

Analysing the Place Survey 2008/09

**County Report: Combined findings from
the County and District Place Surveys**



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INTRODUCTION

This report presents in-depth analysis from the Place Survey 2008/09. The report uses the combined dataset from **all nine** Place Surveys which were undertaken in Staffordshire in 2008/09.

Background

The Place Survey was introduced by the Department for Communities and Local Government as part of the new performance framework for local public services. The framework contains a National Indicator Set of 198 indicators which reflect national priorities. Of these indicators, 18 relate to citizens' perceptions. The Place Survey has been developed as the method for collecting the data for these perception indicators. The Place Survey also contains wider 'quality of life' questions.

The Place Survey replaces the previous Best Value Survey regime which focused on customer satisfaction with local authority services. The Place Survey focuses much more on people and the local area.

The Place Survey was first undertaken in 2008/09 and will be repeated every two years. The Place Survey is one of many tools available to local public services to capture and understand residents' perceptions and opinion.

Methodology

The Place Survey 2008/09 was a postal survey sent to a random sample of residential addresses between September and December 2008. Local authorities were required to take reasonable steps to maximise their response rates and to ensure that they received at least 1,100 completed questionnaires. Further information on the Place Survey methodology can be found in the Place Survey Manual.¹

Staffordshire's Approach for 2008/09

Due to the short lead-in to the 2008/09 Place Survey, the Staffordshire Community Engagement Network took the decision that Staffordshire would undertake nine Place Surveys in 2008/09, one for each of the eight districts and one for the county.

The final Place Survey 2008/09 data was released to local authorities in July 2009. Staffordshire Observatory has been working alongside the Staffordshire Community Engagement Network to gain access to the raw datasets for all nine Place Surveys so that they can be combined into one dataset for Staffordshire.

The combined dataset has been cleaned and weighted to reflect the Audit Commission's weighting guidelines. The combined dataset contains responses from 11,030 Staffordshire residents. This provides us with the opportunity to undertake more in-depth analysis of the 2008/09 Place Survey results.

Structure of the report

The first section of the report summarises the overall findings from the combined Place Survey, including a summary of district performance. Following this, each theme is presented in a separate chapter and details all the findings, including some in-depth analysis by personal characteristics (such as age and gender) and area and household characteristics (such as deprivation and ward). The final section of each chapter brings together the key messages for the theme. Section 10 looks at Staffordshire Local Area Agreement National Indicators in more detail, exploring whether there are any links between the results of different indicators. The final section of the report highlights the wards that suffer from multiple issues, pulling out those that repeatedly appear in the ten worst scoring wards throughout the report.

¹Place Survey 2008-09 Manual. Available from www.communities.gov.uk

RESPONDENT PROFILE

The combined dataset has been weighted by age, gender and number of people per household in line with the Audit Commission weighting guidance. Unless otherwise stated, data within this report is weighted data.

The table below shows the respondent profile of the actual (unweighted) data against the weighted data.

Table i - Demographic profile of respondents

Gender	Unweighted		Weighted	
	Number	%	Number	%
Male	4,516	42%	5,181	48%
Female	6,290	58%	5,619	52%
Total	10,806	100%	10,801	100%

Age Bands	Unweighted		Weighted	
	Number	%	Number	%
18-34	938	9%	2,274	22%
35-54	3,190	31%	3,799	38%
55-64	2,371	23%	1,793	18%
65+	3,691	36%	2,249	22%
Total	10,190	100%	10,115	100%

Ethnicity	Unweighted		Weighted	
	Number	%	Number	%
White	10,649	99%	10,602	98%
BME	136	1%	186	2%
Total	10,785	100%	10,788	100%

District	Unweighted		Weighted	
	Number	%	Number	%
Cannock Chase	1,285	12%	1,304	12%
East Staffordshire	1,326	12%	1,411	13%
Lichfield District	1,445	13%	1,307	12%
Newcastle-under-Lyme	1,533	14%	1,684	15%
South Staffordshire	1,553	14%	1,398	13%
Stafford Borough	1,099	10%	1,612	15%
Staffordshire Moorlands	1,446	13%	1,266	11%
Tamworth	1,343	12%	1,048	10%
Total	11,030	100%	11,030	100%

Table ii: National Indicators by district (%)

