

**Place Survey – Huntingdonshire District
Council**

Report of Findings

**Prepared For: Huntingdonshire District
Council**



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1. Introduction

This report presents the findings from the 2008 Place Survey conducted by CELLO **mruk** research on behalf of Huntingdonshire District Council.

The Place Survey is a statutory exercise that Central Government has specified must be undertaken by all local authorities every two years. The Place Survey replaces the Best Value User Satisfaction Survey that local authorities were previously required to undertake.

The new performance framework for local government includes a new National Performance Indicator set introduced from April 2008. This provides a single set of indicators common to all areas reflecting national priorities across government and replaces the former Best Value Performance Indicators. The national indicators have been designed to measure how well Government's priorities are being delivered and within the set are 18 indicators (relating to citizen's perspectives) that are to be collected through the new single Place Survey.

The Place Survey has been designed to capture local people's views, experiences and perceptions, so that any proposed solutions and interventions for an area reflect local views and preferences. The survey is considered to be a key tool to track people's changing perceptions, as a way of determining whether interventions made in an area result in a positive outcome for local people.

The Government prescribed in detail the minimum requirements for the conduct of the Place Survey and this information can be found in the *Department of Communities and Local Government Place Survey 2008-09 Manual*¹. The minimum requirements are in place to ensure direct comparability of data across all local authorities, while allowing some flexibility on the contents of the questionnaire.

¹ <http://www.communities.gov.uk/documents/localgovernment/pdf/880021.pdf>

2. Executive Summary

In this section of the report, Huntingdonshire District Council's performance on the 18 National Indicators measured by the Place Survey, are discussed and the key areas where the Council has done well, and conversely done less well than the County as a whole and by the national average.

County Comparison

Huntingdonshire District Council performed better than the County average on 11 out of the 18 National Indicators measured by the Place Survey however it should be noted that the differences are not significant:

- NI6 – % of people who have participated in regular volunteering in last twelve months (30.9 versus 28.4) (+2.5);
- NI140 – % of people who are treated with respect and consideration by local public services 'all' or 'most' of the time (78.7 versus 76.5) (+2.2);
- NI17 – Perceptions of anti-social behaviour (10.5 versus 12.6) (-2.1);
- NI138 – % of people aged 65 and over satisfied with both home and neighbourhood (90.1 versus 88.2) (+1.9);
- NI5 – % of people satisfied overall with local area (87.8 versus 86.0) (+1.8);
- NI23 – % of people who perceive that people not treating each other with respect and consideration is a problem in local area (22.2 versus 24.0) (-1.8);
- NI37 – % of people 'very well' or 'fairly well' informed about what to do in the event of a large-scale emergency (16.9 versus 15.4) (+1.5);
- NI42 – % of people who perceive drug use or drug dealing to be a problem in local area (22.7 versus 24.2) (-1.5);
- NI2 – % of people who 'very' or 'fairly' strongly feel that they belong to their neighbourhood (59.8 versus 58.6) (+1.2);
- NI 1 – % of people who agree people from different backgrounds get on well together in their local area (80.0 versus 79.0) (+1.0);
- NI119 – % of people who rate their health in general as very good or good (79.9 versus 79.2) (+0.7).

For four of the National Indicators measured by the Place Survey, Huntingdonshire District Council, performed lower than the County Average. These results are not significant:

- NI4 – % of people who agree they can influence decisions in their locality (27.8 versus 30.5) (-2.7);
- NI3 – % of people who have taken part in civic activity in the local area in last twelve months (13.8 versus 15.0) (-1.2);
- NI22 – % of people who agree parents take responsibility for the behaviour of their children in the area (31.8 versus 33.0) (-1.2)
- NI139 – % of people who think older people receive the support they need to live independently (27.5 versus 28.0) (-0.5).

National Comparison

Huntingdonshire District Council performed well against the National average, significantly achieving higher scores for 10 out of the 18 National Indicators measured by the Place Survey. Indeed for many of these, the score for Huntingdonshire District Council area was exceptionally high:

- NI17 – perceptions of anti-social behaviour (10.5 versus 20.0) (-9.5);
- NI23 - % of people who perceive that people not treating each other with respect and consideration is a problem in local area (22.2 versus 31.2) (-9.0);
- NI5 - % of people satisfied overall with local area (87.8 versus 79.7) (+8.1);
- NI42 - % of people who perceive drug use or drug dealing to be a problem in local area (22.7 versus 30.5) (-7.8);
- NI6 - % of people who have participated in regular volunteering in last 12 months (30.9 versus 23.2) (+7.7);
- NI140 - % of people who are treated with respect and consideration by local public services 'all' or 'most' of the time (78.7 versus 72.4) (+6.3);
- NI41 - % of people who perceive drunk or rowdy behaviour to be a problem in local area (22.8 versus 29.0) (-6.2);
- NI138 - % of people aged 65 and over satisfied with both home and neighbourhood (90.1 versus 83.9) (+6.2);
- NI119 - % of people who rate their health in general as very good or good (79.9 versus 75.8) (+4.1)
- NI1 - % of people who agree people from different backgrounds get on well together in their local area (80.0 versus 76.4) (+3.6).

Huntingdonshire performed lower than the national average for the following four National Indicators measured by the Place Survey. These differences are not significant :

- NI139 - % of people who think older people receive the support they need to live independently (-2.5);
- NI21 - % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues (-1.4);
- NI4 - % of people who agree they can influence decisions in their locality (-1.1)
- NI3 - % of people who have taken part in civic activity in the local area in the last 12 months (-0.2);

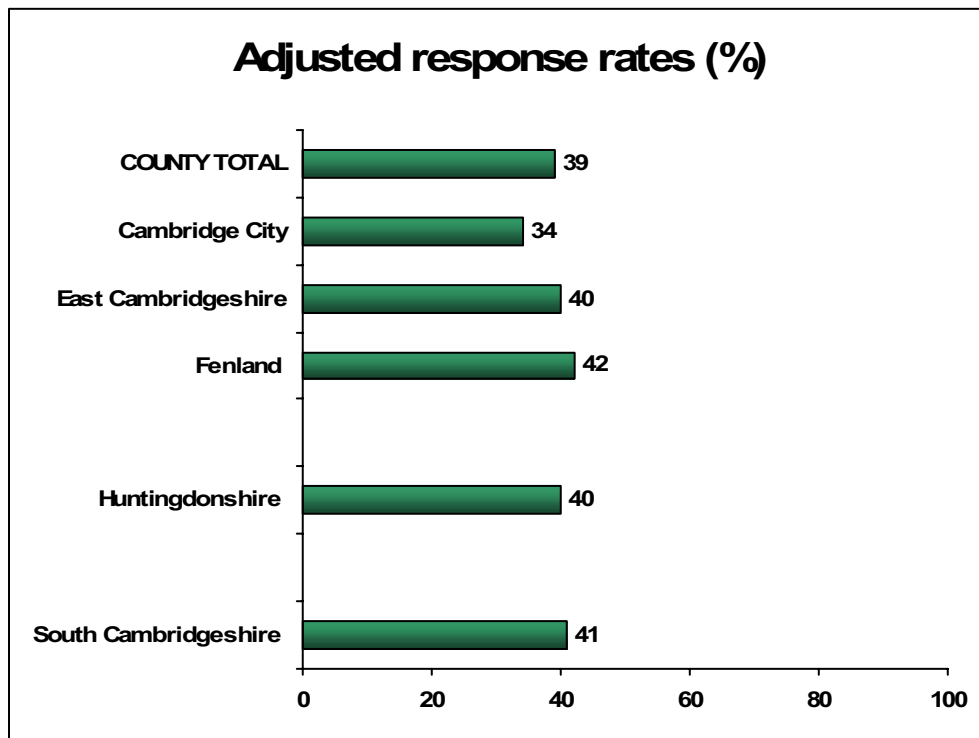
3. Methodology

In September 2008 a 12-page postal self-completion questionnaire was sent out to 3,000 randomly selected households in Huntingdonshire, Cambridgeshire.

Two reminder letters and questionnaires were sent out to residents who had not replied to the survey. Overall, 1,117 completed questionnaires were returned by the closing date representing an overall response rate of 40%.

The final unweighted data was sent to the Audit Commission who applied a series of weights to adjust the sample to be representative of the overall population.

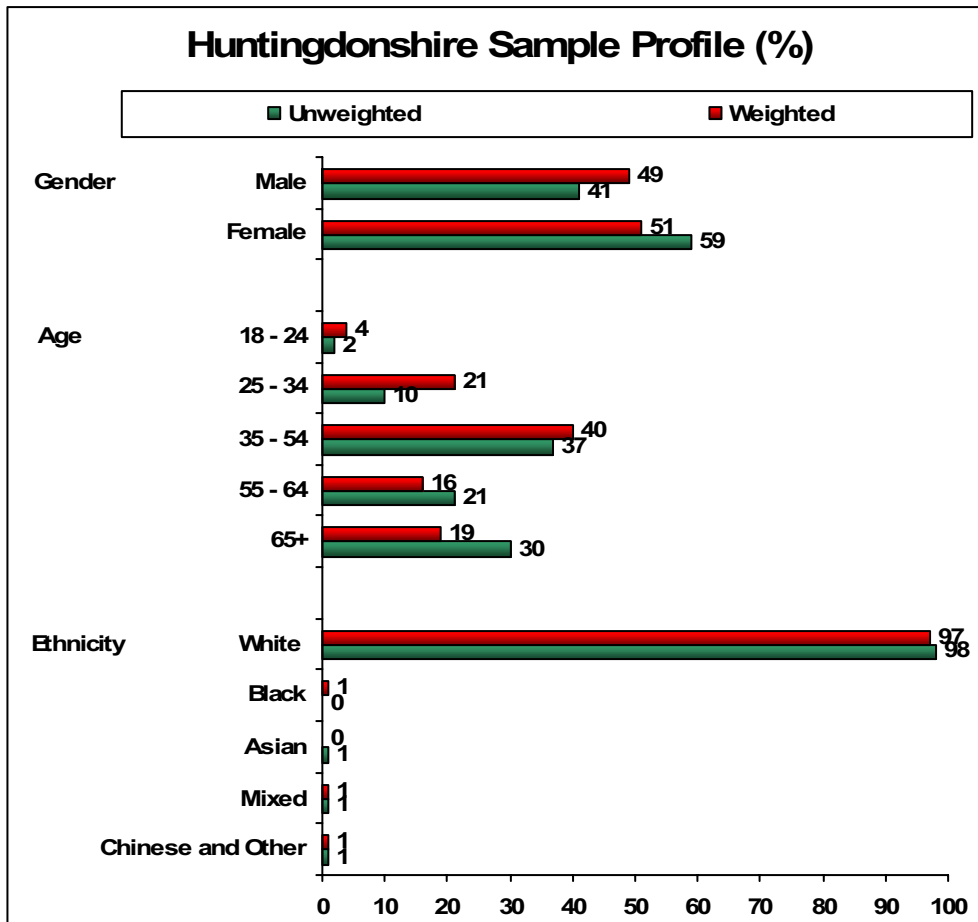
As demonstrated in the chart below, the adjusted response rate for Huntingdonshire District was broadly consistent with the other Districts in the Cambridgeshire Consortium.



Base: (Q'naires sent excluding deadwood²)

² The term 'deadwood' was used to indicate addresses to which a questionnaire was sent but which were found to be ineligible, for example because the Royal Mail was not able to deliver to the address or because the address turned out to be non-residential.

The chart below shows the demographic profile of respondents in Huntingdonshire and how the profile looks after it was weighted by the Audit Commission to reflect the demographics of the area. It is worth noting that for the Place Survey in Huntingdonshire only 10% of the sample achieved was 25-34, and this has been up-weighted to 21%.



Base: All valid responses

In accordance with guidance, the base for questions is valid responses or all those providing an answer. Those stating don't know or who did not complete the questions are excluded from some calculations, as per the Audit Commission guidance. The base size may, therefore, vary from question to question, and from the total sample size.

Where percentages do not equate to 100 this may be due to rounding or because the question may have given the opportunity for multiple answers. An asterisk (*) denotes any value that is less than half a percent but greater than zero.

At least one chart has been produced for each question asked. Text accompanies each chart and any differences between sub-groups of residents are highlighted.

Throughout the report, the term 'local area' refers to the area within 15-20 minutes walking distance from the resident's home.

4. Key Findings

4.1 National Performance Indicators

4.1.1 District Comparison

Table 1: National Indicator scores by District (%)

	County	Cambridge City	East Cambs	Fenland	Huntingdonshire	South Cambs
NI 1 – % of people who agree people from different backgrounds get on well together in their local area	79.0	86.3	79.1	61.9	80.0	82.4
NI2 – % of people who 'very' or 'fairly' strongly feel that they belong to their neighbourhood	58.6	48.0	61.1	58.1	59.8	63.9
NI3 – % of people who have taken part in civic activity in the local area in last twelve months	15.0	14.2	15.3	10.7	13.8	20.1
NI4 – % of people who agree they can influence decisions in their locality	30.5	38.9	27.6	23.5	27.8	33.6
NI5 – % of people satisfied overall with local area	86.0	87.1	86.9	75.1	87.8	90.4
NI6 – % of people who have participated in regular volunteering in last twelve months	28.4	26.9	26.7	21.1	30.9	33.0
NI17 – Perceptions of anti-social behaviour ³	12.6	15.2	13.4	20.1	10.5	7.5
NI21 – % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues	25.0	29.1	23.2	19.6	24.9	26.7

³ Combined measure of ASB was calculated by allocating scores to responses to Q24 about the 7 anti-social behaviours. A total score was calculated and the maximum possible score was 21. A high perception of ASB was a score of 11 or above.

