

By: Roger Gough, Cabinet Member for Corporate Support Services and Performance Management
Peter Gilroy, Chief Executive

To: Corporate Policy Overview and Scrutiny Committee, 13 November 2009

Subject: KCC's Place Survey scores

Classification: Unrestricted

Summary: The paper sets out the scores achieved in KCC's Place Survey and compares these with the national publication of scores made by CLG on 23 June and 23 September.

1. Introduction

1.1 Best Value Performance Indicators (BVPIs) have been replaced with a set of 198 national indicators (NIs). One of the consequences of this is that the Place Survey has replaced the BVPI general survey, which we had carried out three times - in 2000, 2003 and 2006. CLG's methodology for the Place Survey is postal self completion, but in our experience this methodology produces unrepresentative results and so we chose instead to conduct our Place Survey using face to face interviewing in residents' homes.

2. The Place Survey

2.1 The first round of Place Surveys was completed in autumn 2008 and subsequent rounds are due every two years thereafter.

2.2 The Place Survey measures 18 NIs of which three are included in the KCC's LAA, the Kent Agreement 2, plus a number of other parameters which are not NIs – which taken all around are intended to describe and analyse the place that is Kent.

2.3 The topics covered in the Place Survey questionnaire are

- perceptions of
 - what is important for an area and what most needs improving
 - belonging
 - high levels of antisocial behaviour in general and drunk and rowdy behaviour and drug use and dealing in particular
 - local authorities and police understanding the extent of antisocial behaviour and are acting to deal with it
 - parents taking responsibility for their children's behaviour
 - people treating each other with respect and consideration
 - the extent to which older people are supported to live independently
- together with measures of
 - satisfaction with the general area with residents' own home
 - satisfaction with and use of public services
 - satisfaction with and value for money from KCC
 - whether residents feel safe during the day and after dark
- and also the extent to which people
 - participate in volunteering and civic activities
 - regard their own health as good
 - agree with statements about public services
 - are informed about public services
 - make decisions that affect their local area
 - feel they can influence local decisions
 - want more involvement in local decisions

2.4 The methodology prescribed by CLG for the Place Survey was self completion postal, based on a random probability sample of addresses in Kent, which was supplied.

3. KCC approach

3.1 Because of our severe misgivings about the accuracy of postal surveys, we commissioned Ipsos MORI to carry out our Place Survey face to face, but in all other respects following the CLG guidelines, including using the same questions as the standard Place Survey questionnaire template.

3.2 Between 1 October and 21 November Ipsos MORI completed 1,164 interviews with residents aged 18+, using a stratified quota sample designed to provide results representative of the residents of Kent as a whole and with a confidence interval of +/-3% at the 95% confidence level.

4. National publication of Place Survey scores

4.1 The national publication of Place Survey results was due on 9 March but was initially delayed until 25 March, in order that statistical checks could be conducted, and then further delayed to be made on 23 June. Some County Council scores were replaced on 8 September and further results published on 23 September, with a minor correction made on 24 September.

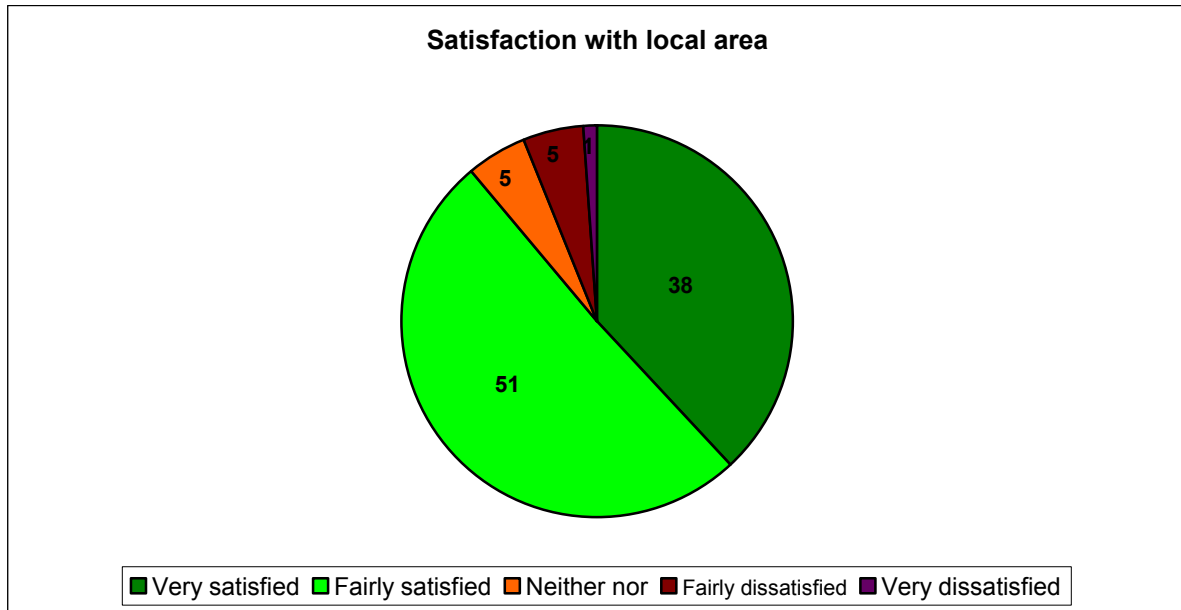
4.2 For the Place Survey national dataset, the Audit Commission has created a set of scores for KCC based on the results of the 12 District Councils. Some of these synthesised scores are significantly different to the scores achieved in our Place Survey where Ipsos MORI asked the questions directly.

5. KCC's scores compared

5.1 KCC's scores from the 2008 Place Survey for NIs are given in Appendix 1 and for non-NIs in Appendix 2, with appropriate comparison scores.

5.2 What follows now is a series of charts illustrating KCC's scores and comparing with national, south east average, or Kent District scores or with other survey results, if these are available. For each chart there is a short narrative highlighting the meaning and significance of the scores and indicating how the result compares with benchmark data.

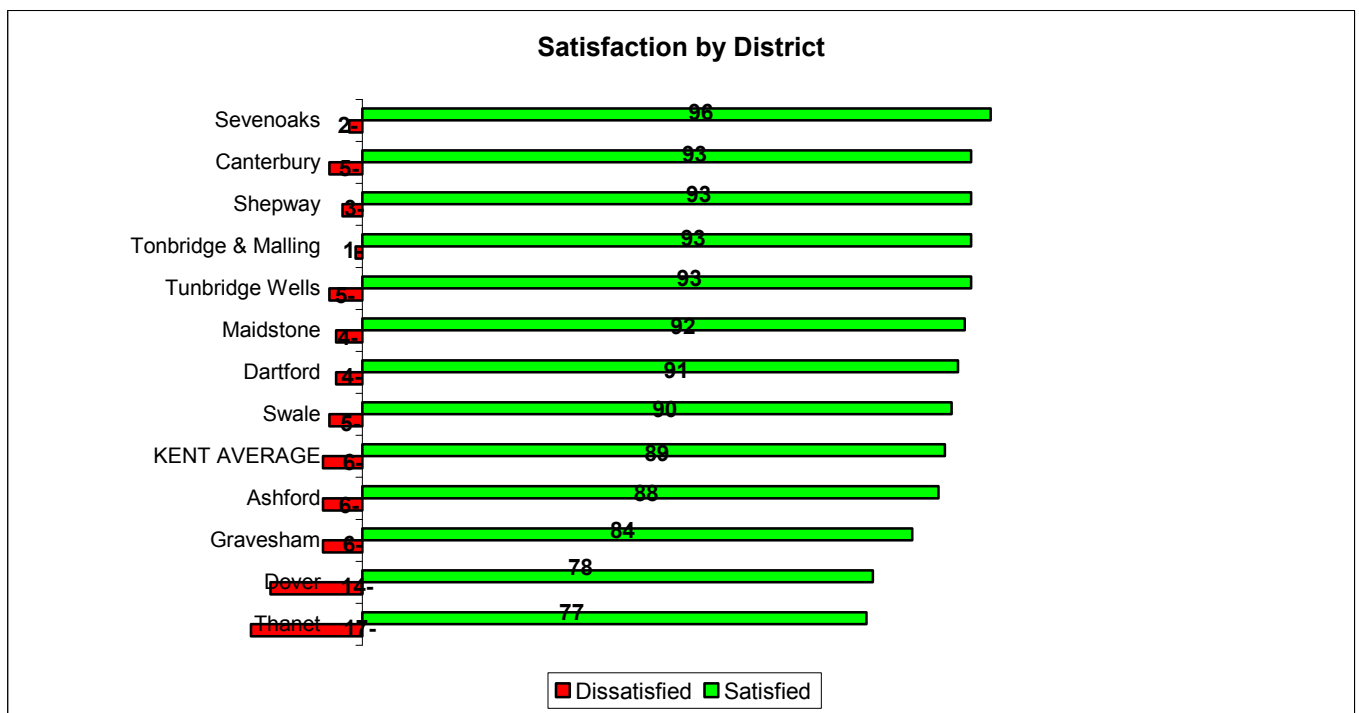
6. Perceptions of place – satisfaction with area



6.1 Just under nine in ten Kent residents (89%) say they are at least fairly satisfied with their local area as a place to live. This is higher than the national average of 80%, the south east average of 83% and the Kent Districts average of 80%.

