

Cheshire West & Chester Council

Produced by the Research, Intelligence and Consultation Team

Key Findings

'Our Community' Survey – interim (key indicator) results for Cheshire West and Chester and APB areas

January 2012

In October 2011, the 'Our Community' Survey was sent to 28,000 households throughout Cheshire West and Chester. Developed with local partners and key Council officers, the questionnaire captured residents' views of their local area and explored issues relating to quality of life. A re-run of a survey conducted in 2010 and based on the 2008 national Place Survey, the aim was to understand key issues and areas for improvement at a very local level, and monitor key indicators. About 7,000 responses were received from local residents evenly spread across all wards in the Borough. This key findings report outlines headline results for key indicators for the Borough and Area Partnership Boards.

Key indicator results for Cheshire West and Chester

Table 1 compares the 2011 results with the previous 2010 'Our Community' survey. The 2008 Place Survey¹ figures have also been included to show changes over time. It is important to note that only a handful of indicators have seen a statistically significant change since 2010.

Significant improvements

There have been positive improvements in indicators relating to anti-social behaviour and crime, specifically:

- NI21 - % respondents agreeing that the Police and other local public services are successfully dealing with anti-social behaviour and crime issues in their local area
- N41 - % respondents stating that people being drunk or rowdy in public places is a very big or fairly big problem
- NI42 - % respondents stating that people using or dealing drugs is a very big or fairly big problem.

There has also been a statistically significant increase in respondents stating that they have been treated with respect and consideration by local public services either most or all of the time (NI 140). In addition, all of these indicators have demonstrated gradual improvements since 2008.

Significant deteriorations

In contrast, the 2011 survey has seen a statistically significant reduction in the following indicators:

- NI27 - % respondents agreeing that the Police and other local public services seek people's views about anti-social behaviour and crime issues that matter in their area
- NI37 - % of respondents who feel informed about what to do in the event of a large scale emergency.

However, it is important to note that both indicators are an improvement on 2008 results.

¹ The 2010 'Our Community' survey was originally designed to be an 'interim' to the Place Survey. In October 2010, it was announced that the Place Survey was to be discontinued. However, many National Indicators continue to be used to monitor key Council and partner plans and policies.



'Our Community' Survey 2011 results for Cheshire West and Chester

Table 1: National Indicator Comparison with 2010 Our Community and 2008 Place survey results (Weighted data)

NI	Description of National Indicator	Up or Down since 2010	2011 Our Community (base approx 6700)	2010 Our Community (base approx 1600)	2008 Place Survey (base approx 5000)
NI1	% who believe that people from different backgrounds get on well together in their local area	↔	84.2	84.9	77.4
NI2	% who feel that they belong to their neighbourhood	↔	63.1	63.2	59.1
NI3	% involved in civic participation in the local area	↓	13.4	14.1	13.4
NI4	% who feel they can influence decisions in their locality	↔	31.7	31.0	26.9
NI5	% satisfied with local area	↑	85.1	83.4	83.4
NI6	% participating in regular volunteering	↑	26.4	25.3	23.6
NI17	% with a high level of perceived anti-social behaviour	↓	11.4	12.3	19.6
NI21	% agreeing that the Police and other local public services are successfully dealing anti-social behaviour and crime issues in your local area	↑ (s)	31.6	28.4	26.5
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	↑	44.0	41.6	31.9
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	↓	17.6	18.1	29.8
NI27	% agreeing that the Police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	↓ (s)	30.7	35.0	24.6
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	↓ (s)	18.2	37.8	12.5
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	↓ (s)	17.9	22.8	29.4
NI42	% stating a very big or fairly big problem with people using or dealing drugs	↓ (s)	22.0	27.4	32.3
NI119	% reporting that their health status is 'very good' or 'good'	↔	69.6	69.5	78.1
NI138	% of people aged 65+ satisfied with both home and area	↑	87.0	86.4	87.2
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	↑	36.2	35.7	32.5
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	↑ (s)	80.9	76.8	75.3

Please note: a green arrow pointing upwards indicates a positive increase; a green arrow pointing down indicates a positive decrease. A red arrow pointing down indicates a negative decrease and a yellow arrow indicates no difference. The symbol (s) indicates that the result is statistically significant.

