



GfK NOP Social Research

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*2008 Place Survey Report on
National Indicators*

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A research
Report for:



Havant
BOROUGH COUNCIL

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This report is printed double sided to save paper.



1 Methodology

This is a report of the key 'National Indicator' (NI) findings from a survey conducted by GfK NOP Social Research on behalf of Havant Borough Council. The study was designed to meet the requirements of the Audit Commission's Place Survey 2008 for local authorities as laid down in the Place Survey 2008/2009 Manual.

The questionnaire for the survey was as the original Audit Commission design. The questionnaire was put into desktop-published format to improve the readability of the document and to make it more user-friendly.

The methodology involved a postal survey as specified by the Audit Commission. Addresses were selected from a Postal Address File (PAF) sample of small users systematically on a 1-in-N basis. The sample was supplied to the Council by the Audit Commission.

A total of 2,600 addresses were sampled in this exercise. The initial mailing in September 2008 included the questionnaire and a return reply-paid envelope. A covering letter formed the covering page of the questionnaire. A second questionnaire was sent out to non-respondents and a third copy to those who still did not respond. By the cut-off date for the project, a total of 1,399 completed questionnaires had been returned. In addition, a further 32 addresses in the original sample were known to be vacant or derelict. The adjusted response rate was therefore 54%. The sample size was in excess of the Audit Commission target of 1,100 completed questionnaires and the maximum error on the unweighted data is +/-2.6%.

In addition to the use of reminders, a number of other efforts were made to maximise the response rate on this survey. The Council's logo was printed on envelopes, GfK NOP offered a free-phone facility for respondents who had queries about the survey and it was publicised in the Council's 'Serving You' magazine.

The Audit Commission weighted the data by age and gender interlocked and ethnicity according to ONS figures, for Havant. The report has been written using this weighted data which is available in a separate set of tabulations. Weighting the data means some results suffer from rounding so that a 'very' and 'fairly' result added together for example may equal one more or less than the sum of the two parts.

NIs are key questions which the Audit Commission use to compare the performance of councils.



This survey is a survey of perceptions and attitudes rather than respondents' fact based knowledge of how good services and so on are. It is how residents feel about the local area (described as a 15-20 minute walk from their home) in which they live. The same survey is used in every council in England and as such every council has asked the same questions using the same methodology. This allows the Audit Commission to compare the different results across the country and also, if the same questionnaire is used again, to see if improvements can be achieved every two years. A postal survey does have its weaknesses but with a good response rate (which was achieved in Havant) and a large number of respondents, it is robust enough to provide some confidence that the results do reflect residents' opinions, perceptions and attitudes.

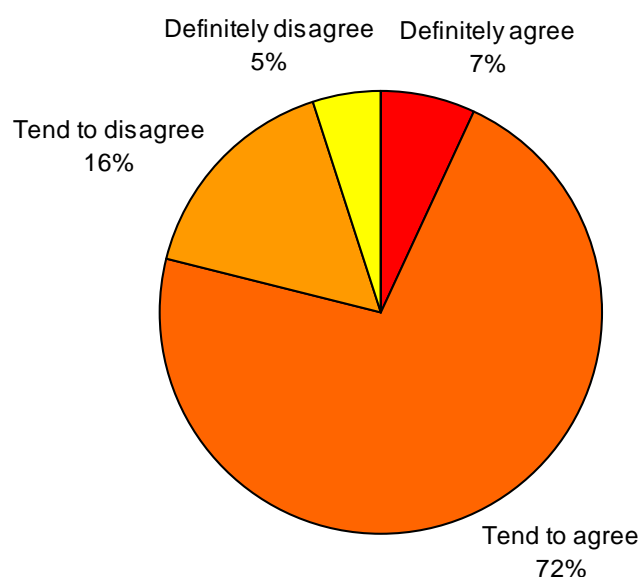
2 Findings

In this section a report on each of the NIs for Havant is provided. A comparison with the other districts is provided at Section 3.

2.1 NI 1: The proportion of people who believe people from different backgrounds get on well together

Havant's score for NI 1 is 79%. This breaks down as the chart below indicates.

Chart 1: 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 answering (787)

The proportion agreeing is higher amongst those aged 55+ than other age groups (86% compared to 79% of those aged 35-54 and 69% of those age 18-34).

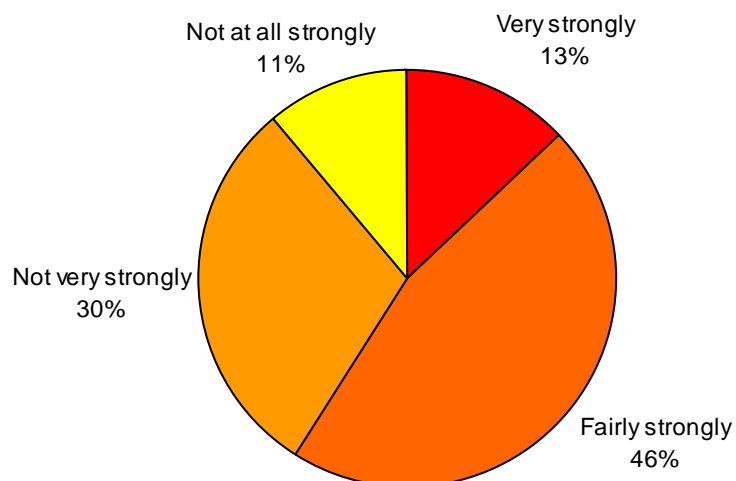
There are also some disparities amongst the different Community Board Areas as the table below demonstrates with Emsworth and WaterlooVille South significantly more likely to think that people from different backgrounds get on well together.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(787) %	(83) %	(137) %	(133) %	(164) %	(154) %	(116) %
NI 1	79	90	77	77	71	81	85

2.2 NI 2: The proportion of people who feel that they belong to their neighbourhood

Havant's score for NI 2 is 59%. This breaks down as the chart below indicates.