	Cannock Chase	Staffordshire East	Lichfield	Newcastle-under-Lyme	Staffordshire South	Stafford	Staffordshire Moorlands	Tamworth	Staffordshire Combined County
NI1	74.3	72.0	79.3	73.8	78.8	84.3	76.8	71.3	76.6
NI 2	58.9	62.1	63.4	63.3	67.7	68.3	66.0	53.9	63.4
NI 3	7.6	12.2	13.4	10.0	9.4	12.6	12.9	8.8	10.9
NI 4	20.5	26.2	24.0	26.6	28.0	27.1	25.1	23.5	25.3
NI 5	73.8	79.6	81.8	77.7	89.0	85.0	82.9	71.9	80.5
NI 6	16.7	21.0	21.4	19.5	20.1	25.9	21.6	17.2	20.7
NI 17	30.6	16.0	14.3	20.2	14.4	11.5	16.9	28.6	18.6
NI 21	19.5	26.2	26.9	24.2	27.0	25.4	26.7	19.5	24.6
NI 22	20.1	31.3	32.1	22.7	30.2	35.8	31.0	18.3	28.0
NI 23	44.4	27.5	22.6	32.3	24.2	21.2	26.4	40.9	29.5
NI27	19.0	26.0	22.7	24.3	23.5	23.5	27.6	21.2	23.6
NI 37	12.8	19.9	14.5	15.0	16.4	13.4	14.2	15.1	15.2
NI41	40.4	24.3	27.3	31.3	20.9	20.9	25.5	36.2	27.9
NI 42	50.5	29.0	25.8	30.4	25.2	19.6	31.9	37.8	30.8
NI 119	72.4	77.5	78.6	72.7	77.2	79.0	73.1	75.1	75.7
NI 138	76.0	84.6	82.5	83.1	88.4	88.9	86.3	78.1	83.7
NI 139	28.7	33.8	29.4	30.5	31.7	33.2	34.8	26.3	31.2
NI 140	66.6	71.3	73.6	73.4	75.3	74.3	71.9	67.6	72.0

SUMMARY OF KEY MESSAGES

Local Area

The key messages from the Local Area section include comparisons with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average or are 'sitting on the fence' in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of people who feel that they belong to their neighbourhood is greater in Staffordshire than nationally (63% compared to 59%).
- Those that are least likely to feel that they belong are aged 18-34, live in the most deprived areas and in Tamworth.
- The proportion of people who are satisfied with their local area in Staffordshire is similar to the national figure (81% compared to 80%).
- Those that are most likely to be neither satisfied nor dissatisfied are 18-34 years old, unemployed, living in the most deprived areas, renting privately and living in Tamworth. These are the groups that are 'sitting on the fence' and thus may be easier to convert to being satisfied, rather than those that are dissatisfied.
- The top five most important factors for making somewhere a good place to live in Staffordshire are level of crime; clean streets; health services; affordable decent housing; and education provision.
- The top five factors that need improving in Staffordshire are activities for teenagers; road and pavement repairs; level of traffic congestion; level of crime; and clean streets.

Local Public Services

The key messages from the Local Public Services section include comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average or are 'sitting on the fence' in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The two main areas where respondents are less likely to agree that local public services are working to impact on the local area are 'acting on the concerns of residents' and 'promoting the interests of local residents'.
- There are high levels of satisfaction with local GPs and the fire and rescue service.
- Levels of satisfaction are highest with services linked to refuse and recycling and lowest for theatres/concert halls and museums/galleries. This is linked to the level of usage, with refuse and recycling services used most frequently and theatres, museums and galleries used least frequently. Thus improving levels of usage of theatres and museums may help to improve levels of satisfaction.
- 18-34 year olds are least likely to think that the council offers value for money or don't know, therefore improving knowledge among this age group about what the council does may help to improve this perception.

Information

The key messages from the Information section include comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of people in Staffordshire who said they were very well or fairly well informed about what to do in the event of a large-scale emergency was the same as the national response (15%).

- The groups that were least likely to feel informed were aged 18-54, economically active and lived in Cannock Chase.
- Most people felt well informed about how and where to register to vote but felt less informed about public services, the standard of service they should expect, how well public services are performing, how to complain about public services and how to get involved in decision making, so improved communications may help to overcome some of these issues, perhaps exploring alternative methods if traditional methods do not appear to have been as effective.

