

Place Survey Results 2008

Profiled in the six Equality Strands

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Background & Methodology

- The Place Survey is a biennial statutory survey that was first introduced in 2008/09. The Place Survey replaces the annual Best Value User Satisfaction Survey (Residents Opinion Survey).
- A random (probability) sampling technique was used to select potential respondents from the Post Office small users address file (PAF). There are approximately 89,000 households in York.
- Fieldwork for the Place Survey took place between September - December 2008. Self-completion questionnaires were posted to the head of 3,145 households.
- Two phases of reminders were sent to recipients who had not already responded to the survey. The purpose of this was to ensure that the target number of 1,100 responses was achieved and that a better response rate was received from under-represented groups in the community.
- A total of 1,251 questionnaires were returned, providing an approximate overall return rate of 40%.

Background & Methodology

- The data-processing was conducted by Snap Surveys Ltd.
- The Place Survey results have been weighted using local demographic information to help generate estimates which are more representative of the York population.
- 18 'resident perception based' National Performance Indicators (NPIs) are measured through the Place Survey. The survey also reports on 14 satisfaction measures.
- A maximum confidence interval of +/- 3 percentage points at the 95% confidence level was required to calculate the NPI results.
- The following report details the corporate level results from the Place Survey broken down into the six equality strands (gender, age, disability, ethnicity, sexual orientation, religion and/or belief). The report is centred around the analysis of the 18 National Performance Indicators and the 14 satisfaction measures.

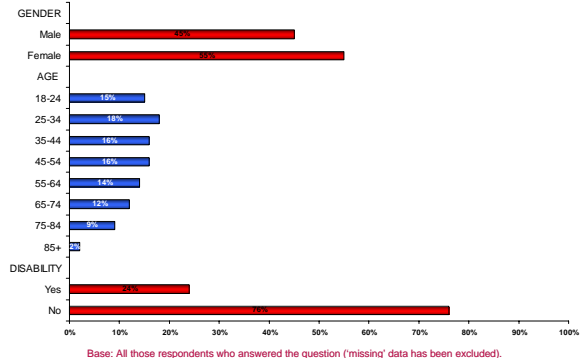
Background & Methodology

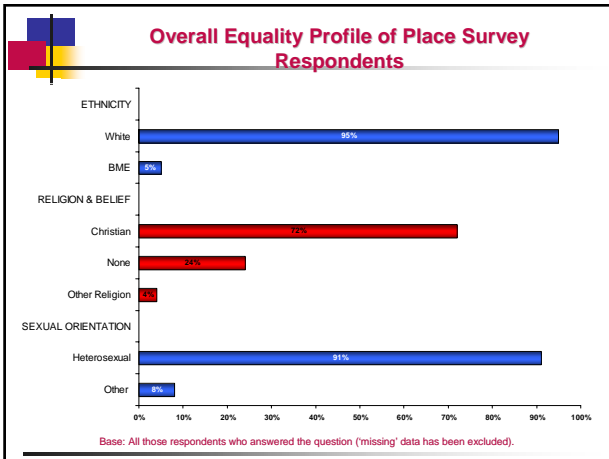
- In consultation with the Directorate Equality Leads (DEL), it was agreed that a traffic light system would be applied to the results to highlight areas where further investigation/action was required.
 - RED** – Where the % difference between and within Strands exceeds 10%. Action Needed
 - AMBER** – Possible Action Needed
 - Green** – No Action Needed
- 'Other' religion and/or belief includes any religion and/or belief that is not Christianity and those respondents who 'preferred not to say'.
- 'Other' sexual orientation includes gay, lesbian, bisexual and those respondents who 'preferred not to say'.

