

AGENDA ITEM: 8

## OVERVIEW AND SCRUTINY BOARD

22 SEPTEMBER 2009

### COUNCIL PERFORMANCE: QUARTER ONE 2009/2010

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#### PURPOSE OF REPORT

1. To provide an overview of the Council's performance at Quarter One 2009/2010 and to identify potential issues and implications for the Overview and Scrutiny Work Programme.

#### BACKGROUND

2. The 2009/2010 Strategic Plan sets out the Council's key performance targets (including the key improvement priorities for Middlesbrough identified in the Local Area Agreement 2008-2011) and the actions it plans to take during the year to contribute to the achievement of these targets.
3. This report summarises the Council's performance against its key targets and planned improvement actions at the end of Quarter One 2009/2010. Full details of progress are supplied in the full Quarter One 2009/2010 performance report (available in the Members' library) for further consideration where required, with the thematic summary tables below signposting to additional information on key issues provided in the full report.

#### OVERVIEW OF PERFORMANCE

##### Progress against Middlesbrough's Local Area Agreement 2008-2011

4. Middlesbrough's Local Area Agreement (LAA) 2008-2011 comprises 35 designated targets, ten statutory targets relating to attainment (from the National Indicator Set) and a number of locally-determined measures relating to priority areas. At Quarter One 2009/2010, performance information was available for 95% of indicators. Targets are not set for 30% of indicators, where baselines or reliable trends are not currently

available. Of those indicators where performance could be measured against target, 44% were on target at Quarter One 2009/2010.

Table 1: Performance against the LAA at Quarter One 2009/2010

Theme	Total	On target	Not on target	Not yet known	Target not set
Creating Stronger Communities	4	0	0	0	4
Creating Safer Communities	8	3	3	0	2
Supporting Children and Young People	20	3	13	3	1
Promoting Adult Health and Well-Being	12	5	3	0	4
Enhancing the Local Economy	10	1	3	0	6
Securing Environmental Sustainability	6	5	0	0	1
<b>Overall total*</b>	<b>60</b>	<b>17 (28%)</b>	<b>22 (37%)</b>	<b>3 (5%)</b>	<b>18 (30%)</b>
<b>Total (performance against target)</b>	<b>39</b>	<b>17 (44%)</b>	<b>22 (56%)</b>		

\* Excludes MAA indicators for corporate reporting.

5. The main under-performing theme is 'Supporting Children and Young People', where the majority of indicators relating to educational attainment, whilst (in general) improving year-on-year, are not performing to target. Provisional attainment results for academic year 2008/2009 are released in August and will be discussed in detail in the Quarter Two report. Performance against a number of safeguarding NIs remains off target, due largely to difficulties in processing the increased volume of referrals resulting from national pressures.
6. Many indicators within the LAA relate to economic issues, and the current global financial situation continues to impact on related indicators, and the overall performance of the LAA, as data becomes available. Indicators relating to the provision of new housing in the town have been most obviously affected so far. It is estimated that the recession will impact negatively on around one fifth of National Indicators.
7. Many of the Council's actions will contribute to the LAA targets, but in the longer term, so the impact is not yet reflected in current performance, particularly where there is a lag in the publication of data. Work has been undertaken in the development of the 2009/2010 Strategic Plan to ensure that the actions taken by the Council to contribute to LAA targets are both plausible and specific about the time frame for impact.

### Progress against the National Indicator Set and local targets

8. In terms of the Council's performance against all performance indicators, the position is more positive. At Quarter One 2009/2010, performance information was available for 95% of indicators. Targets are not set for 39% of indicators, where baselines or reliable trends are not currently available. Of those indicators where performance could be measured against target, 55% were on target at Quarter One 2009/2010.