Table 1: National Indicator scores by District (%) (cont.)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
NI22 – % of people who agree parents take responsibility for the behaviour of their children in the area	33.0	37.1	31.1	22.0	31.8	40.6
NI23 – % of people who perceive that people not treating each other with respect and consideration is a problem in local area	24.0	23.0	23.8	38.1	22.2	17.1
NI27 – % of people who agree the police and other local public services seek people’s views about anti-social behaviour and crime issues	25.7	25.1	24.6	24.6	25.7	27.5
NI37 – % of people ‘very well’ or ‘fairly well’ informed about what to do in the event of a large-scale emergency	15.4	15.7	13.0	15.3	16.9	14.6
NI41 – % of people who perceive drunk or rowdy behaviour to be a problem in local area	22.7	31.4	22.6	32.4	22.8	8.6
NI42 – % of people who perceive drug use or drug dealing to be a problem in local area	24.2	28.5	29.9	31.9	22.7	13.1
NI119 – % of people who rate their health in general as very good or good	79.2	82.9	79.1	70.9	79.9	81.6
NI138 – % of people aged 65 and over satisfied with both home and neighbourhood	88.2	89.2	87.4	82.2	90.1	90.9
NI139 – % of people who think older people receive the support they need to live independently	28.0	25.1	29.3	28.2	27.5	29.8
NI140 – % of people who are treated with respect and consideration by local public services ‘all’ or ‘most’ of the time	76.5	76.0	75.4	73.2	78.7	77.5

Table 2: Key Questions by District

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Percentage agree District Council provide value for money	36.2%	43.0%	32.4%	29.6%	39.6%	33.2%
Percentage agree Cambridgeshire County Council provide value for money	30.9%	36.8%	28.7%	24.5%	33.2%	28.7%
Percentage satisfied with the way District Council runs things	47.4%	52.6%	44.0%	42.6%	50.7%	43.6%
Percentage satisfied with the way Cambridgeshire County Council runs things	41.8%	47.8%	40.4%	34.1%	43.8%	39.9%

4.1.2 National & BVPI Comparisons

Table 3: National Indicator scores with National Comparisons (%)

	Place Survey Hunts	Place Survey National	% Difference	BVPI 06/07 Hunts	Change since 2006/07
NI 1 – % of people who agree people from different backgrounds get on well together in their local area	80.0	76.4	+3.6	77	3
NI2 – % of people who ‘very’ or ‘fairly’ strongly feel that they belong to their neighbourhood	59.8	58.7	+1.1		
NI3 – % of people who have taken part in civic activity in the local area in last twelve months	13.8	14.0	-0.2		
NI4 – % of people who agree they can influence decisions in their locality	27.8	28.9	-1.1		
NI5 – % of people satisfied overall with local area	87.8	79.7	+8.1	77	10.8
NI6 – % of people who have participated in regular volunteering in last twelve months	30.9	23.2	+7.7		
NI17 – Perceptions of anti-social behaviour	10.5	20.0	-9.5		

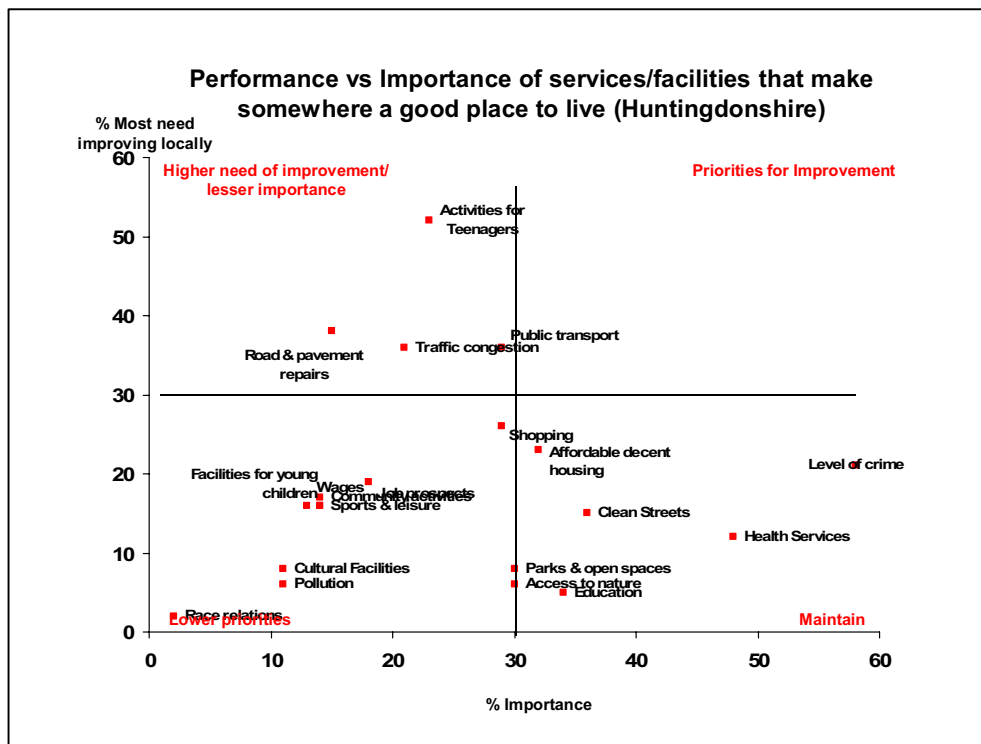
Table 3: National Indicator scores with National Comparisons (%) (cont.)

	Place Survey Hunts	Place Survey National	% Difference	BVPI 06/07 Hunts	Change since 2006/07
NI21 – % of people who agree the police and other local services are successfully dealing with local concerns about anti-social behaviour and crime issues	24.9	26.3	-1.4		
NI22 – % of people who agree parents take responsibility for the behaviour of their children in the area	31.8	29.6	+2.2		
NI23 – % of people who perceive that people not treating each other with respect and consideration is a problem in local area	22.2	31.2	-9.0	46	-23.8
NI27 – % of people who agree the police and other local public services seek people’s views about anti-social behaviour and crime issues	25.7	24.8	+0.9		
NI37 – % of people ‘very well’ or ‘fairly well’ informed about what to do in the event of a large-scale emergency	16.9	15.3	+1.6		
NI41 – % of people who perceive drunk or rowdy behaviour to be a problem in local area	22.8	29.0	-6.2	23	-0.2
NI42 – % of people who perceive drug use or drug dealing to be a problem in local area	22.7	30.5	-7.8	43	-20.3
NI119 – % of people who rate their health in general as very good or good	79.9	75.8	+4.1		
NI138 – % of people aged 65 and over satisfied with both home and neighbourhood	90.1	83.9	+6.2		
NI139 – % of people who think older people receive the support they need to live independently	27.5	30.0	-2.5		
NI140 – % of people who are treated with respect and consideration by local public services ‘all’ or ‘most’ of the time	78.7	72.4	+6.3		

4.2 Local Area

Residents were asked to list up to five services or facilities that are most important in making somewhere a good place to live and up to five services that most need improving in their local area. The chart below plots the importance scores against the improvement scores. It should be interpreted as such:

- If a service has a 'high need of improvement and high importance', the service or facility is a **priority for improvement**.
- If a service has a 'high need of improvement and low importance', it may be that the **cost benefit** of maintaining current service levels could be explored;
- If the service has a 'low need of improvement and high importance', this means that the current level of service should be **maintained**;
- If the service has a 'low need of improvement and low importance', this means the service is perceived to be of **low priority**.

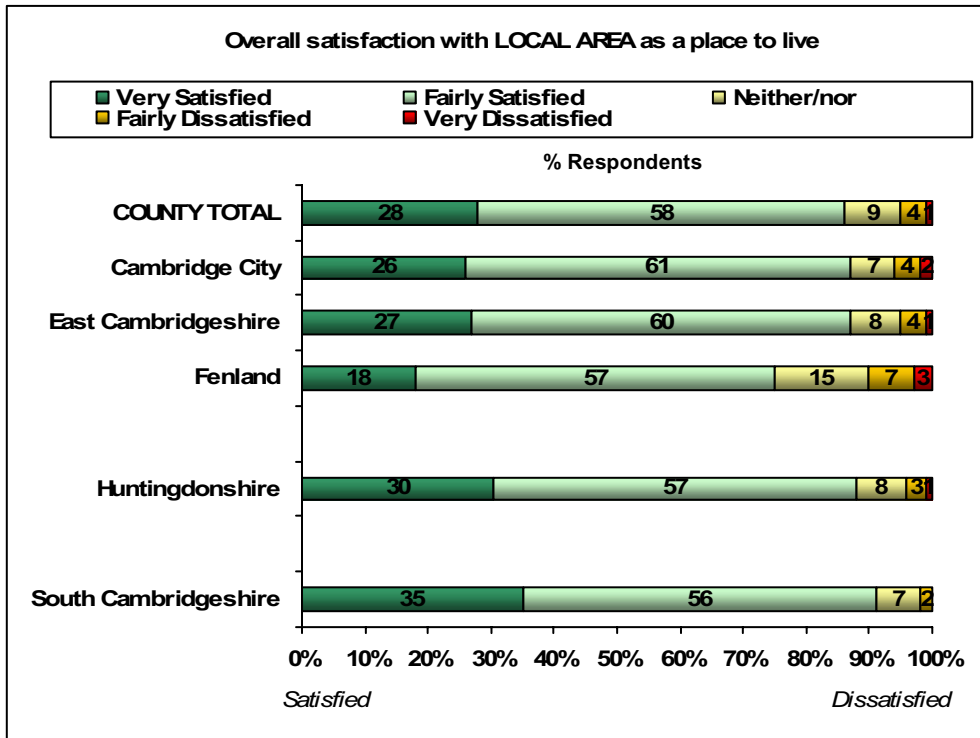


Source: Q1/Q2

Base: All valid responses

The five aspects most in need of improvement in Huntingdonshire are:

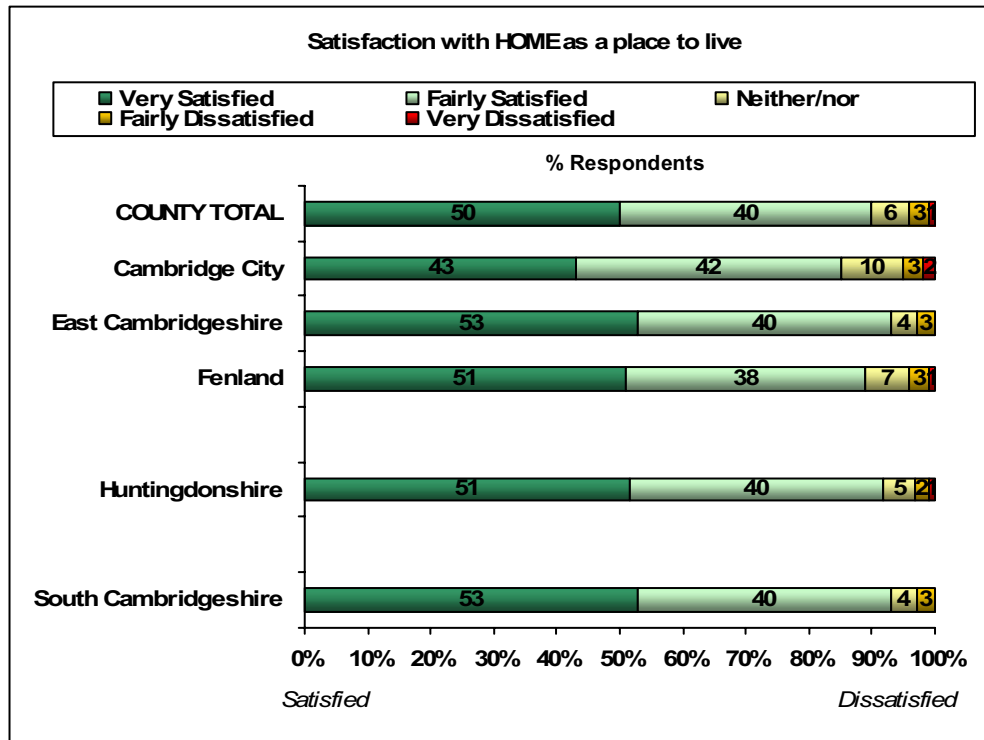
- Activities for teenagers (52%);
- Road and pavement repairs (38%);
- Public transport (36%);
- Traffic congestion (36%);
- Shopping facilities (26%).



Source: Q3

Base: All valid responses

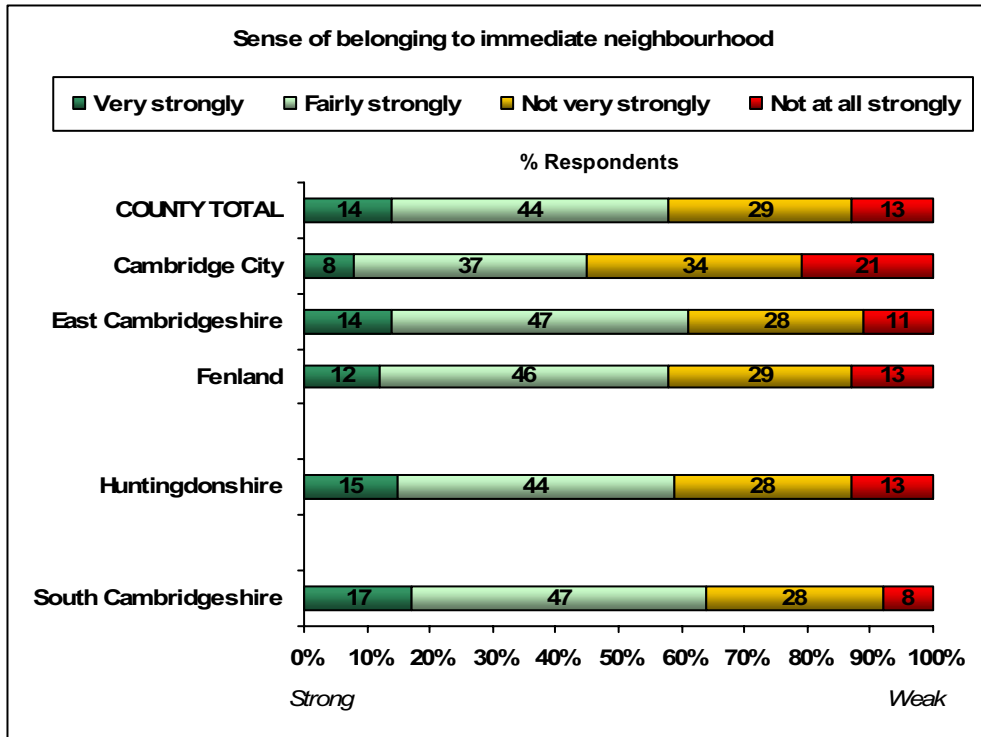
Nearly 9 in 10 (87%) of Huntingdonshire’s residents were satisfied with the local area in which they live. Indeed, across the County, there were high levels of satisfaction. South Cambridgeshire residents were the most satisfied (91%) whilst Fenland residents reported the lowest level of satisfaction across Cambridgeshire (75%).