Chart 2: How strongly do you feel you belong to your immediate neighbourhood?



Base: all respondents answering (1,292)

Older respondents are again more positive with 66% of those aged 55 or more agreeing compared to 57% of 35-54 year olds and 51% of those aged 18-34.

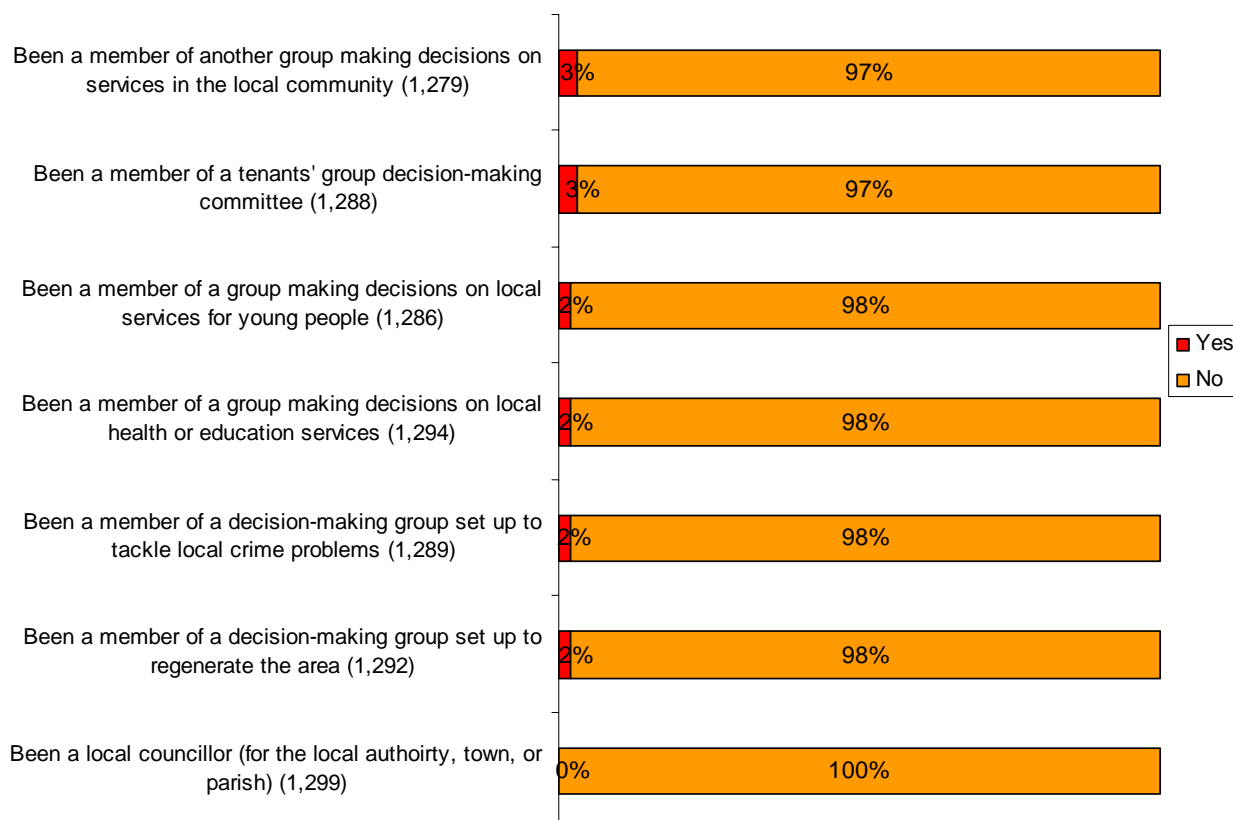
Differences are also apparent by Community Board Area as the table below demonstrates with Emsworth residents significantly more likely to agree.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,292)	(132)	(210)	(210)	(231)	(304)	(205)
	%	%	%	%	%	%	%
NI 2	59	77	62	66	60	54	47

2.3 NI 3: Civic participation in the local area

Havant's score for NI 3 is 11%. This is made up of the proportion of respondents who did at least one of the things in chart 3.

Chart 3: Civic participation?



Base: all respondents answering (as labelled)

Older respondents are more likely to be involved with 13% of those aged 55 or more compared to 10% of 35-54 year olds and 7% of those aged 18-34.

