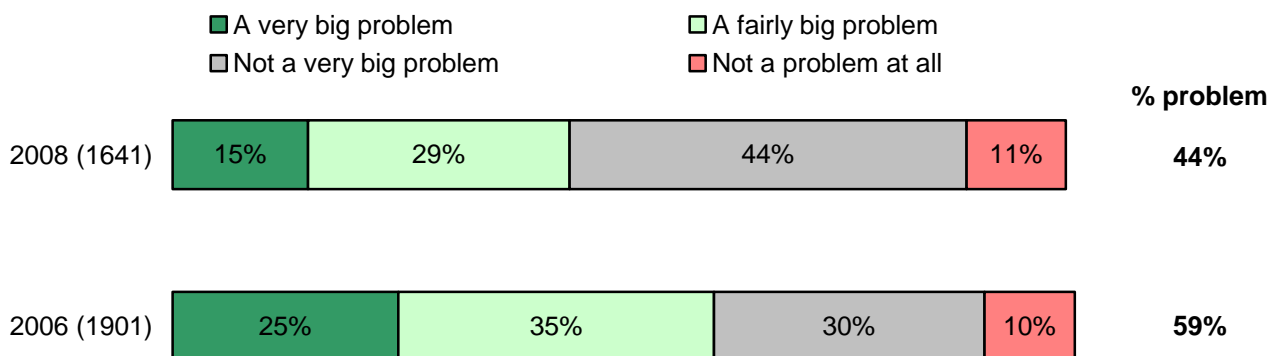
**The score for NI 23 (perception that people in the area treat one another with respect and consideration) is 44.4% saying a problem.**

In total, 44% of respondents believe there is a problem in their local area with people treating others with respect and consideration. This is a significant decrease on 2006 when 59% perceived there to be a problem.

Fig x

NI 23 – Perceptions that people in the area treat one another with respect and consideration

Q19. In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



Base : All respondents answering the question (see above)

NB. In 2006, the question was asked as part of a series of battery statements

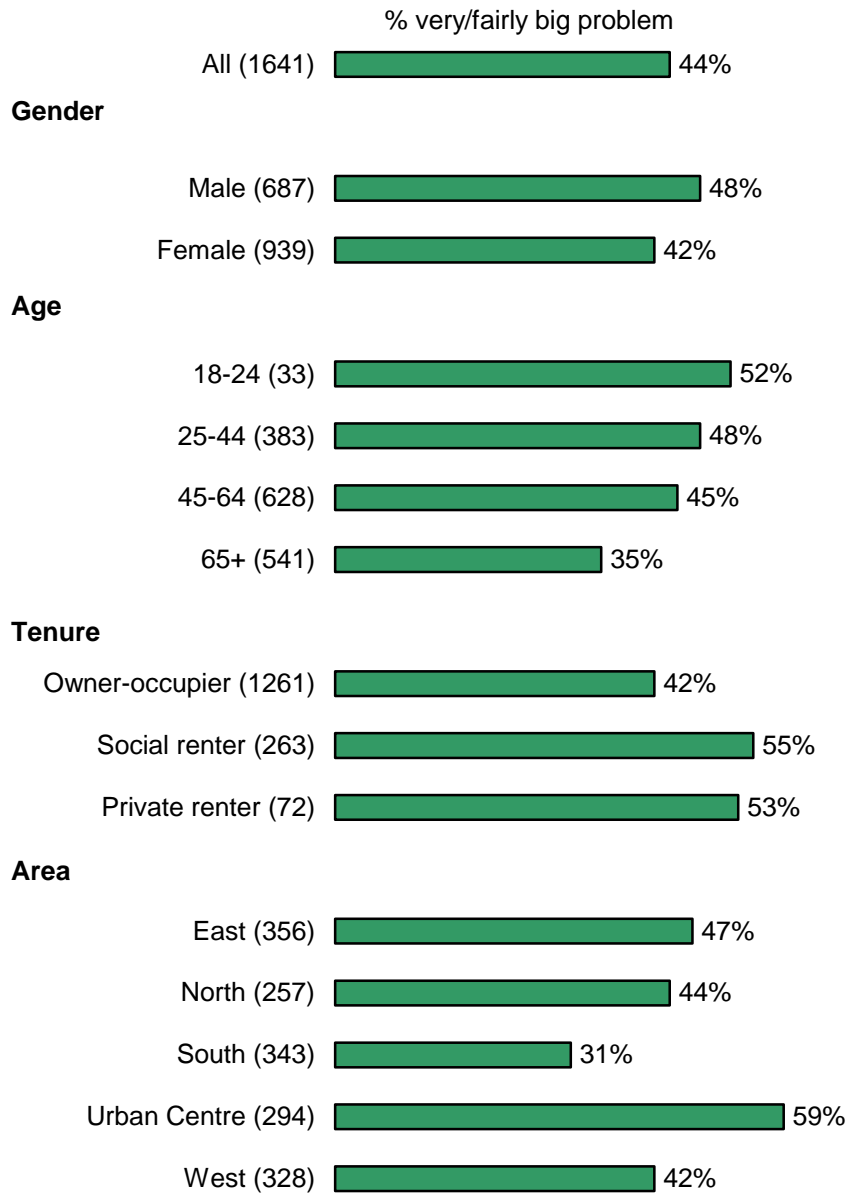
It can be seen from the figure overleaf that at a sub-group level, those most likely to feel there is a lack of consideration are :

- Men (48% perceive there to be a problem vs 42% of women)
- Workless respondents (56% vs 44% overall)
- Those in social rented housing (55% vs 42% of owner occupiers)
- Those with children in the household (51% vs 41% with no children)
- Residents in the Urban Centre (59% vs 31% of those in the South).

Fig x

NI 23 – Perceptions that people in the area treat one another with respect and consideration

Q19. In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



Base : All respondents giving an opinion (see above)

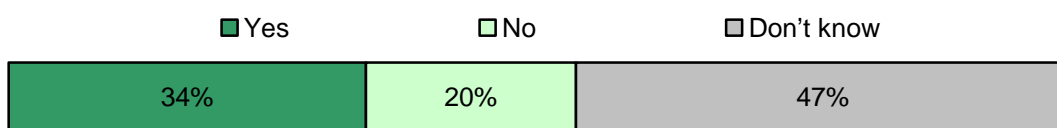
**The score for NI 139 (the extent to which older people receive the support they need to live independently) is 33.8% agree.**

When asked to consider the support offered to older people, half the sample (47%) could make no judgement, one third felt they had adequate support and one fifth disagreed.

Fig x :

NI 139 – The extent to which older people receive the support they need to live independently

Q21. In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).



Base : All respondents answering the question (1814)

Amongst those respondents who could offer an opinion, 63% agree that older people can get the support they need to stay in their homes.

Analysis across the different age bands, shows that those aged over 64 are more likely to feel there is enough support (69%), however, it must be noted that the sample comprised respondents living at home anyway (those in care homes etc may well be under-represented).

Fig x :

NI 139 – The extent to which older people receive the support they need to live independently

Q21. In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).



Base : All respondents with an opinion (see above)

## Community Safety

During the day 80% of respondents feel safe out and about in their local area. In contrast 42% feel safe after dark.

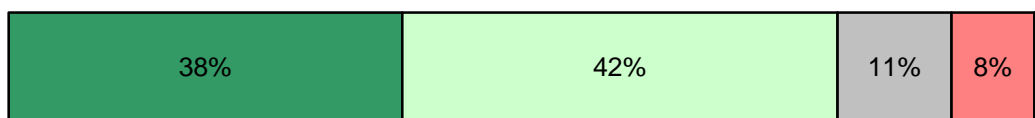
In all, 40% feel unsafe after dark.

Fig x :

Safety before/after dark

Q23. How safe or unsafe do you feel when outside in your local area during the day?

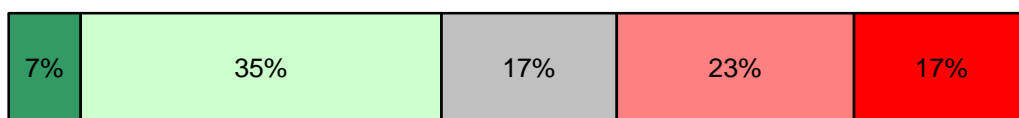
Very safe  
  Fairly safe  
  Neither safe nor unsafe  
  Fairly unsafe  
  Very unsafe



Base : All respondents answering the question (1761)

Q22. How safe or unsafe do you feel when outside in your local area after dark?

Very safe  
  Fairly safe  
  Neither safe nor unsafe  
  Fairly unsafe  
  Very unsafe



Base : All respondents answering the question (1770)

Those most likely to feel unsafe after dark are women (48% feel unsafe vs 31% of men); those aged 65+ (44%); those in social housing (53%) and private rented (51%); and those with a disability (50% vs 36% of able bodied).

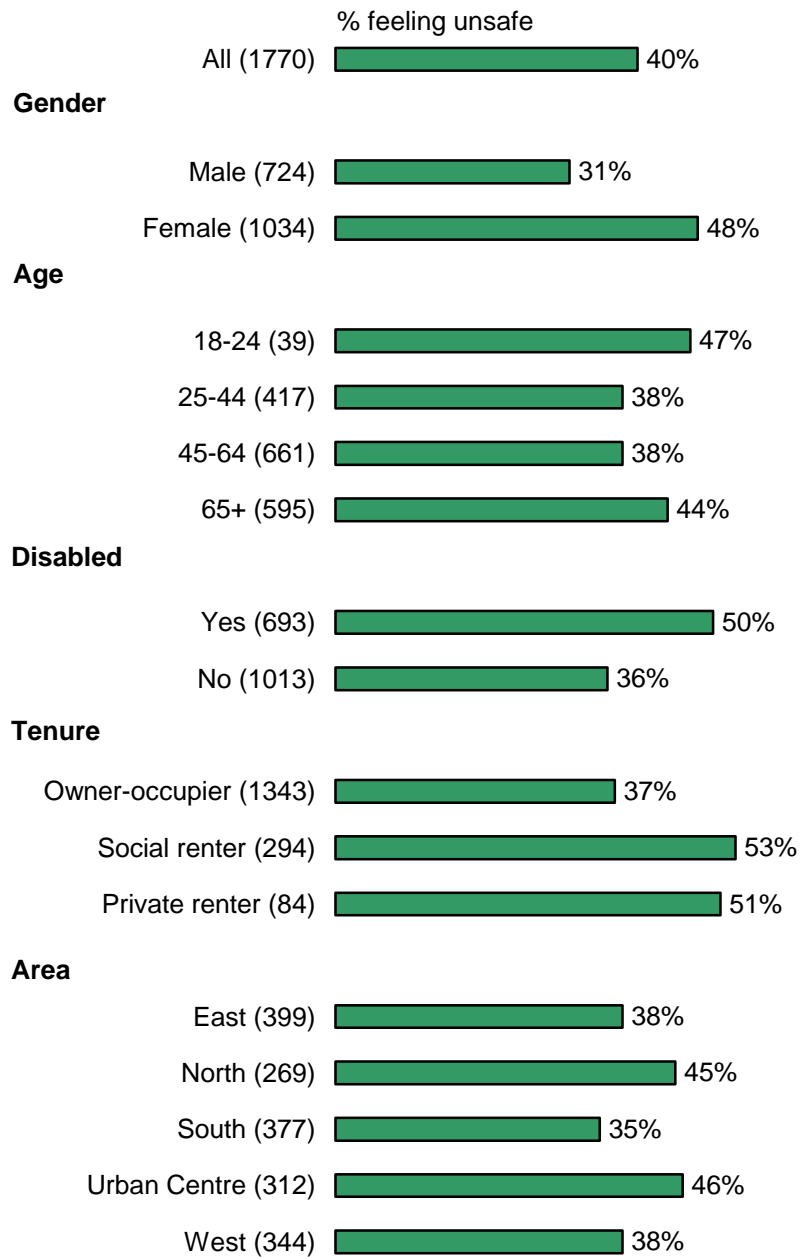
At a small area level, it is those resident in the Urban Centre who are most likely to feel unsafe (46% compared to 35% in the South).

This is illustrated in the figure overleaf.

Fig x :

Safety after dark

Q22. How safe or unsafe do you feel when outside in your local area after dark?



Base : All respondents answering the question (see above)

## Anti-social behaviour

Respondents considered seven aspects of anti-social behaviour in 2006 there were 9 to consider – parents not taking responsibility for the behaviour of their children and people not treating each other with respect are treated as separate questions in 2008.

While the drug and alcohol aspects are part of the seven battery statements, they are dealt with separately below as they are specific indicators.

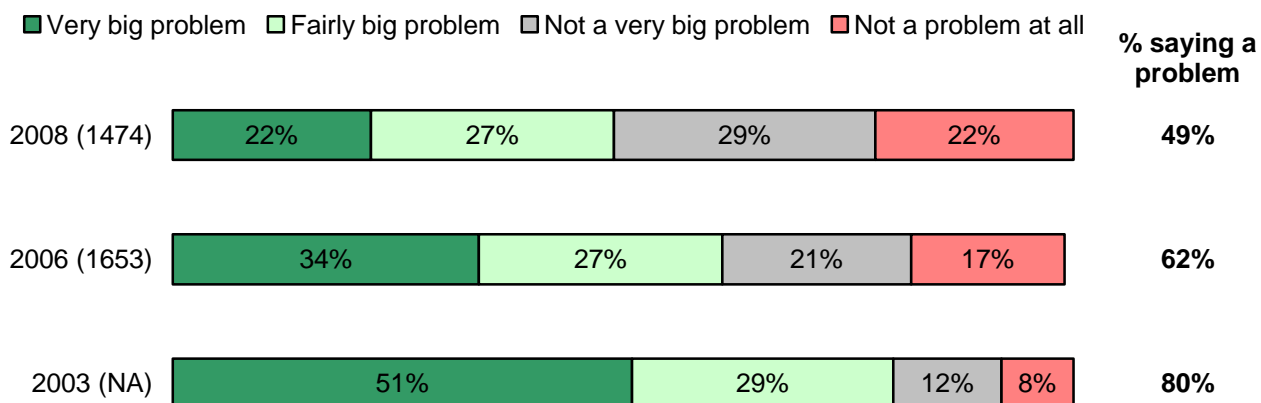
**The score for NI 42 (perceptions of drug use or drug dealing as a problem) is 49.2% saying a problem.**

The perception that “drugs” is a local problem continue to fall; 80% consider this to be a problem in 2003, it is 49% in 2008.

Fig x :

NI 42 – Perceptions of drug use or drug dealing as a problem

Q24. Thinking about this local area, how much of a problem do you think each of the following are people using or dealing drugs?



Base : All giving an opinion (see above)

This fall is seen across all areas of the borough.

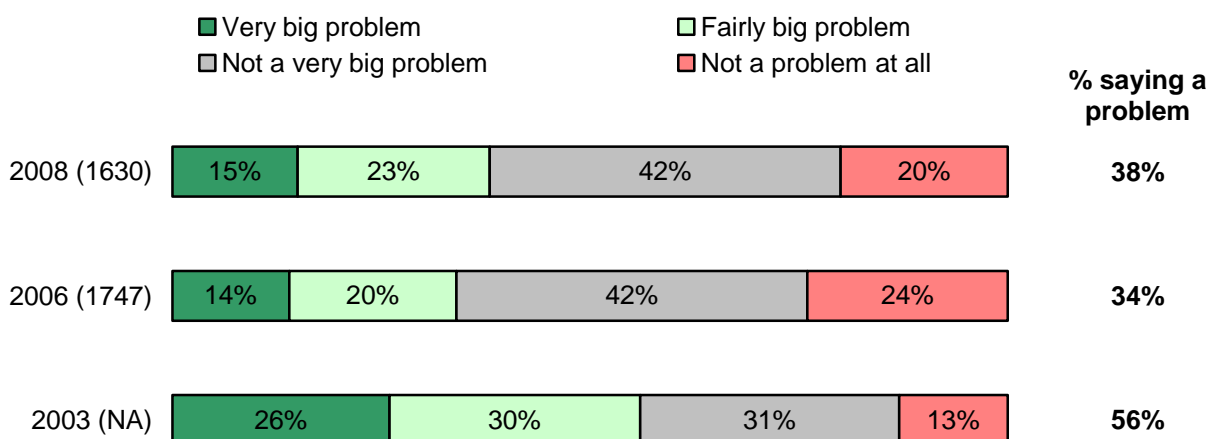
**The score for NI 41 (perceptions of drunk or rowdy behaviour as a problem) is 37.8% saying a problem.**

There has been a significant increase in the proportion of respondents who perceive drunken and rowdy behaviour to be a problem (38% in 2008 vs 34% in 2006).

