

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

**PLACE TRACKING SURVEY:
FEBRUARY - MARCH 2010**

Analysis and report by
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KEY FINDINGS

1. The Place Survey has been developed by the Department for Communities and Local Government (CLG) and supplies the data by which eighteen National Indicators are measured. The indicators are intended to measure how well Government priorities are being delivered by local government and local government partnerships.
2. Following the first National Place Survey carried out in 2008, North West Leicestershire District Council commissioned NWA Social Research to conduct a 'tracking' survey to monitor changes in opinion since the 2008 survey. The principal objective of the tracking survey was to collect data to calculate the National Indicators listed below and to draw comparisons with the 2008 Survey results.

National Indicator	Indicator	2010 Score (Weighted Data)	2008 Score (Weighted Data)	Difference '10 - '08
NI 1	% of people who believe people from different backgrounds get on well together in their local area	77.3	74.9	2.4
NI 2	% of people who feel that they belong to their neighbourhood	61.3	59.9	1.4
NI 3	Civic participation in the local area	9.9	10.5	-0.6
NI 4	% of people who feel they can influence decisions in their locality	28.1	24.8	3.3
NI 5	Overall/general satisfaction with local area	82.2	80.3	1.9
NI 6	Participation in regular volunteering	26.3	23.6	2.7
NI 17	Perceptions of anti-social behaviour	11.1	17.4	-6.3
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	24.0	24.9	-0.9
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	31.3	25.8	5.5
NI 23	% of people who perceive people not treating one another with respect and consideration to be a problem in their area	24.7	27.0	-2.3
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	23.6	20.1	3.5
NI 37	Awareness of civil protection arrangements in the local area	31.8	12.4	19.4
NI 41	Perceptions of drunk or rowdy behaviour as a problem	20.5	26.2	-5.7
NI 42	Perceptions of drug use or drug dealing as a problem	21.1	27.7	-6.6
NI 119	Self reported measure of people's overall health and well being	72.5	75.2	-2.7
NI 138	Satisfaction of people 65 and over with both home and neighbourhood	87.7	82.8	4.9
NI 139	The extent to which older people receive the support they need to live independently	29.5	35.2	-5.7
NI 140	Fair treatment by local services	74.7	69.0	5.7

Note: significant differences '10 - '08 highlighted in blue

3. As shown in the above table, the principal statistically significant changes in National Indicator scores were:
 - A substantial increase (+ 19.4%) in the percentage of those who feel 'very' or 'fairly' well informed about 'what to do in the event of a large-scale emergency, e.g. flooding, or human pandemic flu' (NI 37: Awareness of civil protection arrangements in the local area)
 - A decrease (- 6.3%) in the percentage of people who perceive there to be a high level of anti-social behaviour in their local area (NI 17)
 - Decreases in the percentages of people who perceive 'drunk and rowdy behaviour' (- 5.7%) and 'drug use or drug dealing' (- 6.6%) as a 'big' problem in their local area (NI 41 and NI 42, respectively)
 - An increase (+ 5.7%) in those who say they have been treated with respect and consideration by their local public services in the last year (NI 140).

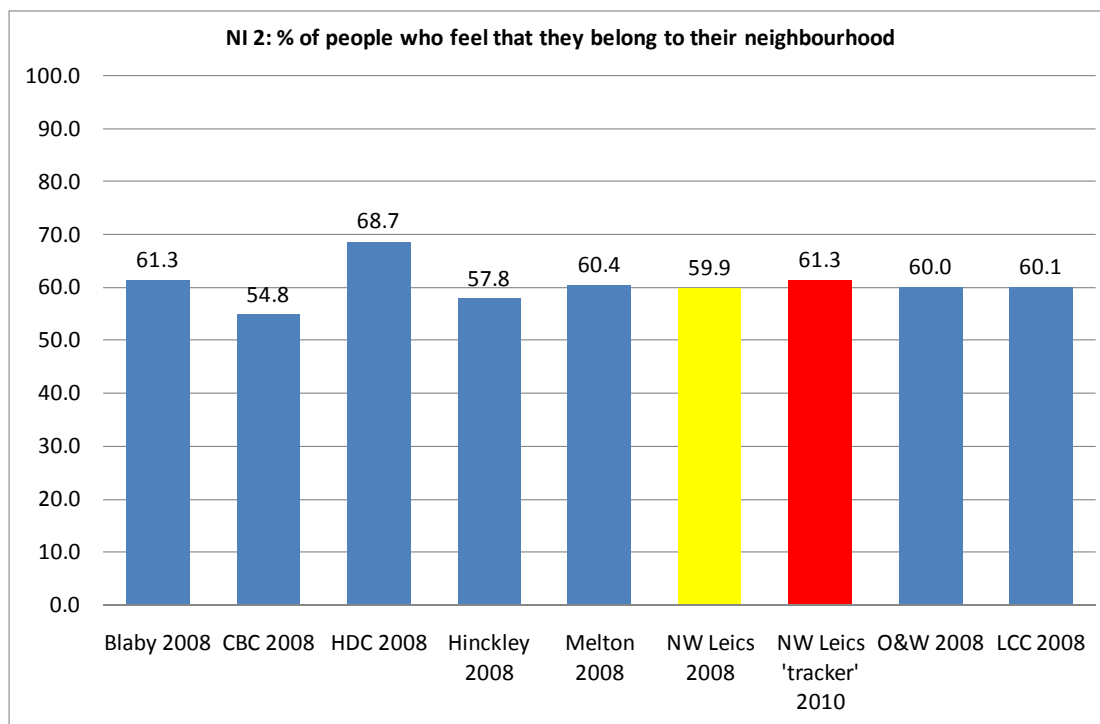
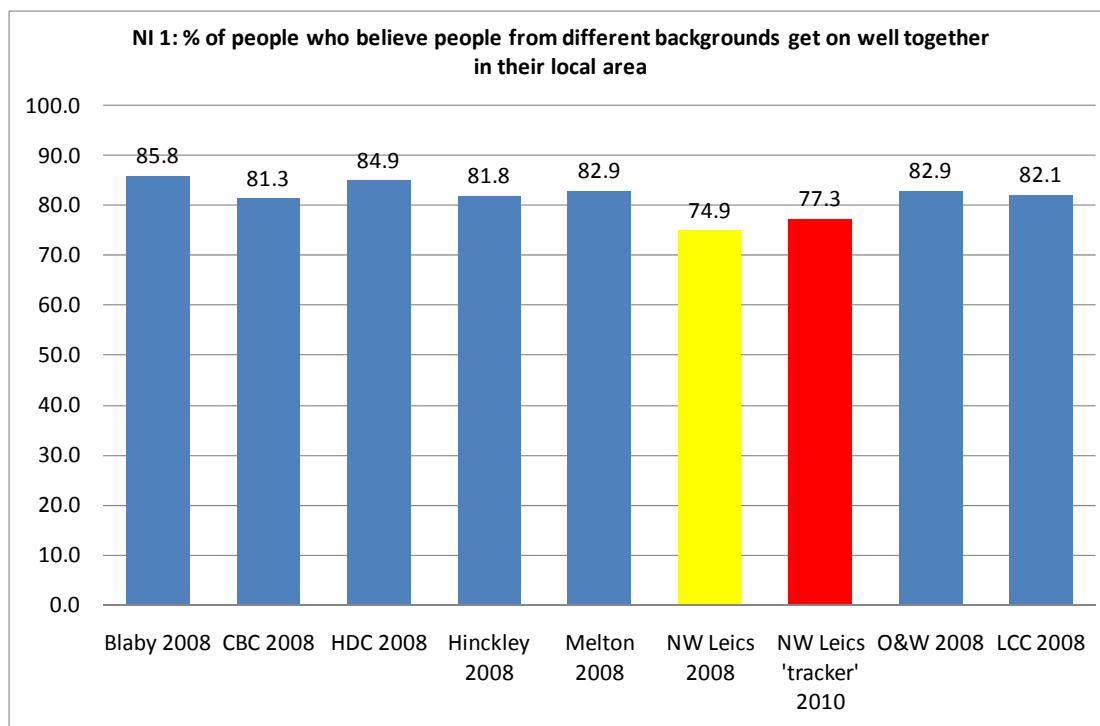
4. The only negative change was a decline of 5.7% in the percentage of those who think that older people in their local area are able to get the 'services and support they need to continue to live at home for as long as they want to' (NI 139).

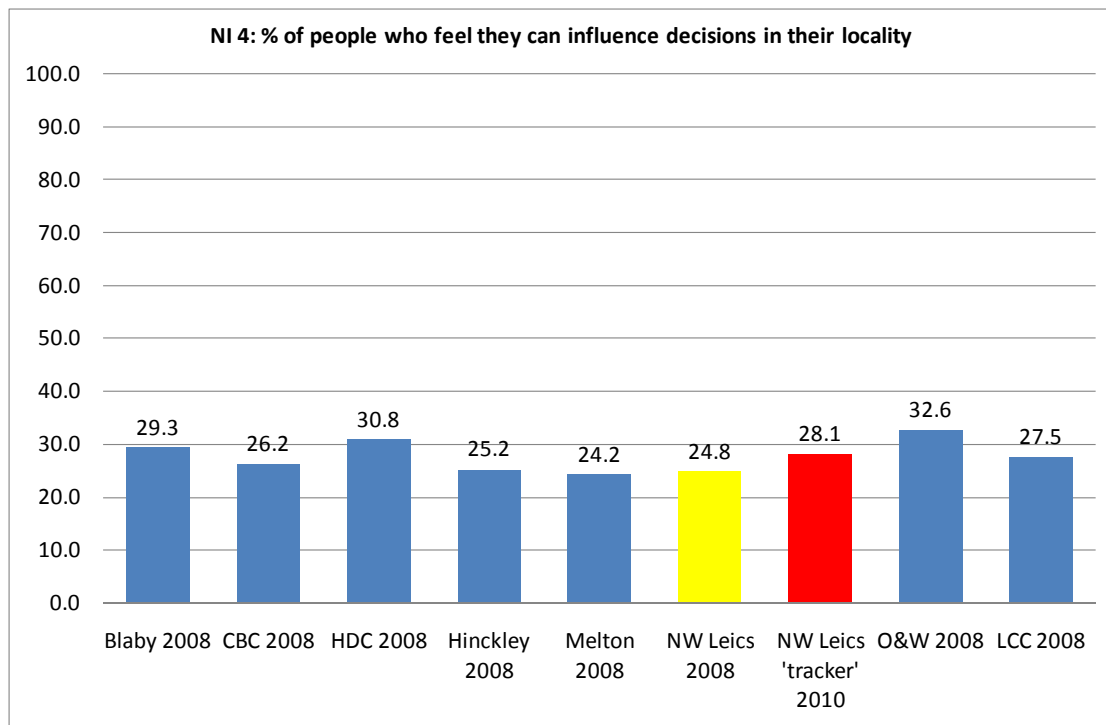
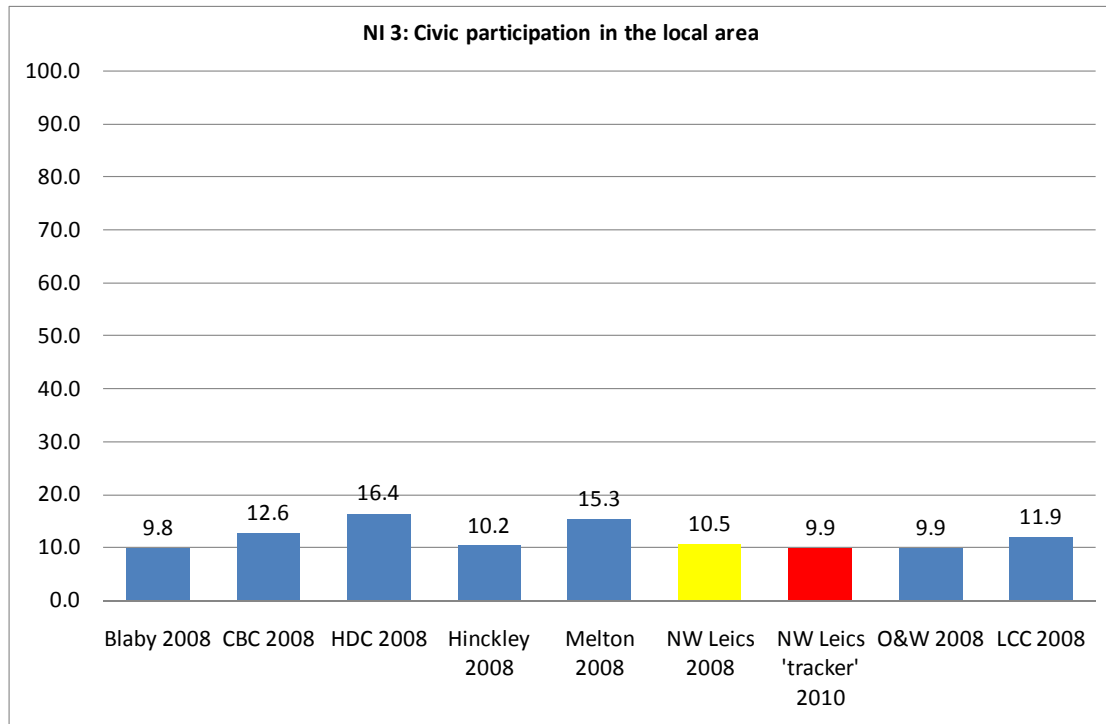
5. Note that due to changes in the format of the questionnaire used in the 2010 'tracking survey' (which was shorter as only those questions from the Place Survey questionnaire template that directly relate to the National Indicators were included in the questionnaire), and the smaller than usual sample size for a Place survey (2010 analysis based on 851 completed questionnaires; whereas a full Place survey requires a minimum 1,100 sample size), comparisons between the current 2010 results and those from the 2008 Place Survey should be made with some caution. However, it is clear that the 2010 results are generally positive in comparison with those from 2008, particularly in respect of anti-social behaviour issues.

