

Epping Forest District Council Place Survey Tracker 2009/10

Final report prepared by Ipsos MORI

22 March 2010

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Summary

Summary of findings

This report presents the findings from the 2009/10 Place Survey Tracker conducted by Ipsos MORI on behalf of Epping Forest District Council and the Essex Partnership.

The survey was conducted via a postal self-completion approach, to ensure that the findings could be compared with the Place Survey 2008/09 data, and, where relevant, previous Best Value Performance Indicator (BVPI) survey data. Fieldwork was carried out from 19 October 2009 to 4 January 2010. A total of 1,002 completed questionnaires were received and data has been weighted to ensure results are reflective of the wider population across the District.

Implications for your performance measurement targets

Our analysis of the Place Survey 2008/09 data in the report *Mind the Gap: Frontiers of Performance in Local Government V¹* provides a predicted score on key issues for every local authority – once the significant local contextual factors are taken into account. The Place Survey results for 2008/09 show that Epping Forest performed better than expected for residents' satisfaction with their local area, but below expectations on whether residents' feel they can influence decisions.

Target	Predicted score	Actual 08/09 score
% who agree that their local area is a place where people from different backgrounds get on well together (NI 1)	79	78
% who agree that they can influence decisions in their local area (NI 4)	29	25
% who are satisfied with their local area as a place to live (NI 5)	84	87
% satisfied with the way the local authority runs things	46	49
% agree that they receive value for money from their local authority	36	36

¹ <http://www.ipsos-mori.com/researchpublications/publications/publication.aspx?oltemId=1330>

Looking specifically at the Epping Forest Key Performance Indicator Outturn Report² from 2008/09 we can see how the District has performed on these important measures:

- In 2008/09 Epping Forest aimed for 95% of residents to be served by a kerbside recycling facility. According to your Outturn report you exceeded this target by serving 100% of households. However, some residents' perceive that they do not have this facility, with four per cent of residents stating that they do not have access to a service for paper and cardboard recycling. Figures from this survey showed that 93% of residents recycle paper regularly and 91% recycle cardboard regularly.
- A further issue of importance is the perception of crime and anti-social behaviour (NI 17). In 2008/09 one in five residents (18%) perceived there to be a high level of crime and anti-social behaviour, and positively in 2009/10 the figure is 15%.

Overview of Place Survey Tracker 2009/10

The local area

- Overall, the vast majority of Epping Forest residents are satisfied with both their local area (85%) and their own home (91%).
- The majority of older residents aged 65+ are satisfied with their home and neighbourhood (91%).
- Residents identify the level of crime, clean streets and public transport as issues which are both important and in need of improvement.
- Six in ten (62%) residents say they have a very or a fairly strong sense of belonging to their local area.
- Over three-quarters (78%) of residents say that people from different backgrounds get on well together in their local area.
- Half of residents do not think that parents take adequate responsibility for their children, only three in ten agree that they do (50% v 29%).
- Three-quarters (74%) say there is not a problem with people being treated with respect and consideration. However, a quarter (26%) say it is a problem.

²http://www.eppingforestdc.gov.uk/Library/files/Performance_Management_Unit/Key%20Performance%20Indicators%20-%20Outturn%202008-09.pdf

Community safety

- Nine in ten (91%) say they feel safe during the day; however this figure decreases to six in ten (59%) after dark.
- Teenagers hanging around streets (47%), rubbish or litter lying around (29%) and vandalism and graffiti (27%) are most likely to be perceived as being big problems in the local area.
- One in seven (15%) perceive there to be a high level of anti-social behaviour, according to the Home Office seven-strand index – NI 17.
- A third (33%) say the police and council are dealing with the crime and anti-social behaviour that matters locally. Fewer agree that the police and council seek their views over this issue (16%).
- A third of residents (35%) state that the police are doing a good or excellent job in the area.

Information provision

- Overall, two in five (42%) say they are kept well informed about local public services.
- Residents are most likely to feel informed about how to register to vote (94%) and how council tax is spent (71%), and least likely to feel informed about what to do in the event of a large-scale emergency (27%).

Involvement in the local community

- Overall, one in seven (14%) have taken part in a civic activity in the past year.
- A quarter (26%) volunteer at least once a month, while over half (56%) have not volunteered at all in the last year.
- Three in ten (29%) agree that they can influence decisions affecting their area. Around a third (35%) say they want to become more involve in the decisions affecting their local area.

Local public services

- Three-quarters (74%) of residents are most likely to say local services treat all types of people fairly a great deal or at least to some extent. Whereas, they are less likely to say that local services act on the concerns of residents and promote the interests of local residents (45% for both).

- Just under four in ten (37%) are satisfied with both local transport information and local bus services.
- With regards to local recreation facilities, residents are most satisfied with parks and open spaces (77%) and least satisfied with theatres and concert halls (20%), though this will reflect usage patterns to some extent.
- Looking at environmental services, satisfaction ranges from over three-quarters (77%) who are satisfied with doorstep recycling, to two-thirds (64%) who are satisfied land is kept clean of litter.
- Residents are most likely to say they regularly recycle paper (93%) and least likely to say they regularly recycle textiles (34%).
- One in five residents (22%) believes that older people are given the support required to live at home as long as they wish. However, six in ten (62%) 'don't know' whether these services are available.

The Council

- Over a third (35%) of residents think Epping Forest District Council provides good value for money, compared with three in ten (30%) who feel the same regarding Essex County Council.
- Satisfaction with the council overall is similar for both Epping Forest District Council (44%) and Essex County Council (45%).
- Residents of Epping Forest are most likely to say Essex County Councils is trustworthy (74%) and least likely to say they act of the concerns of residents (42%).
- Looking at the support Essex County Council and partners are perceived to offer the local economy, residents are most likely to say they provide advice and (64% saying a 'great deal' or 'to some extent') and least likely to say they help people find and secure work (28%).

Health and household income

- Around three-quarters (72%) say they are in either good or very good health.
- Four in five (81%) residents say they are either living comfortably or coping on present level of income.

Background and methodology

This report reflects on the findings of a survey of residents conducted by Ipsos MORI on behalf of Epping Forest District Council and the Essex Partnership. The findings in this report refer specifically to the responses of residents living in Epping Forest district. The purpose of the survey was to gauge the extent to which the opinions of residents have changed on key National Indicator questions from the Place Survey 2008/09.

This project has been commissioned in three waves, and there will be one further wave of the study later in 2010. This will help to further understand any particular changes in resident attitudes, and will help to inform the Local Area Agreement for the county, and performance targets for Epping Forest. The fieldwork for this wave of the Tracker took place between 19 October 2009 and 4 January 2010.

In order for data to be comparable with the 2008/09 Place Survey, the Partnership commissioned on the basis that its methodology matches that prescribed by CLG for the Place Survey. In summary, the methodology was as follows:

- A postal self-completion methodology.
- The sampling frame used was the small-user Postcode Address File (PAF)³.

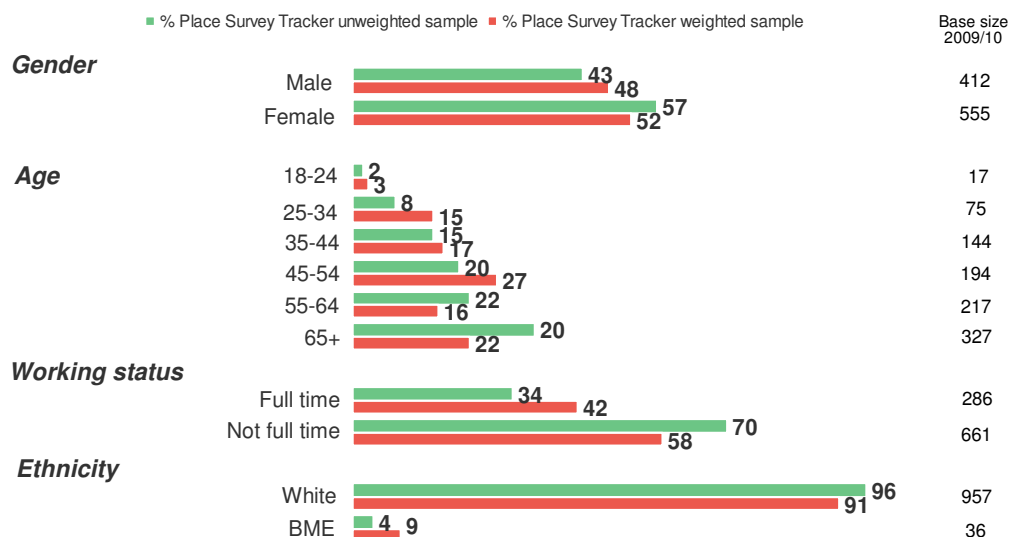
Ipsos MORI mailed out a total of 3,437 questionnaires to randomly selected addresses. In order to promote a good response rate, in line with the CLG guidance, two reminder mailings of the questionnaire were sent out to those residents who had yet to respond to the survey.

Comparing results of the unweighted and weighted Place Survey Tracker sample indicates that women, those aged 65+, those not working full-time and white residents were more likely to respond to the survey, as the following chart illustrates. The use of the Audit Commission Place Survey weighting procedure has adjusted for this non-response bias, so the overall sample profile is representative of the population of the local area.

³ When the final number of completed questionnaires was returned and the data processed, weights were applied to account for probability of sampling and non-response bias.

Sample profile

Sample profile for Epping Forest: key demographics



The total number of returns collected for the survey was 1,002. The original sample was 3,437 with 22 deadwood⁴, resulting in an effective sample of 3,415. Therefore the adjusted response rate is 29%. However, this is likely to be an underestimate of the response rate as Ipsos MORI only counts deadwood that is returned by Royal Mail or individuals. The academic literature suggests that 10% of samples are likely to be deadwood. Although, Ipsos MORI does not make this assumption, if we were to do so the adjusted response rate for Epping Forest would be 32%.

Presentation and interpretation of the data

It should be remembered that a sample and not the entire population of Epping Forest has returned questionnaires. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. A guide to statistical reliability is appended.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value less than half a percent. We also refer to combinations such as the proportion of residents who are ‘satisfied’ or ‘dissatisfied’, these calculations are derived from the computer tables to ensure complete accuracy, and consequently due to computer

⁴ The term deadwood refers to all mail returned to Ipsos MORI as undeliverable from addresses that are non-residential or which no longer exist. Removing deadwood from the sample creates a more accurate response rate from all possible respondents to the survey.

rounding they occasionally appear to be one percentage point different if you were to add, for example, very and fairly satisfied by eye.

In this report, reference is made to “net” figures. This represents the balance of opinion on attitudinal questions, and provides a useful means of comparing the results for a number of variables. In the case of a “net satisfaction” figure, this represents the percentage satisfied on a particular issue or service, less the percentage dissatisfied. For example, if a service records 40% satisfied and 25% dissatisfied, the “net satisfaction” figure is +15 points.

It is also worth emphasising that the survey deals with residents’ perceptions rather than facts at the time of the survey and these may not accurately reflect the level of services actually being delivered.

Acknowledgements

Ipsos MORI would like to thank Kay Asuni at the Essex Partnership for her help and assistance in the development of the project. Special thanks also go to the 1,002 residents of Epping Forest who gave up their time to take part in this survey.

Publication of data

As Essex Partnership has engaged Ipsos MORI to undertake an objective programme of research, it is important to protect the organisation’s interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

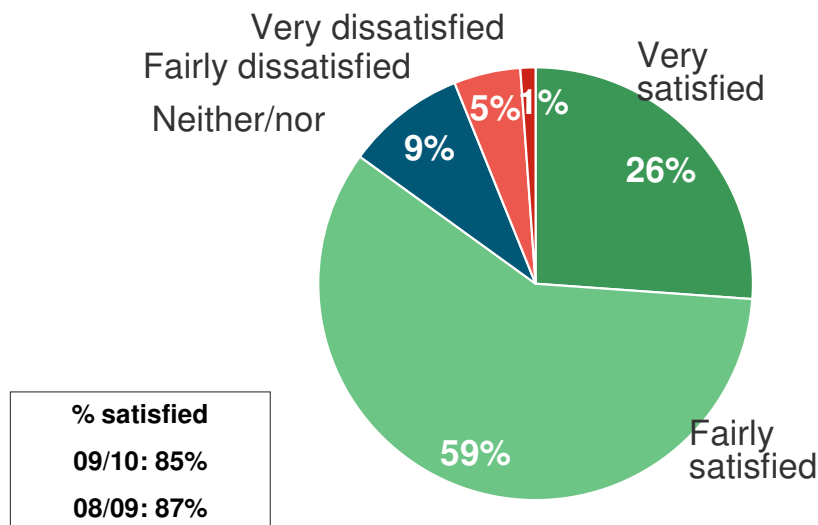
<i>©Ipsos MORI /09-029548-01</i>	<i>Checked &</i>	<i>MAIN REPORT:</i>
<i>March 2010</i>	<i>Approved:</i>	<i>Ashley Ames</i>
		<i>Kirstin McLarty</i>
		<i>William Dawes</i>

1. The local area

On the whole, residents are positive about their local area as a place to live, with satisfaction levels similar to those recorded in 2008/09. Types of residents most likely to be very satisfied include women (29% vs. 22% of men) and those aged over 65 (92% vs. 85% overall).