Source: Q4

Base: All valid responses

9 in 10 (91%) also expressed satisfaction with their home as a place to live in Huntingdonshire. This percentage is lowest for those renting from a private landlord (69%).



Source: Q5

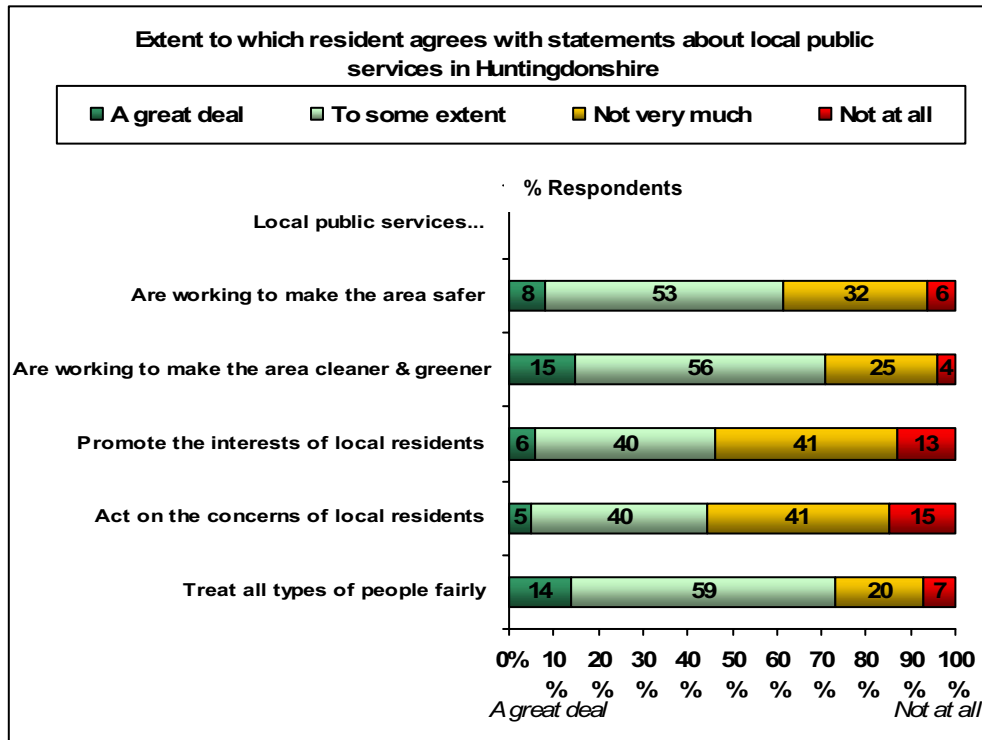
Base: All valid responses

A sense of belonging to their immediate neighbourhood had a polarised response from residents in Huntingdonshire with 6 in 10 (59%) saying they felt fairly or very strongly that they belonged whilst 4 in 10 (41%) did not feel they belonged.

In Cambridgeshire the lowest level of residents expressing a sense of belonging was in Cambridge City itself, and undoubtedly is a reflection of the difference in connections felt by urban and rural residents.

In Huntingdonshire, a sense of belonging rises with age from 34% for those aged 18-24 years to 77% for those aged 65 years or over.

4.3 Local Public Services



Source: Q6

Base: All valid responses

Residents were asked to state to what extent they felt a range of public services were being delivered in Huntingdonshire. Encouragingly, nearly three-quarters (73%) felt that all types of people were treated fairly to some extent or a great deal.

There were also a high proportion of residents who thought public services were working to make the area cleaner and greener (71%).

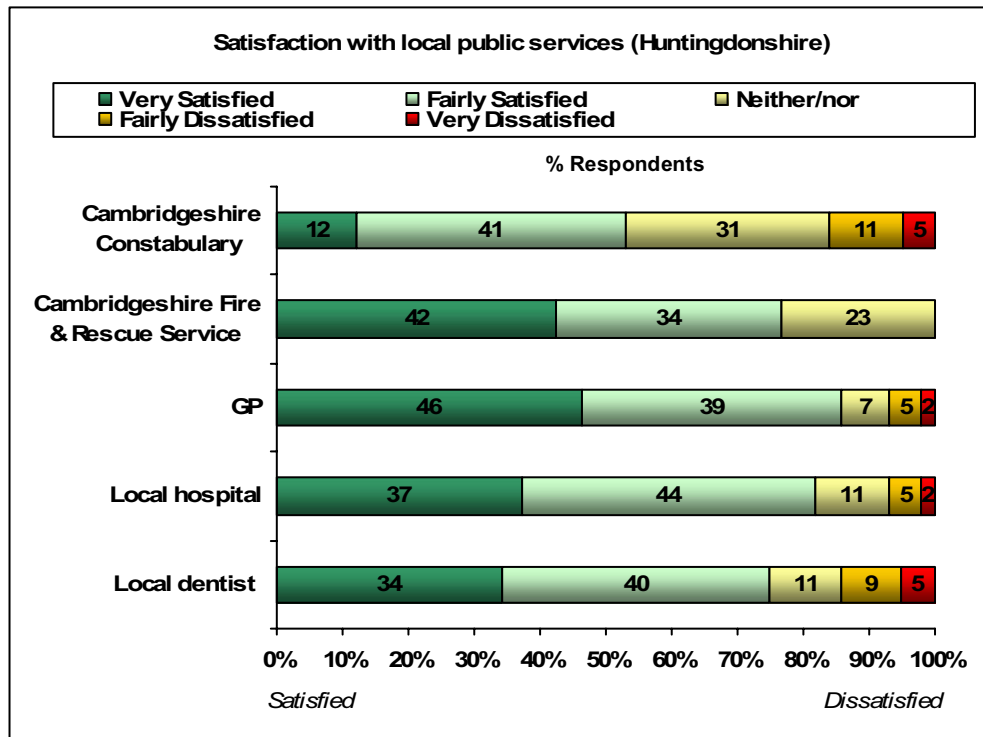
Whilst more residents (61%) felt public services were working to make the area safer, there was significant proportion (39%) who felt this was not the case.

The two areas where more residents felt that public services were not delivering on were in *acting on the concerns of local residents* (56% not delivering) and *promoting the interests of local residents* (54% not delivering).

Table 4: Extent to which residents think public services are working to improve the following issues by District (% ‘a great deal’ or ‘to some extent’)

Local public services...	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Are working to make the area safer	60%	65%	57%	55%	61%	57%
Are working to make the area cleaner & greener	69%	66%	70%	66%	71%	71%
Promote the interests of local residents	47%	52%	43%	39%	46%	52%
Act on the concerns of local residents	46%	56%	42%	37%	45%	50%
Treat all types of people fairly	72%	79%	71%	64%	73%	74%

The table above outlines the findings for each District Council in Cambridgeshire and whilst there are slight variations in the percent saying public services are working to improve the range of services *a great deal* or *to some extent* by each, the two weakest areas are the same across the County: *promoting the interests of local residents* and *acting on the concerns of local residents*.



Source: Q7

Base: All valid responses.

Excludes respondents who have not used services.

For those who had used a range of public services the highest level of satisfaction in Huntingdonshire was with the GP service – 85% stated they were either *fairly* or *very satisfied*.

There were also high levels of satisfaction amongst users of:

- The local hospital (81%);
- Cambridgeshire Fire and Rescue (76%); and
- Local dentists (74%).

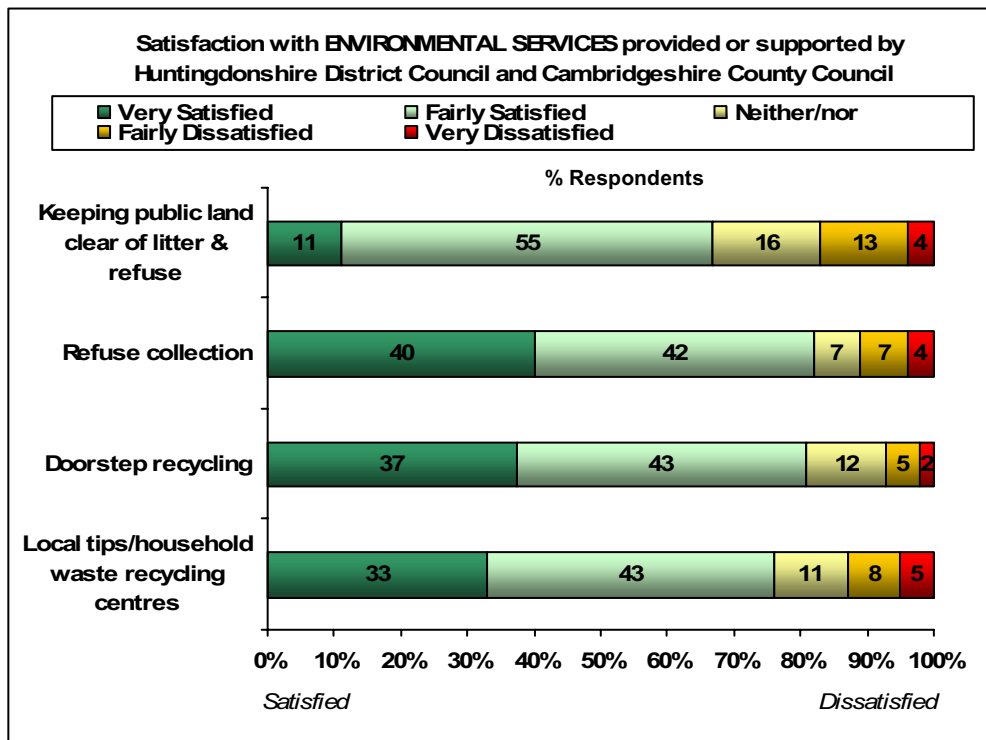
The lowest level of satisfaction observed in Huntingdonshire, as elsewhere in the County, was amongst users of the local Constabulary (only 53% *fairly* or *very satisfied*). Interestingly though, those that are not satisfied tend to fall into the middle ground (31% neither satisfied nor dissatisfied) rather than being *dissatisfied*. Men (49%) were far less satisfied with this service, compared with women (58%).

Satisfaction rises with age for the Cambridgeshire Fire and Rescue service and local dentists.

For comparative purposes the table below outlines the findings for each District Council in the County, on satisfaction amongst users of a range of public services.

Table 5: Satisfaction with public services in local area by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Cambridgeshire Constabulary	50%	57%	42%	46%	53%	44%
Cambridgeshire Fire & Rescue Service	76%	77%	77%	82%	76%	71%
GP	84%	83%	81%	81%	85%	85%
Local hospital	80%	86%	75%	71%	81%	84%
Local dentist	69%	69%	72%	55%	74%	71%



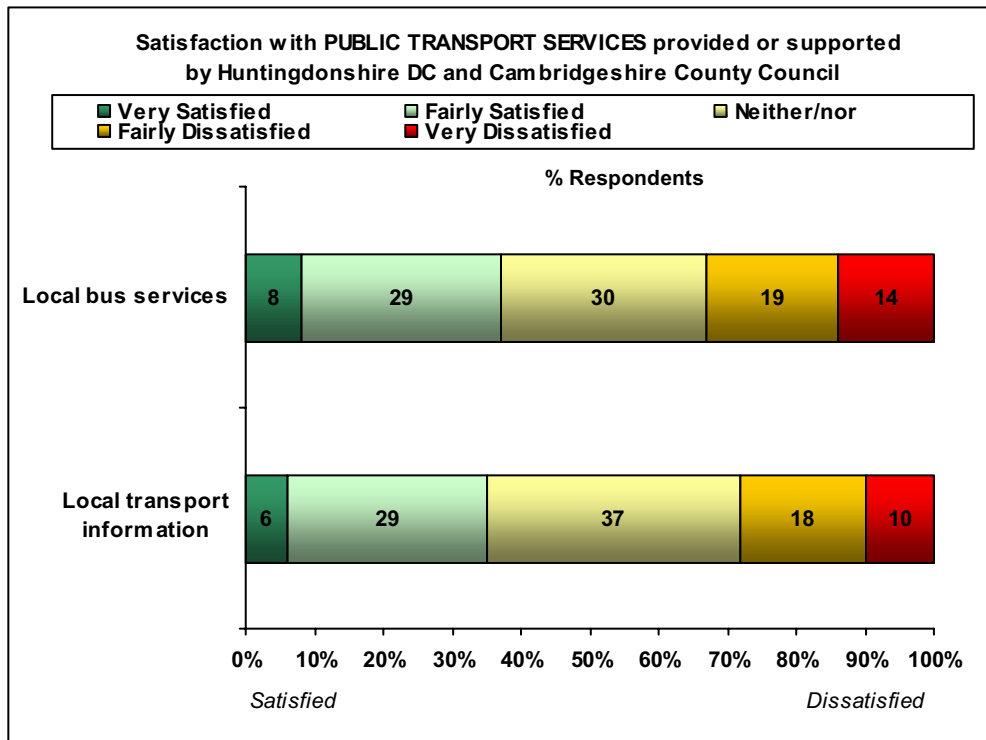
There were high levels of satisfaction with a range of environmental services in Huntingdonshire:

- Refuse collection (82%);
- Doorstep recycling (80%); and
- Local tips / household waste recycling centres (76%).