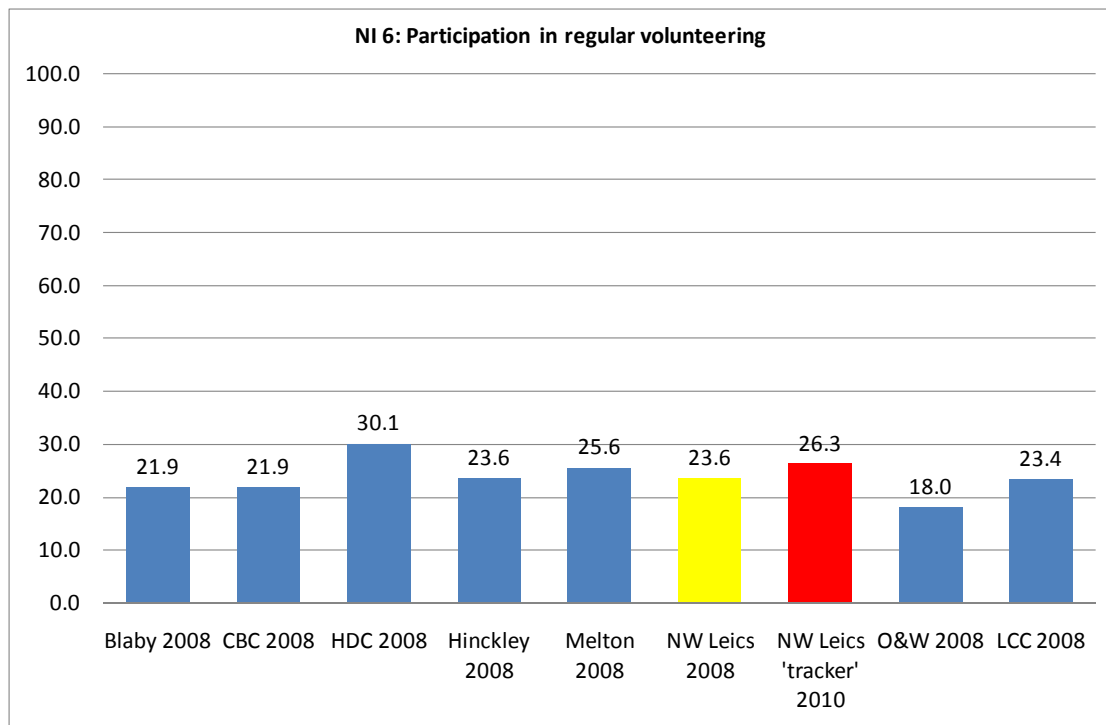
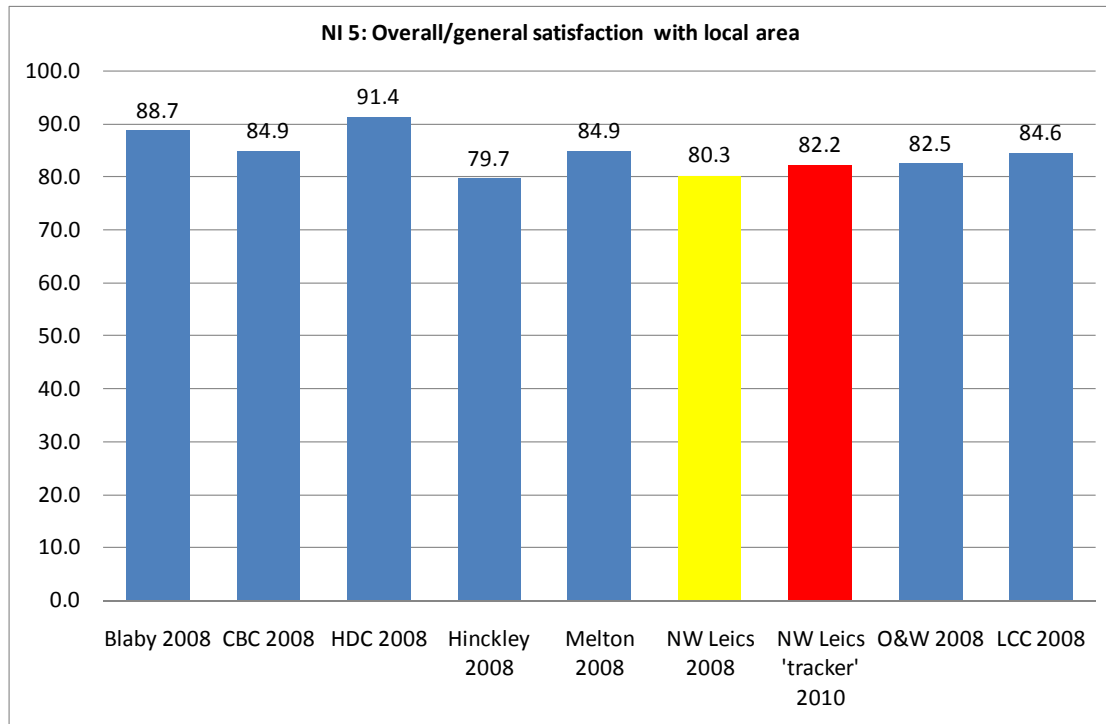
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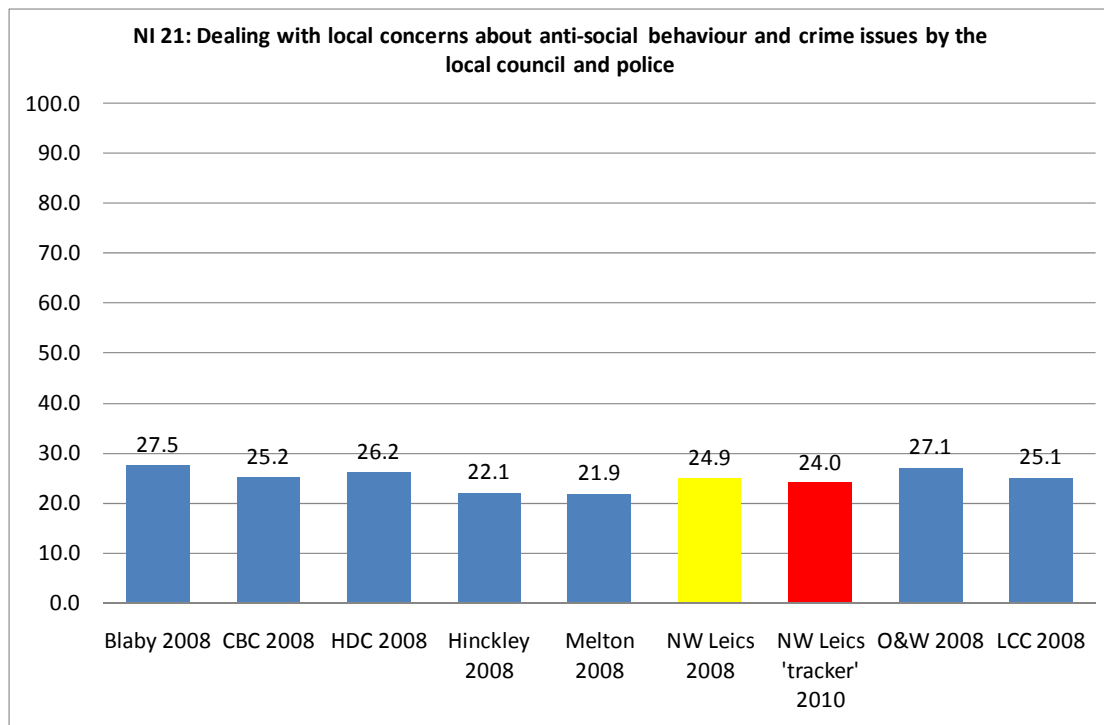
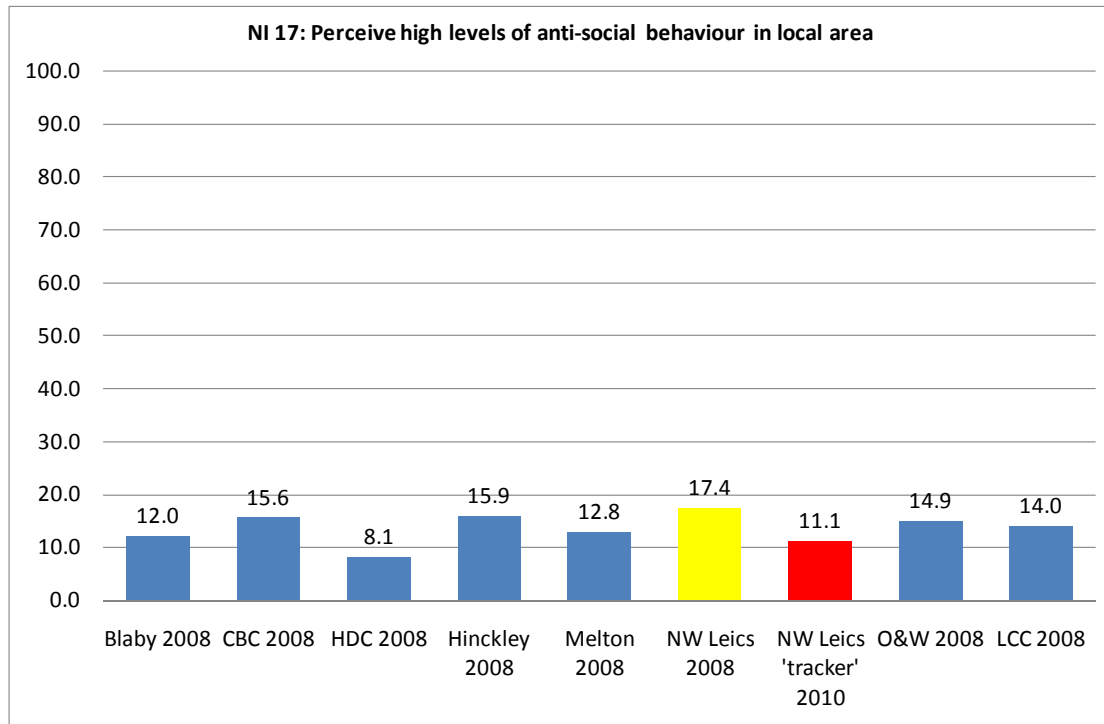
Comparison with 2008 District and County level Place Survey results

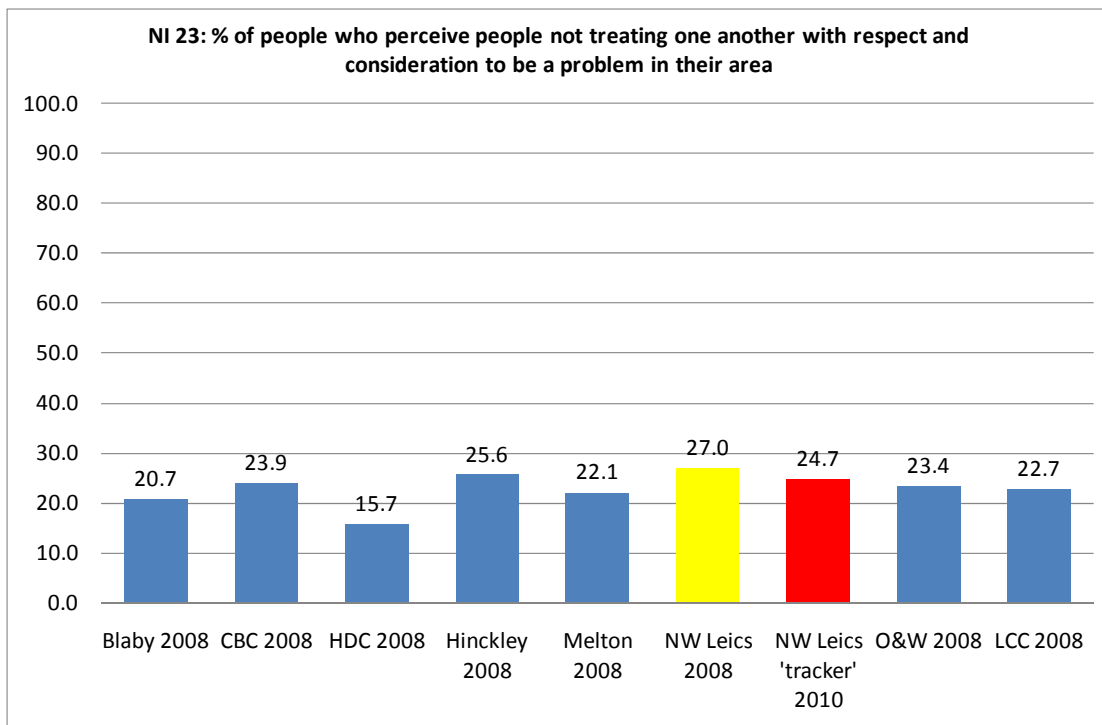
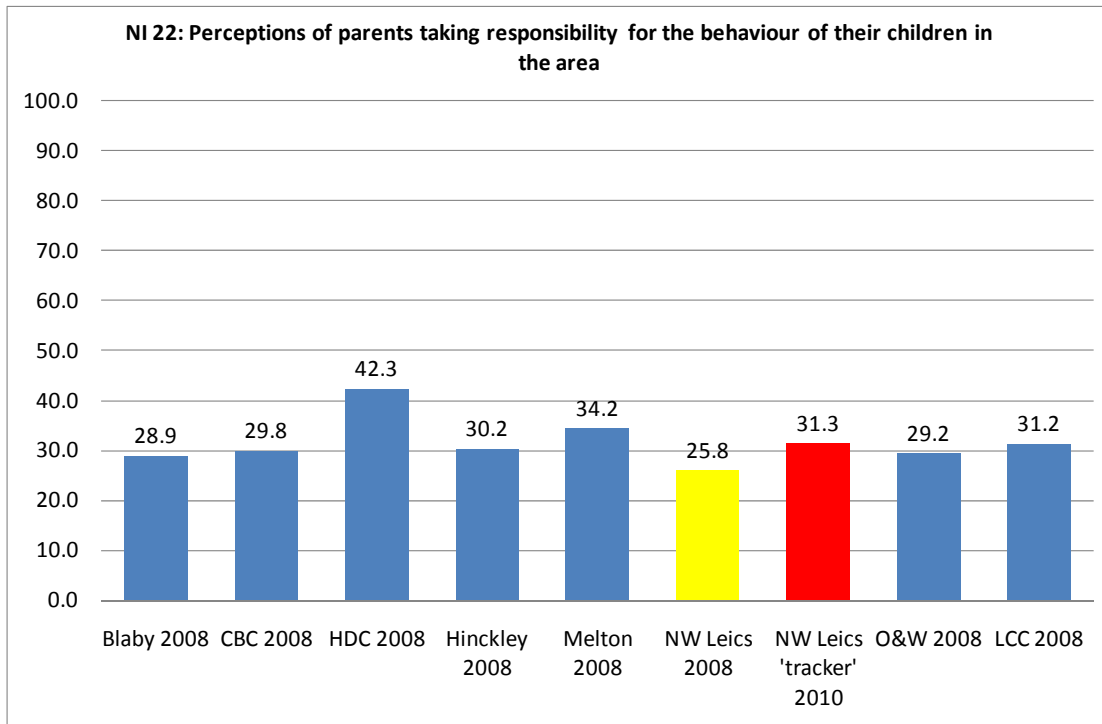
(Key to abbreviations: 'Blaby' = 'Blaby District Council'; 'CBC' = 'Charnwood Borough Council'; 'HDC' = 'Harborough District Council'; 'Hinckley' = 'Hinckley & Bosworth Borough Council'; 'Melton' = 'Melton Borough Council'; 'O&W' = 'Oadby & Wigston Borough Council'; and 'LCC' = 'Leicestershire County Council').