Main Limitations/Caveats

- Representativeness of the sample and statistical validity:
 - > questionnaire sent to head of household
 - > non-response/missing data' not included in analysis
 - > small sample size for certain sub-groups (i.e. black and minority ethnic groups (BME), gay, lesbian and bisexual respondents, etc.)
 - > can results be generalised to wider population?
- Weighted data:
 - > distortion of overall sample and results
- New survey:
 - > wording and interpretation of questions
 - > unable to conduct trend data analysis

Overall Equality Profile of Place Survey Respondents





National Performance Indicators

NI 1: % who agree that their local area is a place where people from different backgrounds get on well together. (Question 18)

18-34 year olds and BME respondents disagree the most that their local area is a place where people from different backgrounds get on well together.

Amber	Gender	Male	82%	Red	Ethnicity	White	80%
		Female	77%			BME	64%
Red	Age	18-34	71%	Red	Religion and/or Belief	Christian	80%
		35-54	81%			None	75%
		55-74	83%			Other	90%
		75+	92%			Amber	Sexual Orientation
Disability	Yes	80%	Other	84%			
	No	79%	Overall Result: 79.4% Projected National Quartile: Quartile 2				

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

NI 2: % who feel they belong to their immediate neighbourhood. (Question 5)

18-34 year olds and BME respondents feel they belong to their immediate neighbourhood the least.

Amber	Gender	Male	52%	Red	Ethnicity	White	57%
		Female	58%			BME	21%
Red	Age	18-34	35%	Red	Religion and/or Belief	Christian	61%
		35-54	57%			None	40%
		55-74	68%			Other	48%
		75+	83%			Red	Sexual Orientation
Disability	Yes	60%	Other	44%			
	No	53%	Overall Result: 55.1% Projected National Quartile: Quartile 4				

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

NI 3: % who have been involved in decisions that affect the local area in the past 12 months. (Questions 16a-g)

18-34 year olds and BME respondents are the least involved in decisions that affect their local area.

Green	Gender	Male	13%	Amber	Ethnicity	White	13%
		Female	12%			BME	6%
Amber	Age	18-34	7%	Green	Religion and/or Belief	Christian	13%
		35-54	16%			None	13%
		55-74	15%			Other	13%
		75+	12%			Green	Sexual Orientation
Disability	Yes	15%	Other	15%			
	No	12%	Overall Result: 12.7% Projected National Quartile: Quartile 3				

Base: All those respondents who answered the question ('missing' data has been excluded).

NI 4: % who agree that they can influence decisions in their local area. (Question 13)

18-34 year olds and respondents who have no religion and/or belief disagree the most that they can influence decisions in their local area.

Green	Gender	Male	33%	Green	Ethnicity	White	31%
		Female	30%			BME	36%
Red	Age	18-34	20%	Amber	Religion and/or Belief	Christian	34%
		35-54	34%			None	25%
		55-74	39%			Other	27%
		75+	51%			Green	Sexual Orientation
Disability	Yes	35%	Other	32%			
	No	30%	Overall Result: 31.7% Projected National Quartile: Quartile 1				

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

NI 5: % who are satisfied with their local area as a place to live. (Question 3)

18-34 year olds and BME respondents are less satisfied with their local area as a place to live.

Green	Gender	Male	87%	Red	Ethnicity	White	88%
		Female	87%			BME	70%
Red	Age	18-34	80%	Green	Religion and/or Belief	Christian	89%
		35-54	89%			None	84%
		55-74	92%			Other	87%
		75+	95%				
Green	Disability	Yes	86%	Green	Sexual Orientation	Heterosexual	87%
		No	87%			Other	88%
Overall Result: 87.4% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('missing' data has been excluded).

NI 6: % who have given unpaid help at least once per month over the last 12 months. (Question 15)

18-34 year olds and BME respondents have given the lowest amount of unpaid help per month over the last 12 months.