Fig x :

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

Q24. Thinking about this local area, how much of a problem do you think each of the following are people being drunk or rowdy in public places?



Base : All giving an opinion (see above)

The perceived increase in problems associated with alcohol affects all areas, but is greatest in the South (26%) an increase of 6% on 2006 compared to a 1% increase in the East (36%).

With respect to other anti-social behaviours presented, the 2003 and 2006 trend of decline in the proportions perceiving there to be a problem has continued in 2008 with respect to :

- Teenagers hanging around (55% 2008 compared to 67% in 2003)
- Noisy neighbours or loud parties (16% vs 21% in 2003)
- Abandoned or burnt out cars (10% vs 43% in 2003).

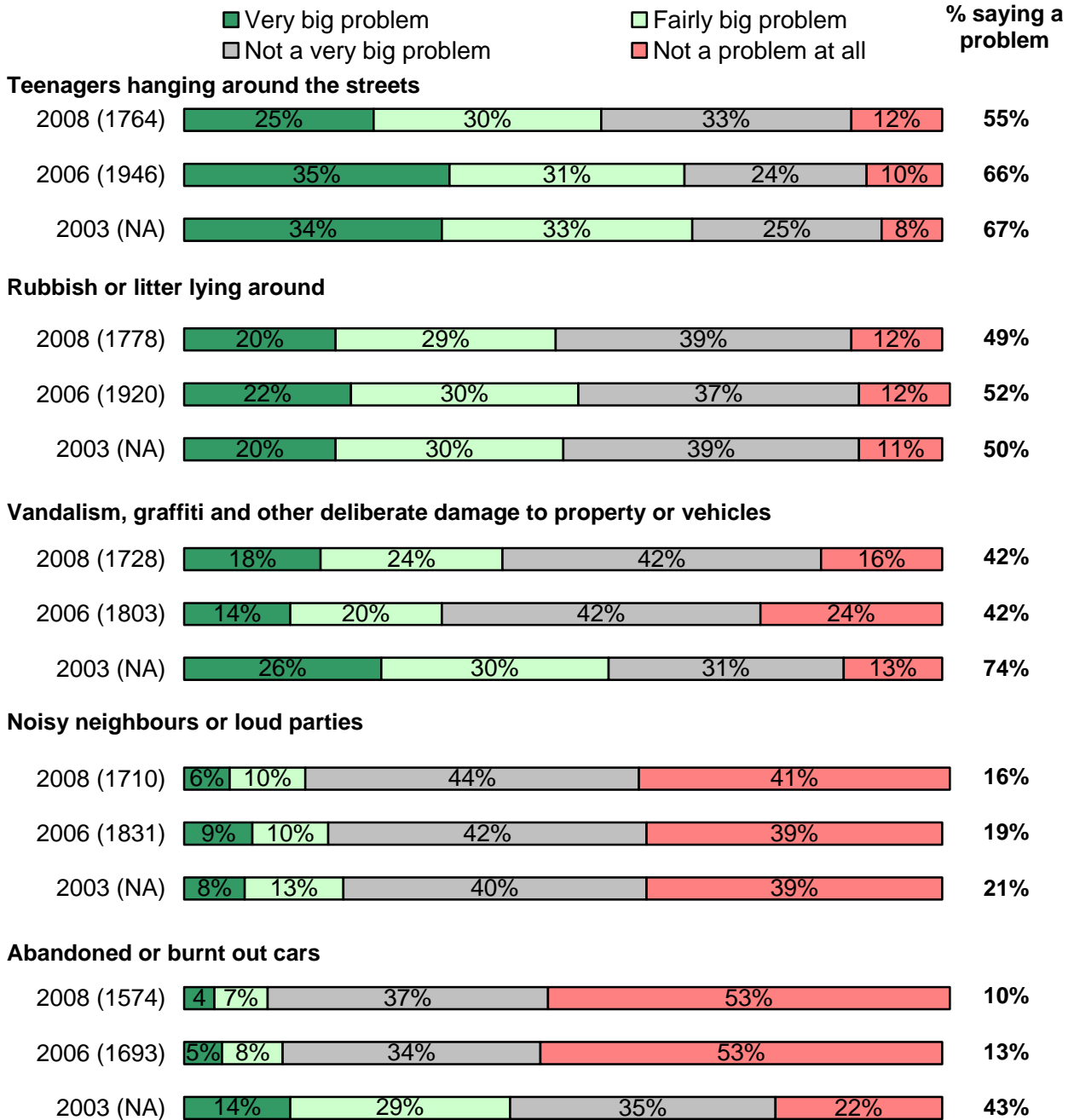
The issues of rubbish & litter remain consistent with 2006.

This is illustrated in the figure overleaf.

Fig x :

Anti-social behaviour issues

Q24. Thinking about this local area, how much of a problem do you think each of the following are...?



Base : All respondents answering the question (see above)

The area level trends match those for the borough overall when comparing data with previous years.

There are, however, some issues which are significantly higher or lower in some areas compared to the Doncaster average, these are summarised in the table below.

Simply by looking at the frequency with which each small area is mentioned, the area where there is greater concern around anti-social behaviour issues is the Urban Centre and there is least concern among residents in the South.

**Table X : The Hot Spots**  
Base : All responding

Area	All	Compared to the Council area overall, concern assigned to...	
		Significantly higher (X)	Significantly lower (✓)
Teenagers hanging around the streets	55%	West (64%)	South (43%)
Rubbish & litter lying around	49%	North (56%) Urban Centre (60%)	East (45%) South (37%)
Vandalism & graffiti	42%	East (47%) Urban Centre (50%)	South (27%)
Drugs	49%	East (55%) Urban Centre (58%)	South (37%)
Drunk/rowdy behaviour	38%	Urban Centre (44%) West (45%)	South (26%)
Noisy neighbours & loud parties	15%	Urban Centre (23%)	South (8%)
Abandoned, burnt out cars	10%	-	Urban Centre (6%)

**The score for NI 17 (perceptions of anti-social behaviour) is 33.1% scoring 11+.**

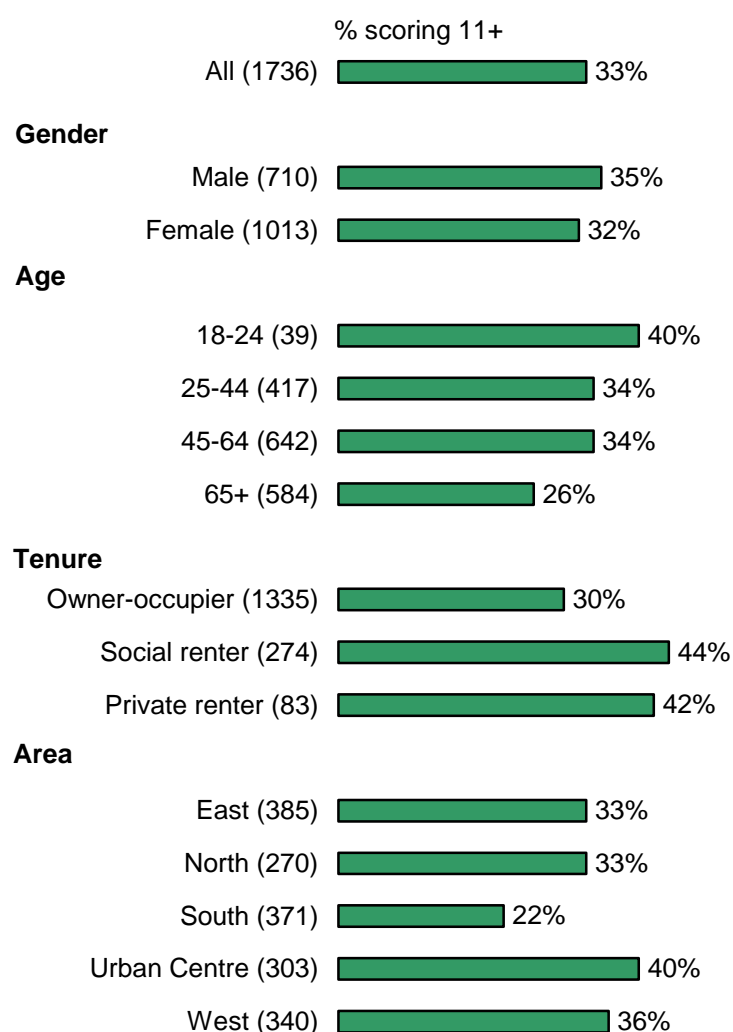
To offer a comprehensive insight into the whole issue of anti-social behaviour, all seven aspects tested have been combined, for each respondent, to produce an overall ASB issue score. The score is simply the sum of each respondent's scores for each attributes where 0=not a problem at all and 3=a very big problem. That is, the larger the score, the most likely it is that that respondents perceive ASB to be a problem, 21 would be the highest possible score.

One third of respondents (33%) scored 11+, this is a decrease on 2006 (37%).

Fig x :

NI 17 – Perceptions of anti-social behaviour

The ASB index



Base : All giving an opinion (see above)

Those most likely to see anti-social behaviour as a problem are :

- Social renters (44%)

- Those resident in the Urban Centre (40%).

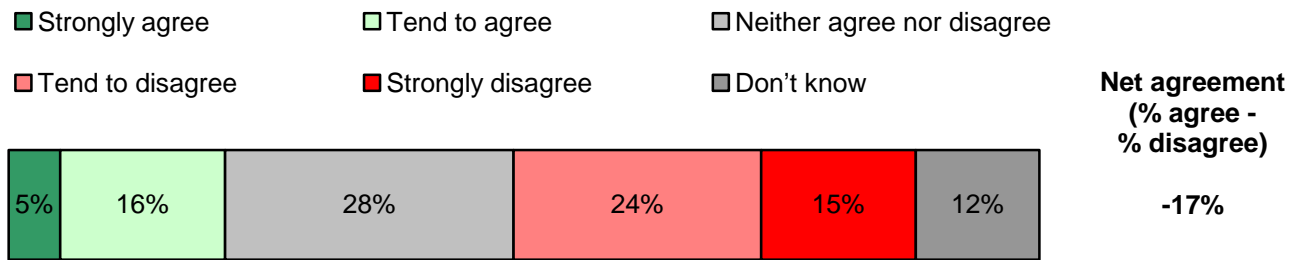
**The score for NI 27 (understanding of local concerns about anti-social behaviour) is 21.6% agreeing.**

On the whole, respondents do not feel the police and other public agencies seek local views on ASB; one fifth (22%) think they do, but two-fifths (38%) think they do not.

Fig x

NI 27 – Understanding of local concerns about anti-social behaviour

Q25. So, how much would you agree or disagree that the police and other local public services seek people’s views about these issues in your local area?



Base : All respondents answering the question (1798)

There are few significant differences by type of respondent.

Those least likely to agree that their views are being sought are owner occupiers (19% v 35% of social renters).

Those resident in the North are significantly more likely to agree that they are being consulted than the rest of the respondents (26% vs 22 % overall).

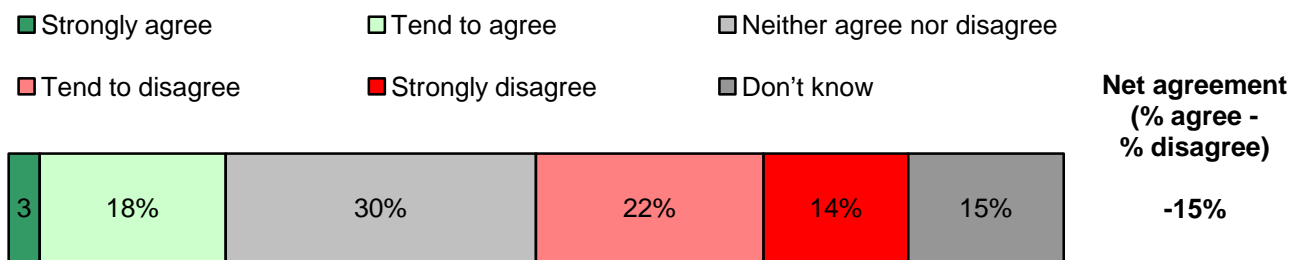
**The score for NI 21 (dealing with local concerns about anti-social behaviour and crime issues by the local Council and police) is 20.4% agreeing.**

Despite there being a decrease in perceived levels of crime and anti-social behaviour for a number of aspects, only one fifth (20%) agree that the police and local public services are successfully dealing with anti-social behaviour and crime issues, 35% disagree.

Fig x :

NI 21 – Dealing with local concerns about anti-social behaviour and crime issues by the local Council and police

Q26. And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?



Base : All respondents answering the question (1749)

Those least likely to agree are :

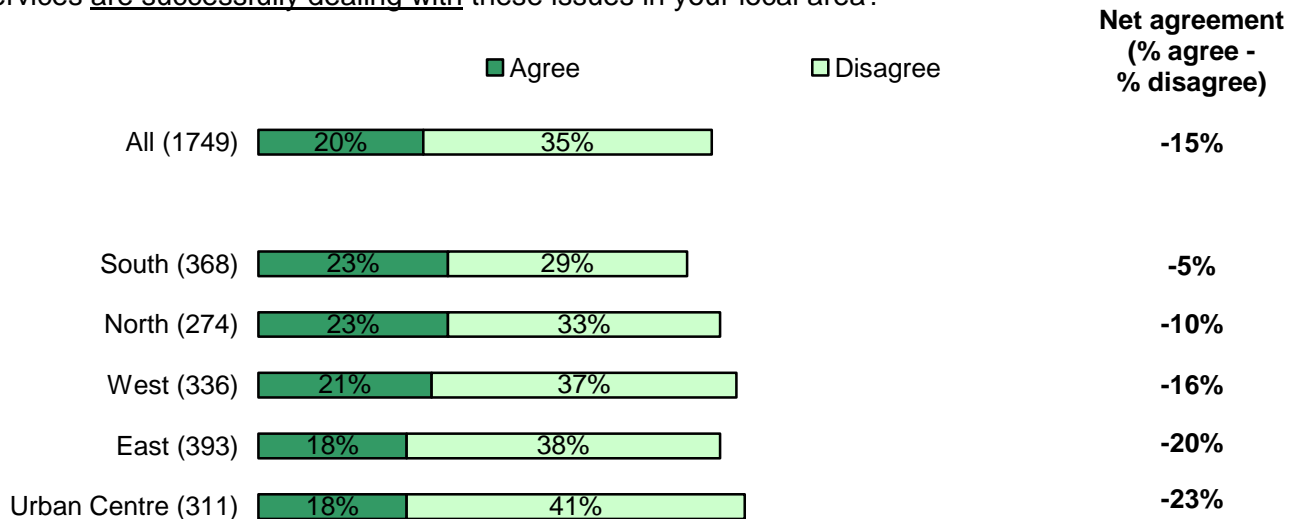
- Aged 25-44 (17% vs 25% 65+ years)
- Owner occupiers (19% vs 30% of social renters).

There are no significant differences in agreement at an area level, although net agreement ranges from -5% in the South and -23% in the Urban Centre.

Fig x :

NI 21 – Dealing with local concerns about anti-social behaviour and crime issues by the local Council and police

Q26. And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?



Base : All respondents answering the question (see above)

## Summary

- Six in ten respondents feel they belong to their immediate neighbourhood
- In total, 19% of respondents carries out some kind of volunteering activity at least once a month
- One in five respondents (22%) believe that parents take enough responsibility for their children's behaviour
- In line with 2006, 69% of respondents believe that people from different backgrounds get on well together in their area
- There has been a trend of decline with most perceived aspects of anti-social behaviour, Issues which have seen the greatest decline are :
  - Teenagers hanging around (55% 2008, 66% 2006, 67% 2003)
  - Abandoned cars (10% 2008, 13% 2006, 43% 2003)

The exception is drunk and rowdy behaviour which has increased its 2006 level of 34% to 38% in 2008.

- Four in ten respondents (44%) believe there is a problem with people not treating others with respect and consideration – a significant decrease on 2006 (59%)
- 65% of those with an opinion, believe older people receive the support they need to live independently
- 40% of respondents feel unsafe after dark
- On the whole respondents do not feel the police and other public agencies seek local views on anti-social behaviour, or are successfully dealing with these issues.

### Observations

In general, perceived levels of crime and anti-social behaviour have decreased considerably since 2006, a fact made more significant given that neighbourhood safety is a key driver to satisfaction with the local area.