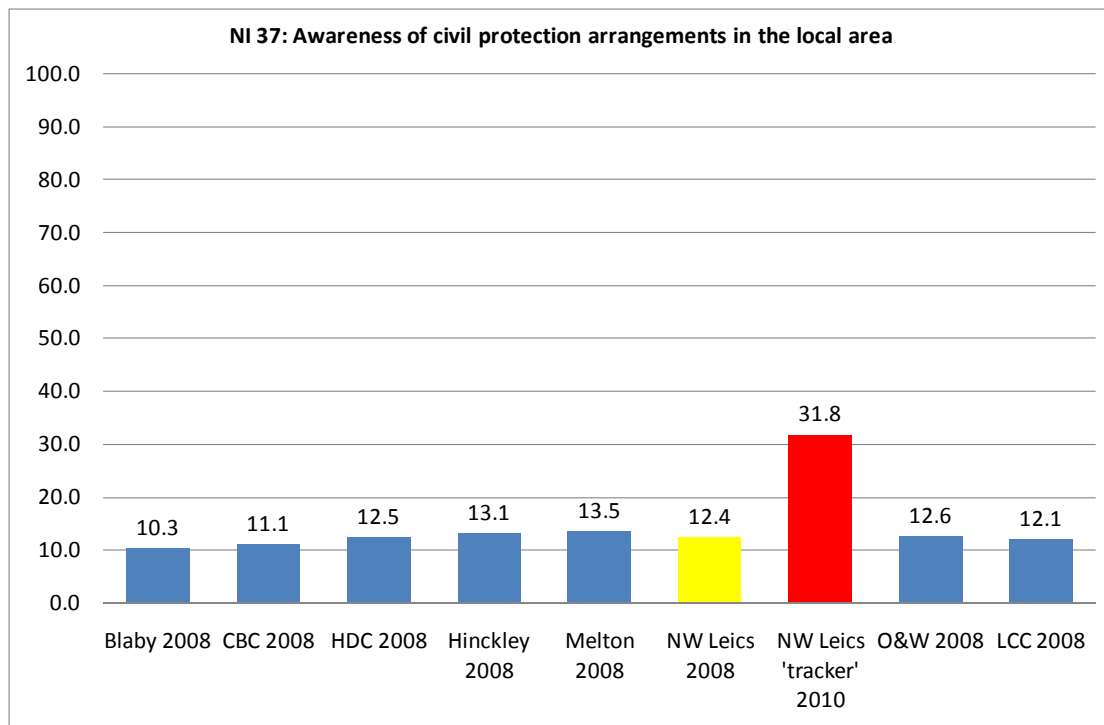
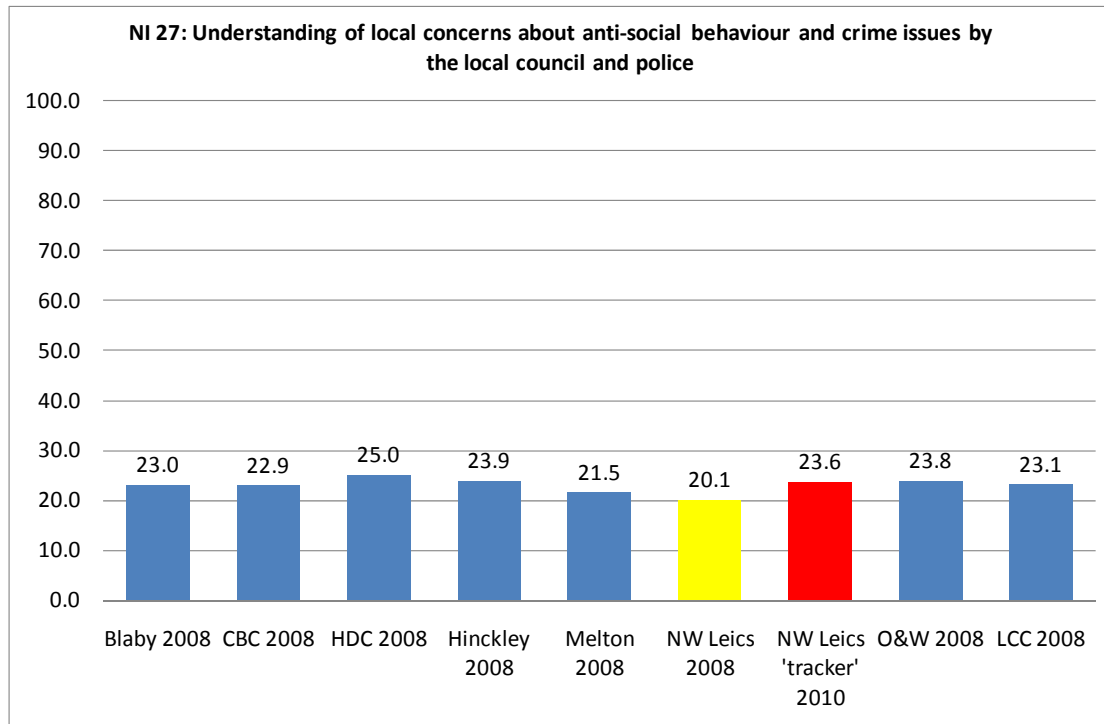


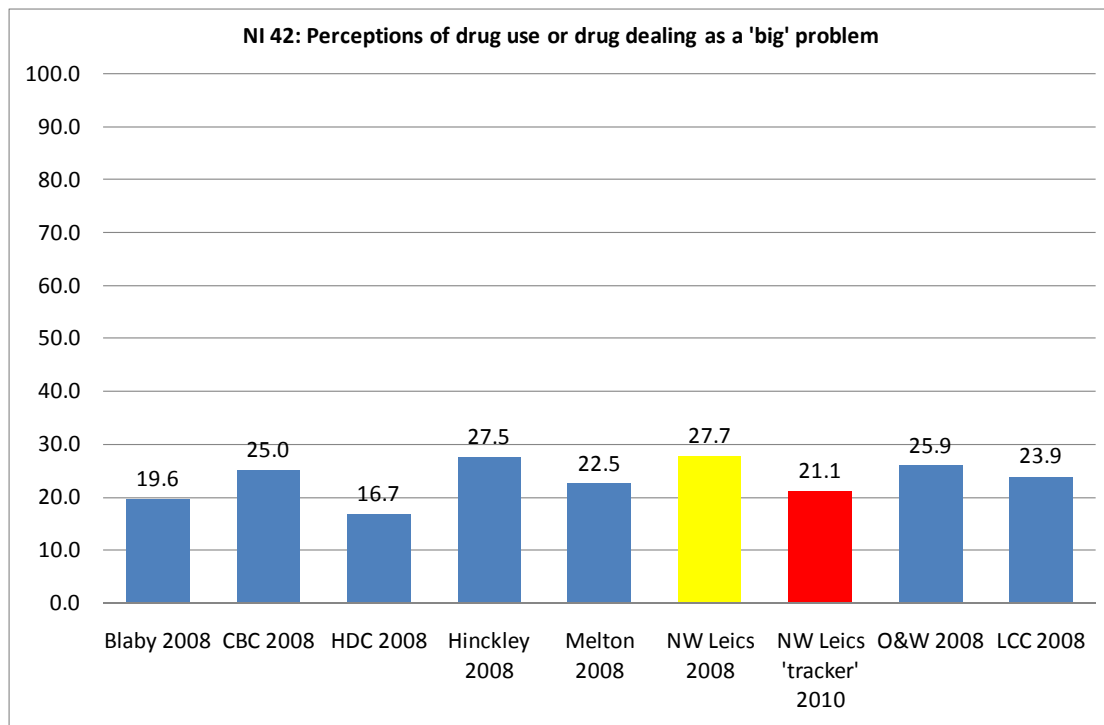
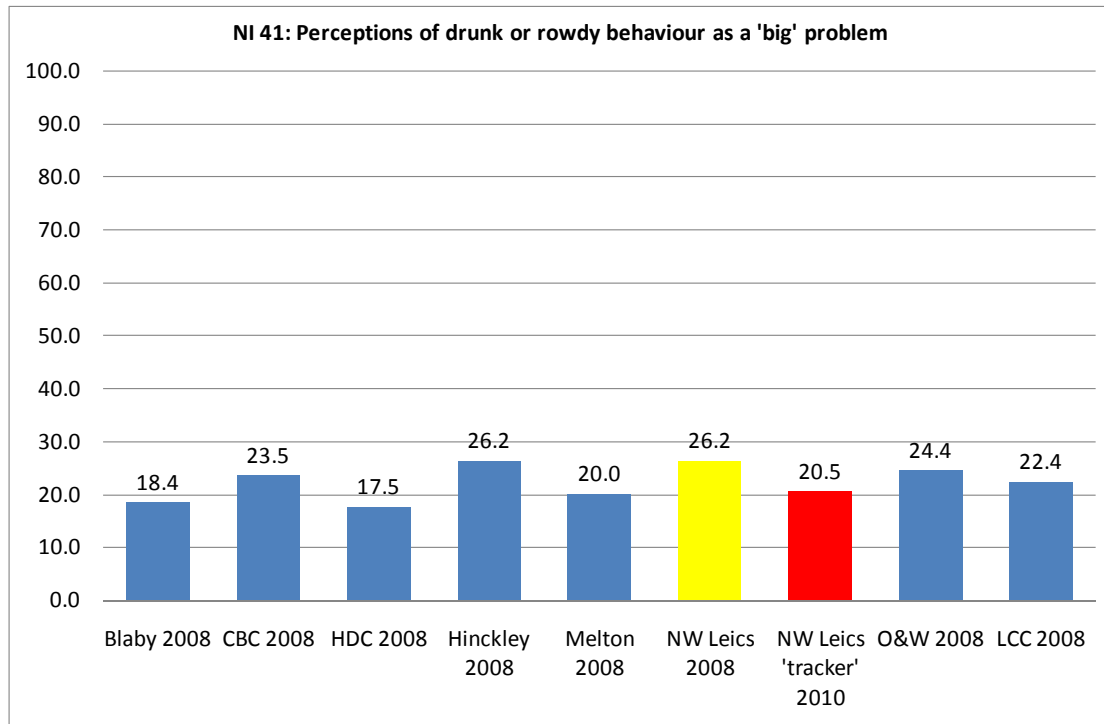


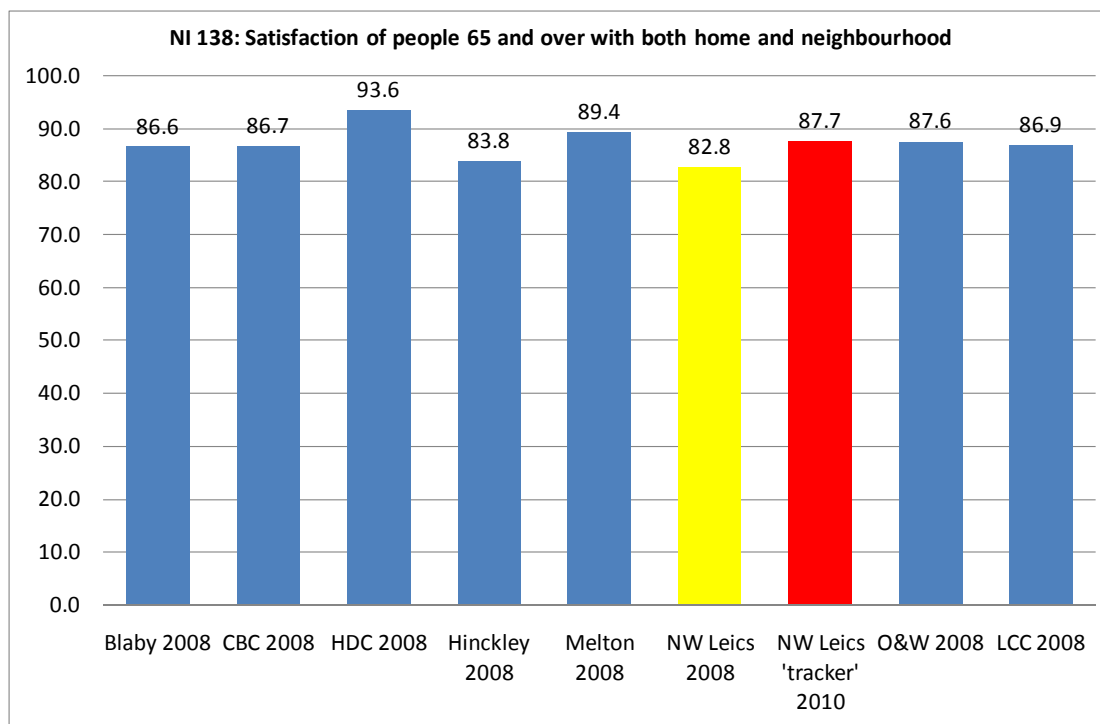
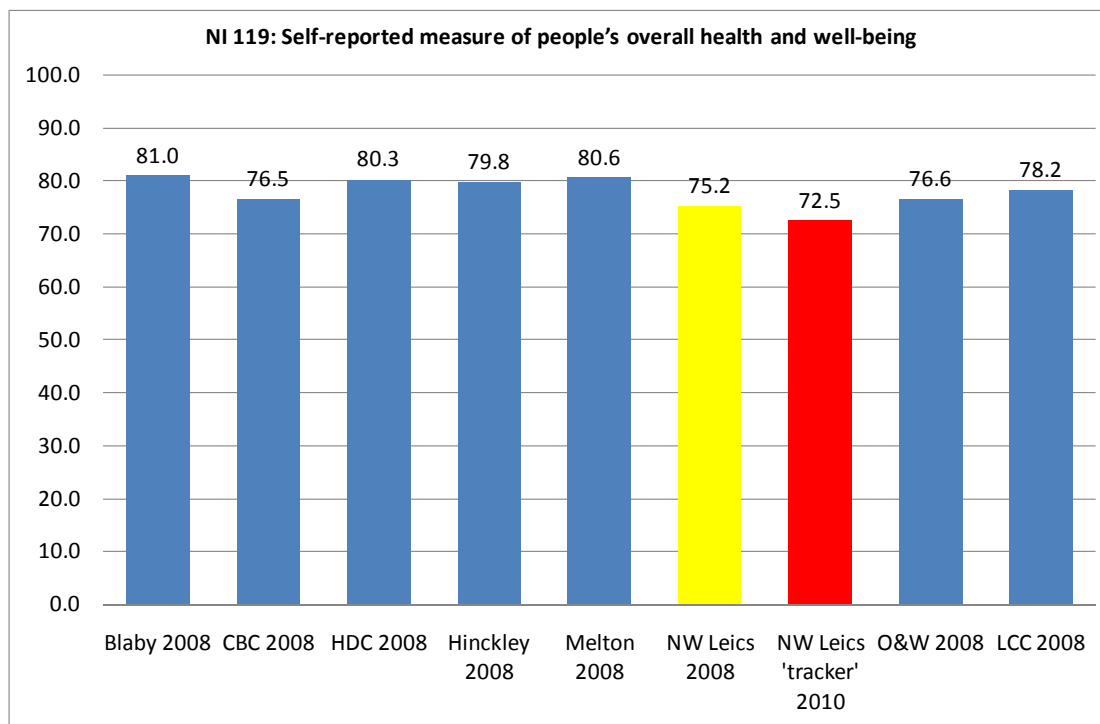


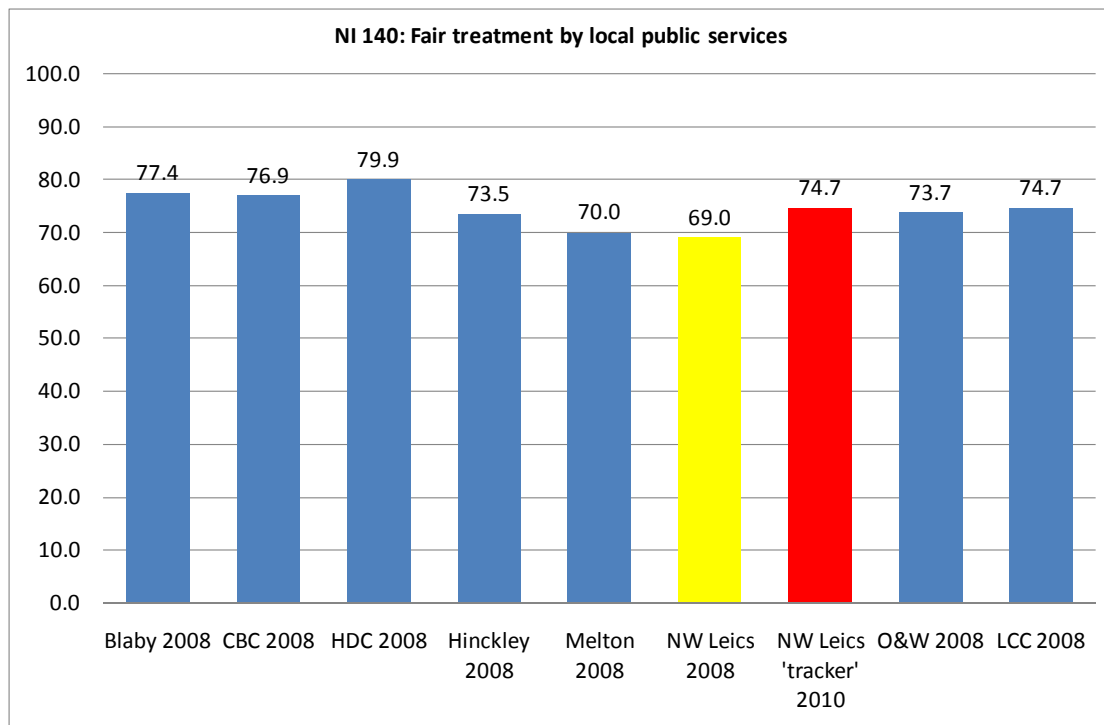
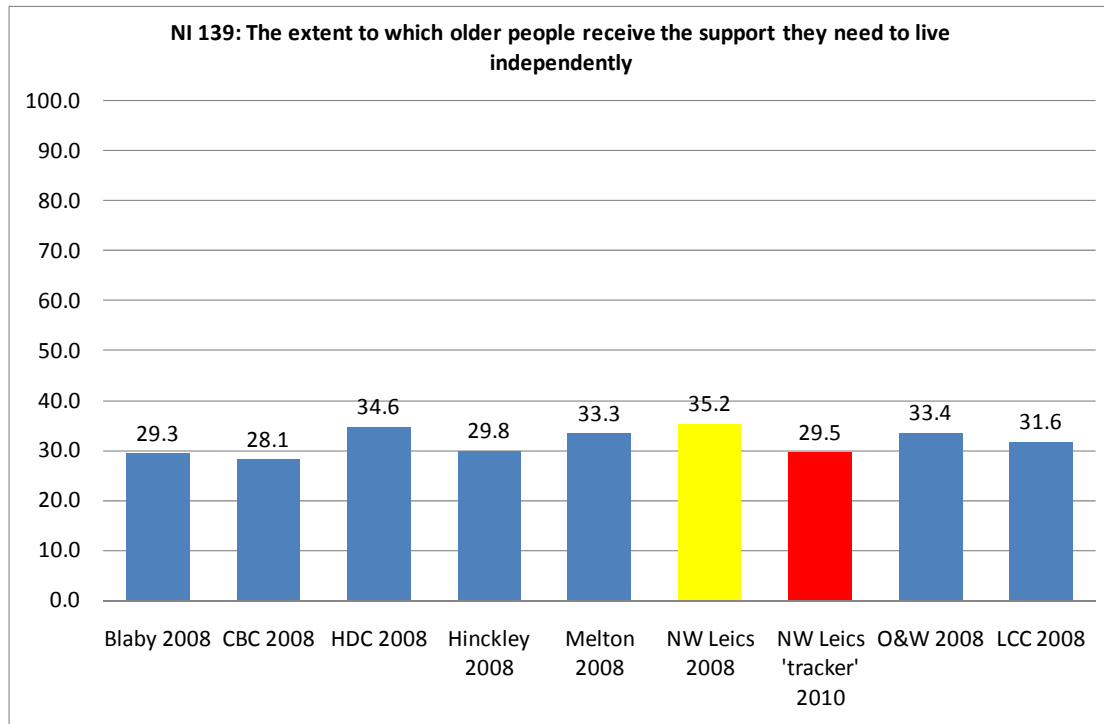












NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL
PLACE TRACKING SURVEY:
FEBRUARY - MARCH 2010
SURVEY REPORT

A. BACKGROUND & SURVEY OBJECTIVES

- A.1 The Place Survey has been developed by the Department for Communities and Local Government (CLG) and supplies the data by which eighteen National Indicators (NIs) are measured. The indicators are intended to measure how well Government priorities are being delivered by local government and local government partnerships.
- A.2 Following the first National Place Survey carried out between September and December 2008, North West Leicestershire District Council commissioned NWA Social Research to conduct a 'tracking' survey using the same methodology and key questions from the 2008 survey questionnaire to monitor changes in opinion.
- A.3 The principal objective of the tracking survey was to collect data to calculate the National Indicators listed below and to draw comparisons with the 2008 Survey results.
- | | |
|-------|---|
| NI 1 | % of people who believe people from different backgrounds get on well together in their local area (Question 9) |
| NI 2 | % of people who feel that they belong to their neighbourhood (Question 3) |
| NI 3 | Civic participation in the local area (Question 7) |
| NI 4 | % of people who feel they can influence decisions in their locality? (Question 5) |
| NI 5 | Overall/ general satisfaction with local area (Question 1) |
| NI 6 | Participation in regular volunteering (Question 6) |
| NI 17 | Perceptions of anti-social behaviour (Question 13) |
| NI 21 | Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (Question 15) |
| NI 22 | Perceptions of parents taking responsibility for the behaviour of their children in the area (Question 8) |
| NI 23 | % of people who perceive people not treating one another with respect and consideration to be a problem in their area (Question 10) |
| NI 27 | Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (Question 14) |

NI 37	Awareness of civil protection arrangements in the local area (Question 4.7)
NI 41	Perceptions of drunk or rowdy behaviour as a problem (Question 13.6)
NI 42	Perceptions of drug use or drug dealing as a problem (Question 13.5)
NI 119	Self-reported measure of people's overall health and well-being (Question 20)
NI 138	Satisfaction of people aged 65 and over with both home and neighbourhood (Questions 1 and 2 for people 65 and over)
NI 139	The extent to which older people receive the support they need to live independently (Question 12)
NI 140	Fair treatment by local services (Question 11).

B. RESEARCH METHODOLOGY

B.1 In order to ensure that the National Indicators collected through the Place Survey are comparable across authorities, the Department for Communities and Local Government provided detailed survey guidance to ensure all survey tools and methodologies used were consistent. The methodology used in the current survey adhered as far as possible to the guidelines originally provided by CLG in the Place Survey Manual 2008/09; the main exceptions being that due to time constraints imposed by the Council only one reminder mailing was sent out to residents, and it was not necessary to meet the CLG's minimum sample size requirement of 1,100 completed questionnaires.

Sample selection

B.2 The target population was all adult residents (18 years and over) of North West Leicestershire District Council area.

B.3 The sample frame was the Post Office Small Users Address File (PAF).

B.4 A sample of 2,657 addresses was systematically randomly selected from a list of all household addresses in the Council area drawn from the PAF.

The Questionnaire

- B.5 The questionnaire was designed for self-completion, and both the Questionnaire and the Covering Letter were based on the Templates originally provided on the Place Survey website. However, only those questions used to calculate the 18 National Indicators were included on the questionnaire.
- B.6 The Council requested two additional questions as follows: 'Overall how satisfied or dissatisfied are you with Coalville Town Centre?' (Q16), and 'Do you think Coalville Town Centre has changed over the past five years?' (Q17).
- B.7 A copy of the questionnaire is included as **Appendix 1** to this report (marked-up with weighted results, and showing comparative National Indicator scores from the 2008 Place Survey).

Mailings

- B.8 A total of 2,657 questionnaires were posted out on 23 February 2010. Included with each questionnaire was:
- 1) A separate covering letter which also provided details of a free-phone NWA helpline should respondents have any queries about the research, or should they require a large print copy of the questionnaire or other accessible format
 - 2) A freepost addressed reply envelope.
- B.9 Reminder letters, with a second copy of the questionnaire, were sent to all addresses which had not then responded on 11 March 2010.

C. ANALYSIS AND CALCULATION OF NATIONAL INDICATORS

Response

- C.1 From the 2,657 addresses which received mailings, 17 questionnaires were returned by the post office stating the address was no longer valid, giving a valid sample of 2,640.
- C.2 A total of 851 completed questionnaires were returned by 25 March 2010 (when fieldwork was deemed to have ended, and analysis commenced). The valid achieved response rate was therefore 32.2%.

Data Entry

- C.3 Data was entered into SPSS (Statistical Package for the Social Sciences, Version 15.0) for analysis.

NWA standard quality control procedures were applied to the entered data:

- A minimum of 10% of each operator's data was checked;
- If an error was discovered, all of the operator's data for that particular question was checked';
- If two or more further errors were discovered, all of the operator's data (i.e. for all questions) was checked.

- C.4 Steps were then taken to validate the data for consistency and completeness (e.g. at Question 25/26 checks were made to ensure that respondents had followed the correct routing). After the data had been validated, tables of frequencies (unweighted) were produced showing full details of any 'missing' responses. A copy of these frequency counts is included as **Appendix 2** to this report.

Weighting of the Survey Data and National Indicator Tracking Scores

- C.5 The survey data was first weighted to be representative of the North West Leicestershire District Council area by age x gender (interlocked), using the same population breakdown used by CLG when applying weights to the 2008 Place Survey (source: ONS 2006-based sub-national population projections; the data is an interpolation between the projections for mid-2008 and mid-2009). The survey data was then weighted to be representative of the Council area by household size and by ethnic group. In line with CLG requirements, the final weights were capped at '5' to reduce the impact of individual responses to the overall estimates.

C.6 Some details of the unweighted (achieved) and final weighted sample are shown in the following table:

Age/ Gender	Population Estimates (%)	Achieved Number	Achieved Sample (%) (Unweighted)	Final Weighted Sample (%)
Females:				
18 to 34 years	11.6	65	7.9	11.9
35 to 54 years	19.0	173	21.0	19.4
55 to 64 years	8.7	97	11.8	8.9
65+ years	11.7	145	17.6	12.0
Total Females	50.9	480	58.3	52.1
Males:				
18 to 34 years	12.0	16	1.9	9.9
35 to 54 years	19.0	97	11.8	19.5
55 to 64 years	8.6	86	10.4	8.8
65+ years	9.5	144	17.5	9.7
Total Males	49.1	343	41.7	47.9
Household size				
1 person	25.8	202	25.1	25.0
2 people	37.0	352	43.8	37.3
3 people	16.7	124	15.4	17.0
4 people	14.5	95	11.8	14.7
5 or more	6.0	31	3.9	5.9
	100.0	804	100.0	100.0
Ethnic Group				
White	97.1	822	98.2	97.2
Black	0.5	2	.2	.5
Asian	1.4	6	.7	1.4
Mixed	0.5	3	.4	.5
Chinese/ Other	0.5	4	.5	.5
	100.0	837	100.0	100.0

C.7 A summary table of the National Indicator definitions and 'tracking scores' is shown overleaf, together with comparative District and County level figures from the 2008 Place Survey. (Key to abbreviations: 'Blaby' = 'Blaby District Council'; 'CBC' = 'Charnwood Borough Council'; 'HDC' = 'Harborough District Council'; 'Hinckley' = 'Hinckley & Bosworth Borough Council'; 'Melton' = 'Melton Borough Council'; 'O&W' = 'Oadby & Wigston Borough Council'; and 'LCC' = 'Leicestershire County Council').



Weighted NI Scores										
	Blaby 2008	CBC 2008	HDC 2008	Hinckley 2008	Melton 2008	NW Leics 2008	NW Leics 'tracker' 2010	O&W 2008	LCC 2008	NI Description
Overall Base	1236	1345	1111	1317	1178	1228	851	1115	8530	
NI 1										
Base	805	935	745	817	707	742	506	852	5625	% of people who believe people from different backgrounds get on well together in their local area
Score	85.8	81.3	84.9	81.8	82.9	74.9	77.3	82.9	82.1	
Conf Int (+/-)	3.1	3.5	3.1	3.3	3.4	3.8	3.6*	3.3	1.3	
NI 2										
Base	1187	1274	1076	1251	1112	1162	810	1047	8113	% of people who feel that they belong to their neighbourhood
Score	61.3	54.8	68.7	57.8	60.4	59.9	61.3	60.0	60.1	
Conf Int (+/-)	3.6	3.8	3.3	3.4	3.5	3.5	3.4*	3.9	1.4	
NI 3										
Base	1174	1288	1057	1248	1135	1164	804	1044	8116	Civic participation in the local area
Score	9.8	12.6	16.4	10.2	15.3	10.5	9.9	9.9	11.9	
Conf Int (+/-)	2.2	2.5	2.7	2.1	2.5	2.2	2.1*	2.4	0.9	
NI 4										
Base	1026	1124	968	1068	987	1009	735	916	7099	% of people who feel they can influence decisions in their locality
Score	29.3	26.2	30.8	25.2	24.2	24.8	28.1	32.6	27.5	
Conf Int (+/-)	3.6	3.6	3.5	3.2	3.3	3.3	3.2*	4	1.4	
NI 5										
Base	1229	1336	1105	1306	1163	1222	843	1105	8469	Overall/general satisfaction with local area
Score	88.7	84.9	91.4	79.7	84.9	80.3	82.2	82.5	84.6	
Conf Int (+/-)	2.3	2.7	2.0	2.7	2.5	2.7	2.6*	2.9	1.0	



	Blaby 2008	CBC 2008	HDC 2008	Hinckley 2008	Melton 2008	NW Leics 2008	NW Leics 'tracker' 2010	O&W 2008	LCC 2008	NI Description
NI 6										
Base	1100	1226	1024	1159	1050	1088	765	964	7637	Participation in regular volunteering
Score	21.9	21.9	30.1	23.6	25.6	23.6	26.3	18.0	23.4	
Conf Int (+/-)	3.1	3.2	3.4	3.0	3.2	3.1	3.1*	3.2	1.2	
NI 17										
Base	1173	1309	1080	1268	1139	1187	793	1085	8245	Perceptions of anti-social behaviour
Score	12.0	15.6	8.1	15.9	12.8	17.4	11.1	14.9	14.0	
Conf Int (+/-)	2.4	2.7	1.9	2.5	2.4	2.6	2.2*	2.8	1.0	
NI 21										
Base	1174	1284	1056	1262	1113	1184	775	1070	8147	Dealing with local concerns about ASB and crime issues by the local council & police
Score	27.5	25.2	26.2	22.1	21.9	24.9	24.0	27.1	25.1	
Conf Int (+/-)	3.3	3.3	3.2	2.9	3.0	3.0	3.0*	3.5	1.2	
NI 22										
Base	1141	1246	1048	1195	1109	1151	768	1025	7907	Perceptions of parents taking responsibility for the behaviour of their children in the area
Score	28.9	29.8	42.3	30.2	34.2	25.8	31.3	29.2	31.2	
Conf Int (+/-)	3.4	3.5	3.6	3.2	3.4	3.1	3.3*	3.6	1.3	
NI 23										
Base	1090	1216	1017	1174	1047	1094	769	997	7646	Perceptions that people in the area treat one another with respect and consideration
Score	20.7	23.9	15.7	25.6	22.1	27.0	24.7	23.4	22.7	
Conf Int (+/-)	3.1	3.3	2.7	3.1	3.1	3.2	3.0*	3.4	1.2	
NI 27										
Base	1187	1301	1067	1273	1126	1196	802	1074	8233	Understanding of local concerns about anti-social behaviour and crime by the local council and police
Score	23.0	22.9	25.0	23.9	21.5	20.1	23.6	23.8	23.1	
Conf Int (+/-)	3.1	3.2	3.1	2.9	2.9	2.8	2.9*	3.3	1.2	

	Blaby 2008	CBC 2008	HDC 2008	Hinckley 2008	Melton 2008	NW Leics 2008	NW Leics 'tracker' 2010	O&W 2008	LCC 2008	NI Description
NI 37										
Base	1200	1332	1086	1291	1152	1204	837	1096	8371	Awareness of civil protection arrangements in the local area
Score	10.3	11.1	12.5	13.1	13.5	12.4	31.8	12.6	12.1	
Conf Int (+/-)	2.2	2.4	2.4	2.3	2.4	2.3	3.2*	2.6	0.9	
NI 41										
Base	1072	1212	1013	1179	1077	1104	753	983	7639	Perceptions of drunk or rowdy behaviour as a problem
Score	18.4	23.5	17.5	26.2	20.0	26.2	20.5	24.4	22.4	
Conf Int (+/-)	3.0	3.3	2.8	3.1	2.9	3.2	2.9*	3.5	1.2	
NI 42										
Base	887	1047	901	1011	965	928	656	840	6566	Perceptions of drug use or drug dealing as a problem
Score	19.6	25.0	16.7	27.5	22.5	27.7	21.1	25.9	23.9	
Conf Int (+/-)	3.4	3.7	2.9	3.4	3.2	3.5	3.1*	3.9	1.4	
NI 119										
Base	1220	1329	1090	1279	1150	1193	844	1099	8367	Self-reported measure of people's overall health and well-being
Score	81.0	76.5	80.3	79.8	80.6	75.2	72.5	76.6	78.2	
Conf Int (+/-)	2.8	3.2	2.8	2.7	2.8	3.0	3.0*	3.3	1.2	
NI 138										
Base	258	238	237	270	237	242	248	248	1700	Satisfaction of people 65 and over with both home and neighbourhood
Score	86.6	86.7	93.6	83.8	89.4	82.8	87.7	87.6	86.9	
Conf Int (+/-)	5.3	5.9	3.7	5.5	4.8	5.8	4.1*	5.3	2.1	
NI 139										
Base	1204	1326	1089	1285	1145	1209	845	1097	8363	The extent to which older people receive the support they need to live independently at home
Score	29.3	28.1	34.6	29.8	33.3	35.2	29.5	33.4	31.6	
Conf Int (+/-)	3.3	3.4	3.4	3.1	3.3	3.3	3.1*	3.6	1.3	



	Blaby 2008	CBC 2008	HDC 2008	Hinckley 2008	Melton 2008	NW Leics 2008	NW Leics 'tracker' 2010	O&W 2008	LCC 2008	NI Description
NI 140										
Base	1010	1097	917	1053	953	1012	717	945	6977	Fair treatment by local services
Score	77.4	76.9	79.9	73.5	70.0	69.0	74.7	73.7	74.7	
Conf Int (+/-)	3.3	3.5	3.1	3.3	3.5	3.5	3.2*	3.7	1.3	

* Confidence intervals for 2010 'tracking survey' based on randomly selected samples – they do not take account of the survey weighting, which will act to widen the intervals slightly.