Key Indicators results: Area Partnership Boards compared to Borough average

The next table (Table 2) shows the same national indicator results at APB level and illustrates how they compare to the Borough results.

Ellesmere Port APB

At first glance, you can see that the majority of Ellesmere Port national indicators are, statistically, significantly worse than the Borough average. However, it is important to note that there are only two indicators in the area that do not reflect trends seen at Borough level:

- NI22 - % people that agree that parents take enough responsibility for the behaviour of their children
- NI139 – % respondents stating ‘yes’ that older people locally receive the support they need to live independently at home as long as possible.

Both have, statistically, significantly decreased since 2010. However, both indicators have improved since the 2008 Place Survey.

In addition, many of the indicators relating to anti-social behaviour and respect and consideration have also gradually improved since 2008. Respondents stating that people being drunk or rowdy in public places is a very big or fairly big problem (NI41) in particular has, statistically, significantly reduced since the last ‘Our Community’ survey, as have satisfaction with the local area (NI5) and regular volunteering (NI6), which appear to be following a positive, upward trend.

For a list of all key indicator results for this area, please see Table 3.

Rural West APB

In contrast to Ellesmere Port, the majority of indicator results for Rural West are, statistically, significantly better than the Borough average. Those relating to anti-social behaviour and respect and consideration in particular have seen gradual improvements since 2008, and specifically:

- NI17 - % respondents with a high level of perceived anti-social behaviour
- NI41 - % stating a very big or fairly big problem with people being drunk or rowdy in public places.

These indicators have seen statistically significant reductions since 2010.

For a list of all key indicator results for this area, please see Table 4.

Chester APB

A number of indicators relating to anti-social behaviour in the Chester area are, statistically, significantly worse than the Cheshire West average:

- NI17 - % respondents with high level of perceived anti-social behaviour
- NI41 - % stating a very big or fairly big problem with people being drunk or rowdy in public places (again, this has significantly reduced since 2010)
- NI42 - % stating a very big or fairly big problem with people using or dealing drugs.

However, these indicators have followed a steady, downward trend since 2008, indicating an improvement in this area.

Table 5 shows all key indicator results for this area.

'Our Community' Survey 2011 results

Table 2: National Indicator Comparison for CWC Borough and Area Partnership Boards (Weighted data)

NI	Description of National Indicator	CW&C (base approx 6800)	Chester (base approx 1500)	Ellesmere Port (base approx 1300)	Northwich & Rural North (base approx 1200)	Rural West (base approx 1800)	Winsford & Rural East (base approx 1000)
NI1	% who believe that people from different backgrounds get on well together in their local area	84.2	84.0	78.4	83.5	87.5	85.8
NI2	% who feel that they belong to their neighbourhood	63.1	57.8	55.1	63.7	71.8	64.0
NI3	% involved in civic participation in the local area	13.4	12.7	9.0	14.8	17.1	11.4
NI4	% who feel they can influence decisions in their locality	31.7	34.3	26.8	31.1	34.8	29.2
NI5	% satisfied with local area	85.1	87.1	74.4	85.0	92.0	83.6
NI6	% participating in regular volunteering	26.4	24.0	18.3	29.4	31.9	25.7
NI17	% with a high level of perceived anti-social behaviour	11.4	13.8	17.9	11.1	4.5	11.0
NI21	% agreeing that the Police and other local public services are successfully dealing with anti-social behaviour and crime issues in your local area	31.6	33.3	27.3	33.6	32.9	30.2
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	44	43.1	30.5	46.8	53.6	41.6
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	17.6	18.0	26.2	17.3	9.2	21.5
NI27	% agreeing that the police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	30.7	30.9	28.3	30.6	33.5	28.6
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	18.2	18.1	19.2	16.6	19.5	16.5
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	17.9	23.4	25.9	17.6	8.7	17.2
NI42	% stating a very big or fairly big problem with people using or dealing drugs	22.0	25.6	29.8	22.9	13.0	21.8
NI119	% reporting that their health status is 'very good' or 'good'	69.6	71.4	63.8	71.9	71.7	68.1
NI138	% of people aged 65+ satisfied with both home and area	87.0	85.3	79.0	87.7	91.5	87.8
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	36.2	34.6	35.3	35.0	38.0	37.6
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	80.9	80.9	74.7	80.2	86.8	79.3