6.2 We regularly ask a version of this question and in 2006 the response was that 83% were satisfied with Kent as a place to live and 72% were satisfied with their local area.

6.3 There is considerable variation by District in residents' satisfaction and dissatisfaction with their local area – the highest satisfaction is in Sevenoaks and lowest is in Thanet, the highest dissatisfaction is in Thanet and lowest is in Tonbridge & Malling.

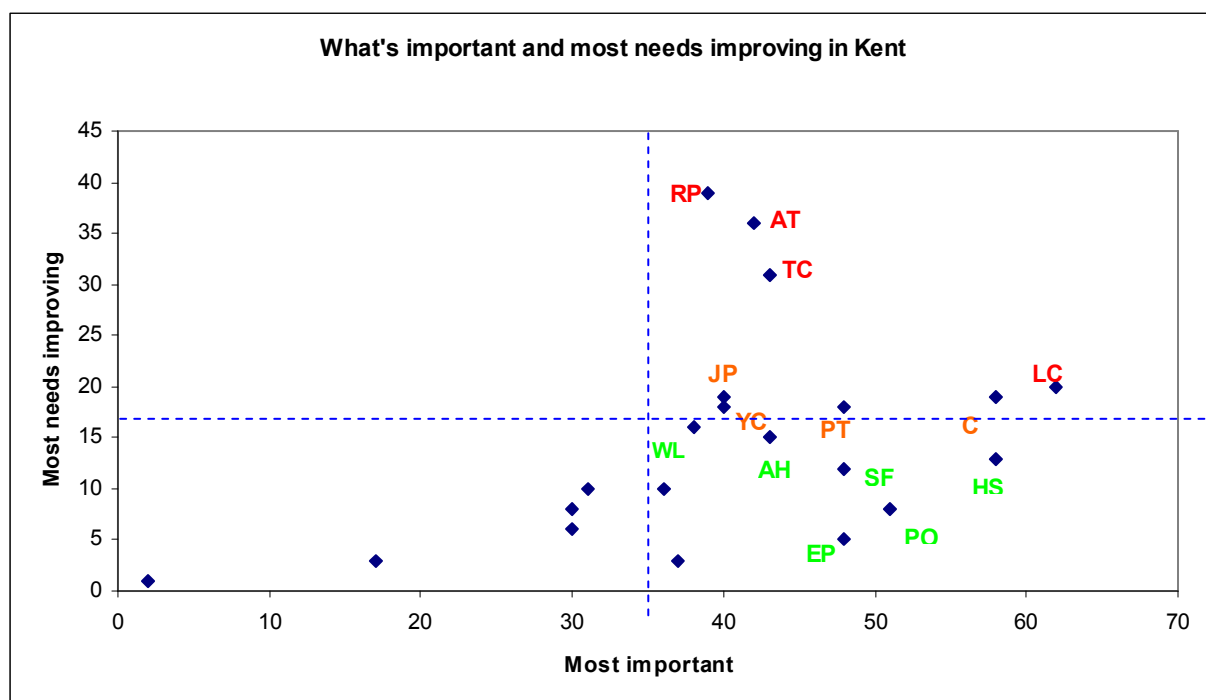


7. What's important and what most needs improving in Kent

7.1 Kent residents cite LC level of crime (62%), CS clean streets (58%), HS health services (58%), PO parks and open spaces (51%), PT public transport (48%), SF shopping facilities (48%) and EP education provision (58%) as the most important aspects in making somewhere a good place to live.

7.2 When asked what most needs improving in their local area, transport issues clearly emerge as major priorities with Kent residents citing RP road and pavement repairs (39%), AT activities for teenagers (36%), TC level of traffic congestion (31%), LC level of crime (20%), CS clean streets (19%) and JP job prospects (19%).

7.3 Combining these scores on a single chart produces an area which can be divided into four quadrants. In the top right-hand quadrant are the priorities for action – RP road and pavement repairs, AT activities for teenagers and TC traffic congestion. Other priorities are LC level of crime and CS clean streets. JP job prospects and YC facilities for young children are as important as the top priorities but are not seen as needing as much improvement.

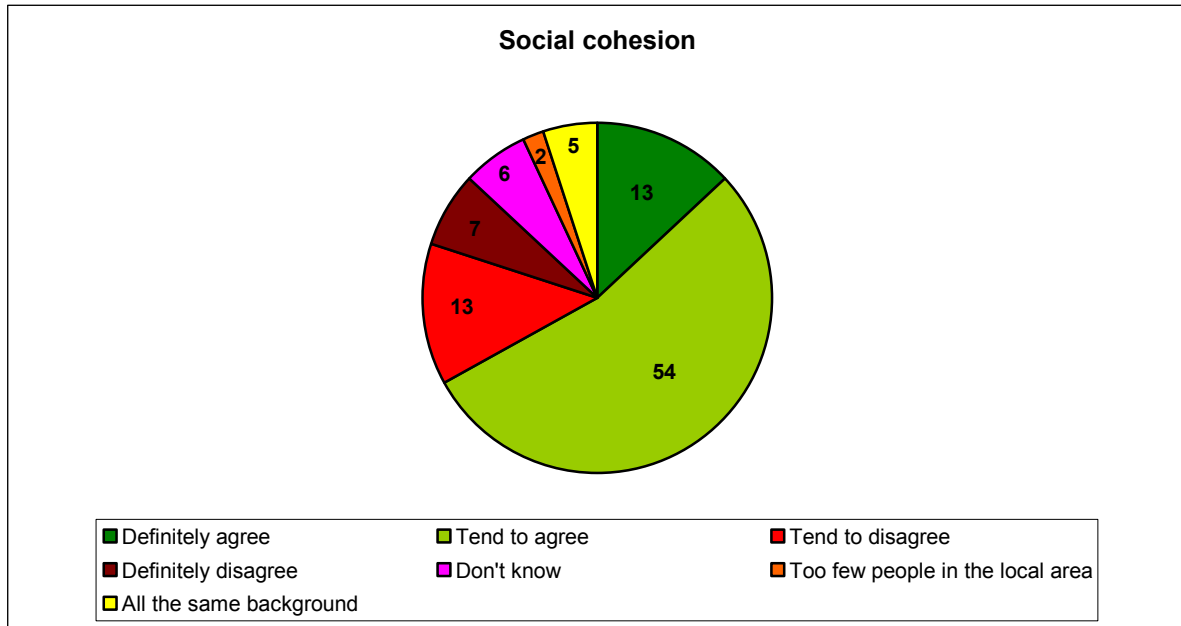


7.4 WL wage levels, AH affordable housing, PT public transport, SF shopping facilities, PO parks and open spaces, HS health services and EP education provision are all in the quadrant indicating that Kent residents consider them important but not a priority in needing improvement.