Analysis of Weighted Data

- C.8 The 'weighted' data was analysed by NWA using SPSS. Tables were produced (**Appendix 3**) showing 'weighted' percentages (and unweighted counts) for each question, for the overall sample and for the following variables:

Gender: Male and female.

Age Group: 18 to 34 years; 35-54 years; 55-64 years, and 65+ years.

Limiting long-term illness/ disability: 'Yes – self' and 'no'.

Employment: 'Employed (full-time, part-time or self-employed)'; 'not employed'; and 'wholly retired from work'.

Ethnic Group: 'White – British/ Irish/ Other'; and 'BME Groups'.

Children in household: 'Yes' and 'no'.

Tenure: 'Owned/ buying'; and 'rented'.

- C.9 An additional set of tables was produced which showed 'unweighted' percentages, and counts for each question by 'ward', and these are attached as **Appendix 4** to this report. (The ward level results have been shown unweighted due to the small numbers of respondents in each ward; numbers of respondents ranged between 20 in 'Appleby', and 67 in 'Castle Donington').
- C.10 As with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, but we cannot make this assumption in full confidence. Therefore, in line with CLG requirements, all calculations exclude 'missing' data.
- C.11 Figures are 'rounded' to the nearest 0.1% by the computer (SPSS). Due to this 'rounding' process, therefore, in some instances tables of percentages may not add up to 100% (i.e. they may add up to 99.9% or 100.1%). Also, in some instances, due to the rounding process, the reported 'total satisfaction' may not exactly equal 'very satisfied' + 'fairly satisfied', e.g. 'very satisfied' = 2.14% (reported as 2.1%) plus 'fairly satisfied' = 2.14% (reported as 2.1%) gives 'total satisfied' = 2.28% (reported as 2.3%). Similarly this perceived discrepancy could also apply to reported total dissatisfaction or total usage percentages.

C.12 All survey results are subject to a 'margin of error' ('Confidence Interval'): this is based on both the sample number and the proportion of respondents giving a particular response. The table below can be used as a guide to give an indication of the Confidence Intervals (at the 95% Confidence Level) relating to the overall sample and/ or sample sub-groups. These figures are based on the standard confidence intervals used for randomly selected samples, and do not take account of the survey weighting, which may act to widen the intervals slightly.

Observed %	Sample Size					
	100	200	400	600	800	851
	± %	± %	± %	± %	± %	± %
50	9.8	6.9	4.9	4.0	3.5	3.4
40 or 60	9.6	6.8	4.8	3.9	3.4	3.3
30 or 70	9.0	6.4	4.5	3.7	3.2	3.1
20 or 80	7.8	5.5	3.9	3.2	2.8	2.7
10 or 90	5.9	4.2	2.9	2.4	2.1	2.0

REPORT OF FINDINGS

1. LOCAL AREA

1.1 Satisfaction with local area and your home as a place to live

(NI 5 and NI 138)

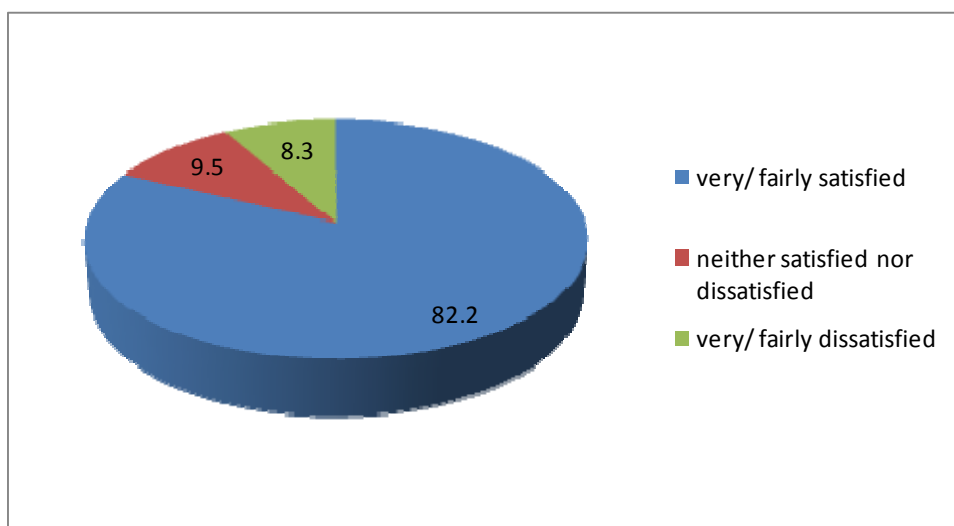
Q.1: 'Overall, how satisfied or dissatisfied are you with your local area as a place to live?'

Q.2: 'And how satisfied or dissatisfied are you with your home as a place to live?'

(Appendix 3 – pages 1 to 4)

- 1.1.1 The large majority (82.2% - NI 5) of all respondents were satisfied with their local area as a place to live, with 27.4% being 'very satisfied' and 54.8% 'fairly satisfied': only 8.3% of respondents were dissatisfied, whilst 9.5% were 'neither satisfied nor dissatisfied'. The National Indicator 5 'tracking score' of 82.2% is not significantly different to the score of 80.3% recorded in 2008.

Satisfaction with local area as a place to live
(Q1: % response – all respondents)



- 1.1.2 Compared to the overall sample, satisfaction with the local area as a place to live was significantly higher among respondents aged 65 years and over (89.8% 'satisfied'). Differences by gender, disability and ethnic group were not significant.
- 1.1.3 The great majority of respondents, (93.5%), were satisfied with their home as a place to live, with over half being 'very satisfied', (53.7%), and 39.8% being 'fairly satisfied'. Only 2.8% were dissatisfied, (2.3% 'fairly' and 0.5% 'very dissatisfied'). Male respondents were more likely than females to express satisfaction with their home as a place to live (95.2% cf. 91.8%).

1.1.4 Compared to the overall sample, the level of satisfaction was significantly lower among the sub-groups of respondents living in 'rented' housing (83.8% 'satisfied') and those not in employment (81.5% 'satisfied'). Differences by age group were not significant.

Satisfaction with your home as a place to live
(Q2: % response – by gender, employment, tenure, and for all respondents)



1.1.5 National Indicator 138 is intended to capture a measure of satisfaction of how older people live their lives at a local level reflecting the effectiveness of policies on housing supply, adaptation and support and those relating to the local area, (environment, crime, transport, facilities etc.) and is calculated from responses from respondents 65 years and over. The indicator is analysed using the questions relating to both satisfaction with the neighbourhood and satisfaction with their home.

1.1.6 As shown in the table below, 87.7% of '65+ year olds' were satisfied with both their neighbourhood and their home. North West Leicestershire District Council NI 138 'tracking score' is therefore 87.7%, which is not significantly different to the 2008 score of 82.8%.

		NI 138 Code: Satisfaction with both home and neighbourhood				Total	
		Very/ fairly satisfied with both home and area		Other valid responses		Unweighted Count	Row %
		Unweighted Count	Row %	Unweighted Count	Row %		
Age group	18 - 34 years	60	75.4%	19	24.6%	79	100.0%
	35 - 54 years	214	80.1%	55	19.9%	269	100.0%
	55 - 64 years	144	79.3%	37	20.7%	181	100.0%
	65+ years	248	87.7%	35	12.3%	283	100.0%
Total		666	80.6%	146	19.4%	812	100.0%

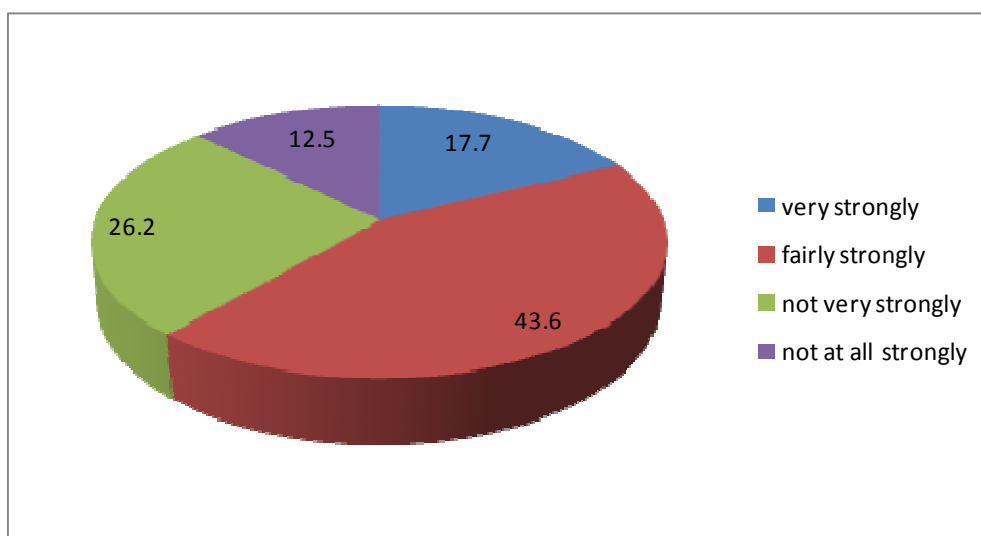
1.2 Sense of Belonging to Immediate Neighbourhood (NI 2)

Q.3: 'How strongly do you feel you belong to your immediate neighbourhood?'

(Appendix 3 – pages 5 and 6)

- 1.2.1 The Government has set out its aim of creating strong and cohesive communities ('thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging'). A sense of belonging to the local neighbourhood has been included as a key indicator of a cohesive society (NI 2: percentage of people who feel that they belong to their neighbourhood).
- 1.2.2 Overall, 61.3% of respondents (excluding 'don't know' responses) said that they feel that they belong to their neighbourhood either 'very strongly' (17.7%), or 'fairly strongly' (43.6%). In 2008, a similar percentage of respondents, 59.9% (NI 2), said that they felt a very or fairly strong sense of belonging.

How strongly do you feel you belong to your neighbourhood?
(Q3: % response – excluding 'don't know' responses)



- 1.2.3 'Age' also seems to be a factor in relation to having 'a strong sense of belonging', with this rising from 51.9% among those aged 18 to 34 years, up to 80.8% among those aged 65 years and over. (Differences by gender and ethnic group were not significant).

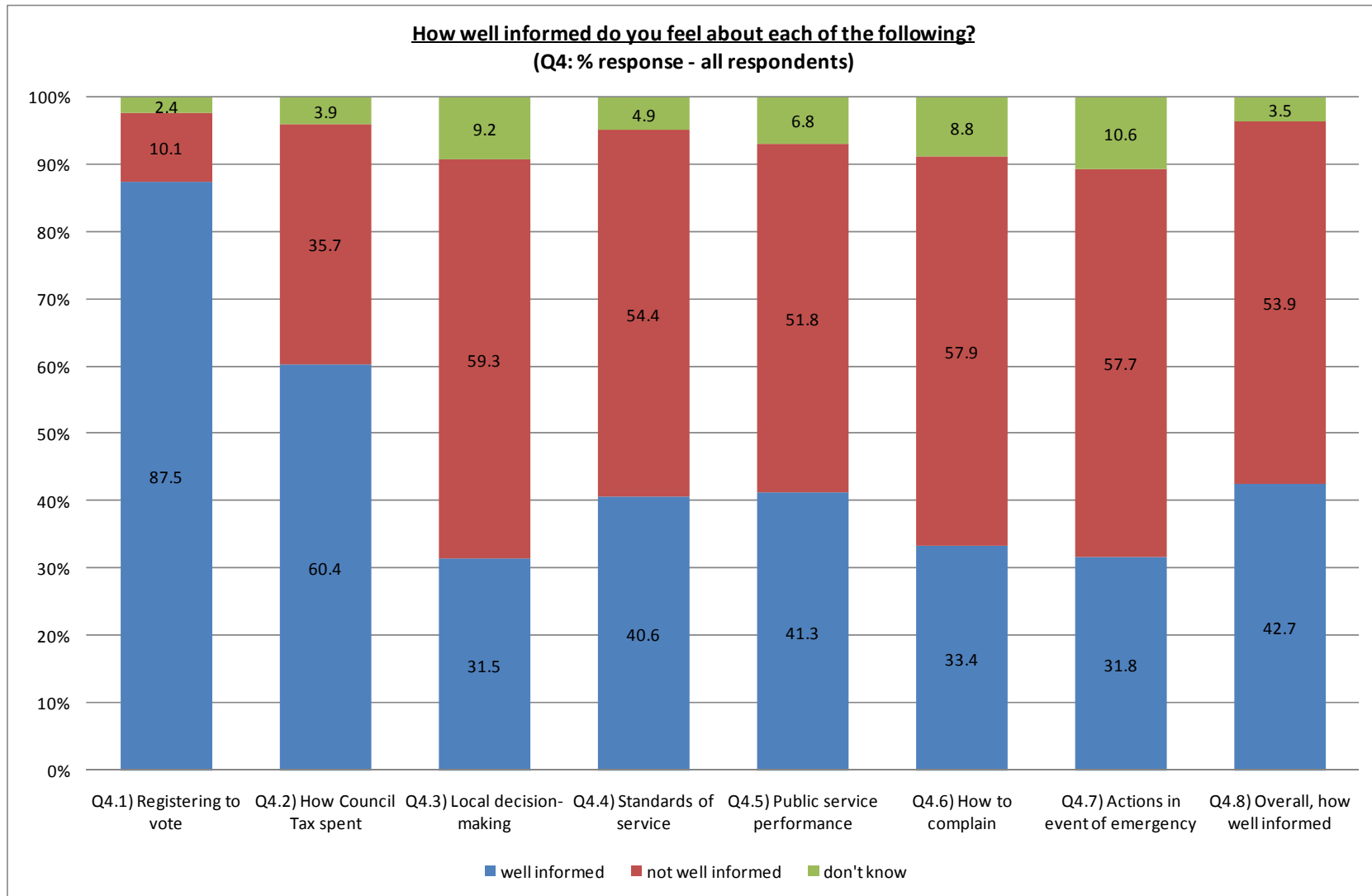
2. INFORMATION ABOUT KEY ISSUES

How well informed

Q.4. 'How well informed do you feel about each of the following?'

(Appendix 3 – pages 7 to 14)

- 2.1 Respondents were asked how well informed they felt they were about eight issues on a scale of 'very well', 'fairly well', 'not very well' and 'not well informed at all'. Respondents could also give a 'don't know' response. (Please refer to chart overleaf).
- 2.2 The great majority (87.5%) of all respondents said that they were either 'very well informed' (51.7%), or 'fairly well informed' (35.8%), about how and where to register to vote, whilst three-in-five (60.4%) said that they were either 'very well' (15.8%) or 'fairly well informed' (44.6%) about how their council tax is spent.
- 2.3 However, less than a third (31.5%) of all respondents felt that they were either 'very well', (5.5%), or 'fairly well informed', (26.0%), about how they could get involved in local decision-making. Rather more respondents, (59.3%), said that they were not well informed (39.1% 'not very well informed' + 20.2% 'not well informed at all').
- 2.4 Respondents were asked how well informed they felt about public services in respect of standards of services, how well they are performing, and how to complain. For each of these issues more than half of all respondents felt not well informed. 54.4% felt not well informed about the standard of service they can expect, 51.8% on how local public services are performing, and 57.9% on how to complain about public services.
- 2.5 National Indicator 37 tests awareness of civil protection arrangements in the local area. The indicator is designed to measure the impact of local agencies' arrangements for communicating/ educating citizens regarding civil protection matters by measuring how informed they feel, by local agencies, about what they should do in the event of a large scale emergency in their local area.
- 2.6 Response to the question (Q4.7) showed that 5.7% of respondents felt 'very well informed' and 26.1% 'fairly well informed', giving a NI 37 'tracking score' of 31.8%. This is a substantial increase of 19.4% over the 2008 NI 37 score. Possibly, the increase in the NI 37 score is related to the recent outbreak of 'swine flu' and corresponding increase in information put out by health authorities about how to tackle the outbreak. However, over half (57.7%) of respondents still do not feel well informed about what to do in the event of a large-scale emergency: 'not very well informed' – 31.2%, and 'not well informed at all' – 26.5%. (10.6% gave 'don't know' responses).