Table 2: Performance against all indicators at Quarter One 2009/2010

Theme	Total	On target	Not on target	Not yet known	Target not set
Creating Stronger Communities	11	0	0	0	11
Creating Safer Communities	25	6	4	2	13
Supporting Children and Young People	77	21	30	7	19
Promoting Adult Health and Well-Being	33	13	8	0	12
Enhancing the Local Economy	45	13	8	1	23
Securing Environmental Sustainability	19	10	1	0	8
Fit for Purpose	22	10	8	0	4
<b>Overall total*</b>	<b>232</b>	<b>73 (31%)</b>	<b>59 (25%)</b>	<b>10 (5%)</b>	<b>90 (39%)</b>
<b>Total (performance against target)</b>	<b>132</b>	<b>73 (55%)</b>	<b>59 (45%)</b>		

### Progress against planned actions Quarter One 2009/2010

9. In the 2009/2010 Strategic Plan, the Council identifies 230 actions to progress its contribution to the achievement of the Sustainable Community Strategy themes and strategic priorities.
10. A high level of performance was evident at Quarter One, with 28 (12%) actions completed and 183 (80%) on target – 92% completed or on target in total. This compares with the overall achievement rate for actions in 2008/2009 of 86%. 11 actions were not on target, and these are covered in the thematic section below.

Table 3: Performance against the planned actions at Quarter One 2009/2010

Theme	Total	Completed	On target	Not on target	Not yet due to start
Creating Stronger Communities	13	5	7	1	0
Creating Safer Communities	25	0	23	2	0
Supporting Children and Young People	49	7	37	1	4
Promoting Adult Health and Well-Being	43	6	32	4	1
Enhancing the Local Economy	50	3	43	3	1
Securing Environmental Sustainability	17	3	14	0	0
Fit for Purpose	33	4	27	0	2
<b>Overall total</b>	<b>230</b>	<b>28 (12%)</b>	<b>183 (80%)</b>	<b>11 (5%)</b>	<b>8 (3%)</b>

### 2008/2009 Place Survey

11. The Place Survey is the new biennial statutory survey that all local authorities in England are required to carry out. The national results of the 2008/2009 survey were published in Quarter One 2009/2010. Appendix 1 sets out Middlesbrough's comparative position against national and regional averages for those National Indicators derived from the Place Survey.
12. In general, the first Place Survey presents a positive picture for Middlesbrough. The key points from the survey are as follows:

- There has been a 10% increase in the number of people satisfied with their local area since 2006, reflecting Middlesbrough's progress. However, this still lags behind regional and national averages.
- Significantly more people in Middlesbrough feel that they can influence local decisions than the national average, and Middlesbrough is the highest performer regionally against this indicator. The level of civic participation in Middlesbrough is the second highest in the region, but the rate of formal volunteering lags some way behind the national average.
- Indicators relating to community cohesion perform lower than the national average rates (reflecting the level of deprivation and diversity in Middlesbrough), but there has been an 18% decrease in the number of people considering lack of respect a problem in their local area since 2006. In addition, there is a greater sense of belonging in Middlesbrough than the national average.
- There has been a very significant improvement in local perceptions of anti-social behaviour, with a 31% decrease in those considering this a problem since 2003, and a decline in the perception of drunkenness and drug dealing as problems. Whilst these measures still lag behind regional and national averages, there is more confidence locally that the Council and the Police are seeking and addressing local views on these issues than is the average nationally.
- Significantly more people think that older people in Middlesbrough get the help and support they need to live independently, reflecting the consistently high level performance achieved by the Council's Social Care Department.

13. The following table sets out levels of satisfaction with services provided or facilitated by the Council identified in the Place Survey.