Local Decision Making

The key messages from the Local Decision Making section include comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of respondents in Staffordshire who feel that they can influence decisions in their local area is similar to the national proportion (30% compared to 29%).
- The respondents that are less likely to feel that they can influence decisions in their local area are aged 18-34, economically active, male and live in Cannock Chase.
- There is some correlation between the proportion of respondents who feel they can influence decisions and the proportion of respondents who feel informed about local public services, so improvement in one area may lead to a positive impact on the other.
- Nearly a quarter of respondents said they would like to be more involved in decision-making and over 60% said they would, depending on the issue.
- The younger age groups are most likely to want to be more involved (35-54 year olds) or want to be more involved depending on the issue (18-34 year olds) so there may be opportunities to get people more involved and therefore improve the proportion of respondents who feel that they are able to influence decisions.
- The unemployed are most likely to want to be more involved in decision-making .

Helping Out

The key messages from the Helping Out section include comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of people who had participated in formal volunteering at least once a month in the last twelve months in Staffordshire was slightly lower than the national proportion (21% compared to 23%).
- The groups that are least likely to volunteer at least once a month were aged 18-34, unemployed, living in the most deprived areas and living in Tamworth and Cannock Chase.
- The groups that were more likely to volunteer less than once a month were aged 35-54, economically active and live in the least deprived areas.
- The groups that are most likely to have given no unpaid help over the last twelve months were aged 18-34 and unemployed.

Getting Involved

The key messages from the Getting Involved section include comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of people in Staffordshire who were involved in decision-making activity was lower than the national proportion (11% compared to 14%)
- Those groups that were least likely to be involved in decision-making activities were aged 18-34, unemployed and living in Cannock Chase.

Respect and Consideration

The key messages from the Respect and Consideration section include comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of respondents who believe people from different backgrounds get on well together in their local area in Staffordshire is the same as the national figure (76%).
- Those respondents who were most likely to disagree that people got on well together were aged 18-34, from the BME population, living in the most deprived areas, renting privately and living in Tamworth.
- 29% of respondents in Staffordshire felt that people treating each other with respect and consideration is a problem, compared to 31% nationally.
- Those respondents that were most likely to think that people treating each other with respect and consideration was a problem were aged 18-34, living in the most deprived areas and living in Tamworth and Cannock Chase.
- 72% felt that they were treated with respect and consideration by local public services, the same as the national figure.
- Those respondents that were least likely to agree that they had been treated with respect and consideration were aged 18-34, unemployed, living in the most deprived areas and living in Tamworth and Cannock Chase.
- Those respondents who were most likely to feel that older people have the support they need to live independently were over the age of 65, which means these people are more likely to be accessing these services themselves.

Community Safety

The key messages from the Community Safety section include a comparison with national results and identification of the socio-demographic groups and areas that are not performing as strongly as the average or are 'sitting on the fence' in terms of their responses, thus providing a potential focus for action to improve results in the future.

- The proportion of Staffordshire respondents who think that anti-social behaviour is a 'big' problem in their local area is slightly lower than the national average at 19% (compared to 20% nationally).
- Those respondents that are most likely to think it is a problem are aged 18-34, from the BME population, live in the most deprived areas and live in Tamworth and Cannock Chase.
- At ward level there is a link between the perceptions and the actual rate of anti-social behaviour, with all but one of the ten wards with the highest proportion of respondents thinking that anti-social behaviour was a problem having a rate of ASB that is greater than the Staffordshire average.
- The proportion of respondents who think that the local council and police are dealing with local concerns is 25%, compared to 26% nationally.
- Those respondents who are least likely to agree are aged 18-34, economically active, are buying a house on a mortgage and living in Tamworth and Cannock Chase.
- Those respondents who neither agree nor disagree are unemployed, buying a house on a mortgage and living in Newcastle-under-Lyme.

- 24% of respondents in Staffordshire think that the local council and police seek people's views about anti-social behaviour and crime, compared to 25% nationally.
- Those respondents that are least likely to agree are aged 18-54, economically active and unemployed and living in Cannock Chase and Tamworth.
- 28% of respondents in Staffordshire think that drunk or rowdy behaviour is a problem in their local area, compared to 29% nationally.
- Those respondents that were most likely to think drunk and rowdy behaviour was a problem were aged 18-34, unemployed, living in the most deprived areas and in Tamworth or Cannock Chase.
- 31% of respondents in Staffordshire think that drug use and drug dealing is a problem in their local area, the same as the national figure.
- Those respondents that were most likely to think drunk and rowdy behaviour was a problem were unemployed, had a disability, living in the most deprived areas and living in Tamworth and Cannock Chase.
- The characteristics of residents in many of these areas are very similar; those most likely to think that anti-social behaviour, drunk and rowdy behaviour and drug use and dealing is a problem, and least likely to agree that the police and local council understand and are dealing with local concerns, all tend to be aged below 34 years, living in Tamworth or Cannock Chase, economically inactive and living in the most deprived areas nationally.