General satisfaction with local area (NI 5)

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

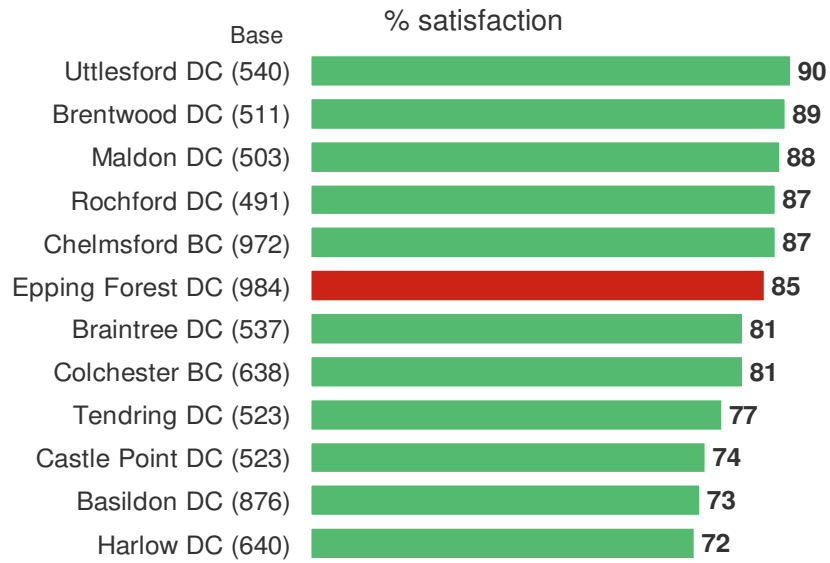


Ipsos MORI Base: All valid responses (984)



The chart below shows residents' satisfaction with their local area compared with those of other District and Borough Councils within Essex. Satisfaction in Epping Forest is above the average for the county. Much of the variation between the results reflects key factors such as local standards of living.

Satisfaction with local area across district/borough councils in Essex



Base: All valid responses (in brackets after each authority)
Ipsos MORI

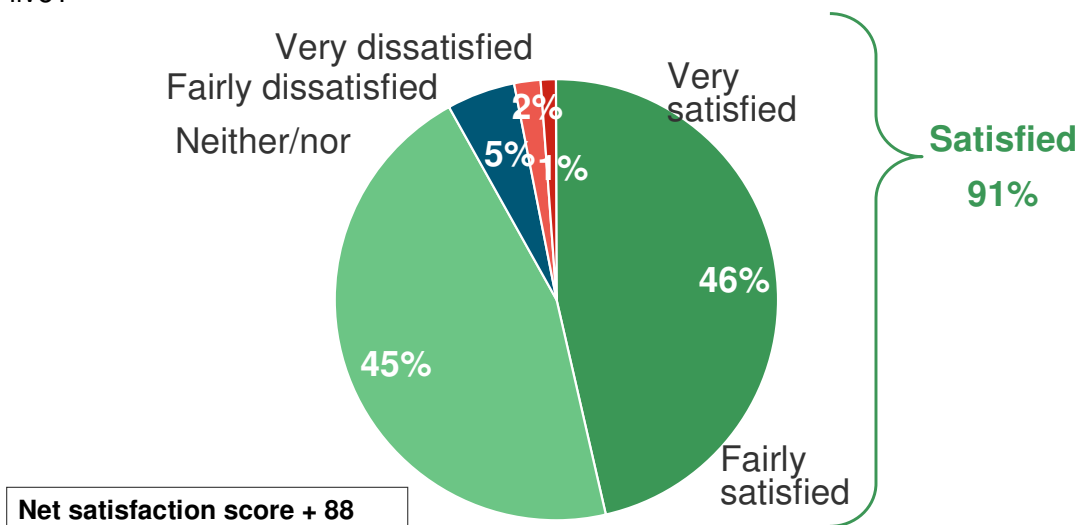
Source: Ipsos MORI



Residents are generally satisfied with their home. Those who are most likely to be very satisfied include women (50% compared with 41% of men) and older residents (51% of 55-54s and 62% of those aged 65+ compared with 46% overall). In contrast, younger residents are more likely to be dissatisfied with their home (8% of 18-34s compared with 3% overall).

Satisfaction with home

Q Overall, how satisfied or dissatisfied are you with your home as a place to live?

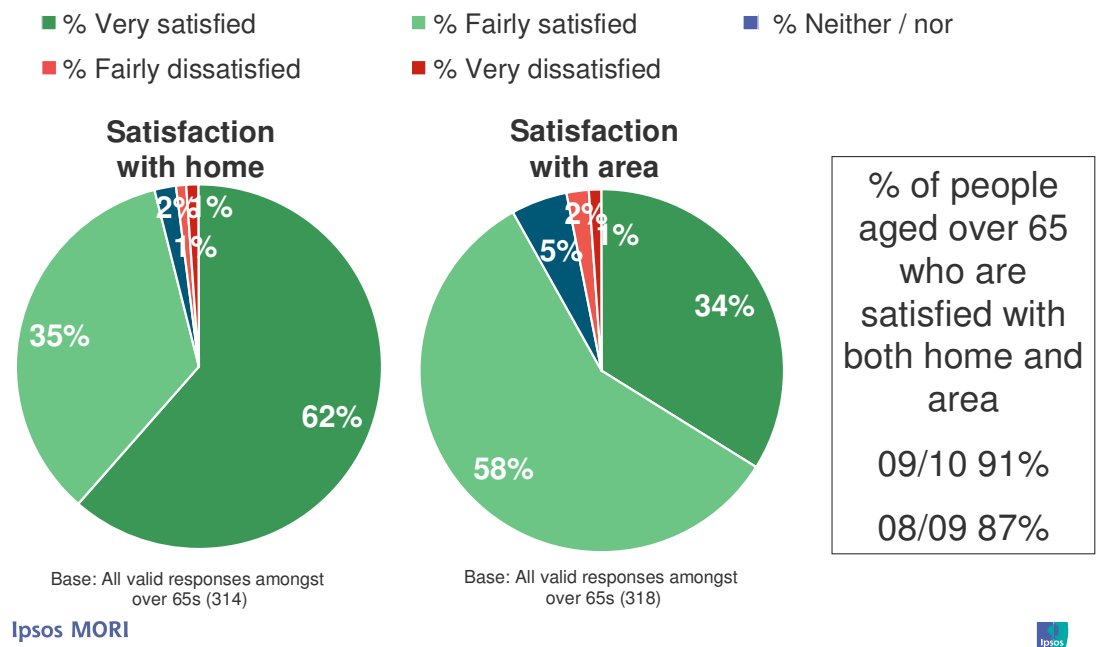


Ipsos MORI Base: All valid responses (979)



As in 2008/09, satisfaction among the over 65's both in the home and with the area is high.

Satisfaction of people over 65 with both home and neighbourhood (NI 138)

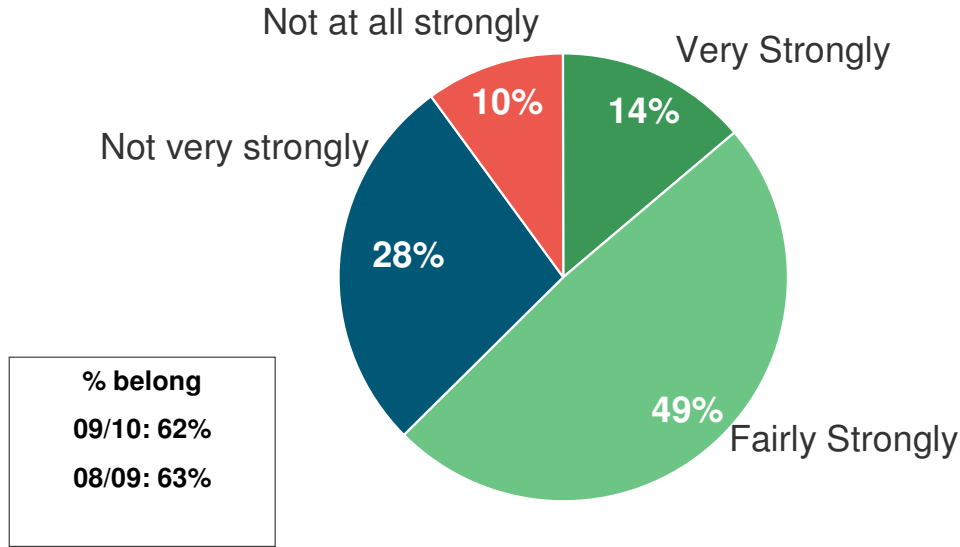


Sense of belonging

Overall a sense of belonging to the local neighbourhood has not significantly changed since 2008/09. Differences by age group are stark. Three-quarters (73%) of those aged 65+ feel they belong strongly, compared to 25% of 18-24 year olds. In terms of people's desire to be involved in local decision-making, those who do not want more involvement are more likely to have a stronger sense of belonging (76% vs. 60% who want more involvement).

Sense of belonging to neighbourhood (NI2)

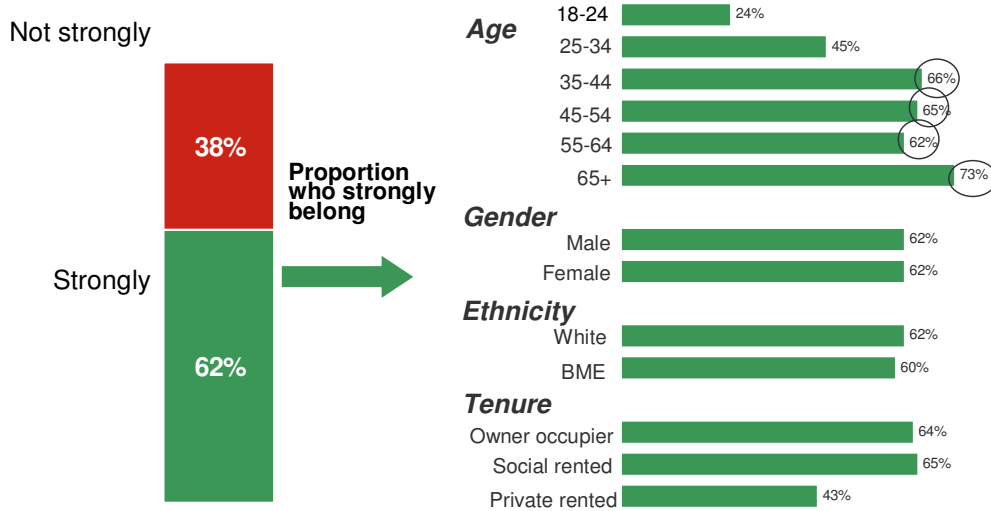
Q How strongly do you feel you belong to your immediate neighborhood?



Ipsos MORI Base: All valid responses (964)

Which groups have a stronger sense of belonging to their neighbourhood?

Q How strongly do you feel you belong to your immediate neighbourhood?



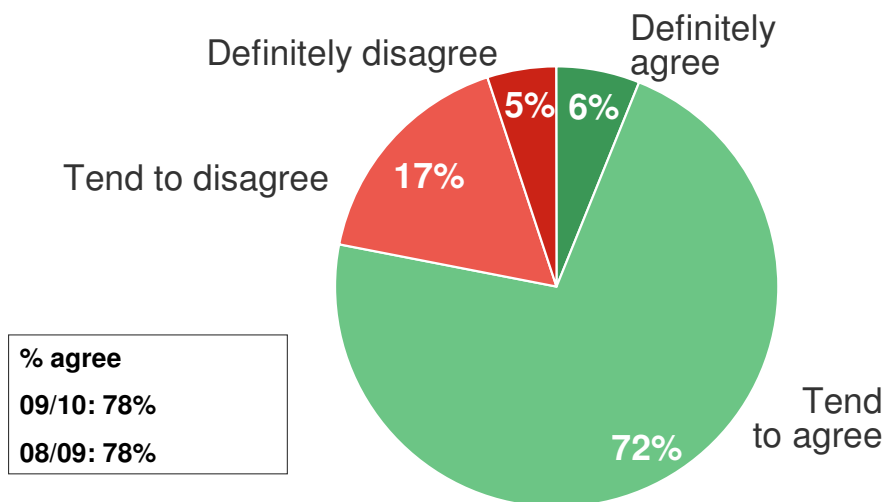
Ipsos MORI Base: All Strongly (2112)

Community cohesion

The majority of residents perceive Epping Forest to be a place where people from different backgrounds get along together. Those aged 65+ are the most likely to agree compared to the overall figure (88% vs. 78%). Overall agreement has not changed since the previous survey.