Despite this positive news, only one fifth agree that police and local public services are successfully dealing with anti-social behaviour and crime issues, which seems to suggest there is greater need for publicity and communications of the efforts undertaken by the police and their partners.

# Your Local Public Services

This section explores the relationship respondents have with local public services – how involved they are in service delivery and how satisfied they are with the services provided.

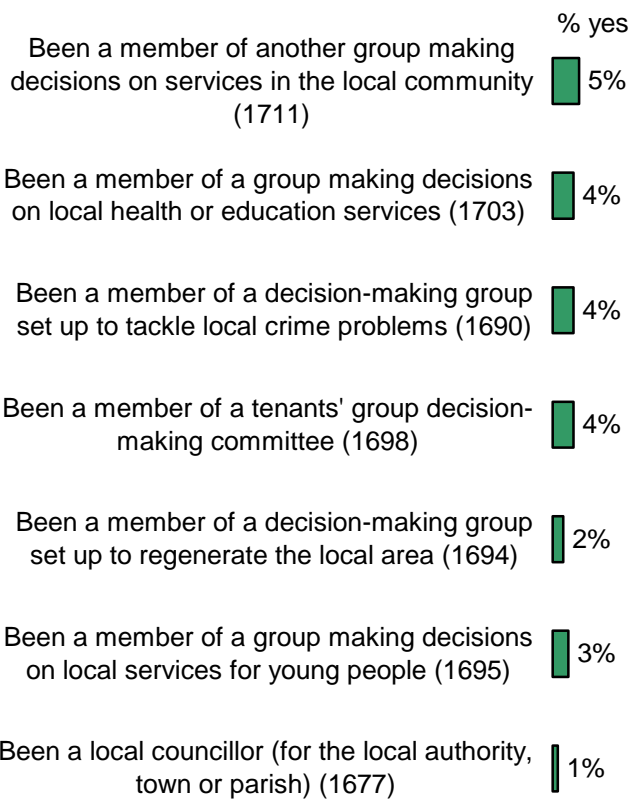
**The score for NI 3 (civic participation in the local area) is 12.3% taken part.**

One in eight respondents (12%) has taken part in at least one civic/community activity in the proceeding 12 months. The included activities are set out below.

*Fig x :*

## NI 3 – Civic participation in the local area

Q16. In the past 12 months, have you...



Base : All respondents answering the question (see above)

Most respondents (88%) have taken no part in any of them.

## Community Engagement

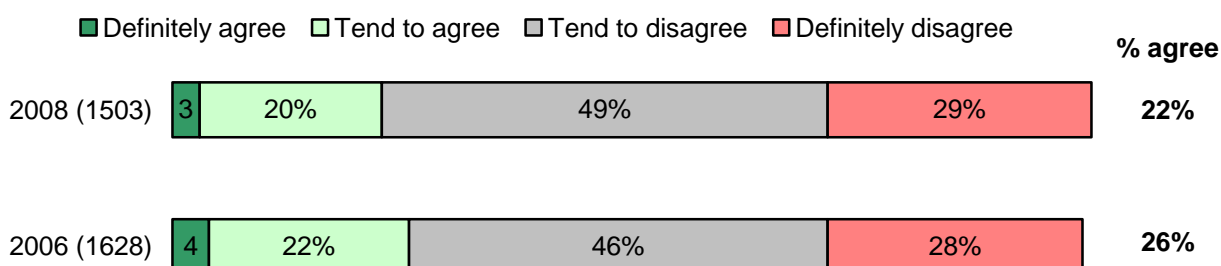
**The score for NI 4 (% of people who feel they can influence decisions in their locality) is 22.2% agreeing.**

A fifth of respondents (22%) feel they can influence local area decisions, a significant decrease on 2006 (26%); three-quarters (78%) disagree.

Fig x :

NI 4 – % of people who feel they can influence decisions in their locality

Q13. Do you agree or disagree that you can influence decisions affecting your local area?



Base : All respondents giving an opinion (see above)

Young people (aged 25-44) and owner occupiers are least likely to believe they can influence decisions (17% and 20% respectively vs 22% overall).

There are no significant differences by local area.

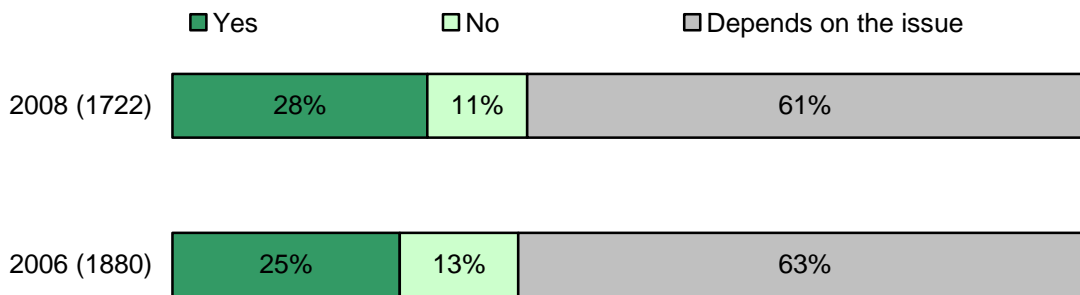
Those who feel informed about public services are most likely to feel empowered (47% vs 13% who fell informed).

In total, 28% of respondents would like to be involved in decision making, a significant increase on 2006 (25%). Six in ten (61%) could become engaged depending on the issue.

Fig x :

Future decisions

Q14. Generally speaking, would you like to be more involved in the decisions that affect your local area?



Base : All respondents answering the question (see above)

Those willing to commit regardless of the subject matter are more likely to be :

- Men (34% vs 23% women)
- Aged 45-64 (31% vs 20% of those aged 65+)
- Owner occupiers (30% vs 20% of social renters).

## Service delivery

**The score for NI 140 (fair treatment by local services) is 63.4% treated with respect and consideration.**

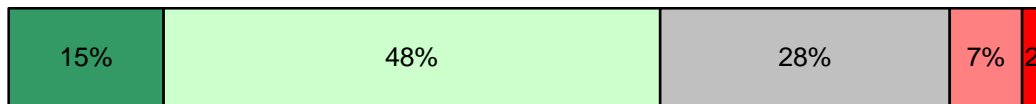
Almost two-thirds of respondents (63%) feel that local public services treat them with respect and consideration all or most of the time.

Fig x

NI 140 – Fair treatment by local services

Q20. In the last year would you say that you have been treated with respect and consideration by your local public services...?

All of the time  
  Most of the time  
  Some of the time  
  Rarely  
  Never



Base : All respondents giving an opinion (1601)

Those most likely to feel that public services treated them with consideration are :

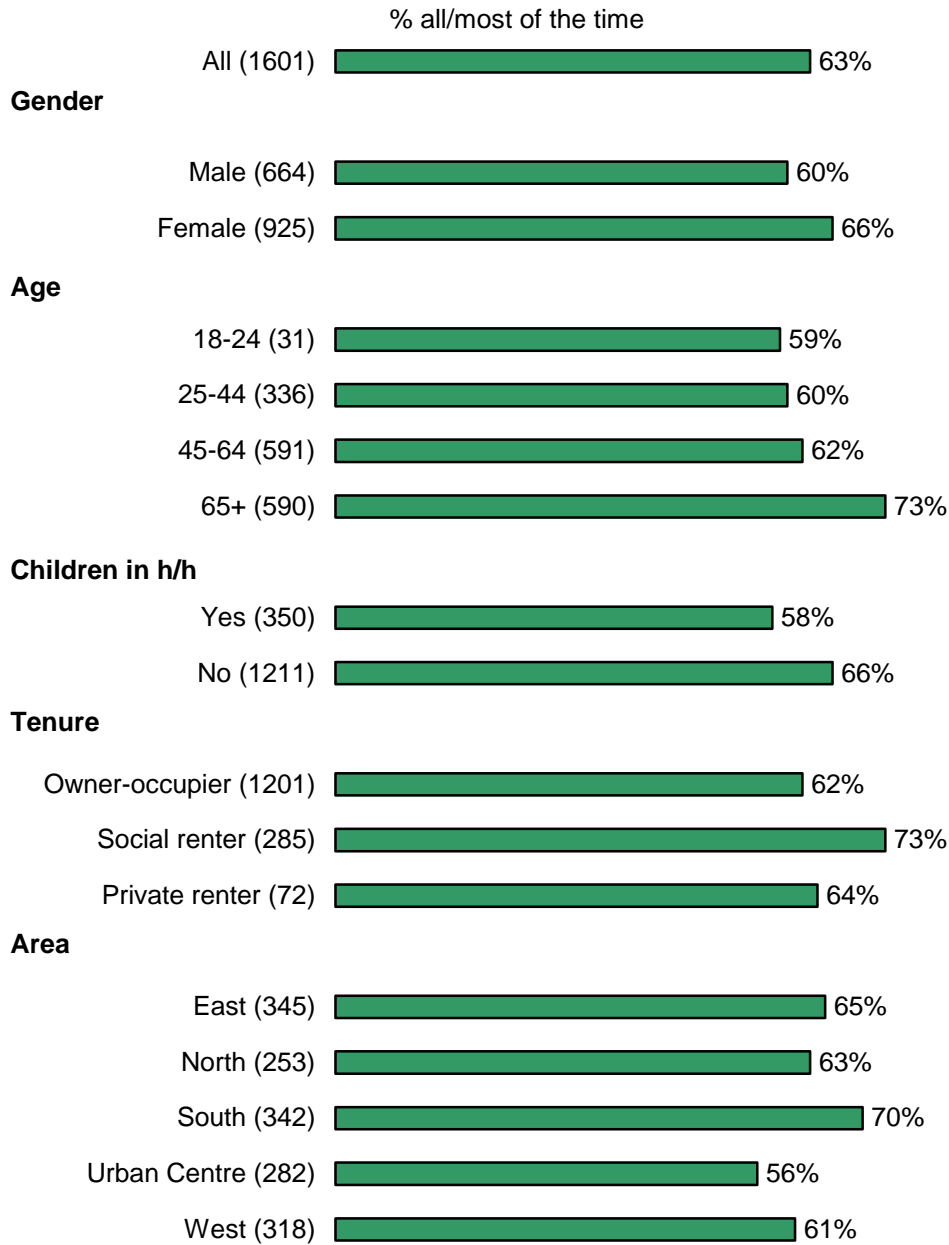
- Women (66% vs 60% men)
- Those aged 65+ (73% vs 63% overall)
- Social renters (73% vs 62% private renters)
- Those without children in household (66% vs 58% with children)
- Those resident in the South (70% vs 56% of those from the Urban Centre).

This is illustrated by the figure overleaf.

Fig x

NI 140 – Fair treatment by local services

Q20. In the last year would you say that you have been treated with respect and consideration by your local public services...?



Base : All respondents giving an opinion (see above)

Respondents were asked to what extent they believe a number of statements apply to public services in their local area. These statements are presented below.

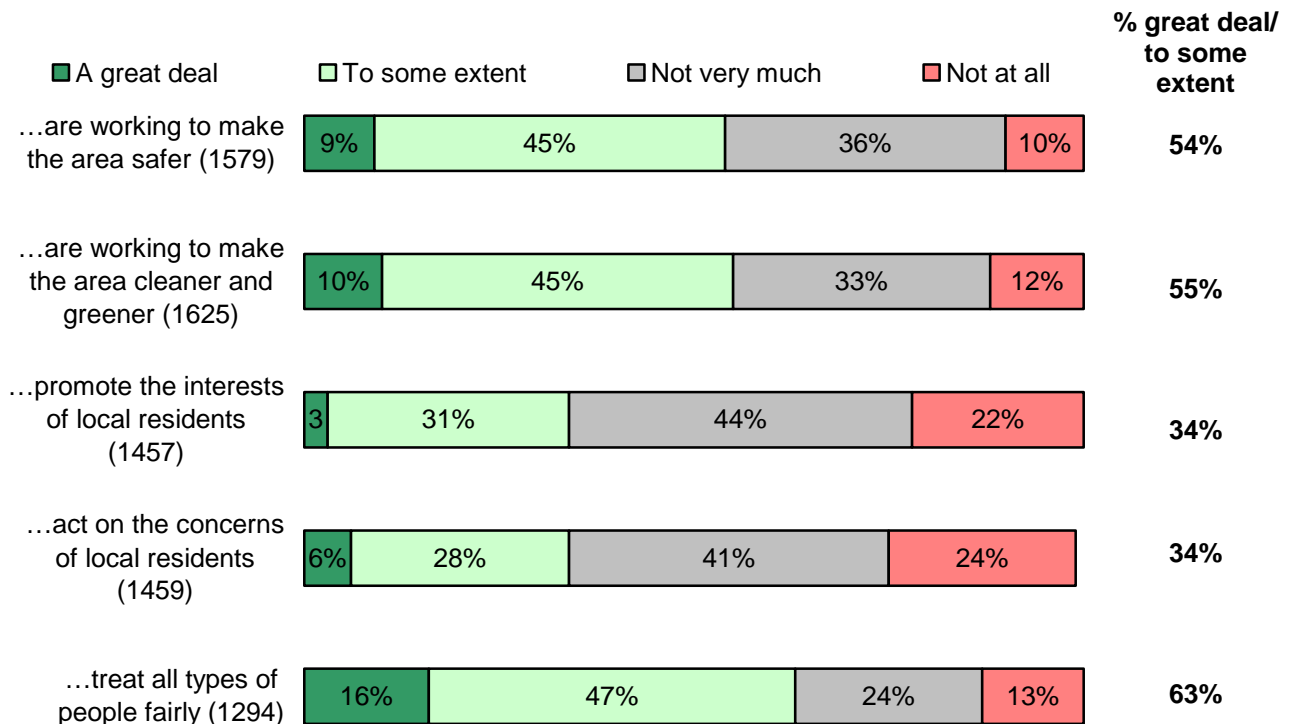
Two-thirds of respondents (63%) feel that local public services treat all types of people fairly however, only one third are convinced that the services act on the concerns or promote the interest of local people (both 34%).

In total, 55% of respondents believe local agencies are working to make the area cleaner and greener, particularly those respondents in the West (62%) and the south (61%).

A similar proportion (54%) agree that agencies are working to make the area safer. Again, those in the West are most likely to say this is so (62%), compared to just 46% in the Urban Centre.

*Fig x :*  
Local public services

Q6. Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area? Local public services...



Base : All respondents answering the question – (see above)

Although the question was asked only of the Council in 2006, comparisons with the 2008 results suggests that the public is becoming less convinced that agencies are promoting their interests or reacting to their concerns.

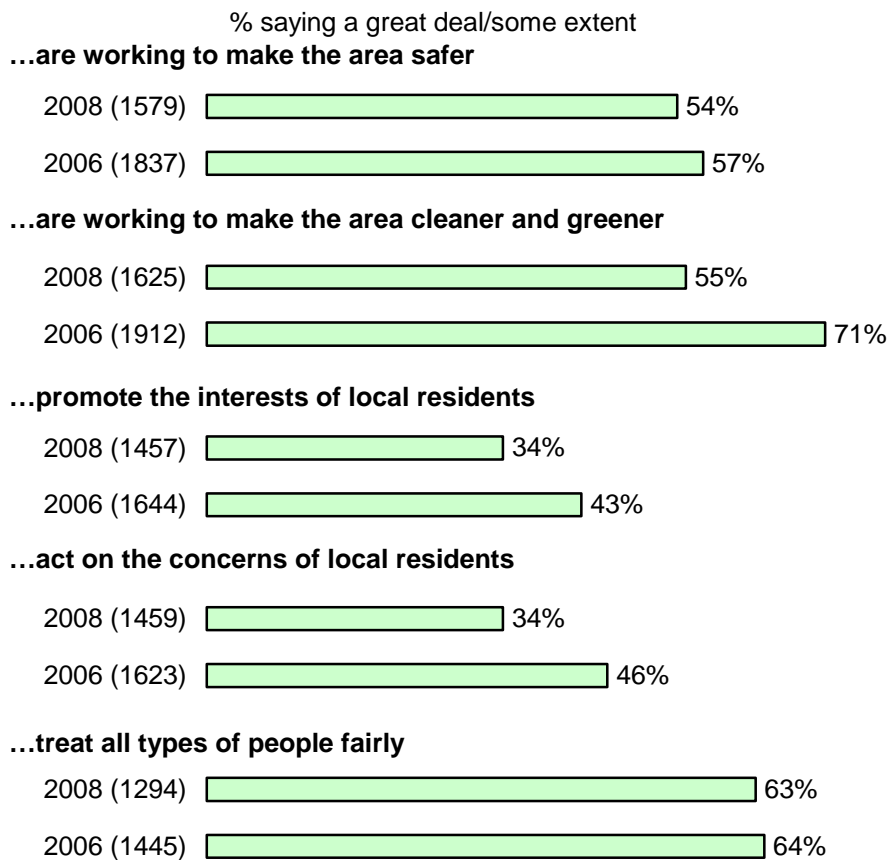
The significant fall in those believing environmental stewardship is on the agenda should also be noted (71% 2006 vs 55% 2008), given the increased perceived need for improvement to cleanliness of public spaces.