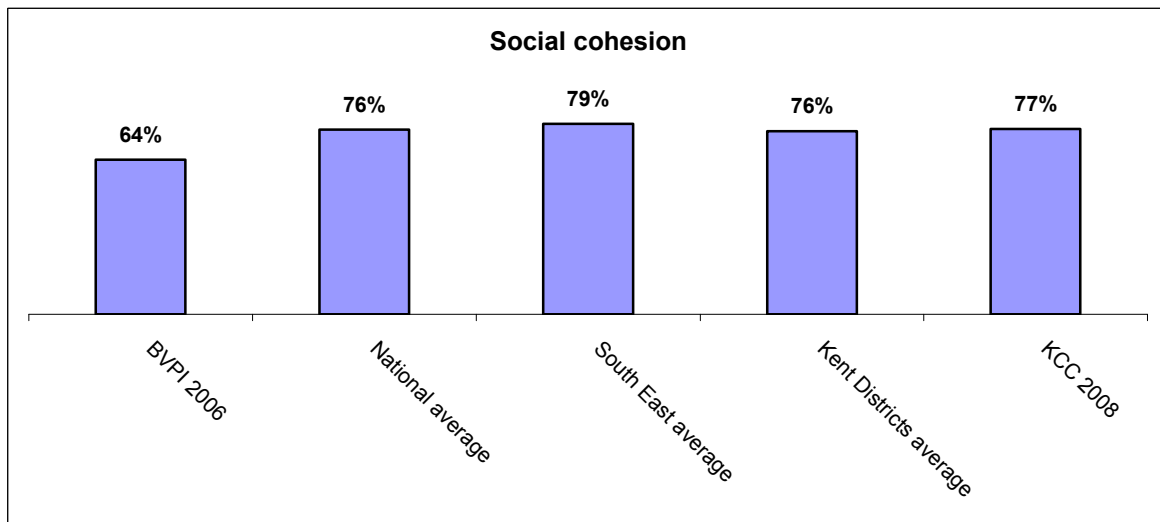
7.5 Compared with the national picture Kent residents rate the level of crime less in need of improvement but road and pavement repairs, clean streets and the level of traffic congestion as needing much more improvement.

7.6 In the 2006 BVPI survey Kent residents identified as priority issues LC level of crime HS health services, CS clean streets and AH affordable decent housing with TC level of traffic congestion, AT activities for teenagers and RP road and pavement repairs not as important but more in need of improvement.

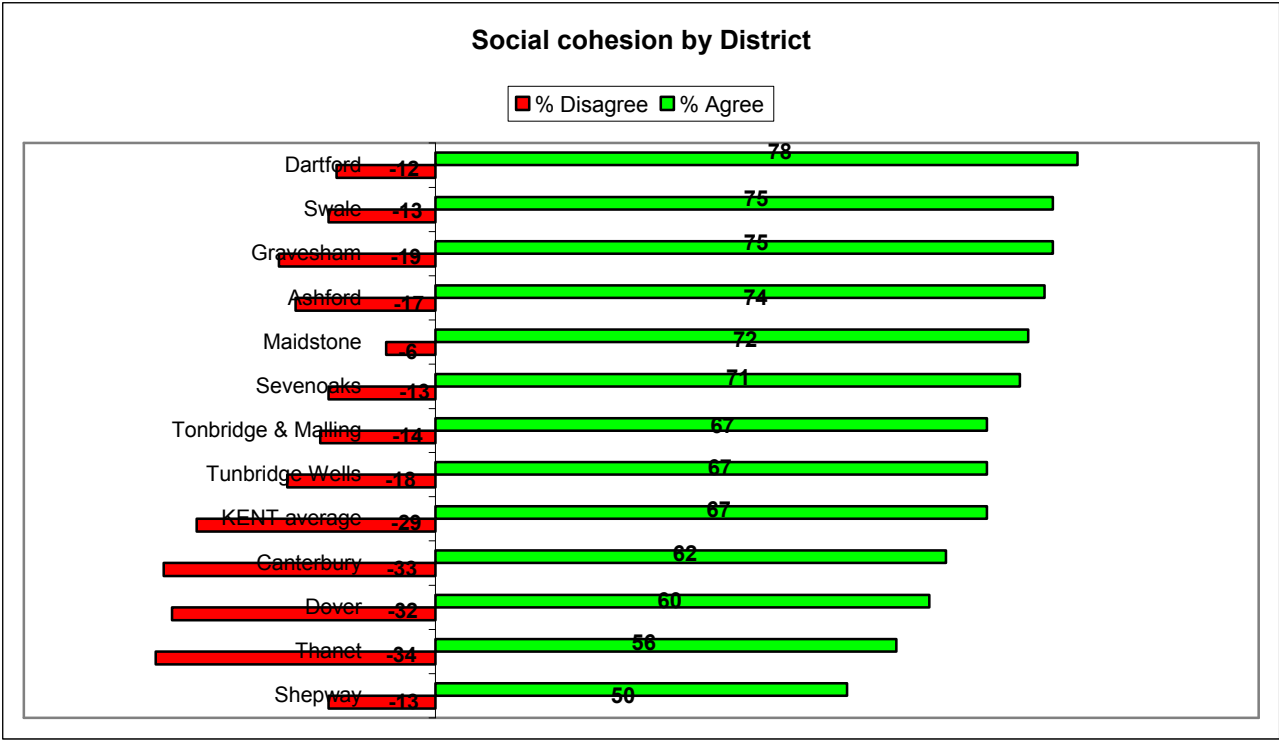
8. Social cohesion



8.1 Over two thirds (67%) of Kent residents agree that people from different backgrounds get on well together in their local area, compared with 20% who do not agree and 12% who don't know or can't say.

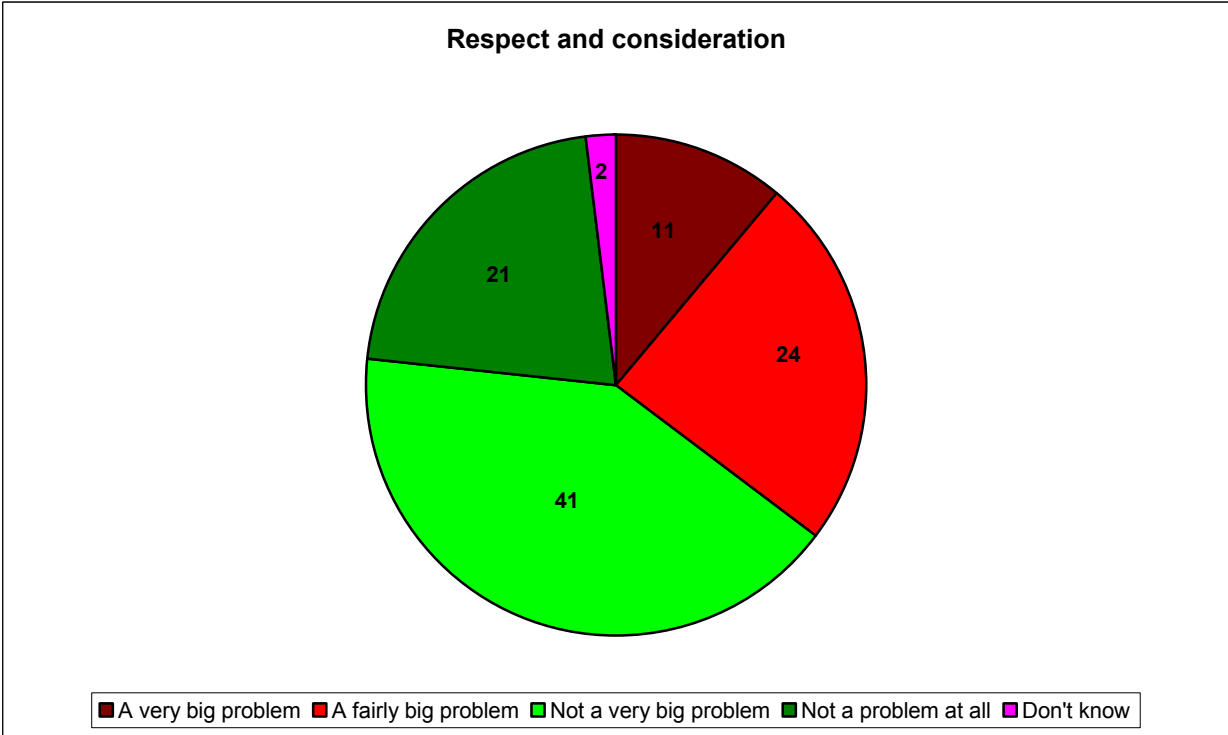


8.2 Of those expressing an opinion, social cohesion in Kent is just above the national average at 77% of residents agreeing that people from different backgrounds get on well in their local area (compared with 76% nationally) but below the average for local authorities in south east region, which is 79%. This figure has increased from 64% in 2006, but the question was asked in a different context and using a different technique.