- 2.7 Over two-in-five (42.7%) of all respondents said that overall they feel well informed about local public services (4.5% 'very well informed' + 38.2% 'fairly well informed'). However, over half (53.9%) of respondents do not feel well informed (37.3% 'not very well informed' + 16.6% 'not well informed at all') and 3.5% gave 'don't know' responses.

3. LOCAL DECISION-MAKING

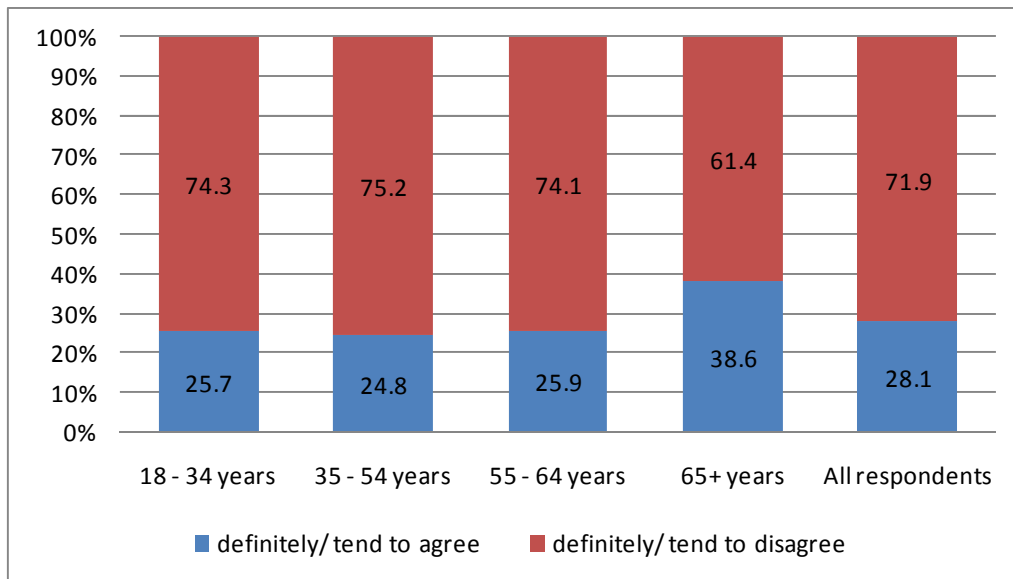
Influencing Decisions (NI 4)

Q.5: 'Do you agree or disagree that you can influence decisions affecting your local area?'

(Appendix 3 – pages 15 and 16)

- 3.1 The Government aims to build communities where individuals are empowered to make a difference, both to their own lives and to the area in which they live. A key indicator of community empowerment is the extent to which people feel able to influence decisions affecting their local area.
- 3.2 Respondents were reminded that, as with previous questions, their local area should be considered as the area within 15 to 20 minutes walking distance from their home and were asked whether they agreed or disagreed that they could influence decisions affecting their local area. The National Indicator (NI 4) relies on respondents agreeing ('definitely agree' + 'tend to agree') to this.
- 3.3 Over a quarter (28.1%) of respondents agreed that they could influence decisions (4.4% 'definitely agree' and 23.6% 'tend to agree'); whereas 71.9% disagreed, (44.1% 'tend to disagree', 27.8% 'definitely disagree'). (NB. 'Don't know' responses excluded from the percentage calculations). These results are not significantly different to those reported in 2008, when 24.8% agreed and 75.2% disagreed they could influence decisions affecting their local area.
- 3.4 Note that compared to the overall sample, respondents aged 65+ years (38.6% 'agree') were more likely to agree that they could influence decisions affecting their local area. (Differences by gender, ethnicity and disability were not significant).

NI 4: Influencing Decision-Making
(Q5: % response – by age group and for all respondents, excl. 'don't know' responses)



4. HELPING OUT

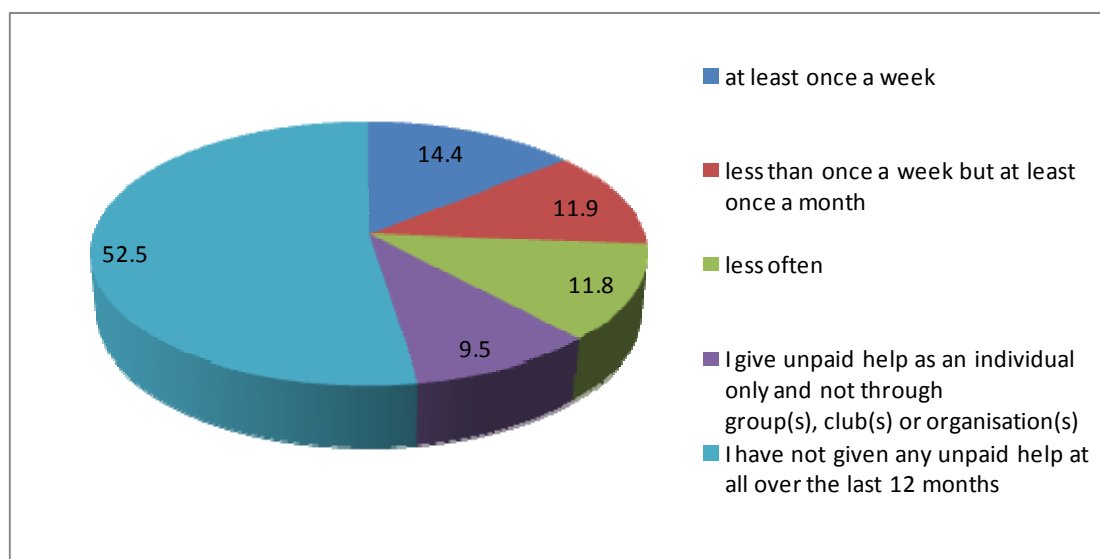
Unpaid Help

Q.6: 'Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisations(s)?'

(Appendix 3 – page 17)

- 4.1 The Place Survey manual states that high levels of volunteering are one sign of a strong, active community, and that volunteers are vital in supporting the range of activities undertaken by third sector organisations and within the public services. It further states that local government has an important role to play in creating a culture in which individuals are able to contribute to their communities by volunteering.
- 4.2 Regular volunteering is defined as taking part in formal volunteering at least once a month. The National Indicator (NI 6) is based on the number of respondents who give unpaid help through groups, organisations and clubs which support social, environmental, cultural or sporting objectives at least once a month.
- 4.3 When the 'don't know' responses are excluded from the analysis, it is found that 26.3% of respondents have, during the last 12 months, volunteered 'at least once a week' (14.4%) or 'less than once a week, but at least once a month' (11.9%). The NI 6 'tracking score' for North West Leicestershire is therefore 26.3%, which is similar to the 2008 score of 23.6%.

Given Unpaid Help in last 12 months
(Q6: % response - all respondents, excl. 'don't know' responses)



5. GETTING INVOLVED

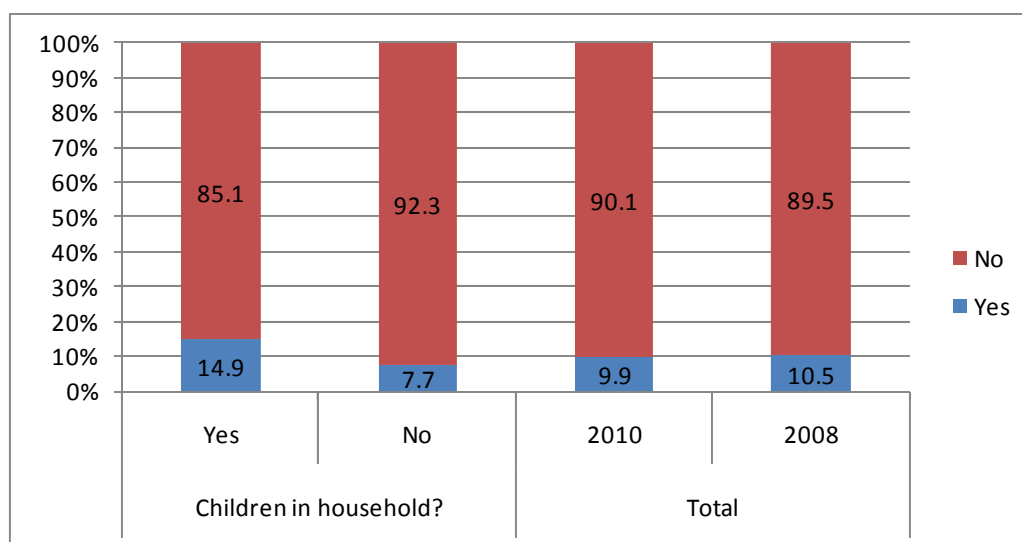
Activities Involved In

Q.7: 'In the last 12 months have you..... ?'

(Appendix 3 – pages 18 to 25)

- 5.1 National Indicator 3 relates to civic participation, one of the principal means by which individuals exercise their empowerment for the benefit of the locality. The question relating to the indicator seeks the percentage of residents who have taken part in groups that make decisions affecting their local area.

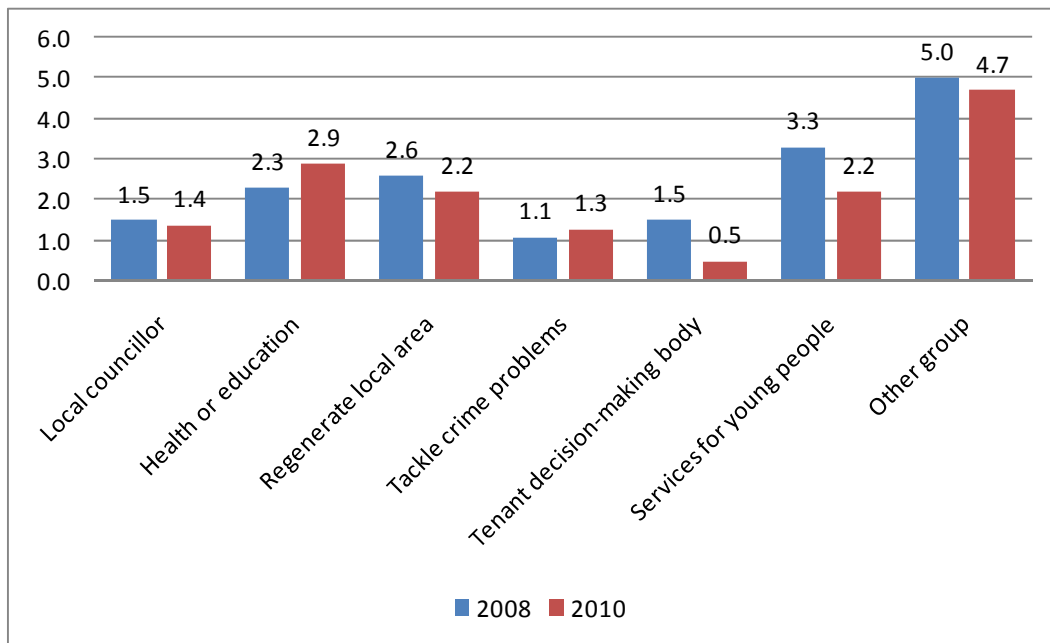
Getting Involved – NI 3
(Q7: % response - all respondents)



- 5.2 One-in-ten (9.9%) of all respondents said that they had, in the last 12 months, been a member of one or more of the listed decision-making groups. This result is very similar to the 2008 NI 3 score of 10.5%.
- 5.3 Compared to the overall sample, respondents with one or more children (aged 17 years or under) in their household (14.9% 'yes') were more likely to indicate membership of at least one of the listed decision-making groups in the last 12 months. Differences among the other sample sub-groups in this respect were not statistically significant.

5.4 Respondents were most likely to have been a member of a ‘group making decisions on local health or education services’ in the last 12 months (2.9%), whilst 2.2% had been a member of a ‘decision-making group set up to regenerate the local area’; and 2.2% had been a member of a ‘group making decisions on local services for young people’. Fewer respondents had been a member of a ‘decision-making group set up to tackle local crime problems’ (1.3%) or had been a ‘local councillor (for the local authority, town or parish)’ (1.4%). One in twenty (4.7%) of respondents said that they had been a member of another (unspecified) group making decisions on services in the local community in the last 12 months. These are similar results to those recorded in the 2008 survey, except that fewer respondents said they had ‘been a member of a tenants’ group decision-making committee’ (0.5%) than in 2008 (1.5%).

Getting Involved – NI 3
(Q7: % response - all respondents)



6. RESPECT AND CONSIDERATION

6.1 Parents taking responsibility for behaviour of children

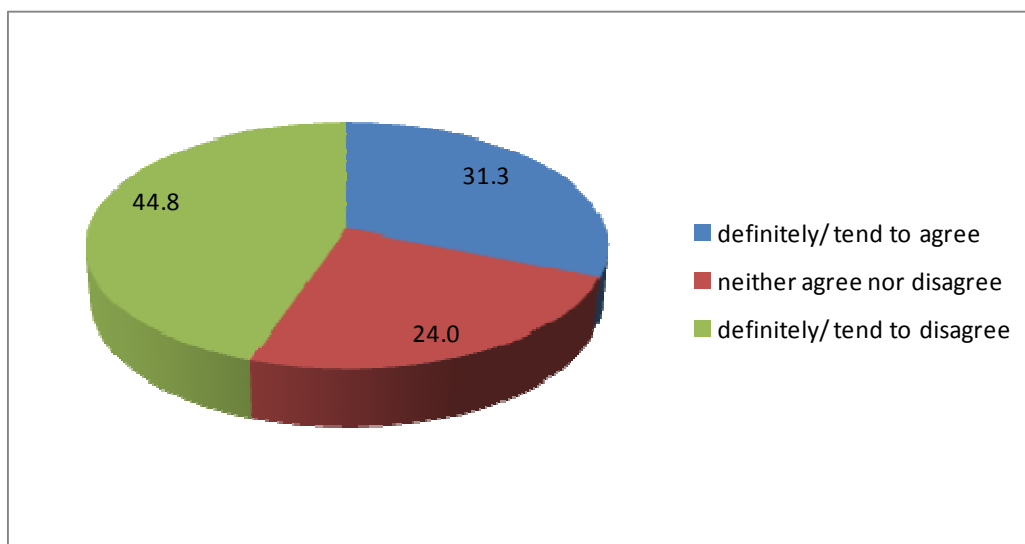
Q.8: 'To what extent do you agree or disagree that in your local area parents take enough responsibility for the behaviour of their children?'

(Appendix 3 – pages 26 and 27)

- 6.1.1 National Indicator 22 is defined as the percentage of people who agree that in their local area parents take enough responsibility for the behaviour of their children (excluding 'don't know' responses). The NI 22 'tracking score' for North West Leicestershire is 31.3%, which represents a significant increase of 5.5% over the 2008 score of 25.8%.

NI 22: Parents Take Enough Responsibility?