---

*Fig x :*

Local public services...

Q6. Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area? Local public services...



Base : All respondents answering the question – (see above)

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*NB. In 2006, the question was "Here are some things that other people have said about their Council. To what extent do you think that these statements apply to your local Council."*

## Specific agencies

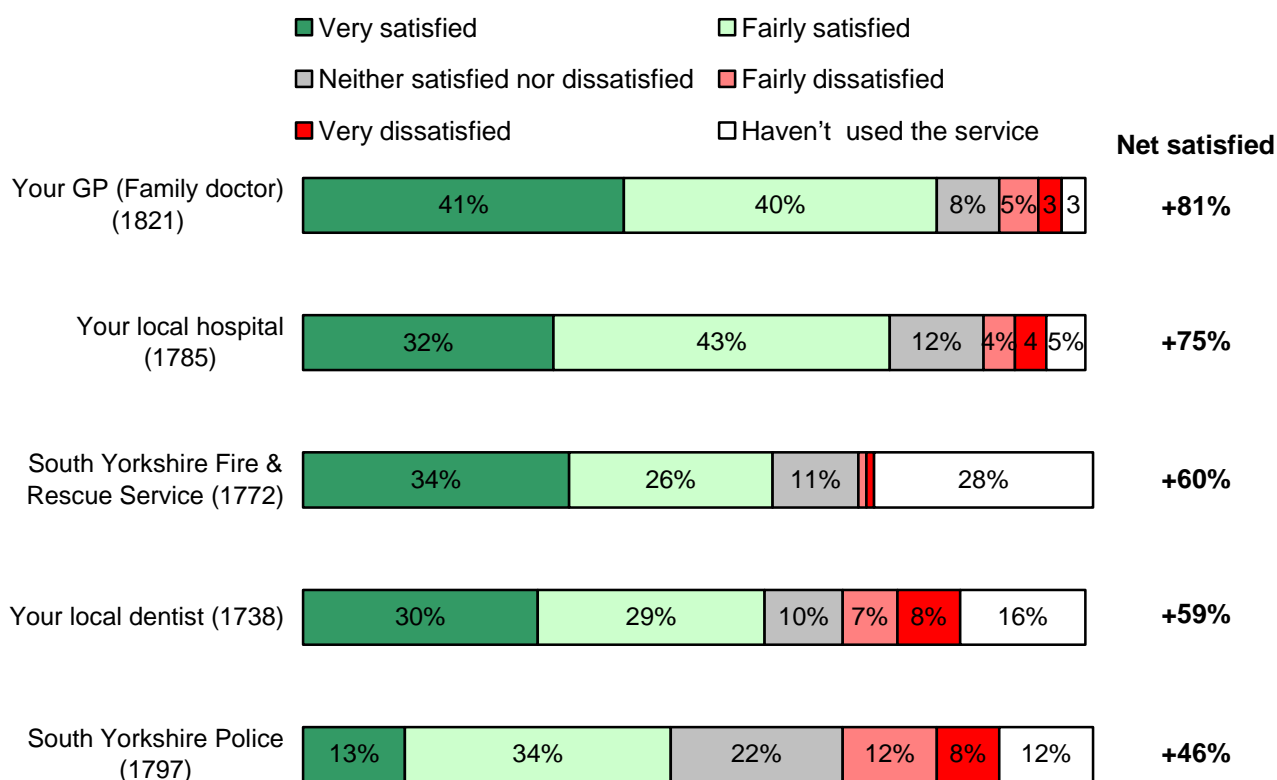
Respondents were asked how satisfied they are with the services provided by a number of specific agencies. These agencies are listed in the figure below.

Satisfaction with several local services, ranges from 81% for the family GP to 46% for South Yorkshire Police.

Compared to 2006, satisfaction with South Yorkshire Fire & Rescue Service has increased from 55% to 60%.

Fig x  
Satisfaction with individual service departments

Q7. Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.



Base : All respondents answering the question (see above)

Areas which were positively satisfied or dissatisfied with these services were :

- For GPs : respondents in the North are especially satisfied (86%), whereas those in the South are least satisfied (76%)
- For local hospital : respondents in the East and North are especially satisfied (81% and 80% respectively), those in the Urban Centre are least satisfied (63%)

- For local dentists : once again it is those in the Urban Centre (51%) who are least satisfied.

## Information

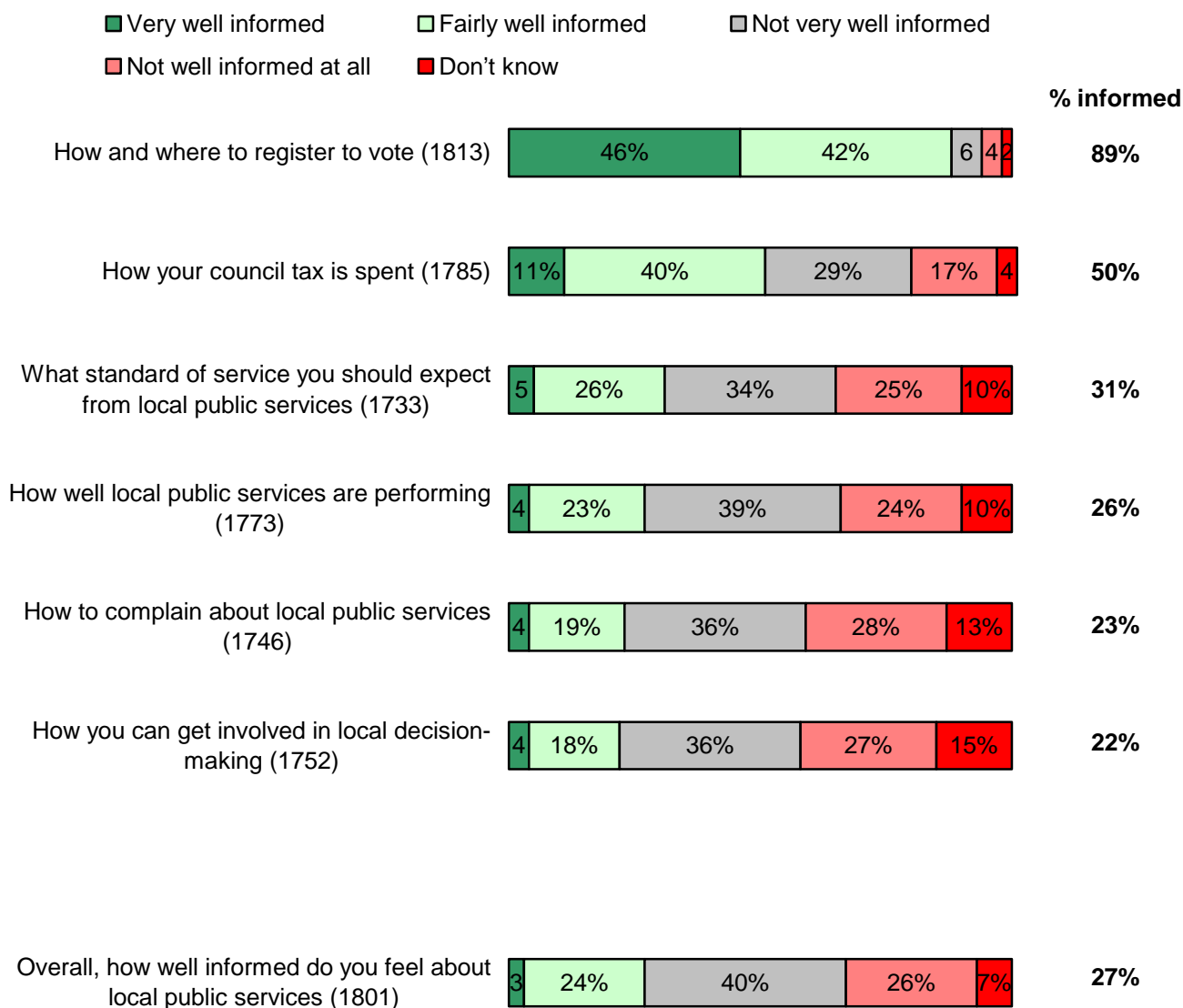
Respondents were asked how well informed they were across a number of areas within the public sector.

Roundly, three in ten know what standard to expect from public services (31%) or agree in general that public services keep them informed (27%).

Fig x

Do public agencies keep you informed?

Q12. How well informed do you feel about each of the following?



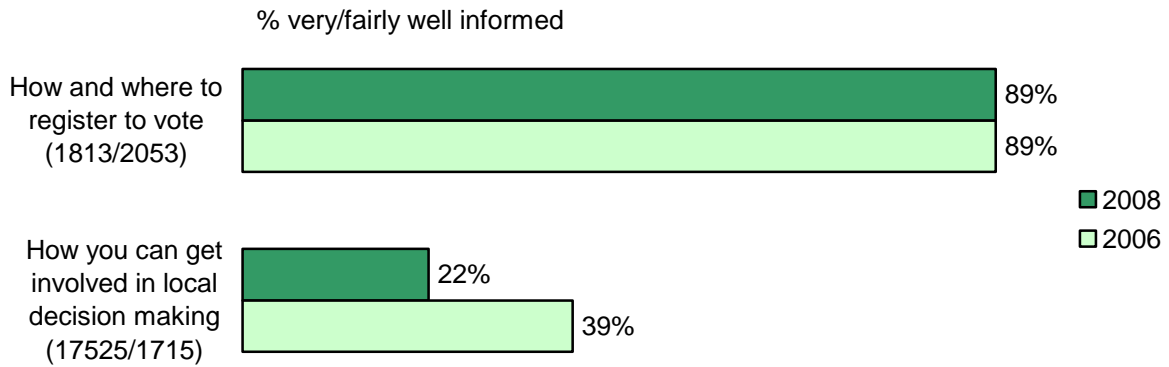
Base : All respondents answering the question (see above)

Two of these statements are directly comparable to 2006 results. It can be seen from the figure below that respondents are feeling less informed about how they can get involved in local decision making, than in 2006 (22% 2008 vs 39% 2006).

Fig x

Feeling informed : 2006 and 2008

Q12. How well informed do you feel about each of the following?



Base : All respondents answering the question (see above)

In general, those who feel most informed about local public services are :

- Aged 65+ (38% feel informed vs 27% overall)
- Workless (34% vs 21% of those in employment)
- Social renters (39% vs 24% of owner occupiers).

There are no significant differences at an area level.

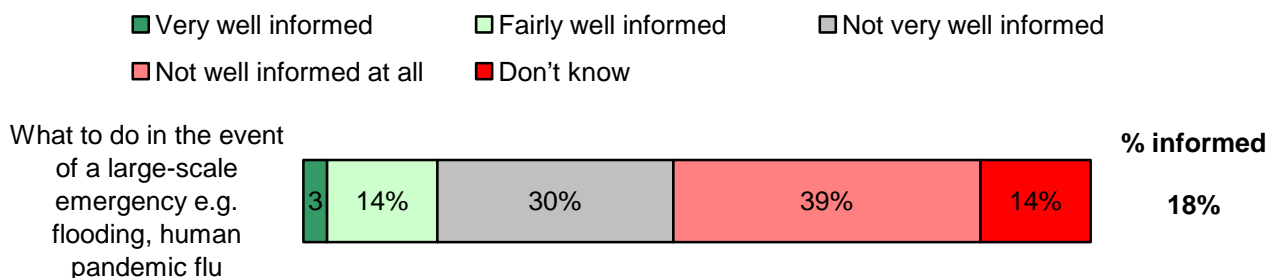
**The score for NI 37 (awareness of civil protection arrangements in the local area) is 17.5% informed.**

With specific reference to civil protection, 18% feel informed about what to do in the event of a major emergency.

Fig x

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

Q12. How well informed do you feel about each of the following?



Base : All respondents answering the question (1791)

## Summary

- In total, 12% of respondents have taken part in at least one civic/community activity in the last 12 months
- There has been a significant decrease in the proportion of respondents who feel they can influence decisions in their locality (22% 2008 vs 26% 2006)
- Six in ten respondents say they could become more involved in decisions that affect their local area depending on the issue
- Two-thirds of respondents feel that local public services treat them with respect and consideration all or most of the time, however, only one third are convinced that the services act on the concerns or promote the interest of local people
- In considering several local services, satisfaction ranges from 81% for the family GP to 46% for South Yorkshire Police
- Roundly three in ten feel kept informed about local public services in general
- One fifth know how to get involved in decision making (22%), a significant decrease on 2006 (39%).

## Observations

Respondents feel less empowered than they did in 2006, fewer feel they can influence decisions or know how to get involved in decision making.

Those who feel least engaged but are most willing to be involved are male, working or owner occupiers.

While there is a need for continuous consultation with residents, our experience has shown that a desire to be involved in local decision making is often altruistic and impractical given the constraints of modern lives.

Ensuring residents receive adequate information about Council and public services is not a substitute for engagement, but is certainly a key driver to satisfaction with the Council (see next section) and an easier “win” for the council and its Partners.

# The Council

The final section looks at specific services provided by the Council.

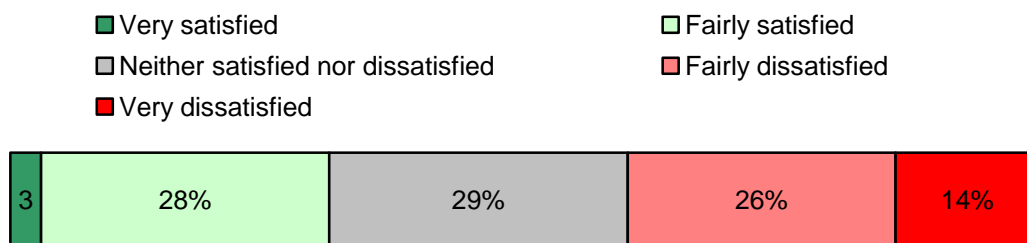
## Corporate Health

Overall, 30% of respondents are satisfied with the way the Council runs things; 40% are dissatisfied.

Fig x

Corporate health

Q11. And now taking everything into account, how satisfied or dissatisfied are you with the way Doncaster Metropolitan Borough Council runs things?

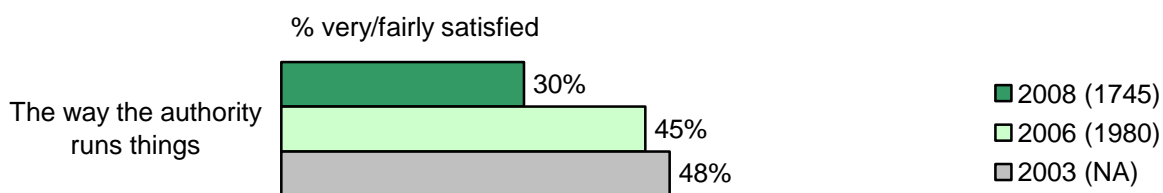


Base : All respondents answering the question (1745)

Compared to previous years, satisfaction has fallen significantly: it was 45% in 2006 and 48% in 2003.