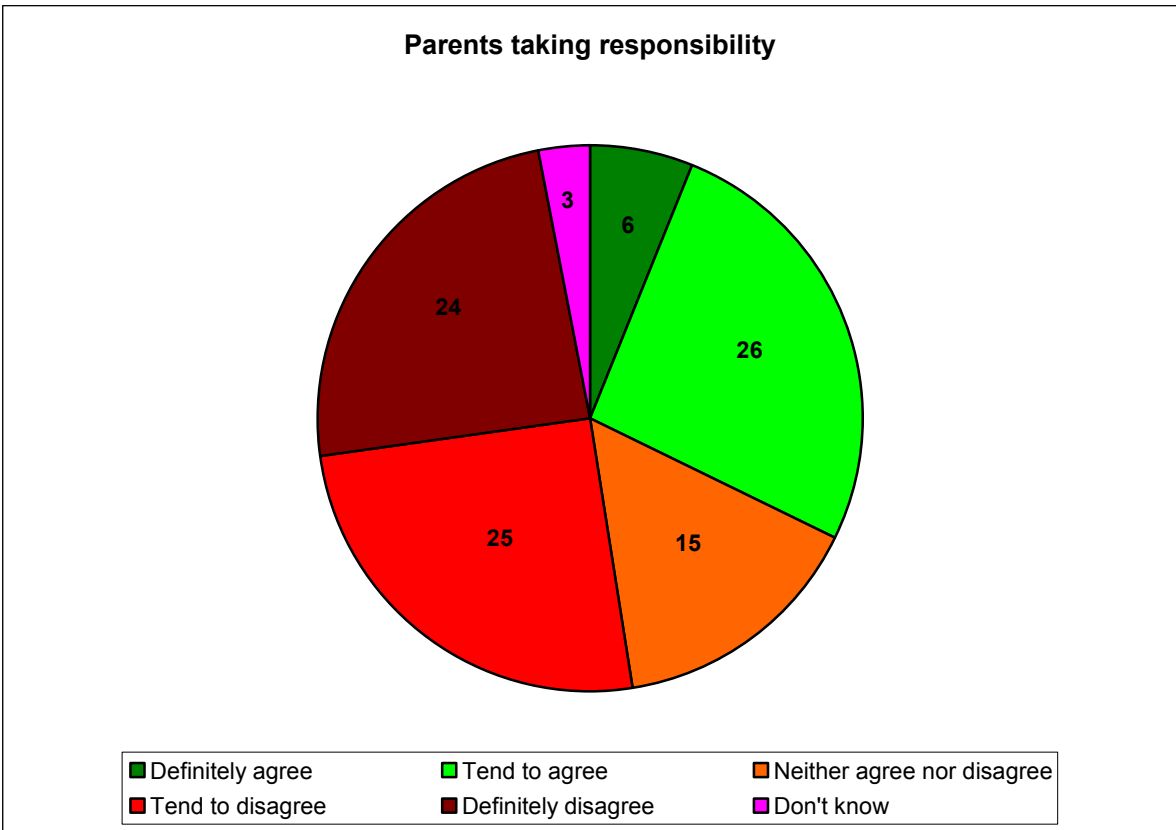


8.3 Social cohesion varies considerably by District with low ratings concentrated most heavily in east Kent, where people are almost twice as likely as in west Kent to disagree there is social cohesion (28% compared with 15%). Residents in Thanet (34%), Canterbury (33%) and Dover (32%) are much more likely to disagree that people from different backgrounds get on well together that in Sevenoaks (13%) or Dartford (12%).

9. Respect and responsibility



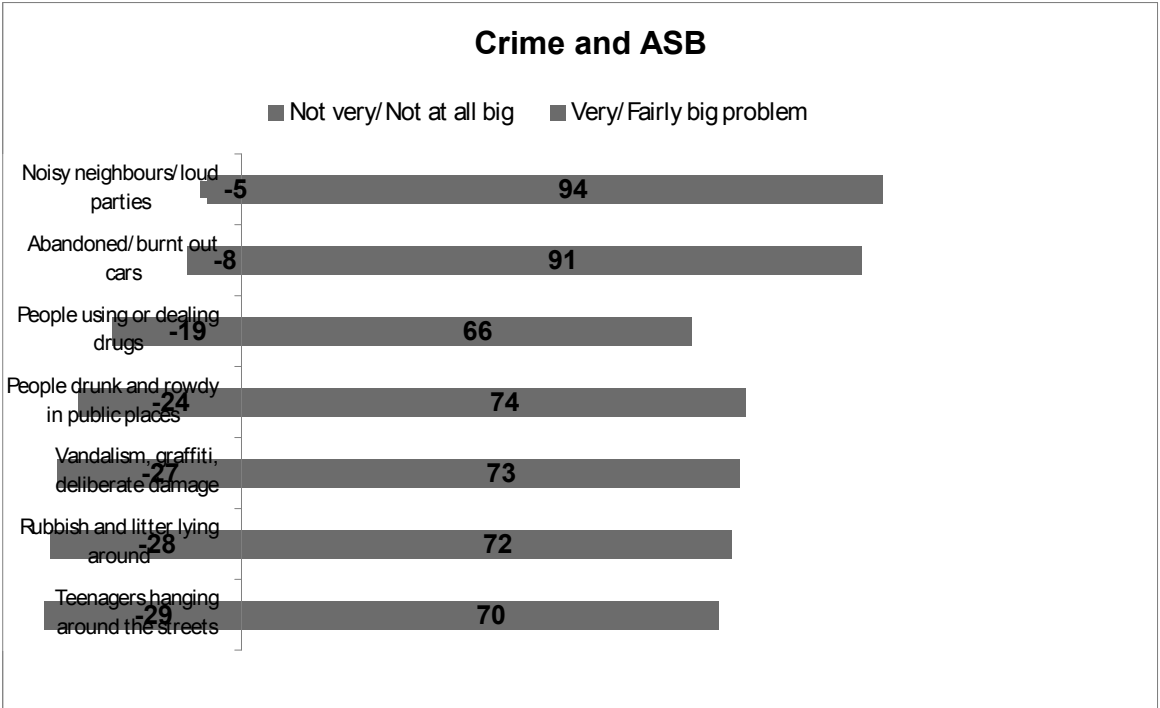
9.1 Over a third (35%) of Kent residents believe there is a problem in that people in their local area do not treat each other with respect and consideration. This compares with 31% nationally. In contrast nearly two thirds (64%) do not think there is a problem.



9.2 6% of Kent residents agree and 26% tend to agree that parents in their local area take enough responsibility for the behaviour of their children, a total of one in three. This is higher than the national average of 30% and the south east average of 31% and Kent Districts' average of 27%.

9.3 Almost a half (49%) of Kent residents disagree that parents take enough responsibility for the behaviour of their children.