SUMMARY BY DISTRICT

This section summarises the key issues for each district, highlighting performance against the county average and the number of wards that appear in the ten poorest performing wards across the county.

Cannock Chase

Cannock Chase has:

- a below average proportion of respondents who felt that they belong to their neighbourhood (NI 2).
- a below average proportion of respondents who were satisfied with their local area (NI 5) and 2 wards in the ten lowest scoring wards in the county.
- the lowest proportion of respondents among all districts who agree that the local authority offers value for money.
- the lowest proportion of respondents who are aware of civil protection arrangements in the local area (NI 37).
- the lowest proportion of people who felt they can influence decisions in their local area (NI 4).
- a below average proportion of respondents who participate in regular volunteering (NI 6).
- the lowest proportion of people who participate in civic activities (NI 3).
- a below average proportion of respondents who believe people from different backgrounds get on well together in their local area (NI 1) and one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who believe that parents take responsibility for the behaviour of their children in the area (NI 22).
- the highest proportion of respondents who think that people treating each other with respect and consideration is a problem (NI 23) across the county and five wards in the ten highest scoring wards in the county.
- a below average proportion of respondents who think that older people have the support they need to live independently (NI 139) and three wards in the ten lowest scoring wards in the county.
- the lowest proportion of respondents who said they had been treated with respect and consideration by public services in the past year (NI 140) and one ward in the ten lowest scoring wards in the county.
- the highest proportion of respondents who think that anti-social behaviour is a problem in their local area (NI 17) and three wards in the ten highest scoring wards in the county.
- the lowest proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime (NI 21) and three wards in the ten lowest scoring wards in the county.
- the lowest proportion of respondents who think that the local council and police understand local concerns about anti-social behaviour and crime (NI 27) and one ward in the ten lowest scoring wards in the county.
- the highest proportion of respondents who think that drunk or rowdy behaviour is a problem (NI 41) and four wards in the ten highest scoring wards in the county.
- the highest proportion of respondents who think that drug use or drug dealing is a problem (NI 42) and four wards in the ten highest scoring wards in the county.

East Staffordshire

East Staffordshire has:

- a below average proportion of respondents who feel that they belong to their neighbourhood (NI 2).
- a below average proportion of respondents who are satisfied with their local area (NI 5) and one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that the local authority offers value for money.
- the highest proportion of respondents who are aware of civil protection arrangements in the county (NI 37).
- an above average proportion of respondents who think that they can influence decisions in their local area (NI 4).
- an above average proportion of respondents who participate in regular volunteering (NI 6).
- an above average proportion of respondents who participate in civic activities (NI 3).
- a below average proportion of respondents who believe that people from different backgrounds get on well together in their local area (NI 1) and two wards in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that parents take responsibility for the behaviour of their children (NI 22), yet two wards in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that people treat each other with respect and consideration (NI 23).
- an above average proportion of respondents who think that older people receive the help they need to live independently (NI 139).
- a below average proportion of respondents who said that they had been treated with respect and consideration by local public services in the last year (NI 140) and one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that anti-social behaviour is a problem (NI 17), yet one ward in the ten highest scoring wards in the county.
- an above average proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime (NI 21), yet one ward in the ten lowest scoring wards in the county.
- an above average proportion of respondents who believe that the local council and police understand concerns about anti-social behaviour and crime (NI 27), yet one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that drunk or rowdy behaviour is a problem (NI 41), yet one ward in the ten highest scoring wards in the county.
- an above average proportion of respondents who think that drug use or drug dealing is a problem (NI 42) and one ward in the ten highest scoring wards in the county.

Lichfield District

Lichfield District has:

- an above average proportion of respondents who felt that they belong to their neighbourhood (NI 2).
- an above average proportion of respondents who are satisfied with their local area (NI 5), yet one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents that think their local authority offers value for money.