(Q8: % response – all respondents, 'don't know' responses excluded)



- 6.1.2 Overall, just under a third (31.3%) of those who gave an opinion agreed that in their local area parents take enough responsibility for the behaviour of their children. However, the major group of respondents (44.8%) disagreed, and 24.0% gave 'neither agree nor disagree' responses.
- 6.1.3 Compared to the overall sample, respondents occupying 'rented' accommodation (20.7% 'agree') were less likely to express agreement in respect of parents taking enough responsibility, whilst (despite the small number of respondents involved) respondents belonging to 'BME Groups' (62.4% 'agree', 9 out of 14 respondents) were more likely to express agreement.

6.2 Area where people get on well together

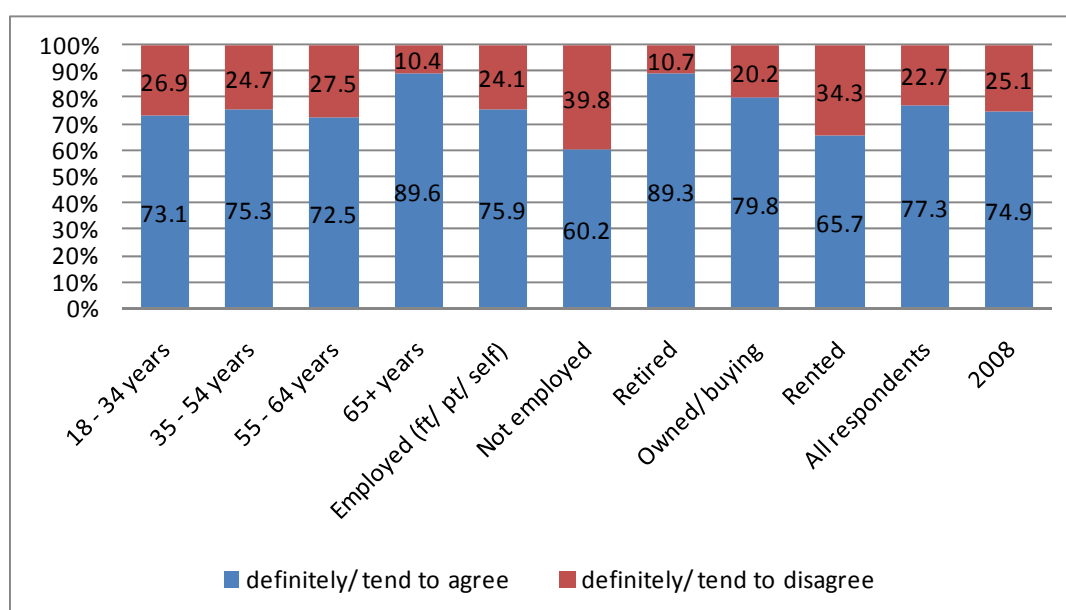
Q.9: 'To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?'

(Appendix 3 – pages 28 and 29)

6.2.1 National Indicator 1 is based on the percentage of people who believe people from different backgrounds get on well together in their local area. The question is asked on an agree/disagree scale with the indicator excluding the responses of 'don't know', 'too few people in the local area' and 'all the same background'.

NI 1: People from different backgrounds get on well together

(Q9: % response – by age, employment, tenure and overall, excluding 'don't know'/'too few'/'all same background' responses)



6.2.2 In total, 77.3% of respondents agreed that people from different backgrounds get on well together in their local area (7.7% 'definitely agree' and 69.6% 'tend to agree'); whilst 22.7% disagreed (16.6% 'tend to disagree' and 6.1% 'definitely disagree'). The level of agreement is similar to the figure of 74.9% recorded in the 2008 survey.

6.2.3 Respondents aged 65 years and over (89.6% 'agree') were more likely to express agreement compared to the overall sample, whilst those not in employment (60.2% 'agree') and those living in 'rented' housing (65.7% 'agree') were less likely to agree. (Differences by ethnic group were not statistically significant).

6.3 Treating each other with respect and consideration

Q.10: 'In your local area how much of a problem do you think there is with people not treating each other with respect and consideration?'

(Appendix 3 – pages 30 and 31)

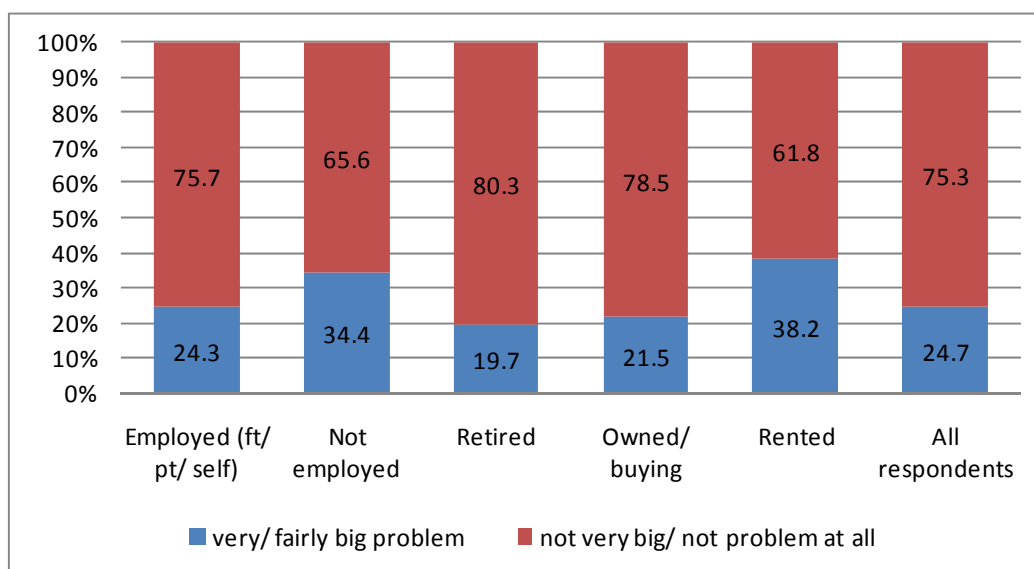
6.3.1 National Indicator 23 is defined as the percentage of people who perceive people not treating one another with respect and consideration to be a 'big' problem in their local area, with response codes of 'a very big problem', 'a fairly big problem', 'not a very big problem', and 'not a problem at all' ('don't know/ no opinion' responses are excluded).

6.3.2 In total, excluding 'don't know' responses, a quarter (24.7%) of respondents thought that people not treating each other with respect and consideration is a 'big' problem: 6.3% 'a very big problem' and 18.4% a 'fairly big problem'. However, over half (56.3%) of respondents felt that this issue was 'not a very big problem' and 19.0% said it is 'not a problem at all'. The NI 23 'tracking score' of 24.7% is not significantly different to the 2008 score of 27.0%.

6.3.3 The opinion that people not treating one another with respect and consideration is a 'big' problem in their area rose to 34.4% among those respondents not in employment, and to 38.2% among those living in 'rented' housing. (Differences by gender and age group were not significant).

NI 23: People not treating one another with respect and consideration

(Q10: % response – by employment status, tenure and for all respondents, excluding 'don't know' responses)



6.4 Public services – treating with respect and consideration

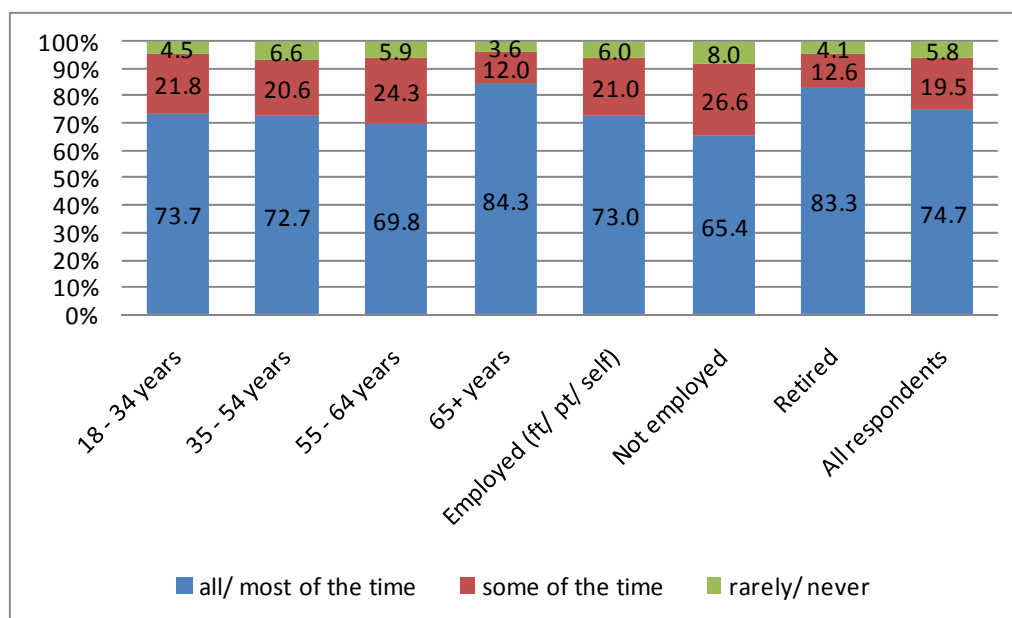
Q.11: 'In the last year would you say that you have been treated with respect and consideration by your local public services?'

(Appendix 3 – pages 32 and 33)

- 6.4.1 National Indicator 140 is determined by the response to the question 'in the last year would you say that you have been treated with respect and consideration by your local public services?' The indicator relies on the total number of respondents who report that they are 'fairly treated' 'all' or 'most of the time', (excluding 'don't know' responses).
- 6.4.2 Three-quarters (74.7%) of respondents said that they had been treated with respect and consideration by their local public services 'all' (22.5%) or 'most of the time' (52.2%). Compared to the 2008 result of 69.0% there has been a significant rise of 5.7%.
- 6.4.3 The percentage of respondents who said they had been treated with respect and consideration by their local public services rose to 84.3% among '65+ year olds', and reduced to 65.4% among those who are 'not employed'.

NI 140: Treated with respect and consideration by local public services

(Q11: % response – by age, employment and for all respondents, excluding 'don't know' responses)



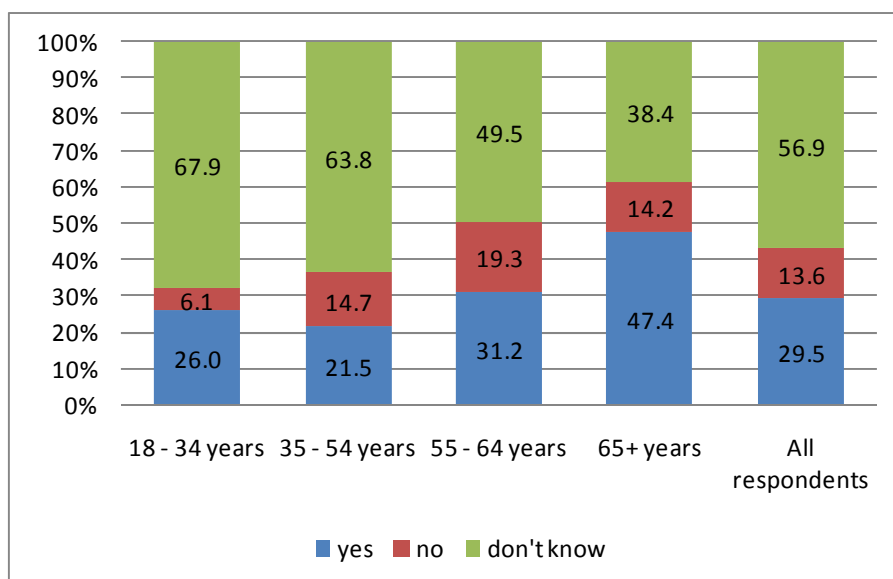
6.5 Older people's access to services to remain in their home

Q.12: 'In your opinion are older people in your local area able to get the services they need to continue to live at home for as long as they want to?'

(Appendix 3 – page 34)

- 6.5.1 National Indicator 139 is defined by the proportion of the population expressing an opinion that older people locally receive the support they need to live independently at home as long as possible.
- 6.5.2 Three-in-ten (29.5%) of all respondents felt that older people are able to get the services and support they need to continue to live at home for as long as possible. Compared to the 2008 NI 139 score of 35.2% there has been a significant fall of 5.7%.
- 6.5.3 The proportion of respondents who feel that older people locally receive the services and support they need increased to 47.4% among those aged 65 years and over; whilst the percentage who did not hold this opinion (i.e. said 'no') was highest among 55 to 64 year olds (19.3% 'no').

NI 139: Are older people in your local area able to get the services they need to continue to live at home for as long as they want to?
(Q12: % response – by age group and for all respondents)



7. COMMUNITY SAFETY

7.1 Anti-Social Behaviour Problems in local area (NI 17, NI 41 and NI 42)

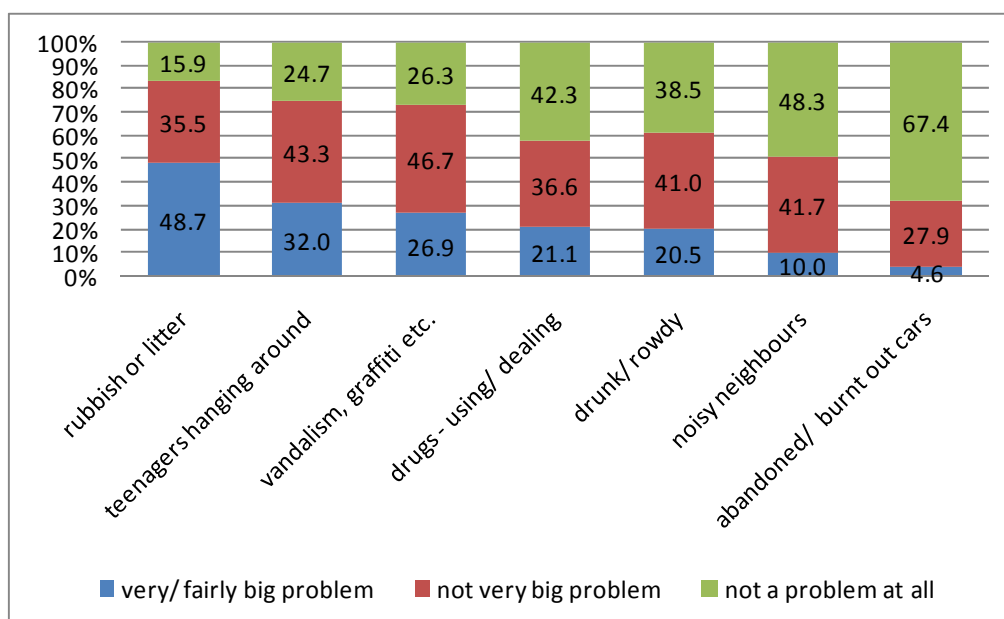
Q.13: 'Thinking about this local area, how much of a problem do you think each of the following are?'

(Appendix 3 – pages 35 to 42)

- 7.1.1 Three National Indicators include issues relating to anti-social behaviour – NI 17, NI 41 and NI 42. NI 17 is defined as the percentage of respondents with a high level of perceived anti-social behaviour: it combines the responses to questions which ask how much of a problem seven types of anti-social behaviour are in the respondent's local area. Respondents who are defined as perceiving a high level of anti-social behaviour are those who achieve scores of 11+ when scores are assigned to the responses as follows: 'very big problem' = 3, 'fairly big problem' = 2, and 'not a very big problem' = 1.
- 7.1.2 Of the seven types of anti-social behaviour listed, 'rubbish or litter lying around' is perceived as the greatest problem, referred to as a 'very' or 'fairly big problem' by nearly half (48.7%) of respondents. 'Teenagers hanging around the streets' (32.0%) was perceived as the second biggest problem, followed by 'vandalism, graffiti and other deliberate damage to property or vehicles' (26.9%), 'people using or dealing drugs' (21.1%), and 'people being drunk or rowdy in public places' (20.5%). Fewer respondents felt that 'noisy neighbours and loud parties' (10.0%) were a 'big problem' in their local area, and only 4.6% referred to 'abandoned or burnt out cars' as a 'big problem'. (NB. 'no opinion' responses excluded from the percentage calculations).