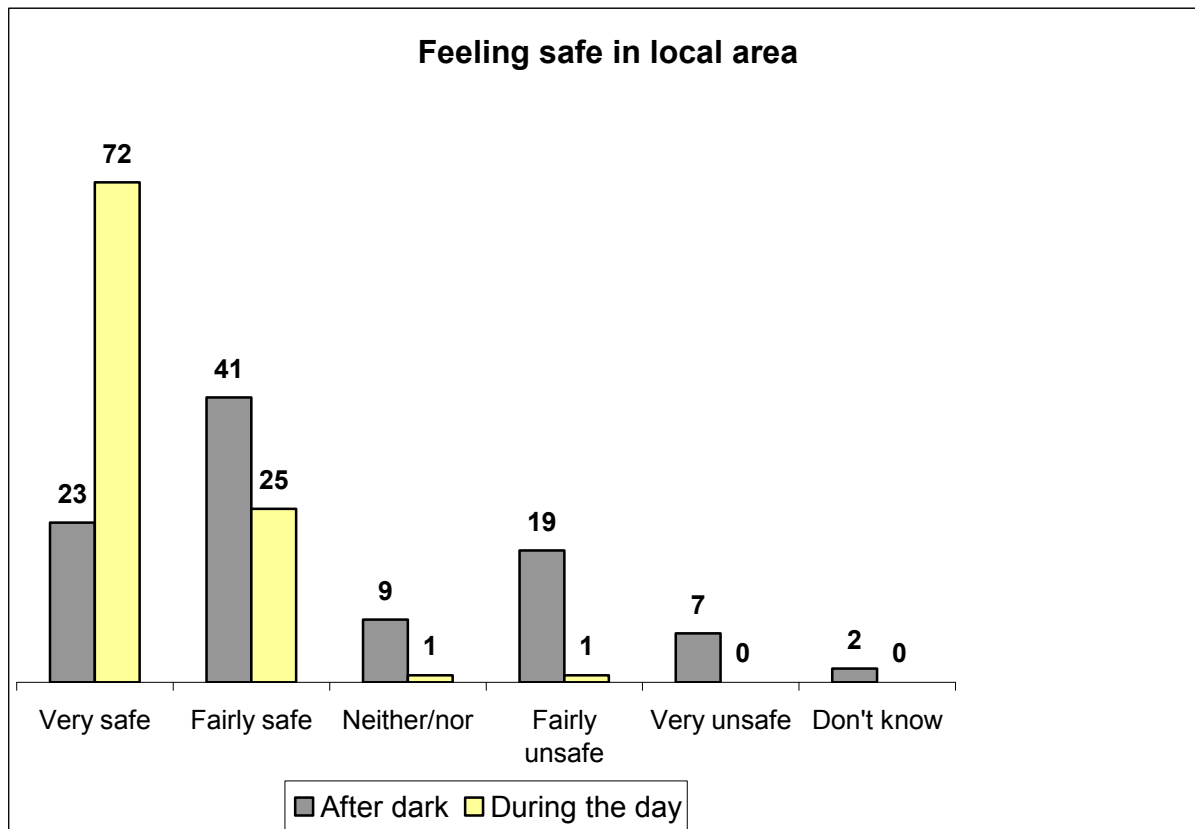
10. Community Safety



10.1 Responding to a list of eight behaviours, residents are relatively more likely to think that teenagers hanging round the streets constitute a big or fairly big problem (29%), although 70% do not regard this as a problem.

10.2 Rubbish and litter lying around is similarly considered to be a big problem with 28% agreeing but 72% disagreeing, followed by vandalism, graffiti and other deliberate damage at 27% with 73% disagreeing and people being drunk and rowdy in public places at 24% agreeing and 74% disagreeing.

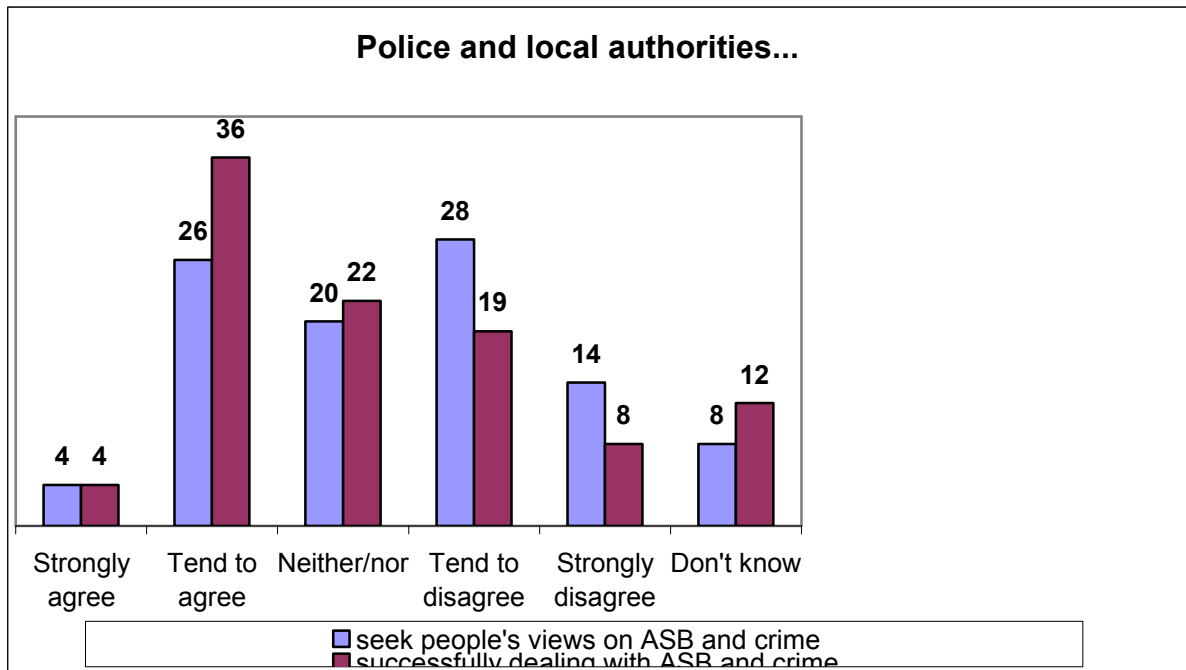
10.3 Noisy neighbours/loud parties and abandoned/burnt out cars rank as the two behaviours regarded as least of a problem with 94% and 91% respectively citing these as not very or not at all a problem, but with 5% and 8% respectively identifying them as a big or fairly big problem.



10.3 Almost two thirds (64%) of Kent residents feel at least fairly safe outdoors after dark. This compares with one in four (25%) who feel unsafe and 97% who feel safe when outdoors during the day.

10.4 Ipsos MORI have correlated these results by District with the Index of Multiple Deprivation and found a strong correlation between feeling unsafe and deprived areas. Residents are most likely to feel unsafe in Thanet (44%) and least likely to feel unsafe in Sevenoaks and Tonbridge & Malling, the more affluent areas.

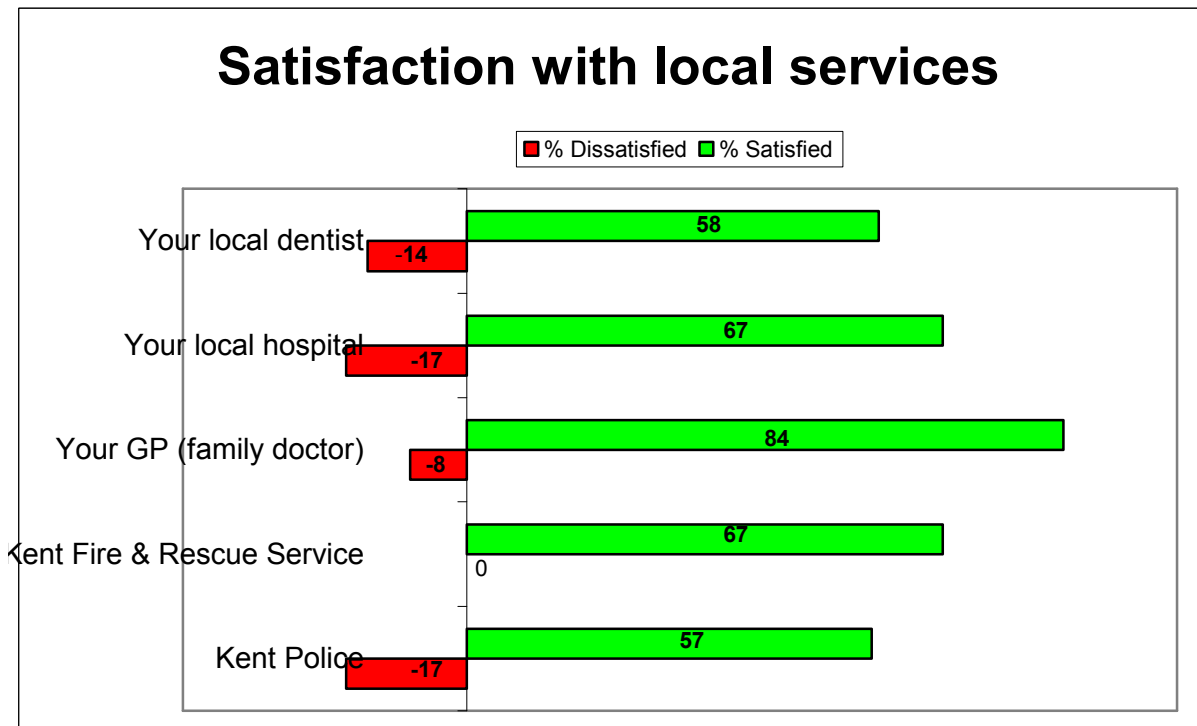
10.5 Concern about personal safety after dark is also concentrated more highly among certain demographic groups – women feel more unsafe than men (33% compared with 17%) and older people (32% of those aged 65+ compared with 21% of those aged 18-34).



10.6 Nearly one in three (30%) Kent residents agree that the police and other local authorities seek people's views about crime and antisocial behaviour. This compares with 25% as the national average and 24% as both the south east average and the Kent District average.

10.7 However, four in ten (40%) believe that the police and other local authorities are successfully dealing with crime and antisocial behaviour and this compares with 26% as both national and south east average and 25% as Kent District average.

