

Leicester City Council Residents Survey

**Research among Leicester City
residents**

11 December 2008

Research conducted on behalf of:



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Executive Summary

Executive Summary

This robust and representative survey of Leicester residents provides encouraging findings for the Council as well as identifying clear priorities which, if addressed successfully, can help to improve public satisfaction in the future.

There are a number of positives to be taken from the long-term picture – most specifically what has been achieved in reducing fear of crime and improving confidence in community safety. Substantial positive shifts have been made between 2005 and 2008 in this area. Additionally, residents are much more likely to be satisfied with their Council than in 1998, and are more likely to say it treats people fairly. Furthermore, public confidence in key liveability services such as street lighting, pavement maintenance and street cleaning has increased. Particular service areas that have seen a significant increase in satisfaction amongst their users since 2005 are: arts, culture & entertainments, museums, primary and secondary schools and social services for children.

However, there are also areas for improvement. Residents are less likely to feel they belong to their street or local area as they were in 2005. Additionally, residents still feel that the Council needs to make more of an effort to obtain their views, and only a minority feel informed about its services and activities. This perhaps may feed into the increase in the number of residents saying they feel the Council is too remote and impersonal.

In light of these findings, communicating effectively to residents will play a key role in changing perceptions. Residents will want to understand why change happens and often instinctively assume the worst or that nothing has changed if they aren't informed. The fact that few residents feel informed about Council services and activities highlights the need for communication, and as fewer residents are proactively finding out about the Council, effective, targeted communication becomes even more important to reaching residents.

Satisfaction with the Council and area

A majority of residents are satisfied with the Council, with 61% satisfied and 19% dissatisfied. Encouragingly, satisfaction with the Council has improved significantly since 1998.

When delving into resident perceptions of different aspects of the Council, however, a more mixed picture emerges. Since 2005, more now agree that the Council treats all types of people fairly (49%), and while perception of the Council providing value for money is relatively unchanged, slightly more agree than disagree that it does (37% versus 35%). Increasingly residents believe the Council does not play a part in improving the quality of life in their local neighbourhood (41%, up from 31% in 2005). While over half (57%) believe the Council provides good quality services, slightly more say it does not than in 2005 (21% in 2008 versus 18% in 2005). Additionally, the number saying the Council is remote and impersonal has increased from 38% in 2005 to 47% today. Finally, as in previous years, residents overwhelmingly believe the Council needs to make more of an effort to find out what local people want: 78% agree while just 7% disagree.

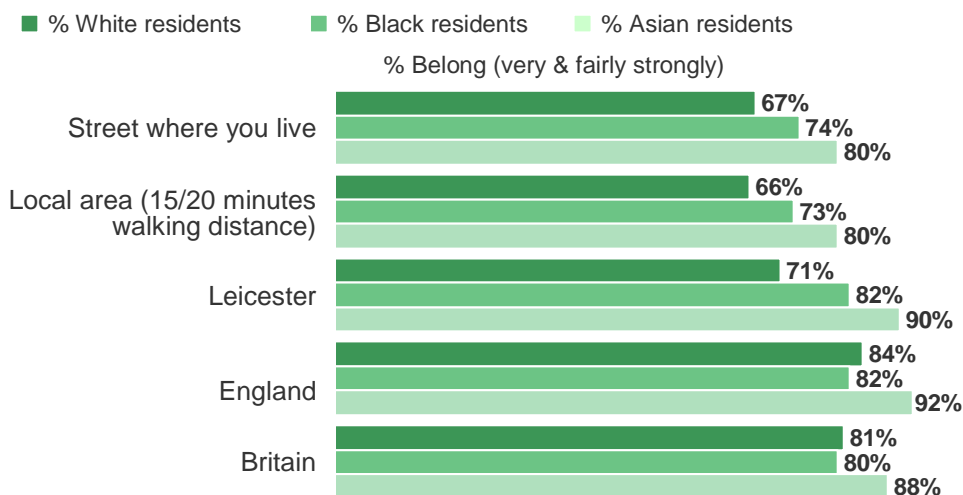
Satisfaction with Leicester as a place to live stands at nearly four in five (79%), which is level with 2005 but a drop from 1998 (81%). Residents are also slightly less satisfied with their neighbourhood than 2005, and significantly less satisfied than 1998.

Community cohesion and local decision-making

Residents are less likely to identify strongly with their street, local area, Leicester or Britain than they were in 2005. They are, however, more likely to identify strongly with England. The chart below illustrates how, generally, BME residents are more likely to identify with all areas than their White counterparts, with Asian residents particularly more likely to do so.

Sense of belonging

Q How strongly do you feel you belong to each of the following?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
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Three quarters (77%) agree that their local area is a place where people from different backgrounds get along. The vast majority of Leicester residents will interact with someone from a different background: 95% say they regularly meet and talk with someone from a different ethnic origin, and 86% say this for someone from a different social class. The most commonly-cited place where different backgrounds meet are local shops, in the neighbourhood, at work, at a place of study or at public focal points such as restaurants and pubs.

One in five (21%) has given unpaid help in the past year, with children's education and activities, faith groups and community groups being the largest recipients.

Few have been involved in groups that make decisions in their local area. Only 8% of residents state that they have been involved in groups that make decisions in their local area, and these tend to be residents from more affluent backgrounds.

The overwhelming majority of Leicester residents are actively working to decrease their impact on the environment, with only six percent saying they do nothing. The most commonly mentioned is switching off appliances when not in use (73%), recycling waste (70%) and saving water (50%).

Service satisfaction

Broadly, residents are satisfied with their local public services and facilities, and in many areas are more likely to say they are satisfied than in 2005. Residents are particularly satisfied with Leicester Market (89% of users), street lighting (86%), waste and refuse collection (80%), primary schools (81% of users), and family centres and nursery schools (79% of users). Improved services include not only arts, culture and entertainment and museums, social services for children and primary and secondary schools but also key areas such as street lighting, street cleaning, and pavement maintenance. However, council housing is one service that has declined significantly from 2005, with a significant increase in tenants expressing dissatisfaction.

Neighbourhood and community safety

Positively, residents are less concerned about being a victim of crime and anti-social behaviour than in 2005. More people stated that they were not worried than those said they were worried in each of the areas about crime and anti-social behaviour asked. Residents are most concerned about having their home broken into (44% at least fairly worried), followed by teenagers hanging around the street (43%) and their car being stolen (33%). Residents are less likely to be worried about noisy or inconsiderate neighbours, being the victim of attack or abuse because of their skin colour, ethnic origin, religion, or gender.

More people feel that public drunkenness and rowdiness, people not treating others with respect and consideration, and the dealing and using of drugs are not problems in their local area. Residents are split on whether parents not taking responsibility for their children is a problem or not.

A majority feel that the police and local public services seek residents' views about issues surrounding crime and anti-social behaviour. This perception can increase goodwill as residents feel more empowered about these issues.

Communication needs

While few feel informed about the services and actions of the Council, more people do feel informed about how to complain and environmental issues in Leicester than in 2005. However, significantly fewer now feel the Council keeps them well informed about the standards, services and benefits the Council provides than was the case in 2005 (38% in 2008 versus 45% in 2005). Few residents are likely to feel well informed about how the Council spends its budget (27%), why it makes the decisions it does (26%), or how well the Council is performing (33%). In tandem with the decrease in the proportion of residents who feel informed by the Council, between a quarter to a third of residents would like more information in these areas, with the most commonly-cited areas of information need being: who to contact at the Council about services and benefits provided (35%) and festivals and events occurring in the local area (35%).

Half of residents receive information about the Council from their local newspaper (53%), followed by LINK magazine (43%). Most sources of information are used less than in 2005, though a notable exception is the growing popularity of the Council website (18% now use it, compared to 4% in 2001 and 9% in 2005). In line with current use, residents say they prefer to hear their Council news from LINK magazine (41%) and their local newspaper (38%). For those who use the Council website, the vast majority (85%) found it easy to find the information they were looking for. Finally, nearly four in five (77%) have ever seen a copy of LINK magazine, and of those nearly half (48%) have read all or most of it.

Introduction

Introduction

Background & Context

This report presents the findings from a survey conducted by the Ipsos MORI Social Research Institute on behalf of Leicester City Council. The study set out to assess residents' attitudes towards the Council and the services it provides. More specifically, this survey examines:

Satisfaction with Leicester as a place to live and with the Council;

Perceptions of community cohesion and involvement in the local community;

Usage of and satisfaction with local public services;

The Council's communications; and

Community safety.

Methodology

Ipsos MORI Social Research Institute carried out 2,305 interviews with residents aged 16+ across Leicester City. Interviews were carried out face-to-face, in home, via Computer Aided Personal Interviewing (CAPI), between 2nd July and 24th September 2008.

At the analysis stage, data were weighted by ward area, gender, age, ethnicity and work status to the overall profile of the Council using 2001 Census data for work status and 2006 mid-year estimates for age, gender and ethnicity.

Interviews were divided between a main sample of 2,059 residents interviewed alongside an additional booster sample of 246.

The booster was conducted in **Priority Areas** made up of Lower Super Output Areas – or LSOAs – (areas of 1400-1600 population size) whose residents are in the bottom 5% in England's according to the 2007 Indices of Multiple Deprivation, and are the most deprived areas in Leicester. These areas have been identified by Leicester City Council as priorities for targeted interventions that relate to neighbourhood renewal and deprivation in the Local Area Agreement.

There are 22 such areas in Leicester and for the purposes of the booster sample, they were organised into the following Priority Areas on the basis of geographical proximity:

Area	Priority Areas
Area 1	Abbey Rise and Beaumont Leys Estate
Area 2	Braunstone
Area 3	Tailby and Rowlatts Hill
Area 4	Saffron
Area 5	St Matthews and St Marks
Area 6	New Parks
Area 7	St Peters and Highfields

A detailed map showing the location of these priority areas is provided in the appendix.

Report Layout

Following this introduction section, this report is split into five chapters comprising satisfaction with the area and Council, community cohesion and local decision-making, views on public services, neighbourhood and community safety and communication needs.

Presentation and Interpretation of Quantitative Findings

It should be remembered at all times that a sample, and not the entire population of Leicester, has taken part in the survey. In consequence, all results are subject to sampling tolerances, which means that not all differences are significant.

We cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the 'true' values), however, we can predict the variation between the sample results and the 'true' values. This is based on a knowledge of the size of the samples on which the results are based and the number of times that 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 table below 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 interviews	6	9	10
200 interviews	4	6	7
500 interviews	3	4	4
800 interviews	2	3	4
1,000 interviews	2	3	3
2,305 interviews	1	2	2

For example, with a sample size of 2,305 where 30% give a particular answer, the chances are 19 in 20 that the 'true' value (which would have been obtained if the whole population had been interviewed) will fall within the range of +2 percentage points from the sample result.

When results are compared between separate groups within a sample, 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 assume '95% confidence interval', the differences between the results of two separate groups must be greater than the values given in the table below:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	7	13	14
100 and 200	7	11	12
200 and 200	7	10	11
250 and 400	5	7	8
100 and 400	6	9	10
200 and 400	5	8	9
500 and 500	4	6	6
1,000 and 1,000	3	4	4

All results are tested for statistical significance. Please note that statistical reliability tests work on the basis of a pure random sample. This survey uses quotas to obtain a sample that is closely representative to the population, so our survey does not use a completely random sample. Nonetheless good quality quota sampling has been found to be as accurate.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of 'don't know/not stated' response categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value of less than half of one percent, but greater than zero.

In this report (and in the separate volume of computer tables), reference is made to 'net' figures. This represents the balance of opinion on attitudinal questions, and provides a particularly 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.

Publication of the Data

As part of our standard terms and conditions, the publication of the findings of this research is subject to the advance approval of Ipsos MORI. Such approval would only be refused on the grounds of inaccuracy or misrepresentation.

Sample Profile

Please see Appendix C (topline results) of this report for the demographic profile of Leicester residents interviewed in this survey.

People's Panel

On completion of the questionnaire, residents were asked if they would consider joining the Council's Citizens Panel called the 'Peoples Panel'. This is a group of residents who are sometimes asked to take part in further research regarding their views about services and other issues affecting the quality of life in Leicester – 458 were interested in joining the panel.

Acknowledgments

Ipsos MORI would like to thank Yasmin Mataria-Jenkins at Leicester City Council for her help and advice in developing this project. Special thanks also go to the 2,305 residents who took part in this survey.

Chapter 1

Satisfaction with the area and Council

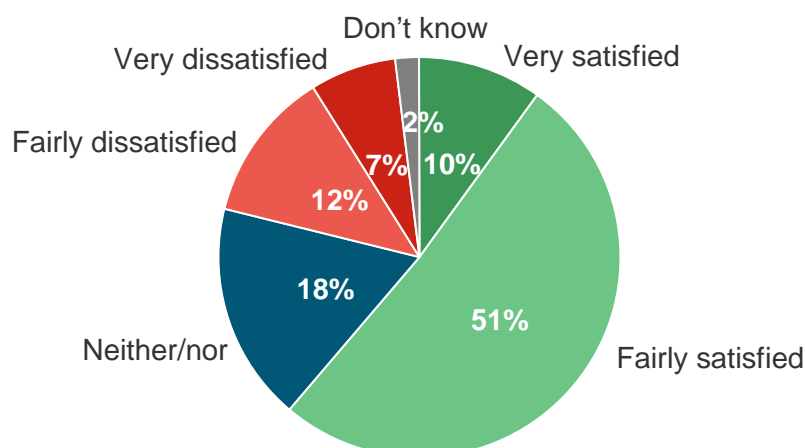
Chapter 1: Satisfaction with the area and Council

Satisfaction with the Council

Three in five (61%) residents are satisfied with the City Council's management of Leicester, while nearly one in five (19%) are dissatisfied. This is slightly improved from 2005, and continues a general improvement since 1998 (as shown in the trend data overleaf).

Satisfaction with Leicester City Council

Q Overall, how satisfied or dissatisfied are you with the way the City Council is running Leicester?

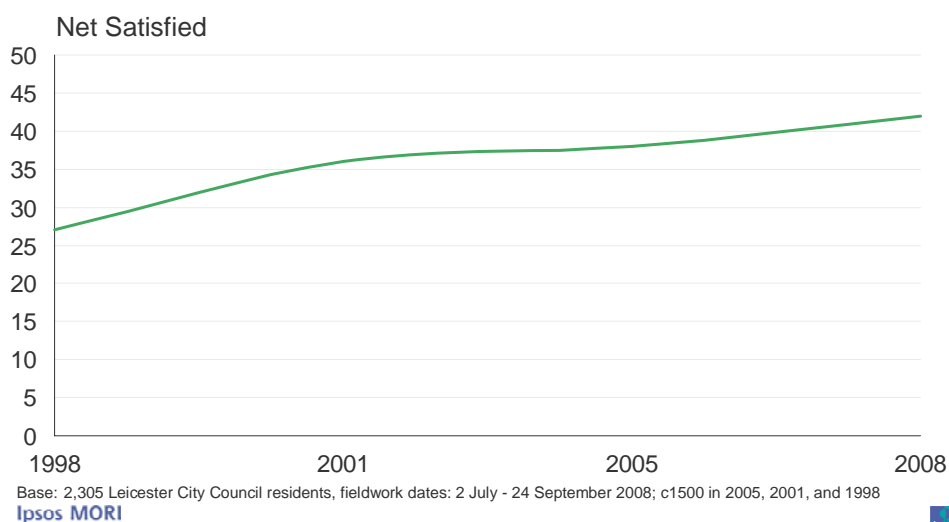


Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
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Net satisfaction with City Council

Q Overall, how satisfied or dissatisfied are you with the way the City Council is running Leicester?



Asian residents and younger residents (aged 16-24) are significantly more likely to say they are satisfied with Leicester City Council (73% and 67% respectively, compared to 61% overall), while White residents and those aged 55-64 are significantly more likely to say they are dissatisfied (23% and 31%, respectively, compared to 19% of all residents).

Five wards are significantly more satisfied with the Council's running of Leicester: Coleman (77%), Humberstone and Hamilton (78%), Rushey Mead (74%), Spinney Hills (88%) and Thurncourt (73%). Twice as many residents in Spinney Hills say they are very satisfied as residents generally (21% compared to 10% of all residents). Non-booster areas show higher levels of satisfaction than booster areas (62% compared to 56% of booster areas satisfied). Wards more likely to be dissatisfied include Braunstone Park and Rowley Fields, Charnwood, Fosse and New Parks. Areas one (Abbey Rise and Beaumont Leys Estate) and four (Saffron) are also more likely to be dissatisfied (30% and 34%, respectively).

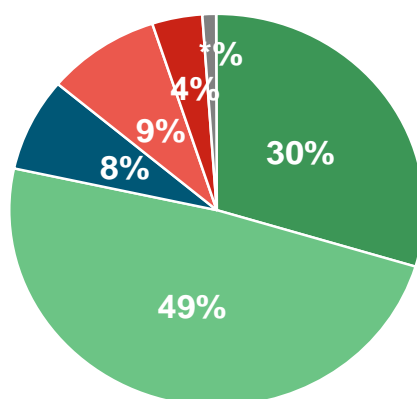
Satisfaction with Leicester and neighbourhood

By a margin of six to one, more residents say they are satisfied with Leicester as a place to live than say they are dissatisfied. Nearly four in five (79%) are satisfied with their city, including three in ten (30%) who are *very* satisfied. Only 13% are dissatisfied.

Satisfaction with Leicester

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

■ Very satisfied ■ Fairly satisfied ■ Neither/nor
■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



Both Asian and Black residents are particularly satisfied with Leicester as a place to live, with nine in ten (90%) saying they are satisfied, and 44% of Asian residents say they are *very* satisfied (compared to 30% of all residents). White residents and those over 65 are more likely to say they are dissatisfied with the city (18% and 18%, respectively, compared with 13% of all residents).

Residents in Beaumont Leys (89%), Latimer (89%), Rushey Mead (88%), Spinney Hills (93%) and Stoneygate (92%) report higher satisfaction levels than residents generally. A majority (51%) of Latimer residents are *very* satisfied with their neighbourhood. Wards with lower satisfaction levels include Aylestone (58%), Fosse (61%), Freeman (68%) and New Parks (68%). Additionally, booster areas three (Tailby and Rowllatts Hill), four (Saffron) and six (New Parks) are more likely to be dissatisfied (24%, 37% and 26% respectively), while booster areas in general tend to report higher dissatisfaction levels than non-booster areas (19% compared to 12% of non-booster areas).

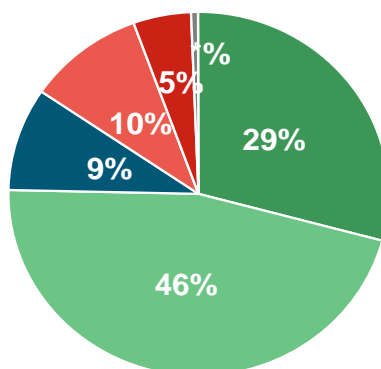
Three quarters (75%) of residents are satisfied with their neighbourhood while 16% are dissatisfied. As with satisfaction with Leicester, Asian and Black residents are more likely to say they are satisfied with their neighbourhood (83% and 84% respectively), as are those aged over 65 (80% say they are satisfied). White residents are again significantly more likely to say they are dissatisfied, with 18% dissatisfied (compared to 15% of all residents).