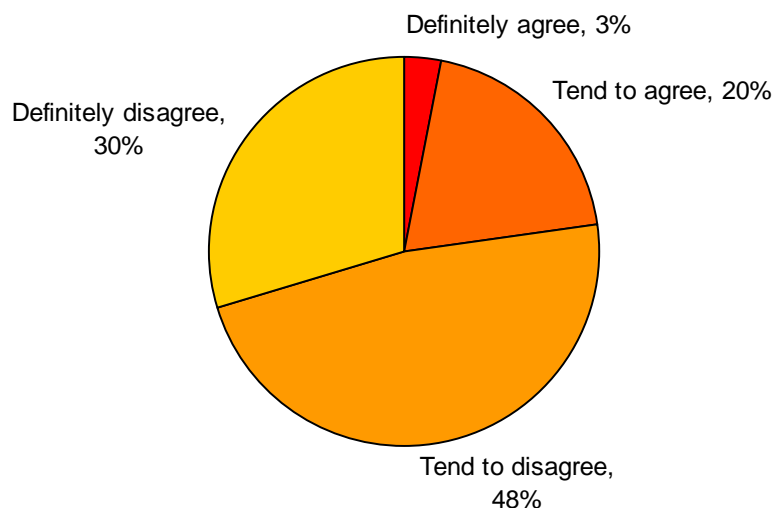
Differences can again be seen by Community Board Area as the table below demonstrates with Leigh Park and Waterlooville South significantly less likely to be a member of any of the groups listed in the chart.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,253)	(124)	(210)	(203)	(221)	(294)	(201)
	%	%	%	%	%	%	%
NI 3	11	18	10	17	8	11	4

2.4 NI 4: The proportion of people who feel that they can influence decisions in their locality

Havant's score for NI 4 is 23%. This breaks down as the chart below indicates.

Chart 4: Do you agree or disagree that you can influence decisions affecting your local area?



Base: all respondents answering (1,135)

Significant differences are evident between gender (males 19%, females 25%) and age (55+ 28%, 35-54 16% and 18-34 24%). It is interesting that it is the middle age group that are least likely to agree.

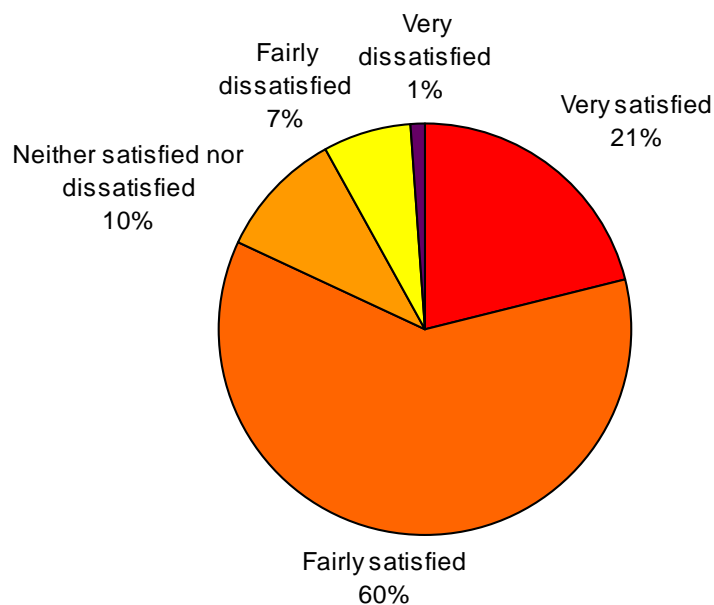
When looking at Community Board Areas Emsworth has the greatest proportion of residents agreeing with the question while WaterlooVille North has the smallest.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,135) %	(119) %	(188) %	(180) %	(199) %	(271) %	(178) %
NI 4	23	32	29	23	23	16	20

2.5 NI 5: Overall/general satisfaction with the local area

Havant's score for NI 5 is 82%. This breaks down as the chart below indicates.

Chart 5: Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base: all respondents answering (1,365)

Women (84%) are more likely to be satisfied with the local area than men (78%) and differences are also evident by age with the eldest group more satisfied than others (55+ 86%, 35-54 78% and 18-34 80%).

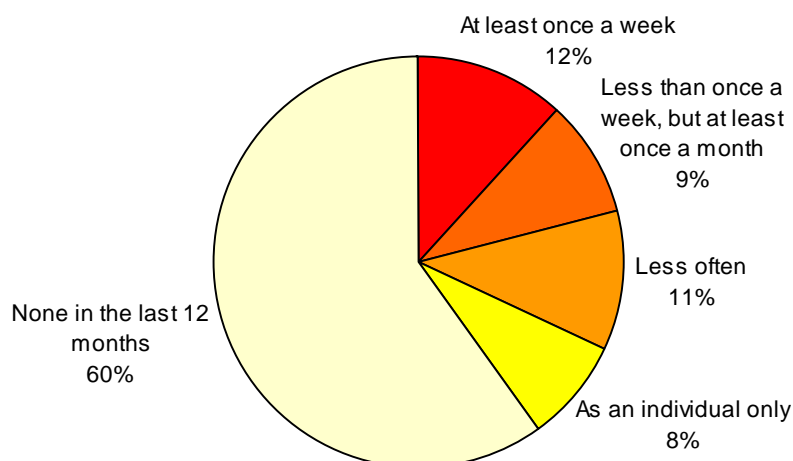
Residents of Emsworth are the most satisfied with their area compared with other Community Board Areas, particularly Leigh Park where residents appear to be significantly less satisfied.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,365) %	(136) %	(222) %	(216) %	(253) %	(323) %	(215) %
NI 5	82	96	83	84	68	86	82

2.6 NI 6: Participation in regular volunteering

Havant's score for NI 6 is 21%. This breaks down as the chart below indicates.

Chart 6: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisations?