Fig x

Corporate health



Base : All respondents with an opinion/answering the question (see above)

NB. In 2006 and 2003, there was no "don't know" option

Those most likely to be satisfied are:

- Aged 65 or over (38% satisfied vs 22% of those aged 25-44)
- Social tenants (45% satisfied vs 27% of owner occupiers)

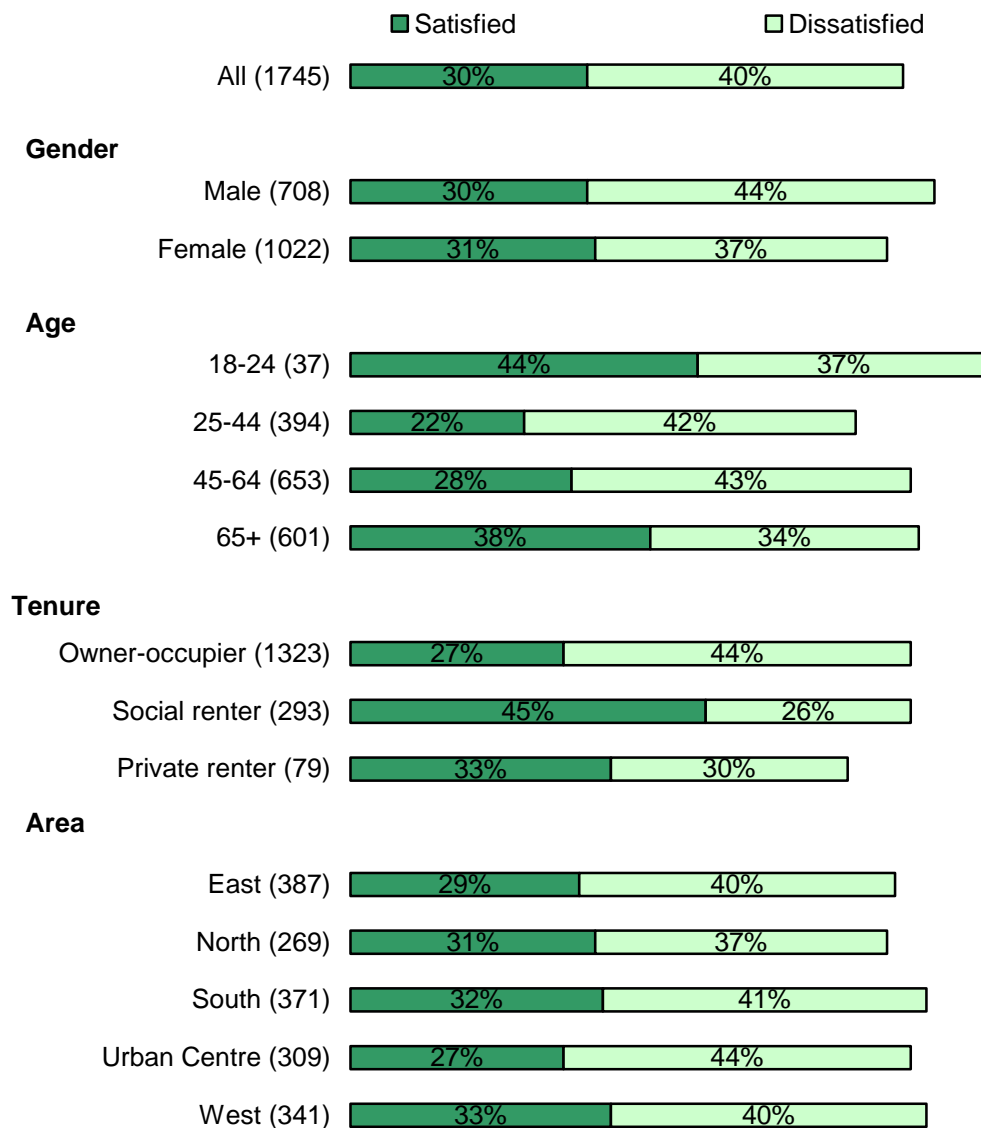
- Those who feel informed about public services (58% vs 19% of those who don't feel informed)
- Those who feel they can influence decisions affecting their local area (61% vs 19% of those who feel they have no influence).

There are no significant differences by area.

This is illustrated in the figure below.

*Fig X*  
Corporate health

Q11. And now taking everything into account, how satisfied or dissatisfied are you with the way Doncaster Metropolitan Borough Council runs things?

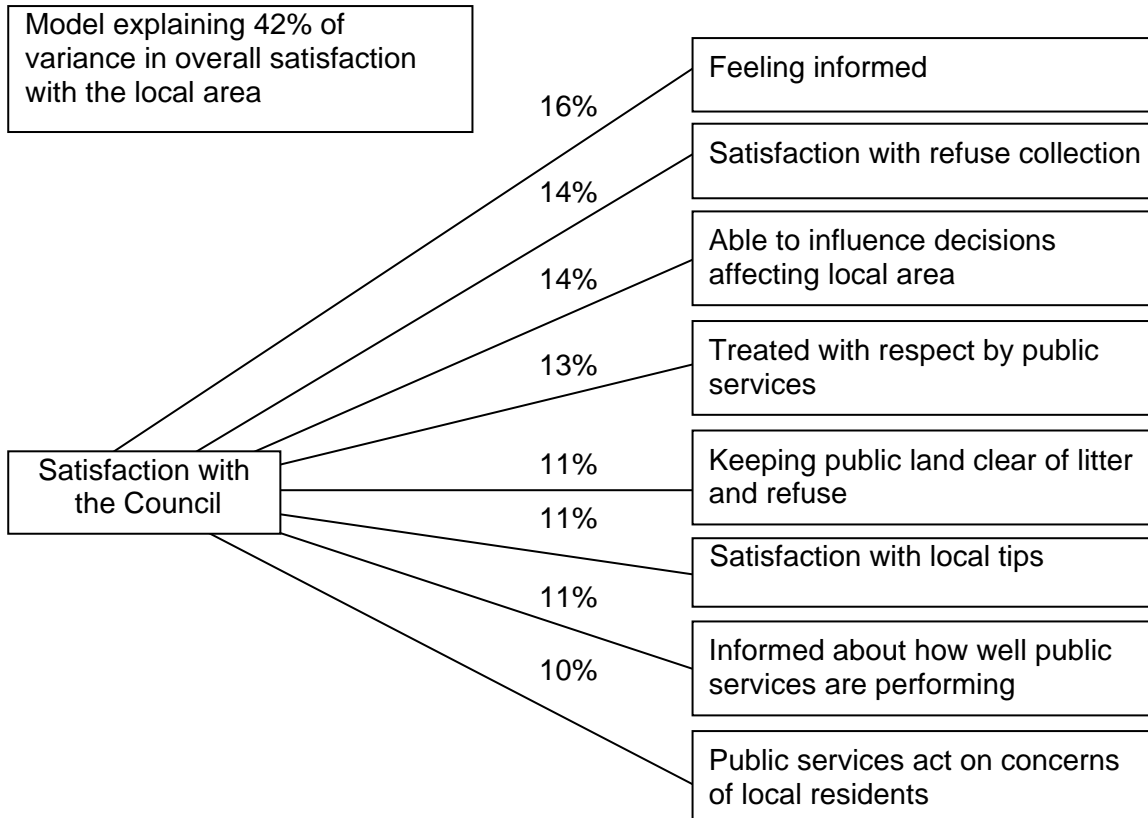


Base : All respondents with an opinion (see above)

Key driver analysis on satisfaction with the Council reveals the primary drivers of satisfaction:

- Public services engaging with local residents
- Satisfaction with refuse issues
- Appearance of local areas.

Fig X  
Key drivers to satisfaction with the Council

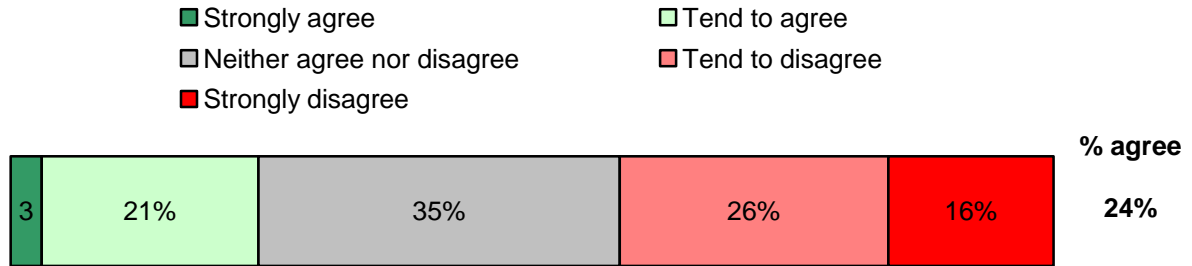


Base : All respondents answering the questions – 2008

A quarter of respondents (24%) feel the Council offers value for money, 41% disagree.

Fig x :  
Value for money

Q10. To what extent do you agree or disagree that Doncaster Metropolitan Borough Council provides value for money?



Base : All respondents answering the question (1695)

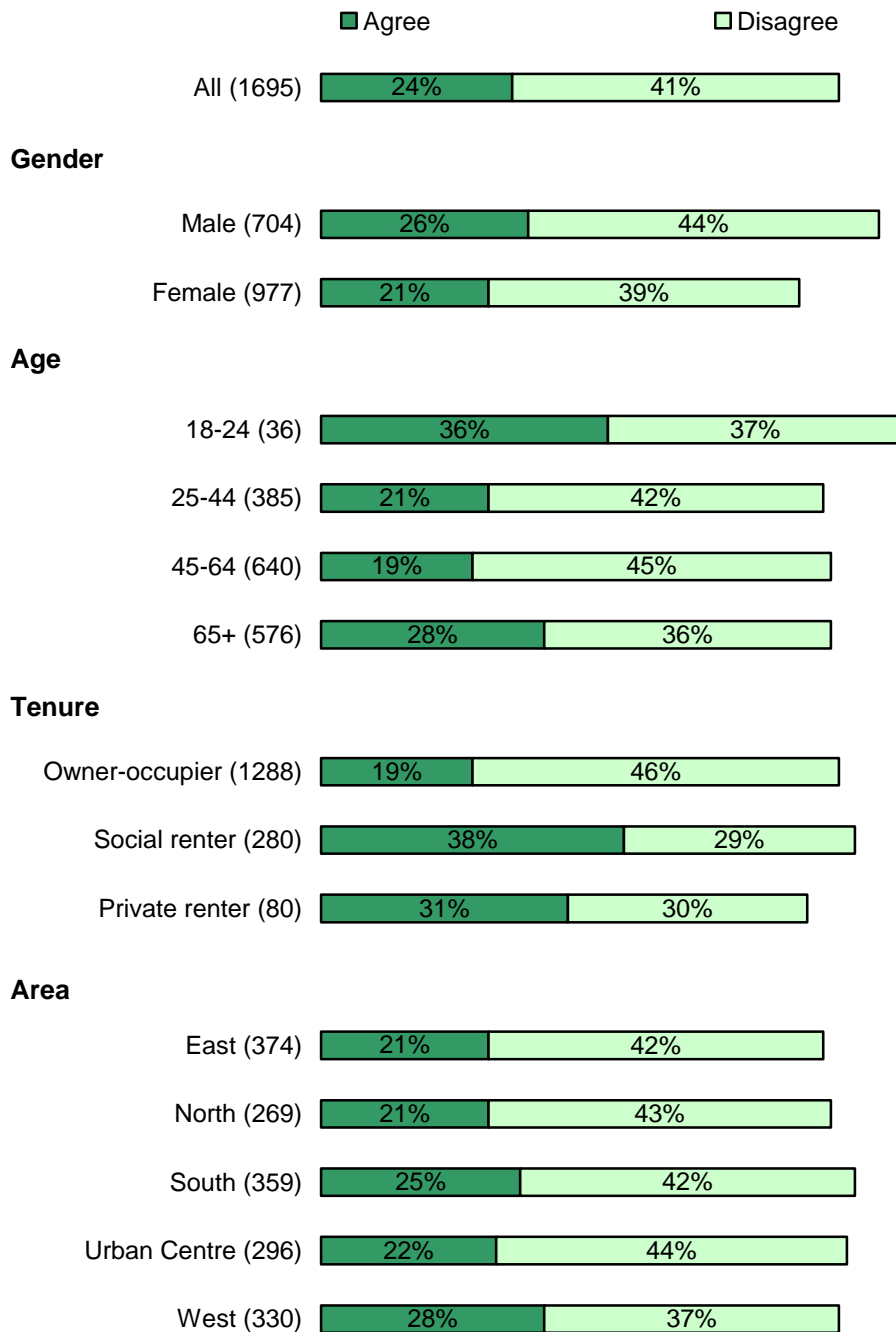
Those most likely to disagree that the Council offer value for money are :

- Aged 45-64 years (45% vs 41% overall)
- In employment (45% vs 33% of workless respondents)
- Owner-occupiers (46% v 29% of social renters and 30% of private tenants).

This is illustrated in the figure overleaf.

Fig X  
Value for money

Q10. To what extent do you agree or disagree that Doncaster Metropolitan Borough Council provides value for money?



Base : All respondents answering the questions (see above)

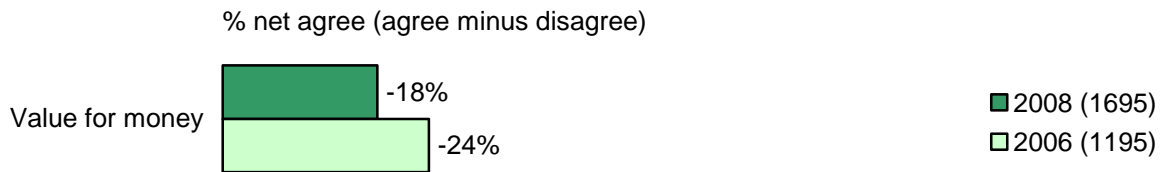
Those who are most positive are also most likely to feel informed about public services (47% vs 14% of those who feel uninformed) and feel able to influence decisions in their local area (50% vs 18% of those who do not feel empowered).

It is those in the West who are significantly more likely to agree that the Council does provide value for money (28% vs 24%). It was identified earlier in this report that this group of respondents were also identified as being the most positive about actions taken by public services to make their area cleaner & greener, and safer.

It should be noted that this question is not directly comparable with previous years as there was no “neither/nor” option in 2006 and the 2006 question categories were “a great deal/to some extent). However, looking at the net agreement i.e. those who agree minus those who disagree, shows an improvement in perceived value (-18% 2008 vs -24% 2006).

Fig x

Value for money



Base : All respondents answering the question – See above

NB. 2006 scale worded “a great deal”. “to some extent” and 4 point not 5 point scale

## Specific council services

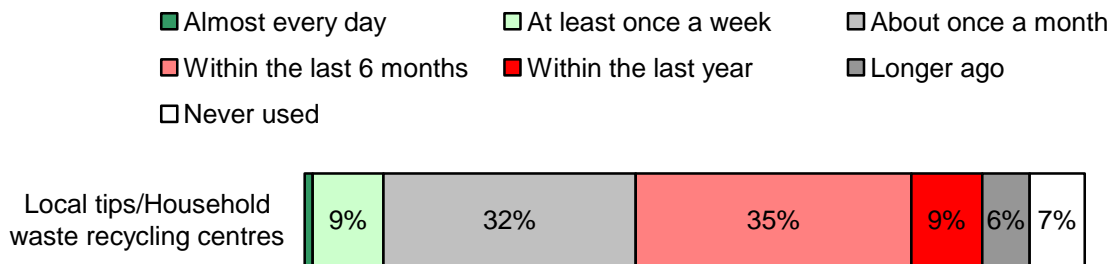
### Waste & litter services

One in four respondents (42%) go to their local recycling centre at least once a month.

Fig x

Frequency of using local tip/household waste recycling centres

Q9. Please indicate how frequently you have used the following public services provided or supported by Doncaster Metropolitan Borough Council.



Base : All respondents answering the question (1725)

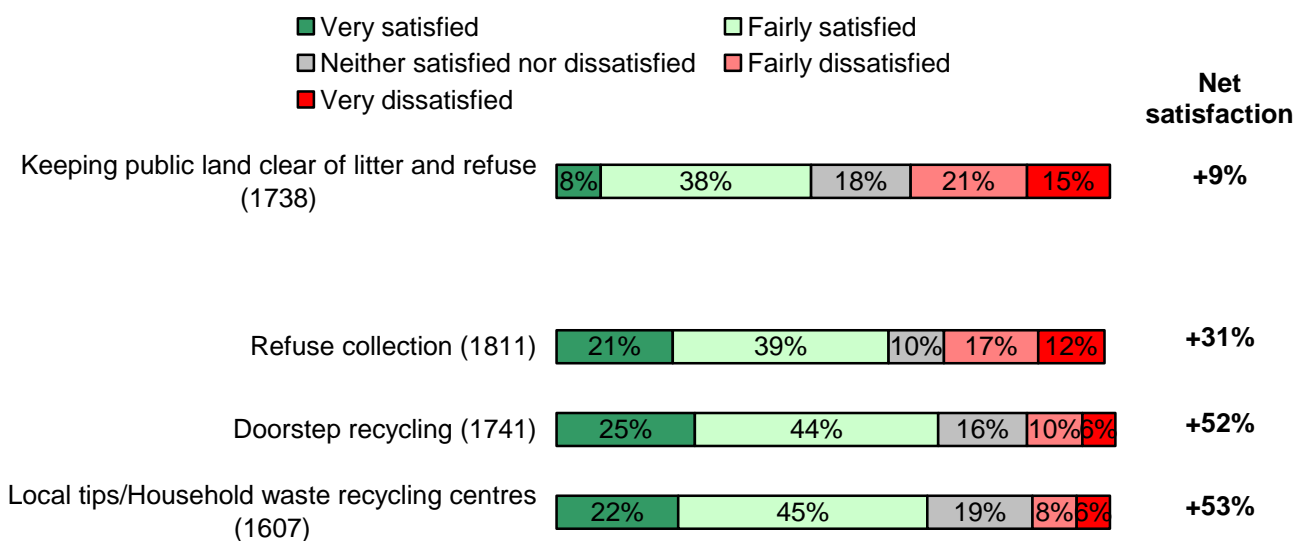
Usage is highest among owner occupiers (46% use at least once a month vs 25% of those in social rented housing) and those resident in the South (47%).