Green	Gender	Male	21%	Red	Ethnicity	White	23%
		Female	24%			BME	12%
Red	Age	18-34	16%	Red	Religion and/or Belief	Christian	22%
		35-54	28%			None	23%
		55-74	26%			Other	37%
		75+	21%				
Green	Disability	Yes	26%	Green	Sexual Orientation	Heterosexual	23%
		No	22%			Other	24%
Overall Result: 23.0% Projected National Quartile: Quartile 3							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

NI 17: % who think that anti-social behaviour is a problem in their local area. (Question 24a-g)

BME respondents think that anti-social behaviour is a greater problem in their local area than their counterparts.

Green	Gender	Male	13%	Amber	Ethnicity	White	11%
		Female	10%			BME	18%
Amber	Age	18-34	12%	Green	Religion and/or Belief	Christian	12%
		35-54	13%			None	10%
		55-74	12%			Other	15%
		75+	4%				
Green	Disability	Yes	12%	Green	Sexual Orientation	Heterosexual	11%
		No	12%			Other	16%
Overall Result: 11.3% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('no opinion' responses & 'missing' data have been excluded).

NI 21: % who agree that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area. (Question 26)

Respondents whose religion and/or belief is 'other' and respondents whose sexual orientation is 'other' disagree the most that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area.

Green	Gender	Male	29%	Green	Ethnicity	White	29%
		Female	29%			BME	33%
Red	Age	18-34	25%	Red	Religion and/or Belief	Christian	32%
		35-54	30%			None	25%
		55-74	33%			Other	15%
		75+	38%				
Amber	Disability	Yes	34%	Amber	Sexual Orientation	Heterosexual	30%
		No	28%			Other	19%
Overall Result: 29.2% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('missing' data has been excluded).

NI 22: % who agree that in their local area parents take enough responsibility for the behaviour of their children. (Question 17)

18-34 year olds and respondents who have no religion and/or belief disagree the most that in their local area parents take enough responsibility for the behaviour of their children.

Green	Gender	Male	28%	Red	Ethnicity	White	29%
		Female	31%			BME	39%
Red	Age	18-34	23%	Red	Religion and/or Belief	Christian	31%
		35-54	34%			None	23%
		55-74	29%			Other	37%
		75+	39%				
Green	Disability	Yes	29%	Green	Sexual Orientation	Heterosexual	30%
		No	29%			Other	26%
Overall Result: 29.2% Projected National Quartile: Quartile 3							