Three wards are significantly more satisfied with their local neighbourhood: Humberstone and Hamilton (87%), Knighton (93%) and Rushey Mead (92%) than the average for the city as a whole. However, five wards are significantly more dissatisfied with their neighbourhood: Abbey (25%), Charnwood (26%), Fosse (34%), New Parks (24%) and Westcotes (27%). Finally, the majority of booster areas (areas one [Abbey Rise and Beaumont Leys Estate], two [Braunstone], four [Saffron] and six [New Parks]) report higher levels of dissatisfaction, while, as before, booster areas in general are more likely to be dissatisfied than non-booster areas.

Satisfaction with local neighbourhood

Q Thinking about your neighbourhood, on the whole, how satisfied or dissatisfied are you with it as a place to live?

■ Very satisfied ■ Fairly satisfied ■ Neither/nor
■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know

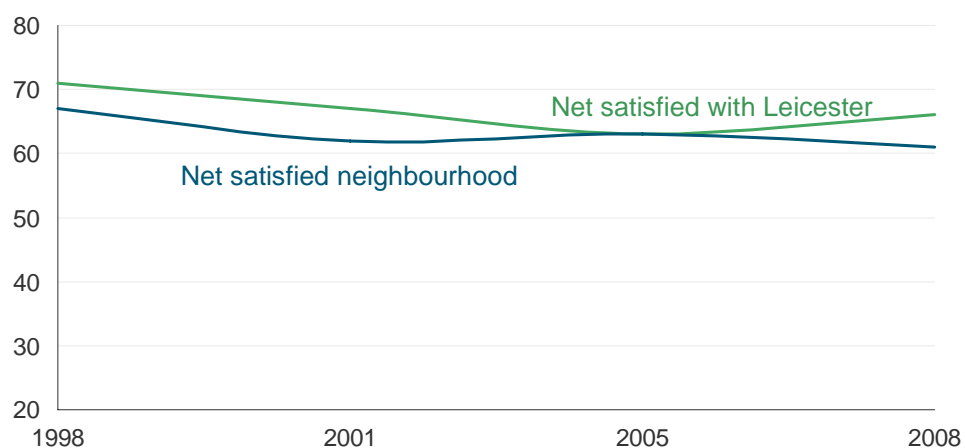


Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
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The trend chart below shows that, while satisfaction levels with Leicester City are relatively unchanged from 2005, they are still short of 1998 levels, when 81% were satisfied and 10% dissatisfied. Similarly, residents' net satisfaction with their neighbourhoods, after a small increase in 2005, has decreased to 59%, continuing a general downward trend since 1998.

Net satisfaction with Leicester and neighbourhood



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538); 2001 (1,535); 1998 (1,500)

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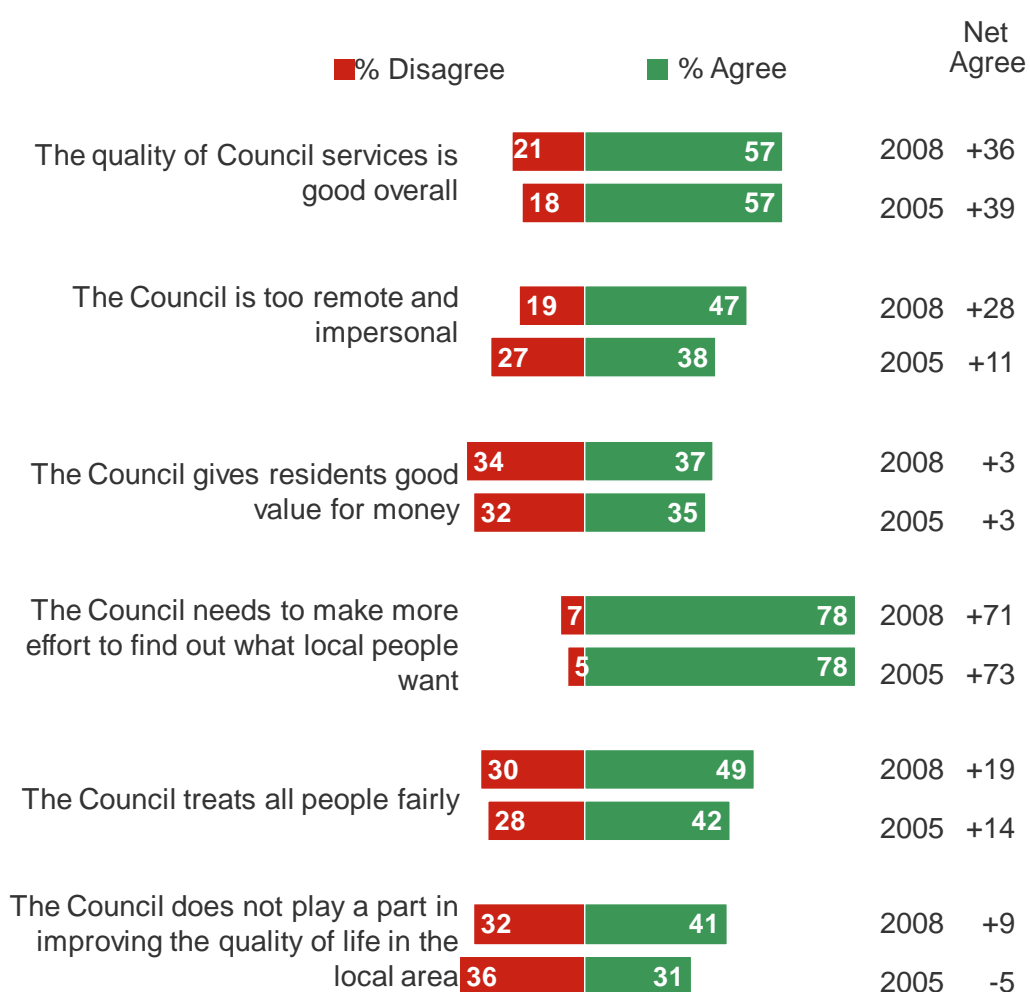


Views of the Council

This section looks in detail about perceptions of the Council over a range of different issues. The chart below provides a summary of these perceptions, which is followed by a more detailed explanation of each.

Views of the Council

Q How strongly you agree or disagree with each?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538)

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Quality of Council services

Over half (57%) of residents agree that the quality of Council services are good overall. The number who agree services are good is largely unchanged from 2005; however, those who think service quality is poor has increased from 18% in 2005 to 21% in 2008.

Asian residents and those aged 65 and over are more likely to say they feel Council services are good (66% and 64%, respectively), while White residents and Council housing tenants are more likely to say services are poor (25% and 31%, respectively).

Residents in Belgrave (67%), Evington (71%), Latimer (69%), Rushey Mead, Spinney Hills and Thurncourt (all 72%) are more likely to agree that the Council provides good quality of services while Abbey, Beaumont Leys, Braunstone Park and Rowley Fields, Fosse and New Parks are more likely to disagree (33%, 34%, 40%, 38% and 33%, respectively). All booster areas, aside from areas five (St Matthews and St Marks) and seven (St Peters and Highfields), are significantly more likely than residents generally to say that the quality of Council services are poor.

Remote and impersonal

Nearly half (47%) of residents feel the Council is remote and impersonal, which is a significant increase from 2005. Furthermore, fewer now disagree: 19% currently disagree, while in 2005 27% did. Those more likely to say the Council is remote and impersonal include the following:

- residents aged 35-54 (52%);
- those in employment (50%); and
- White residents (52%).

Only those aged over 65 are more likely to say they disagree (24%). However, nearly one in five (19%) of Black residents say they have no opinion, which is significantly more than the average (7%) of all residents who say this.

Four wards are more likely to view the Council as remote and impersonal: Abbey (60%), Beaumont Leys (62%), Fosse (63%) and Westcotes (61%). Two booster areas – areas one (Abbey Rise and Beaumont Leys Estate) and four (Saffron) – also are significantly more likely to agree (61% and 64%, respectively), and generally booster areas see the Council as remote and impersonal more than non-booster areas (53% agree compared to 46%). Just one ward, Charnwood, is more likely to disagree, with three in ten (30%) of its residents expressing this view.

Providing good value for money

By a slim margin, more residents agree than disagree that the Council provides good value for money. Just over one in three (37%) feel the Council is providing them with good value, while 34% do not. Those residents more likely to feel they are getting good value for money include the following:

- Those aged over 65 (49%);
- Asian residents (41%);
- Those in social grade DE (41%); and
- Those not employed (40%).

However, many different types of residents are significantly more likely to feel they are not getting good value for money:

- Those in social grade C2 (43%);
- Those aged 55-64 (40%);
- White residents (38%);
- Those in employment (38%); and
- Women (37%);

Residents in Belgrave (54%), Charnwood (49%), Humberstone and Hamilton (58%), Spinney Hills (62%), and Thurncourt (53%) are significantly more likely to feel the Council provides them with value for money. However, Abbey (50%), Fosse (51%) and Westcotes (47%) residents are more likely to say they are not getting good value. Three booster areas also are more likely to feel they are not getting good value for money (areas one [Abbey Rise and Beaumont Leys Estate], two [Braunstone] and six [New Parks]), while area five (St Matthews and St Marks) residents, by a margin of almost three to one, believe they are (58% agree compared to 21% who disagree).

Finding out what local people want

Nearly four in five (78%) feel that the Council needs to make more of an effort to find out what local people want; just 7% disagree with this statement. White residents and Council housing tenants are most likely to feel this (both 80%), while those in social grades AB are most likely to disagree (12%). No real significant differences emerge among the wards; however, in booster area seven (St Peters and Highfields) 95% of residents believe the Council needs to make more of an effort, significantly more than the 79% of all residents.

Perceptions of the Council's efforts to listen to local voices is relatively unchanged since 2005.

Treating all fairly

Almost half (49%) of all residents perceive that the Council treats all people fairly, a significant increase since 2005. Just under a third (30%) disagree. Asian residents are more likely to agree with this statement than White residents (62% of Asian residents compared to 40% of White residents), while men are more likely to agree than women (51% compared to 46%).

There are also significant differences among wards. In Coleman, Humberstone and Hamilton, Latimer, Rushey Mead, Spinney Hills and Western Park, residents agree by a significant margin that the Council treats all people fairly. In Abbey, Fosse, and New Parks the picture is reversed. In booster areas, only areas five (St Matthews and St Marks) and seven (St Peters and Highfields) have a majority of residents who believe the Council treats everyone fairly, and among all booster areas nearly four in ten (38%) agree while 44% disagree – significantly different to residents generally.

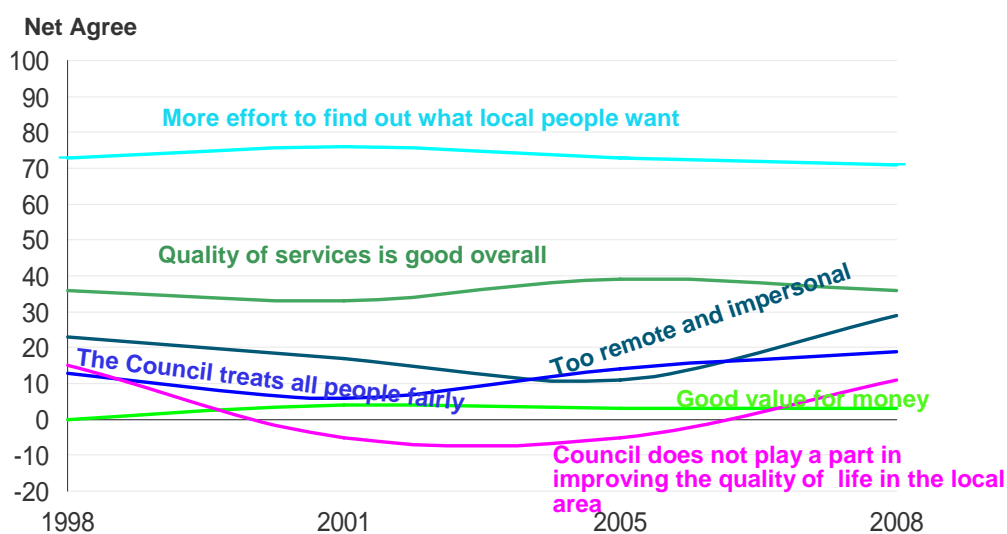
Playing a part in improving quality of life

Two in five (41%) agree that the Council does not play a part in improving the quality of life of the local area, just over three in ten (32%) disagree. Since 2005, significantly **fewer** residents now say they feel the Council has a role to play. Those in lower social grades are more likely to think the Council does not play a part in local quality of life than those in higher social grades (46% of DE residents agree, while only 31% of AB residents do).

Abbey (55%), Beaumont Leys (56%), Eyres Monsell (54%), Fosse (60%), Latimer (53%) and Thurncourt (53%) wards are significantly more likely to believe the Council does not play a role in improving the quality of life of the local area. However, Castle, (45%), Coleman (42%), Freeman (42%), Humberstone and Hamilton (46%) and Western Park (45%) all are more likely to see a role for the Council, which is not the case in any booster areas.

The chart below shows how perceptions of the Council have changed since 1998.

Views of the Council



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; c1500 residents in 2005, 2001 and 1998

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Chapter 2

Community cohesion and local decision-making

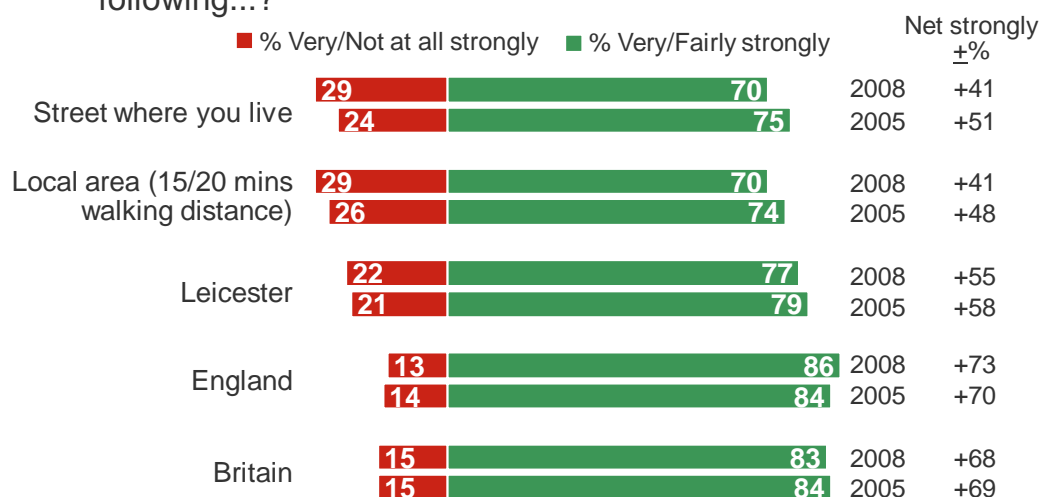
Chapter 2: Community cohesion and local decision-making

Sense of belonging

The chart below shows residents' perceptions of belonging to their street, local area, Leicester, England and Britain, and compares these to views in 2005. In general, residents are less likely to identify with each area, aside from England, than residents in 2005 were. We provide more detail for each area below.

Belonging

Q How strongly do you feel that you belong to each of the following...?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538)

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Street where you live

Seven in ten (70%) of residents feel that they belong to the street where they live (either very or fairly strongly), while three in ten (29%) do not. However, the proportion of residents who say they identify with their street has decreased significantly compared to 2005. Asian residents are more likely to identify with their street than White residents (80% of Asian residents compared to 67% of White residents), and older residents say they strongly belong to their street more than younger residents (79% of residents aged over 65 compared to 66% of those aged 16-24 and 65% of those aged 25-34).

Residents of Aylestone (80%), Belgrave (82%), Rushey Mead (91%) and Spinney Hills (84%) are all more likely to say they identify (either very or fairly strongly) with the street where they live, while residents of Beaumont Leys (50%), Evington (40%) and Westcotes (49%) are less likely to feel as strong ties i.e. they are less likely to say they belong very/fairly strongly to their street. In general, booster area residents are less likely to identify with their street than non-booster areas (64% identify strongly compared to 72% of non-booster areas).

Local area

Similar proportions identify strongly with their local area: 70% say they feel that they belong to their local area, while 29% do not. Again, Asian residents are more likely to feel they belong than their White counterparts (80% versus 66%), and older residents compared to younger residents (79% of those aged over 65 versus 65% of those aged 16-34).

Four in five (81%) of Belgrave residents and nearly nine in ten (88%) of Rushey Mead feel they belong to their local area, significantly more than residents generally. Areas less likely to identify their local area include Beaumont Leys (48% feel not very/fairly strongly), Evington, Fosse and Freeman (all 58%) and Westcotes (56%). As with identifying with their street, booster areas are less likely to identify with their local area than non-booster areas (62% compared to 71% of non-booster areas), with area one (Abbey Rise and Beaumont Leys Estate) and area four (Saffron) significantly less likely to do so (49% and 52% feel strongly, compared to 70% overall).

Leicester

More people say they strongly identify with Leicester than they do with their local area or street: 77% say they feel they belong to Leicester, with 33% strongly agreeing. Nine in ten (90%) Asian residents identify with Leicester, as do 81% of those in social grade DE, and 80% of Council tenants. Residents in Belgrave, Latimer and Thurncourt are also significantly more likely to strongly identify with Leicester (89%, 90% and 86%, respectively).

Just over one in five (22%) say they do not feel they belong to Leicester. These are more likely to be residents in higher social grades (29% of ABs and 27% of C1s), White residents (29%), and residents of Aylestone (37%), Fosse (40%), Knighton (35%), Westcotes (32%), and booster area six – New Parks – (31%).

England

Leicester residents most strongly identify with England, with 86% saying they feel they strongly belong, a significant increase from 2005. As with previous areas, Asian residents are particularly likely to identify with England: 92% say they belong (either very or fairly strongly), and 50% say they feel very strongly they belong (compared to 46% of residents overall). Belgrave (96%), Humberstone and Hamilton (94%), Latimer (94%) and Rushey Mead (95%) residents are also more likely feel they belong. Furthermore, nearly all (98%) of booster area seven (St Peters and Highfields) residents say they strongly identify with England.

While most groups identify strongly with England, White residents, women and those in social grade C1 are more likely to say they do not strongly identify with it (16%, 15% and 16% respectively, compared to 13% of residents overall). Additionally, residents in Aylestone, Fosse and Westcotes residents are less likely to say they belong (28%, 26%, and 21%, respectively).

Britain

Just over eight in ten (83%) residents identify strongly with Britain, while 16% do not. This is similar to feeling in 2005. Again, Asian residents are significantly more likely than their White neighbours to say they feel strongly that they belong to Britain (88% compared to 81%).