- a below average proportion of respondents that are aware of civil protection arrangements in the local area (NI 37).
- a below average proportion of respondents that think they can influence decisions in their local area (NI 4).
- an above average proportion of respondents who participate in regular volunteering (NI 6).
- the highest proportion of respondents that participate in civic activities (NI 3) in the county.
- an above average proportion of respondents who believe that people from different backgrounds get on well together (NI 1), yet two wards in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that parents take responsibility for the behaviour of their children (NI 22), yet four wards in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that people in the area treat each other with respect and consideration (NI 23).
- a below average proportion of respondents who think that older people receive the support they need to live independently (NI 139) and three wards in the ten lowest scoring wards in the county.
- an above average proportion of respondents who said they had been treated fairly by local public services in the last year (NI 140), yet two wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that anti-social behaviour is a problem (NI 17), yet one ward in the ten highest scoring wards in the county.
- an above average proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime (NI 21), yet two wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that the local council and police understand concerns about anti-social behaviour and crime (NI 27) and two wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that drunk and rowdy behaviour is a problem (NI 41), yet one ward in the ten highest scoring wards in the county.
- a below average proportion of respondents who think that drug use and drug dealing is a problem (NI 42), yet one ward in the ten highest scoring wards in the county.

Newcastle-under-Lyme

Newcastle-under-Lyme has:

- an above average proportion of respondents who feel that they belong to their neighbourhood (NI 2).
- a below average proportion of respondents who are satisfied with their local area (NI 5) and three wards in the ten lowest scoring wards in the county.
- the highest proportion of respondents who think that the local authority offers value for money in the county.
- a below average proportion of respondents who are aware of civil protection arrangements in their area (NI 37).
- an above average proportion of respondents who feel they can influence decisions in their local area (NI 4).
- a below average proportion of respondents who participate in regular volunteering (NI 6).
- a below average proportion of respondents who participate in civic activities (NI 3).
- a below average proportion of respondents who believe that people from different backgrounds get on well together in the area (NI 1) and three wards in the ten lowest scoring wards in the county.

- a below average proportion of respondents who think that parents take responsibility for the behaviour of their children (NI 22) and two wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that people treating each other with respect and consideration is a problem (NI 23) and three wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that older people receive the support they need to live independently (NI 139).
- an above average proportion of respondents who think they have been treated with respect and consideration by local public services in the past year (NI 140), yet one ward in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that anti-social behaviour is a problem (NI 17) and three wards in the ten highest scoring wards in the county.
- a below average proportion of respondents who think that the local council and police deal with anti-social behaviour and crime (NI 21) and one ward in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that the local council and police understand concerns about anti-social behaviour and crime (NI 27), yet one ward in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that drunk or rowdy behaviour is a problem (NI 41).
- an above average proportion of respondents who think that drug use or drug dealing is a problem (NI 42) and one ward in the ten highest scoring wards in the county.

South Staffordshire

South Staffordshire has:

- an above average proportion of respondents who feel that they belong to their neighbourhood (NI 2).
- the highest proportion of respondents who are satisfied with their local area (NI 5).
- an above average proportion of respondents who think that the local authority offers value for money.
- an above average proportion of respondents who are aware of civil protection arrangements in the local area (NI 37).
- the highest proportion of respondents who feel they can influence decisions in their local area (NI 4) across the county.
- the highest proportion of respondents who participate in regular volunteering (NI 6) across the county.
- a below average proportion of respondents who participate in civic activities in their local area (NI 3).
- an above average proportion of respondents who believe that people from different backgrounds get on well together in the local area (NI 1), yet one ward in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that parents take responsibility for the behaviour of their children (NI 22).
- a below average proportion of respondents who think that people treating each other with respect and consideration is a problem (NI 23).
- an above average proportion of respondents who think that older people receive the support they need to live independently (NI 139) but three wards in the lowest scoring wards in the county.
- the highest proportion of respondents in the county who feel that they have been treated

with respect and consideration by local public services in the past year (NI 140), but two wards in the ten lowest scoring wards in the county.

- a below average proportion of respondents who think that anti-social behaviour is a problem in their local area (NI 17).
- the highest proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime (NI 21) across the county, yet two wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that the local council and police understand concerns about anti-social behaviour and crime (NI 27) and two wards in the ten lowest scoring wards in the county.
- the lowest proportion of respondents who think that drunk and rowdy behaviour is a problem in their local area (NI 41), yet one ward in the ten highest scoring wards in the county.
- a below average proportion of respondents who think that drug use or drug dealing is a problem in their local area (NI 42).

