2008/ 2009 SANDWELL PLACE SURVEY TOPLINE RESULTS

Sandwell Partnership
MAKING CHANGE HAPPEN

Ipsos MORI

Q. No.	Base	Question	Response	2008/9 %
SECTION 1: ABOUT YOUR LOCAL AREA				
Q1	*1301*	Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?	The level of crime	59
			Clean streets	59
			Health services	40
			Affordable decent housing	39
			Public transport	32
			Education provision	28
			Activities for teenagers	26
			Shopping facilities	24
			Job prospects	23
			Parks and open spaces	21
			Road and pavement repairs	18
			Wage levels and local cost of living	17
			Facilities for young children	16
			The level of traffic congestion	16
			Access to nature	15
			Sports and leisure facilities	12
			Community activities	10
			Cultural facilities (e.g. libraries, museums)	9
			The level of pollution	8
			Race relations	6
			Other	3
			None of these	*
Q2	1304	And thinking about this local area, which of the things below, if any, do you think most need improving?	Activities for teenagers	51
			Clean streets	49
			The level of crime	40
			Road and pavement repairs	36
			Job prospects	29
			The level of traffic congestion	28
			Facilities for young children	23
			Affordable decent housing	20
			Sports and leisure facilities	20
			Wage levels and local cost of living	18
			Community activities	16
			Shopping facilities	16
			Parks and open spaces	14
			Health services	14
			Public transport	13
			The level of pollution	13
			Education provision	9
			Access to nature	8
			Cultural facilities (e.g. libraries, museums)	8
			Race relations	6
			Other	2
			None of these	*
Q3	*1505*	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied	9
			Fairly satisfied	53
			Neither satisfied nor dissatisfied	17
			Fairly dissatisfied	14
			Very dissatisfied	7
Q4	*1505*	And how satisfied or dissatisfied are you with your home as a place to live?	Very satisfied	35
			Fairly satisfied	47
			Neither satisfied nor dissatisfied	9
			Fairly dissatisfied	6
			Very dissatisfied	3
Q5	*1406*	How strongly do you feel you belong to your immediate neighbourhood?	Very strongly	11
			Fairly strongly	42
			Not very strongly	29
			Not at all strongly	18

SECTION 2: YOUR LOCAL PUBLIC SERVICES				
Q6		Here are some things that other 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?		
	1330	Local public services are working to make the area safer	A great deal	9
			To some extent	49
			Not very much	32
			Not at all	11
	1372	Local public services are working to make the area cleaner and greener	A great deal	10
			To some extent	43
			Not very much	32
			Not at all	15
	1204	Local public services promote the interests of local residents	A great deal	5
			To some extent	29
			Not very much	45
			Not at all	21
	1230	Local public services act on the concerns of local residents	A great deal	6
			To some extent	30
			Not very much	41
			Not at all	22
	1120	Local public services treat all types of people fairly	A great deal	16
			To some extent	45
			Not very much	25
			Not at all	15
Q7		Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.		
	1477	West Midlands Police	Very satisfied	13
			Fairly satisfied	35
			Neither satisfied nor dissatisfied	19
			Fairly dissatisfied	12
			Very dissatisfied	9
			Haven't used the service	12
	1435	West Midlands Fire Service	Very satisfied	35
			Fairly satisfied	25
			Neither satisfied nor dissatisfied	11
			Fairly dissatisfied	1
			Very dissatisfied	1
			Haven't used the service	28
	1495	Your GP (family doctor)	Very satisfied	35
			Fairly satisfied	37
			Neither satisfied nor dissatisfied	11
			Fairly dissatisfied	8
			Very dissatisfied	6
			Haven't used the service	3
	1483	Your Local Hospital	Very satisfied	25
			Fairly satisfied	44
			Neither satisfied nor dissatisfied	12
			Fairly dissatisfied	7
			Very dissatisfied	5
			Haven't used the service	8
	1428	Your local dentist	Very satisfied	26
			Fairly satisfied	36
			Neither satisfied nor dissatisfied	13
			Fairly dissatisfied	3
			Very dissatisfied	5
			Haven't used the service	18