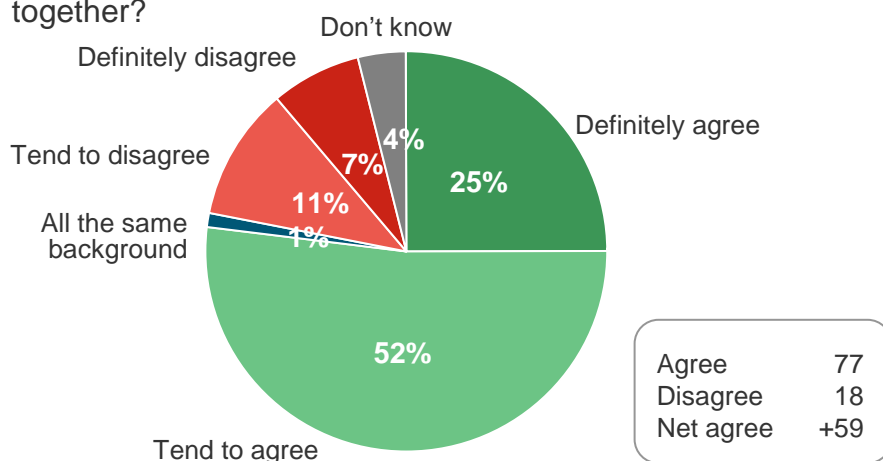
As before, booster area seven (St Peters and Highfields) residents are more likely to say they belong to Britain: 94% say this. Additionally, residents in Belgrave, Latimer and Rushey Mead are also more likely to say they strongly identify with Britain (96%, 93% and 95%, respectively). Four wards are less likely to feel strongly about their ties to Britain: Abbey (24% say they do not feel they strongly belong to Britain), Aylestone (37%), Beaumont Leys (26%), and Fosse (25%).

Community cohesion

Over three quarters (77%) of residents feel their local area is a place where people from different backgrounds get along, while just under one in five (18%) disagree.

Social cohesion

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?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



Those more likely to feel that social cohesion exists are the following:

- Asian residents as opposed to White residents (86% versus 71%);
- Older residents as compared to younger residents (82% versus 74%);
- Those in employment compared to those unemployed (79% versus 62%);
- Residents who own their home or buying on mortgage as compared to Council tenants (81% versus 66%); and
- Residents in non-booster areas as compared to those in booster areas (79% versus 64%).

Interactions with different backgrounds

More residents say they interact with people of a different ethnic origin than with those of a different social grade (95% interact with someone of a different ethnic origin compared to 86% who interact with a person of a different social grade).

Those aged over 65 are least likely to have interaction with people from either different ethnic origin or social grade (90% meet with someone from a different ethnic background and 79% meet someone from a different social grade), but this could reflect lower levels of mobility generally.

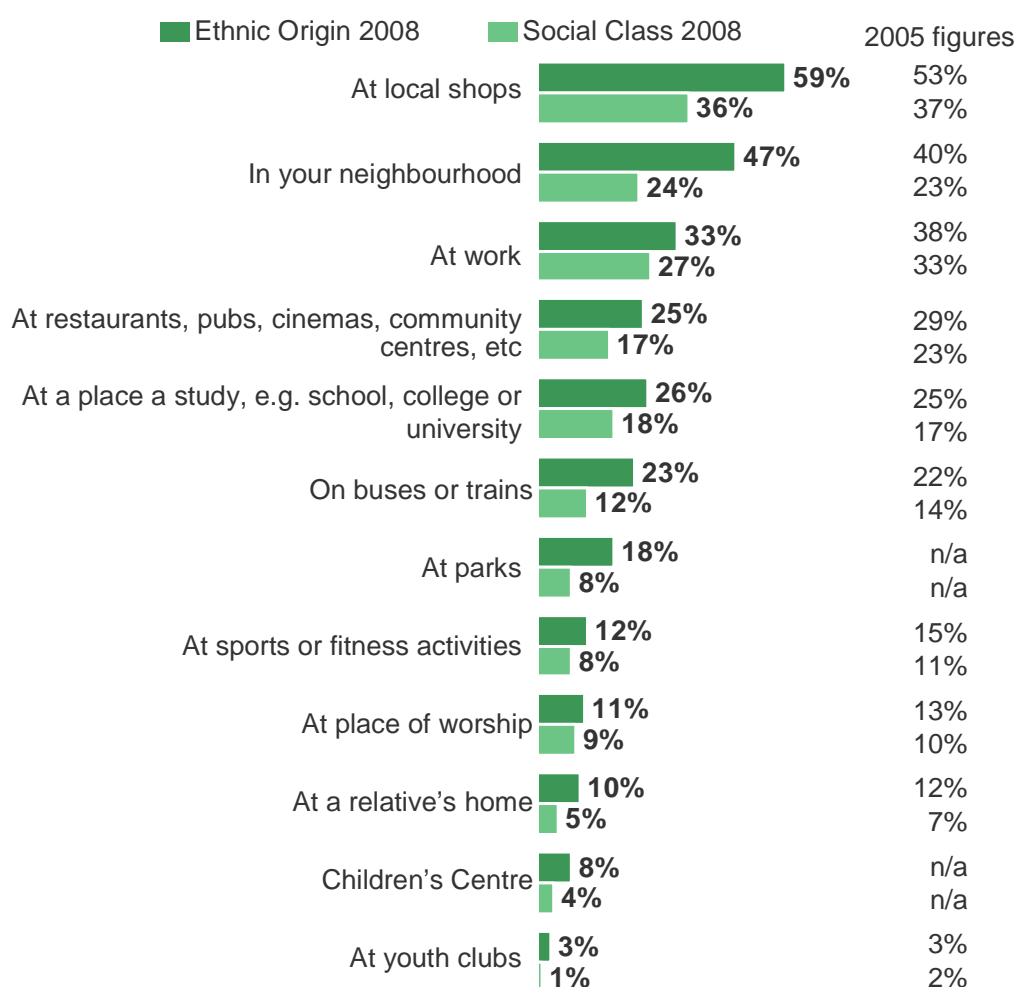
Beaumont Leys, Charnwood and New Parks residents are also less likely to interact with people from a different social or ethnic background. Residents in booster areas are less likely to have interacted with someone from a different social class than their non-booster area neighbours (21% have not compared to 12% of non-booster areas).

As detailed in the chart overleaf, the top five places where people of a different background meet are very similar for both ethnicity and social grade. For each, the most frequent place people meet is at local shops (59% meet someone of a different ethnicity, and 36% meet someone of a different social grade). The other four (though not in the same order) include place of employment, place of study, in their neighbourhood and at restaurants, pubs, cinemas, etc.

The chart below illustrates where people meet and compares the 2008 results to 2005.¹

Interaction with other backgrounds

- Q In which of the following situations, if any, would you say you regularly meet and talk with people of a different ethnic origin to you?
- Q In which of the following situations, if any, would you say you regularly meet and talk with people of a different social class to you?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538)

Ipsos MORI



¹ On this chart (and on subsequent charts throughout this report) an 'n/a' signifies that data is not available for that particular question.

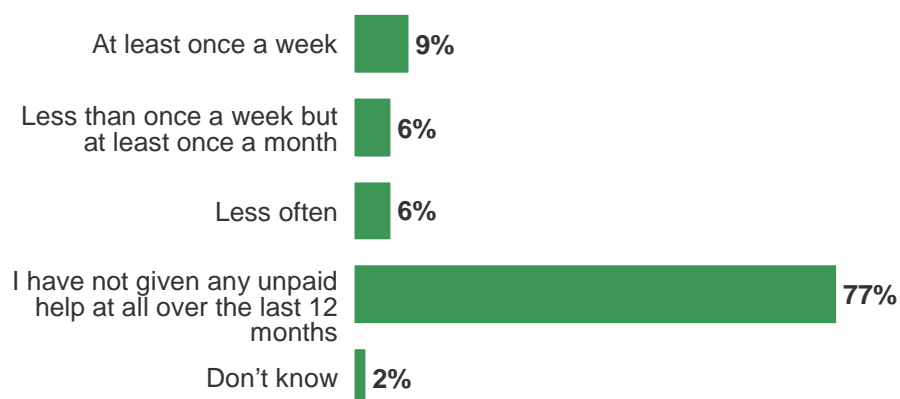
Giving unpaid help

Over one in five (21%) have given unpaid help to groups, clubs or organisations in the past twelve months. Of these, 45% have given help at least once a week, 28% volunteered at least once a month and 28% helped less than once a month.

Those who volunteer are more likely to be in higher social grades (41% of ABs and 27% of C1s give help, compared to 13% of DEs). In the same vein, non-booster areas are more likely to have volunteered in the last twelve months (23% compared to 14% of booster areas).

Unpaid help in last 12 months

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



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI

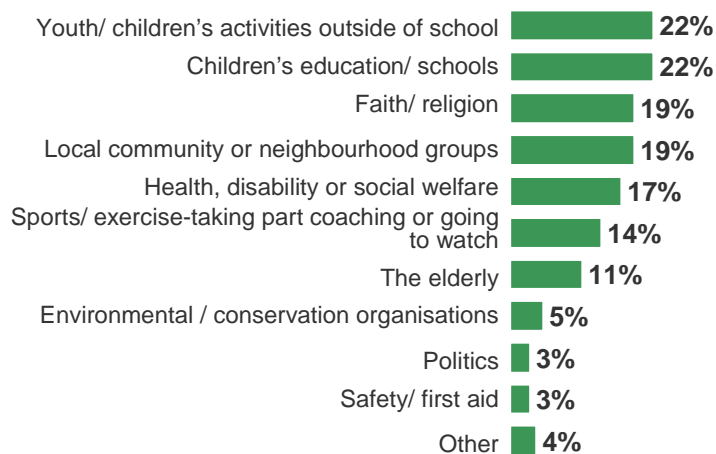


Of those giving unpaid help in the last month, the most frequently mentioned was where they give help related to children. The most common response is that residents help with children's activities outside of school (22%), followed by helping with children's education or schools (also 22%). Other popular responses included aiding their faith (19%), local community or neighbourhood groups (also 19%) and groups or organisations relating to health, disability or social welfare (17%).

The chart below shows the range of areas residents donate their time to.

Where help is given

Q You say that you have given unpaid help to a group, club and/or organisation in the last 12 months. In which areas?



Base: 480 Leicester City Council residents who gave unpaid help in the past 12 months, fieldwork dates: 2 July - 24 September 2008

Ipsos MORI



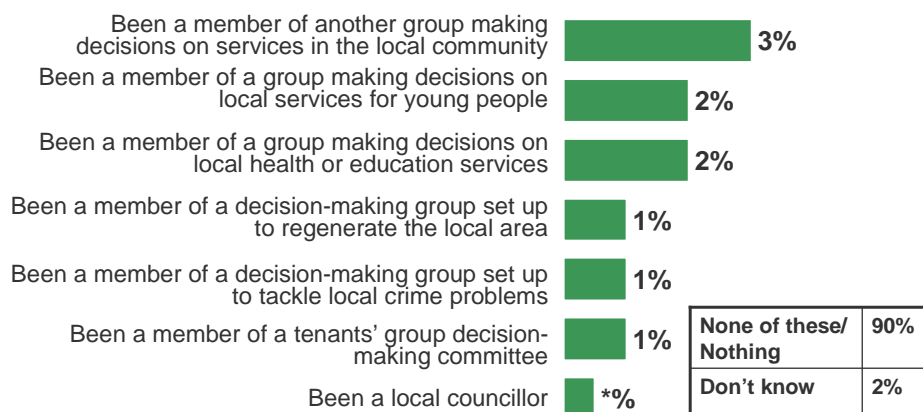
Involvement in local decision-making groups

The overwhelming majority (90%) of residents have not participated in any groups that make decisions affecting their local area. Of those who had, the most frequently mentioned group is one that makes decisions in services in the local area (3%), followed by groups that decide on local services provided for young people (2%).

Residents in social grades AB are significantly more likely to have participated in local decision-making. Almost one in five (18%) had participated in the past 12 months, compared to 8% of all residents. Residents of Aylestone (19%), Braunstone Park and Rowley Fields (17%), Freeman (18%), New Parks (16%) and Western Park (17%) residents are also more likely to have participated in decision-making groups. Younger age groups (those aged 16-34) and those in social grades DE are most likely **not to** have participated in any groups involved in local decision making (both 93%).

Participating in local decision-making

Q Thinking about any group (or groups) to which you belong that makes decisions that affect your local area, using this card, in the past 12 months, have you?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



Concerns about the environment

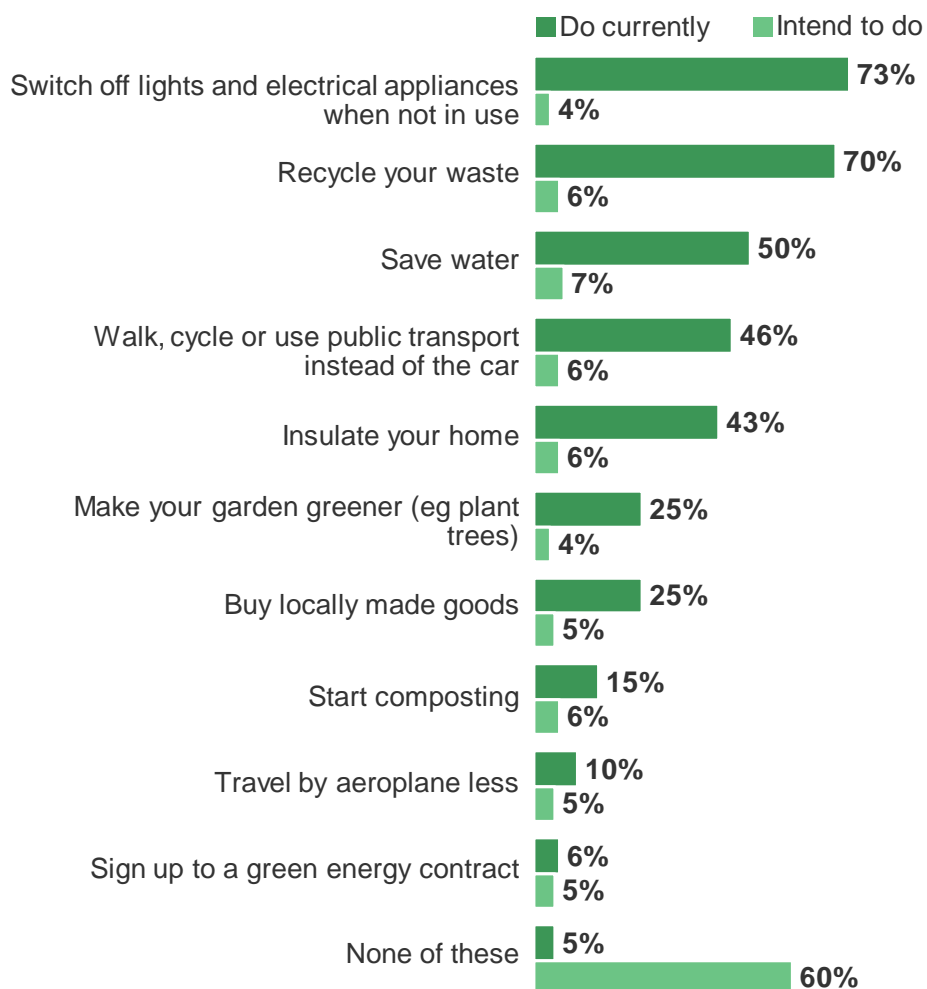
The majority of residents currently switch off their lights and electrical appliances when not in use (73%) and recycle their waste (70%), while half (50%) save water. The next most popular environmental actions include walking, cycling or using public transport instead of the car (46%) and installing home insulation (43%). Currently, just over a third (34%) report that they do **five or more** of these actions and only five percent of residents report that they do **none** of those actions. Residents in social grades AB and C1 are most likely to say they do five or more of these (49% and 42% respectively), while residents in social grades DE are most likely to do none at all (9%). Residents in booster area four (Saffron) are significantly less likely to take any action, with 38% saying they do nothing.

Around one in ten say they *intend* to do more of a variety of 'green' activities than they are doing at present. The most popular mention is the intention to save water (7%), followed by recycling waste, installing home insulation, avoid using their car and beginning to compost (all 6%).

Environmental actions

Q Which of the following do you do?

Q And which of the following do you not currently do but intend to do in the next 12 months?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008

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Chapter 3

Satisfaction and usage of public services

Chapter 3: Satisfaction and usage of public services

Service usage

The most widely used services are parks, open spaces and play areas (76%), Leicester Market (74%) and local bus services (65%). While some services showed an increase in use of a percentage point or two from 2005, for the majority we now see a decrease in use. Significant decreases include parks and open spaces, swimming pools and sports facilities, festivals and events, Council housing and community, neighbourhood and youth centres.

Some significant differences among usage:

- Asian residents are more likely to use parks, open spaces and play areas (81%), Leicester Market (80%), adult education (19%), community, neighbourhood and youth centres (17%), family centres or nursery schools (14%), primary and secondary schools (29% and 25% respectively), and the Children's centre (11%). They are also more likely to attend festivals and events (40%);
- Those in higher social grades report higher usage of many cultural services, such as art and entertainment (44%), festival and events (43%), and theatre and concert halls (42%). They are also more likely to utilise parks and open spaces (85%), swimming pools and sports facilities (53%) and cycle lanes (24%).