There were fewer Huntingdonshire residents who expressed satisfaction with *keeping public land clear of litter and refuse* (66%). Indeed this was the area where the highest level of dissatisfaction was expressed (17% *fairly* or *very dissatisfied*).

Table 6: Satisfaction with Environmental Services by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Keeping public land clear of litter & refuse	64%	66%	60%	57%	66%	61%
Refuse collection	77%	71%	72%	77%	82%	78%
Doorstep recycling	74%	70%	64%	69%	80%	79%
Local tips/household waste recycling centres	73%	65%	70%	76%	76%	74%



Source: Q8

Base: All valid responses

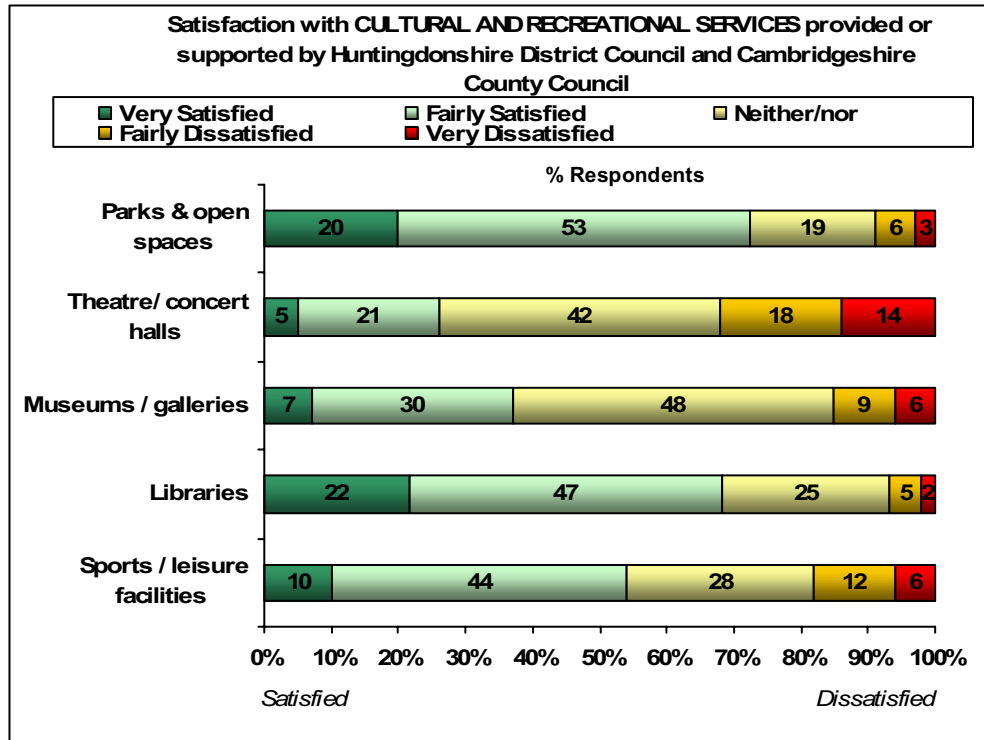
In terms of satisfaction with public transport services there were polarisation of response in Huntingdonshire with just over a third (37%) being *satisfied* and a third (33%) being *dissatisfied* with local bus services. The remainder were neither satisfied nor dissatisfied (30%).

Similarly, just over a third (35%) were *satisfied* with local transport information whilst nearly 3 in 10 (28%) were *dissatisfied*.

Women were more satisfied with local transport information (40%) and the local bus service (39%) compared with men (31% and 34%, respectively).

Table 7: Satisfaction with local transport services by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Local bus services	39%	49%	29%	36%	37%	36%
Local transport information	37%	46%	30%	37%	35%	36%



There were high satisfaction levels expressed by Huntingdonshire residents for *parks and open spaces* (73%) and *libraries* (69%).

Satisfaction with *sports and leisure facilities*, although not particularly high, was on a par with satisfaction of these facilities in Cambridge City (54%). A fifth was either fairly or very dissatisfied with sports and leisure facilities in the District (18%).

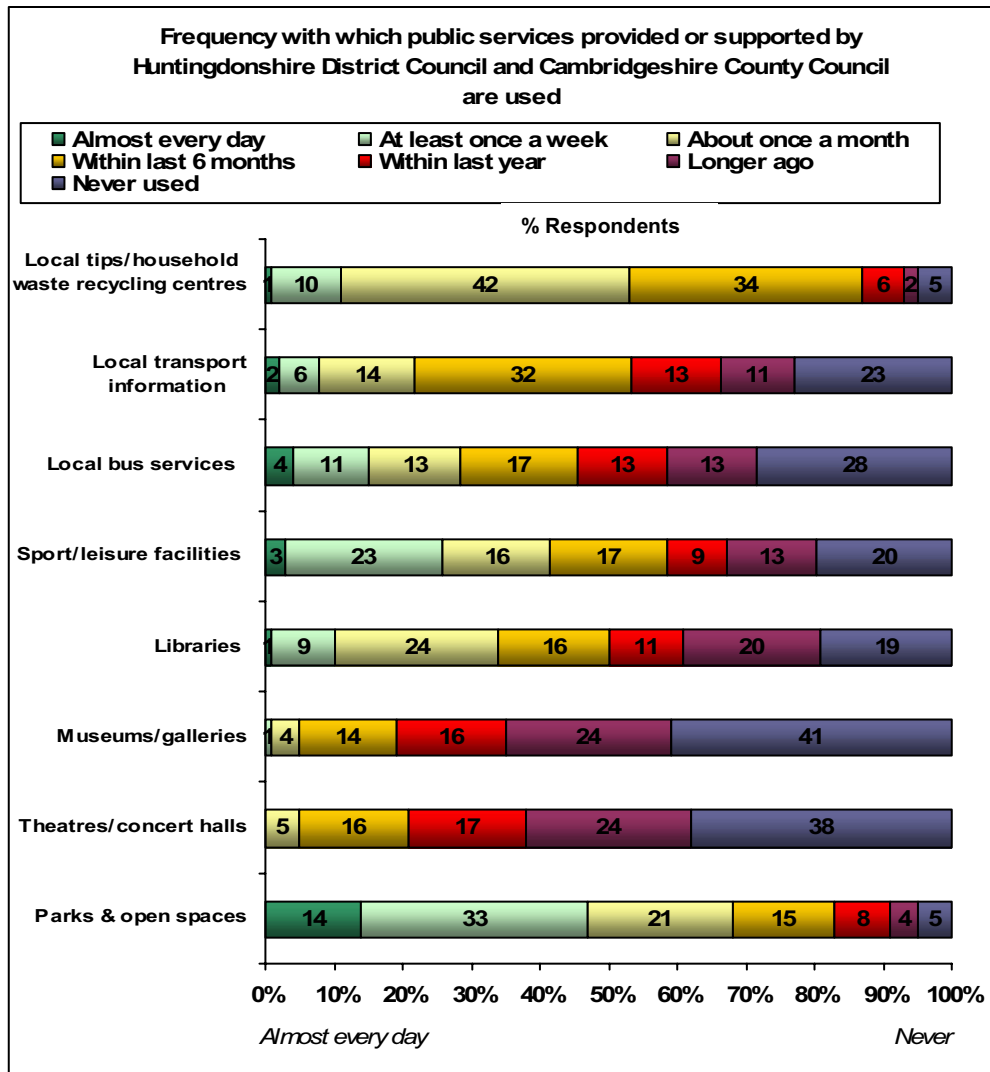
Nearly four in ten (37%) were *satisfied* with museums and galleries, with 15% being *dissatisfied* and the remaining half (48%) being neither *satisfied nor dissatisfied*.

The area of cultural and recreational services that Huntingdonshire residents was least satisfied with was theatre and concert halls (32%). Indeed, only a quarter was satisfied (26%).

Residents aged 65 years or over were more satisfied with libraries (81%) and 44% of them had used them at least once a month.

Table 8: Satisfaction with Cultural & Recreational Services by District (% 'very' or 'fairly' satisfied)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Sports & Leisure facilities	48%	57%	40%	42%	54%	40%
Libraries	62%	51%	66%	72%	69%	54%
Museums/ galleries	48%	69%	42%	50%	37%	40%
Theatres/ Concerts halls	39%	70%	21%	19%	26%	44%
Parks and open spaces	72%	84%	66%	60%	73%	74%



Source: Q9

Base: All valid responses

The public services that are provided or supported by Huntingdonshire District Council with the greatest use are *parks and open spaces* (68% used at least once a month) and *local tips / household waste recycling centres* (53% used at least once a month).

All other services were used by a minority on a regular basis (i.e. at least once a month):

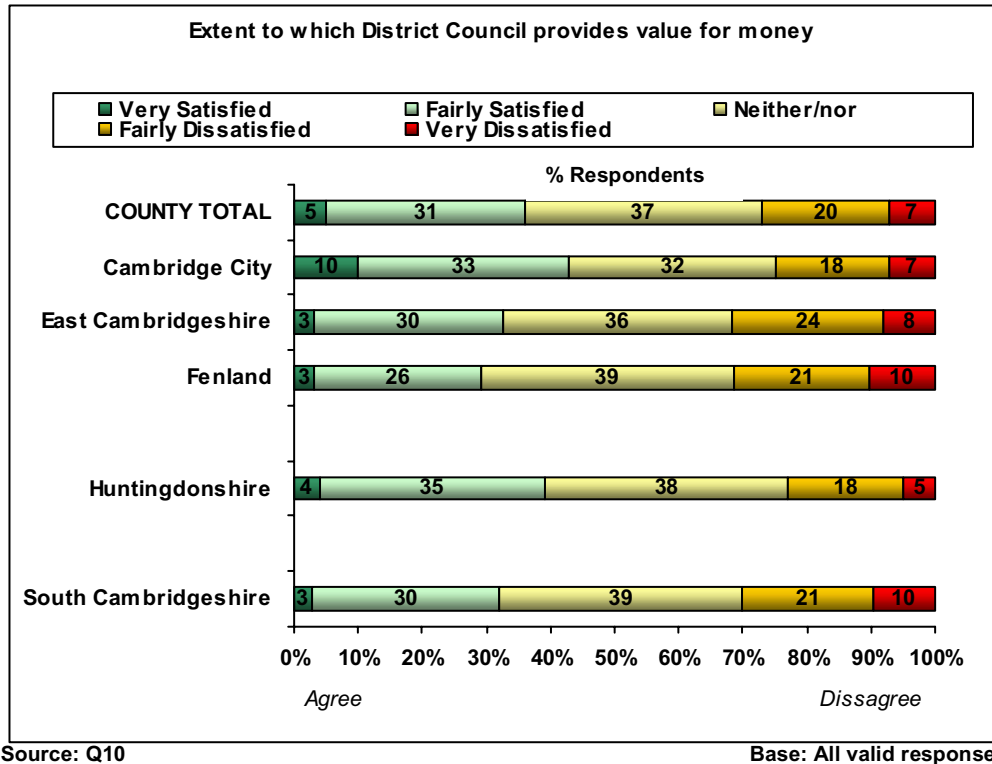
- Sports and leisure facilities (42%);
- Libraries (34%);
- Local bus services (28%);
- Local transport information (22%);
- Museums / galleries (5%); and
- Theatres / concert halls (5%).

Table 9: Frequency of use of public services by District (% use at least monthly)

	County	Cambridge City	East Cambs	Fenland	Huntingdonshire	South Cambs
Local tips/ household waste recycling centres	47%	36%	50%	49%	53%	47%
Local transport information	28%	44%	23%	18%	22%	32%
Local bus services	37%	56%	27%	25%	28%	42%
Sport/ leisure facilities	36%	42%	32%	29%	42%	31%
Libraries	31%	27%	33%	33%	34%	29%
Museum/ galleries	11%	23%	7%	4%	5%	12%
Theatres/ concert halls	11%	20%	7%	3%	5%	15%
Parks and open spaces	66%	78%	65%	50%	68%	67%

Interestingly, Huntingdonshire residents' use of sports and leisure facilities was on a par with those residing in Cambridge City where you would expect there to be more resources.

Furthermore, Huntingdonshire residents make the greatest use of local tips / household waste recycling centres in the County.