Q8		Sandwell Council is the 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 Sandwell Council?		
	1443	Keeping public land clear of litter and refuse	Very satisfied	5
			Fairly satisfied	34
			Neither satisfied nor dissatisfied	20
			Fairly dissatisfied	20
			Very dissatisfied	20
	1481	Refuse collection	Very satisfied	32
			Fairly satisfied	45
			Neither satisfied nor dissatisfied	9
			Fairly dissatisfied	7
			Very dissatisfied	6
	1409	Doorstep recycling	Very satisfied	28
			Fairly satisfied	38
			Neither satisfied nor dissatisfied	13
			Fairly dissatisfied	9
			Very dissatisfied	12
	1278	Local tips/household waste recycling centres	Very satisfied	27
			Fairly satisfied	40
			Neither satisfied nor dissatisfied	19
			Fairly dissatisfied	10
			Very dissatisfied	6
	1248	Local transport information	Very satisfied	12
			Fairly satisfied	43
			Neither satisfied nor dissatisfied	28
			Fairly dissatisfied	11
			Very dissatisfied	6
	1350	Local bus services	Very satisfied	21
			Fairly satisfied	44
			Neither satisfied nor dissatisfied	22
			Fairly dissatisfied	8
			Very dissatisfied	6
	1161	Sport/leisure facilities	Very satisfied	7
			Fairly satisfied	31
			Neither satisfied nor dissatisfied	30
			Fairly dissatisfied	16
			Very dissatisfied	16
	1223	Libraries	Very satisfied	23
			Fairly satisfied	44
			Neither satisfied nor dissatisfied	23
			Fairly dissatisfied	7
			Very dissatisfied	4
	984	Museums/galleries	Very satisfied	7
			Fairly satisfied	24
			Neither satisfied nor dissatisfied	39
			Fairly dissatisfied	13
			Very dissatisfied	17
	966	Theatres/concert halls	Very satisfied	6
			Fairly satisfied	18
			Neither satisfied nor dissatisfied	35
			Fairly dissatisfied	15
			Very dissatisfied	26
	1347	Parks and open spaces	Very satisfied	14
			Fairly satisfied	41
			Neither satisfied nor dissatisfied	22
			Fairly dissatisfied	14
			Very dissatisfied	8
Q9		Please indicate how frequently you have used the following public services provided or supported by Sandwell Council.		
	1413	Local tips/household waste recycling centres	Almost every day	2
			At least once a week	13
			About once a month	24
			Within the last 6 months	28
			Within the last year	13
			Longer ago	17
			Never used	13

	1266	Local transport information	Almost every day	9
			At least once a week	9
			About once a month	17
			Within the last 6 months	24
			Within the last year	14
			Longer ago	10
			Never used	17
	1393	Local bus services	Almost every day	26
			At least once a week	19
			About once a month	14
			Within the last 6 months	14
			Within the last year	7
			Longer ago	10
			Never used	10
	1233	Sport/leisure facilities	Almost every day	2
			At least once a week	13
			About once a month	9
			Within the last 6 months	12
			Within the last year	13
			Longer ago	19
			Never used	32
	1331	Libraries	Almost every day	1
			At least once a week	9
			About once a month	19
			Within the last 6 months	15
			Within the last year	11
			Longer ago	21
			Never used	24
	1169	Museums/galleries	Almost every day	*
			At least once a week	1
			About once a month	5
			Within the last 6 months	10
			Within the last year	9
			Longer ago	24
			Never used	50
	1126	Theatres/concert halls	Almost every day	*
			At least once a week	2
			About once a month	3
			Within the last 6 months	11
			Within the last year	11
			Longer ago	21
			Never used	53
	1390	Parks and open spaces	Almost every day	10
			At least once a week	23
			About once a month	21
			Within the last 6 months	17
			Within the last year	10
			Longer ago	8
			Never used	10
Q10	*1349*	To what extent do you agree or disagree that Sandwell Council provides value for money?	Strongly agree	2
			Tend to agree	23
			Neither agree nor disagree	33
			Tend to disagree	26
			Strongly disagree	15
Q11	*1428*	Taking everything into account, how satisfied or dissatisfied are you with the way Sandwell Council runs things?	Very satisfied	5
			Fairly satisfied	33
			Neither satisfied nor dissatisfied	29
			Fairly dissatisfied	21
			Very dissatisfied	14

