



ARTICLE NO: 1(c)

CORPORATE OVERVIEW &  
SCRUTINY COMMITTEE

MEMBERS UPDATE 2010/11

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**Article of: Assistant Chief Executive**

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**Relevant Portfolio Holder: Cllr I. Grant**

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**SUBJECT: PLACE SURVEY RESULTS**

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## **1.0 PURPOSE OF ARTICLE**

- 1.1 To inform members of the results of the Place Survey 2008. (Attached at Appendix A and published on the website at [www.westlancs.gov.uk/yourviews](http://www.westlancs.gov.uk/yourviews))

## **2.0 BACKGROUND**

- 2.1 The Place Survey was carried out by all councils in the country for the first time in Autumn 2008, in accordance with Government requirements. The survey replaced the former General User Satisfaction BVPI survey and its primary purpose was to collect information at local authority level to inform performance monitoring. The survey collected data for 18 national indicators.
- 2.2 West Lancashire Borough Council worked in partnership with Lancashire County Council and the other district councils to jointly commission the Place Survey in order to reduce costs and give value for money. The Lancashire Partnership also made a financial contribution. Ipsos Mori was engaged to carry out the postal survey and more than 1,370 West Lancashire residents took part, ensuring that the results attained a high standard of statistical validity.
- 2.3 Data collected through the survey was provided to the Government, who carried out weighting for age, gender and ethnicity and the number of people in the household. The Government then carried out a national quality review before providing final, revised results to Councils.

### **3.0 CURRENT POSITION**

- 3.1 The Place Survey results provide information about local people's views of the area where they live and the services provided by public bodies including the Council. This information can help inform future service planning and the setting of priorities.
- 3.2 The results of the Place Survey form part of a comprehensive evidence base that is currently being used by the LSP to inform a review of its priorities. This review in turn will inform Performance Reward Grant spending decisions, ensuring that resources and efforts are targeted at those areas where they are most needed, and where our communities have told us they want to see improvements.
- 3.3 The results show good performance by the Council in a number of areas. Some of the key results are:
- 83% of people (above the national average) are satisfied with their local area as a place to live
  - 39% thought West Lancashire Borough Council provided value for money. This was well above the England average (33%) and in the top quartile of councils nationally.
  - 51% of local residents were satisfied with how the Council runs thing – above the national average of 45%.
- 3.4 The report provided at Appendix A includes detailed analysis of the results that relate most specifically to the Council's areas of responsibility, as well as presenting the full results for all the questions in the survey. It also provides some comparisons with national averages and other councils in Lancashire. The report and associated information is also published on the Council's website at [www.westlancs.gov.uk/yourviews](http://www.westlancs.gov.uk/yourviews)
- 3.5 It is expected that the Place Survey will be carried out again in Autumn 2010, enabling progress to be charted against the baselines established by the 2008 data.

### **4.0 SUSTAINABILITY IMPLICATIONS/SUSTAINABLE COMMUNITY STRATEGY**

- 4.1 The results from the Place Survey are informing the review of the Sustainable Community Strategy and will provide information that will be useful for all the organisations involved.

### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 5.1 There are no financial and resource implications at this stage. However if the Council is required to carry out a Place Survey in Autumn 2010 there will be financial and resource implications.

### **6.0 RISK ASSESSMENT**

- 6.1 If the Council does not make use of the data provided by the results, which are statistically valid and up-to-date, it might risk basing decisions and priorities on less accurate, valid information.

## **7.0 CONCLUSIONS**

- 7.1 The results of the Place Survey 2008 provide information about local people's views of West Lancashire and public services in the area. This data will be useful to the Council and its partners in the months ahead.

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### **Equality Impact Assessment**

There is no evidence from an initial assessment of an adverse impact on equality in relation to the equality target groups.

### **Appendices**

Appendix A: Place Survey 2008 West Lancashire Research Report