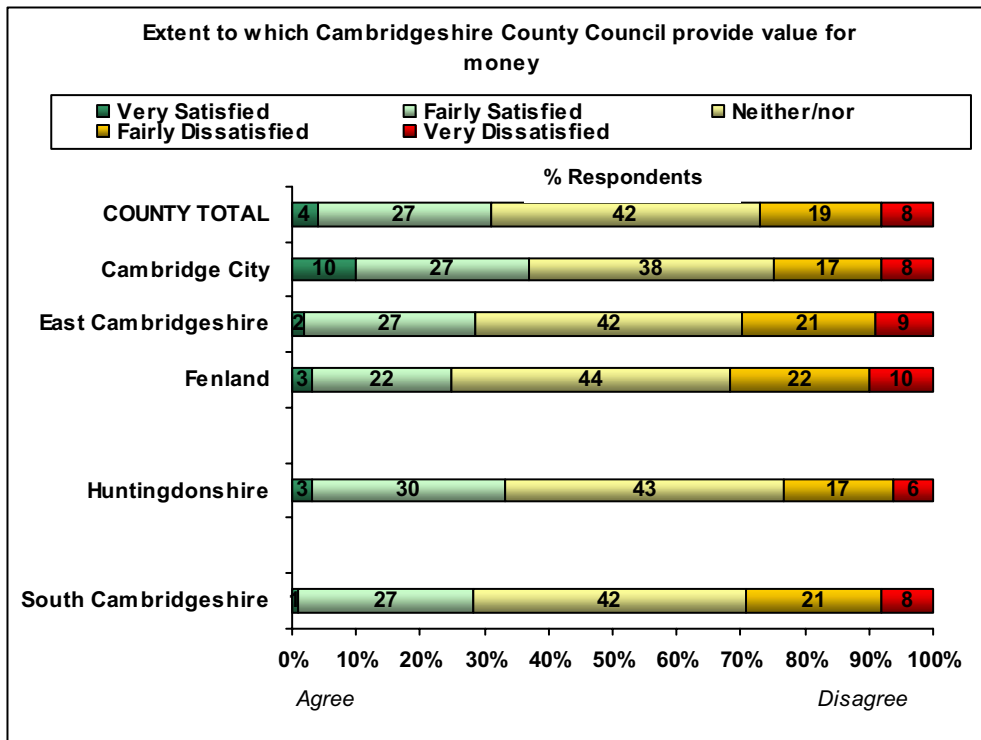


The chart above shows the levels of agreement / disagreement that the District Councils in the County provide value of money as perceived by the DC's residents.

In Huntingdonshire, nearly 4 in 10 were *satisfied* that the District Council provides value for money. Indeed, Huntingdonshire District Council received the lowest levels of *dissatisfaction* on this measure across the County (23%).

Value for money perceptions in Cambridgeshire was highest amongst Cambridge City residents (43% *satisfied*).

41% of women neither agreed nor disagreed (men 34% neither). High percentages in the neither category could suggest that residents are unaware of the value for money they are receiving.

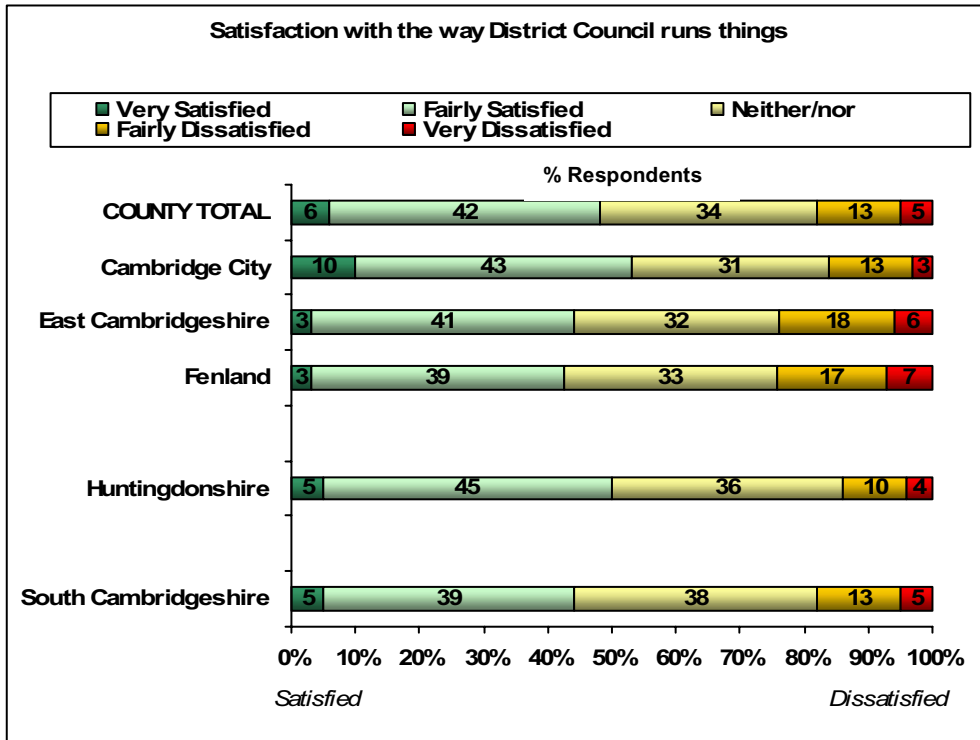


Source: Q10

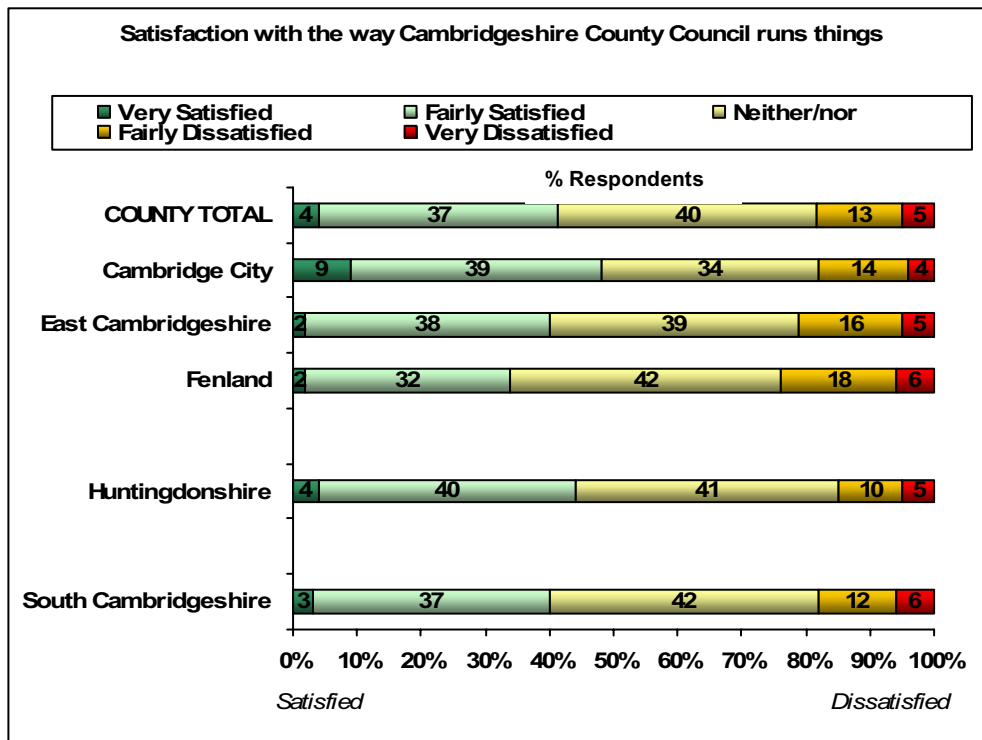
Base: All valid responses

Perceptions of value for money amongst Huntingdonshire District Council residents were lower for the County Council than for the District Council (33% satisfied compared with 39%).

Again, high percentages in the 'neither' category (43%) could suggest low awareness of the value for money residents are receiving.



Half (50%) of Huntingdonshire residents were *satisfied* with the way the District Council runs things, with 14% being *dissatisfied*. The remaining 4 in 10 were *neither satisfied nor dissatisfied*.

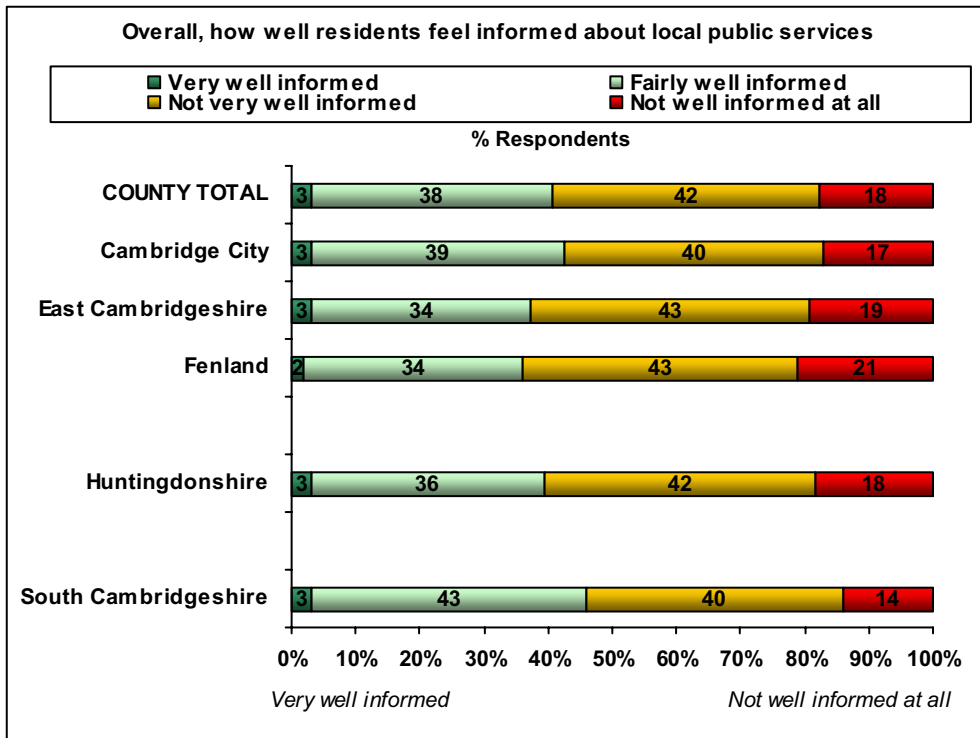


Source: Q11

Base: All valid responses

Over 4 in 10 (44%) of Huntingdonshire's residents expressed satisfaction with the way the County Council runs things, this was slightly above the average across the County (41%).

4.4 Communications



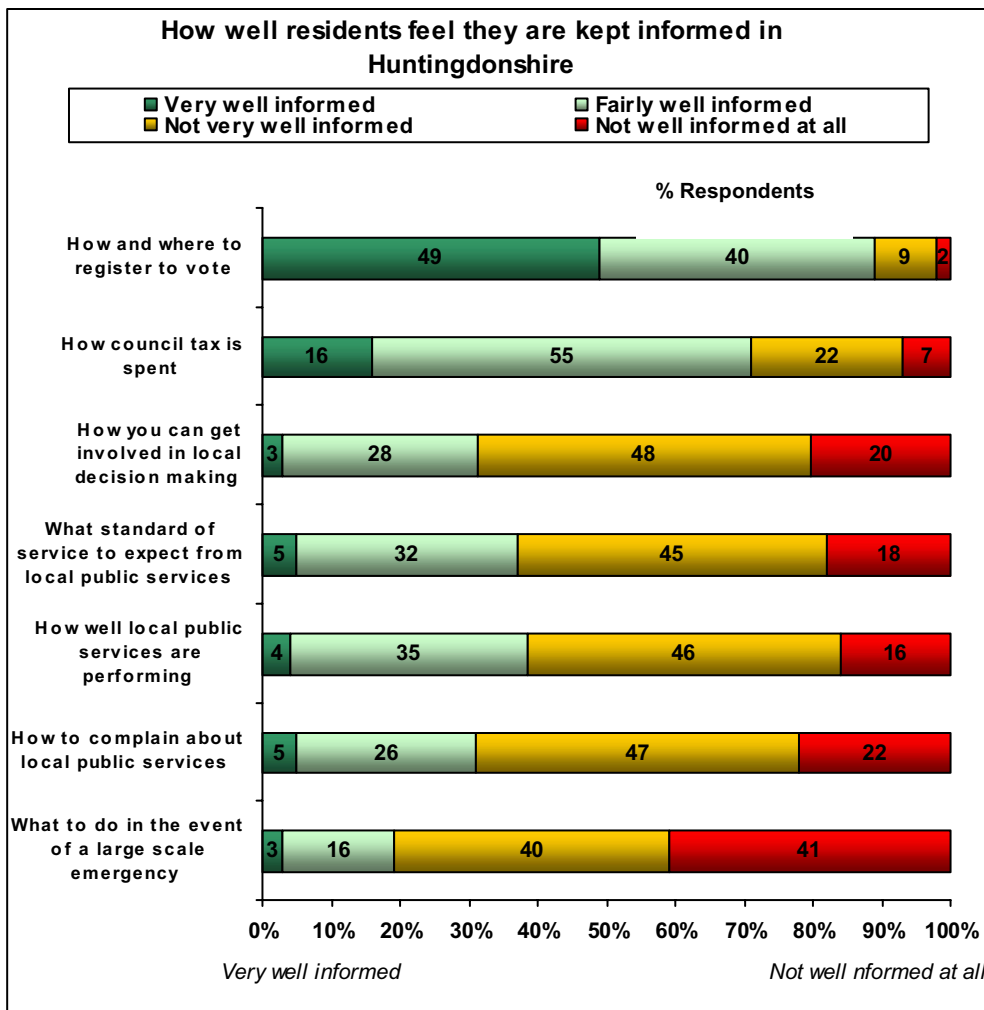
Source: Q12

Base: All valid responses

Whilst 4 in 10 (39%) of Huntingdonshire residents felt they were fairly or very well informed about public services, a similar proportion (42%) were *not very well informed* and a further fifth (18%) were *not well informed at all*.

Feeling informed rises with age from 32% for those aged 18-34 years to 51% for those aged over 65 years.

Residents with a strong sense of belonging to the area (49%) felt better informed than those with a weak sense of belonging (28%).



Source: Q12

Base: All valid responses

Whilst the majority of residents in Huntingdonshire (89%) know how and where to register to vote and a large proportion (71%) felt *very* or *fairly well informed* about how council tax is spent, very few feel informed about many aspects:

- How well local public services are performing (39%);
- What standard of service to expect from local public services (37%);
- How you can get involved in local decision making (31%); nor
- How to complain about local public services (31%).