Table 4: Satisfaction with local services as identified in the 2008/2009 Place Survey

Satisfaction with...	Trend			2008/2009 Place Survey comparisons				
	2003/2004 (BVPI)	2006/2007 (BVPI)	2008/2009 (Place Survey)	NE average	Better than NE average	NE ranking (of 12)	National average	Better than national average
Keeping public land clear of litter and refuse	51%	61%	59.2%	58.4%	Yes	5	56.9%	Yes
Refuse collection	86%	83%	81.1%	81.7%	No	8	77.6%	Yes
Doorstep recycling	52%	65%	74.2%	72.4%	Yes	4	69.8%	Yes
Local tips/household waste recycling centres	77%	80%	66.3%	71.9%	No	10	71.2%	No
Local transport information	N/A	N/A	48.3%	48.6%	No	6	48.0%	Yes
Local bus services	57%	55%	56.2%	54.4%	Yes	6	55.2%	Yes
Sport/leisure facilities	65%	67%	54.5%	47.0%	Yes	1	46.2%	Yes
Libraries	72%	75%	73.7%	67.4%	Yes	1	69%	Yes
Museums/Galleries	58%	60%	58.7%	41.6%	Yes	2	41.5%	Yes
Theatres/Concert Halls	50%	42%	42.4%	40.8%	Yes	6	43.2%	No
Parks and open spaces	82%	80%	72.6%	63.3%	Yes	3	68.5%	Yes

14. Satisfaction with eight of the 11 local services was above the regional average, with nine of 11 above the national average, reflecting a high level of performance. Areas of focus for Middlesbrough in recent years demonstrated amongst the highest levels of public satisfaction in the North East, with sports/leisure facilities and libraries the highest in the region and museums/galleries and parks/open spaces in the top three. In

line with the national trend, local satisfaction with the ‘way the Council runs things’ declined to 48.1% in the 2008/2009 Place Survey, but remains above the national and regional averages.

## KEY PERFORMANCE ISSUES BY THEME

15. The following sections set out key performance issues at the end of Quarter One 2009/2010 by theme.

<b>Theme:</b>	<b>Creating stronger communities</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Community Safety and Leisure; Adult Social Care</b>

### Quarter One evaluation

16. The Council’s contribution to this theme is through major regeneration activity (with a specific focus on culture), neighbourhood renewal, neighbourhood engagement and community cohesion initiatives, and supporting the Voluntary and Community Sector.
17. The 2008/2009 Place Survey presented a mixed baseline picture for Middlesbrough on this theme, with strongest performance regionally on involvement in local decision-making (NI4), but comparatively low performance on cohesion-related indicators. However, it may be considered that performance is proportionate to the level of deprivation and diversity in the local area.
18. Notably, the percentage of people satisfied with the local area (NI5) has increased almost 10% from 2006/2007 to 73.8%, reflecting local confidence, although this remains behind the national average rate.
19. Local participation in formal volunteering (NI6) is some way behind the national average, but the Cabinet Office survey that informs NI7 identified a more positive view amongst the local Voluntary and Community Sector about the work of the Council to support its work than the national average.
20. Performance against planned actions at Quarter One was excellent overall, with significant improvements made and only a single action off target.

### Key points of progress

21. The recent review and re-organisation of the Community Regeneration Service had an immediate impact on performance in community involvement and cohesion actions. Notably, 18 new volunteering opportunities have been developed in Quarter One against the annual target of four. Planned Actions under this theme relating to culture have, in general, been successfully delivered with attendance levels and external funding secured significantly exceeding targets.

### Key areas for improvement

22. A programme of library events to increase visitor numbers was below the Quarter One milestone, but a range of related activities have been planned for the rest of the year to recover performance. However, the Place Survey demonstrates that satisfaction with local libraries in Middlesbrough is the highest in the North East.

For further information, see pages 3-5 and 51-52 of the Quarter One 2009/2010 performance report (Members' library).

<b>Theme:</b>	<b>Creating safer communities</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Community Safety and Leisure</b>

### **Quarter One evaluation**

23. The Council's contribution to this theme is through CCTV, licensing, environmental management, neighbourhood working and working with young people to divert and protect them from crime and anti-social behaviour. This work is undertaken as part of the overall approach determined by the Safer Middlesbrough Partnership.
24. Good progress was made during Quarter One, with 23 (92%) of planned actions under this theme on target to be achieved, and the majority of National Indicators on or around targeted levels. Three LAA indicators with targets agreed are on target.
25. The Place Survey evidenced significant improvements in public perceptions of crime and anti-social behaviour. The percentage of people who consider anti-social behaviour a problem in their local area (NI17) decreased from 35% in 2006/2007 to 26.9% in 2008/2009 and the percentage of people who consider the local council and police are successfully dealing with local concerns about anti-social behaviour and crime (NI21) was above the national average.