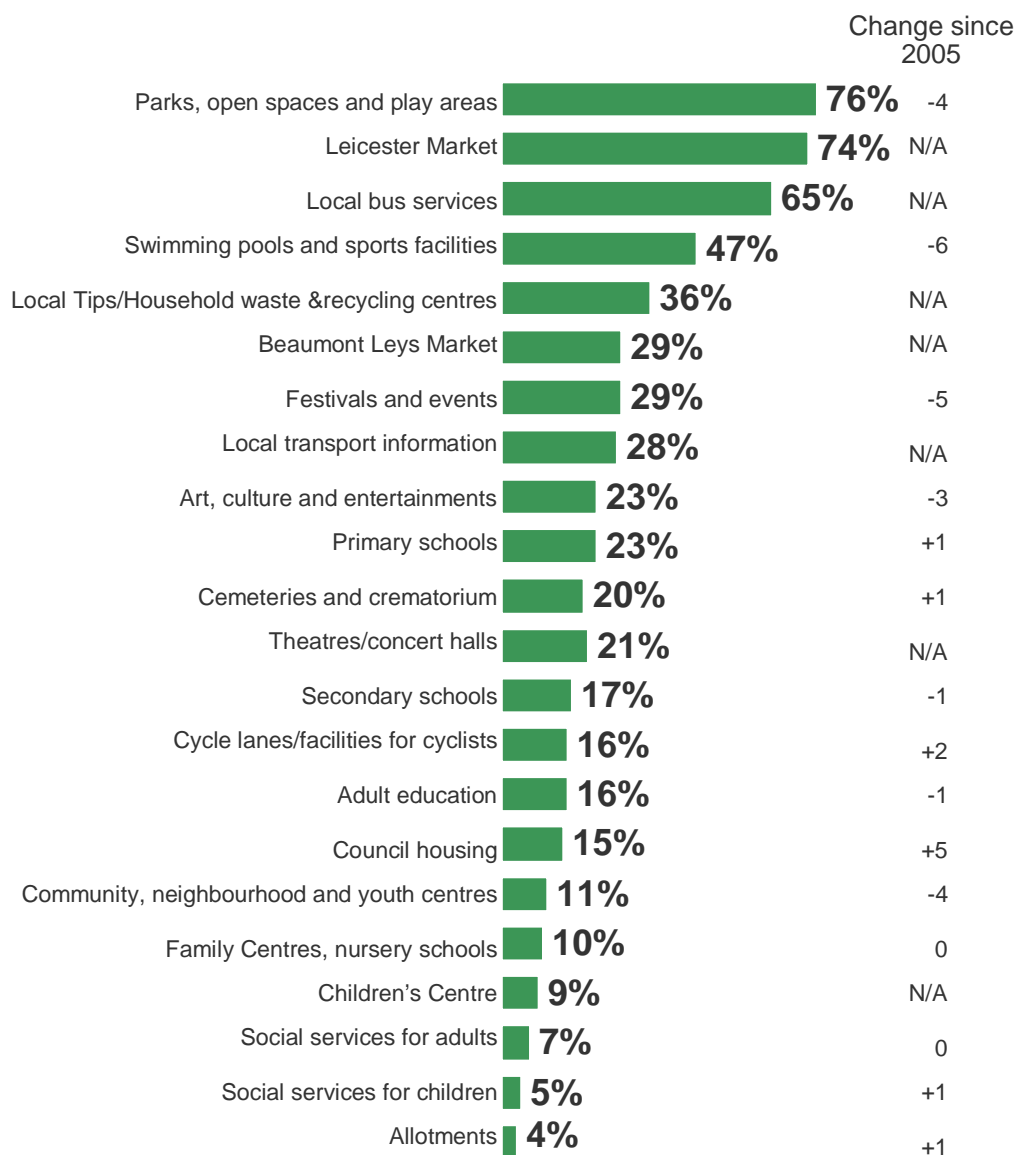
Definitions of Booster Areas

Area	Priority Areas
Area 1	Abbey Rise and Beaumont Leys Estate
Area 2	Braunstone
Area 3	Tailby and Rowlatts Hill
Area 4	Saffron
Area 5	St Matthews and St Marks
Area 6	New Parks
Area 7	St Peters and Highfields

The chart below shows rates of usage among residents of non-universal services and compares these to 2005.

Service usage

Q Which, if any, of these services or facilities have you or members of your household used in Leicester in the last 12 months?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538)

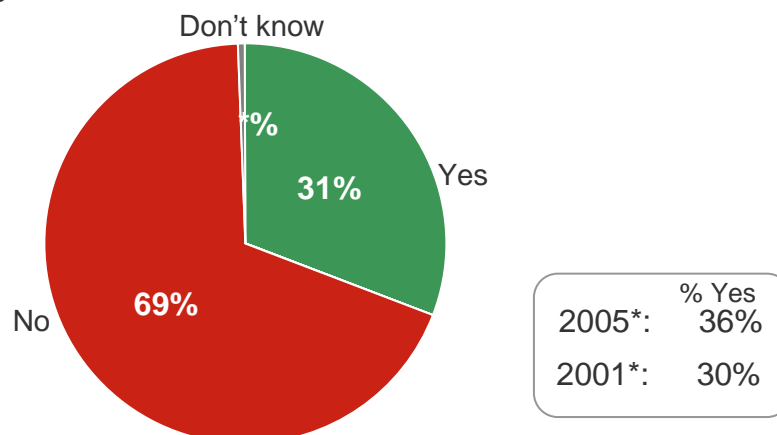
Ipsos MORI



Additionally, three in ten (31%) of residents have attended a museum or gallery in their local area in the past year. Those who have visited tend to be from higher social grades (over half (54% of those in social grades AB have visited a museum or gallery) and White (35%).

Museum and gallery attendance

Q Have you attended a museum or gallery in your local area during the last 12 months?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008

* 2005/01 question wording: Which, if any, of these services or facilities have you or members of your household used in Leicester in the last 12 months?

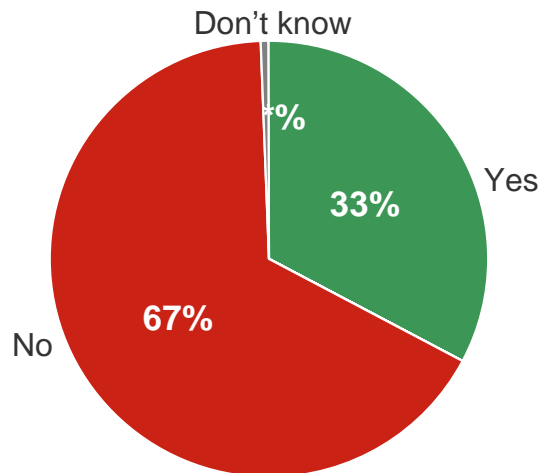
Ipsos MORI



Finally, one in three (33%) residents has participated in an arts activity such as a bonfire, Diwali celebrations or Christmas celebrations in the past year. As with museum attendance, these residents are more likely to be in social grades AB or C1 (44% and 36%, respectively). Asian residents are most likely to say they have participated in the past year, with nearly half (47%) saying they have done so.

Participation in arts activity

Q Have you participated in an arts activity (e.g. attended a festival, bonfire, De Montfort Hall, Christmas celebrations, Diwali celebrations, dance session, theatre, Phoenix) at least three times in the last 12 months?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
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Satisfaction with leisure and culture

Residents are broadly satisfied with leisure and culture in Leicester, and satisfaction with arts and entertainment has increased significantly since 2005.

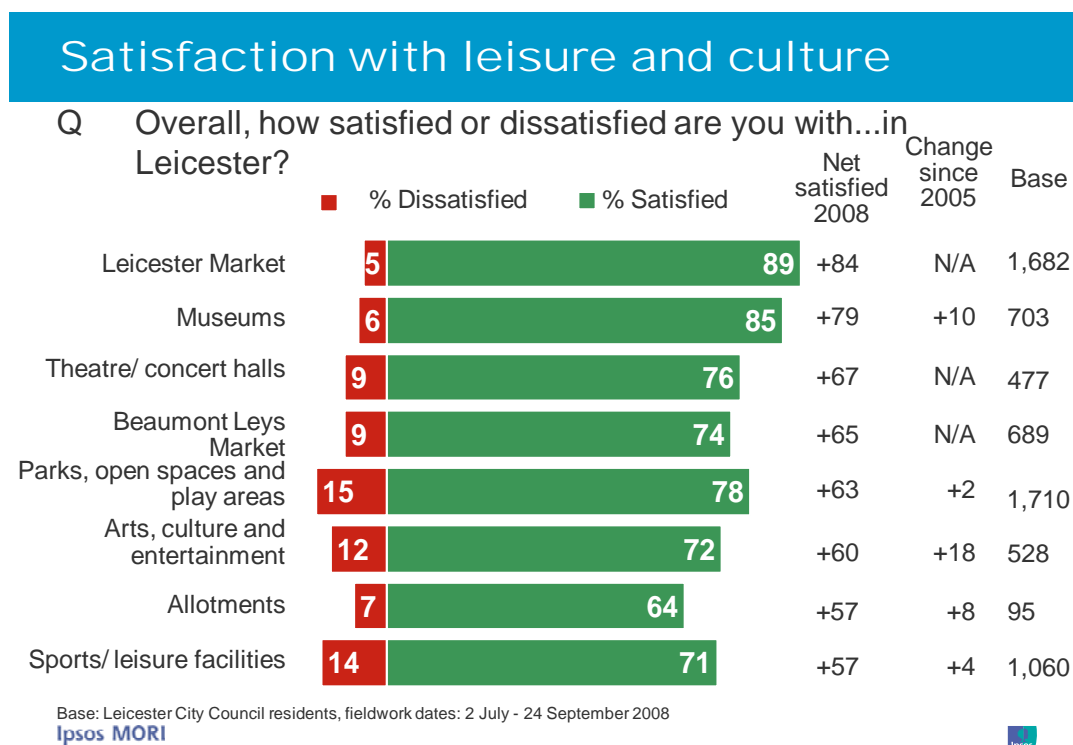
Users of arts and entertainment report higher satisfaction rates than 2005, with 72% saying they are satisfied. Just over half (54%) of all residents are satisfied with Leicester museums and this figure rises to 85% among those who have attended a museum or gallery in the last 12 months, and 76% of theatre and concert hall-goers are happy with this service.

Residents report being more satisfied with Leicester Market than Beaumont Leys Market (89% of Leicester Market users are satisfied, compared to 74% of Beaumont Leys users), though both are rated highly.

Just over three quarters (78%) of people using parks and open spaces are satisfied with them, and 15% are dissatisfied. This is broadly in line with 2005 findings.

Seven in ten (71%) of users of sports and leisure facilities are satisfied, with 14% dissatisfied. This does not represent a significant change from 2005.

The chart below shows satisfaction with a variety of leisure and culture services in Leicester and compares these figures to 2005 levels.



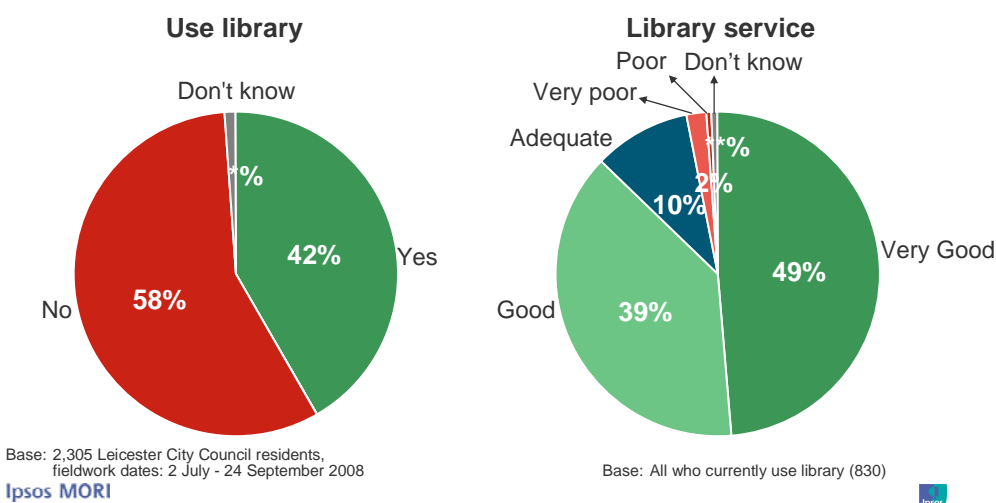
Library use and satisfaction

Two in five residents report using a library in the past year. Users are more likely to be women (45%), Asian (57%) or in higher social grades (53% among those in social grade AB, and 49% among those in social grade C1).

Nearly nine in ten (87%) library users their library service as very good or good, with only three percent saying it is poor or very poor. This is similar to satisfaction levels in 2005, when 87% were satisfied and five percent dissatisfied.

Library use and satisfaction

- Q Have you used your public library in the past 12 months, or not?
- Q Taking everything into account, what do you think of your library service?



Satisfaction with road and transport

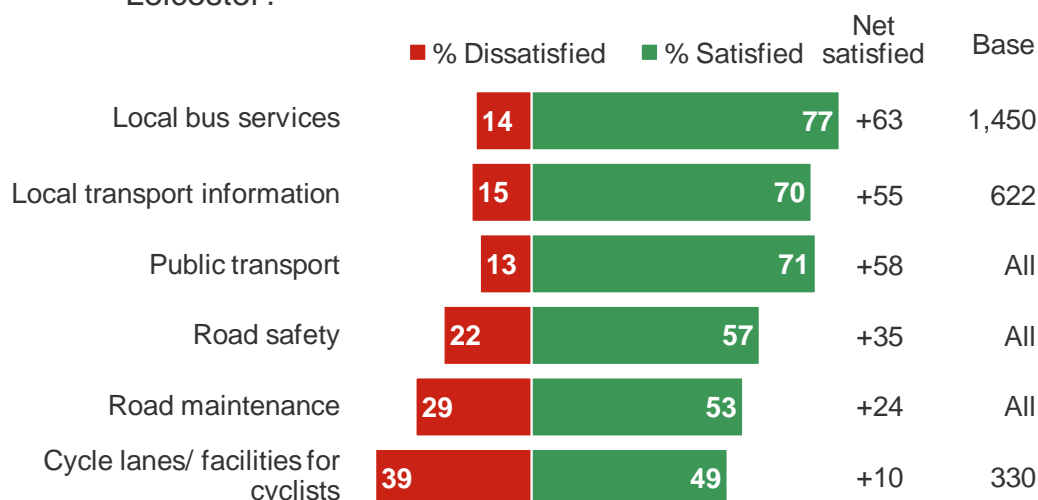
The chart overleaf shows resident satisfaction with road and transport services among resident who use these services. Residents rate the following services highly: local bus services, (77% satisfied and 14% dissatisfied), public transport (71% satisfied, 13% dissatisfied) and local transport information (70% satisfied, 15% dissatisfied). Those in social grade DE and those aged over 65 are particularly satisfied with their local bus services (81% and 87%, respectively) and public transport (75% and 79%, respectively). It is important to note, however, that these groups are also more likely to regularly use public transport services in Leicester.

Road safety and road maintenance are less highly rated, but still a majority of residents are satisfied with these services (57%, and 53% respectively). Net satisfaction with road maintenance has increased from 2005, from +22 percentage points to +24. Residents in booster areas two (Braunstone) and six (New Parks) are more likely to say they are dissatisfied with road maintenance than residents generally (43% and 45% dissatisfied, respectively).

While half of users (49%) are satisfied with cycle lanes and facilities for cyclists, a significant minority (35%) report being dissatisfied. This continues a decline in satisfaction with cycle lanes and facilities from 2001. Younger residents, however, tend to be more likely to say they are satisfied than residents generally (61% of 16-24 year olds say they are satisfied). Again, it is likely that this particular age group are more likely to make use of this service.

Satisfaction with road and transport

Q Overall, how satisfied or dissatisfied are you with...in Leicester?



Base: Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008

Ipsos MORI



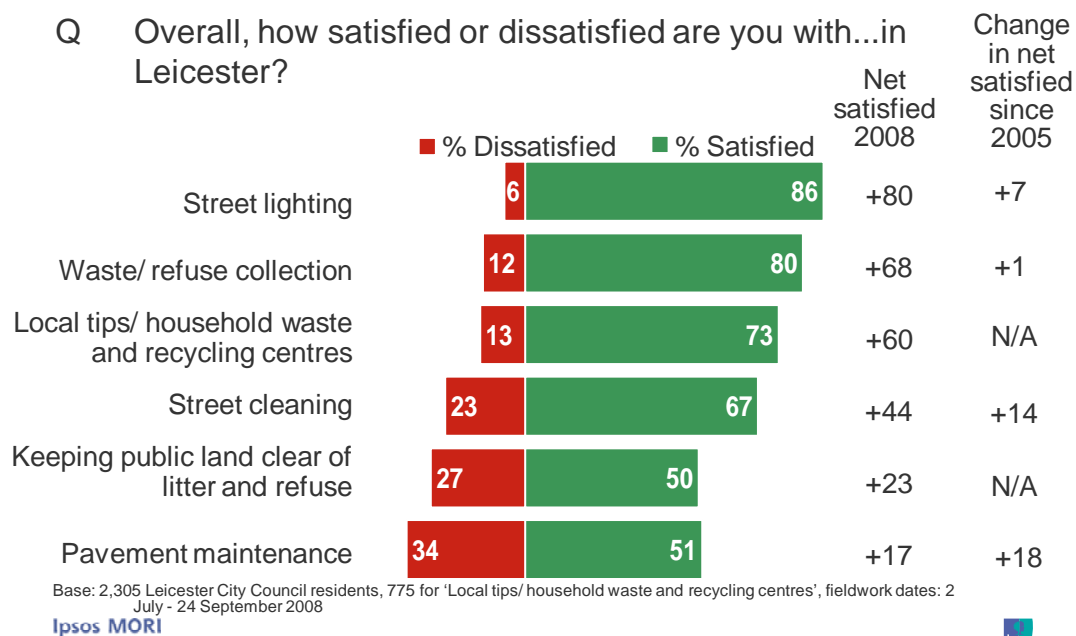
Satisfaction with environmental services

Residents are most satisfied with street lighting (86% satisfied, 6% dissatisfied) and their waste/ refuse collection (80% satisfied, 12% dissatisfied). Residents are much more likely to say they are satisfied with their street lighting than in 2005; net satisfaction has increased by 7 percentage points. Satisfaction with street cleaning also has seen a dramatic increase from 2005. In 2008, over two-thirds (67%) of residents report being satisfied and just under a quarter (23%) report being dissatisfied.

A majority of residents are satisfied with their local tips and household waste and recycling centres and how well the Council keeps public lands clear of litter and refuse (73% and 51%, respectively).

Just over half (51%) of residents are satisfied with pavement maintenance and a third (34%) are dissatisfied. This is a sharp increase from 2005, when more residents were dissatisfied than satisfied. Indeed, this year is the first time since the residents surveys began in 1998 that residents have been more positive than negative about pavement maintenance.

Satisfaction with environmental services



Satisfaction with community services

A majority of residents who use these services are satisfied with cemeteries, crematoria, family centres and nurseries, Children's centre, and adult and children social services.

Just under four in five (78%) of residents are satisfied with cemeteries and crematoria, with just four percent dissatisfied. Net satisfaction has increased since 2005, from 65 percentage points in 2005 to 74 percentage points in 2008.

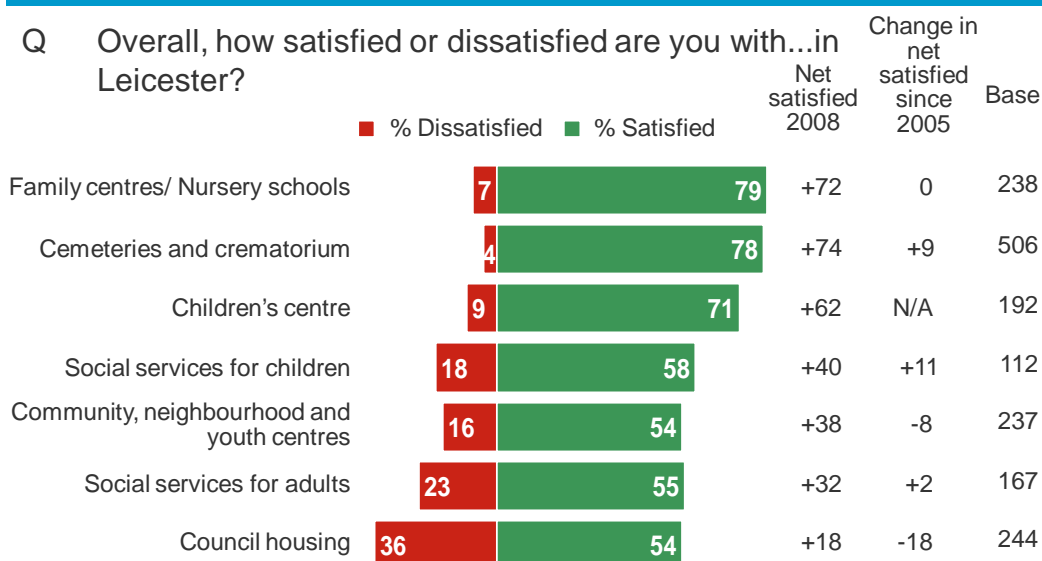
Just under four in five (79%) are satisfied with family centres and nurseries and only 7% dissatisfied, which is in line with 2005 levels of satisfaction. Furthermore, seven in ten (71%) of those who use the Children's centre are satisfied and nine percent dissatisfied.