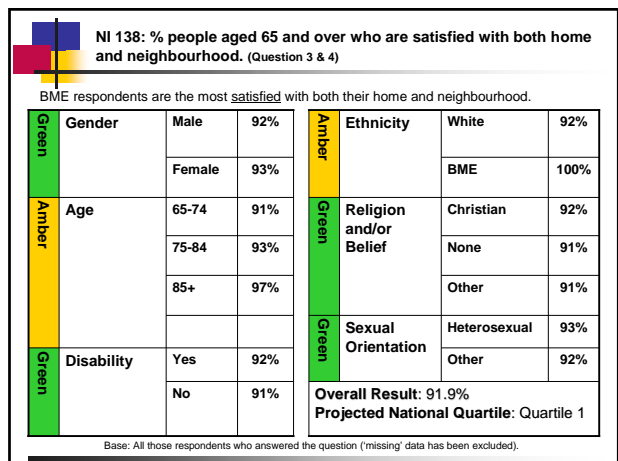
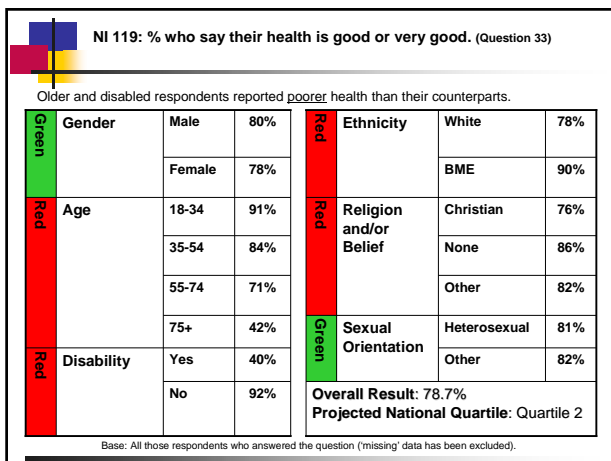
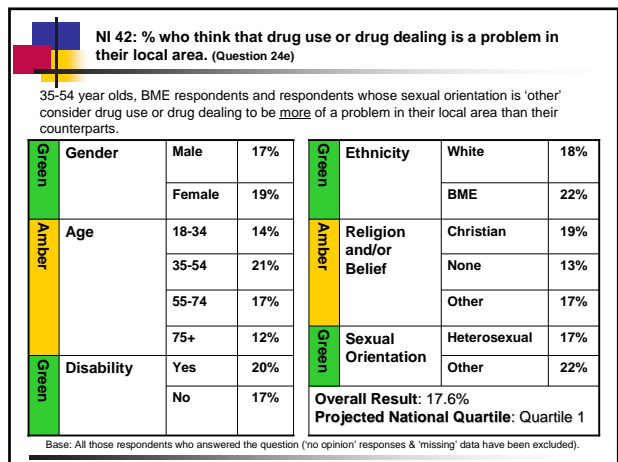
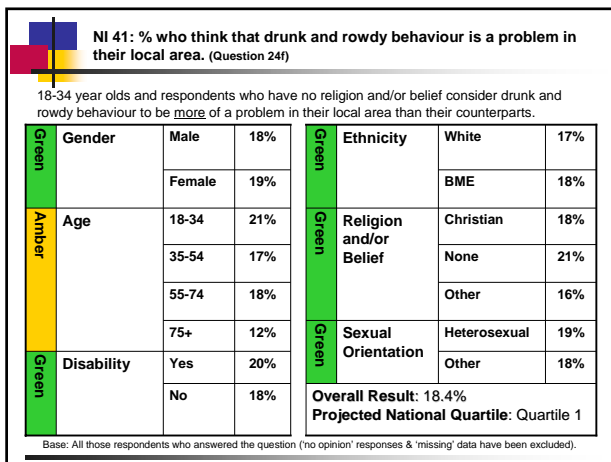
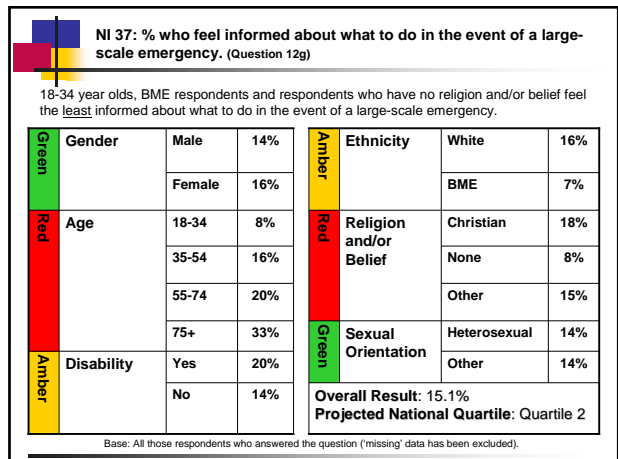
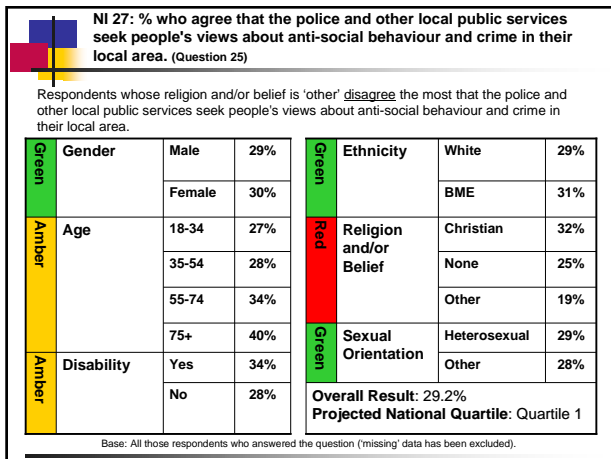
Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

NI 23: % who think there is a problem with people not treating each other with respect and consideration in their local area. (Question 19)

18-34 year olds and BME respondents believe that people not treating each other with respect and consideration in their local area is a bigger problem than their counterparts.