### **Key points of progress**

26. The Integrated Offender Management programme (IOM) is developing well with an IOM Manager now in post. Information available in respect of the re-offending rates of prolific and priority offenders (NI30) suggests that the LA target will be comfortably achieved.
27. Serious violent crime (NI15) has continued to reduce in Quarter One, but was marginally off target. Serious acquisitive crime (NI16) continues to improve in 2009/2010 with a rate of 20.1 per 1,000 population at Quarter One against a target of 27.74.

### **Key areas for improvement**

28. Diverting young people away from crime and anti-social behaviour continues to be a high priority with actions to achieve this target primarily being delivered through the Youth Crime Action Plan (YCAP). Work in this area has been slow in Quarter One as a result of delays in recruiting new posts and implementing new processes such as Operation Stay Safe and YOS workers in the Custody Office. There is an expectation that most actions will be implemented in Quarter Two.
29. The level of repeat incidents in Domestic Violence appears to be high. A new approach is being developed and the newly appointed MARAC Coordinator took up post in July. In addition to this the Police has developed a new Vulnerability Unit that will focus on

Domestic Violence. It is hoped that this new approach will assist in reducing the number of repeat referrals.

30. Unwanted fires (NI49) remain a problem with a number of key offenders in large premises.

For further information, see pages 6-13 and 53-59 of the Quarter One 2009/2010 performance report (Members' library).

<b>Theme:</b>	<b>Supporting children and young people</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Children and Young People</b>

### **Quarter One evaluation**

31. In overall terms, the pattern of performance continues to improve although with greater challenges in a number of areas. Quarter One is too early in the year to predict progress in the attainment area. Early KS2 results suggest some improvement in Maths but a potential decline in English. The latter is subject to substantial remarking and reflects national concerns. KS4 (GCSE) results are due at the end of August.
32. The most significant performance issues remain within the safeguarding area. The number of referrals and consequently the number of looked after children (LAC) and the numbers subject to child protection plans continue to increase. The reasons for this are complex and relate in part to events following Baby P. Consideration of thresholds and staffing arrangements within relevant teams are subject to review/strengthening to address the increased workload, and a performance recovery plan has been developed.

### **Key points of progress**

33. Good progress has been made on the *Be Healthy* priority, with the Council increasingly recognised as demonstrating good practice in addressing teenage conceptions. Performance against the teenage pregnancy target (NI112) has improved, but remains off target. However, the four-quarter average is now demonstrating a significant rate of reduction.
34. The *Making a Positive Contribution* priority is performing well, with actions being undertaken to implement significant changes to organisational arrangements for Youth Service, Connexions and YOT delivery with effect from April 2010. This will lead to an integration of the leadership, management and delivery of youth support provision that will strengthen local capacity to deliver on continuous improvement across a range of related indicators set out in the Youth PSA. Relevant indicators include the proportion of young people engaged in positive activities, NEET, substance misuse and teenage conceptions.
35. There has been some notable progress on delivery of the five core YCAP projects during Quarter One (see paragraph 26).

## Key areas for improvement

36. The percentage of initial assessments for children's social care referrals carried out within seven days (NI59) has decreased throughout 2008/2009 and into 2009/2010, with a corresponding rise in the number of assessments that are required. At Quarter One, 80.2% of Initial Assessments are being completed within timescale and 80.4% of Core Assessments are being completed within timescale.
37. There has been a noticeable reduction in the number of Child Protection and Looked After Children reviews completed within timescales at Quarter One. This can be directly attributed to the increase in numbers of LAC and children who are the subject of Child Protection plans, and the difficulties in recruiting staff to the Review and Development Unit. Despite two rounds of advertisements, vacant posts within the team are not being filled and agency staff have not been secured.