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

(Q13: % response – excluding 'no opinion' responses)

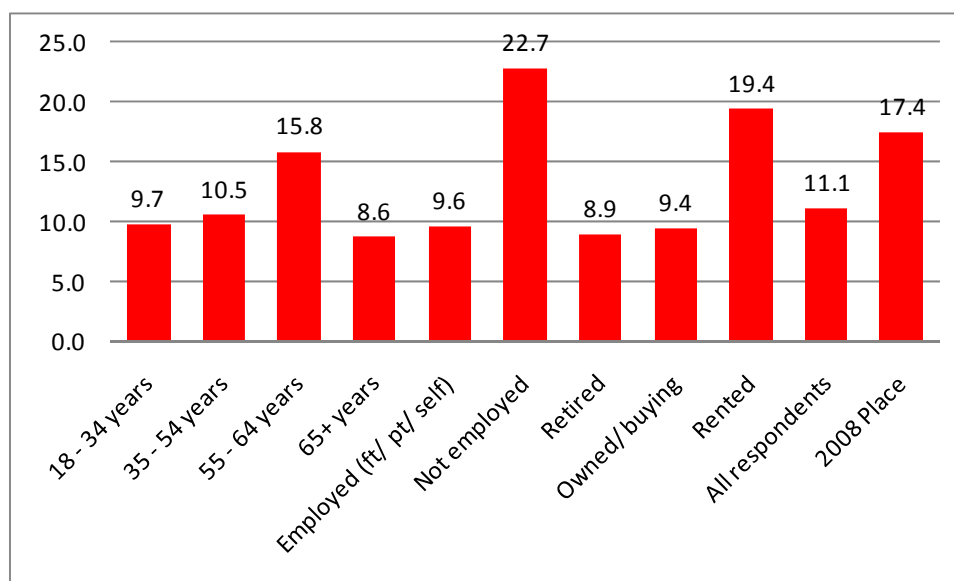


7.1.3 Comparative figures from the 2008 survey are shown in the following table. There have been statistically significant falls in the percentage of respondents who view 'teenagers hanging around the streets' (- 11.3%); 'people using or dealing drugs' (- 6.6%); and 'people being drunk or rowdy in public places' as a 'big' problem in their local area. However, the percentage who consider 'rubbish or litter lying around' to be a 'big' problem has risen by 8.2% from the figure of 40.5% recorded in 2008.

	2010 Place Tracker – % 'very/ fairly big problem' response	2008 Place Survey – % 'very/ fairly big problem' response	Difference: '10 – '08 (%)
noisy neighbours	10.0	11.2	-1.2
teenagers hanging around	32.0	43.3	-11.3
rubbish or litter	48.7	40.5	8.2
vandalism, graffiti etc.	26.9	29.3	-2.4
drugs - using/ dealing	21.1	27.7	-6.6
drunk/ rowdy	20.5	26.2	-5.7
abandoned/ burnt out cars	4.6	6.5	-1.9

7.1.4 Overall, 11.1% of respondents in the North West Leicestershire District Council area perceive there to be high levels of anti-social behaviour (as defined by the CLG for National Indicator 17). Compared to the 2008 NI 17 score of 17.4% there has been a statistically significant fall of 6.3% in those who perceive high levels of anti-social behaviour. The perception of high levels of anti-social behaviour is most prevalent among respondents aged 55 to 64 years (15.8% 'yes'), those not in employment (22.7% 'yes') and those living in 'rented' housing (19.4% 'yes'). (Differences by gender, disability, and ethnicity were not significant).

NI 17: Perceive high levels of Anti-Social Behaviour (11+ Score)
(Q13: % 'yes' response – by age, employment, tenure and overall)



7.1.5 National Indicator 41 is based on the percentage of people who feel that people being drunk or rowdy in public places is a big problem in their local area, (excluding 'no opinion' responses). One-in-five (20.5%) of respondents considered that this is either a 'very big' (4.0%) or a 'fairly big problem' (16.5%), rising to 31.4% of those not in employment and 29.6% of those living in 'rented' housing. The NI 41 'tracking score' of 20.5% is significantly lower than the 2008 score of 26.2%.

7.1.6 National Indicator 42 relates to the perception of people using or dealing drugs being a 'very big' or 'fairly big' problem (again excluding those who gave 'no opinion' responses). Whilst overall 21.1% of respondents considered this to be a 'very' or 'fairly big problem', this rose to over a quarter of those aged 55 to 64 years (27.3%), and those living in 'rented' housing (27.2%), and to 33.5% of those not in employment. The NI 42 'tracking score' of 21.1% is significantly lower than the 2008 score of 27.7%.

7.2 Success in seeking views/dealing with anti-social behaviour/crime

Q.14: 'How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?'

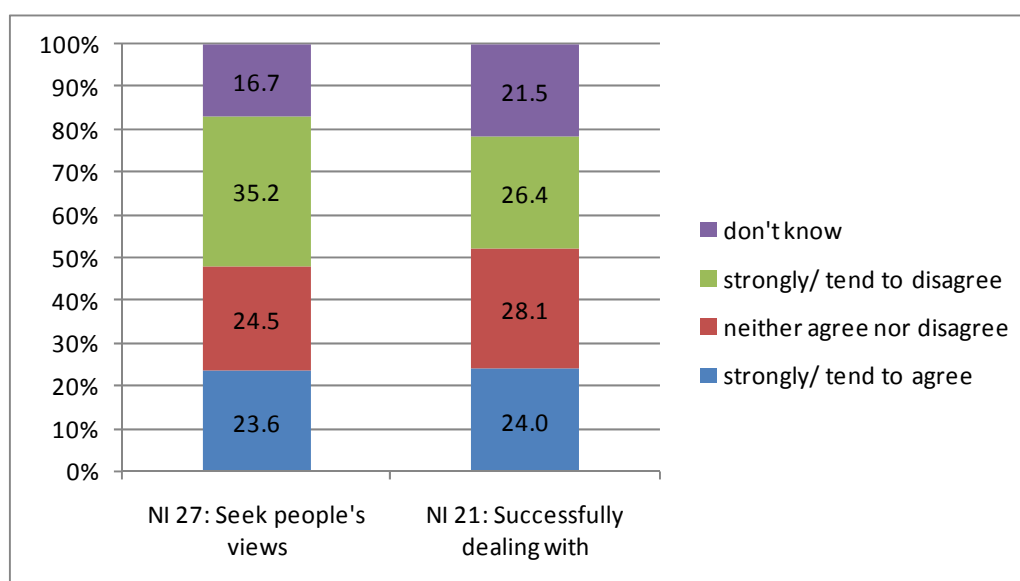
Q.15: 'And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?'

(Appendix 3 – pages 43 to 46)

7.2.1 National Indicator 27 is about partnership working with local agencies and measures confidence in local agencies to seek views on anti-social behaviour and crime. Respondents are told that it is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in the local area. They are asked the extent to which they agree or disagree that the police and local council seek people's views about the crime and anti-social behaviour issues that matter in the area.

7.2.2 The National Indicator (NI 27) 'tracking score' in respect of the police and other local public services seeking people's views about crime and anti-social behaviour issues in the local area is 23.6% (4.9% 'strongly agree' + 18.7% 'tend to agree'). 35.2% of respondents 'disagreed' that the police/ local public services seek people's views about these issues in the local area, whilst 41.2% gave 'neither agree nor disagree' (24.5%) or 'don't know' (16.7%) responses. The NI 27 'tracking score' of 23.6% is similar to the 2008 score of 20.1%.

Seeking People's Views about (NI 27) and Successfully Dealing with (NI 21) Crime and Anti-Social Behaviour
(Q14/15: % response - all respondents)



- 7.2.3 The level of agreement that the police/ local public services seek people's views on these issues tended to increase with age, from 18.9% 'agree' among 18 to 34 year olds, to 29.3% among those aged 65+ years. (Differences by gender, disability, and ethnicity were not significant).
- 7.2.4 The question relating to National Indicator 21 asks how much respondents would agree or disagree that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in their local area.
- 7.2.5 Nearly a quarter (24.0%) of all respondents agreed that police and other local services are successfully dealing with crime and anti-social behaviour issues in their local area: 3.1% 'strongly agree' and 21.0% 'tend to agree'. Slightly more respondents (26.4%) disagreed that the police/ local public services are successfully dealing with these issues in their area, whilst a half (49.6%) gave 'neither agree nor disagree' (28.1%) or 'don't know' (21.5%) responses. The NI 21 'tracking score' of 24.0% is very similar to the 2008 result of 24.9%.
- 7.2.6 Compared to the overall sample, the level of agreement was significantly higher among respondents aged 65 years and over (29.5% 'agree'); whilst on the other hand, the level of disagreement was significantly higher among male respondents (31.1% 'disagree') and those not in employment (35.1% 'disagree').

8. COALVILLE TOWN CENTRE

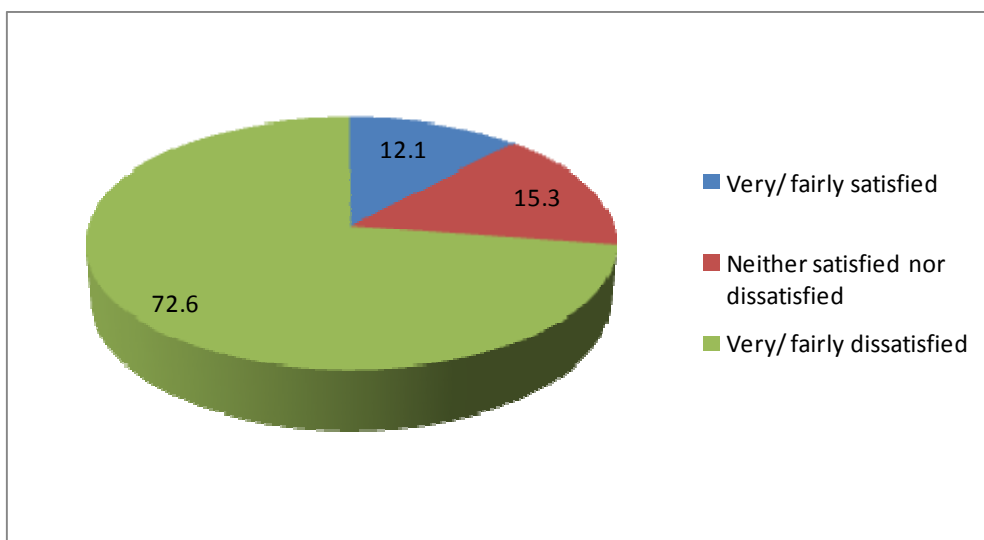
Q.16: 'Overall, how satisfied or dissatisfied are you with Coalville town centre?'

Q.17: 'Do you think Coalville town centre has changed over the past 5 years?'

(Appendix 3 – pages 47 to 50)

- 8.1 Overall, fewer than one-in-ten (9.2%) of all respondents expressed satisfaction with Coalville town centre (2.1% 'very satisfied' + 7.1% 'fairly satisfied'), whilst 11.6% were 'neither satisfied nor dissatisfied' and over half (54.8%) expressed dissatisfaction (29.0% 'very dissatisfied' + 25.8% 'fairly dissatisfied'). A quarter (24.5%) of all respondents gave 'don't know/ no opinion' responses.
- 8.2 Excluding 'don't know/ no opinion' responses from the analysis shows that nearly three-quarters (72.6%) of respondents are 'very' or 'fairly' dissatisfied with Coalville town centre; only 12.1% expressed satisfaction and 15.3% gave 'neither satisfied not dissatisfied' responses.

Overall, how satisfied or dissatisfied are you with Coalville town centre?
(Q16: % response – excluding 'don't know/ no opinion responses')

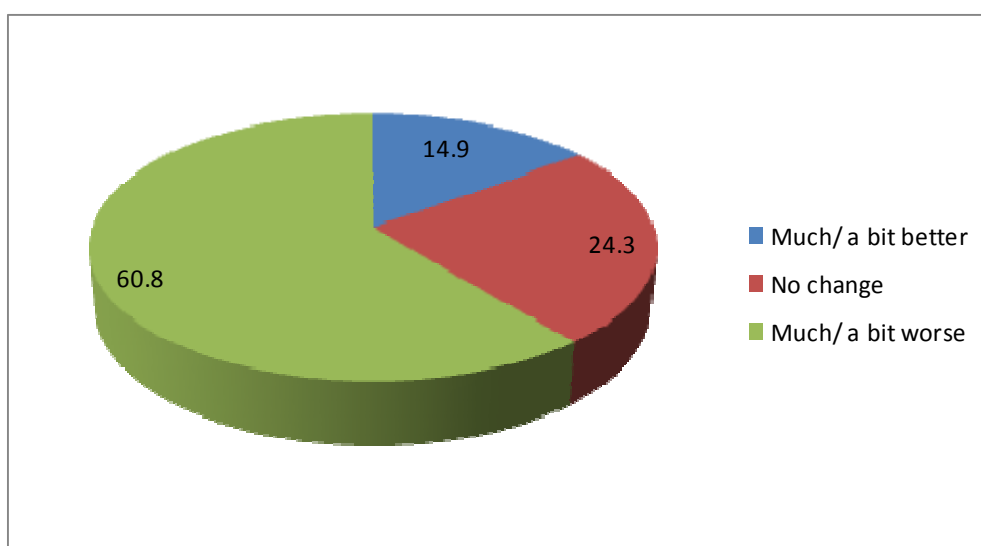


- 8.3 Note that considering the 'unweighted' ward-level results (excluding 'don't know/ no opinion' responses), 18.8% of respondents living in 'Coalville' expressed overall satisfaction (six out of 32 respondents), and 65.6% (21 respondents) expressed dissatisfaction with Coalville town centre.

8.4 When asked if they think Coalville town centre has changed over the last five years, the major group of respondents (42.6%) said that they think it has got worse: 18.3% 'a bit worse' and 24.3% 'much worse'. Only one-in-ten (10.4%) of all respondents think that Coalville town centre has got better at all over the last five years (1.3% 'much better' and 9.1% 'a bit better'), whilst 17.0% said there has been 'no change', and 29.9% gave 'don't know/ no opinion' responses.

8.5 Excluding 'don't know/ no opinion' responses from the analysis, it is found that three-in-five (60.8%) of those who expressed an opinion think that Coalville town centre has got worse during the last five years, compared to only 14.9% who think it has got better. (24.3% said there has been 'no change').

Do you think Coalville town centre has changed over the past five years?
(Q17: % response – excluding 'don't know/ no opinion responses')



8.6 Considering again the 'unweighted' ward-level results (excluding 'don't know/ no opinion' responses), only 6.3% of respondents living in 'Coalville' think that Coalville town centre has got at all better over the past five years (two out of 32 respondents), whilst 62.5% (20 respondents) think it has got worse.

9. OVERALL HEALTH AND WELL-BEING

Q.20: 'How is your health in general? Would you say it is...'
(Appendix 3 – pages 53 and 54)

- 9.1 National Indicator 119 'self-reported measure of people's overall health and well-being' is based on the percentage of respondents who give 'very good' or 'good' responses to the question 'How is your health in general? Would you say it is very good, good, fair, bad or very bad?' This metric is required to assess progress on improvements in health and well-being, and the indicator is based on the rationale that the local population is best placed to assess whether their health and well-being are improving.
- 9.2 Nearly three-quarters (72.5%) of all respondents felt that their health in general is 'very good' (32.8%) or 'good' (39.7%), and 22.6% reported this to be 'fair'. As might be expected, the percentage of those who reported 'very good or good health' fell sharply with age, from 84.4% among 18 to 34 year olds, to only 49.0% among '65+ year olds'. The NI 119 'tracking score' of 72.5% is not significantly different to the score of 75.2% recorded in 2008.
- 9.3 Only 4.9% of all respondents reported their general health to be 'bad' (4.2%) or 'very bad' (0.7%). 'Bad' or 'very bad' responses were highest among those respondents 'not employed' (17.7%), and those with a limiting long-standing illness or disability (22.0%).

NI 119: How is your health in general?

(% response – all respondents)