Green	Gender	Male	26%	Amber	Ethnicity	White	23%
		Female	21%			BME	32%
Red	Age	18-34	29%	Red	Religion and/or Belief	Christian	22%
		35-54	22%			None	26%
		55-74	20%			Other	14%
		75+	13%				
Green	Disability	Yes	25%	Green	Sexual Orientation	Heterosexual	23%
		No	23%			Other	25%
Overall Result: 23.1% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).



NI 139: % who think that older people in their local area get the help and support they need to continue to live at home for as long as they want to. (Question 21)

Respondents whose religion and/or belief is 'other' and respondents whose sexual orientation is 'other' are less convinced that older people in their local area get the help and support they need to continue to live at home for as long as they want to.

Green	Gender	Male	31%	Amber	Ethnicity	White	30%
		Female	29%			BME	38%
Red	Age	18-34	26%	Red	Religion and/or Belief	Christian	35%
		35-54	24%			None	20%
		55-74	34%			Other	11%
		75+	53%				
Green	Disability	Yes	32%	Red	Sexual Orientation	Heterosexual	31%
		No	29%			Other	18%
Overall Result: 30.0% Projected National Quartile: Quartile 3							

Base: All those respondents who answered the question ('missing' data has been excluded).

NI 140: % who would say that they have been treated with respect and consideration by their local public services in the last year. (Question 20)

BME respondents and respondents whose religion and/or belief is 'other' disagree the most that they have been treated with respect and consideration by their local public services in the last year.

Green	Gender	Male	78%	Green	Ethnicity	White	79%
		Female	79%			BME	72%
Red	Age	18-34	78%	Red	Religion and/or Belief	Christian	76%
		35-54	77%			None	87%
		55-74	80%			Other	74%
		75+	90%				
Green	Disability	Yes	81%	Green	Sexual Orientation	Heterosexual	79%
		No	77%			Other	78%
Overall Result: 78.3% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Satisfaction Indicators

Q8a: % who are satisfied with City of York Council keeping land clear of litter and refuse.

35-54 year olds and respondents whose religion and/or belief is 'other' are the least satisfied with the council keeping land clear of litter and refuse.

Amber	Gender	Male	61%	Green	Ethnicity	White	68%
		Female	72%			BME	68%
Red	Age	18-34	72%	Amber	Religion and/or Belief	Christian	68%
		35-54	60%			None	67%
		55-74	67%			Other	59%
		75+	75%				
Green	Disability	Yes	65%	Green	Sexual Orientation	Heterosexual	67%
		No	68%			Other	63%
Overall Result: 67.4% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8b: % who are satisfied with City of York Council providing/supporting refuse collection services.

BME respondents and respondents whose sexual orientation is 'other' are the least satisfied with the council providing/supporting refuse collection services.

Green	Gender	Male	76%	Red	Ethnicity	White	80%
		Female	81%			BME	57%
Red	Age	18-34	75%	Green	Religion and/or Belief	Christian	78%
		35-54	73%			None	80%
		55-74	84%			Other	78%
		75+	96%				
Green	Disability	Yes	82%	Amber	Sexual Orientation	Heterosexual	79%
		No	78%			Other	70%
Overall Result: 78.8% Projected National Quartile: Quartile 2							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8c: % who are satisfied with City of York Council providing/supporting doorstep recycling.

Respondents whose religion and/or belief is 'other' and respondents whose sexual orientation is 'other' are the least satisfied with the council providing/supporting doorstep recycling.