Base: all respondents answering (1,192)

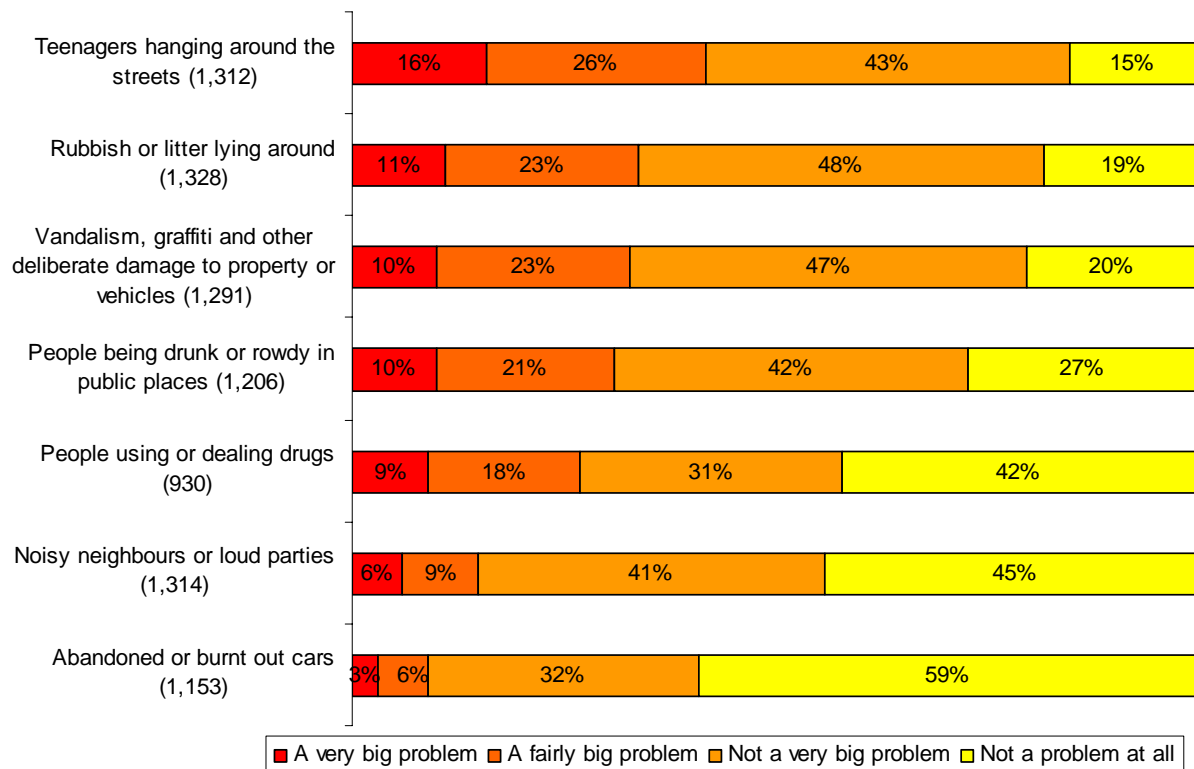
There are no significant differences by demographics but Emsworth and Hayling Island are the Community Board Areas with the highest proportion of regular volunteers. In the case of Hayling Island this is primarily made up of those who volunteer at least once a week which at 18% is significantly higher than the 12% average or Emsworth's 11%.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,192)	(128)	(200)	(194)	(200)	(278)	(192)
	%	%	%	%	%	%	%
NI 6	21	26	19	30	14	22	18

2.7 NI 17: Perceptions of anti-social behaviour

Havant's score for NI 17 is 20%. This is derived from figures from the chart below.

Chart 7: Thinking about this local area, how much of a problem do you think each of the following are?



Base: all respondents answering (as labelled)

NI 17 is derived by giving each person a weight of 3 for a very big problem, 2 for a fairly big problem and 1 for not a very big problem. Whoever scored more than 11 on this basis went into the NI.

Younger respondents are more likely to think there are problems and fit into the NI with 27% of 18-34 year olds, 23% 35-54 year olds and 14% of those aged 55+.

There is a clear distinction in the Community Board Areas with Emsworth, Havant & Bedhampton, and Hayling Island at one end and Leigh Park and the Waterlooville areas at the other. Leigh Park stands out particularly.

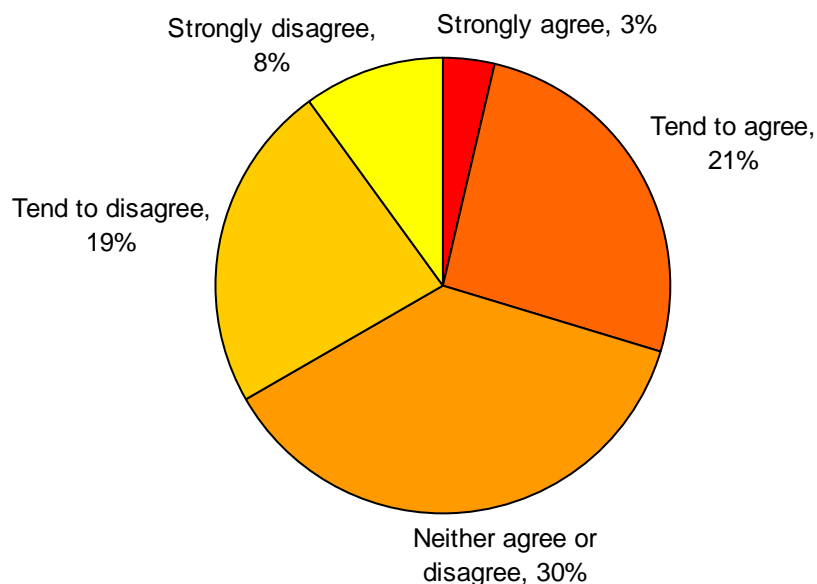
	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,332)	(137)	(215)	(212)	(241)	(315)	(212)
	%	%	%	%	%	%	%
NI 17	20	6	9	12	43	20	21



2.8 NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police

Havant's score for NI 21 is 24%. This breaks down as the chart below indicates.