For further information, see pages 15-30 and 60-67 of the Quarter One 2009/2010 performance report (Members' library).

<b>Theme:</b>	<b>Promoting adult health and wellbeing, tackling exclusion and promoting equality</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Health; Adult Social Care</b>

## Quarter One evaluation

38. The Council's contribution to this theme is through the work of the Social Care Department, along with health and probation partners. Overall, performance in Quarter One is good, with the majority of targets on course to be achieved.
39. It must be noted, however, that although the impact of the flu pandemic has been minimal so far, this is a highly unpredictable situation and could severely compromise performance should it escalate. For example, the potential for high levels of sickness absence, coupled with the need for social care resources to be redirected from planned activity to crisis response will inevitably reduce the ability to meet a number of performance targets, such as timeliness of assessments and timeliness of provision of care packages.

## Key points of progress

40. The Council is directly impacting upon enabling people to have more choice (including work), more control over their lives and increased support for carers with key social care indicators such as Direct payments (NI130), timeliness of care assessments (NI132/133) all achieving targets in Quarter One. There is one indicator slightly off target: people supported to live independently (NI 136), but the Council is consistently above national average in this area.

## Key areas for improvement

41. The Healthy Towns Programme is key to ambitions to improve public health in Middlesbrough. Work has continued on the programme during Quarter One, but some slippage has been experienced due to the redevelopment of some projects in the light of social marketing information to ensure maximum impact. This is not anticipated to



have a major impact on the overall programmes, and eight early start approvals have been agreed.

- 42. Plans to increase the take-up of Telecare (SC01) are off target. Whilst staff have identified client need in a number of cases, the individuals concerned have refused the service because it is currently chargeable. A review of charges and the marketing of the service are planned.
- 43. The economic recession may well impact on targets relating to the employment rate of vulnerable groups (NIs 146 and 150).

For further information, see pages 31-38 and 68-76 of the Quarter One 2009/2010 performance report (Members' library).

<b>Theme:</b>	<b>Enhancing the local economy</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Economic Regeneration and Transport</b>

### **Quarter One evaluation**

- 44. The Council's contribution to this theme is through spatial planning, economic development and worklessness initiatives, cultural activity and the Housing and Transport Plans.
- 45. Delivery against *Economic Vitality* objectives remains very challenging given the continuing and deepening economic recession. Whilst it is not possible to report on many NIs because of the unavailability of new data at Quarter One, other key indicators, particularly claimant count unemployment rates, continue to deteriorate (from 7% in April to 7.2% in May), providing a worrying proxy of economic performance. The potential closure of Corus Teesside Cast Products, and other businesses such as Dow Chemical Company also threaten some major shocks to the local economy over the next few months.
- 46. However, delivery against improvement actions was strong at Quarter One, with most milestones achieved and actions on target. This will hopefully ensure that not only are the worst local impacts of the recession mitigated, but that the Council and the local economy will be in a good position to respond to any improvement in the economic climate.

### **Key points of progress**

- 47. Progress at Quarter One has been positive. Notable successes include the engagement of 197 businesses against a milestone target of 120 (RG24). It should also be noted that actions that aim to assist current businesses (RG25) and establish and attract new businesses (RG26), and create new jobs (RG27) are all on target, despite the deepening economic recession.
- 48. Action RG34, the delivery of Design Week was completed in Quarter One and the success of the event has undoubtedly contributed to changing attitudes and perceptions of Middlesbrough.

## Key areas for improvement

49. The global economic recession and subsequent reduced levels of consumer confidence and severe housing market correction have significantly affected progress against providing choice and quality housing for the community. This has resulted in a significant reduction in new build rates (NI154) and reduced private sector investment capacity/increased risk aversion in terms of new housing regeneration schemes in fragile areas/high risk sites, which predominate in Middlesbrough. Government strategies such as the injection of £1.5 billion into the social housing sector may bring improvements but will take time to show an impact.

For further information, see pages 39-45 and 77-83 of the Quarter One 2009/2010 performance report (Members' library).