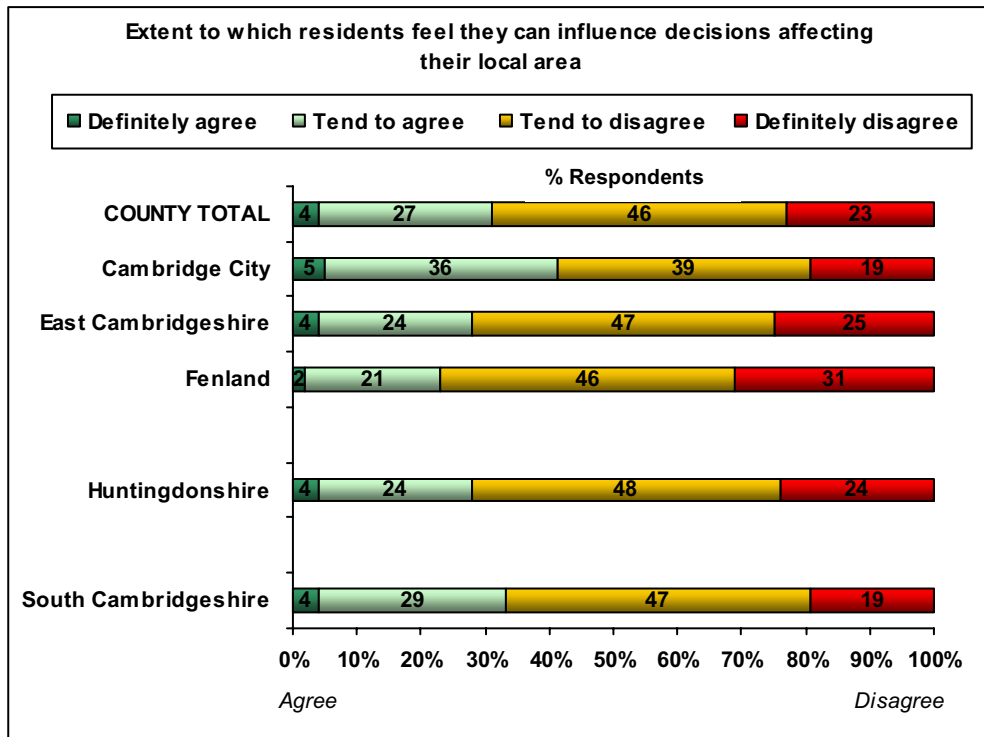
Alarmingly, very few (19%) felt well informed in *what to do in a large scale emergency*.

Residents aged 65 years or over felt better informed on all these issues with 33% feeling informed on what to do in the event of a large-scale emergency.

Table 10: Extent to which residents feel informed by District (% 'very' or 'fairly' well)

	County	Cambridge City	East Cambs	Fenland	Huntington-shire	South Cambs
How and where to register to vote	88%	84%	87%	85%	89%	89%
How council tax is spent	65%	53%	67%	68%	71%	67%
How to get involved in local decision making	33%	32%	33%	26%	31%	40%
What standard of service to expect from local public services	38%	37%	38%	36%	37%	40%
How well local public services are performing	37%	34%	35%	39%	39%	42%
How to complain about local public services	34%	36%	32%	35%	31%	37%
What to do in the event of a large-scale emergency	18%	17%	15%	18%	19%	17%

4.5 Local Decision Making

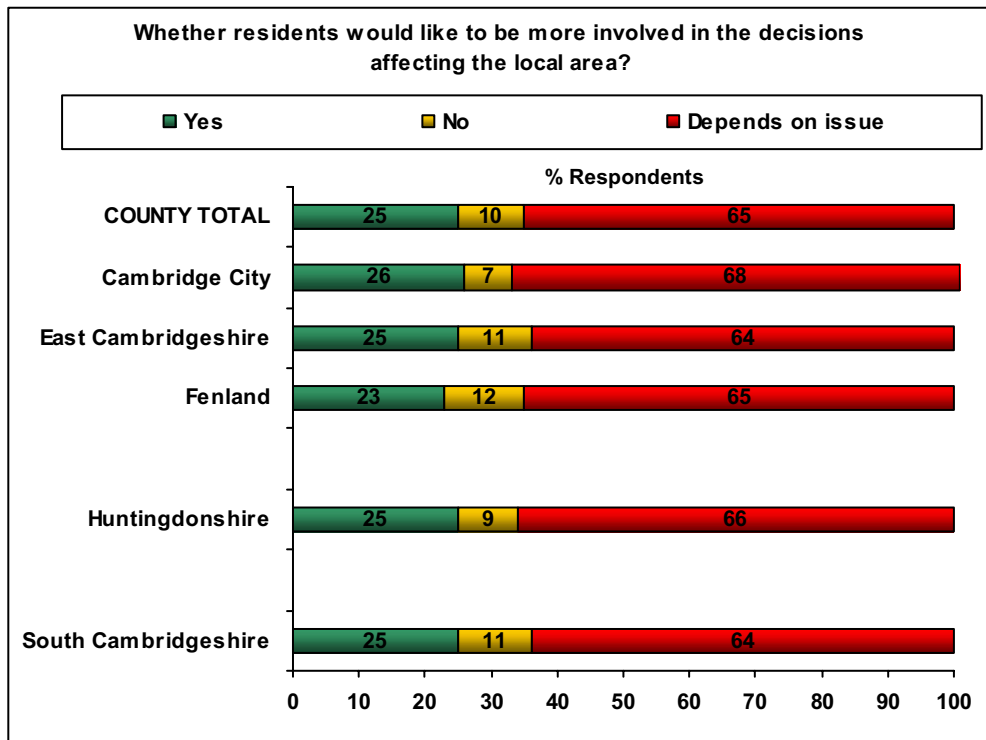


Source: Q13

Base: All valid responses

Just over a quarter (28%) of Huntingdonshire residents said they *feel they can influence decisions affecting their local area*. This compares with 31% on average across the County.

Interestingly, those who have been involved in a decision-making group in the past year (31%) were not much more likely to feel they can influence decision-making than those who have not been involved (27%), as was the case in other Cambridgeshire Districts.



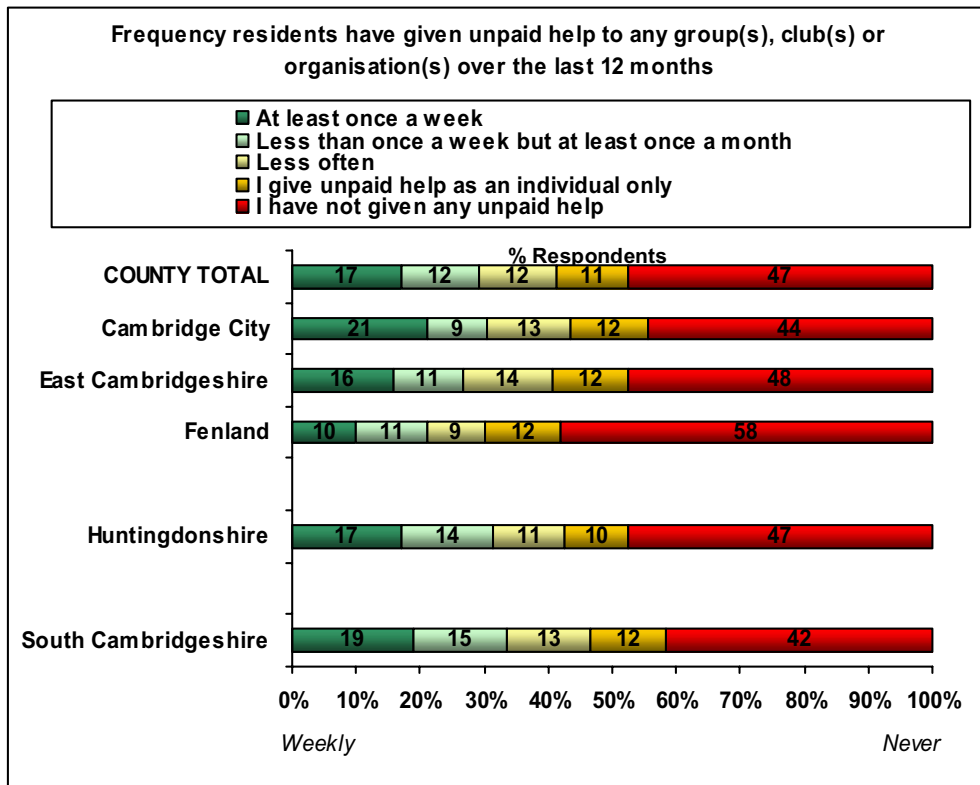
Source: Q14

Base: All valid responses

A quarter (25%) of Huntingdonshire residents said they would like to be more involved in the decisions affecting the local area. For many though it very much *depends on the issue* with two-thirds stating this (66%). The findings were similar across the District Councils in the County on this measure.

Residents aged 25-44 (35%) were more likely to want to be further involved than any other age group, and so were men (33%) compared with women (19%).

4.6 Helping Out



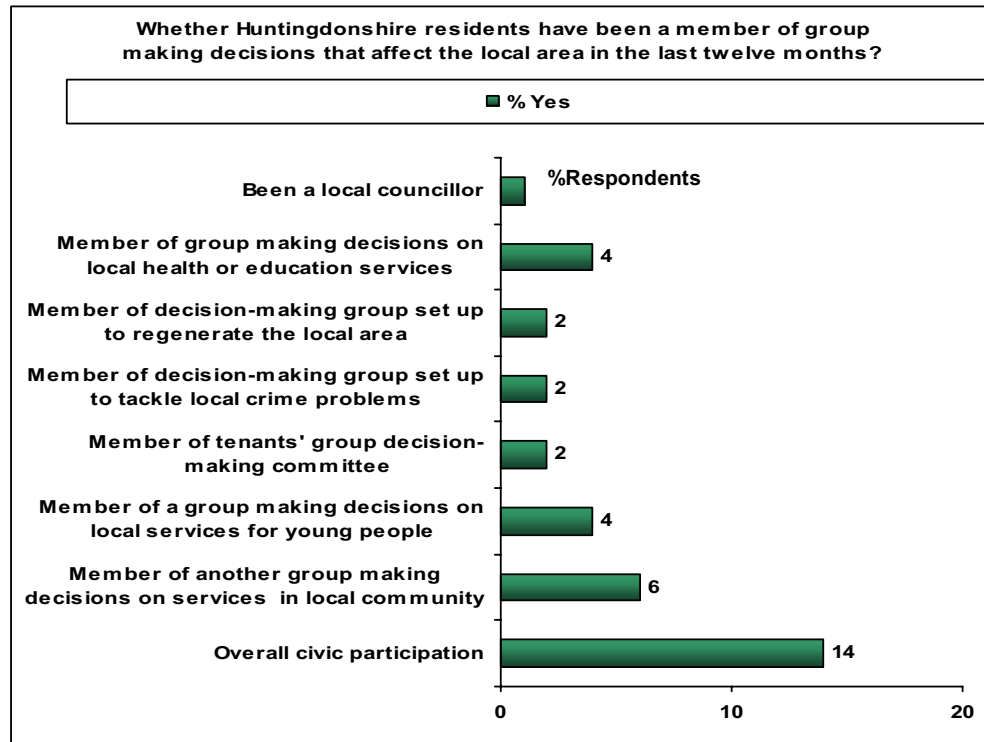
Source: Q15

Base: All valid responses

Three in ten Huntingdonshire residents reported that they have given unpaid help to a group / club or organisation at least on a monthly basis (31%). This is one of the highest in the County – with 30% of Cambridge City residents saying the same.

Nearly half (47%) of Huntingdonshire residents had not given help to a group / club or organisation in the last 12 months.

4.7 Getting Involved



Source: Q16

Base: All valid responses

14% of Huntingdonshire residents had been involved in some aspect of civic participation in the last year.

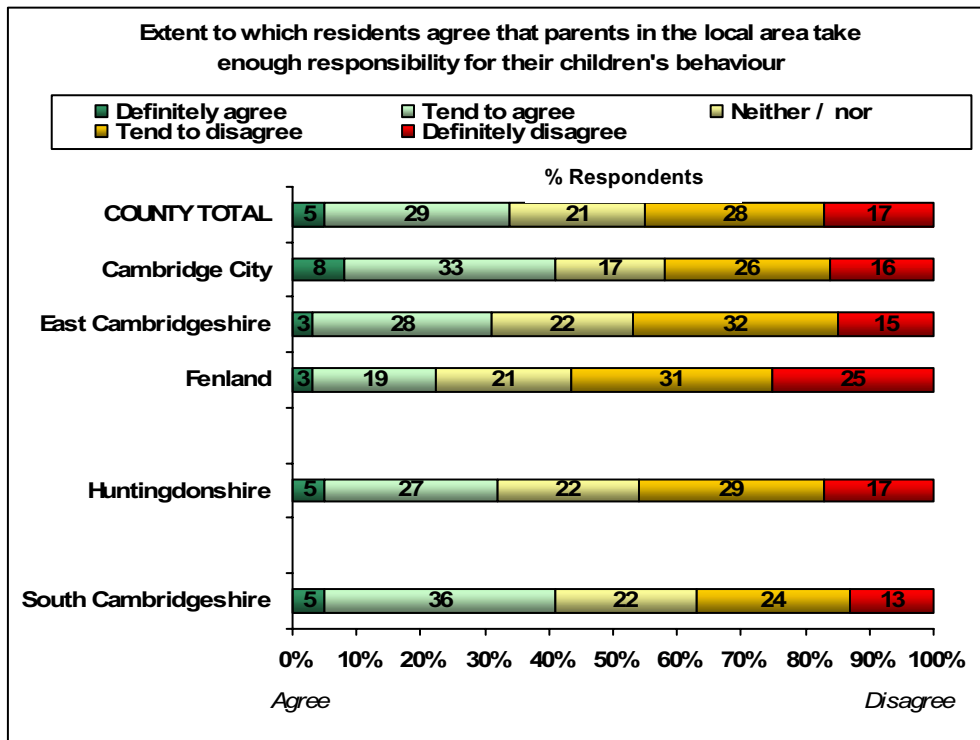
Residents were more likely to be members of a community group (6%).