Whether people from different backgrounds get on well together (NI 1)

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: All valid responses (694)

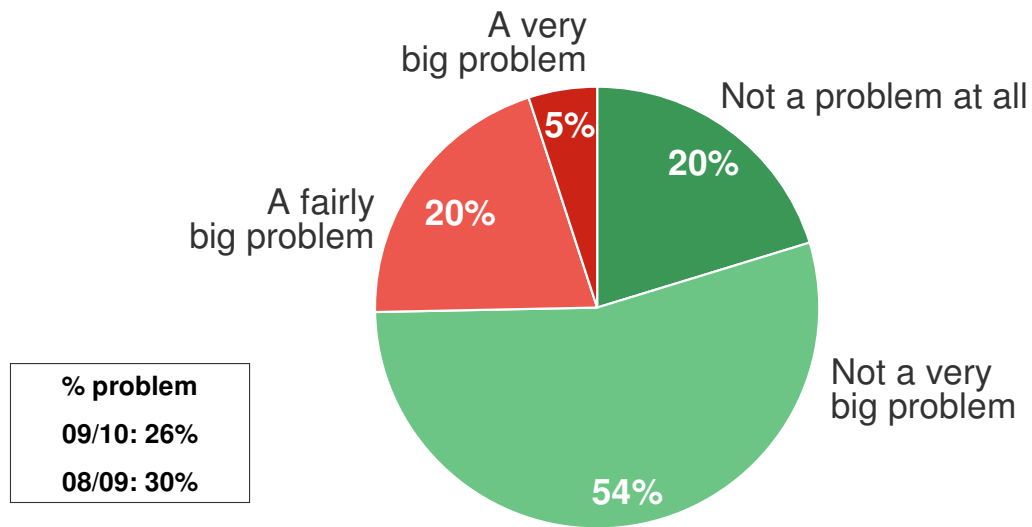


A quarter of residents (26%) think that people treating each other with a lack of respect and consideration is a big problem in Epping Forest. This is an improvement on the 30% who noted people do not treat each other with respect and consideration as a problem in the previous survey.

Residents most likely to think respect and consideration is a problem include those aged 18-34 and those renting social housing (38% and 40% respectively compared with 26% overall).

People being treated with respect and consideration (NI 23)

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



Ipsos MORI Base: All valid responses (876)

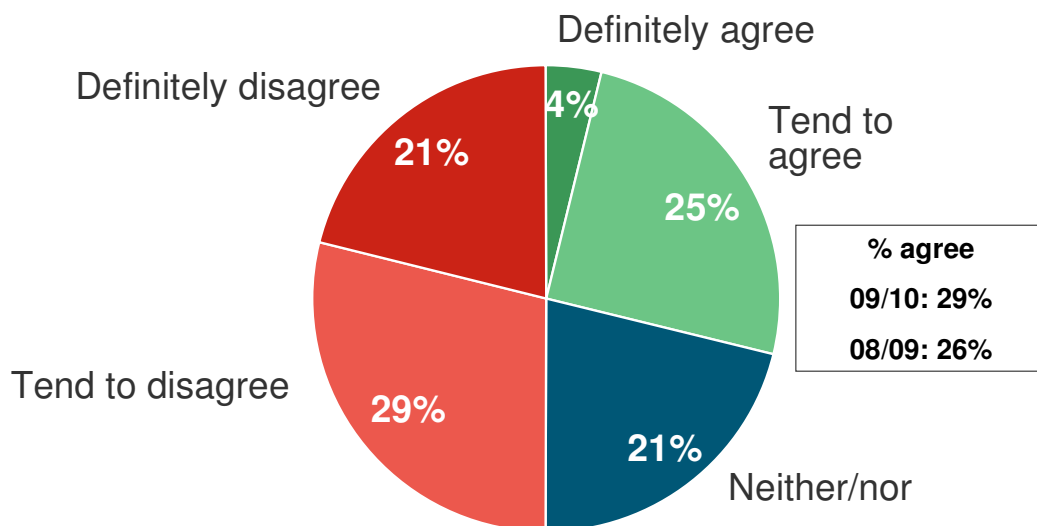


Epping Forest residents are twenty-one percentage points more likely to *disagree* that parents take enough responsibility for the behaviour of their children than agree that they do (50% v 29%). Disagreement is significantly higher among those renting social housing (64% vs. 50% of residents overall), but there is no significant difference between the views of parents and non-parents of children under 17.

Although the figure for 2009/10 appears higher than that for 2008/09, it is important to note that this difference is not statistically significant.

Parents taking responsibility (NI 22)

Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



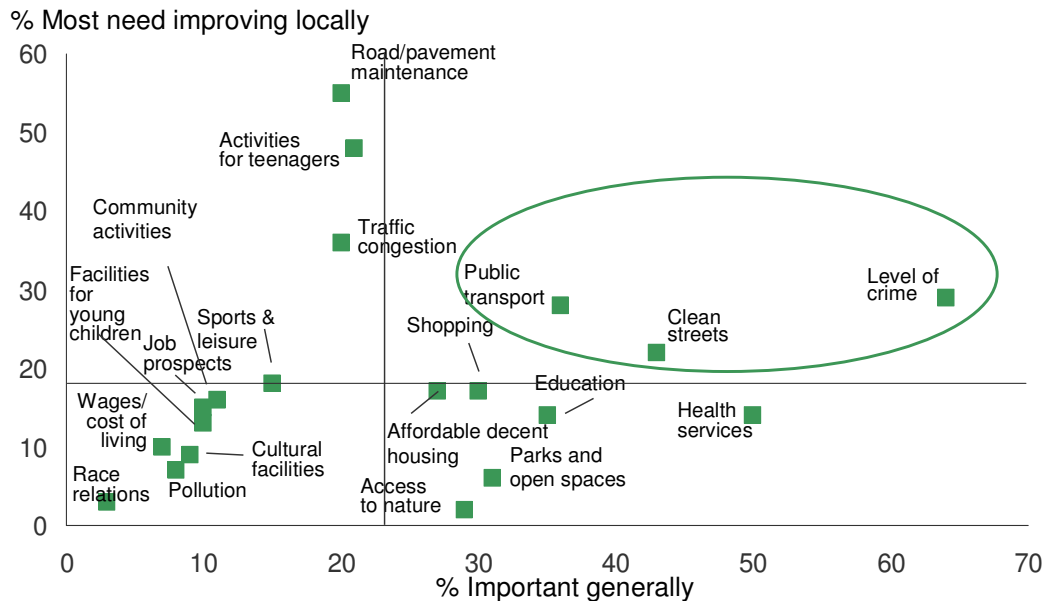
Ipsos MORI Base: All valid responses (899)



What's important and what needs improving?

The chart below plots perceived importance of 20 issues against their perceived need for improvement. Issues in the bottom left hand corner reflect those of the least importance and least in need for improvement, while those towards the top right hand corner are issues of greatest concern for residents. Residents see crime, clean streets and public transport as issues which are important and in need of improvement.

What's important vs. what needs improving



Ipsos MORI Base: All valid responses; Most important 813, Most in need of improvement 858.



A number of significant differences in opinion emerge across the sub-groups regarding the issues perceived to be of most importance and/or improvement.

- By gender: Women are more likely to say health services and affordable decent housing are important issues (54% and 31% respectively, compared with 45% and 23% of men). Men are more likely to say the level of traffic congestion is important (25% vs. 16% of women). Men are also more likely to say sports and leisure facilities are important and in need of improvement (20% and 24% respectively, compared with 11% and 12% of women)
- By age: Younger residents are more likely to say crime is an important issue (76% of 18-34s vs. 64% overall), although 55-64 year olds are more likely to report it as an issue that needs improving (35% vs. 29% overall). Younger residents are also more likely to say parks and open spaces are an important issue (43% of 18-34s vs. 31% overall). Younger age groups are also more likely to report the issue of affordable decent housing as in need of improvement (26% of 18-34s vs. 17% overall). Older residents aged 65+ are more likely to say road and pavement repairs are both important and in need of improvement (39% and 69% respectively compared with 20% and 55% overall). As might be expected, issues for children and teenagers are particularly important for those aged 35 – 54, with this age group being more likely to

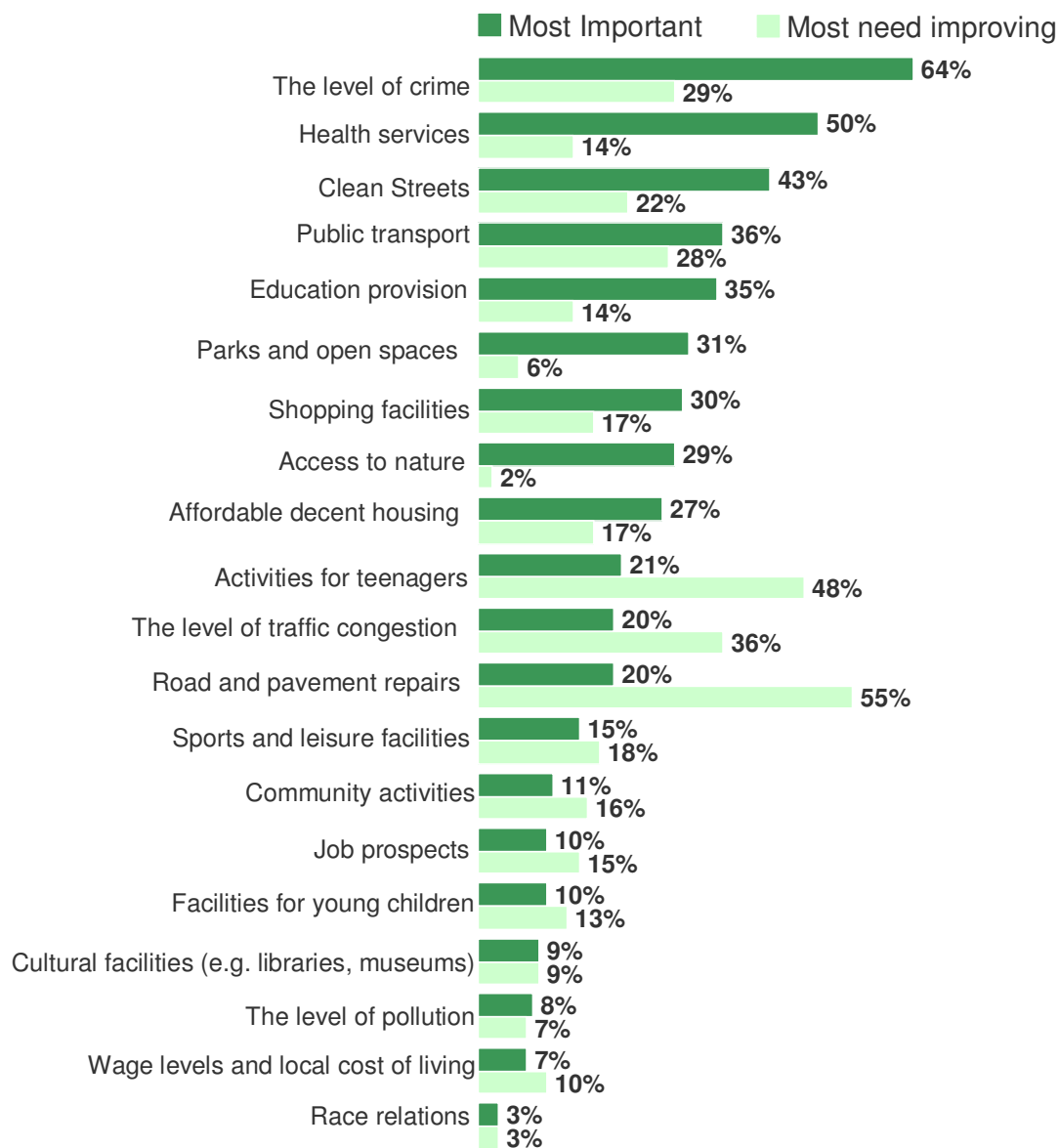
say education provision is important (49% of 35-44s and 48% of 45-54s compared with 35% overall). Those aged 35-44 are also more likely to report activities for teenagers and sport and leisure facilities as in need of improvement (62% and 29% respectively, compared with 48% and 18% overall).

- By work status: Those in full-time employment are more likely to say levels of crime, education provision and parks and open spaces are important (68%, 40% and 36% respectively compared with 59%, 32% and 25% not in full-time employment). They are also more likely to say sport and leisure facilities are in need of improvement (24% compared with 12% not in full-time employment).
- By housing tenure: Social renters are more likely to think affordable decent housing (48% vs. 27% overall) and activities for teenagers (32% vs. 21% overall) are important. In terms of what needs improving, social renters are more likely to cite the level of crime (44% vs. 29% overall) and clean streets (34% vs. 22% overall), which to some extent will reflect the neighbourhood they are likely to live in.