Almost half of respondents (46%) are satisfied with how the Council keeps the area clear of litter and refuse: 36% are dissatisfied. Satisfaction is highest in the West at 52%.

Whilst more respondents are satisfied than dissatisfied with all aspects of refuse and recycling collection, satisfaction is highest for doorstep recycling (68%) and local tips/household waste recycling centres (67% satisfied).

Fig x  
Satisfaction with waste & litter services

Q8. Doncaster Metropolitan Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Doncaster Metropolitan Borough Council?



Base : All respondents answering the question (see above)

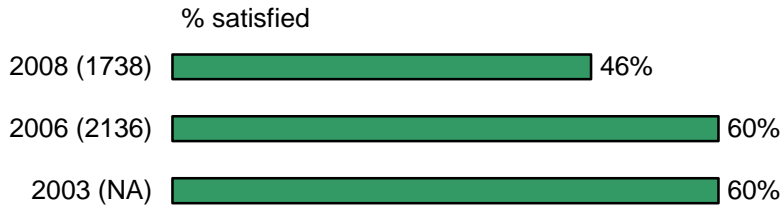
Compared to previous years, satisfaction with each element has decreased significantly.

Fig x

Satisfaction with waste & litter services 2008 vs previous years

Q8. Doncaster Metropolitan Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Doncaster Metropolitan Borough Council?

**Keeping public land clear of litter and refuse**



**Refuse collection**



**Doorstep recycling**



**Local tips/Household waste recycling centres**



Base : All respondents with an opinion/answering the question (see above)

NB. 2006 and 2003 there was no "don't know" option

Significant differences in satisfaction with various elements at a small Area level can be seen in the table overleaf.

By simply noting the frequency of aspects recorded in each area, it appears that the area which is the most positive is the East, with the Urban Centre being the least positive.

**Table X : Significant differences in satisfaction by Small Area**  
Base : All with an opinion

Area	Compared to the Council area overall, importance assigned to...	
	Significantly higher (✓) % satisfied	Significantly lower (X) % satisfied
East	Refuse collection (66%) Doorstep recycling (74%)	-
North	-	-
South	Refuse collection (65%)	-
Urban Centre	-	Refuse collection (51%) Doorstep recycling (57%)
West	Keeping public land clear (52%)	-

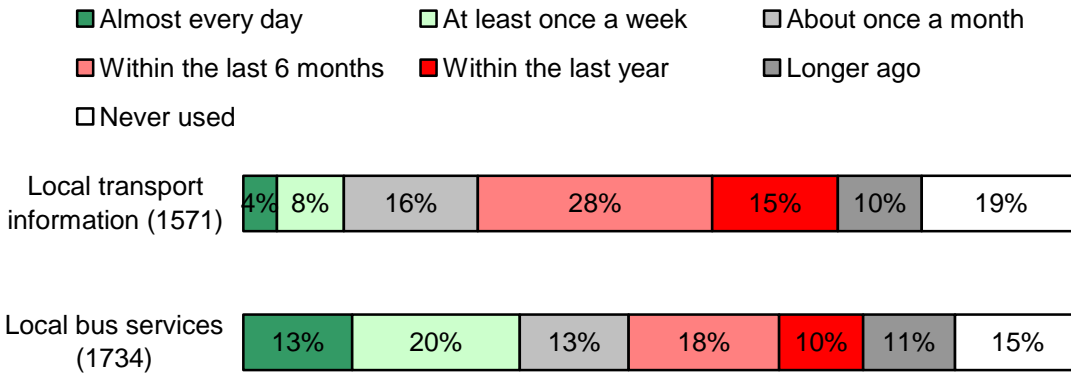
## Transport services

The next set of questions relate to the frequency of use and satisfaction with the service of public transport.

Almost half of respondents (46%) are frequent bus users, that is they use local buses at least once a month, a quarter (28%) are infrequent users (once or twice a year); the remainder (26%) have not used a local bus in the last year or never do so.

Fig x  
Frequency of using transport services

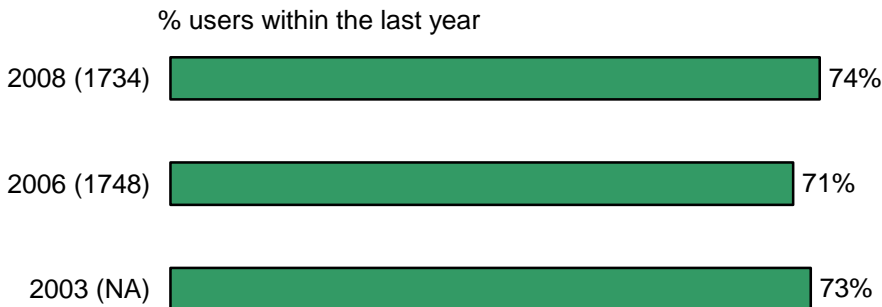
Q9. Please indicate how frequently you have used the following public services provided or supported by Doncaster Metropolitan Borough Council.



Base : All respondents with an opinion (see above)

Compared to 2006, the proportion of respondents using the bus service has increased significantly (74% used in last year vs 71% 2006).

Fig X  
Frequency of using bus service



Base : All respondents answering the questions (see above)

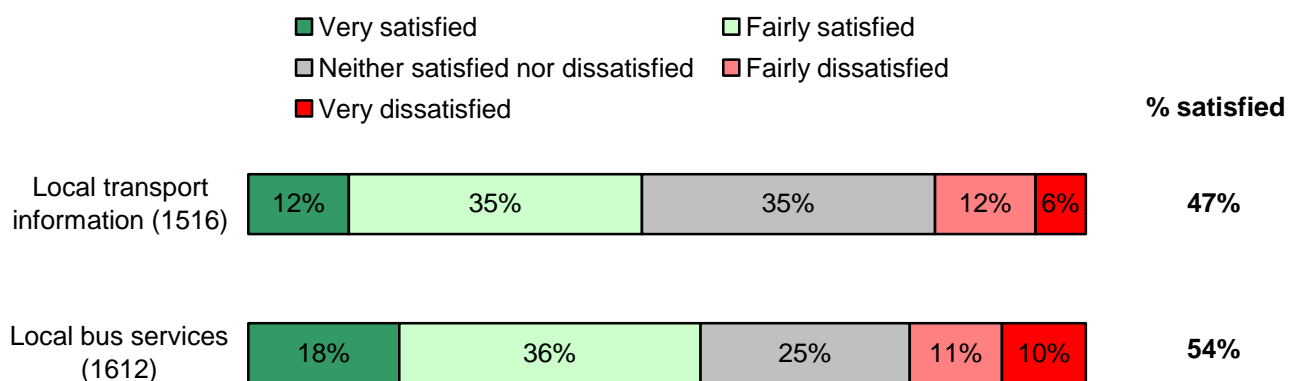
Users are more likely to be:

- Women (76% vs 71% of men)
- Aged 65+ (84% vs 74% overall)
- Those in social rented housing (87% vs 71% of owner occupiers)
- Resident in the North (80% vs 69% in the East).

Almost half of respondents are satisfied with the local transport information provided (47%) and 54% are satisfied with the local bus service.

Fig x  
Satisfaction with transport services

Q8. Doncaster Metropolitan Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Doncaster Metropolitan Borough Council?



Base : All respondents with an opinion (see above)

Compared to 2006, satisfaction with both transport information and the actual bus service has decreased significantly.

Fig x

Satisfaction with transport services 2008 vs previous years

Q8. Doncaster Metropolitan Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Doncaster Metropolitan Borough Council?

**Local transport information**



**Local bus services**



Base : All respondents with an opinion/answering the question (see above)

NB. 2006 and 2003 there was no "don't know" option

Those most satisfied with transport information tend to reside in the West (53% compared to 41% in the Urban Centre).

There are no significant differences of opinion with the actual bus service by area.

## Leisure and cultural facilities

Two questions in the survey relate to leisure and cultural facilities directly - how frequently respondents used individual services/facilities and how satisfied they are with these services/facilities. The first two charts summarise these results and then each service/facility is looked at in more detail. **The sub group analysis is a legacy of the BVPI indicators and has been replicated for 2008 should specific services wish to track trends, but please note the ethnic minority base size is too small to be meaningful.**

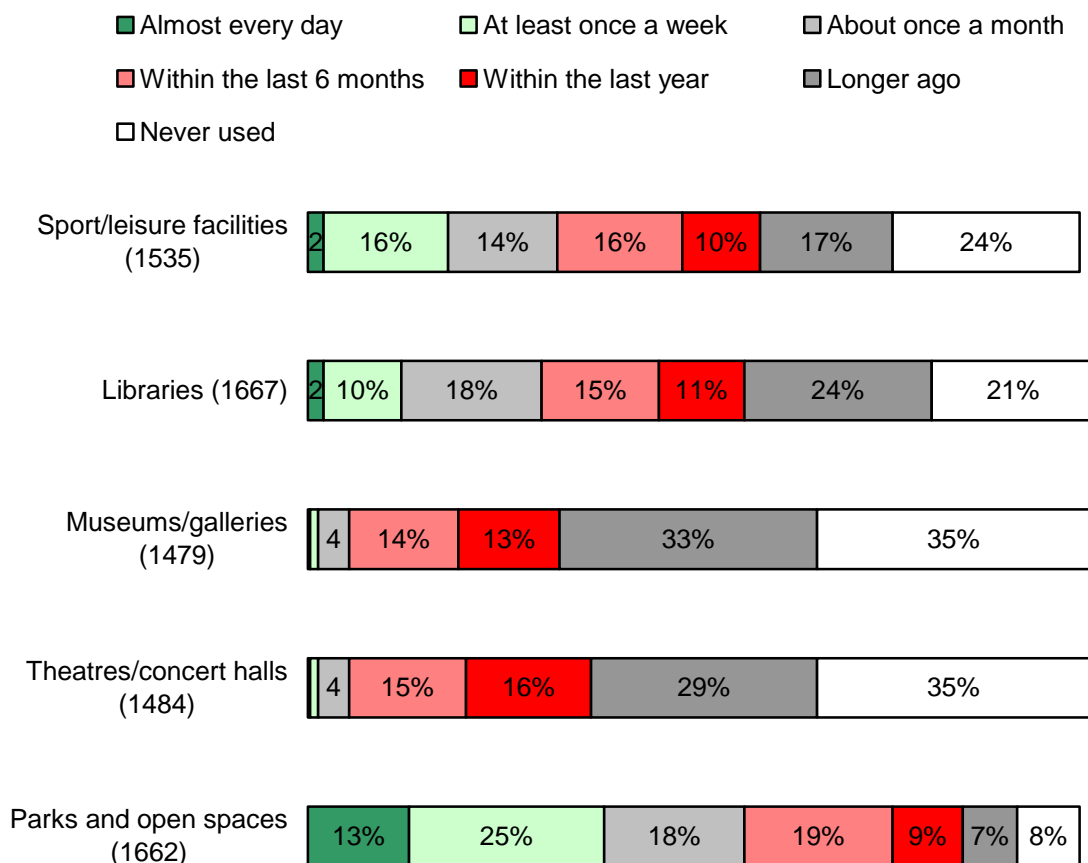
The services used most frequently are parks and open spaces (57% use at least once a month).

Roundly three in ten use sports/leisure facilities (32%) and libraries (29%) with this frequency. Theatres/concert halls and museums/galleries are used by 5% of respondents at least once a month.

Fig x

### Frequency of using leisure services and facilities

Q9. Please indicate how frequently you have used the following public services provided or supported by Doncaster Metropolitan Borough Council.

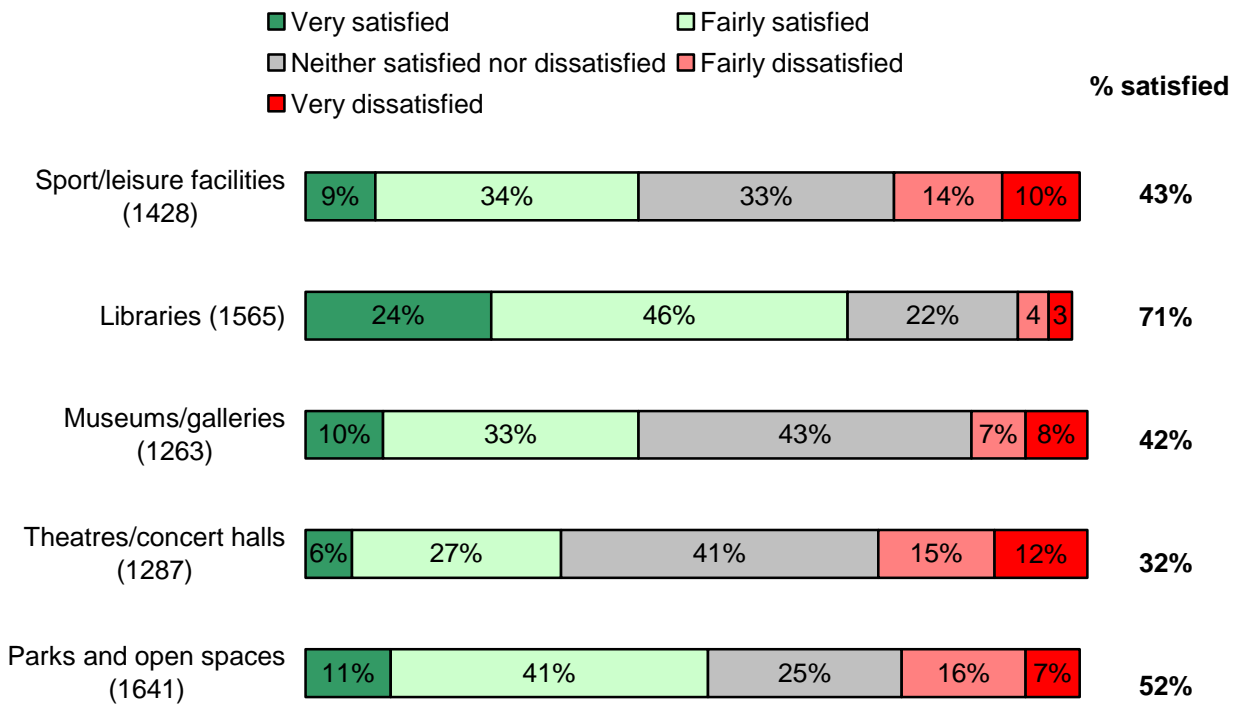


Base : All respondents with an opinion (see above)

Respondents are most satisfied with libraries (71%) a proportion which rises to 83% among users. There is least satisfaction with museums/galleries (42% of all respondents satisfied) and theatres/concert halls (32%), although again this increases to 65% and 50% respectively amongst users.

*Fig x*  
Satisfaction with leisure services and facilities

Q8. Doncaster Metropolitan Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Doncaster Metropolitan Borough Council?