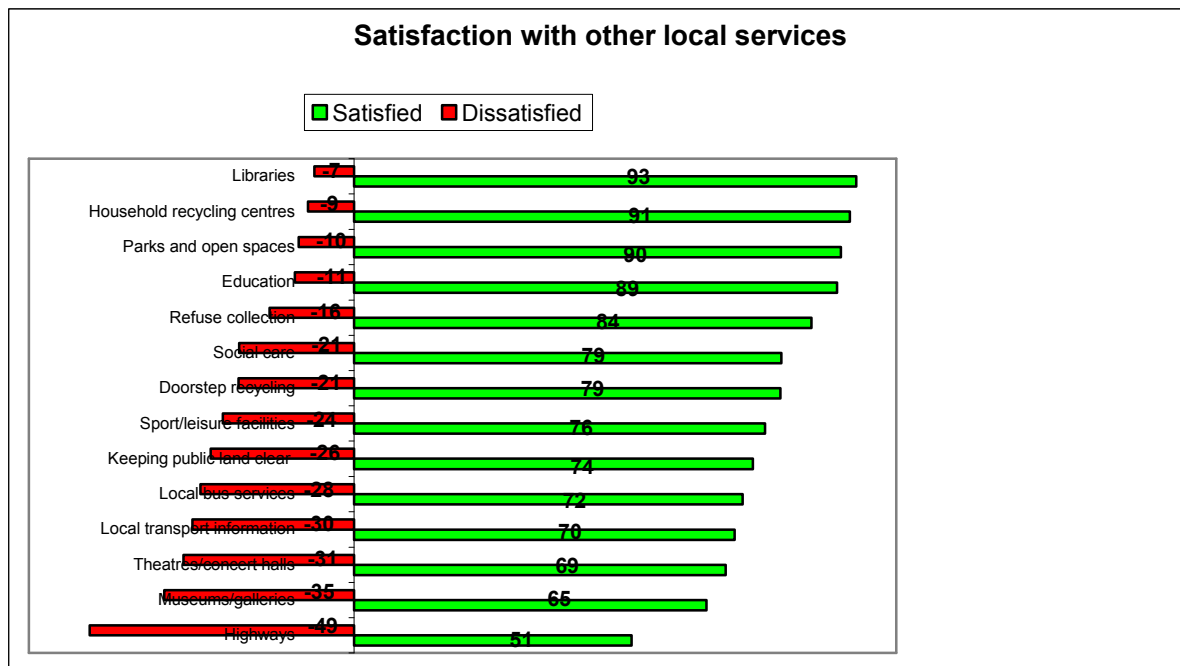
11. Local public services in Kent



11.1 Local public services are held generally in high regard by Kent residents with just over two thirds (67%) satisfied with Kent Fire & Rescue service and 57% satisfied with Kent Police, although 12% and 18% respectively say they are neither satisfied nor dissatisfied or don't know and a further 20% and 8% respectively report that they haven't used the service.

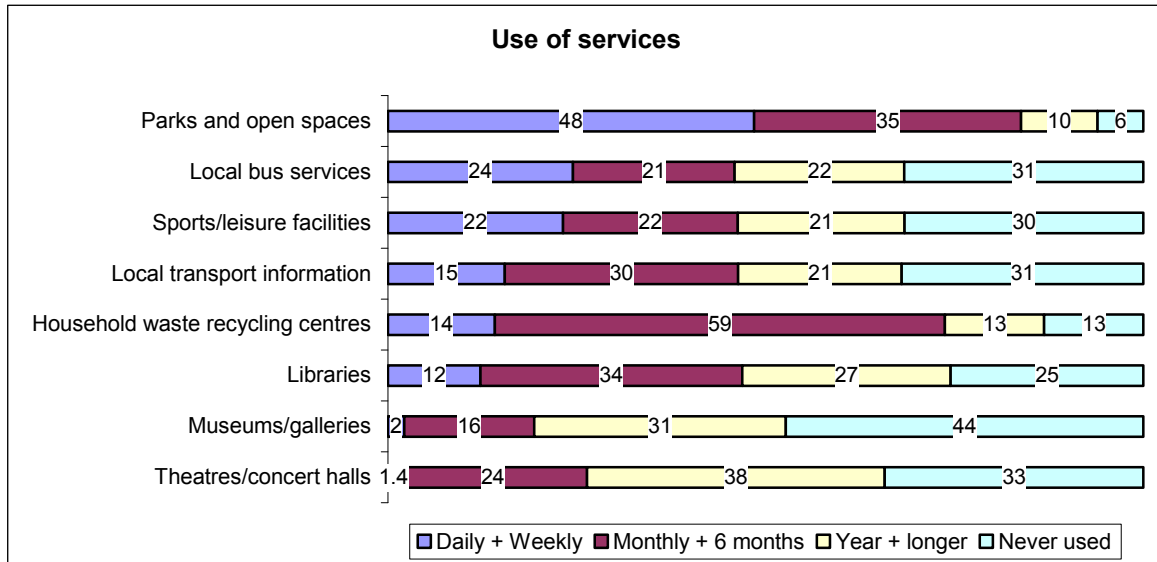
11.2 The highest level of satisfaction for Kent residents is 84% who are satisfied with their local GP, compared with 8% who are dissatisfied. Somewhat less (67%) are satisfied with their local hospital and less again (58%) are satisfied with their local dentist and 17% and 14% respectively are dissatisfied.

12. Other local public services in Kent



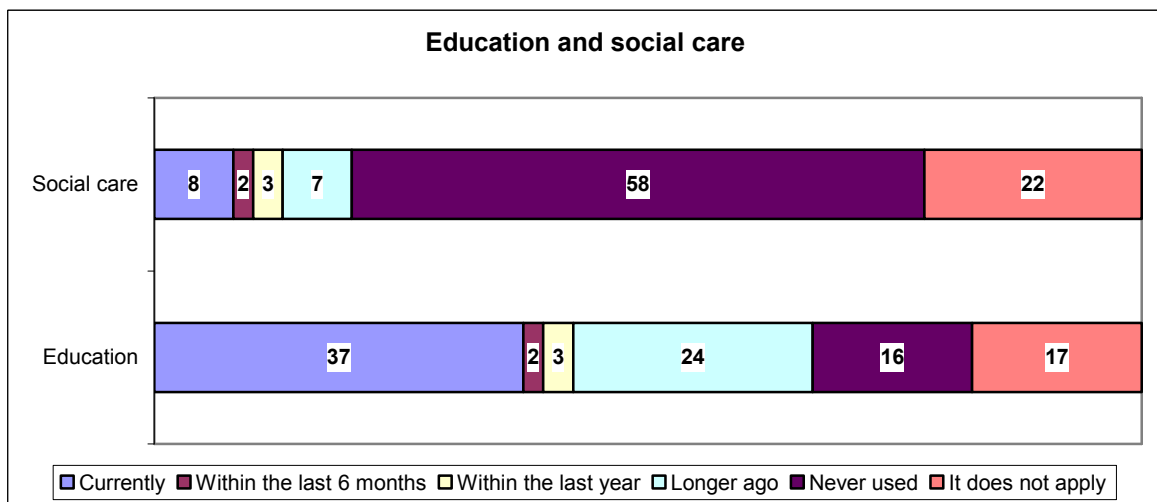
12.1 The greatest level of satisfaction among Kent residents for other local services is with libraries at 93% satisfied and 7% dissatisfied. The lowest level of satisfaction is with highways at 51% with 49% dissatisfied.