For adult social services, just over half (55%) are satisfied and a quarter (23%) are dissatisfied, which shows a small but not significant increase on 2005 satisfaction levels.

More users of social services for children are positive than their adult social service user counterparts: 59% say they are satisfied and 17% dissatisfied. This is an improvement from 2005, when 49% were satisfied and 20% dissatisfied.

Of Council tenants, over half (54%) are satisfied, but a significant minority – 36% - are dissatisfied with Council housing. This represents a significant decrease in net satisfaction from 2005, when 59% of Council tenants were satisfied and 23% dissatisfied.

Satisfaction with community services



Base: Leicester residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



Satisfaction with education

Broadly, users of secondary and primary schools and adult education are highly satisfied with these services. When it comes to secondary and primary schools residents are more likely to be satisfied now than in 2005. Three quarters (76%) are satisfied with secondary schools and just 16% are dissatisfied. Since 2005, net satisfaction has increased: in 2005, net satisfaction with secondary schools was +51 percentage points; in 2008, it is +60 percentage points.

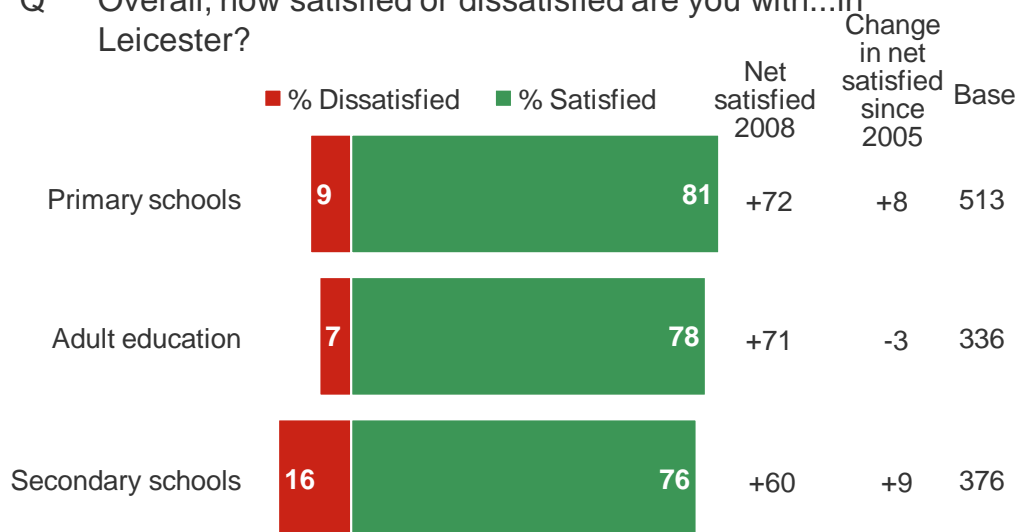
Slightly more residents (though not significantly so) are satisfied with primary schools than secondary schools: four in five (81%) report being satisfied with their primary school while one in eleven (9%) are dissatisfied. In 2008, satisfaction has increased somewhat since 2005, to +72 percentage points from +64 percentage points.

Finally, nearly four in five (78%) of adult education users are satisfied with this service and seven percent dissatisfied, which is a figure similar to 2005 levels. However, net satisfaction with this service has decreased (albeit not significantly)².

² It is important to note that Adult Education is not a service wholly provided by the council. LCC provides a service commissioned using Learning and Skills council grant. The rules for using this funding have changed since 2005 leading to a greater focus on learning for skills rather than learning for leisure.

Satisfaction with education

Q Overall, how satisfied or dissatisfied are you with...in Leicester?



Base: Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
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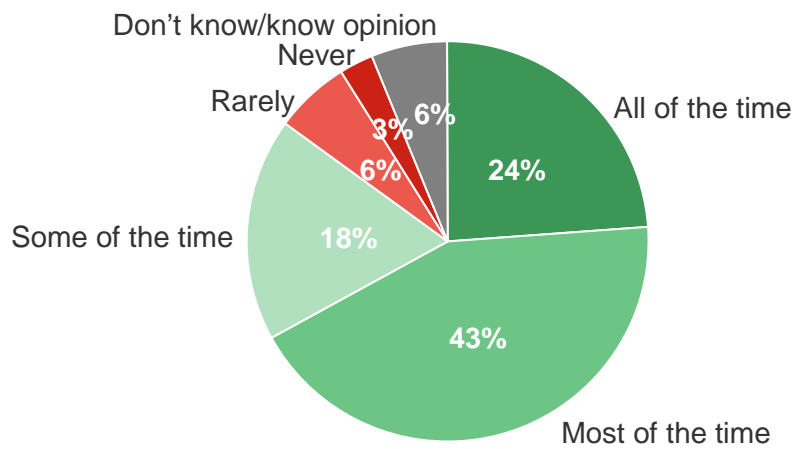


Respect and consideration

Two thirds (67%) of residents say they are treated with respect and consideration by their local public services most or all of the time. Just one in ten (9%) say this rarely or never happens. Those in higher social grades and older residents are more likely to say they are treated well all of the time (37% and 34%, respectively, compared to 24% of all residents). Council tenants and White residents are significantly more likely to say this rarely happens (9% and 7%, respectively, versus 6% of all residents), and Black residents are more likely to say this never happens (7% compared to 3%).

Treatment by public services

Q In the last year, to what extent, if at all, would you say that you have been treated with respect and consideration by your local public services?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI





Chapter 4

Neighbourhood and community safety

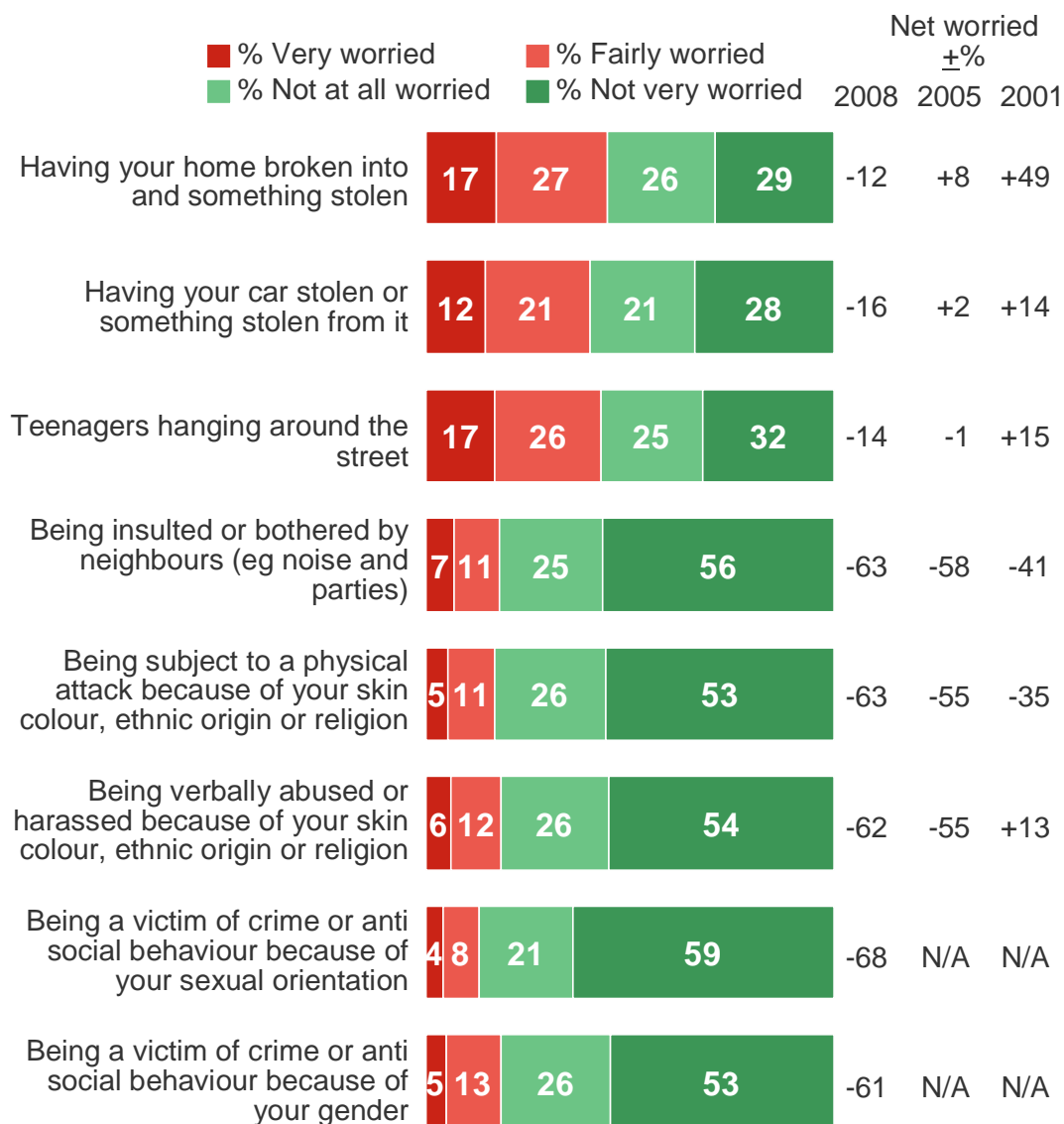
Chapter 4: Neighbourhood and community safety

Community safety

Overall, residents are most worried about having their car or home broken into and teenagers hanging around the street with women tending to be more worried about being the victim of crime than men. Looking across the wider spectrum of potential crimes, however, the majority of residents are not very or not at all worried about being the victim of crime, and residents are less worried than they were in 2005 or 2001.

Community safety

Q Can you please tell me, using this card, the extent to which you are worried or not worried about each of the following...?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538); 2001 (c1,500)

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Just under half (44%) of residents say they are worried about their home being burgled, while the majority (55%) say they are not. This is a dramatic decrease since 2001, when a three quarters (75%) of residents said they were worried. Women are more likely to show concern, with 48% worried their home will be broken into. Residents of Aylestone, Braunstone Park and Rowley Fields, Fosse, New Parks, Westcotes and Western Park are also more likely to be concerned about their home being burgled. Additionally, a majority (50%) of booster area residents saying they are concerned, significantly more so than their non-booster area neighbours (43% report being worried).

Black residents are least likely to say they are worried, with 70% saying they are not worried. Indeed, 47% say they are not at all worried, compared to 29% of all residents.

One third (33%) of residents are worried about their **car stolen or something stolen from it**; but again more – nearly half (49%) – say they are not very worried or not at all worried. As with burglaries, this is a significant decrease from 2001 and 2005. Residents aged 35-54 and those in social grades C1 and C2 are most likely to say they are worried (all 40%). Furthermore, residents of Aylestone, Coleman, Fosse and New Parks are also more likely to be concerned, as well as those in booster areas three (Tailby and Rowlatts Hill) and six (New Parks). Residents most inclined to say they are not worried include men (52%) and those in social grades AB (59%).

Over two in five (43%) residents say they are at least fairly worried about **teenagers hanging around the street**, while 57% say they are not worried (which is a significant increase in those not worried from 2001). Women and Asians are more likely to be concerned (46% of women and 49% of Asians), while young people, those aged 65 and over and those in social grades AB are least likely to worry (63% of those aged 16-24, 62% of those aged 65 and over and 64% of those in social grades AB). Residents in booster areas are also significantly more likely to be worried about teenagers hanging around the street (59% are worried, compared to 41% of non-booster areas).

Just under one in five (18%) residents is at least fairly worried about being **insulted or bothered by their neighbours**. The vast majority of residents (81%) say they are not worried, with 56% saying they are not at all worried. This continues a trend from 2001 of less residents being concerned about noisy neighbours. Council tenants tend to be more likely to say they are worried (25%

are) while older residents are least likely to be worried (87% say they are not worried, with 61% saying they are not at all worried). Booster area residents tend to be more concerned (27% compared to 17% of non-booster areas), especially residents in booster areas three (Tailby and Rowlatts Hill), five (St Matthews and St Marks) and seven (St Peters and Highfields).

One in six (16%) residents says they are at least fairly worried about being subject to a **physical attack because of their skin colour, ethnic origin or religion**, while 18% say they are worried about being verbally abused or harassed for one of these reasons. For both, four in five (80%) say they are not very worried or not at all worried.

Asian residents are more likely to say they are at least fairly worried they will be attacked or **verbally abused for one of their skin colour, ethnic origin or religion** (23% fear attack and 27% fear verbal abuse or harassment). Around one in ten says they are very worried about being attacked or verbally abused (both 9%). Residents in booster areas three (Tailby and Rowlatts Hill) and five (St Matthews and St Marks) also are particularly worried about being physically attacked because of their skin colour, ethnic origin or religion (33% of residents in area three (Tailby and Rowlatts Hill) and 47% of residents in area five (St Matthews and St Marks)), and similarly are worried about being verbally attacked or harassed (42% and 47%, respectively).

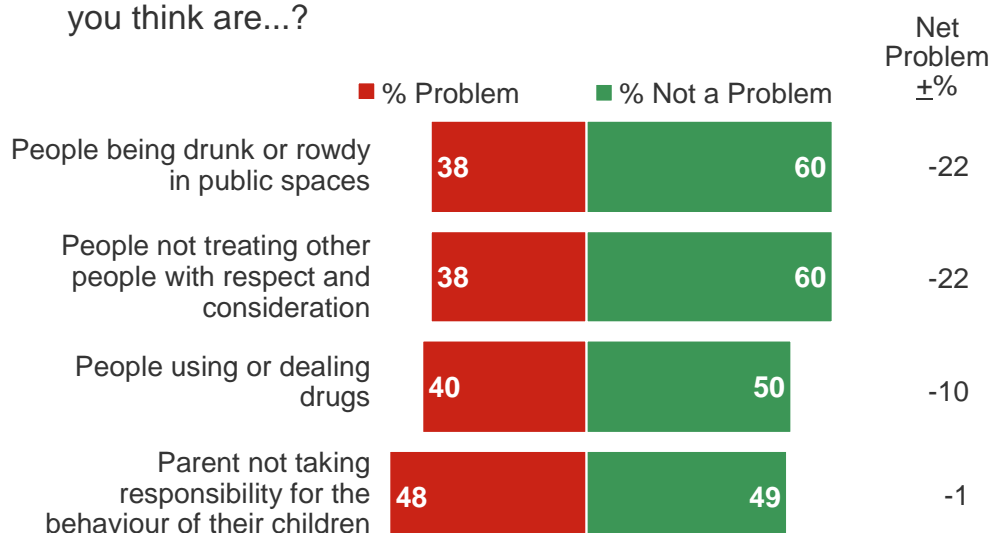
Four in five residents are not worried about being the **victim of crime or anti-social behaviour because of their sexual orientation or gender** (80% and 79% respectively). One in eight (12%) are worried about being a victim **because of their sexual orientation**, which is a higher proportion than those reporting being homosexual or bisexual (8%). Women, Council tenants and booster area residents are more likely to voice this concern (15%, 16% and 19%, respectively). Nearly one in five (18%) are worried about becoming a victim of crime or anti-social behaviour **because of their gender**. As with sexual orientation, women are more likely to be concerned, with nearly a quarter (24%) saying they are very or fairly worried. Residents in booster areas three (Tailby and Rowlatts Hill) and five (St Matthews and St Marks) are also more likely to be concerned, with two in five (42% and 41% respectively) saying so.

Problem behaviours

The majority of residents do not feel that people being drunk or rowdy in public spaces or people not treating others with respect and considerations are problems in their local area (both 60%). Half (50%) do not feel that that people using or dealing drugs is a problem. This, **indicatively**, can be taken as a significant improvement from 2001, when 70% of residents were worried about drugs, and consistent with 2005. However, this should be used as an indication only, as in 2001 and 2005 residents were asked if they were 'worried' about drugs, and in 2008 are stating whether they think it is a 'problem', making exact comparison impossible. Residents are split about whether parents taking responsibility for the behaviour of their children is a big problem or not (48% and 49% respectively).

Problem behaviours

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



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



Some significant differences in perceptions of problem behaviours in Leicester include the following:

- White residents, those aged 65 or over and those in social grades AB do not think public drunkenness or rowdiness is much of a problem (62%, 69%, and 66%, respectively). Residents aged 25-34, however, take a different view, with 44% saying it is at least a fairly big problem.

- As with problems of drunk or rowdy residents in public spaces, older residents and those in social grades AB are less likely to view lack of respect and consideration between residents as a problem (66% of those aged 65 or over and 69% of AB residents say this is not a big problem or not a problem at all).
- Council tenants are more likely to say that people dealing or using drugs is a problem (46% compared to 40% of residents overall), as well as parents not taking responsibility for their children is a problem (57% compared to 48%).
- With all problem behaviours, booster areas residents are more likely to think they are problems compared to residents in non-booster areas. For residents of booster areas three (Tailby and Rowlatts Hill) and five (St Matthews and St Marks), public drunkenness and rowdiness is a significant problem, with 63% and 77%, respectively, of residents citing it as a problem in their area. However, area one (Abbey Rise and Beaumont Leys Estate), for all anti-social behaviours measured, is not any more likely to view these as problems compared to residents generally.

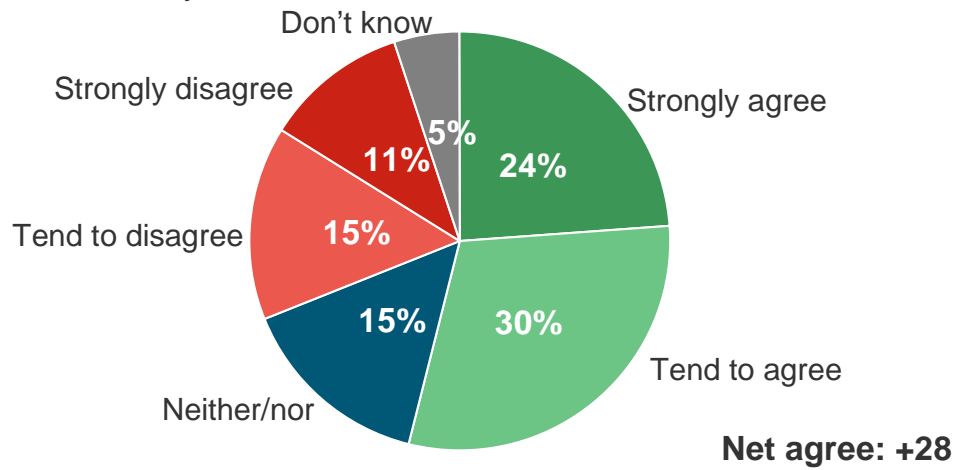
Seeking local views

The majority of residents (54%) feel that the police and other local public services seek people's views about crime and anti-social behaviour issues in their local area. Just over a quarter (26%) do not agree. Residents aged 25-34 and those in employment are more likely to feel that police and public services are not seeking the views of local people (31% and 29%, respectively, disagree).