Base : All respondents with an opinion (see above)

## Sports & leisure facilities

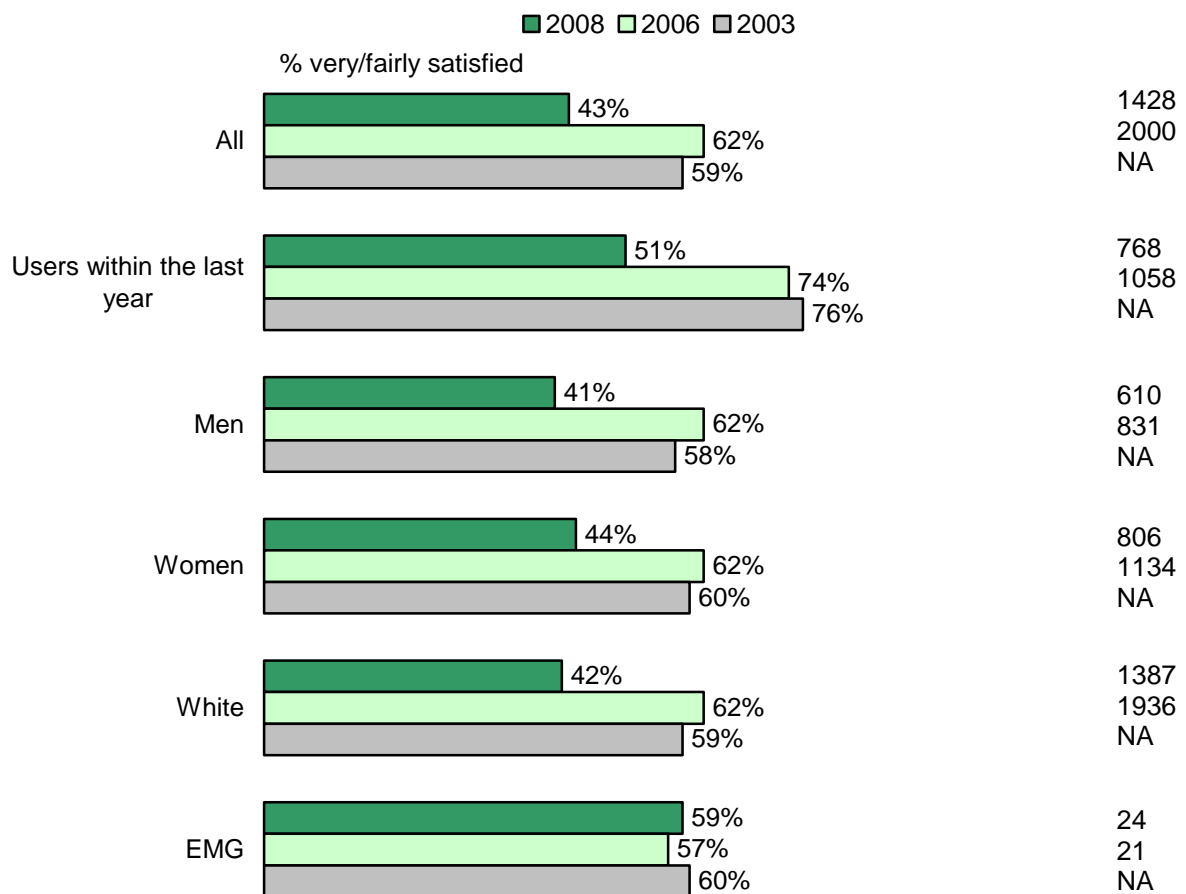
Overall, 43% of respondents are satisfied with sports and leisure facilities, a decrease on 2006 (62%).

Satisfaction among users has also declined since 2006 (51% vs 74% 2006)

There are no significant differences in opinion by gender.

At an Area level, satisfaction is highest among those in the North (49%).

Fig  
Satisfaction with sports & leisure facilities



Base : All respondents with an opinion/answering the question (see above)

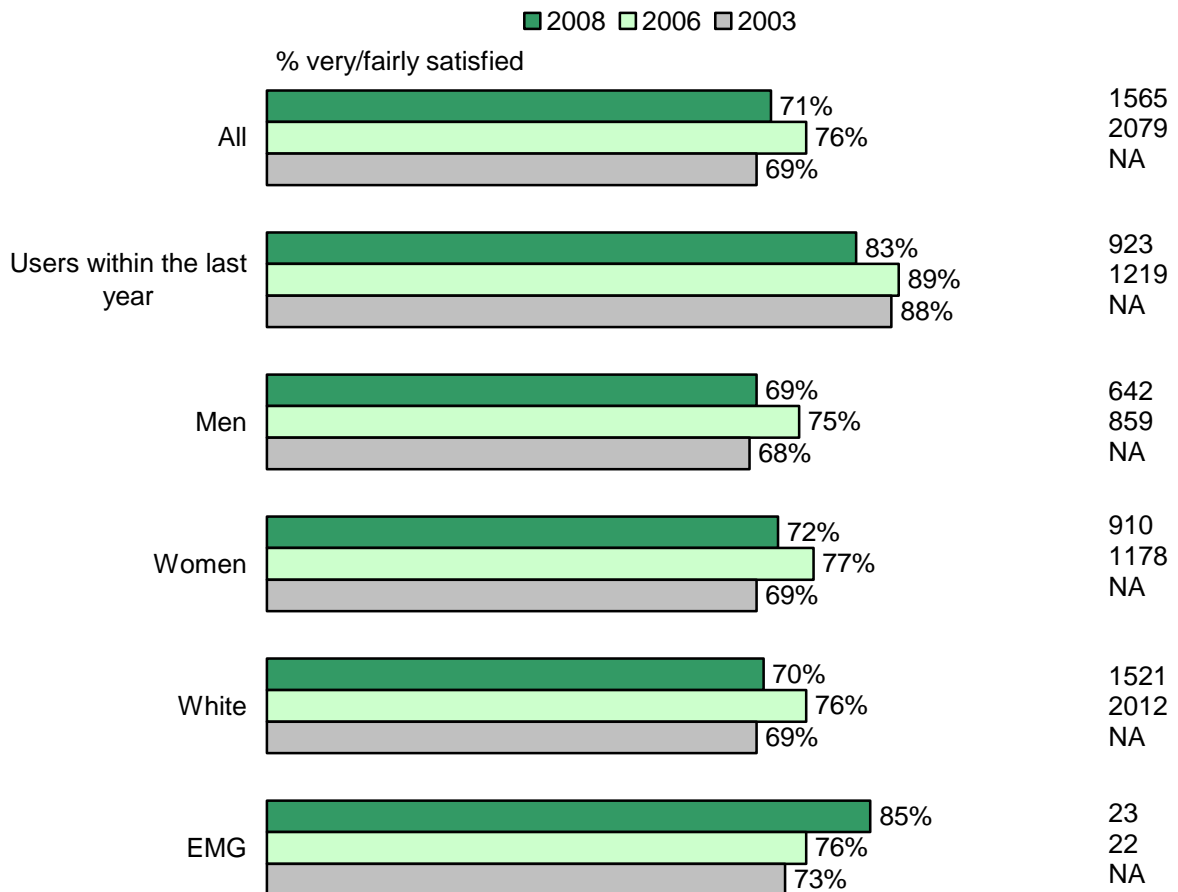
NB. 2006 and 2003 there was no "don't know" option : Small base size for EMG

## Libraries

Seven in ten respondents are satisfied with libraries (71%), a proportion which rises to 83% among users. This is significantly lower than in 2006 (89% users satisfied).

Respondents in the North and West are most satisfied (77% and 76% respectively) compared to respondents from the Urban Centre who are least satisfied (60%).

Fig  
Satisfaction with libraries



Base : All respondents with an opinion/answering the question (see above)

NB. 2006 and 2003 there was no "don't know" option : Small base size for EMG

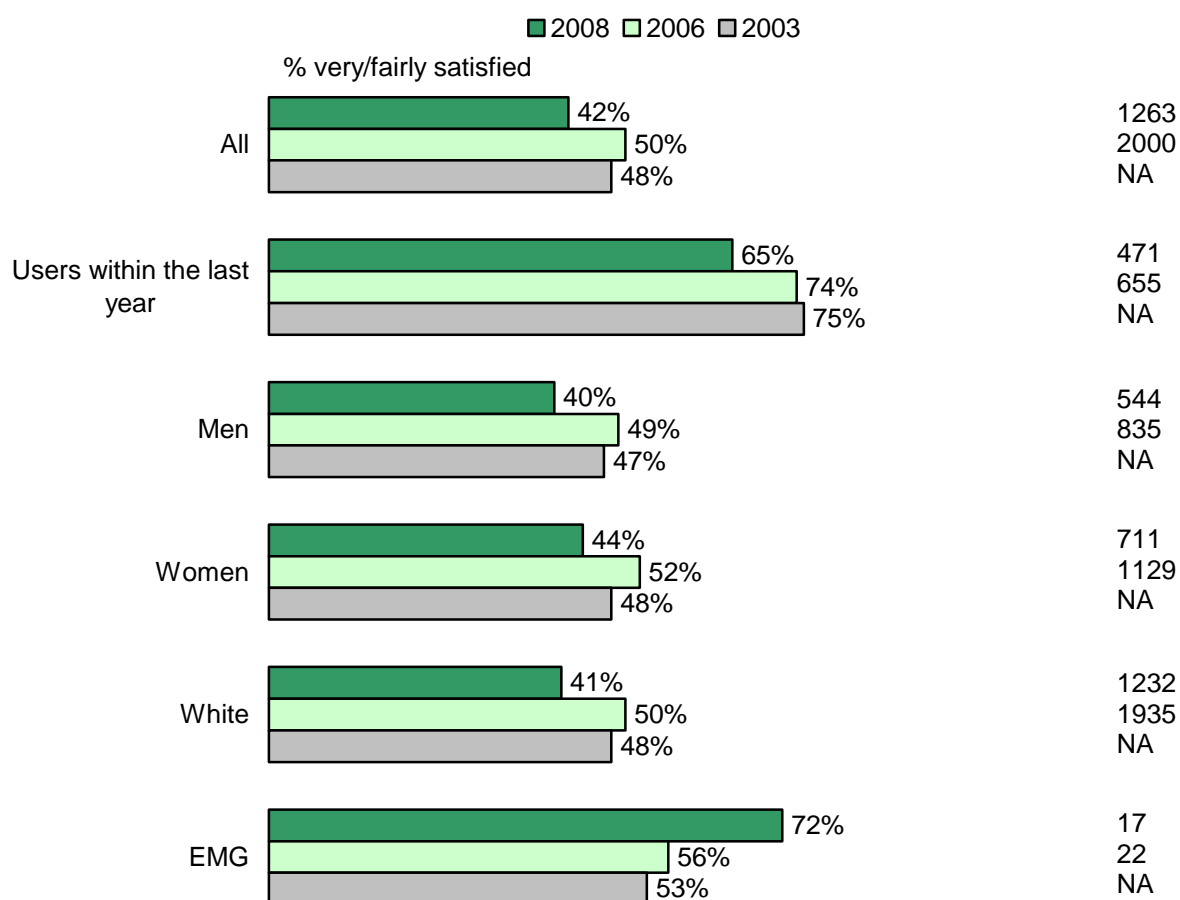
## Museums & galleries

Overall, 42% of respondents are satisfied with museums and galleries, a significant decrease on 2006 (50%).

Users are more satisfied than all those responding (65% vs 42% overall).

Those least satisfied are resident in the East (32%). Satisfaction is highest among respondents in the West (49%).

Fig  
Satisfaction with museums & galleries



Base : All respondents with an opinion/answering the question (see above)

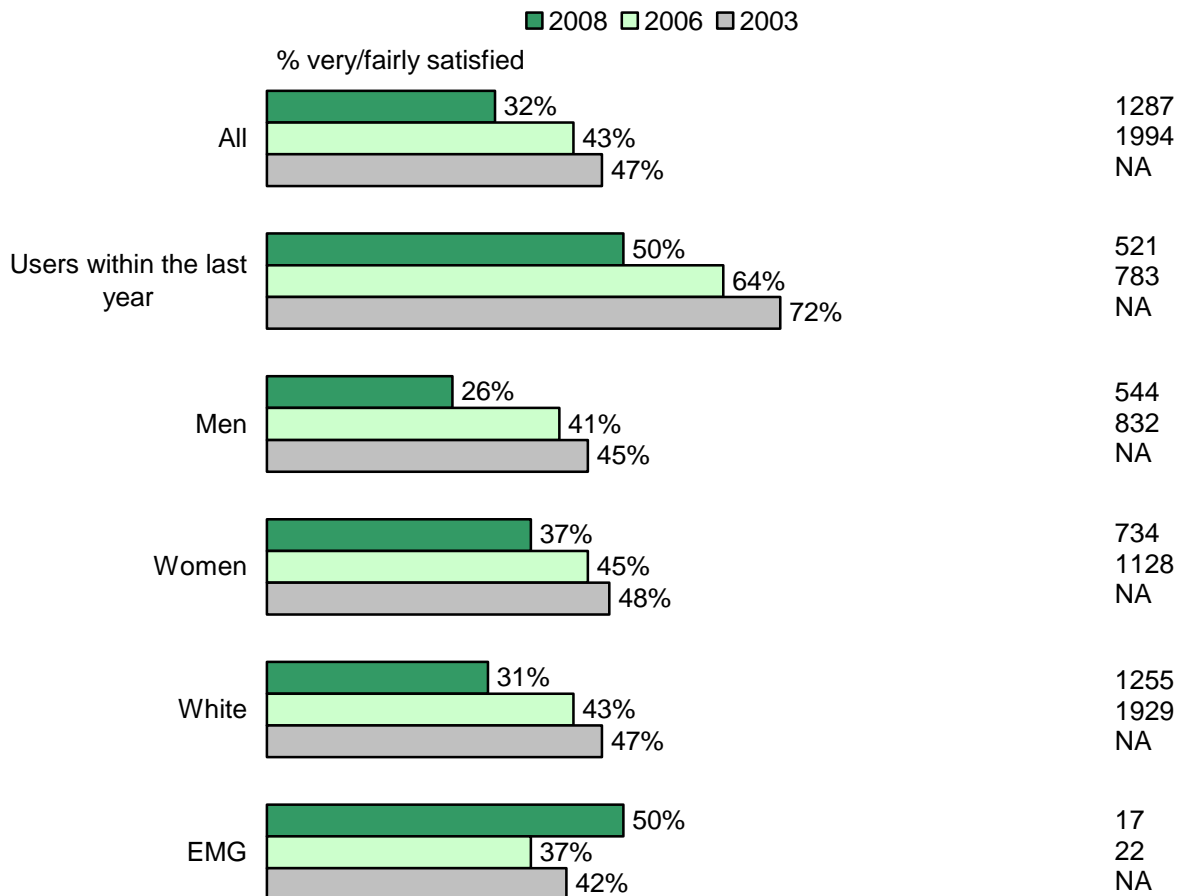
NB. 2006 and 2003 there was no "don't know" option : Small base size for EMG

### Theatres/concert halls

One third of respondents are satisfied with theatres and concert halls (32%, a decrease on the 43% satisfied in 2006). The proportion satisfied rises to 50% among users of the facilities.

Satisfaction with theatres/concert halls is highest amongst those in the North (39%) and lowest amongst those residing in the East and South (27% and 23% respectively).

Fig  
Satisfaction with theatres/concert halls



Base : All respondents with an opinion/answering the question (see above)

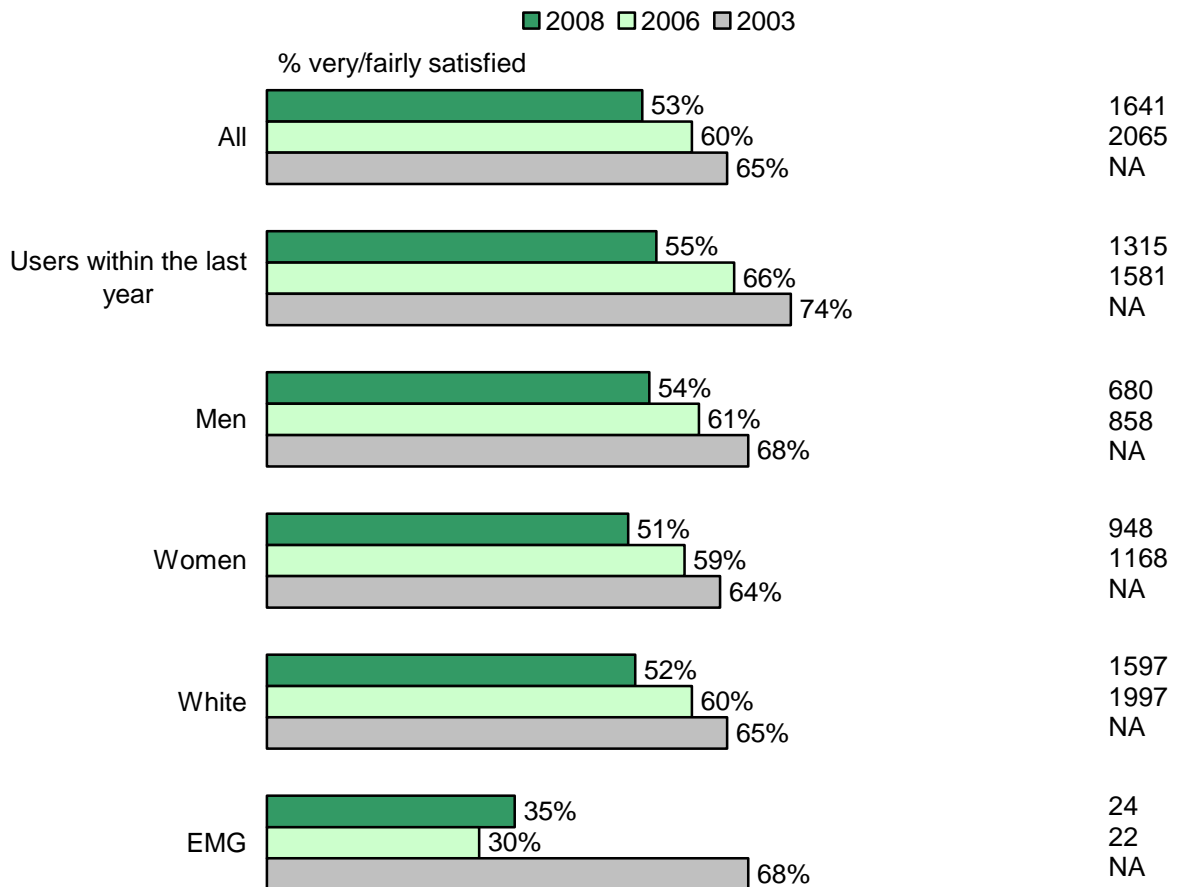
NB. 2006 and 2003 there was no "don't know" option : Small base size for EMG

## Parks and open spaces

More than half of respondents (53%) are satisfied with parks and open spaces, a decrease of five percentage points on 2006. Users are slightly more satisfied than the overall sample (55%).