13. Use of other local services

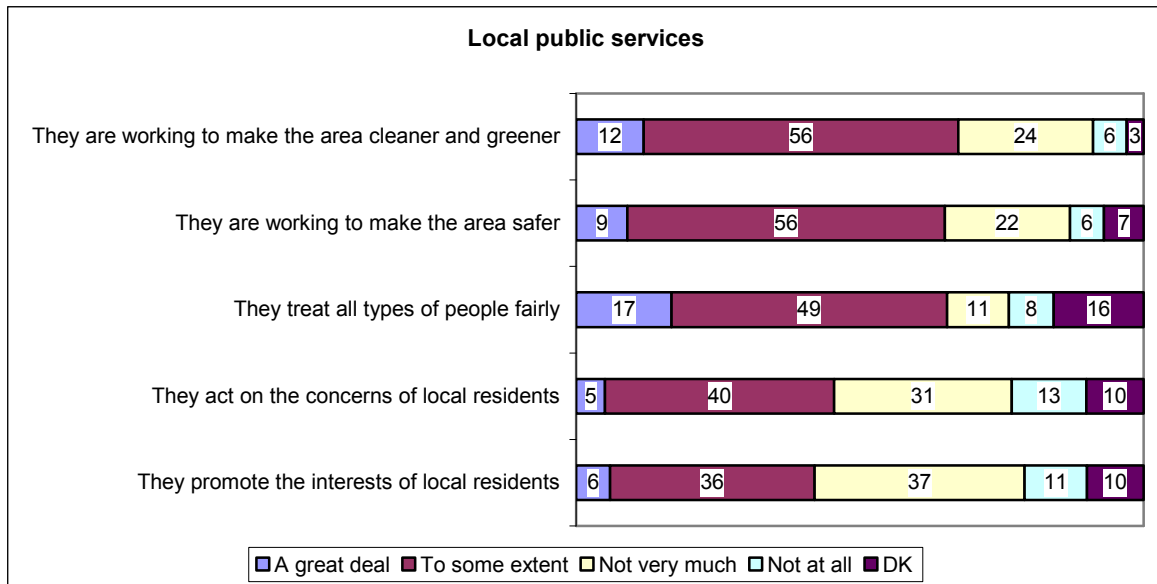


13.1 Kent residents report that they use parks and open spaces most frequently with nearly one in two using them once a week or more. Next most frequent is local bus services closely followed by sports and leisure facilities. More residents cite that the service they never use is museums and galleries, then theatres and concert halls, then local transport information and local bus services and sports and leisure facilities.

14. Education and social care

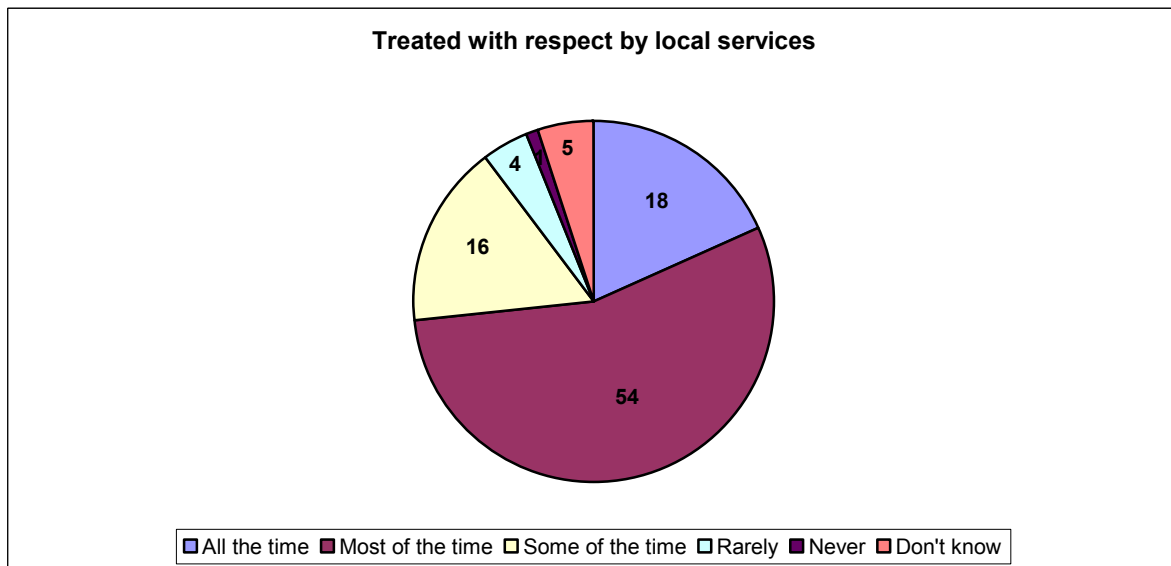


14.1 Unlike universal services like highways and waste disposal, which all Kent residents use directly or indirectly, education and social care services are used when needed but they will not be used by all residents all the time. When asked how recently they or members of their household have used or benefited from education and social care, which are the County Council's two largest service budgets, Kent residents report that over one in three (37%) are current users of education services, but one in six (16%) have never used them. Social care users are one in twelve (8%) with nearly six in ten (58%) reporting to have never used KCC social care.



14.2 Kent residents are less positive about the way public services work for, and involve people, than they are with specific services. Around two thirds believe that local public services are working to make the area cleaner and greener (67%), safer (65%) and in a way that treats all types of people fairly (66%), but 28%, 30% and 19% respectively do not agree with those statements. 48% and 44% do not agree that local public services promote the interests of local residents and act on the concerns of local residents, whereas 42% and 45% agree.

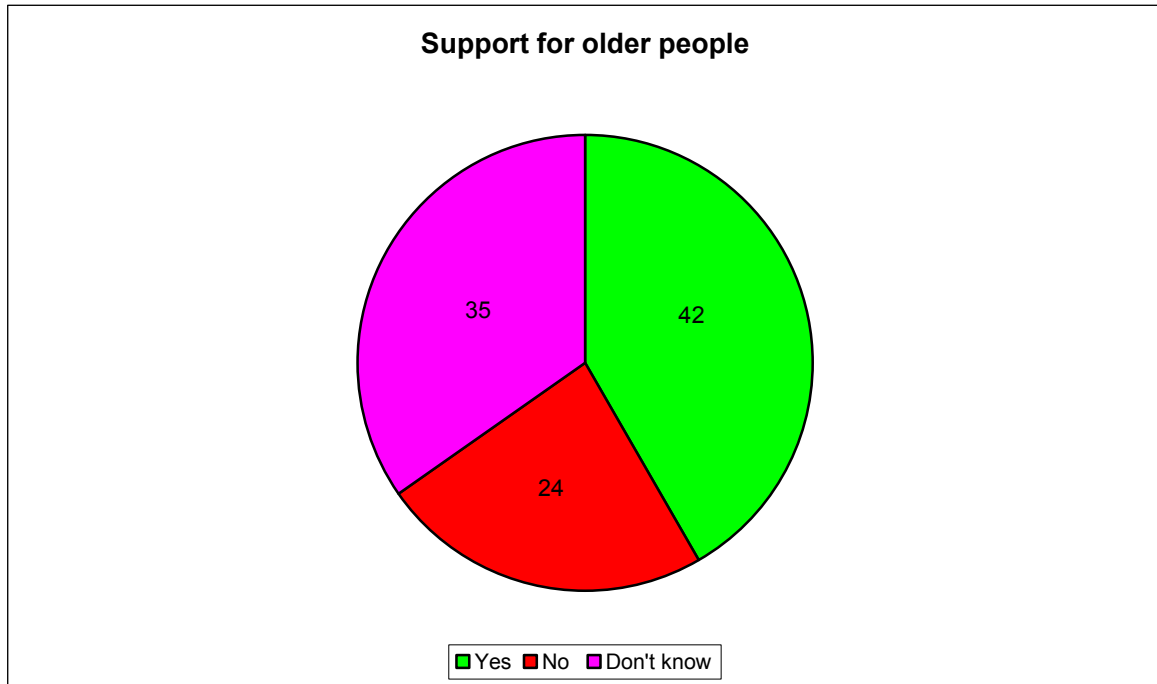
15. Fair treatment by local services



15.1 Nearly three quarters (72%) of Kent residents believe that they have been treated with respect and consideration by local public services all or most of the time. This compares with one in six (16%) who think they have been treated this way some of the time and one in 20 (5%) who think rarely or never have they been treated with respect and consideration.

15.2 Calculating among those who express an opinion KCC's score for NI 140 is 77%, which compares with the national average of 72%, south east average of 76% and Kent Districts' average of 74%.