<b>Theme:</b>	<b>Securing environmental sustainability</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Environment</b>

## Quarter One evaluation

50. The Council's contribution to this theme is through street cleanliness, public open space, waste management and recycling, the reduction of carbon emissions and the promotion of sustainable development. This theme continues to demonstrate the strongest progress overall, with high levels of achievement against key indicators and planned actions.

## Key points of progress

51. Performance against waste and recycling indicators are all on or around target, but in most cases remain behind national average rates due to slow take up of this agenda in more deprived areas.
52. The Council is committed to reducing carbon emissions and all planned actions are on target. A provisional report on Middlesbrough's ecological footprint (EN 64) indicates that Middlesbrough's footprint is 5.1 hectares compared with the UK average of 5.4 hectares; even so this approximates to a three-planet lifestyle. A report to the Executive in July 2009 set out a process to develop a 20+ year Mayoral Action Plan, with a draft to be in place by March 2010.
53. Performance in fly tipping (NI196) was at Level 1 in Quarter One against Level 3 performance at the end of year 2008/2009, reflecting the fact that fly tips have decreased and enforcements increased.
54. The Council has recently been awarded Green Flag status for Fairy Dell. Unfortunately Stewart Park lost Green Flag status. However this was not unexpected as the park is due for major investment and improvement, through the delivery of the successful 'Parks for People' project. Following this it is anticipated that the park will regain its Green Flag status. Local satisfaction with local parks and open spaces continues to be above the national average rate.

## Key areas for improvement

55. Although performance in recycling and composting and street cleanliness has shown significant improvement and resident perceptions of the service have also improved, achieving further improvements using current systems may be difficult. Work is ongoing within the Environment Department to develop processes to ensure continuous improvement in these areas.

For further information, see pages 46-49 and 84-87 of the Quarter One 2009/2010 performance report (Members' library).

<b>Theme:</b>	<b>Fit for purpose</b>
<b>Relevant Scrutiny Panel(s):</b>	<b>Overview and Scrutiny Board</b>

56. The *Fit for Purpose* theme aims to further strengthen the Council's strategic framework in respect of value for money, information, workforce planning, policy development and performance management. Performance at Quarter One was at the maximum level, with 100% of actions either completed or on target.

## Key points of progress

57. The three National Indicators for which targets were set (NI179: Value for Money and Benefit NIs) are on target, and comparison data suggests that performance in the remaining two NIs (NI14: avoidable contact and NI140: fair treatment by local services) is strong.
58. The Council is amongst the top three performing unitary authorities nationally in respect of efficiency savings. The National Indicator for efficiency (NI179) was exceeded by 2% in 2008/2009, with £9.025m of efficiencies reported. In 2009/2010 the overachievement of the efficiency target is expected to continue.
59. The Council Tax collection rate for the first quarter of 2009/2010 was 1.46% higher than the first quarter of 2008/2009 and is reported as on target. Additional resources have been directed into this service and it is anticipated that the positive results in the first three months of the year will be maintained throughout the rest of the year.
60. The Council has accrued circa 76% of Performance Reward Grant through its participation in the national LPSA2 programme, equating to approx. £3.12m. This funding will be received by March 2010 and Executive in Quarter Two/Three will determine its use.

## Key areas for improvement

61. Performance against local indicators overall is variable, with only 41% on target. The majority of these relate to the diversity of the overall and top-paid workforce and are volatile due to the relatively small numbers of employees involved. It is expected that these will improve in the longer term due to work around Positive Steps.

62. As may be anticipated, the proportion of Business Rates collected and rate of

sickness absence have deteriorated as a result of the global economic recession and the swine flu epidemic respectively.

For further information, see pages 50 and 88-92 of the Quarter One 2009/2010 performance report (Members' library).