Statistically significant: better than CW&C

Statistically significant: worse than CW&C

Not statistically significant against CW&C

'Our Community' Survey 2011 results for Ellesmere Port APB

Table 3: National Indicator Comparison with 2010 Our Community and 2008 Place survey (Weighted data)

NI	Description of National Indicator	Up or Down since 2010	2011 Our Community (base approx 1300)	2010 Our Community (base approx 250)	2008 Place Survey (base approx 1000)
NI1	% who believe that people from different backgrounds get on well together in their local area	↓	78.4	81.2	64.6
NI2	% who feel that they belong to their neighbourhood	↓	55.1	58.2	53.7
NI3	% involved in civic participation in the local area	↓	9.0	12.3	8.2
NI4	% who feel they can influence decisions in their locality	↓	26.8	29.2	22.3
NI5	% satisfied with local area	↑	74.4	70.5	70.2
NI6	% participating in regular volunteering	↑	18.3	17.9	17.1
NI17	% with a high level of perceived anti-social behaviour	↑	17.9	15.2	31.3
NI21	% agreeing that the police and other local public services are successfully dealing anti-social behaviour and crime issues in your local area	↓	27.3	31.1	24.8
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	↓ (s)	30.5	39.4	17.6
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	↓	26.2	27.5	46.3
NI27	% agreeing that the police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	↓ (s)	28.3	38.7	21.9
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	↓ (s)	19.2	32.9	10.4
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	↓ (s)	25.9	35.8	41.2
NI42	% stating a very big or fairly big problem with people using or dealing drugs	↓	29.8	31.4	41.9
NI119	% reporting that their health status is 'very good' or 'good'	↓	63.8	67.7	70.6
NI138	% of people aged 65+ satisfied with both home and area	↑	79.0	73.9	80.7
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	↓ (s)	35.3	47.6	32.4
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	↓	74.7	78.3	68.9

Please note: a green arrow pointing upwards indicates a positive increase; a green arrow pointing down indicates a positive decrease. A red arrow pointing down indicates a negative decrease and a yellow arrow indicates no difference. The symbol (s) indicates that the result is statistically significant.

'Our Community' Survey 2011 results for Rural West APB

Table 4: National Indicator Comparison with 2010 Our Community and 2008 Place survey (Weighted data)

NI	Description of National Indicator	Up or Down since 2010	2011 Our Community (base approx 1800)	2010 Our Community (base approx 300)	2008 Place Survey (base approx 1000)
NI1	% who believe that people from different backgrounds get on well together in their local area	↑	87.5	86.1	86.2
NI2	% who feel that they belong to their neighbourhood	↑	71.8	70.7	69.0
NI3	% involved in civic participation in the local area	↓	17.1	18.8	16.2
NI4	% who feel they can influence decisions in their locality	↓	34.8	37.5	29.7
NI5	% satisfied with local area	↔	92.0	92.0	91.0
NI6	% participating in regular volunteering	↓	31.9	32.1	29.6
NI17	% with a high level of perceived anti-social behaviour	↓ (s)	4.5	10.2	7.0
NI21	% agreeing that the police and other local public services are successfully dealing anti-social behaviour and crime issues in your local area	↑	32.9	29.8	28.0
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	↑	53.6	52.6	47.3
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	↓	9.2	11.3	15.1
NI27	% agreeing that the police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	↓	33.5	36.7	24.0
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	↓ (s)	19.5	39.0	13.2
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	↓ (s)	8.7	12.8	13.9
NI42	% stating a very big or fairly big problem with people using or dealing drugs	↓	13.0	15.4	16.9
NI119	% reporting that their health status is 'very good' or 'good'	↓	71.7	72.9	81.9
NI138	% of people aged 65+ satisfied with both home and area	↓	91.5	94.2	91.7
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	↓	38.0	39.1	34.7
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	↑	86.8	83.7	78.4

Please note: a green arrow pointing upwards indicates a positive increase; a green arrow pointing down indicates a positive decrease. A red arrow pointing down indicates a negative decrease and a yellow arrow indicates no difference. The symbol (s) indicates that the result is statistically significant.