The chart overleaf shows the relative levels of importance and need of improvement that residents across Epping Forest attribute to different issues.

Issues of importance and in need of improvement

- Q Which of the things below would you say are most important in making somewhere a good place to live?
- Q And thinking about this local area, which of the things below, if any, do you think most need improving?



Base: All valid responses; Most important 813, Most in need of improvement 858.

Ipsos MORI



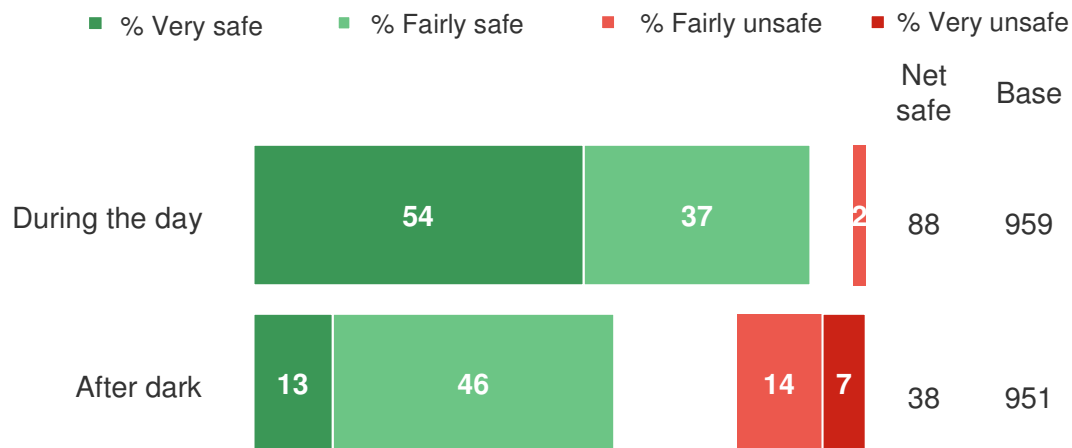
2. Community safety

How safe do residents feel?

The large majority of residents regard their local area as being safe during the day, though one in five feel unsafe after dark. Women (28% vs. 12% of men) and social renters (40% vs. 21% overall) are more likely to feel unsafe after dark, as are the oldest and youngest age groups (29% of 65+ and 30% of 18-34s vs. 21% overall).

Safety in the local area

Q How safe or unsafe do you feel when outside in your local area...



Ipsos MORI Base: All valid responses



Anti-social behaviour and crime

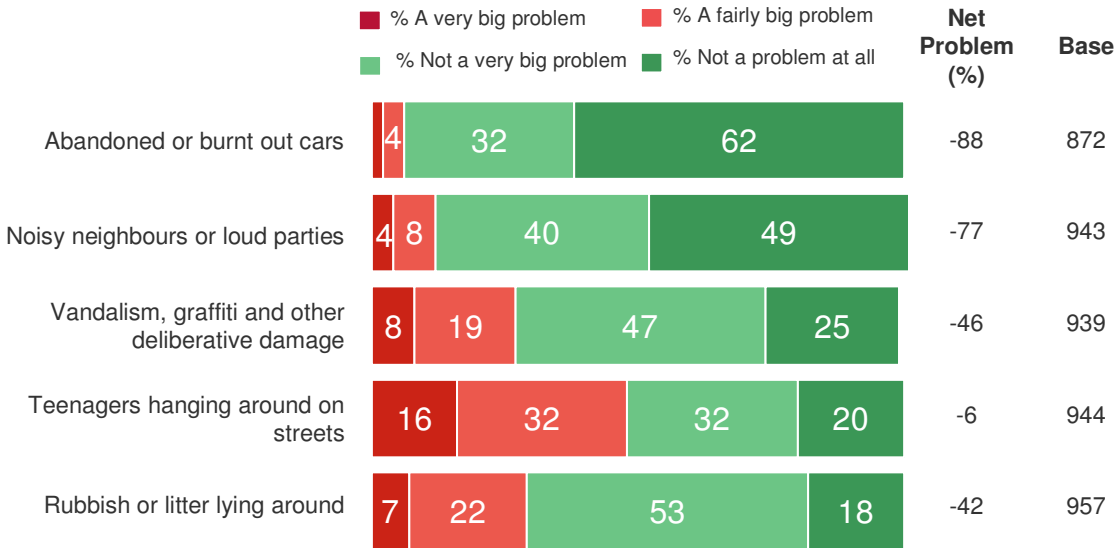
The following chart shows how much of a problem residents perceive different types of anti-social behaviour to be in their local area.

Social renters are particularly likely to cite these as big problems, mirroring findings at a national level where perceptions of crime and anti-social behaviour are higher in more deprived neighbourhoods. They are particularly likely to note people using or dealing drugs (43% vs. 26% overall), vandalism and graffiti (40% vs. 27% overall), teenagers hanging around in streets (61% vs. 47% overall) and noisy neighbours (24% vs. 12% overall) as big problems locally.

Residents who have children aged 17 or under are more likely to report vandalism and graffiti as being a problem (31% vs. 27% overall).

Perceptions of anti-social behaviour

Q Thinking about this local area, how much of a problem do you think each of the following are...



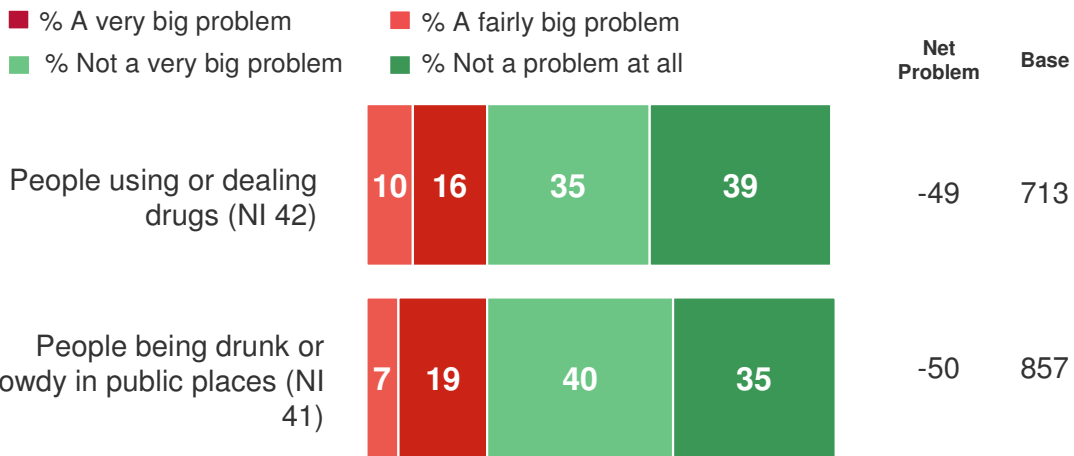
Ipsos MORI Base: All valid responses



As the following chart shows, around one in four note people using drugs and/or being drunk in public as being big problems in their area. Social renters are most likely to identify drugs as being a very big problem (19% vs. 10% overall,) while private renters are most likely to perceive people being drunk or rowdy in public as being a very big problem (17% vs. 7% overall). These variations will reflect the area in which these people live. Responses to the seven-strand anti-social behaviour issues can be analysed to provide a single measure of perceptions of anti-social behaviour (as per Home Office guidelines). Epping Forest’s current level of 15% has dropped from the figure of 18% in 2008/9.

Perceptions of anti-social behaviour: NI 17, 41 and 42

Q Thinking about this local area, how much of a problem do you think each of the following are...



Overall percentage with high level of perceived anti-social behaviour (NI 17) = 15%

Ipsos MORI Base: All valid responses

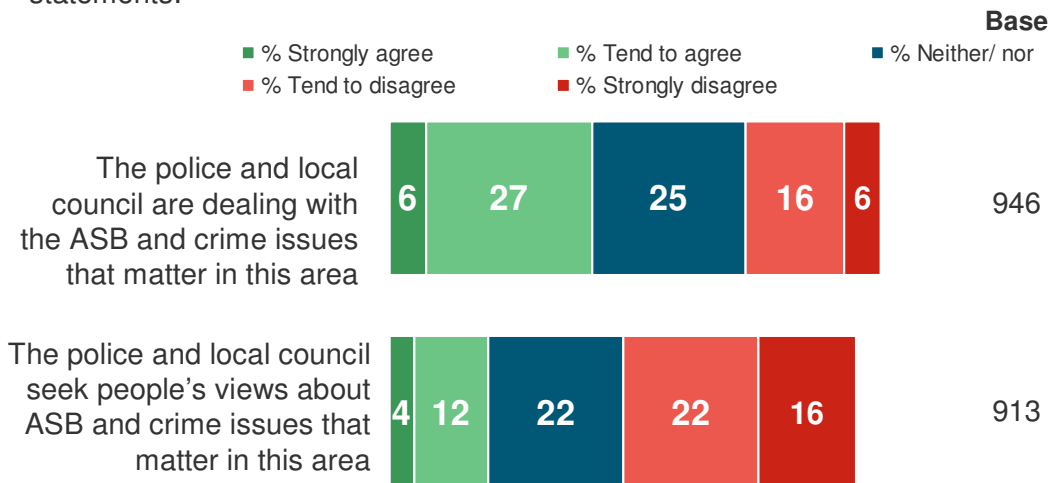


The chart below outlines resident's perceptions towards how the police and the council are dealing with and seeking people's views on the crime and ASB issues that matter in the area. Residents are significantly more likely to say that the police and local council are dealing with crime and ASB issues that matter, than they are to say they seek people's views on these issues (33% vs. 16%)

Older residents are more likely to agree that crime and ASB is being dealt with (42% of 65+ compared 33% overall). As one might expect, those who feel safer outside after dark are also more likely to perceive crime and ASB issues are being dealt with (41% vs. 33% overall).

Dealing with important anti-social behaviour and crime issues

Q Please say how much you agree or disagree with the following statements:



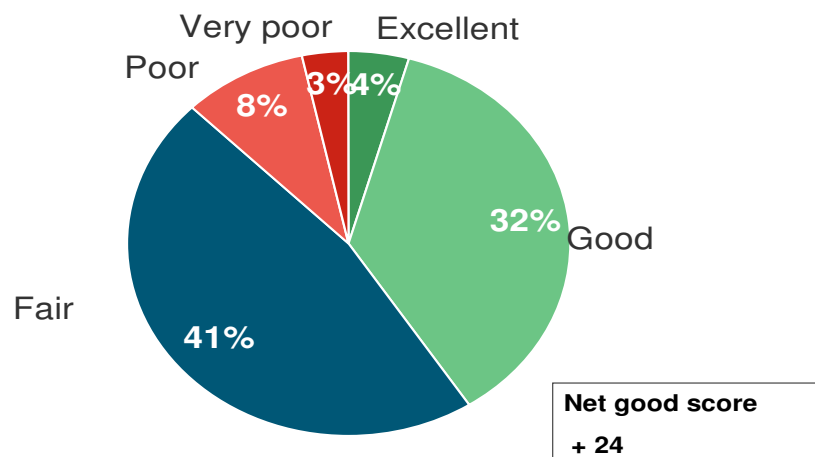
Ipsos MORI Base: All valid responses



Most residents believe the police are doing at least a fair job, with around one in three (35%) saying they are doing a good or excellent job. Older residents are most likely to think the police are doing a good or excellent job (44% of 65+ year olds compared with 35% overall). Those who feel informed about public services (49% vs 25% not informed) and those who feel local public services act on the concerns of residents (47% vs. 23% who do not) are more likely to say the police are doing a good job.

Performance of the police

Q Taking everything into account, how good a job do you think the police in your local area are doing?



Ipsos MORI Base: All valid responses (974)



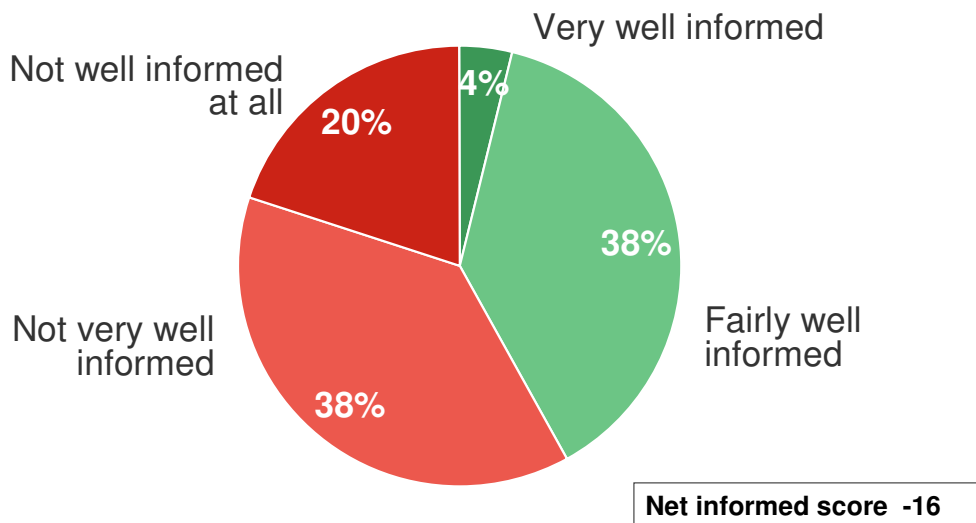
3. Information Provision

How informed do residents feel?