Table 11: Percentage of residents who have been involved with decision-making groups that affect local area in the past 12 months by District

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Local councillor (for local authority, town or parish)	2%	2%	2%	1%	1%	4%
Member of a group making decisions on local health or education services	4%	5%	4%	3%	4%	6%
Member of a decision-making group set up to regenerate the local area	2%	1%	3%	1%	2%	3%
Member of a decision making group set up to tackle local crime problems	3%	3%	2%	2%	2%	4%
Member of a tenants' group decision making committee	2%	3%	2%	1%	2%	2%
Member of a group making decisions on local services for young people	4%	6%	4%	2%	4%	5%
Member of another group making decisions on services in the local community	7%	8%	6%	5%	6%	10%
Civic participation	15%	15%	15%	11%	14%	20%

Civic participation is quite low across all the District Councils in the County – with South Cambridgeshire District residents being the most active (20%), and Fenland residents the least active.

4.8 Respect and Consideration

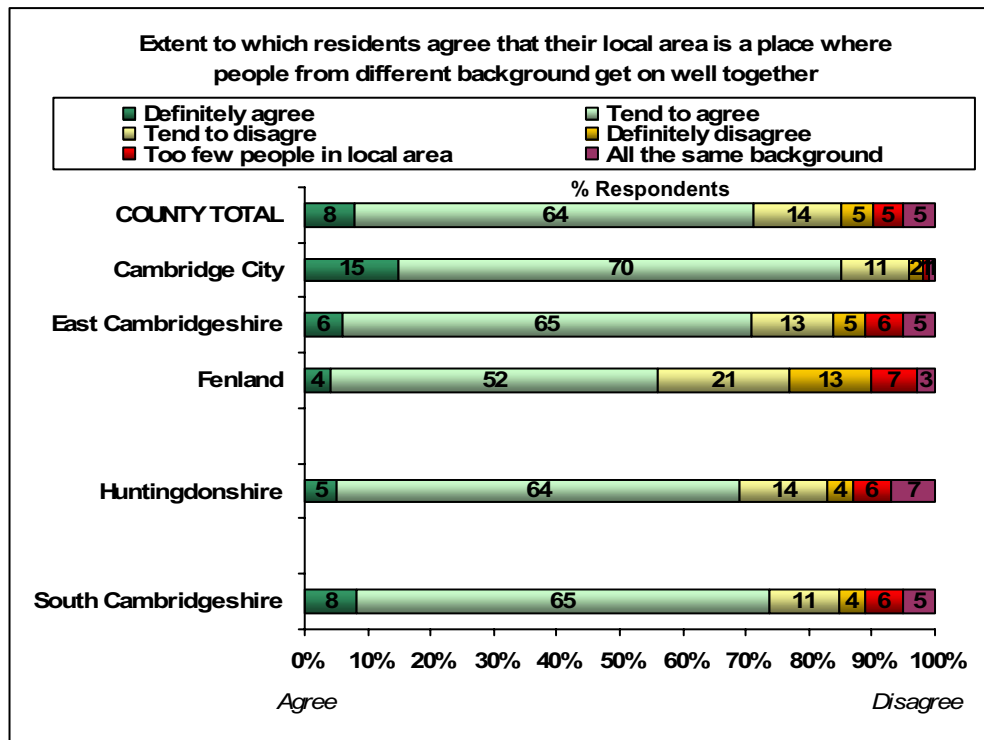


Source: Q17

Base: All valid responses

A third (32%) of Huntingdonshire residents *agree* that parents in the local area take enough responsibility for their children's behaviour whilst nearly a half (46%) *disagrees*. These findings reflect the average for the County.

No major differences amongst the age groups were found showing a similar attitude between parents of children and non-parents.

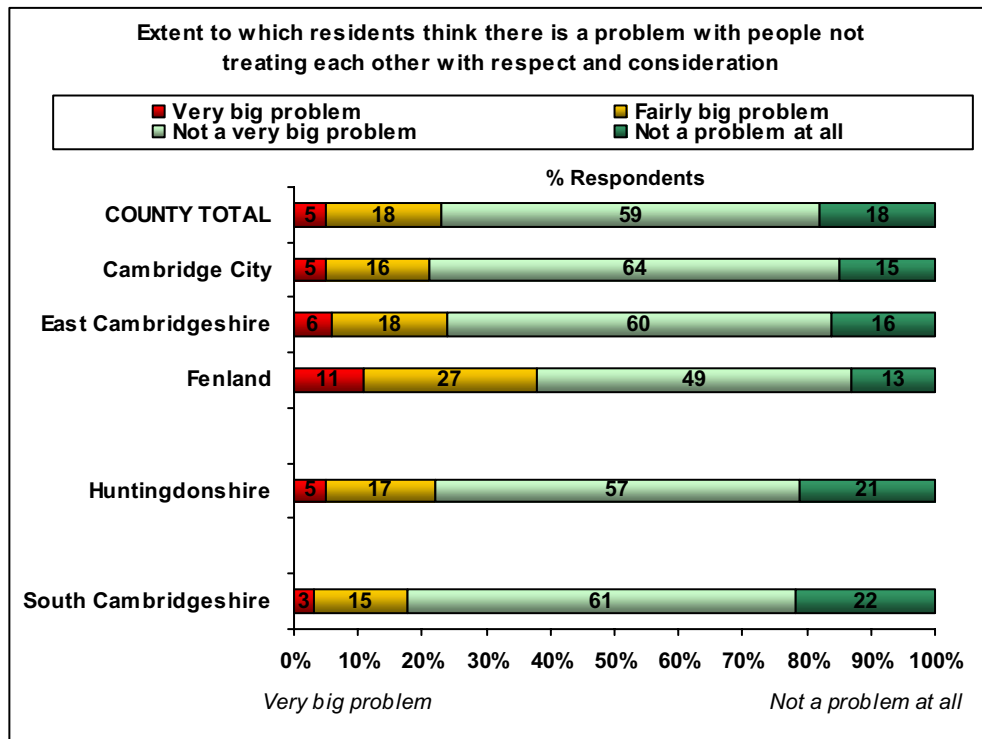


Source: Q18

Base: All valid responses

7 in 10 residents in Huntingdonshire *agree* that their local area is a place where people from different backgrounds get on well together (69%). This was slightly lower than the average for the County (72%).

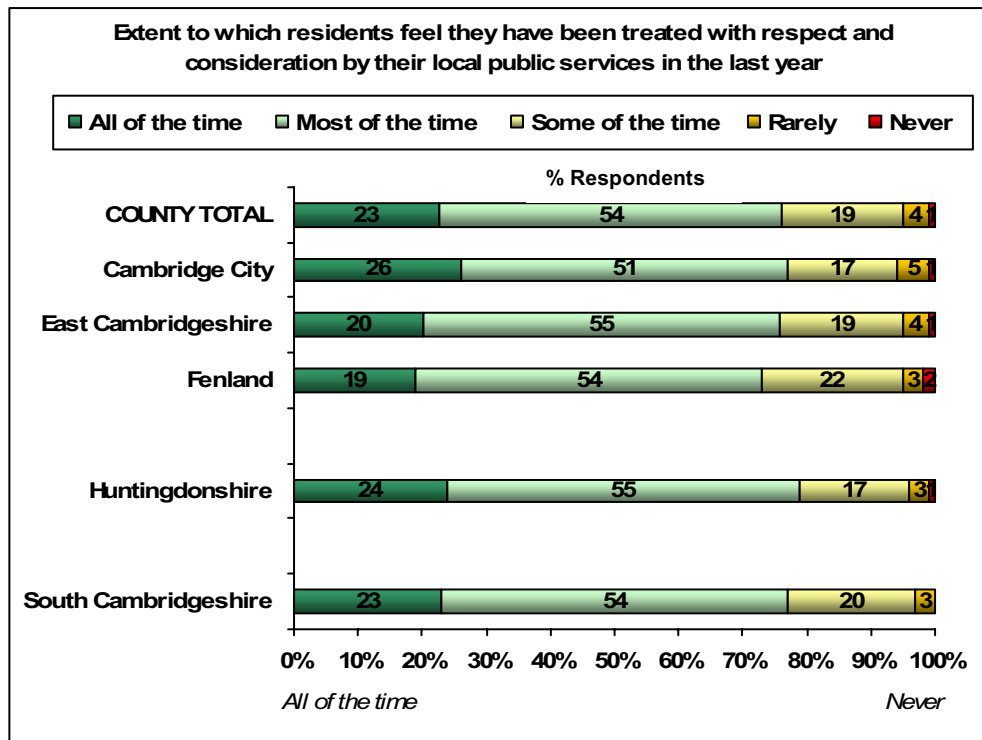
Only 23 BME residents answered this question and therefore analysis by ethnicity was not conducted.



Source: Q19

Base: All valid responses

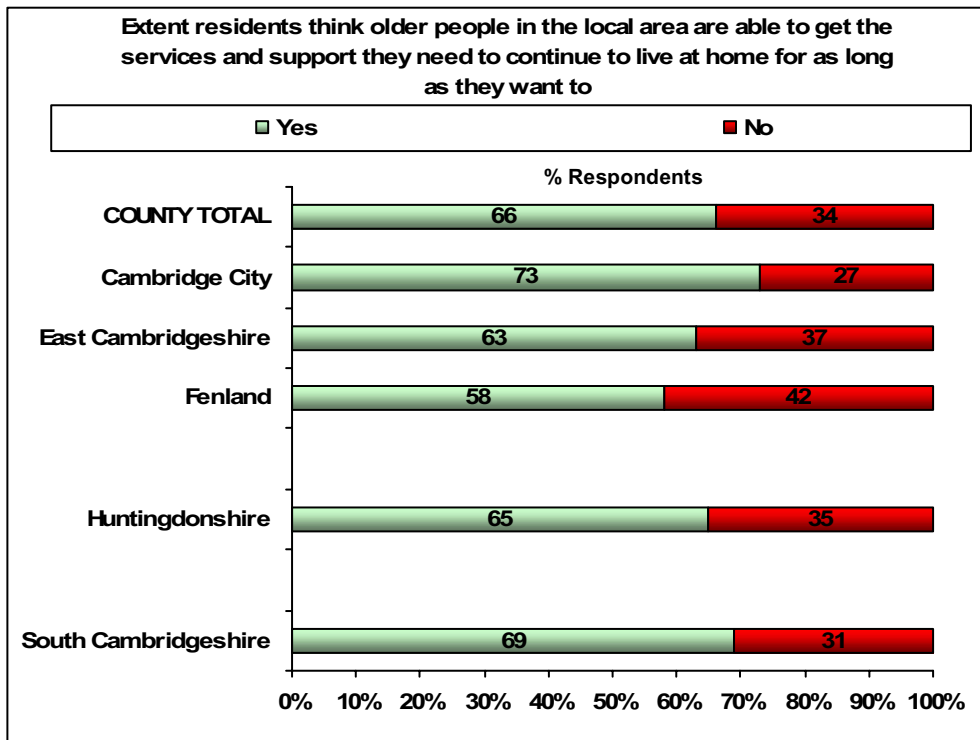
Just over 1 in 5 (22%) of people living in Huntingdonshire feel there is a problem *with people not treating each other with respect and consideration* in the area.



Source: Q20

Base: All valid responses

The majority of Huntingdonshire residents felt that their local public services *treated them with respect and consideration* all or most of the time (79%), a further 17% felt they were treated like this some of the time with very few saying they were not treated with respect and consideration (4%).

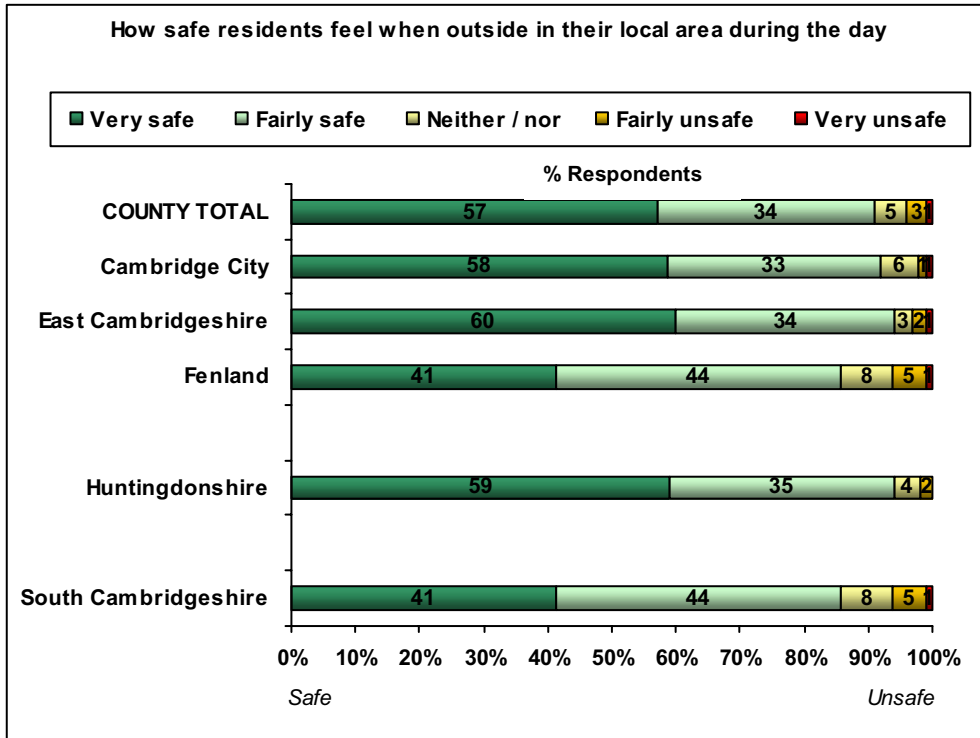


Source: Q21

Base: All valid responses

In Huntingdonshire, two-thirds (65%) of residents thought that *older people in the area are able to get the services and support they need to continue to live at home for as long as they want to*. Whilst a third thought this was not the case. These findings reflect the average across the County.