Stafford Borough

Stafford Borough has:

- the highest proportion of respondents in the county that feel that they belong to their neighbourhood (NI 2).
- an above average proportion of respondents who are satisfied with their local area (NI 5) but two wards in the ten lowest scoring wards in the county.
- a below average proportion of respondents who are aware of civic protection arrangements in their local area (NI 37).
- an above average proportion of respondents who feel that they can influence decisions in their locality (NI 4).
- an above average proportion of respondents who participate in regular volunteering (NI 6).
- an above average proportion of respondents who participate in civic activities (NI 3).
- the highest proportion of respondents in the county that believe that people from different backgrounds get on well together in the local area (NI 1).
- the highest proportion of respondents in the county who think that parents take responsibility for the behaviour of their children in the local area (NI 22).
- the lowest proportion of respondents in the county that think that people treating each other with respect and consideration is a problem (NI 23).
- an above average proportion of respondents who think that older people receive the support they need to live independently (NI 139).
- an above average proportion of respondents who feel that they have been treated with respect and consideration by local public services in the past year (NI 140).
- the lowest proportion of respondents in the county that think that anti-social behaviour is a problem (NI 17).
- an above average proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime (NI 21) but one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that the local council and police understand concerns about anti-social behaviour and crime (NI 27).
- a below average proportion of respondents who think that drunk or rowdy behaviour is a problem in their local area (NI 41).
- the lowest proportion of respondents in the county who think that drug use or drug dealing is a problem in their local area (NI 42) but one ward in the ten highest scoring wards in the county.

Staffordshire Moorlands

Staffordshire Moorlands has:

- an above average proportion of respondents who feel that they belong to their neighbourhood (NI 2).
- an above average proportion of respondents who are satisfied with their local area (NI 5).
- an above average proportion of respondents who think that the local authority offers value for money.
- a below average proportion of respondents who are aware of civil protection arrangements in the local area (NI 37).
- a below average proportion of respondents who think they can influence decisions in their local area (NI 4).
- an above average proportion of respondents who participate in regular volunteering (NI 6).
- an above average proportion of respondents who participate in civic activities (NI 3).
- an above average proportion of respondents who believe that people from different backgrounds get on well together in the local area (NI 1).
- an above average proportion of respondents who think that parents take responsibility for the behaviour of their children (NI 22) but one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that people treating each other with respect and consideration is a problem (NI 23).
- the highest proportion of respondents in the county that think that older people receive the support they need to live independently (NI 139).
- a below average proportion of respondents who said they had been treated with respect and consideration by local public services in the past year (NI 140) and one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that anti-social behaviour is a problem in the local area (NI 17) but one ward in the ten highest scoring wards in the county.
- an above average proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime in the local area (NI 21).
- the highest proportion of respondents in the county who think that the local council and police understand concerns about anti-social behaviour and crime (NI 27) but one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that drunk and rowdy behaviour is a problem in their local area (NI 41) but two wards in the ten highest scoring wards in the county.
- an above average proportion of respondents who think that drug use and drug dealing is a problem in the local area (NI 42) and one ward in the ten highest scoring wards in the county.

Tamworth

Tamworth has:

- the lowest proportion of respondents in the county who feel that they belong to their neighbourhood (NI 2).
- the lowest proportion of respondents in the county who are satisfied with their local area (NI5) and one ward in the ten lowest scoring wards in the county.
- a below average proportion of respondents who think that the local authority offers value for money.

- a below average proportion of respondents who are aware of civil protection arrangements in the area (NI 37).
- a below average proportion of respondents who think that they can influence decisions in their local area (NI 4).
- the lowest proportion of respondents in the county that participate in regular volunteering (NI 6).
- a below average proportion of respondents who participate in civic activities in their local area (NI 3)
- the lowest proportion of respondents in the county that think that people from different backgrounds get on well together (NI 1).
- the lowest proportion of respondents in the county that think that parents take responsibility for the behaviour of their children (NI 22) and one ward in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that people treating each other with respect and consideration is a problem in their local area (NI 23) and two wards in the ten highest scoring wards in the county.
- the lowest proportion of respondents who think that older people receive the support they need to live independently (NI 139).
- a below average proportion of respondents who said that they had been treated with respect and consideration by local public services in the last year (NI 140) and two wards in the ten lowest scoring wards in the county.
- an above average proportion of respondents who think that anti-social behaviour is a problem in their local area (NI 17).
- a below average proportion of respondents who think that the local council and police deal with concerns about anti-social behaviour and crime (NI 21).
- a below average proportion of respondents who think that the local council and police understand concerns about anti-social behaviour and crime (NI 27).
- an above average proportion of respondents that think that drunk and rowdy behaviour is a problem in their local area (NI 41) and one ward in the ten highest scoring wards in the county.
- an above average proportion of respondents that think that drug use and drug dealing is a problem in the local area (NI 42) and one ward in the ten highest scoring wards in the county.