The chart below shows how well informed residents feel about local public services. Those aged 65+ are more likely to say they feel well informed about local public services (53% compared with 42% overall).

Being kept informed

Q Overall, how well informed do you feel about local public services?



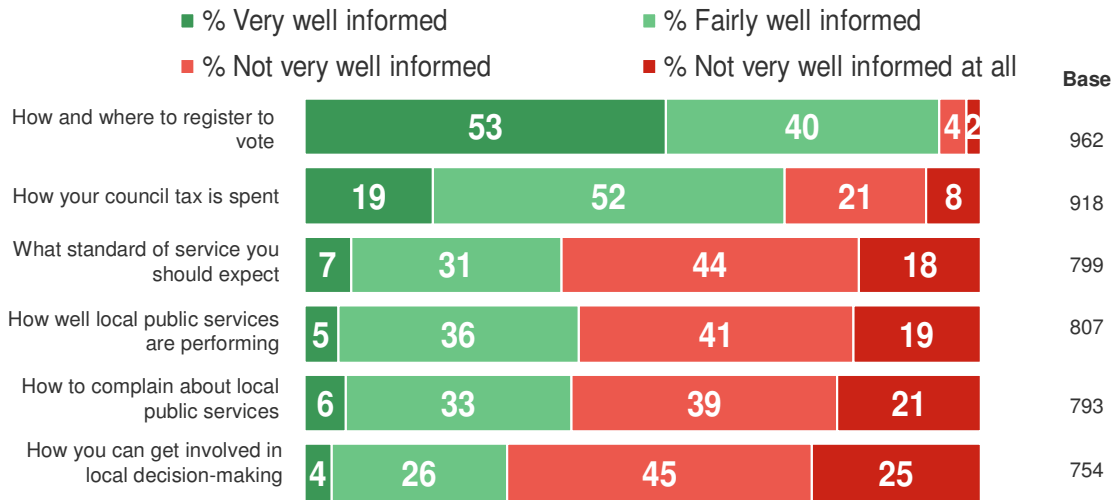
Ipsos MORI Base: All valid responses (909)



The following chart indicates how well residents feel informed about key issues and services. Residents are particularly well informed about how and where to vote and how council tax is spent, but less well about other key factors and services. Across each of these issues, residents aged 65+ feel significantly more informed than younger residents.

Being informed about key issues and services

Q How well informed do you feel about each of the following?



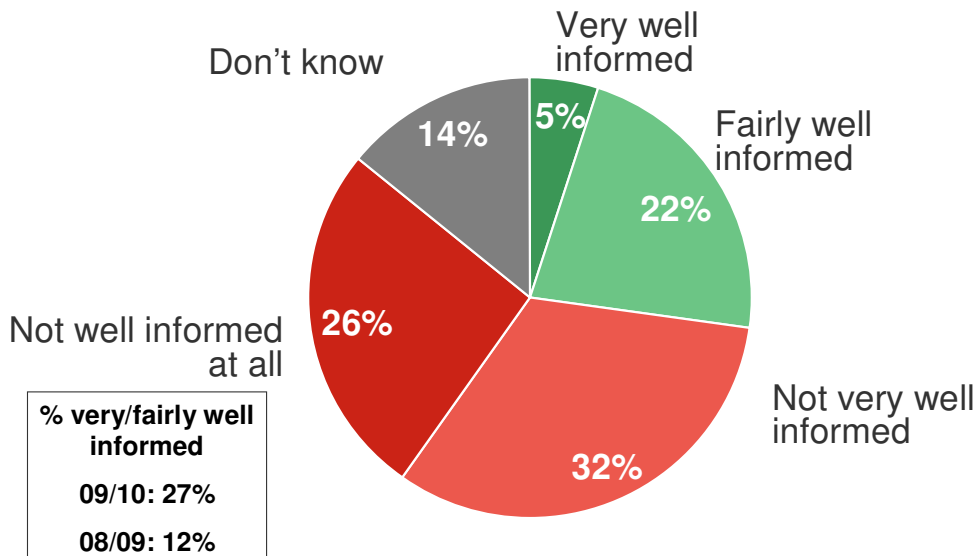
Ipsos MORI Base: All valid responses



Residents are more than twice as likely to feel informed about what to do in the event of a large-scale emergency as they did in 2008/09. The cause of this change is likely to be attributable to the swine flu outbreak and the subsequent awareness campaigning. Older residents are most likely to report being informed (37% vs. 27% overall).

What to do in event of large-scale emergency (NI 37)

Q How well informed do you feel about... what to do in the event of a large-scale emergency?



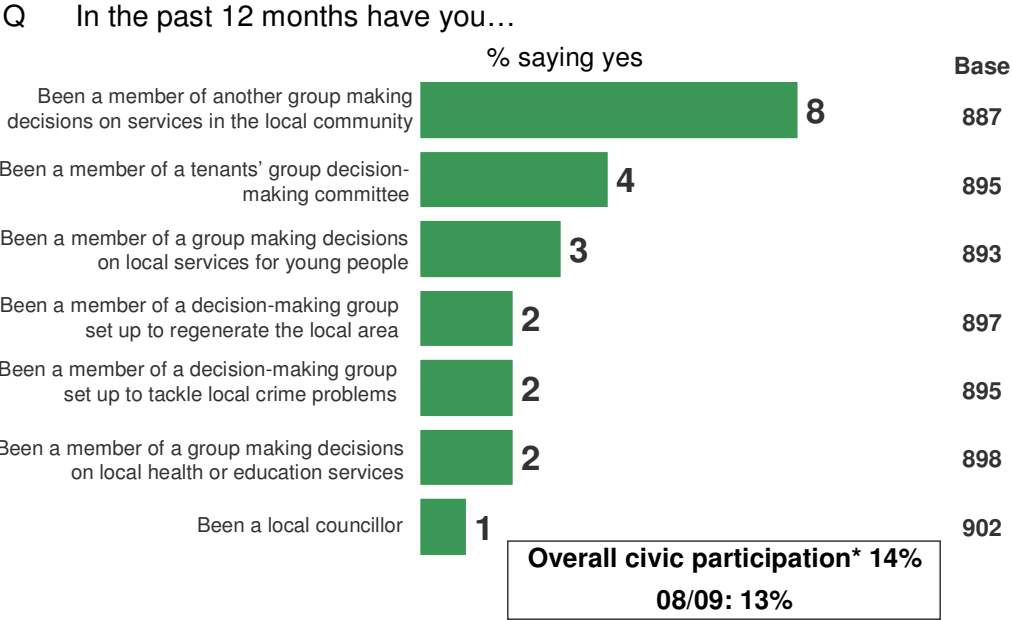
Ipsos MORI Base: All valid responses (961).



Volunteering and civic participation

The following chart shows residents' participation in a variety of civic roles. Overall participation levels remain unchanged since 2008/09.

Civic participation (NI 3)



Ipsos MORI Base: All valid responses. *Civic participation (NI3) is % of respondents who take part in at least one of any of the activities in last 12 months



One in four residents say they volunteer at least once a month (26%), similar to the figure in the previous survey (25%). Those most likely to say they have not volunteered in the last 12 months include younger residents (69% of 18-34s vs. 56% overall) and social renters (82% compared with 56% overall).

Volunteering (NI 6)

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



Ipsos MORI Base: All respondents (893)

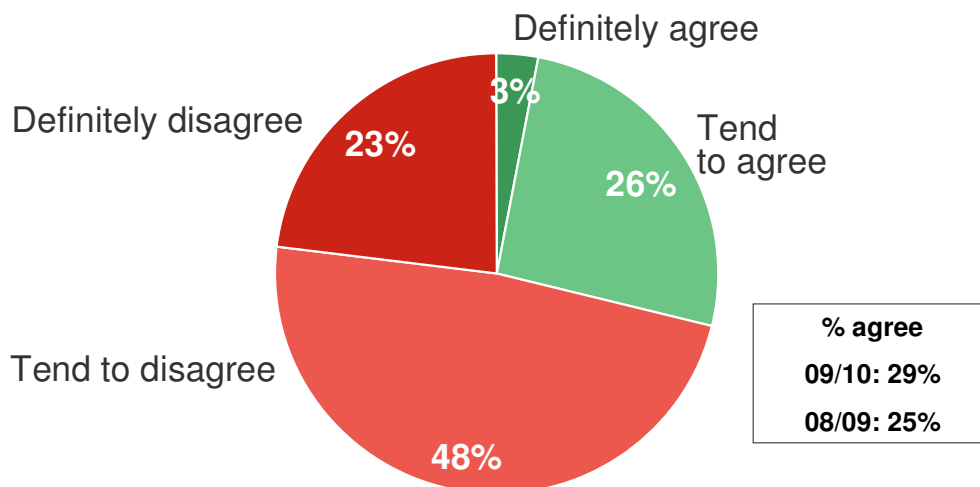


Involvement in the local community

Most residents disagree they can influence decisions affecting their area, although the people who do feel empowered has increased from 25% to 29%. Women (34%) are more likely to agree they can influence decisions affecting their local area (men 25%).

Influencing decisions (NI 4)

Q Do you agree or disagree that you can influence decisions affecting your local area?



Ipsos MORI Base: All valid responses (812)

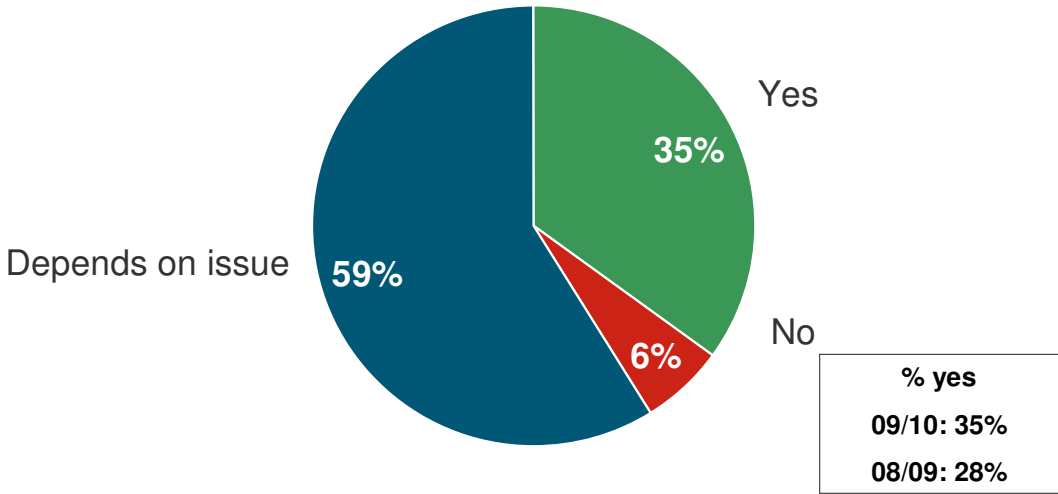


The following chart shows residents are seven percentage points more likely to say they would like to become more involved in the decisions affecting the local area than they were in 2008/09. However a large proportion of residents feel their involvement depends on the issue concerned. While most disagree that they can influence decisions affecting their area, there is an appetite to become more involved in decision making (though this largely depends on the issue).

While women are more likely to currently agree they can influence decisions affecting their area, men are statistically more likely to say they would like to become *more involved* in decisions that affect their area (45% vs. 26%).

Getting more involved in local decision making

Q Generally speaking, would you like to be more involved in the decisions that affect your local area?