Amber	Gender	Male	70%	Red	Ethnicity	White	75%
		Female	77%			BME	63%
Red	Age	18-34	61%	Red	Religion and/or Belief	Christian	78%
		35-54	74%			None	64%
		55-74	83%			Other	60%
		75+	91%				
Green	Disability	Yes	74%	Red	Sexual Orientation	Heterosexual	74%
		No	73%			Other	59%
Overall Result: 74.0% Projected National Quartile: Quartile 2							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8d: % who are satisfied with City of York Council providing/supporting local tips/household waste recycling centres.

BME respondents and respondents whose religion and/or belief is 'other' are the least satisfied with the council providing/supporting local tips/household waste recycling centres.

Green	Gender	Male	72%	Red	Ethnicity	White	76%
		Female	75%			BME	43%
Red	Age	18-34	69%	Red	Religion and/or Belief	Christian	76%
		35-54	71%			None	71%
		55-74	78%			Other	62%
		75+	83%				
Green	Disability	Yes	70%	Red	Sexual Orientation	Heterosexual	75%
		No	75%			Other	65%
Overall Result: 74.2% Projected National Quartile: Quartile 2							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8e: % who are satisfied with City of York Council providing/supporting local transport information.

35-54 year olds and respondents who have no religion and/or belief are the least satisfied with the council providing/supporting local transport information.

Amber	Gender	Male	44%	Green	Ethnicity	White	48%
		Female	50%			BME	46%
Red	Age	18-34	48%	Red	Religion and/or Belief	Christian	50%
		35-54	42%			None	40%
		55-74	49%			Other	54%
		75+	66%				
Green	Disability	Yes	50%	Green	Sexual Orientation	Heterosexual	48%
		No	46%			Other	43%
Overall Result: 47.6% Projected National Quartile: Quartile 2							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8f: % who are satisfied with City of York Council providing/supporting local bus services.

BME respondents and respondents who have no religion and/or belief are the least satisfied with the council providing/supporting local bus services.

Green	Gender	Male	59%	Amber	Ethnicity	White	59%
		Female	57%			BME	50%
Red	Age	18-34	53%	Red	Religion and/or Belief	Christian	62%
		35-54	52%			None	49%
		55-74	67%			Other	68%
		75+	77%				
Red	Disability	Yes	66%	Amber	Sexual Orientation	Heterosexual	57%
		No	56%			Other	64%
Overall Result: 58.8% Projected National Quartile: Quartile 2							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8g: % who are satisfied with City of York Council providing/supporting sport/leisure facilities.

Respondents whose religion and/or belief is 'other' and respondents whose sexual orientation is 'other' are the least satisfied with the council providing/supporting sport/leisure facilities.

Green	Gender	Male	35%	Green	Ethnicity	White	36%
		Female	37%			BME	34%
Amber	Age	18-34	32%	Amber	Religion and/or Belief	Christian	37%
		35-54	36%			None	33%
		55-74	39%			Other	31%
		75+	41%				
Amber	Disability	Yes	40%	Green	Sexual Orientation	Heterosexual	36%
		No	34%			Other	31%
Overall Result: 35.9% Projected National Quartile: Quartile 4							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8h: % who are satisfied with City of York Council providing/supporting libraries.

18-54 year olds and respondents whose sexual orientation is 'other' are the least satisfied with the council providing/supporting libraries.

Green	Gender	Male	65%	Green	Ethnicity	White	68%
		Female	70%			BME	65%
Red	Age	18-34	63%	Amber	Religion and/or Belief	Christian	68%
		35-54	64%			None	67%
		55-74	74%			Other	67%
		75+	79%				
Amber	Disability	Yes	72%	Red	Sexual Orientation	Heterosexual	70%
		No	66%			Other	58%
Overall Result: 68.0% Projected National Quartile: Quartile 3							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8i: % who are satisfied with City of York Council providing/supporting museums/galleries.