Chart 8: 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 (1305)

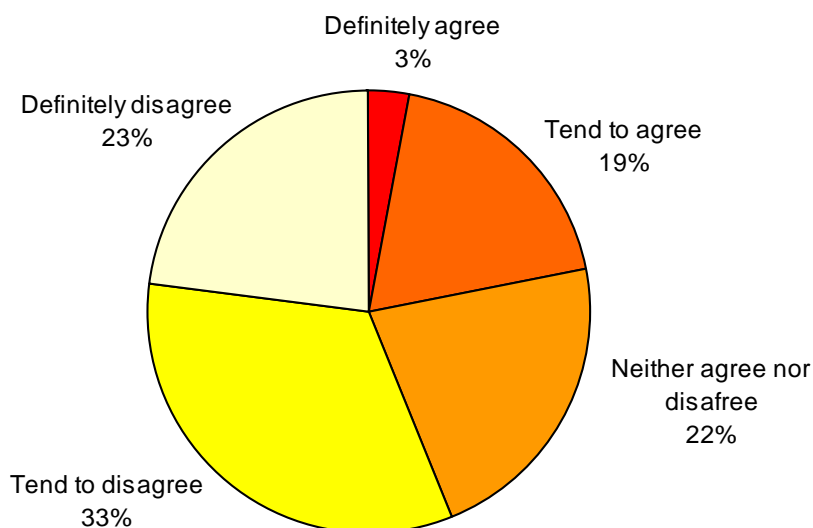
Respondents aged 55+ were more likely to agree (29%) than others (20% of those aged 18-34 and 22% of those aged 35-54). Leigh Park and Waterlooville South have noticeably less agreement than other of the Community Board Areas.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,305)	(131)	(210)	(208)	(238)	(309)	(209)
	%	%	%	%	%	%	%
NI 21	24	30	24	30	19	27	18

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

Havant's score for NI 22 is 22%. This breaks down as the chart below indicates.

Chart 9: 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 answering (1,252)

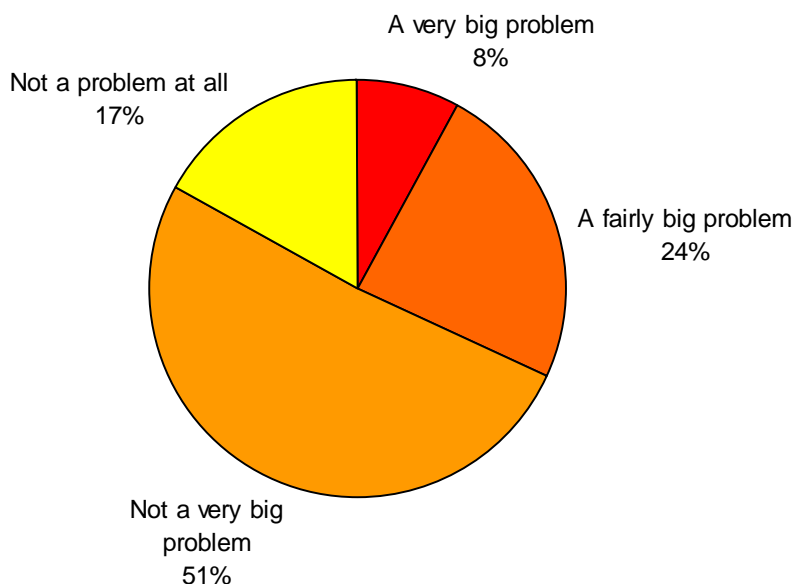
There are no significant differences by demographics but residents of Emsworth were the most likely to agree that parents take enough responsibility for the behaviour of their children, Leigh Park the least likely.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,252)	(123)	(206)	(199)	(235)	(281)	(208)
	%	%	%	%	%	%	%
NI 22	22	36	22	24	15	23	19

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

Havant's score for NI 23 is 32%. This breaks down as the chart below indicates.

Chart 10: 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 (1,214)

Older respondents were again more positive than younger with 45% of 18-34 year olds thinking people not treating each other with respect and consideration is a problem compared to 36% of 35-54 year olds and only 22% of those aged 55 or more.

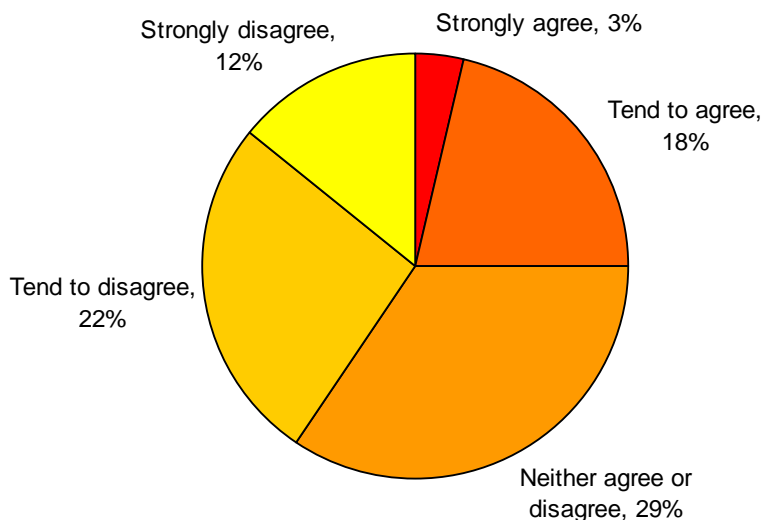
Leigh Park stands out quite markedly as having a significantly higher proportion of residents who think this issue is a problem and Emsworth significantly less than any other Community Board Area.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,214) %	(118) %	(200) %	(193) %	(239) %	(276) %	(188) %
NI 23	32	14	27	26	53	29	31

2.11 NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police

Havant's score for NI 27 is 21%. This breaks down as the chart below indicates.