Despite booster area five (St Matthews and St Marks) residents being particularly concerned about problem behaviours, they are also significantly more likely to feel that the police and local public services are seeking their views about them (68% say this, compared to 54% of residents generally). Residents in areas that are more likely to disagree are the following: Coleman (61%), New Parks (48%), Rushey Mead (43%), Westcotes (45%), Western Park (43%), booster area one – Abbey Rise and Beaumont Leys Estate – (45%) and area six – New Parks – (49%). Generally, booster areas are more likely to disagree than non-booster areas (34% disagree compared to 24% of non-booster areas).

Seeking local views

Q To what extent would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



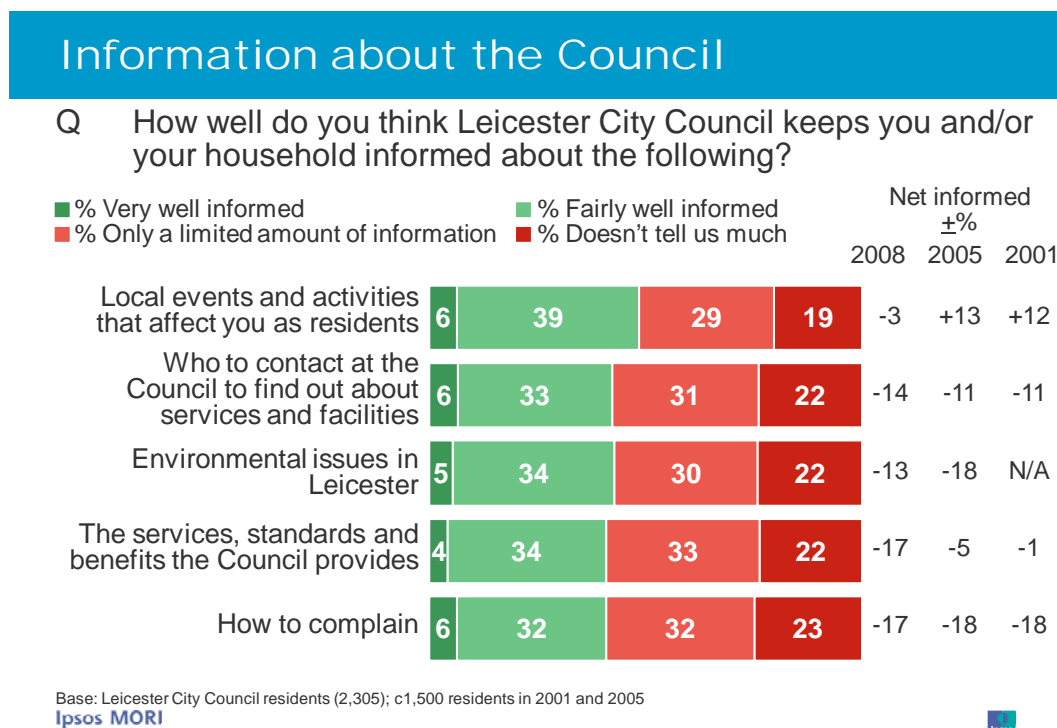
Chapter 5

Communication needs

Chapter 5: Communication needs

Information about the Council

In general, residents do not feel the Council keeps them well informed about its activities and issues. In some aspects, however, the Council is closing the gaps from 2005 and 2001.



Residents feel the Council keeps them most informed about events and activities in their local area that will affect them, with 45% saying they are at least fairly well informed, however, information levels have fallen since 2001.

Just under two in five (39%) say they are informed about contact information for the Council and over half (53%) say they are ill-informed, which has changed little since 2001. Residents feel more confident about information on environmental issues since 2001 (net informed is now -13 percentage points, down from -18 percentage points in 2005), and about how to complain (net informed is now -17 percentage points, down slightly from -18 percentage points in 2001). However, feeling informed about the services, standards and benefits the Council provides has gone down significantly since 2001 and 2005.

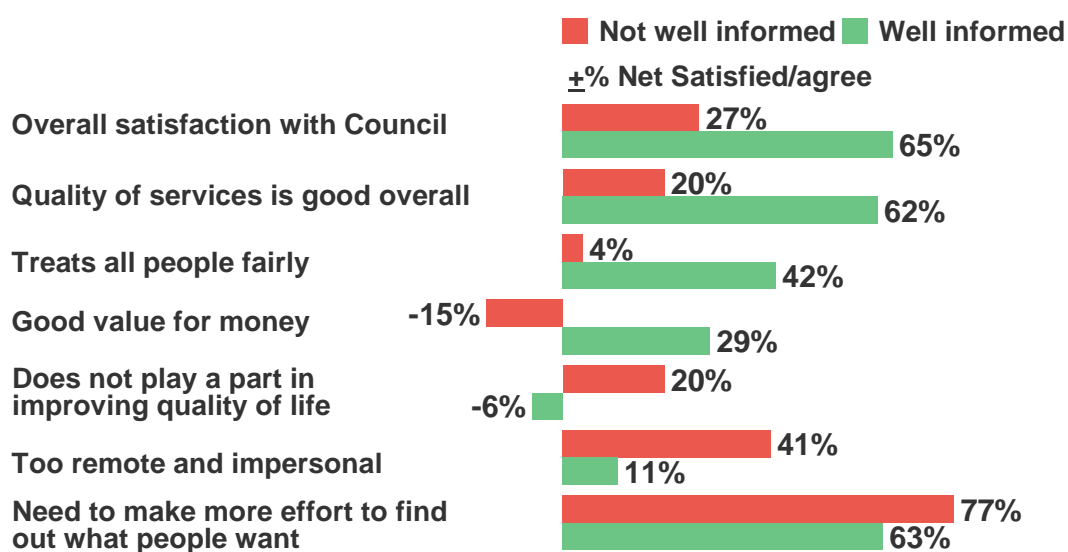
Booster area one (Abbey Rise and Beaumont Leys Estate) residents stand out as feeling particularly ill-informed by the Council. When it comes to the services and

standards the Council provides, who to contact at the Council or environmental issues, area one (Abbey Rise and Beaumont Leys Estate) residents are more likely to say they are not well informed by the Council compared to residents overall. New Parks residents are more likely to say they are not well informed about local events and activities (64% say not well informed), how to complain (65%) and who to contact (65%).

The Link between Satisfaction and Information Provision

In its work with various local authorities across the UK, Ipsos MORI consistently finds a link between how well informed residents feel and their overall perceptions of the local authority. This survey finds that, of those who feel they are kept well informed by the Council, two-thirds (65%) are satisfied with Leicester City Council overall, compared to just over a fifth of those who do not feel they are kept well informed (27%).

The Impact of Information



Ipsos MORI

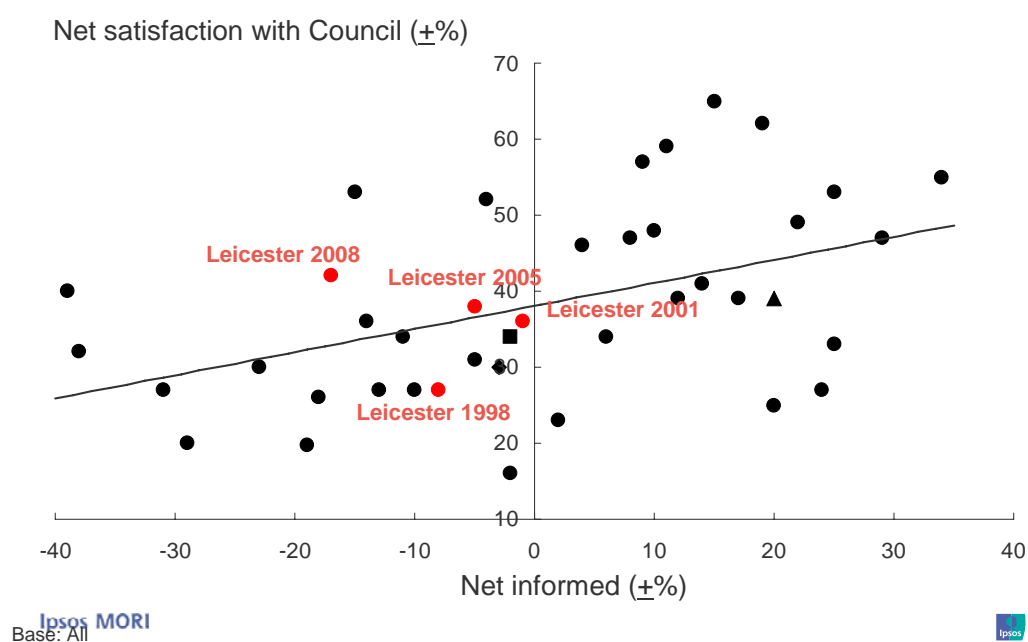
Base: All respondents (2,059)



The following chart shows net satisfaction with local authorities on the vertical axis and the net informed (informed minus not informed) figure for each local authority survey carried out by Ipsos MORI recently.

With the line of best fit moving upwards as we move towards the right of the chart, we can see the positive relationship between the two variables. The general rule is that as the net informed figure rises, then so does the proportion of residents who say they are satisfied with the local council.

Satisfaction with Council vs Level of Information

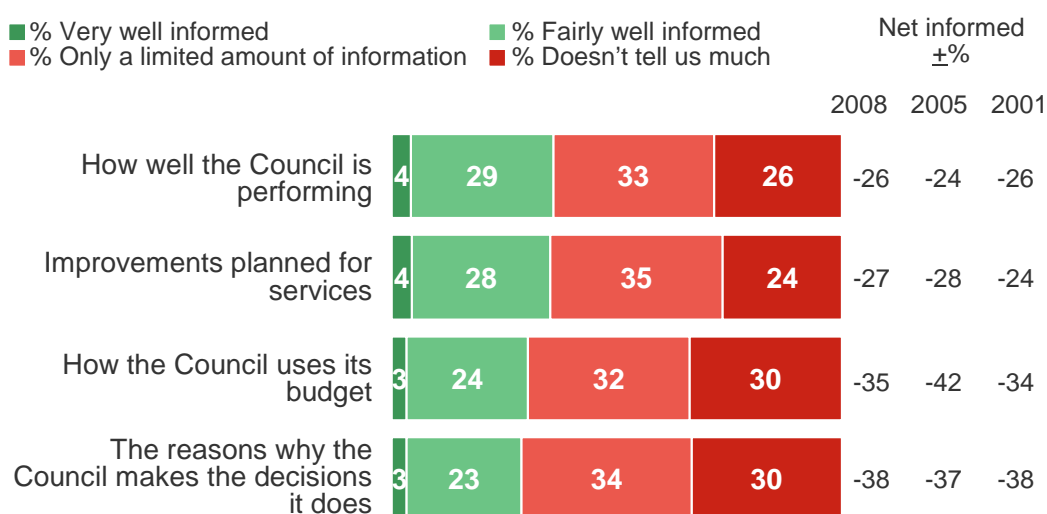


In October 2007, the Ipsos MORI Local Government Delivery Index showed that nationally, 68% of residents felt very/fairly well informed by their local council. This indicates that Leicester's performance on information provision is still below the national average.

Compared with 2005 levels, fewer residents now feel as informed about how well the Council is performing (net informed is -26 percentage points), improvements for planned services (-27 percentage points) and the reasons why the Council makes the decisions it does (-38 percentage points). However, the situation is improving in the area of budgeting information – more residents now feel more informed about how the Council uses its budget (-35 percentage points) than they did in 2005 and 2001.

Information about the Council

Q How well do you think Leicester City Council keeps you and/or your household informed about the following?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; c1,500 residents in 2001 and 2005
Ipsos MORI



Significant differences to note include the following:

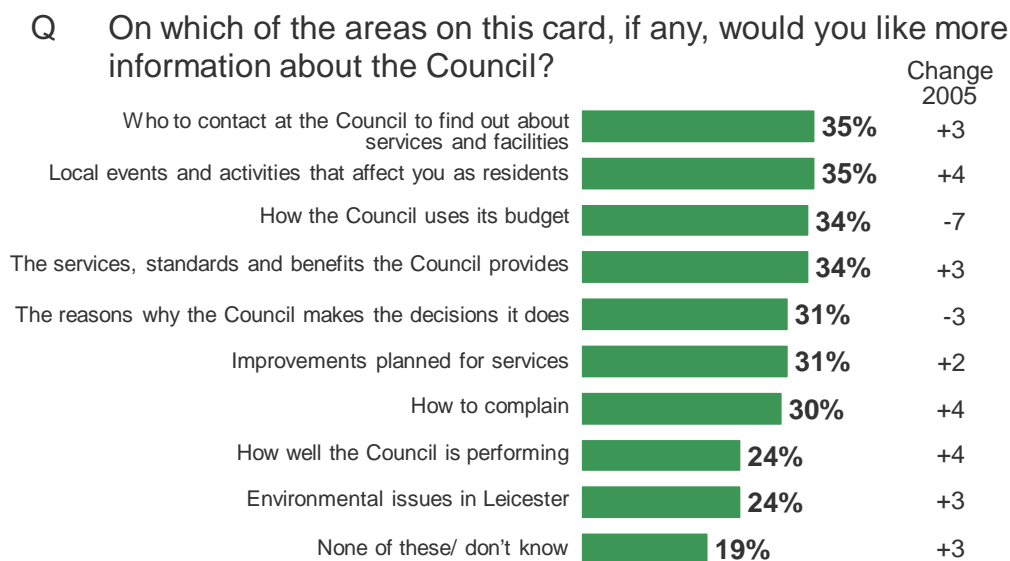
- Overall, older residents (especially those over 65) are significantly better informed than residents in general. The only time this is not the case is when it comes to information on local events and activities.
- White residents tend to say they are not very well informed about Council issues; this includes services the Council provides, local events and activities, reasons for Council decision-making, planned improvements, how the Council is performing and who to contact.
- Asian residents are more likely to feel well informed about improvements planned for services and how the Council is performing.

- Booster areas one (Abbey Rise and Beaumont Leys Estate) and six (New Parks) residents stand out as feeling particularly ill-informed by the Council. In all areas aside from information on local events and activities and how to complain, area one (Abbey Rise and Beaumont Leys Estate) residents are more likely to say they are not well informed by the Council compared to residents overall. Area six (New Parks) residents are almost identical, with fewer saying they are well informed for all areas aside from local events and activities.
- Additionally, New Parks residents are more likely to say they are not well informed about local events and activities, how to complain, reasons for Council decisions, how the Council spends its budget, how the Council is performing, improvements to standard and services and who to contact.

More information

Perhaps reflecting low levels of information, at least a quarter of residents are interested in receiving more information in all areas. Over one third would like more information about who to contact within the Council (35%), local events and activities (35%), how the Council uses its budget (34%) and the services provided by the Council (34%). One in five (21%) say they do not want any additional information. The chart below shows demand for information about services and events is up but the extent to which people would like more information on how Leicester City Council spends its budget has decreased significantly since 2005..

More information



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008
Ipsos MORI



Generally, Asian residents are more likely to require additional information (just 15% say they would like no further information, compared to 21% of all residents). As older residents tend to be more informed than residents overall, it is perhaps not surprising that residents aged 65 and over are less likely to request further information, with over a quarter (28%) saying they do not want any more information.

Sources of information

Currently over half (53%) of residents use their local newspaper to find out information about Leicester Council. This is followed by Leicester LINK magazine (43%), leaflets through the door (32%), television and local radio (both 31%).

Most of these sources have seen their popularity fall since 2005. Perhaps this is illustrated most dramatically with Leicester LINK, which in 2005 was the most commonly cited source of information with 63% of residents saying they used it. While still in the top five, now only 43% of residents say they use it to find out what is happening in Leicester City Council. Residents are also more likely to say they do not seek out information about the Council: 7% say this, compared to 2% in 2005.

One source that residents are increasingly using is the Council website. Just under one in five (18%) say they use the website as a source of information, up from 9% in 2005.

Older residents are more likely to use Leicester LINK (54% of those aged 55 and over), as are Asian residents (49%). Additionally, Asian residents are also more likely to rely on friends and family for Council information: one third (34%) say this, compared to 29% of residents generally. Higher social grades are significantly more likely to turn to the Council website (26% of social grade C1 and 36% of social grades AB, compared to 18% overall). However, this group are also more likely to be internet users.

Two in five (41%) residents say they *prefer* to use Leicester LINK as an information resource, making it the mostly frequently mentioned preferred source. It should be noted, however, that this is roughly the same with how many currently use it. Other popular preferred sources, in line with current use, are local newspapers (38%), television (21%), local radio (22%), and leaflets delivered through the door (31%).