## **IMPLICATIONS FOR THE COUNCIL AND LOCAL COMMUNITIES**

63. The LAA is fundamentally linked to the delivery of the vision for Middlesbrough, so off-target performance in this area is concerning. Work has been undertaken during the preparation of the 2009/2010 Strategic Plan to prioritise actions impacting on LAA targets in the short to medium term. A Reward Grant of circa £1m is attached to the LAA. Failure to deliver the targets will impact on the receipt accrued.
64. LAA targets likely to be affected by the current economic recession will be the subject of re-negotiation at the next LAA Refresh.
65. Comprehensive Area Assessment will focus on local partners' capacity to improve performance against priority indicators. Where performance is low and plans to improve are not robust, a red flag may be raised in the Middlesbrough Area Assessment, to be published in November 2009.

## **RECOMMENDATIONS**

66. That the Overview and Scrutiny Board notes the content of the report and identifies any issues for further investigation and/or for inclusion on the work programme.

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## Appendix 1: National Indicators derived from the 2008/2009 Place Survey, with national and regional comparisons

National Indicator		Trend			2008/2009 Place Survey comparisons				
		2003/2004 (BVPI Survey)	2006/2007 (BVPI Survey)	2008/2009 (Place Survey)	NE average	Better than NE average	NE ranking (of 12)	National average	Better than national average
1	Percentage of people who believe people from different backgrounds get on well together in their local area.	-	74%	71.2%	73.8%	No	10	76.4%	No
2	Percentage of people who feel that they belong to their neighbourhood.	-	-	61.7%	62.2%	No	6	58.7%	Yes
3	Percentage of people involved in civic participation in the local area.	-	-	13.5%	11.6%	Yes	2	14%	No
4	Percentage of people who feel they can influence decisions in their locality.	-	33%	34.9%	28%	Yes	1	28.9%	Yes
5	Percentage of people who are satisfied with the local area.	-	64%	73.8%	77.3%	No	11	79.7%	No
6	Percentage of people who are participating in regular volunteering.	-	-	16.5%	18.6%	No	9	23.2%	No
17	Percentage of people who consider anti-social behaviour is a problem in their local area.	58%	35%	26.9%	21.2%	No	12	20.0%	No
21	Percentage of people who consider the local council and police are successfully dealing with local concerns about anti-social behaviour and crime.	-	-	28.7%	29.2%	No	6	26.3%	Yes
22	Percentage of people who consider parents take enough responsibility for the behaviour of their children in the area.	-	29% (e) Different scaling – not strictly comparable	25.1%	26.8%	No	9	29.6%	No
23	Percentage of people who think that people not treating other people with respect and consideration is a problem in their local area.	-	57%	39.3%	35.5%	No	12	31.2%	No

National Indicator		Trend			2008/2009 Place Survey comparisons				
		2003/2004 (BVPI Survey)	2006/2007 (BVPI Survey)	2008/2009 (Place Survey)	NE average	Better than NE average	NE ranking (of 12)	National average	Better than national Average
27	Percentage of people who consider the local council and police are seeking people's views about anti-social behaviour and crime.	-	-	29.4%	28.4%	Yes	5	24.8%	Yes
37	Percentage of people who feel informed about what to do in the event of a large-scale emergency.	-	-	19.4%	16.0%	Yes	2	15.3%	Yes
41	Percentage of people who think that drunk and rowdy behaviour is a problem in their local area.	-	37%	33.9%	32.0%	No	10	29.0%	No
42	Percentage of people who think that drug use or drug dealing is a problem in their local area.	-	53%	38.8%	32.1%	No	11	30.5%	No
119	Percentage of people who say their health is good or very good.	-	-	72.4%	70.4%	Yes	4	75.8%	No
138	Percentage of people aged 65 and over who are satisfied with both home and neighbourhood.	-	-	83.3%	82.6%	Yes	6	83.9%	No
139	Percentage of people who think that older people in their local area get the help and support they need to continue to live at home for as long as they want to.	-	-	36.3%	35.5%	Yes	4	30.0%	Yes
140	Percentage of people who would say that they have been treated with respect and consideration by their local public services in the last year.	-	-	73.0%	73.4%	No	7	72.4%	Yes