Ipsos MORI Base: All valid responses (941)

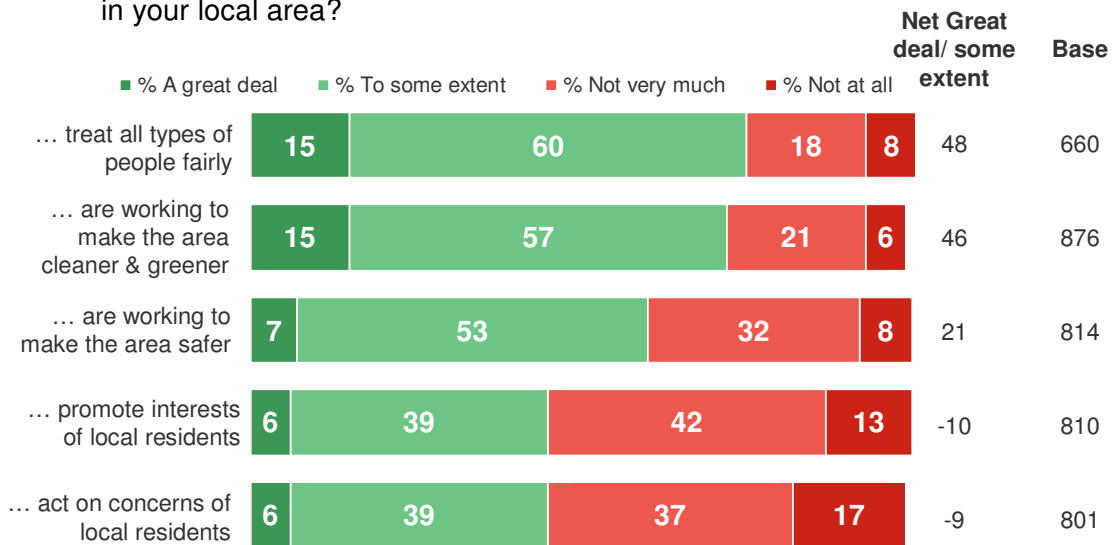


4. Perceptions of local public services

The following chart shows the extent to which the public feel different statements apply to the local public services. Residents are most likely to say local public services treat people fairly and are least likely to say they act on the concerns of local residents.

Views about local public services

Q To what extent do you think that these statements apply to public services in your local area?



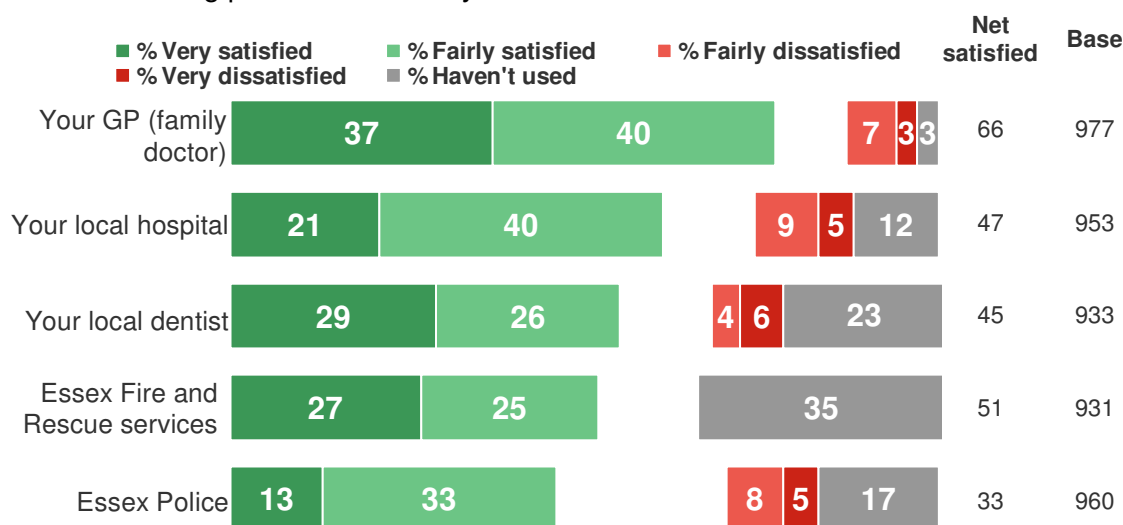
Ipsos MORI Base: All valid responses



As we have found in research elsewhere, of the services listed in the following chart, residents are most likely to be satisfied with their GP and least likely to be satisfied with the police. It should be noted, however, that local public services that are used most frequently (as indicated by the proportion of residents who say they *haven't* used them) are the most likely to receive higher satisfaction scores.

Satisfaction with local public services

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



Ipsos MORI Base: All valid responses



There are some significant differences in perceptions of services when looking across sub-groups:

GPs: Those more likely to be satisfied include older residents (89% of 65+ compared with 77% overall) and those not in full-time work (84% vs. 71% in full time work).

Essex Fire and Rescue services: Those more likely to be satisfied include older residents (63% of 65+ vs. 51% overall), those not in full-time work (56% vs. 47% in full time work) and those renting social housing (64% vs. 51% overall).

Local dentist: Residents significantly more satisfied include those aged 45+ (62% of 45-54s, 59% of 55-64s and 61% of 65+ vs 55% overall) and those not in full-time employment (60% vs. 50% in full time employment).

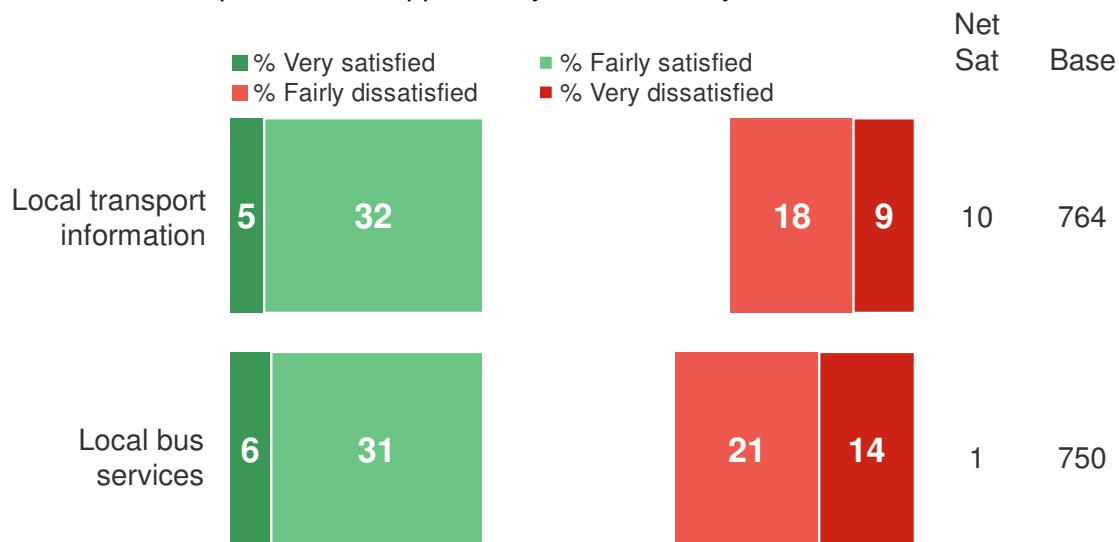
Local hospital: Residents most likely to be satisfied include those aged 65+ (74% vs 61% overall), those not in full-time employment (70% vs. 53% of those in full time employment) and those with a disability (68% vs. 58% of those without a disability). Again, like other groups highlighted, there will be a large degree of overlap here with individuals fitting with all these groups.

Essex Police: Those most likely to be satisfied include those aged 65+ (58% vs. 46% overall) and those not in full-time employment (50% vs. 41%).

Epping Forest residents show similar levels of satisfaction with the local transport information and local bus services. Residents statistically more satisfied with their bus services include those aged 65+ (51% vs. 37% overall) and those without children aged 17 or under (40% vs. 28% without). To some extent this will reflect their increased likelihood of using these services.

Satisfaction with local transport

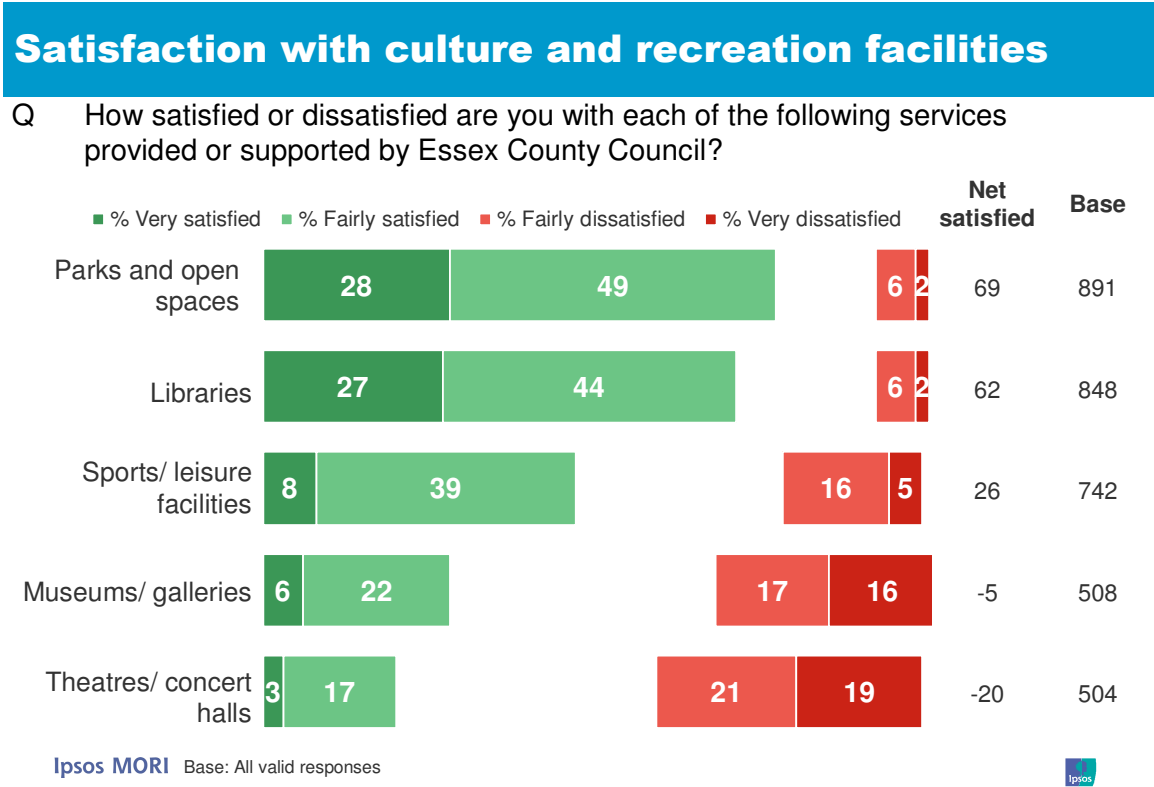
Q How satisfied or dissatisfied are you with each of the following services provided or supported by Essex County Council?



Ipsos MORI Base: All valid responses



The following chart shows residents' satisfaction with local cultural and recreational facilities.



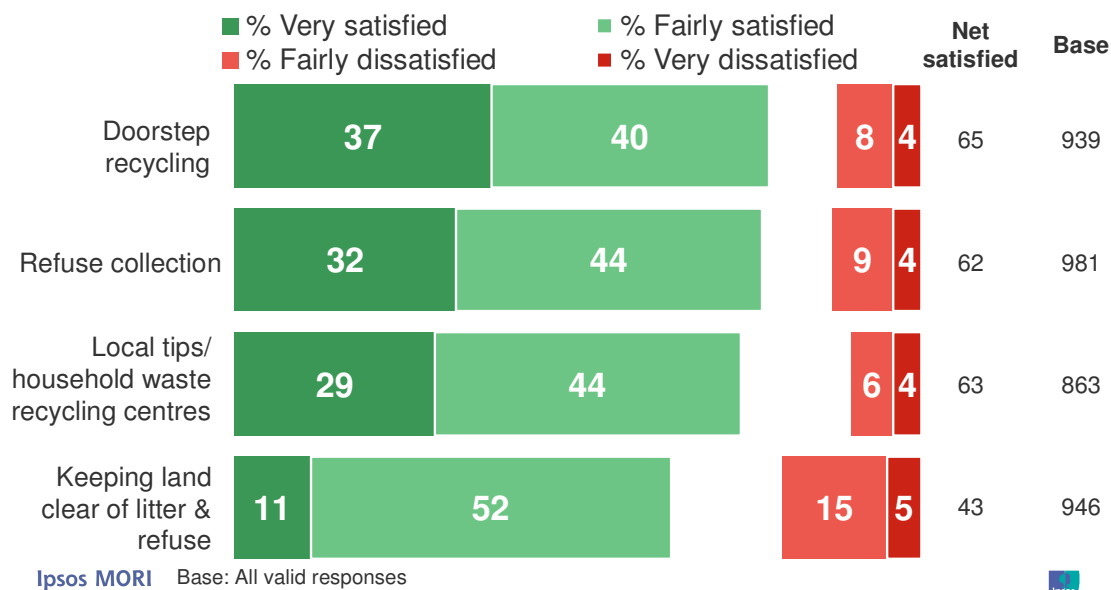
There are some differences in opinions across subgroups, although many of these are linked with varying levels of usage (i.e. the higher uses typically having higher levels of satisfaction).

- Libraries: Those more likely to be satisfied include women (77% vs. 65% of men) and those aged 65+ (80% vs. 71% overall)
- Theatres/concert halls: Those aged 65+ are more likely to be satisfied (28% vs. 20% overall)
- Museums and Galleries: Women (36% vs. 21% of men) and older residents (40% of those aged 65+ vs. 28% overall) are more likely to be satisfied. Those who do not work full-time (33%) are also more likely to be satisfied than those who work full-time (22%).
- Sports/leisure facilities: Women (54% vs. 42% of men) are more likely to be satisfied.