'Our Community' Survey 2011 results for Chester APB

Table 5: National Indicator Comparison with 2010 Our Community and 2008 Place survey (Weighted data)

NI	Description of National Indicator	Up or Down since 2010	2011 Our Community (base approx 1500)	2010 Our Community (base approx 400)	2008 Place Survey (base approx 1000)
NI1	% who believe that people from different backgrounds get on well together in their local area	↑	84.0	82.4	80.0
NI2	% who feel that they belong to their neighbourhood	↓	57.8	59.3	54.4
NI3	% involved in civic participation in the local area	↑	12.7	11.0	13.3
NI4	% who feel they can influence decisions in their locality	↑	34.3	31.1	29.4
NI5	% satisfied with local area	↑	87.1	86.6	85.9
NI6	% participating in regular volunteering	↑	24.0	23.7	21.7
NI17	% with a high level of perceived anti-social behaviour	↓	13.8	14.7	21.1
NI21	% agreeing that the police and other local public services are successfully dealing anti-social behaviour and crime issues in your local area	↑ (s)	33.3	27.9	26.5
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	↔	43.1	43.6	31.7
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	↑	18.0	14.2	27.4
NI27	% agreeing that the police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	↓	30.9	31.5	23.3
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	↓ (s)	18.1	39.8	12.3
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	↓	23.4	25.0	34.0
NI42	% stating a very big or fairly big problem with people using or dealing drugs	↓	25.6	30.7	34.4
NI119	% reporting that their health status is 'very good' or 'good'	↑	71.4	67.5	78.8
NI138	% of people aged 65+ satisfied with both home and area	↓	85.3	88.0	87.3
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	↑	34.6	32.0	33.4
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	↑	80.9	77.5	79.1

Please note: a green arrow pointing upwards indicates a positive increase; a green arrow pointing down indicates a positive decrease. A red arrow pointing down indicates a negative decrease and a yellow arrow indicates no difference. The symbol (s) indicates that the result is statistically significant.

Northwich and Rural North APB

This area has seen significant improvements in indicators relating to anti-social behaviour and respect and consideration:

- NI21 - % respondents agreeing that the Police and other local public services are successfully dealing with anti-social behaviour and crime issues in their local area
- NI22 - % people that agree that parents take enough responsibility for behaviour of their children
- NI42 - % stating a very big or fairly big problem with people using or dealing drugs
- NI140 - % stating that they have been treated with respect and consideration by local public services either most or all of the time.

Regular volunteering (NI 6) has also increased gradually since 2008, levels of which are now significantly higher than the Borough average.

Table 6 shows all key indicator results for this area.

Winsford and Rural East APB

Despite the fact that the percentage of respondents who perceive people not treating each other with respect and consideration to be a problem in this area (NI23) is, statistically, significantly worse than the borough result this indicator has gradually decreased since 2008, suggesting improvements in this area. There have also been statistically significant improvements in other indicators, specifically:

- NI42 - % stating a very big or fairly big problem with people using or dealing drugs
- NI139 - % respondents stating 'yes' that older people locally receive the support they need to live independently at home as long as possible
- NI140 - % stating that they have been treated with respect and consideration by local public services either most or all of the time.

For more information on all indicators for this area, please see Table 7.

Further Information

We are conducting further investigations into possible explanations for changes in the results, which will be outlined in later reports. A series of reports outlining all results from the 2011 'Our Community' survey will be available in April 2012. These will include:

- headline results for all elements of the survey for the Borough, Area Partnership Boards and all Cheshire West and Chester wards
- results by key demographic groups, including gender and age.