Chart 11: How much would you agree or disagree that the police and local council seek people's views about the anti-social behaviour and crime issues that matter in this area?



Base: all respondents answering (1340)

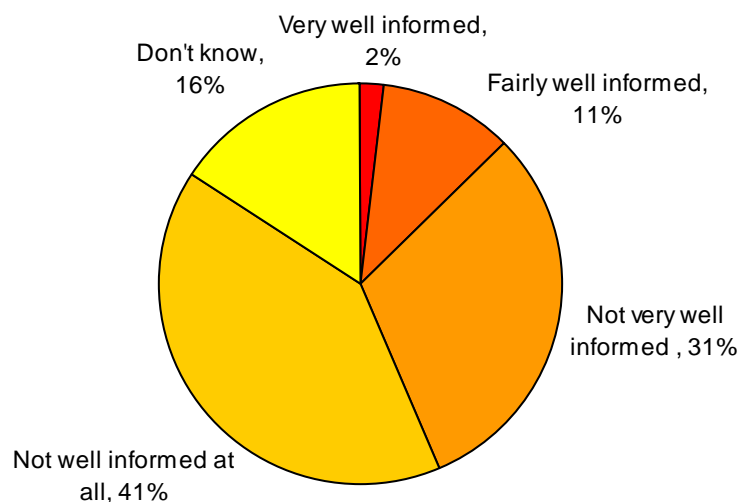
There are no significant differences by demographics but Waterlooville South has a significantly lower agree score than other Community Board Areas or the average NI score.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,340)	(135)	(220)	(211)	(244)	(317)	(213)
	%	%	%	%	%	%	%
NI 27	21	21	20	30	21	23	12

2.12 NI 37: Awareness of civil protection arrangements in the local area

Havant's score for NI 37 is 13%. This breaks down as the chart below indicates.

Chart 12: How well informed do you feel about what to do in the event of a large-scale emergency e.g. flooding, human pandemic flu?



Base: all respondents answering (1339)

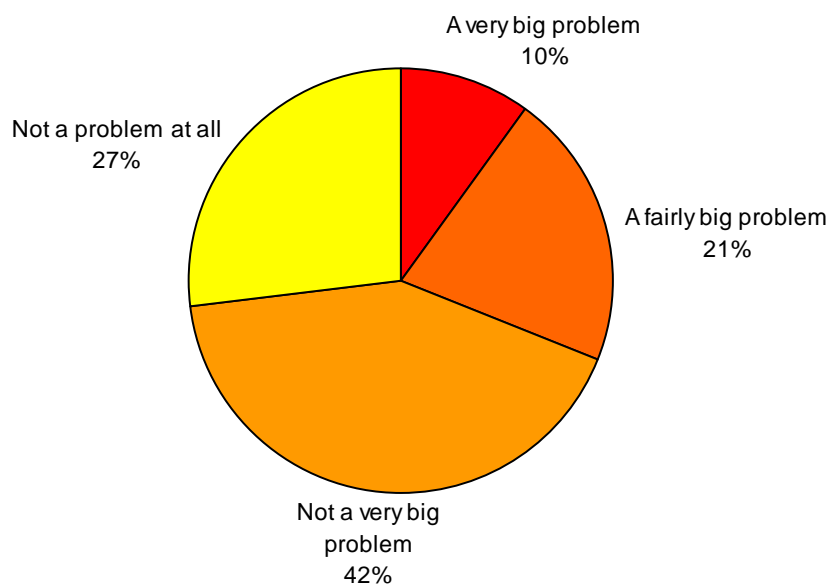
Older respondents are again more positive with 20% of them considering themselves well informed about what to do in the event of a large scale emergency compared to 5% and 9% of 18-34 year olds and 35-54 year olds respectively. Amongst the Community Board Areas respondents in Hayling Island are significantly more likely to consider themselves well informed compared to others.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,339) %	(137) %	(215) %	(213) %	(248) %	(311) %	(215) %
NI 37	13	13	12	30	10	6	11

2.13 NI 41: Perceptions of drunk or rowdy behaviour as a problem

Havant's score for NI 41 is 31%. This breaks down as the chart below indicates.