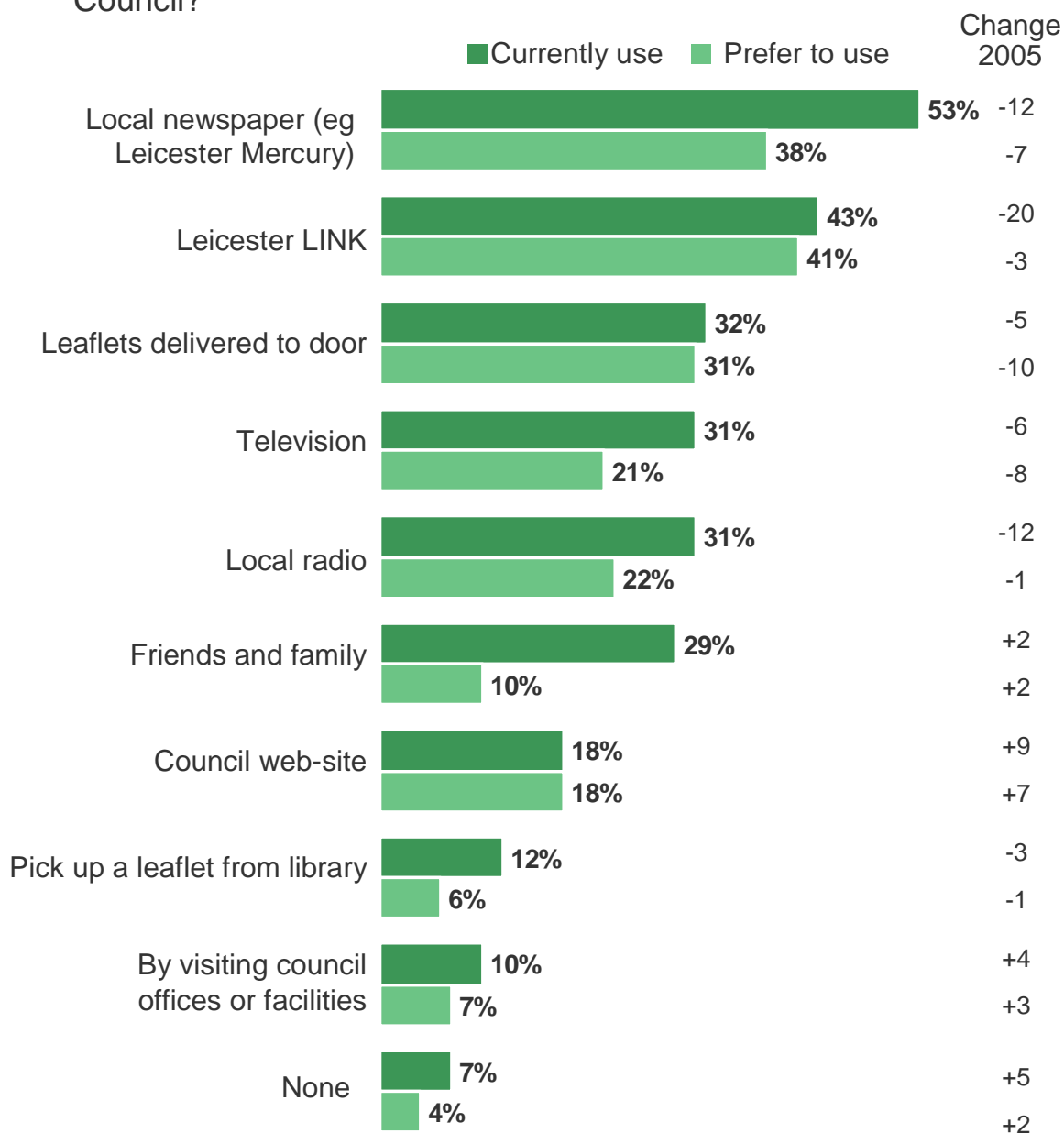
In line with current use, older residents are more likely to say they prefer to get their information from Leicester LINK (54% of those aged 55 and over). Younger residents are more likely to prefer the Council website than residents generally, as are residents of higher social grades (24% of those aged 16-34, 27% of 25-34s, 37% of those in AB social grades and 27% of those in social grade C1).

The chart overleaf shows residents' sources of information they currently use and what they would prefer to use.

Sources of information

Q Which, if any, of the following sources of information do you currently use to find out what is happening in Leicester City Council?

Q And which 3 or 4, if any, of these sources of information would you most prefer to use to find out what is happening in Leicester City Council?



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538)

Ipsos MORI

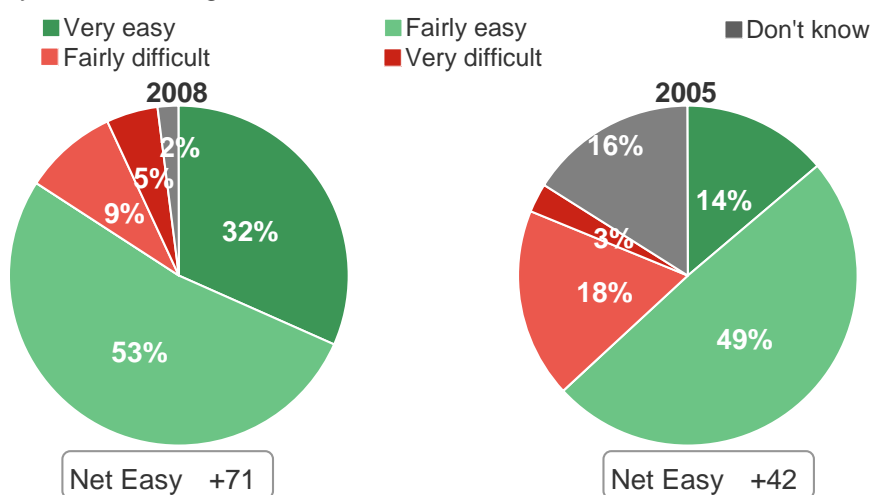


Council website

Of those who have used the Council website, over four in five (85%) found it easy to find the information they were looking for. Just over one in eight (14%) report they found it difficult. Residents find the website easier to navigate than in 2005, when only 63% reported finding their information easily and 21% said they found it difficult. Asian residents find it particularly easy to find what they wanted, with 93% saying they found their information without difficulty.

Council website

Q You said that you have visited the council web-site. Thinking of the last time you visited the council web-site, how easy or difficult was it to find the information you were looking for?



Base: All who have used the Council Web-site (389); 2005 (129)
Ipsos MORI



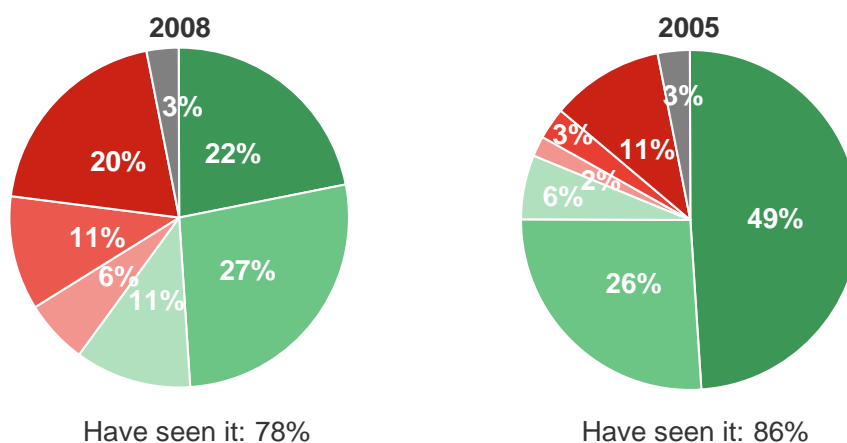
Leicester LINK magazine

Nearly four in five (77%) residents have seen a copy of LINK magazine, which is down significantly from 2005, and continues a downward trend from 2001. Just over two thirds (66%) have seen a copy within the last year. As might be expected, older residents are significantly more likely to have seen it than their younger counterparts: 91% of those aged 55 and older have seen a copy, compared to 62% of residents aged 16-24. Black residents are also more likely to say they have never seen an issue, with nearly two in five (42%) saying so.

Seen LINK magazine

Q How recently, if at all, have you seen a copy of LINK magazine?

■ Within the last few week
 ■ Within last few months
 ■ Within the last 6 months
 ■ Don't know
■ Within the last year
 ■ Over a year ago
 ■ Never seen it



Base: 2,305 Leicester City Council residents, fieldwork dates: 2 July - 24 September 2008; 2005 (1,538)

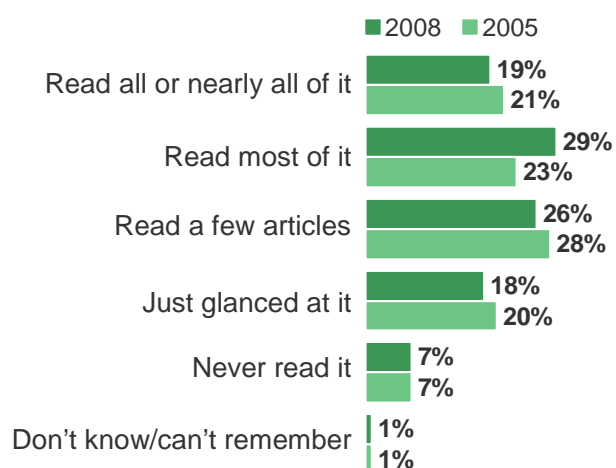
Ipsos MORI



Of those who have seen LINK magazine, nearly half (48%) say they have read most or all of it. This is up from 44% who had done so in 2005. A quarter (25%) say they just glanced at it or never read it. As seen previously, older residents are more likely to say they have read most or all of the magazine: 31% of those over 65 say they have read the entire magazine, compared to 19% of residents generally. Perhaps not surprisingly, younger residents are less likely to have read any of LINK, with 41% saying they had just glanced or never read it.

Read LINK magazine

Q Thinking about the most recent issue of Link magazine that you have seen, would you say you . . .



Base: 1,851 Leicester City Council residents who have seen Link Magazine, 2005 (1,311)
Ipsos MORI



Appendices

Appendix A: Definition of Social Grades

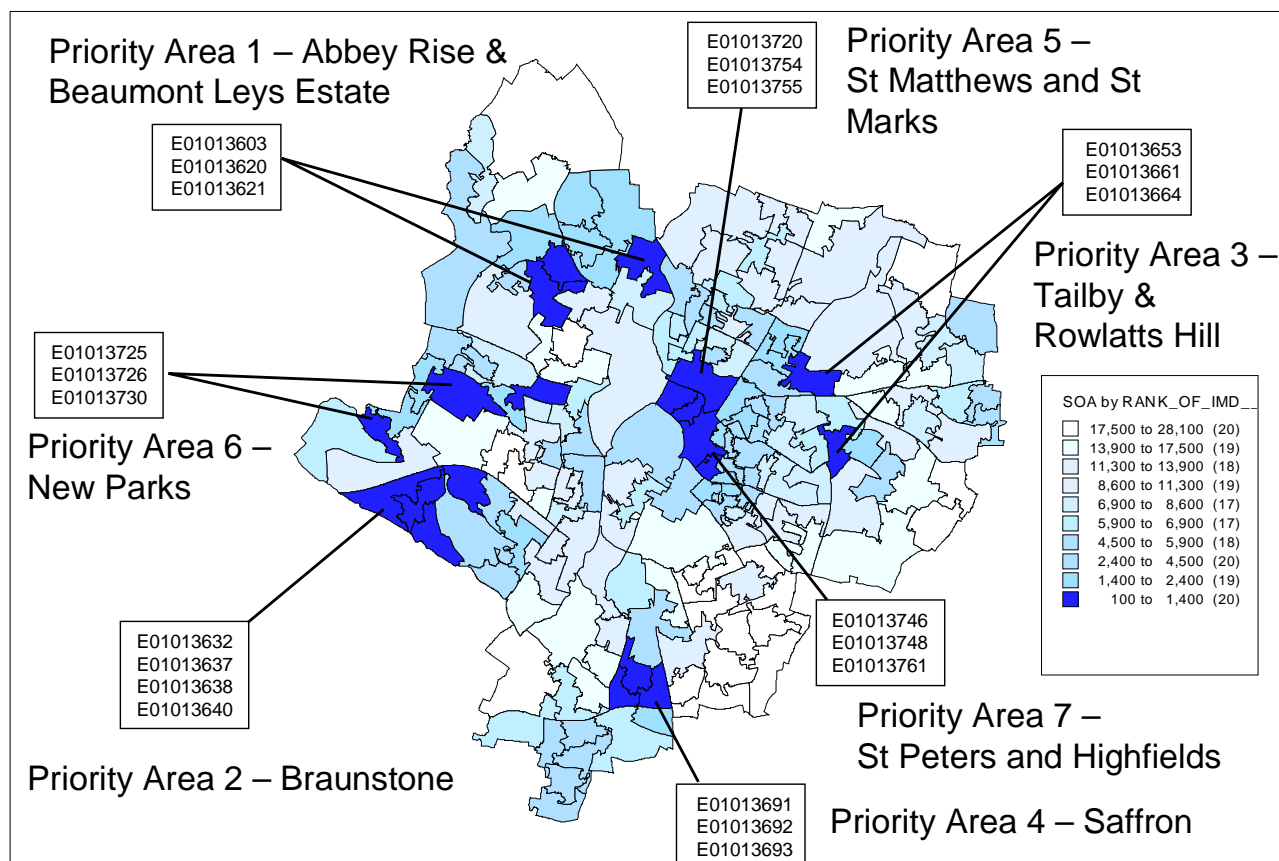
The grades detailed below are the social grade definitions as used by the Institute of Practitioners in Advertising, and are standard on all surveys carried out by Ipsos MORI.

Social Grades			
	Social Grade	Occupation of Chief Income Earner	Percentage of Population
A	Upper Grade Middle	Higher managerial, administrative or professional	2.9
B	Middle Grade	Intermediate managerial, administrative or professional	18.9
C1	Lower Grade Middle	Supervisor or clerical and junior managerial, administrative or professional	27.0
C2	Skilled Grade Working	Skilled workers manual	22.6
D	Working Grade	Semi and unskilled manual workers	16.9
E	Those at the lowest levels of subsistence	State pensioners, etc, with no other earnings	11.7

Appendix B: Map of Priority Areas

IMD 2007 Deprivation Lower Super Output Areas Across Leicester City

Dark blue Areas Indicate the Priority Lower Super Output Areas



Appendix C: Topline Report

LEICESTER CITY RESIDENTS SURVEY 2008
Final Topline Results, 4 December 2008

Results are based on 2,305 responses

Data are weighted to ward area, age, sex, working status, and ethnicity

Fieldwork between 2nd July – 24th September 2008

Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated

Results are based on all respondents unless otherwise stated

An asterisk (*) represents a value of less than one half or one percent, but not zero

Base is 2,305 unless otherwise stated

Where applicable, comparative data from the 1998, 2001 & 2005 Leicester City Council/MORI residents surveys is provided

		INTERVIEWER
CODE MAIN/BOOSTER SAMPLE		
	%	
Main	89	
Priority Neighbourhood Booster	11	
Gender		
	%	
Male	49	
Female	51	
Exact Age		
	%	
16-24	23	
25-34	19	
35-44	18	
45-54	14	
55-59	4	
60-64	5	
65+	17	
Refused	*	
Working Status of Respondent:		
	%	
Working - Full time (30+ hrs)	30	
- Part-time (9-29 hrs)	8	
Unemployed - seeking work	7	
- not seeking work	3	
Not working - retired	20	
- looking after house/children	14	
- disabled	5	
Student	13	
Other	1	

Class	%
A	1
B	11
C1	23
C2	20
D	23
E	22
Respondent is:	
	%
Chief Income Earner	63
Not Chief Income Earner	37

QA Which of the groups on this card do you consider you belong to?

	%
White	62
- British	58
- Irish	1
- European	3
- Other white background	1
Black	5
- Caribbean	2
- African	3
- Somali	*
- Other black background	*
Asian	29
- Indian origin	22
- Pakistani origin	3
- Bangladeshi origin	1
- Other Asian background	3
Mixed	3
- White and Black Caribbean	1
- White and Black African	*
- White and Asian	1
- Other Mixed background	1
Chinese	*
Other ethnic group	1

QB How would you describe the composition of your household?

	%
Single adult under 65 yrs	10
Single adult over 65 yrs	8
Two adults both under 65 yrs	17
Two adults at least one aged over 65 yrs	10
3+ adults all over 16 yrs	15
1-parent family with children, at least one under 16 yrs	6
1-parent family with children, at least one under 16 yrs and other adults	4
2-parent family with children, at least one under 16 yrs	28
Other	*
Don't know	1

QC Are there any children in the household aged....?

	%
Aged 0-5	22
Aged 6-9	15
Aged 10-15	18
Aged 16-17	8
No child under 18	57

QD Home Ownership

	%
Owned outright	28
Buying on mortgage (privately)	28
Buying on a mortgage from	1
Rented from Council	19

Rented from Housing Assoc.	8
Rented from private landlord	15
Other	*

QE Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?

	%
Yes	23
No	77

QF Do you provide regular care and support on a long-term basis to another person who is elderly or ill? By regular care, I mean care and support more than once a week.

	%
Yes	11
No	89
Don't know	*

QH Which of the following statements best describes you?

	%
Bisexual man	4
Bisexual woman	5
Gay woman	*
Gay man	*
Heterosexual (Straight) man	40
Heterosexual (Straight) woman	46
Other (please specify)	-
Refused	4

QI Which religion or belief describes you best?

	%
Agnostic	3
Atheist	4
Bahai	-
Buddhist	*
Christian	41
Hindu	13
Jain	*
Jewish	-
Muslim	13
Pagan	*
Sikh	3
No Religion	20
Other	*
Refused	3

QJ **I would like to know about your overall HOUSEHOLD income from all sources in the last 12 months. PROMPT IF NECESSARY: This information is needed to ensure we speak to a variety of different residents in your area and for analysis purposes only.**

	%
Under £5,000	7
£5,000-£9,999	18
£10,000-£19,999	19
£20,000-£29,999	12
£30,000-£49,999	8
£50,000-£69,999	2
£70,000-£99,999	1
£100,000 or more	*
Nothing	*
Don't know	17
Refused	16

LEICESTER CITY COUNCIL QUESTIONS

First of all I'd like to ask you some questions on your views about Leicester.....

QLG1. Overall, how satisfied or dissatisfied are you with the way the City Council is running Leicester?

	1998	2001	2005	2008
	%	%	%	%
Very satisfied	7	6	6	10
Fairly satisfied	45	52	52	51
Neither satisfied nor dissatisfied	19	16	20	18
Fairly dissatisfied	16	15	13	12
Very dissatisfied	9	7	7	7
Don't know	5	4	2	2

QLG2. Overall, how satisfied or dissatisfied are you with Leicester as a place to live?

	1998	2001	2005	2008
	%	%	%	%
Very satisfied	28	26	26	30
Fairly satisfied	53	54	51	49
Neither satisfied nor dissatisfied	8	7	9	8
Fairly dissatisfied	7	8	10	9
Very dissatisfied	3	5	4	4
Don't know	*	*	*	*

QLG3. (And) Thinking about your neighbourhood, on the whole, how satisfied or dissatisfied are you with it as a place to live? When answering, please consider your local neighbourhood to be the area within 15-20 minutes walking distance from your home.

	1998	2001	2005	2008
	%	%	%	%
Very satisfied	30	30	30	29
Fairly satisfied	50	47	47	46
Neither satisfied nor dissatisfied	7	7	9	9
Fairly dissatisfied	9	9	11	10
Very dissatisfied	4	6	3	5
Don't know	*	*	*	*

COMMUNITY COHESION AND LOCAL DECISION MAKING
--

I would now like to ask you some questions about your local community...

QLG 4-8. How strongly do you feel that you belong to each of the following. . . ?

			Very strongly %	Fairly strongly %	Not very strongly %	Not at all strongly %	Don't Know %
QLG4.	Street where you live	2008	25	45	20	9	1
		2005	35	40	18	6	1
QLG5.	Local area (15/ 20 minutes walking distance)	2008	22	48	21	8	1
		2005	29	45	20	6	1
QLG6.	Leicester	2008	33	44	15	7	1
		2005	37	42	16	5	*
QLG7.	England	2008	46	40	10	3	*
		2005	51	33	11	3	*
QLG8.	Britain	2008	39	44	12	3	1
		2005	50	34	12	3	1

QLG9. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

	%
Definitely agree	25
Tend to agree	52
Tend to disagree	11
Definitely disagree	7
Don't know	4
Too few people in local area	*
All the same background	1

I am now going to ask you some questions about the local community and getting involved....

QLG10. In which of the following situations, if any, would you say you regularly meet and talk with people of a different ethnic origin to you? Please just read out the letters that apply.