SECTION 3: INFORMATION				
Q12		How well informed do you feel about each of the following?		
	1458	How and where to register to vote	Very well informed	53
			Fairly well informed	37
			Not very well informed	7
			Not well informed at all	2
	1391	How your council tax is spent	Very well informed	15
			Fairly well informed	40
			Not very well informed	32
			Not well informed at all	14
	1167	How you can get involved in local decision-making	Very well informed	4
			Fairly well informed	21
			Not very well informed	48
			Not well informed at all	27
	1287	What standard of service you should expect from local public services	Very well informed	8
			Fairly well informed	31
			Not very well informed	39
			Not well informed at all	22
	1281	How well local public services are performing	Very well informed	5
			Fairly well informed	29
			Not very well informed	44
			Not well informed at all	22
	1255	How to complain about local public services	Very well informed	5
			Fairly well informed	26
			Not very well informed	40
			Not well informed at all	29
	1458	What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	Very well informed	4
			Fairly well informed	11
			Not very well informed	30
			Not well informed at all	40
			Don't know	15
	1385	Overall, how well informed do you feel about local public services?	Very well informed	4
			Fairly well informed	29
			Not very well informed	41
			Not well informed at all	26
SECTION 4: LOCAL DECISION MAKING				
Q13	*1191*	Do you agree or disagree that you can influence decisions affecting your local area?	Definitely agree	4
			Tend to agree	22
			Tend to disagree	46
			Definitely disagree	28
Q14	*1391*	Generally speaking, would you like to be more involved in the decisions that affect your local area?	Yes	26
			No	14
			Depends on the issue	60
SECTION 5: HELPING OUT				
Q15	*1236*	Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?	At least once a week	10
			Less than once a week but at least once a month	7
			Less often	7
			I give unpaid help as an individual only and not through group(s), club(s) or organisation(s)	13
			I have not given any unpaid help at all over the last 12 months	62
SECTION 6: GETTING INVOLVED				
Q16		In the past 12 months have you …		
	1381	Been a local councillor (for a local authority or town or parish)	Yes	1
			No	99
	1381	Been a member of a group making decisions on local health or education services	Yes	4
			No	96
	1377	Been a member of a decision-making group set up to regenerate the local area	Yes	2
			No	98
	1365	Been a member of a decision-making group set up to tackle local crime problems	Yes	3
			No	97
	1365	Been a member of a tenants' group decision-making committee	Yes	3
			No	97
	1361	Been a member of a group making decisions on local services for young people	Yes	3
			No	97
	1363	Been a member of another group making decisions on services in the local community	Yes	5
			No	95