The following chart indicates how satisfied residents are with environmental services. As we have found in research in other local authority areas, residents in Epping Forest are least likely to be satisfied that public land is kept clean.

Satisfaction with environmental services

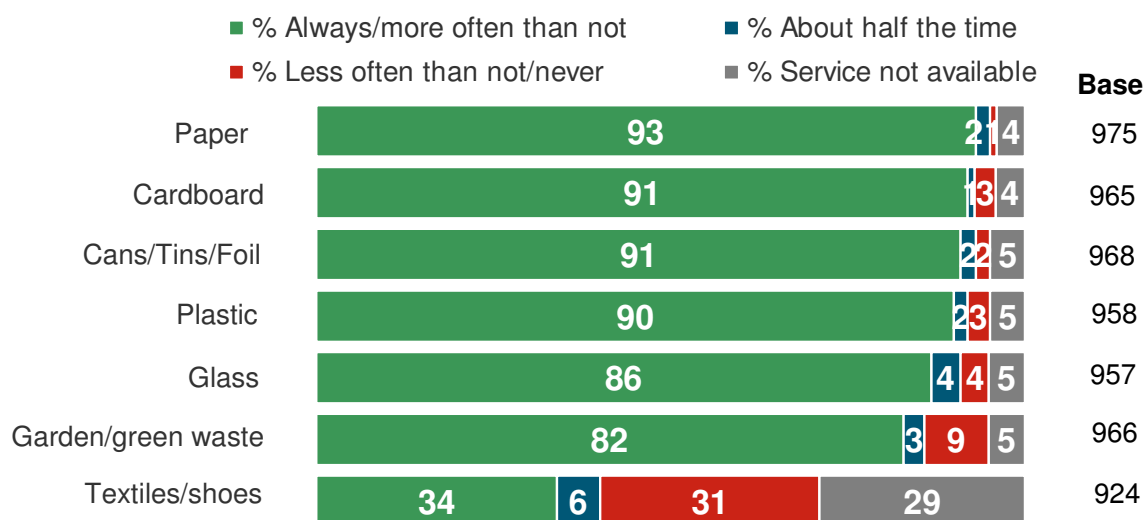
Q How satisfied or dissatisfied are you with each of the following services provided or supported by Essex County Council?



The majority of residents of Epping Forest say they are regular recyclers. Paper and cardboard are most regularly recycled, while textiles and shoes are least likely. Older residents and owner-occupiers are most likely to recycle regularly.

Recycling and composting

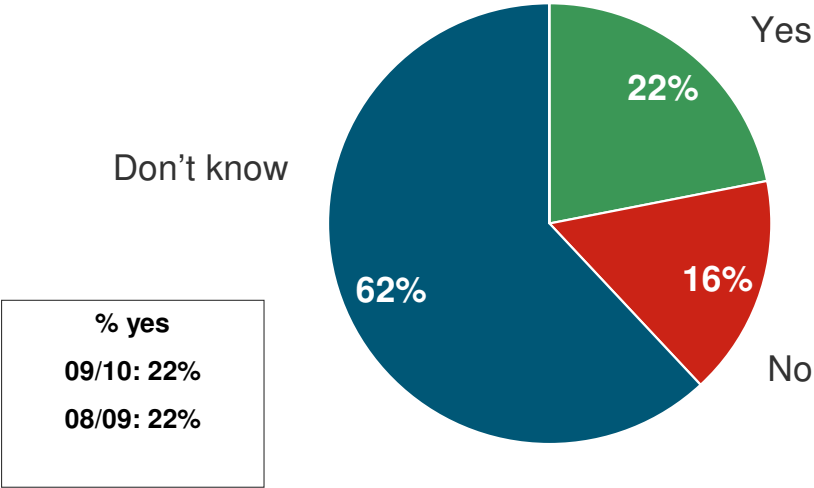
Q What materials do you put out for recycling or composting?



Most residents are not sure whether older people are able to get the services and support to continue to live at home. One in five (22%) say older people feel they are able, which is in line with 2008/09.

Support for older people to live at home (NI139)

Q In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?



Ipsos MORI Base: All valid responses (967)



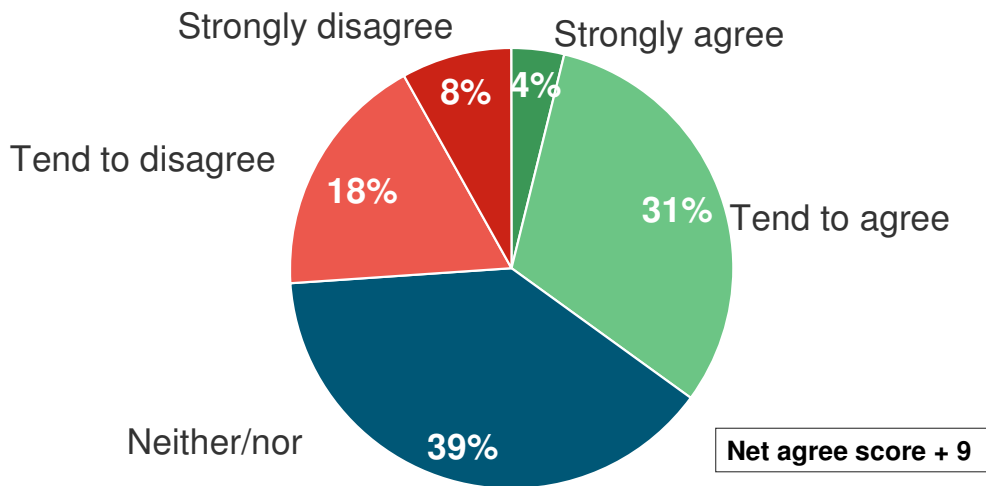
5. Epping Forest District Council

Value for money

Residents are slightly more likely to state that Epping Forest District Council provide value for money than they do Essex County Council (35% and 30% respectively). Those aged 65+ are more likely to say Epping Forest District Council and Essex County Council provide value for money (45% and 37% respectively vs. 35% and 30% overall).

Value for money: Epping Forest District Council

Q To what extent do you agree or disagree that Epping Forest District Council provides value for money?

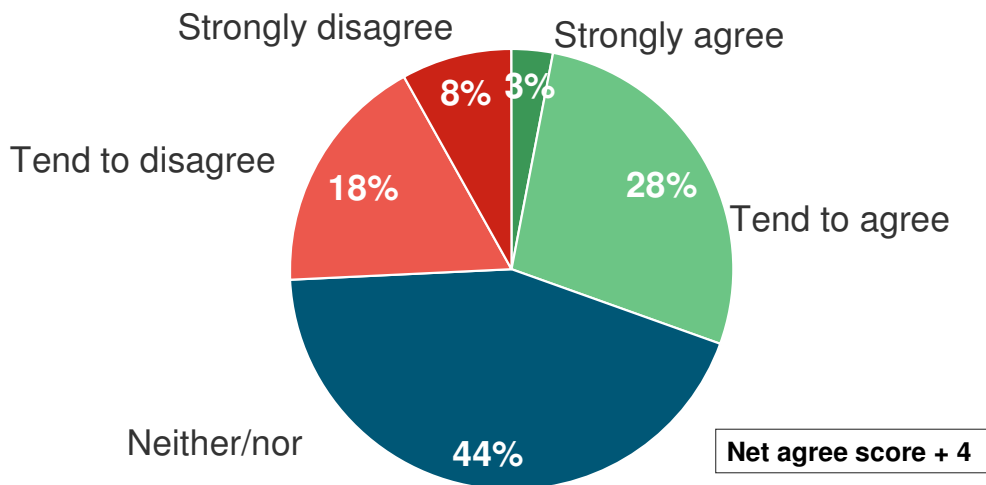


Ipsos MORI Base: All valid responses (850)



Value for money: Essex County Council

Q To what extent do you agree or disagree that Essex County Council provides value for money?



Ipsos MORI Base: All valid responses (851)

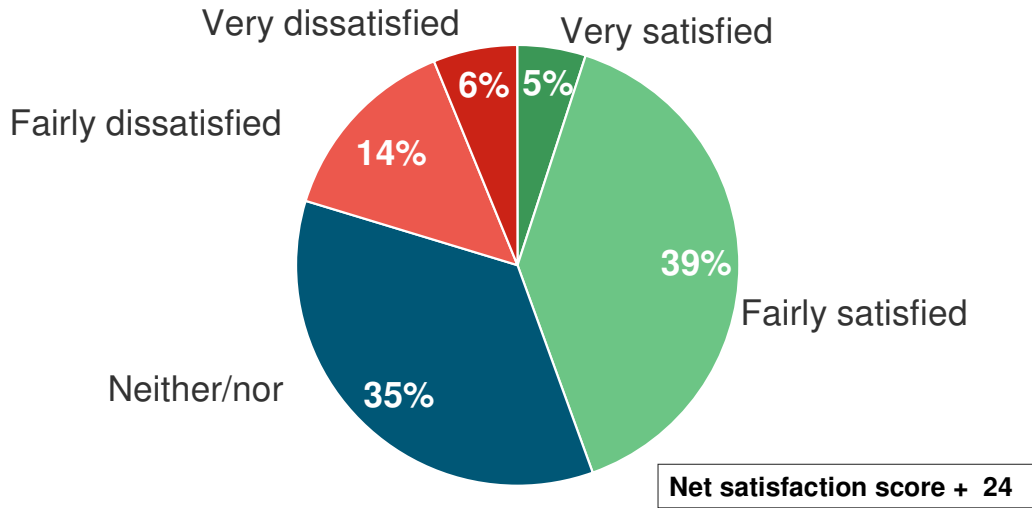


Satisfaction with the Council

Overall satisfaction levels are similar for Essex County Council and Epping Forest District Council (45% and 44% respectively). Those aged 65+ are more likely to be satisfied with both councils (52% for both vs 44% for Essex County Council and 45% for Epping Forest District Council overall). Those renting social housing are more likely to be satisfied with Epping Forest District Council (60% vs. 44% overall).

Satisfaction with Epping Forest District Council

Q Taking everything into account, how satisfied or dissatisfied are you with the way Epping Forest District Council runs things?

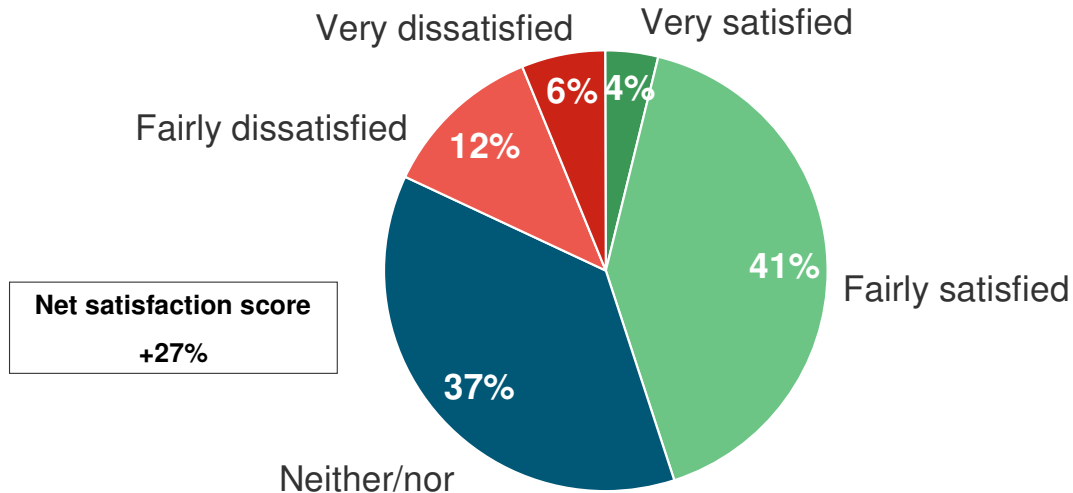


Ipsos MORI Base: All valid responses (897)



Satisfaction with Essex County Council

Q Taking everything into account, how satisfied or dissatisfied are you with the way Essex County Council runs things?