Chart 13: 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 respondents answering (1,206)

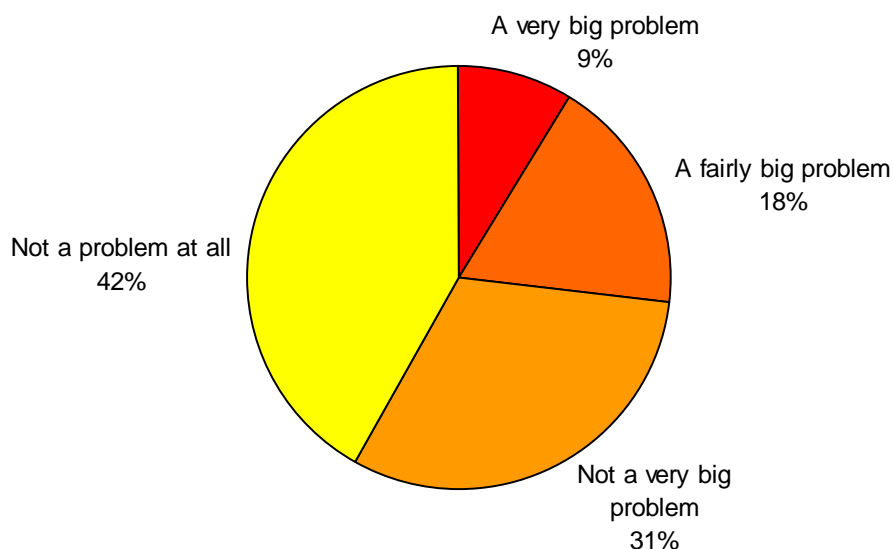
Once again, older respondents are more positive on this measure (25% thinking there is a problem with people being drunk or rowdy in public places compared to 37% of 18-34 year olds and 33% of 35-54 year olds). Respondents in Leigh Park are significantly more negative than those in other Community Board Areas.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,206)	(123)	(194)	(191)	(224)	(288)	(186)
	%	%	%	%	%	%	%
NI 41	31	21	26	18	53	30	26

2.14 NI 42: Perceptions of drug use or drug dealing as a problem

Havant's score for NI 42 is 27%. This breaks down as the chart below indicates.

Chart 14: 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 respondents answering (930)

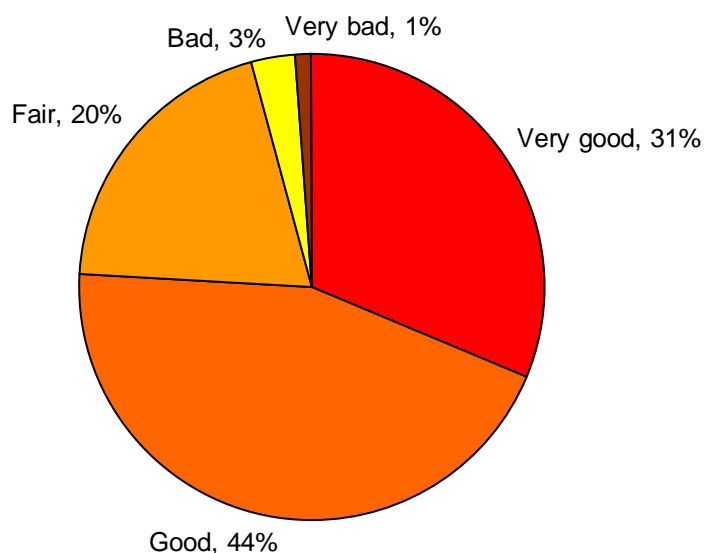
Differences by age and gender are insignificant but Leigh Park stands out with respondents there more likely to suggest that there are problems with the use and dealing of drugs than in any other Community Board Area.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(930) %	(84) %	(147) %	(152) %	(176) %	(224) %	(147) %
NI 41	27	13	18	30	51	20	23

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

Havant’s score for NI 119 is 76%. This breaks down as the chart below indicates with very good and fairly good added together. Rounding takes the figure to 76%.

Chart 15: How is your health in general? Would you say it is.....



Base: all respondents answering (1,346)

As one might expect, older respondents are less positive on this measure with 63% saying they are in very or fairly good health compared with 89% of 18-34 year olds and 81% of 35-54 year olds. Women (79%) consider themselves healthier than men (71%).

In the Community Board Areas, Leigh Park has a significantly lower score than other areas (an area with a higher than average proportion of 25-34 year olds).

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,346) %	(135) %	(218) %	(207) %	(247) %	(322) %	(217) %
NI 119	76	78	80	76	63	77	82

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

Havant's score for NI 138 is 85%. This is derived from two questions. The first is question 3 'Overall, how satisfied or dissatisfied are you with your local area as a place to live?' and the second, Q4 'And how satisfied or dissatisfied are you with your home as a place to live?'

Respondents who said that they were very or fairly satisfied at both questions, aged over 65, make up this NI.

By gender, women aged over 65 were more satisfied than men (89% and 80% respectively).

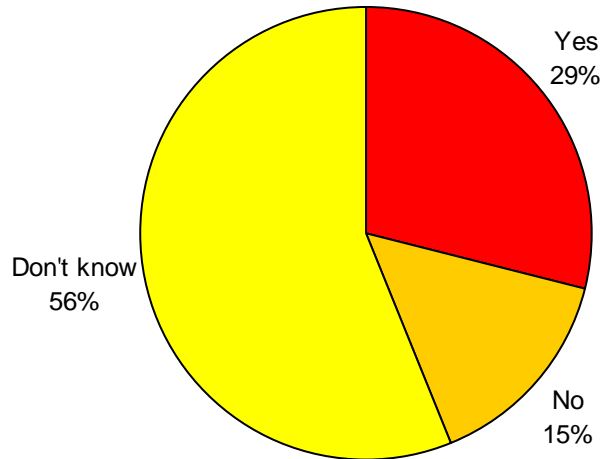
By Community Board Area, bases are low so caution should be taken when comparing scores but it is plain that residents of Emsworth are more satisfied than others.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(503) %	(58) %	(79) %	(106) %	(80) %	(112) %	(68) %
NI 138	85	97	77	86	76	88	88

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

Havant's score for NI 139 is 29%. This breaks down as the chart below indicates.