QLG11. In which of the following situations, if any, would you say you regularly meet and talk with people of a different social class to you? Please just read out the letters that apply.

		Q10		Q11	
		Ethnic Origin		Social Class	
		2005	2008	2005	2008
		%	%	%	%
A	At local shops	53	59	37	36
B	At Work	38	33	33	27
C	At a place of study, e.g. school, college or university	25	26	17	18
D	At a place of worship	13	11	10	9
E	At a relative's home	12	10	7	5
F	At restaurants, pubs, cinemas, community centres, etc.	29	25	23	17
G	In your neighbourhood	40	47	23	24
H	On buses or trains	22	23	14	12
I	At sports or fitness activities	15	12	11	8
J	At youth clubs	3	3	2	1
K	At parks	-	18	-	8
L	Children's Centre	-	8	-	4
	At other places Q10	3	*	-	
	At other places Q11	-	-	2	*
	None	-	5	14	14
	Don't know	*	*	4	5

ASK ALL

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please only include work that is unpaid and not for your family.

QLG12a. Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

	%
At least once a week	9
Less than once a week but at least once a month	6
Less often	6
I have not given any unpaid help at all over the last 12 months	77
Don't know	2

QLG12b. **You say that you have given unpaid help to a group, club and/or organisation in the last 12 months. In which areas? Please just read out the letter/s that apply.**

Base: All who have given unpaid help in the last 12 months (480); In 2005, this question was asked of all respondents, hence the high percentage in the 'none' category.

		2005	2008
		%	%
A	Children's education/ schools	8	22
B	Youth/ children's activities outside of school	6	22
C	Education for adults	2	6
D	Sports/ exercise- taking part coaching or going to watch	8	14
E	Faith/religion	9	19
F	Politics	2	3
G	Health, disability or social welfare	4	17
H	The elderly	7	11
I	Safety, first aid	3	3
J	Environmental/conservation organisations	2	5
K	Local community or neighbourhood groups	5	19
	Other	4	4
	None	68	6

QLG13. **Thinking about any group (or groups) to which you belong that makes decisions that affect your local area, using this card, in the past 12 months, have you...? Please just read out the letters that apply.**

		%
A	Been a local councillor (for the local authority, town or parish)	*
B	Been a member of a group making decisions on local health or education services	2
C	Been a member of a decision-making group set up to regenerate the local area	1
D	Been a member of a decision-making group set up to tackle local crime problems	1
E	Been a member of a tenants' group decision-making committee	1
F	Been a member of a group making decisions on local services for young people	2
G	Been a member of another group making decisions on services in the local community	3
	Other	*
	None of these	90
	Don't know	2

QLG14-19. I am now going to read out a list of statements about Leicester City Council and I would like to you tell me, from this card, how strongly you agree or disagree with each.

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree No opinion

% % % % % %

Statement	Year	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
QLG14. The quality of Council services is good overall	1998	6	52	17	16	6	3
	2001	5	51	19	18	5	3
	2005	4	53	23	14	4	2
	2008	8	49	19	14	7	3
QLG15. The Council is too remote and impersonal	1998	13	32	23	18	4	10
	2001	10	34	22	24	3	7
	2005	8	30	29	24	3	7
	2008	14	33	26	16	3	7
QLG16. The Council gives residents good value for money	1998	4	32	21	23	13	7
	2001	3	34	24	24	9	7
	2005	2	33	28	24	8	5
	2008	5	32	23	21	13	6
QLG17. The Council needs to make more effort to find out what local people want	1998	35	43	11	4	1	5
	2001	36	44	12	3	1	4
	2005	31	47	14	4	1	2
	2008	38	40	11	6	1	3
QLG18. The Council treats all people fairly	1998	8	37	15	19	13	9
	2001	6	33	20	22	11	7
	2005	5	37	23	19	9	6
	2008	10	39	16	18	12	6
QLG19. The Council does not play a part in improving the quality of life in the local area	1998	12	30	20	23	4	9
	2001	7	24	26	32	4	7
	2005	6	25	29	32	4	4
	2008	13	28	22	25	7	5

QLG20. How satisfied or dissatisfied are you with . . . in Leicester?

		Very satis- fied	Fairly satis- fied	Neither / nor	Fairly dissa- t- isfied	Very dissat- isfied	Don' t kno w	Base
		%	%	%	%	%	%	
Adult education								
	1998	28	48	9	4	3	7	285
	2001	36	49	5	4	2	5	333
	2005	29	54	4	6	3	3	256
	2008	36	42	7	5	2	6	336
Allotments								
	1998							
	2001	29	51	4	0	6	9	47
	2005	36	31	12	13	5	3	51
	2008	41	23	4	6	1	25	95
Arts, culture and entertainments								
	1998	15	57	14	8	3	4	351
	2001	18	64	7	8	1	2	527
	2005	9	52	15	16	3	6	377
	2008	23	49	13	9	3	3	528
Cemeteries and crematorium								
	2001	18	58	7	8	5	4	275
	2005	13	63	9	7	4	4	303
	2008	27	51	10	3	1	9	506
Community, neighbourhood and youth centres								
	2001	14	51	13	14	2	5	218
	2005	9	56	10	15	4	4	224
	2008	15	39	16	12	4	13	237
Council housing								
	1998	8	53	11	16	9	3	334
	2001	10	46	10	17	15	3	260
	2005	4	55	12	13	10	4	147
	2008	18	36	9	15	21	1	244
Cycle lanes/facilities for cyclists								
	2001	17	45	8	15	12	2	205
	2005	10	42	13	22	12	1	207
	2008	9	40	9	22	17	4	330
Family centres, Nursery schools								
	2001	13	55	9	12	3	1	210
	2005	13	66	9	5	2	5	151
	2008	32	47	7	6	1	6	238
Leicester Market								
	2008	44	45	5	4	1	1	1682
Beaumont Leys Market								
	2008	22	52	11	7	2	5	689
Museums								
	1998	24	60	6	3	1	4	398
	2001	25	60	7	5	1	1	465
	2005	18	59	10	7	1	4	546
	2008	39	46	6	5	1	4	703
Parks, open spaces and play areas								
	2001	19	57	5	13	6	*	924
	2005	17	59	8	13	2	1	1206
	2008	30	48	6	10	5	1	1710

Pavement maintenance								
	1998	4	35	11	26	20	4	All
	2001	3	39	11	27	19	2	All
	2005	3	38	14	28	14	3	All
	2008	8	43	13	20	14	2	All
Primary schools								
	1998	13	64	7	10	2	4	319
	2001	22	59	6	7	4	3	339
	2005	17	59	8	8	4	4	331
	2008	30	51	6	6	3	5	513
Public transport								
	2008	24	47	9	8	5	9	All
Waste/Refuse collection								
	1998	30	57	5	4	1	3	All
	2001	31	55	4	7	2	1	All
	2005	15	64	8	8	4	1	All
	2008	32	48	6	8	4	2	All
Road maintenance								
	1998	8	47	13	17	10	5	All
	2001	7	47	14	19	10	3	All
	2005	4	47	15	19	10	5	All
	2008	8	45	13	18	11	6	All
Road safety								
	2008	10	47	14	15	7	7	All
Secondary schools								
	1998	10	56	8	10	8	8	271
	2001	17	49	9	11	10	3	309
	2005	11	59	9	13	6	3	264
	2008	23	53	5	10	6	3	376
Social services for adults								
	2005	10	40	11	14	6	6	112
	2008	22	33	9	11	12	14	167
Social services for children								
	2005	5	44	19	10	10	12	59
	2008	29	29	8	6	12	17	112
Street lighting								
	1998	17	65	7	6	2	3	All
	2001	16	65	7	8	2	1	All
	2005	10	72	8	7	2	1	All
	2008	27	59	6	4	2	1	All
Street cleaning								
	1998	12	59	8	12	6	3	All
	2001	9	51	11	18	9	1	All
	2005	5	54	12	20	9	1	All
	2008	16	51	10	15	8	1	All
Sports/leisure facilities								
	1998	23	52	8	11	3	3	666
	2001	19	43	9	15	11	3	612
	2005	15	56	9	13	5	2	781
	2008	25	46	8	9	5	7	1060
Children's Centre								
	2008	25	46	9	7	2	12	192
Theatres/concert halls								
	2008	24	52	8	7	2	7	477
Local bus services								
	2008	32	45	6	8	6	2	1450

Local transport information								
	2008	20	50	10	10	5	5	622
Local Tips/Household waste & recycling centres								
	2008	23	50	9	8	5	6	842
Keeping public land clear of litter & refuse								
	2008	8	42	13	16	11	9	All

QLG21. **Which, if any, of these services or facilities have you or members of your household used in Leicester in the last 12 months? Please just read out the letters that apply.**

		2001	2005	2008
		%	%	%
A	Parks, open spaces and play areas	62	80	76
B	Swimming pools and sports facilities	43	53	47
C	Art and entertainment	37	26	23
D	Allotments	3	3	4
E	Festivals and events	n/a	n/a	29
F	Leicester Market	n/a	n/a	74
G	Beaumont Leys Market	n/a	n/a	29
H	Adult education	22	17	16
I	Cemeteries and crematorium services	18	19	20
J	Community, neighbourhood and youth centres	14	15	11
K	Council housing	17	10	15
L	Cycle lanes/facilities for cyclists	15	14	16
M	Family Centres, nursery schools	14	10	10
P	Primary schools	22	22	23
Q	Secondary schools	22	18	17
R	Social services for adults	n/a	7	7
S	Social services for children	n/a	4	5
T	Children's centre	n/a	n/a	9
U	Theatres/concert halls	n/a	n/a	21
V	Local bus services	n/a	n/a	65
W	Local transport information	n/a	n/a	28
X	Local Tips/Household waste & recycling centres	n/a	n/a	36
	None of these	*	2	1

QLG22. **Have you used your public library in the past 12 months, or not? By use, we mean visited a public library or mobile library, used its online resources or services, accessed or received a library service by e-mail, telephone or letter, and/or have used an outreach service, such as home delivery service.**

	%
Yes	42
No	58
Don't know	*

QLG23. **Taking everything into account, what do you think of your library service?**

Base: All who currently use the library 909

	%
Very good	49
Good	39
Adequate	10
Poor	2
Very poor	1
Don't know	*

Have you attended a museum or gallery in your local area during the last 12 months?

QLG24.

	2001	2005	2008
	%	%	%
Yes	30	36	31
No	70	64	69
Don't know	-	-	*

- QLG25. Have you participated in an arts activity e.g. attended a festival, bonfire, De Montfort Hall, Christmas celebrations, Diwali celebrations, dance session, theatre, Phoenix at least three times in the last 12 months?

	%
Yes	33
No	67
Don't know	*

- QLG26. In the last year, to what extent, if at all, would you say that you have been treated with respect and consideration by your local public services?

	%
All of the time	24
Most of the time	43
Some of the time	18
Rarely	6
Never	3
Don't know/Know opinion	6

NEIGHBOURHOOD AND COMMUNITY SAFETY

Now, thinking about your neighbourhood.....

I'd like to ask you some questions on crime and other problems in this area.

- QLG27. I am now going to read out a number of crimes and anti-social behaviours. For each one I read out, can you please tell me, using this card, the extent to which you are worried or not worried about it?

		Very worried	Fairly worried	Not very worried	Not at all worried	Don't know/ no opinion
		%	%	%	%	%
Having your home broken into and something stolen	2001	46	29	19	7	*
	2005	25	29	32	14	*
	2008	17	27	26	29	1
Having your car stolen or something stolen from it	2001	25	26	16	21	11
	2005	20	26	27	17	9
	2008	12	21	21	28	18
Teenagers hanging around the street	2001	26	31	31	11	1
	2005	21	28	33	17	*
	2008	17	26	25	32	1

Being insulted or bothered by neighbours e.g. noise and parties						
	2001	13	16	37	33	1
	2005	8	13	43	36	*
	2008	7	11	25	56	1
Being subject to a physical attack because of your skin colour, ethnic origin or religion						
	2001	17	15	33	34	1
	2005	10	12	38	39	*
	2008	5	11	26	53	3
Being verbally abused or harassed because of your skin colour, ethnic origin or religion						
	2001	25	31	23	20	1
	2005	10	12	37	40	*
	2008	6	12	26	54	2
Being a victim of crime or anti social behaviour because of your sexual orientation						
	2008	4	8	21	59	7
Being a victim of crime or anti social behaviour because of your gender						
	2008	5	13	26	53	2

QLG28. **Thinking about this local area, how much of a problem do you think are . . .**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
	%	%	%	%	%
Parents not taking responsibility for the behaviour of their children	23	25	24	25	4
People not treating other people with respect and consideration	14	24	32	28	2
People being drunk or rowdy in public spaces	16	22	30	30	2
People using or dealing drugs	20	20	24	26	11

QLG29. **It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.**

To what extent would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

	%
Strongly agree	24
Tend to agree	30
Neither agree nor disagree	15
Tend to disagree	15
Strongly disagree	11
Don't know	5

CONCERNS ABOUT THE ENVIRONMENT

QLG30. Which of the following do you do? Please just read out the letters that apply.

QLG31. And which of the following do you not currently do but intend to do in the next 12 months? Please just read out the letters that apply.

		Q30 Do Currently %	Q31 Intend To Do %
A	Insulate your home	43	6
B	Sign up to a green energy contract	6	5
C	Switch off lights and electrical appliances when not in use	73	4
D	Recycle your waste	70	6
E	Make your garden greener e.g. plant trees	25	4
F	Walk, cycle or use public transport instead of the car	46	6
G	Start composting	15	6
H	Travel by aeroplane less	10	5
I	Buy locally made goods	25	5
J	Save water	50	7
	None of these/ Not stated	5	60

COMMUNICATION NEEDS

QLG 32-40. **How well do you think Leicester City Council keeps you and/or your household informed about the following?**

		Very well informed %	Fairly well informed %	Only a limited amount of inform- ation %	Doesn't tell us much at all about what it does %	Don't know %
Q32	The services, standards and benefits the Council provides					
	1998	6	35	29	20	10
	2001	6	40	30	17	7
	2005	4	41	32	18	5
	2008	4	34	33	22	7
Q33	Local events and activities that affect you as residents					
	1998	7	37	27	21	9
	2001	7	46	26	15	6
	2005	6	48	27	14	4
	2008	6	39	29	19	6
Q34	The reasons why the Council makes the decisions it does					
	1998	2	20	29	36	13
	2001	3	23	32	32	10
	2005	2	26	34	31	7
	2008	3	23	34	30	9
Q35	How the Council uses its budget					
	1998	2	21	28	38	11
	2001	3	26	31	32	8
	2005	2	23	34	33	8
	2008	3	24	32	30	11
Q36	Improvements planned for services					
	1998	3	25	30	30	13
	2001	3	31	33	25	8
	2005	2	30	34	26	7
	2008	4	28	35	24	8
Q37	How to complain					
	1998	4	26	24	33	13
	2001	5	31	29	25	9
	2005	5	32	28	27	7
	2008	6	32	32	23	8
Q38	How well the Council is performing					
	1998	3	24	29	31	14
	2001	3	29	33	25	9
	2005	3	31	31	27	6
	2008	4	29	33	26	9

Q39	Who to contact at the Council to find out about services and facilities						
		1998	2	28	25	29	13
		2001	6	34	28	23	9
		2005	5	36	29	23	7
		2008	6	33	31	22	7
Q40	Environmental issues in Leicester						
		2005	3	38	30	22	6
		2008	5	34	30	22	9

QLG41. On which of the areas on this card, if any, would you like more information about the Council? Please just read out the letters that apply.

		2001	2005	2008
		%	%	%
A	The services, standards and benefits the Council provides	28	31	34
B	Local events and activities that affect you as residents	28	31	35
C	The reasons why the Council makes the decisions it does	33	34	31
D	How the Council uses its budget	45	41	34
E	Improvements planned for services	27	28	31
F	How to complain	23	26	30
G	How well the Council is performing	20	20	24
H	Who to contact at the Council to find out about services and facilities	30	32	35
I	Environmental issues in Leicester	n/a	19	24
	Other	1	1	*
	None of these	17	16	19
	Don't know	4	2	2

QLG42. Which, if any, of the following sources of information do you currently use to find out what is happening in Leicester City Council? Please just read out the letters that apply.

QLG43. And which 3 or 4, if any, of these sources of information would you most prefer to use to find out what is happening in Leicester City Council? Please just read out the letters that apply.

		2001		2005		2008	
		Currently use	Prefer to use	Currently use	Prefer to use	Q42 Currently use	Q43 Prefer to use
		%	%	%	%	%	%
A	Leicester LINK	61	40	63	44	43	41
B	Local newspapers e.g. Leicester Mercury	67	45	65	45	53	38
C	Television	36	21	37	23	31	21
D	Local radio	44	24	43	24	31	22
E	Pick up a leaflet from library	12	6	15	7	12	6
F	Leaflets delivered to door	39	31	37	30	32	31
G	By visiting council offices or facilities	8	4	6	4	10	7
H	Council web-site	4	6	9	11	18	18
I	Friends and family	30	9	27	8	29	10
	Other current	1	-	1	-	1	-
	Other prefer	-	2	-	2	-	*
	None of these	4	2	2	2	7	4
	Don't know	*	2	1	1	*	1

- QLG44. **You said that you have visited the council web-site. Thinking of the last time you visited the council web-site, how easy or difficult was it to find the information you were looking for?**

Base: All who currently use the Council website (389); 129 in 2005

	2005	2008
	%	%
Very easy	14	32
Fairly easy	49	53
Fairly difficult	18	9
Very difficult	3	5
Don't know	16	2

- QLG45. **How recently, if at all, have you seen a copy of Link magazine?**

	1998	2001	2005	2008
	%	%	%	%
Within the last few week	55	55	49	22
Within last few months	21	21	26	27
Within the last 6 months	6	6	6	11
Within the last year	3	3	2	6
Over a year ago	5	5	3	11
Never seen it	7	7	11	20
Don't know	2	2	3	3

- QLG46. **Thinking about the most recent issue of Link magazine that you have seen, would you say you . . .**

Base: All who have seen Link Magazine 1,851

	1998	2001	2005	2008
				%
Read all or nearly all of it	14	15	21	19
Read most of it	22	22	23	29
Read a few articles	23	25	28	26
Just glanced at it	30	26	20	18
Never read it	10	7	7	7
Don't know/can't remember	-	*	1	1

FUTURE CONSULTATION

- QLG47. **Would you be willing for Ipsos MORI and/or Leicester City Council to re-contact you to take part in further research with the public on local issues in Leicester?**

	%
Yes	51
No	49
Don't know	-

- QLG48. **And finally, the Council runs a Citizens Panel the 'Peoples Panel'. This is a group of residents who are sometimes asked to take part in further research regarding their views about services and other issues affecting the quality of life in Leicester. Would you be willing for Ipsos MORI to pass on your name, address and telephone number on to the Council for them to contact you about the Panel?**

Base: All willing to be re-contacted 1,169

	%
Yes	39
No	59
Don't know	2