'Our Community' Survey 2011 results for Northwich and Rural North APB

Table 6: National Indicator Comparison with 2010 Our Community and 2008 Place survey (Weighted data)

NI	Description of National Indicator	Up or Down since 2010	2011 Our Community (base approx 1200)	2010 Our Community (base approx 300)	2008 Place Survey (base approx 1000)
NI1	% who believe that people from different backgrounds get on well together in their local area	↓	83.5	86.3	77.8
NI2	% who feel that they belong to their neighbourhood	↑	63.7	62.5	58.1
NI3	% involved in civic participation in the local area	↔	14.8	14.8	14.7
NI4	% who feel they can influence decisions in their locality	↑	31.1	29.4	26.8
NI5	% satisfied with local area	↑	85.0	81.1	85.5
NI6	% participating in regular volunteering	↑	29.4	28.5	22.8
NI17	% with a high level of perceived anti-social behaviour	↑	11.1	10.6	19.1
NI21	% agreeing that the police and other local public services are successfully dealing anti-social behaviour and crime issues in your local area	↑ (s)	33.6	27.6	26.0
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	↑ (s)	46.8	34.8	31.9
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	↓	17.3	18.0	30.9
NI27	% agreeing that the police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	↓ (s)	30.6	37.6	26.9
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	↓ (s)	16.6	39.2	13.1
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	↓	17.6	19.9	29.8
NI42	% stating a very big or fairly big problem with people using or dealing drugs	↓ (s)	22.9	30.0	35.7
NI119	% reporting that their health status is 'very good' or 'good'	↔	71.9	71.7	79.3
NI138	% of people aged 65+ satisfied with both home and area	↔	87.7	87.7	88.1
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	↑	35.0	33.4	30.0
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	↑ (s)	80.2	74.0	75.4

Please note: a green arrow pointing upwards indicates a positive increase; a green arrow pointing down indicates a positive decrease. A red arrow pointing down indicates a negative decrease and a yellow arrow indicates no difference. The symbol (s) indicates that the result is statistically significant.

'Our Community' Survey 2011 results for Winsford and Rural East APB

Table 7: National Indicator Comparison with 2010 Our Community and 2008 Place survey (Weighted data)

NI	Description of National Indicator	Up or Down since 2010	2011 Our Community (base approx 1000)	2010 Our Community (base approx 200)	2008 Place Survey (base approx 1000)
NI1	% who believe that people from different backgrounds get on well together in their local area	↓	85.8	89.7	73.2
NI2	% who feel that they belong to their neighbourhood	↓	64.0	65.4	60.6
NI3	% involved in civic participation in the local area	↓	11.4	13.4	13.6
NI4	% who feel they can influence decisions in their locality	↑	29.2	26.5	24.0
NI5	% satisfied with local area	↑	83.6	82.2	80.8
NI6	% participating in regular volunteering	↑	25.7	20.7	26.6
NI17	% with a high level of perceived anti-social behaviour	↓	11.0	12.9	22.0
NI21	% agreeing that the police and other local public services are successfully dealing anti-social behaviour and crime issues in your local area	↑	30.2	26.0	26.9
NI22	% of people that agree that in their local area, parents take enough responsibility for the behaviour of their children	↑	41.6	35.1	28.0
NI23	% who perceive people not treating one another with respect and consideration to be a problem in their area	↓	21.5	24.0	33.5
NI27	% agreeing that the police and other local public services seek people's views about the anti-social behaviour and crime issues that matter in this area	↓	28.6	31.8	26.6
NI37	% very or fairly well informed about what to do in the event of a large-scale emergency	↓ ^(s)	16.5	36.1	13.1
NI41	% stating a very big or fairly big problem with people being drunk or rowdy in public places	↓	17.2	23.1	28.7
NI42	% stating a very big or fairly big problem with people using or dealing drugs	↓ ^(s)	21.8	30.2	33.5
NI119	% reporting that their health status is 'very good' or 'good'	↑	68.1	66.6	78.3
NI138	% of people aged 65+ satisfied with both home and area	↑	87.8	83.9	86.5
NI139	% stating 'yes' that older people locally receive the support they need to live independently at home as long as possible	↑ ^(s)	37.6	28.7	32.1
NI140	% stating 'all of the time' or 'most of the time' that they have been treated with respect and consideration by local public services.	↑ ^(s)	79.3	67.9	72.0

Please note: a green arrow pointing upwards indicates a positive increase; a green arrow pointing down indicates a positive decrease. A red arrow pointing down indicates a negative decrease and a yellow arrow indicates no difference. The symbol (s) indicates that the result is statistically significant.