35-54 year olds and BME respondents are the least satisfied with the council providing/supporting museums/galleries.

Amber	Gender	Male	66%	Red	Ethnicity	White	73%
		Female	76%			BME	58%
Red	Age	18-34	76%	Red	Religion and/or Belief	Christian	71%
		35-54	64%			None	76%
		55-74	72%			Other	66%
		75+	74%				
Green	Disability	Yes	73%	Green	Sexual Orientation	Heterosexual	72%
		No	71%			Other	70%
Overall Result: 71.8% Projected National Quartile: Quartile 1							

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8: % who are satisfied with City of York Council providing/supporting theatres/concert halls.

Male respondents and BME respondents are the least satisfied with the council providing/supporting theatres/concert halls.

Red	Gender	Male	59%	Red	Ethnicity	White	68%
		Female	74%			BME	52%
Red	Age	18-34	75%	Amber	Religion and/or Belief	Christian	66%
		35-54	61%			None	73%
		55-74	63%			Other	74%
		75+	72%				
Amber	Disability	Yes	62%	Green	Sexual Orientation	Heterosexual	68%
		No	69%			Other	73%
				Overall Result: 67.9% Projected National Quartile: Quartile 1			

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q8k: % who are satisfied with City of York Council providing/supporting parks and open spaces.

35-54 year olds, male respondents and respondents whose religion and/or belief is 'other' are the least satisfied with the council providing/supporting parks and open spaces.

Red	Gender	Male	68%	Green	Ethnicity	White	74%
		Female	79%			BME	79%
Amber	Age	18-34	76%	Amber	Religion and/or Belief	Christian	73%
		35-54	70%			None	79%
		55-74	75%			Other	70%
		75+	79%				
Green	Disability	Yes	71%	Green	Sexual Orientation	Heterosexual	75%
		No	75%			Other	74%
				Overall Result: 74.0% Projected National Quartile: Quartile 1			

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q10: % who agree that City of York Council provides value for money.

35-54 year olds and respondents whose sexual orientation is 'other' disagree the most that the council provides value for money.

Green	Gender	Male	31%	Green	Ethnicity	White	33%
		Female	34%			BME	37%
Red	Age	18-34	36%	Green	Religion and/or Belief	Christian	32%
		35-54	28%			None	34%
		55-74	34%			Other	36%
		75+	45%				
Green	Disability	Yes	35%	Red	Sexual Orientation	Heterosexual	34%
		No	32%			Other	23%
				Overall Result: 32.4% Projected National Quartile: Quartile 3			

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q11: % who are satisfied with the way City of York Council runs things.

35-54 year olds and respondents whose sexual orientation is 'other' are less satisfied with the way the council runs things.

Green	Gender	Male	43%	Green	Ethnicity	White	44%
		Female	44%			BME	48%
Red	Age	18-34	45%	Amber	Religion and/or Belief	Christian	45%
		35-54	36%			None	44%
		55-74	46%			Other	39%
		75+	62%				
Green	Disability	Yes	45%	Amber	Sexual Orientation	Heterosexual	44%
		No	43%			Other	35%
				Overall Result: 43.8% Projected National Quartile: Quartile 3			

Base: All those respondents who answered the question ('don't know' responses & 'missing' data have been excluded).

Q14: % who would like to be more involved in decisions that affect their local area.

35-54 year olds and male respondents would like to be more involved in decisions that affect their local area.

Amber	Gender	Male	22%	Red	Ethnicity	White	18%
		Female	14%			BME	8%
Red	Age	18-34	19%	Green	Religion and/or Belief	Christian	18%
		35-54	24%			None	18%
		55-74	14%			Other	21%
		75+	5%				
Green	Disability	Yes	15%	Green	Sexual Orientation	Heterosexual	19%
		No	19%			Other	16%
				Overall Result: 18.8% Projected National Quartile: Quartile 1			

Base: All those respondents who answered the question ('missing' data has been excluded).