Satisfaction is highest in the North (61%).

Fig  
Satisfaction with parks and open spaces



Base : All respondents with an opinion/answering the question (see above)

NB. 2006 and 2003 there was no "don't know" option : Small base size for EMG

## Summary

- Compared to previous years, satisfaction with the Council has fallen significantly from 45% in 2006 to 30% in 2008
- The key drivers to satisfaction with the Council relate to :
  - Public services engaging with local residents

- Satisfaction with refuse collection
- Appearance of local areas
- A quarters of respondents agree that the Council provides value for money, 41% disagree
- 52% of respondents are satisfied with the cleanliness of public land, a significant decrease on 2006 (60%)
- Whilst more respondents are satisfied than dissatisfied with all aspects of refuse and recycling collection, compared to previous years, satisfaction within each element has decreased
- Usage of local buses has increased from 71% in 2006 to 74% in 2008
- Satisfaction with the local bus service and public transport information has dropped significantly from 2006
- Satisfaction with specific Council services ranges from 71% for libraries to 32% theatres/concert halls respectively
- With the exception of theatres/concert halls, where user satisfaction remains consistent with 2006, there has been a significant decrease in satisfaction among users for all leisure and cultural facilities, particularly with respect to sports & leisure facilities (51% 2008 vs 74% 2006) and theatres/concert halls (50% 2008 vs 64% 2006).

## Observations

Satisfaction with the Council and individual Council services has decreased since 2006, however, this fall in satisfaction is not limited to one type of respondent.

The greater focus on the environment, perhaps puts greater pressure on Council to deliver.

Refuse collection, local tips and keeping public land free of litter and refuse, are key drivers to Council satisfaction.

Positive communications from the Council relating to actions taken in this area would help manage expectations – the message seems to be getting through in the West of the borough.

# Appendix

**Unweighted sample**

**Edited responses**

**Statistical reliability and presentation of data**

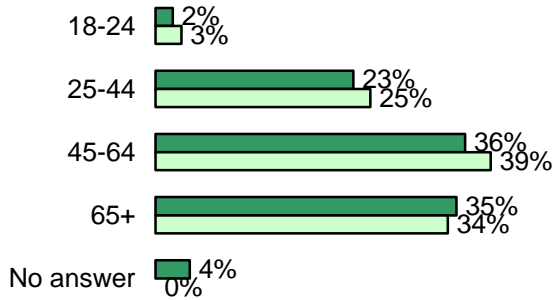
Fig x

Unweighted sample : 2003, 2006 2008

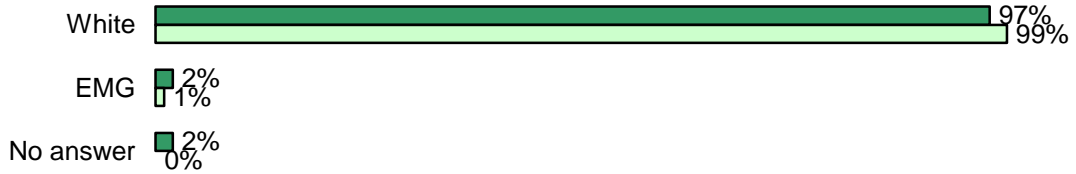
**Gender : Base (1851/2125)**



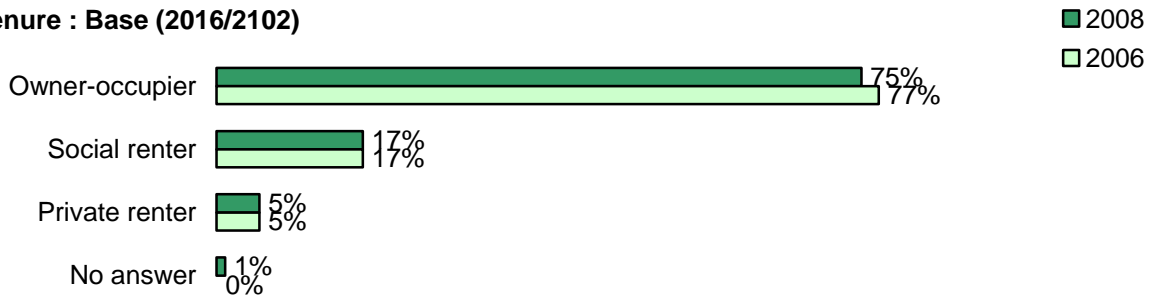
**Age : Base (1851/2077)**



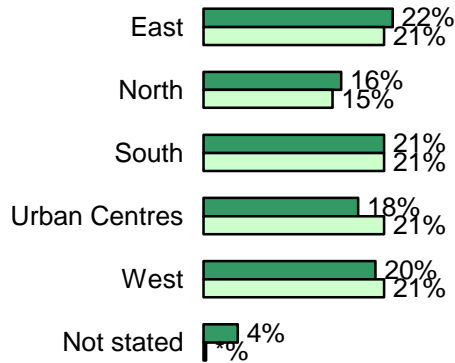
**Ethnicity : Base (1851/2124)**



**Tenure : Base (2016/2102)**



**Area : Base (2016/2184)**

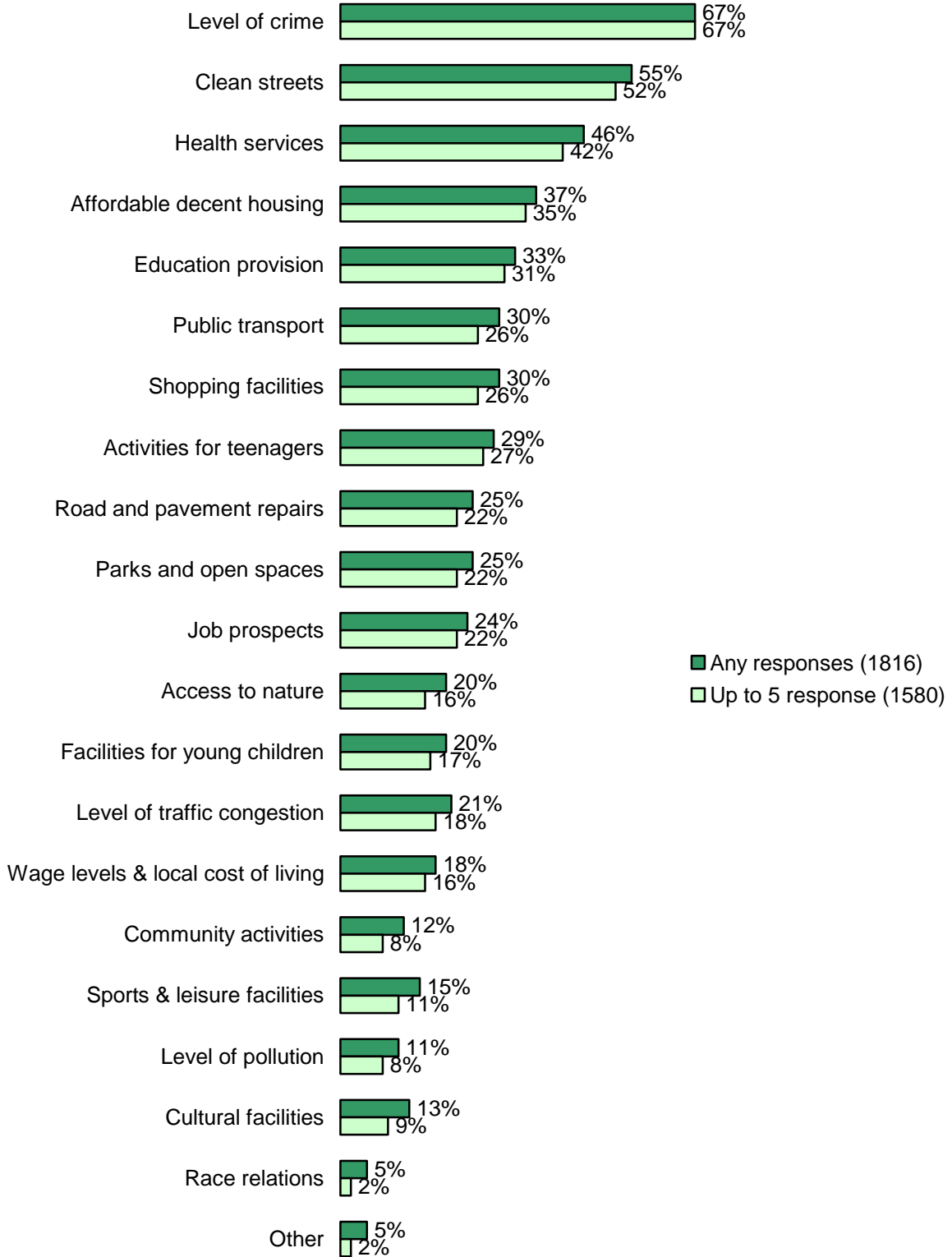


Base : All respondents answering the question (see above)

Fig x

Important elements which make somewhere a good place to live

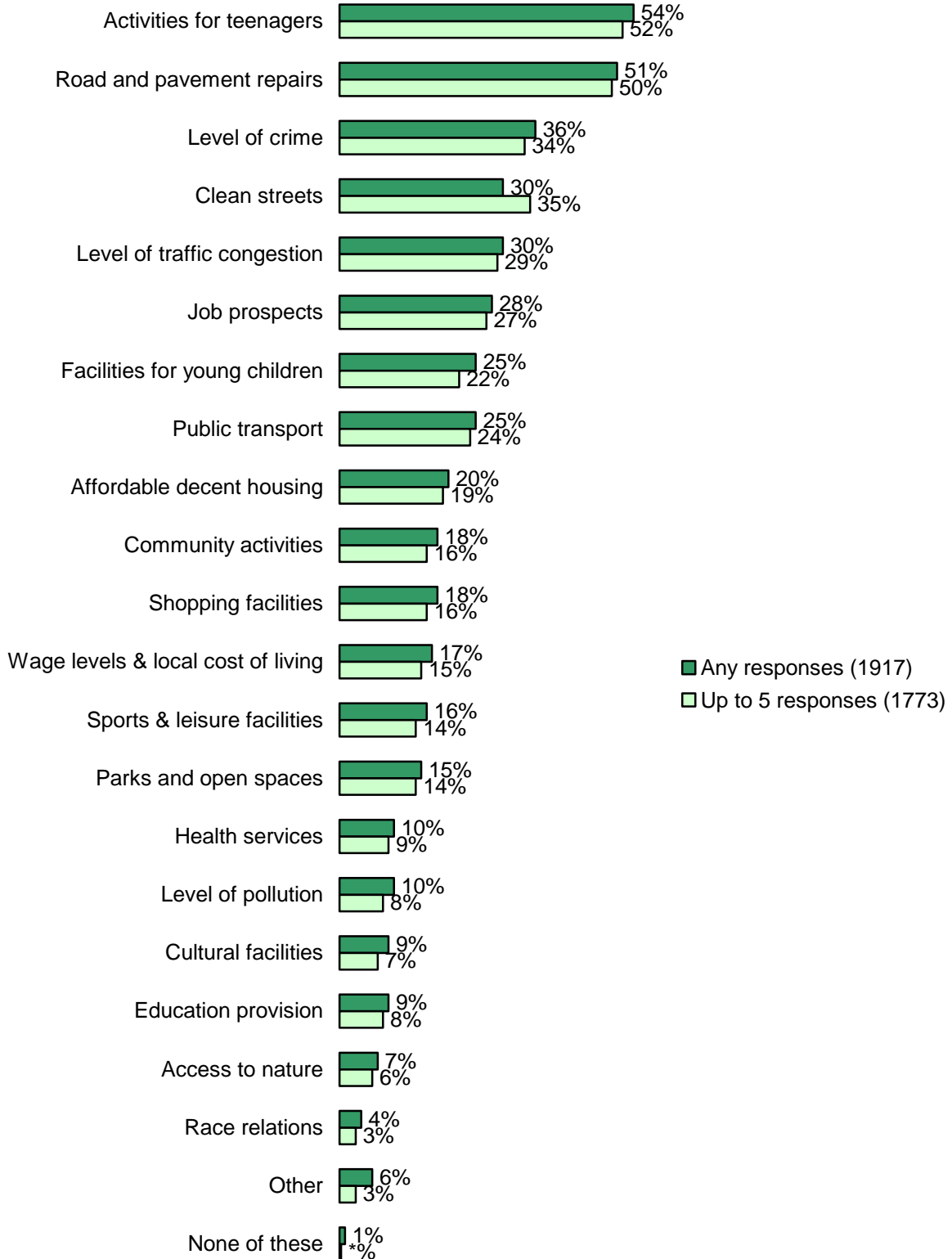
Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?



Base : All respondents selecting up to 5 responses and answering the question (see above)

Fig x  
Elements which most need improving

Q2. And thinking about this local area, which of the things below, if any, do you think most need improving?



Base : All respondents selecting up to 5 responses and answering the question (see above)

## Statistical Reliability and Presentation of Data

### Presentation and Interpretation of Data

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout this volume, an asterisk (\*) denotes any value of less than half a per cent, but greater than zero.

### Statistical Reliability

A sample of 1851, rather than the entire population, has responded to this survey. All results are therefore subject to sampling tolerances, which means that not all differences in findings are statistically significant. The respondents to the questionnaire are only samples of the total “population”, so we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the “true” values). We can, however, predict the variation between the sample results and the “true” values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the “true” value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the “95% confidence interval”. This table gives an indication of approximate sampling tolerances.

<b>Approximate sampling tolerances applicable to percentages at or near these levels</b>			
	<b>10% or 90%</b>	<b>30% or 70%</b>	<b>50%</b>
<b>Interviews</b>			
100	6	9	10
500	3	4	4
1000	2	3	3
1500	1	2	2
1851	1	2	2

*Source: Ipsos MORI North*

For example, with a sample of 1851 where 30% give a particular answer, the chances are 19 in 20 that the “true” value (which would have been obtained if the whole population had been interviewed) will fall within the range of plus or minus 2 percentage points from the sample result. Strictly speaking the tolerances shown here apply only to random samples and other surveys will probably have wider tolerances.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be “real”, or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one – i.e. if it is “statistically significant”, we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume “95% confidence interval”, the differences between the two sample results must be greater than the values given in the table overleaf:

<b>Differences required for significance at or near these percentage levels</b>			
	<b>10% or 90%</b>	<b>30% or 70%</b>	<b>50%</b>
<b>Size of the samples compared</b>			
100 and 100	8	13	14
100 and 200	7	11	12
100 and 300	7	10	11
100 and 400	7	10	11
100 and 500	6	10	11
500 and 500	4	5	6
750 and 750	3	4	5

*Source: Ipsos MORI North*