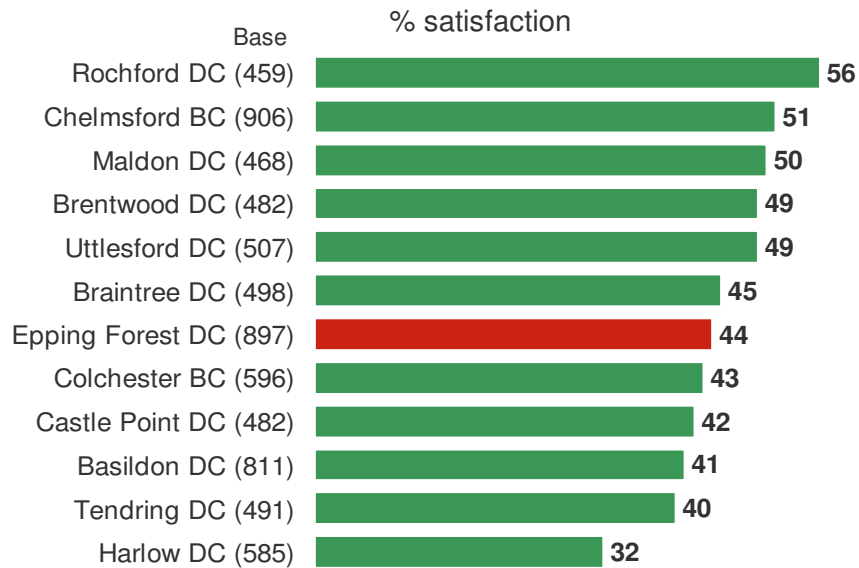


Ipsos MORI Base: All valid responses (906)



The chart below shows how satisfaction with Epping Forest District Council compares with satisfaction across Essex. Previous Ipsos MORI analysis has shown that satisfaction with the local authority correlates strongly with key local factors such as levels of deprivation.

Satisfaction with district/borough councils in Essex



Base: All valid responses (in brackets after each authority)
Ipsos MORI

Source: Ipsos MORI

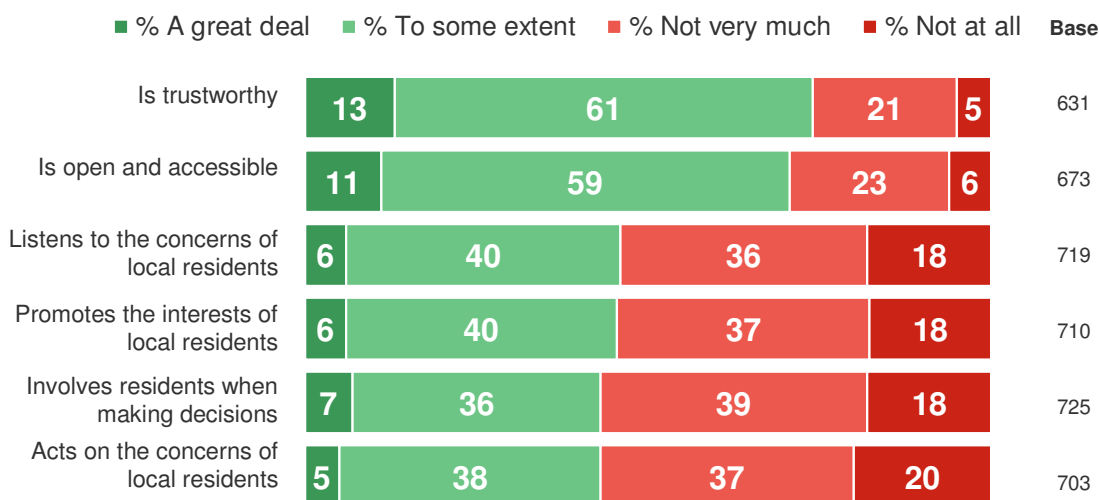


Perceptions of Essex County Council

The following chart shows the extent to which residents feel that different statements apply to Essex County Council. Residents are most likely to think the County Council is trustworthy and are least likely to say it involves residents in decision making. Women are more likely to think the Council both listens to the concerns of residents a great deal/to some extent (50% vs. 41% of men) and promotes the interests of local residents (52% vs. 39%).

Opinions of Essex County Council

Q To what extent do you think that these statements apply to Essex County Council? My council...



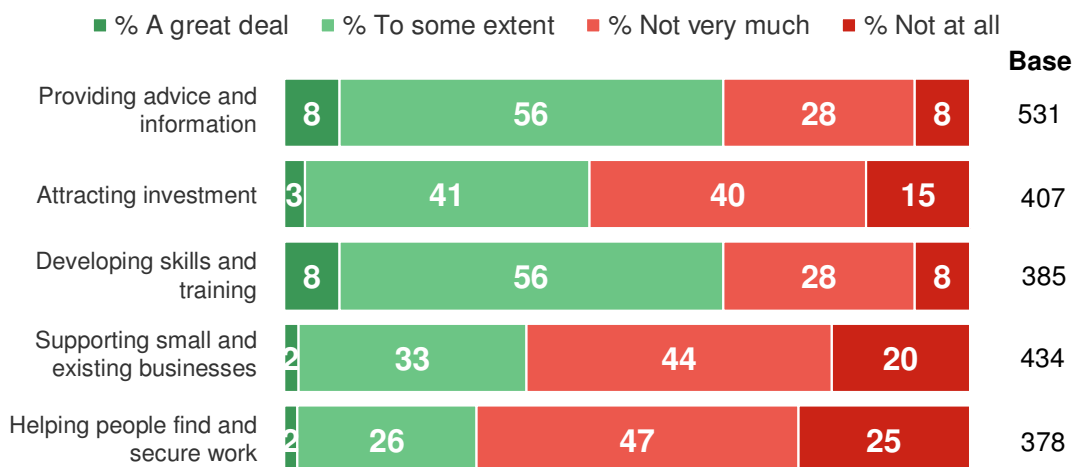
Ipsos MORI Base: All valid responses



The following chart illustrates residents' perceptions of whether a number of statements apply to Essex County Council and its partners support of the local economy. As one might expect, residents who tend to be satisfied overall with Essex County Council tend to have more positive opinions.

Essex County Council and partners' support of the local economy

Q To what extent do you think that these statements apply to the council and its partners in supporting the local economy in your area? The Council and its partners are...



Ipsos MORI Base: All valid responses



6. Health and household income

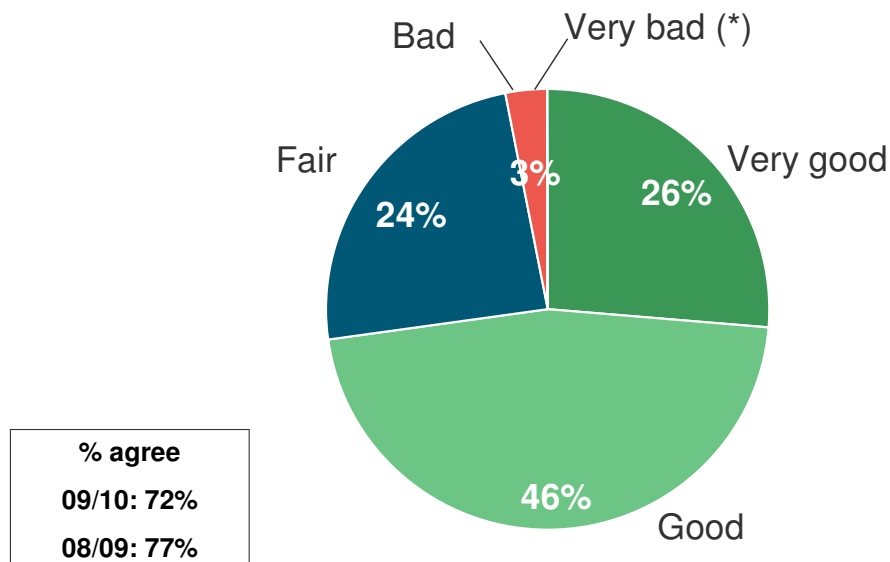
Self-reported health

Most residents say they are in good or very good health in line with figures from 2008/09 (76% and 77% respectively). Residents most likely to say they have good or very good health include:

- 18-34 year olds (85% vs. 53% of those aged 65+)
- Full-time workers (81% vs. 65% not in full-time work)
- Those without a disability (87% vs. 32% with a disability)
- Owner-occupiers (75% vs. 49% social renters)
- Those with children aged 17 or under (82% vs. 68% without)

Self reported health and well being (NI 119)

Q How is your health in general? Would you say it is...



Ipsos MORI Base: All valid responses (975)

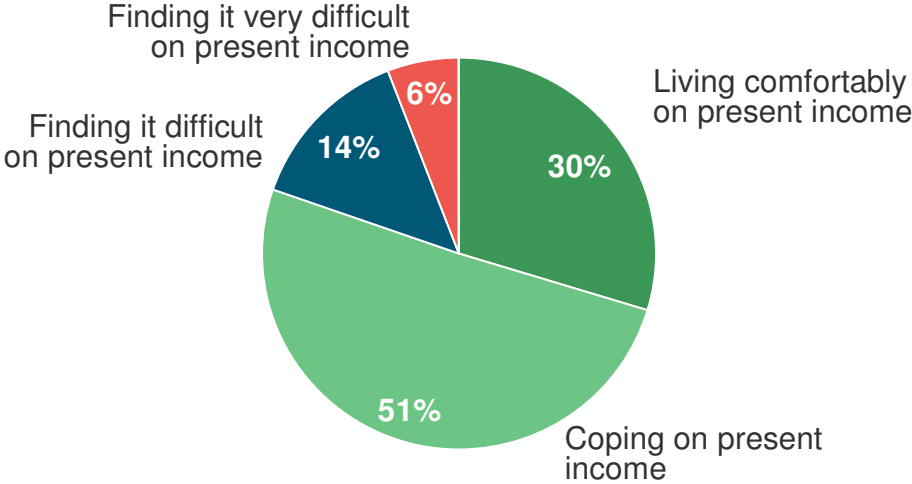


Household income

The majority (81%) of residents feel they are living comfortably or a least coping with their present income. One in five (20%) find it difficult, with 6% saying it is 'very' difficult. Those more likely to report they are finding it difficult to live on their present household income include social and private renters (20% and 17% vs. 3% of owner occupiers) and those with a disability (11% vs. 4% without a disability).

Household income

Q Which of these descriptions comes closest to how you feel about your household's income nowadays?



Ipsos MORI Base: All valid responses (962)



Appendices

Appendix 1: statistical reliability

The residents who took part in the Tracker Survey are only a sample of the total population of residents in Epping Forest, so we cannot be certain that the figures obtained are exactly those that would have been reached were everyone had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The following illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 responses	6	9	10
200 responses	4	6	7
500 responses	3	4	4
1002 responses	2	3	3

For example, with a sample size of 1002 where 30% give a particular answer, the chances are, 19 in 20 that the "true" value (i.e. the one which would have been obtained if the whole population had been interviewed) will fall within the range of ±3 percentage points from the survey result (i.e. between 27% and 33%).

When results are compared between separate groups within a sample (e.g. men versus women), different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant" - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 vs. 100	8	13	14
200 vs. 200	6	9	10
500 vs. 500	4	6	6
500 vs. 1,000	3	5	5

It is important to note that, strictly speaking, the above confidence interval calculations relate only to samples that have been selected using strict probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Tracker Survey and the sampling approach used.

Appendix 2: National Indicators

Place Survey National Indicator Results for Epping Forest			
	2008/09 %	2009/10 %	Difference
NI1: % of people who believe people from different backgrounds get on well together in their local area	78.3	78.0	0.3
NI2: % of people who feel that they belong to their neighbourhood	62.6	62.1	0.5
NI3: Civic participation in the local area	12.7	13.9	1.2
NI4: % of people who feel they can influence decisions in their locality	25.2	28.8	3.6
NI5: Overall / general satisfaction with local area	86.7	84.8	1.9
NI6: Participation in regular volunteering	25.2	26.1	0.9
NI17: Perceptions of anti-social behaviour	17.8	15.5	2.3
NI21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	24.2	n/a	n/a
NI22: Perceptions of parents taking responsibility for the behaviour of their children in the area	26.3	28.9	2.6
NI23: Perceptions that people in the area treat one another with respect and consideration	29.6	25.7	3.9
NI27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	18.4	n/a	n/a
NI37: Awareness of civil protection arrangements in the local area	12.1	27.3	15.2
NI41: Perceptions of drunk or rowdy behaviour as a problem	26.5	25.2	1.3
NI42: Perceptions of drug use or drug dealing as a problem	25.5	25.6	0.1
NI119: Self-reported measure of people's overall health and well-being	76.5	72.4	4.1
NI138: Satisfaction of people over 65 with both home and neighbourhood	86.6	91.3	4.7
NI139: The extent to which older people receive the support they need to live independently	22.3	22.1	0.2
NI140: Fair treatment by local services	74.1	78.5	4.4

Please note: NI 21 and NI 27 were not asked in the EssexWorks Place Survey Tracker 2009/10. Not all differences are statistically significant, and it is not automatically the case that every time there is an increase in the figure that it implies a positive finding.

Consequently, we have used colour coding to identify the meaning behind the differences.

- Differences in font colour **red** are statistically significant and negative.
- Differences in font colour **green** are statistically significant and positive.
- Differences in font colour **grey** are not statistically significant.

Appendix 3: marked up questionnaire