SECTION 7: RESPECT AND CONSIDERATION				
Q17	*1395*	To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?	Definitely agree	5
			Tend to agree	14
			Neither agree nor disagree	20
			Tend to disagree	32
			Definitely disagree	30
Q18	*1109*	To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	Definitely agree	7
			Tend to agree	57
			Tend to disagree	23
			Definitely disagree	12
Q19	*1313*	In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?	A very big problem	13
			A fairly big problem	32
			Not a very big problem	45
			Not a problem at all	10
Q20	*1295*	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	13
			Most of the time	44
			Some of the time	32
			Rarely	7
			Never	4
Q21	*1472*	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).	Yes	30
			No	18
			Don't know	51
SECTION 8: COMMUNITY SAFETY				
Q22	*1423*	How safe or unsafe do you feel when outside in your local area after dark?	Very safe	3
			Fairly safe	30
			Neither safe nor unsafe	18
			Fairly unsafe	24
			Very unsafe	25
Q23	*1444*	How safe or unsafe do you feel when outside in your local area during the day?	Very safe	25
			Fairly safe	48
			Neither safe nor unsafe	17
			Fairly unsafe	9
			Very unsafe	2
Q24		Thinking about this local area, how much of a problem do you think each of the following are ....?		
	1398	Noisy neighbours or loud parties	A very big problem	8
			A fairly big problem	12
			Not a very big problem	42
			Not a problem at all	38
	1417	Teenagers hanging around on the streets	A very big problem	26
			A fairly big problem	29
			Not a very big problem	35
			Not a problem at all	10
	1433	Rubbish and litter lying around	A very big problem	28
			A fairly big problem	32
			Not a very big problem	32
			Not a problem at all	7
	1380	Vandalism, graffiti and other deliberate damage to property or vehicles	A very big problem	20
			A fairly big problem	27
			Not a very big problem	40
			Not a problem at all	13
	1117	People using or dealing drugs	A very big problem	22
			A fairly big problem	25
			Not a very big problem	32
			Not a problem at all	22
	1309	People being drunk or rowdy in public places	A very big problem	15
			A fairly big problem	22
			Not a very big problem	43
			Not a problem at all	20
	1265	Abandoned or burnt out cars	A very big problem	6
			A fairly big problem	7
			Not a very big problem	35
			Not a problem at all	51

Q25	*1438*	So, how much would you agree or disagree that the police and other local public services seek people's views about these issues (anti-social behaviour and crime) in your local area?	Strongly agree	8
			Tend to agree	16
			Neither agree nor disagree	25
			Tend to disagree	22
			Strongly disagree	17
			Don't know	12
Q26	*1382*	And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues (anti-social behaviour and crime) in your local area?	Strongly agree	4
			Tend to agree	17
			Neither agree nor disagree	27
			Tend to disagree	19
			Strongly disagree	17
			Don't know	17
SECTION 9: ABOUT YOURSELF				
Q27	*1481*	Are you male or female?	Male	46
			Female	54
Q28	*1498*	What was your age on your last birthday?	18 – 24	10
			25 – 34	17
			35 – 44	18
			45 – 54	19
			55 – 64	14
			65 – 69	7
			70 – 74	6
			75+	8
Q29	*1460*	How is your health in general? Would you say it is…	Very good	26
			Good	38
			Fair	28
			Bad	7
			Very bad	1
Q30	*1453*	In which of these ways does your household occupy your current accommodation?	Owned outright	30
			Buying on mortgage	38
			Rent from council	20
			Rent from Housing Association/Trust	4
			Rented from private landlord	6
			Other	1
Q31	*1456*	How many children aged 17 or under are living here?	None	67
			One	15
			Two	11
			Three	5
			Four	1
			More than four	*
Q32	*1450*	How many adults aged 18 or over are living here?	One	26
			Two	52
			Three	12
			Four	9
			More than four	1
Q33	*1403*	Which of these activities best describes what you are doing at present?	Employee in full-time job (30 hours plus per week)	43
			Employee in part-time job (under 30 hours per week)	9
			Self employed full or part-time	4
			On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*
			Full-time education at school, college or university	1
			Unemployed and available for work	5
			Permanently sick/disabled	7
			Wholly retired from work	21
			Looking after the home	7
			Doing something else	3
Q34	*1413*	Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)	Yes	33
			No	67
Q35	*578*	Does this illness or disability limit your activities in any way?	Yes	74
			No	26

Q36	*1410*	To which of these groups do you consider you belong?	WHITE	80
			British	77
			Irish	1
			Any other white background	2
			MIXED	1
			White and Black Caribbean	1
			White and Black African	*
			White and Asian	*
			Any other mixed background	*
			BLACK OR BLACK BRITISH	4
			Caribbean	3
			African	1
			Any other black background	*
			ASIAN OR ASIAN BRITISH	14
			Indian	8
			Pakistani	4
			Bangladeshi	1
			Any other Asian background	*
			OTHER	1
			Chinese	*
			Other ethnic group	1