Chart 16: 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).



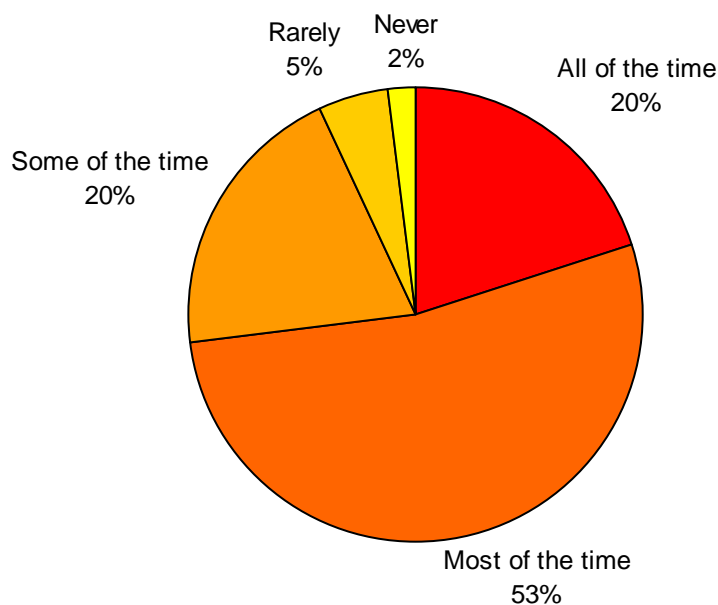
Base: all respondents answering (1,355)

There are no significant differences by demographic or Community Board Area on this NI.

2.18 NI 140: Fair treatment by local services

Havant's score for NI 140 is 73%. This breaks down as the chart below indicates.

Chart 17: In the last year would you say that you have been treated with respect and consideration by your local public services.....



Base: all respondents answering (1,155)

Female respondents were more likely to respond positively (76%) than male (69%). There are no significant differences by age and Leigh Park has the lowest score amongst respondents by Community Board Area, although this is not significant when compared with Waterlooville North.

	Total	Emsworth	Havant & Bedhampton	Hayling Island	Leigh Park	Waterlooville North	Waterlooville South
Base:	(1,155) %	(115) %	(191) %	(191) %	(213) %	(270) %	(175) %
NI 140	73	84	78	75	66	69	77

3 NI Scores Compared with Other Councils in Hampshire

	Best	Basingstoke & Deane	East Hants	Eastleigh	Fareham	Gosport	Hart	Havant	New Forest	Rushmoor	Test Valley	Winchester
NI 1: % of people who believe people from different background get on well together in their local area	H	85%	83%	83%	86%	75%	84%	79%	79%	67%	82%	84%
NI 2: % of people who feel that they belong to their neighbourhood	H	58%	63%	57%	57%	49%	58%	59%	68%	50%	63%	62%
NI 3: Civic participation in the local area	H	13%	15%	11%	9%	12%	14%	11%	15%	12%	13%	18%
NI 4: % of people who feel they can influence decisions in their locality	H	34%	31%	27%	24%	20%	28%	23%	28%	26%	32%	32%
NI 5: Overall general satisfaction with the local area	H	87%	88%	85%	88%	71%	89%	82%	90%	71%	87%	92%
NI 6: Participation in regular volunteering	H	25%	30%	20%	21%	20%	26%	21%	25%	21%	28%	29%
NI 17: Perceptions of anti-social behaviour	L	12%	13%	16%	12%	24%	10%	20%	12%	24%	11%	10%
NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	H	32%	28%	26%	28%	22%	31%	24%	24%	24%	29%	34%
NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area	H	31%	33%	29%	29%	18%	38%	22%	32%	19%	32%	39%
NI 23: Perceptions that people in the area treat one another with respect and consideration	L	22%	21%	28%	24%	36%	18%	32%	25%	38%	26%	15%
NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	H	26%	24%	21%	20%	20%	26%	21%	19%	22%	25%	25%
NI 37: Awareness of civil protection arrangements in the local area	H	13%	12%	12%	12%	14%	9%	13%	15%	11%	16%	13%

	Best	Basingstoke & Deane	East Hants	Eastleigh	Fareham	Gosport	Hart	Havant	New Forest	Rushmoor	Test Valley	Winchester
NI 41: Perceptions of drunk or rowdy behaviour as a problem	L	21%	26%	30%	25%	37%	21%	31%	24%	36%	24%	20%
NI 42: Perceptions of drug use or drug dealing as a problem	L	23%	25%	21%	18%	33%	17%	27%	23%	36%	17%	17%
NI 119: Self-reported measure of people's overall health and well-being	H	82%	81%	81%	79%	75%	83%	76%	79%	80%	83%	80%
NI 138: Satisfaction of people over 65 with both home and neighbourhood	H	89%	87%	90%	90%	83%	87%	85%	91%	79%	89%	91%
NI 139: The extent to which older people receive the support they need to live independently	H	26%	27%	28%	24%	28%	23%	29%	29%	22%	29%	28%
NI 140: Fair treatment by local services	H	77%	79%	77%	77%	69%	79%	73%	84%	75%	78%	78%