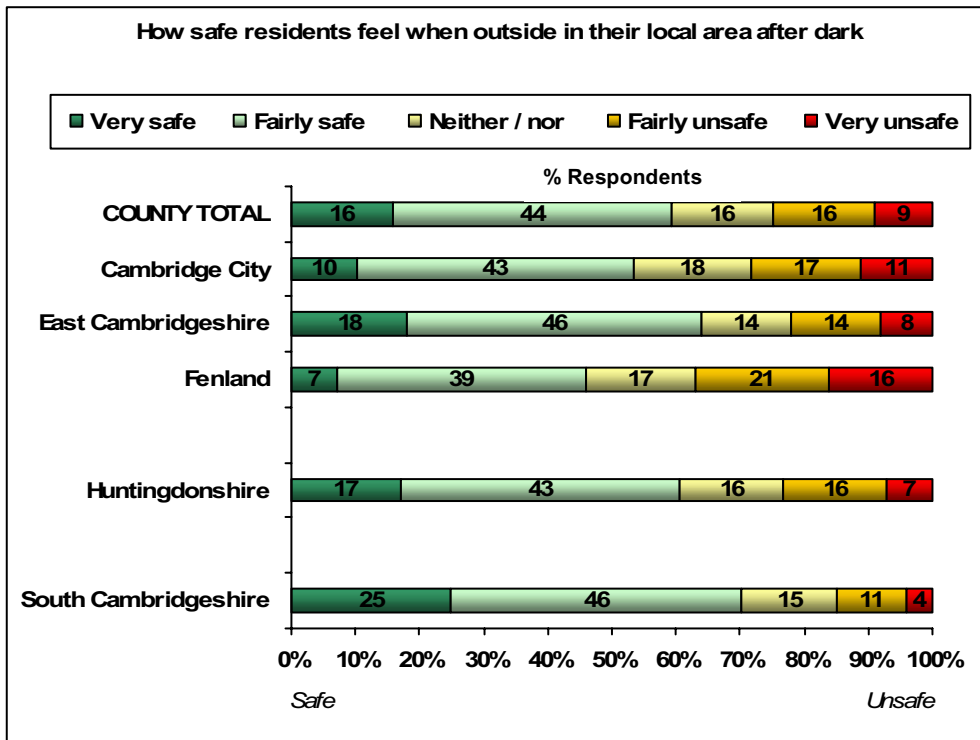
4.9 Community Safety



Source: Q23

Base: All valid responses

Six in ten Huntingdonshire residents reported that they felt *very safe* whilst outside in their local area during the day. A further third reported that they felt *fairly safe*. Only a small proportion felt *fairly unsafe* (2%).

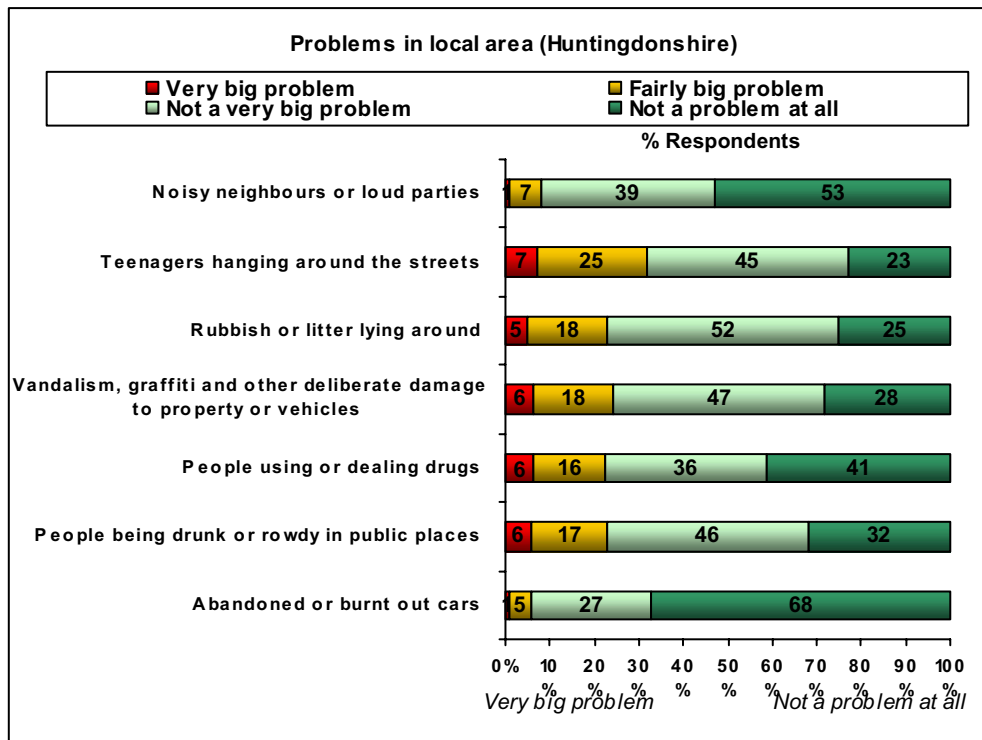


Source: Q22

Base: All valid responses

Feelings of safety drop significantly though after dark. In Huntingdonshire, only 17% claimed to feel *very safe* outside in their local area after dark and a further 43% *fairly safe*. Nearly a quarter claimed to feel *fairly* or *very unsafe* after dark (23%).

People aged over 65 years were more likely to feel unsafe when outside after dark (32% unsafe), and so were women (30% unsafe compared with men 15%).



Source: Q24

Base: All valid responses

For a third of Huntingdonshire residents *teenagers hanging around the streets* is a fairly or very big problem (32%). This was the issue that was seen by the most residents as problematic – a fifth to a quarter reported the following as a problem:

- Rubbish or litter lying around (23%);
- Vandalism, graffiti and other deliberate damage to property or vehicles (24%);
- People using or dealing drugs (22%); and
- People being drunk or rowdy in public places (23%).

Noisy neighbours or loud parties (8%) or abandoned or burnt out cars (6%) was problematic for very few Huntingdonshire residents. A third of residents renting from the Council (32%) thought noisy neighbours or loud parties to be a problem.

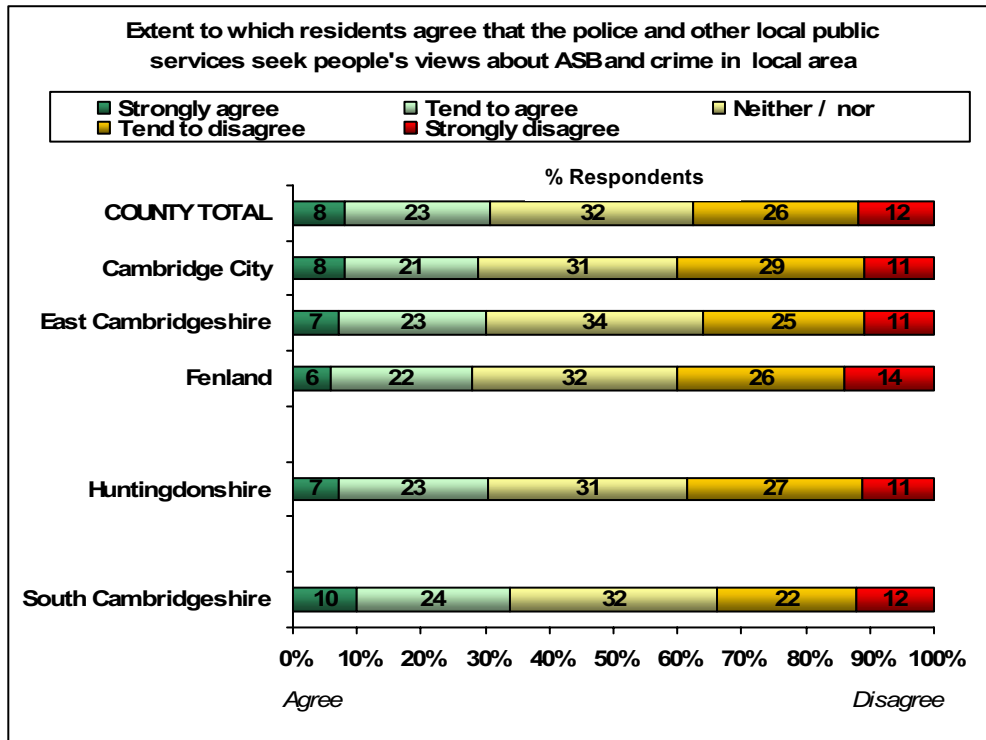
Table 12: Problems in local area by District (% 'very big' or 'fairly big' problem)

	County	Cambridge City	East Cambs	Fenland	Huntingtonshire	South Cambs
Noisy neighbours or loud parties	9%	13%	8%	11%	8%	7%
Teenagers hanging around the streets	33%	33%	38%	45%	32%	26%
Rubbish or litter lying around	28%	34%	28%	34%	23%	21%
Vandalism, graffiti and other deliberate damage to property or vehicles	27%	28%	26%	37%	24%	21%
People using or dealing drugs	24%	28%	30%	31%	22%	13%
People being drunk or rowdy in public places	23%	32%	23%	32%	23%	8%
Abandoned or burnt out cars	5%	4%	4%	10%	6%	3%
High perception of ASB	12%	13%	13%	20%	10%	8%

Scores for all 7 questions were added (where 0= No problem at all and 3=Very big problem). The minimum possible score was zero (i.e. where a respondent marked all 7 issues not to be a problem at all; 7x0=0) and the maximum was 21 (i.e. where a respondent marked all 7 issues not to be a big problem; 7x3=21). The middle point of the scale was decided by the Audit Commission to be 11 points.

10% of residents from Huntingdonshire scored above 11 point for this set of questions which is just under the County average score.

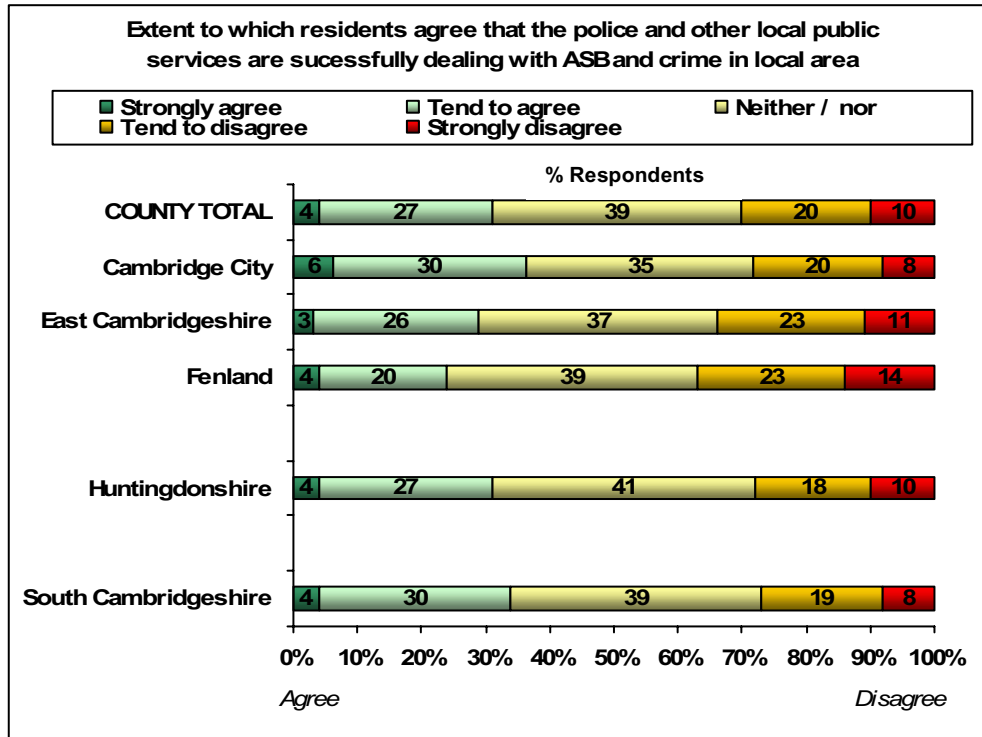
Anti-social behaviour, overall, was more of a problem to those renting from the Council (32% scored over 11 points) or a Housing Association (24%).



Source: Q25

Base: All valid responses

There was polarisation amongst Huntingdonshire's residents as to whether or not the police and other local public services seek people's views about ASB and crime in the local area. Nearly 4 in 10 (38%) either *disagreed strongly* or *tended to disagree* whilst 3 in 10 agreed.



Source: Q26

Base: All valid responses

Whilst 3 in 10 (31%) residents in Huntingdonshire felt that the police and other public services were successfully dealing with ASB and crime in the local area, a similar proportion (28%) disagreed. Furthermore, 4 in 10 could *neither agree nor disagree* that this was the case indicating that more communication is necessary.

Fewer residents with a weak sense of belonging (24%) agreed with this compared with those with a strong sense of belonging (35%).