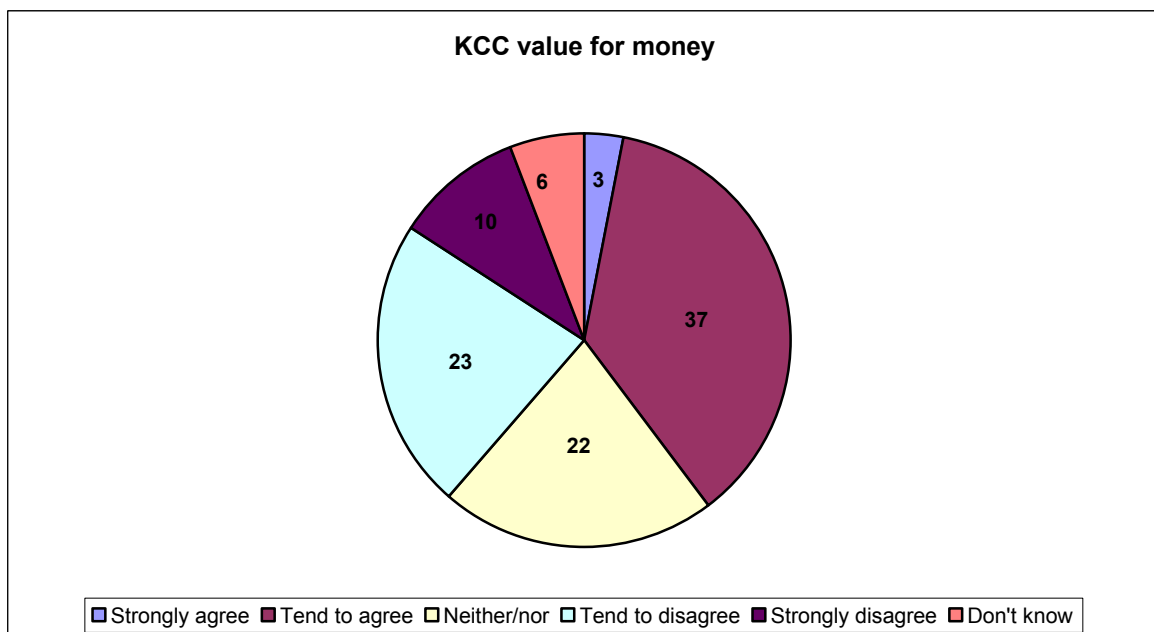
16. Services and support for older people



16.1 42% of Kent residents believe that older people in their local area receive the services and support they need to continue to live at home for as long as they want to. Some 24% think that older people do not get sufficient services and support and 35% either don't know or have no opinion.

16.2 KCC's score of 42% compares with the national average of 30%, the south east average of 28% and the Kent Districts average of 30%.

17. About KCC – Value for money

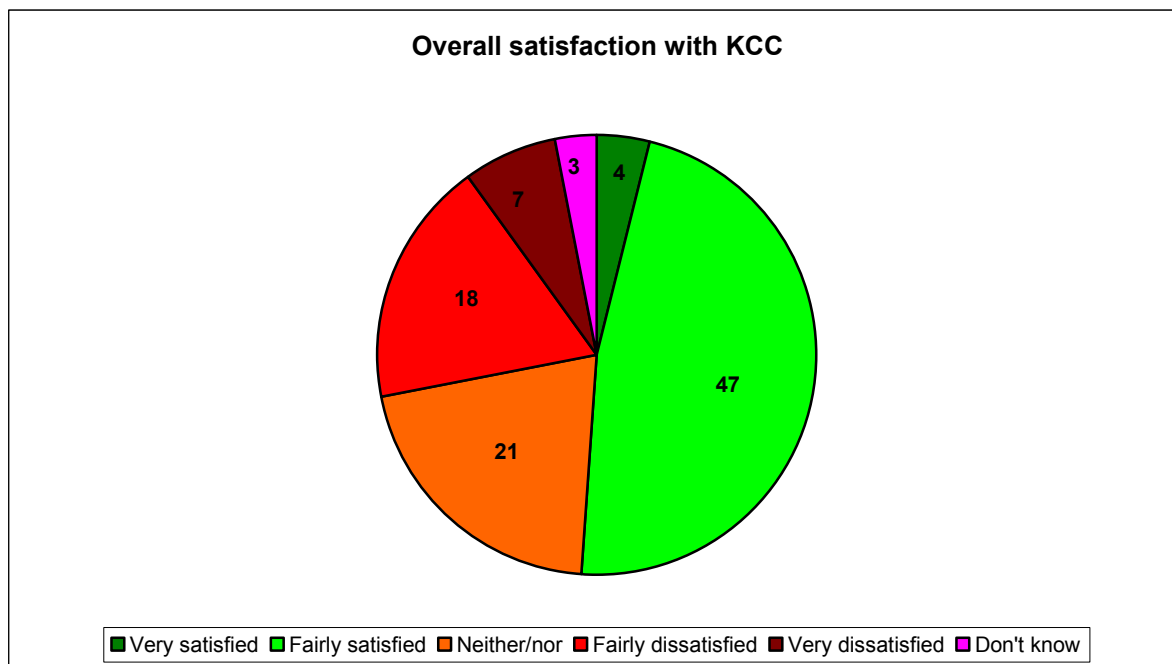


17.1 Four in ten (40%) of Kent residents believe that KCC provides value for money. This compares with one in three (33%) who disagree and some 28% who neither agree nor disagree or don't know. When the same question was asked in 2006, the proportion who agreed that KCC provides value for money was 41% on a slightly different response scale.

17.2 KCC's score of 40% compares with the national average of 33%, the south east average of 34% and the Kent Districts average of 32%.

17.3 A similar question was included in the Kent & Medway Citizens' panel survey in February – April 2009 and 34% agreed and 32% disagreed that KCC provides value for money. So, although there are differences in the way the data has been collected, there is no robust evidence of deterioration in residents' perceptions of KCC on this aspect.

18. Satisfaction with the way KCC runs things



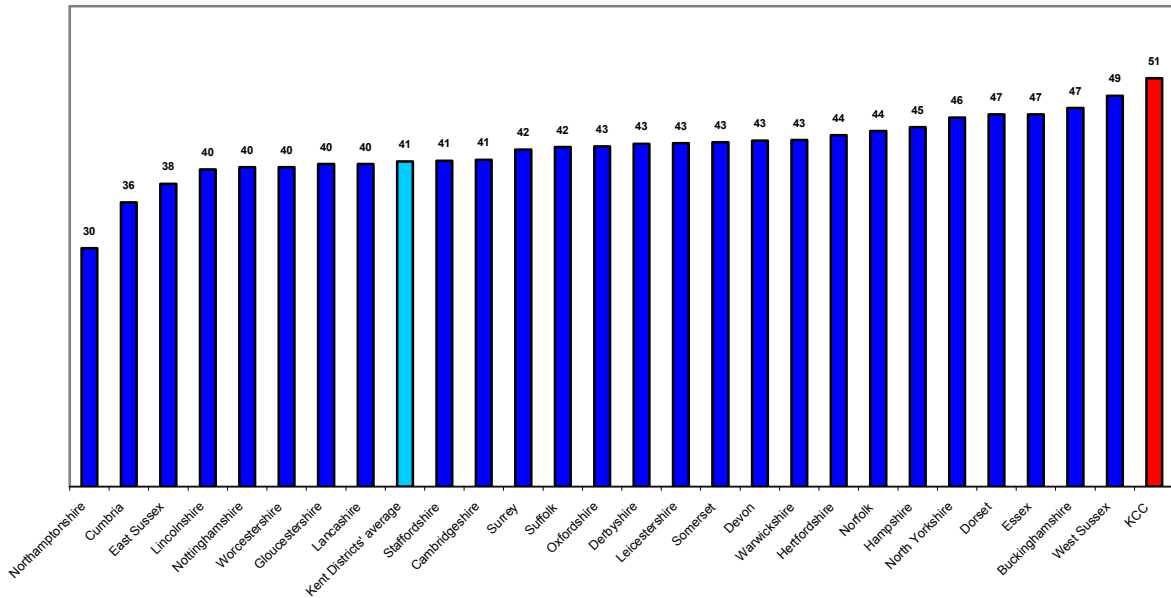
18.1 Over half (51%) of Kent residents are satisfied with the way KCC runs things and this compares with one in four (25%) who are dissatisfied and one in four (24%) who are neither satisfied nor dissatisfied or don't have an opinion.

18.2 While there have been changes between surveys in question wording and the placing of the satisfaction questions in questionnaires covering quite different topics, as are methodologies and backdrops, these scores represent a downturn over the longer term. In 2001 Kent residents were satisfied by a margin of three to one (59% against 18%) and four to one in 2006 (61% against 15%).

18.3 There has been a fall in satisfaction from 61% in 2006 to 51% in 2008 and an identical 10 percentage point increase in dissatisfaction over the period. This represents the first significant shift in resident opinion measured between Ipsos MORI face to face surveys conducted for KCC in recent years.

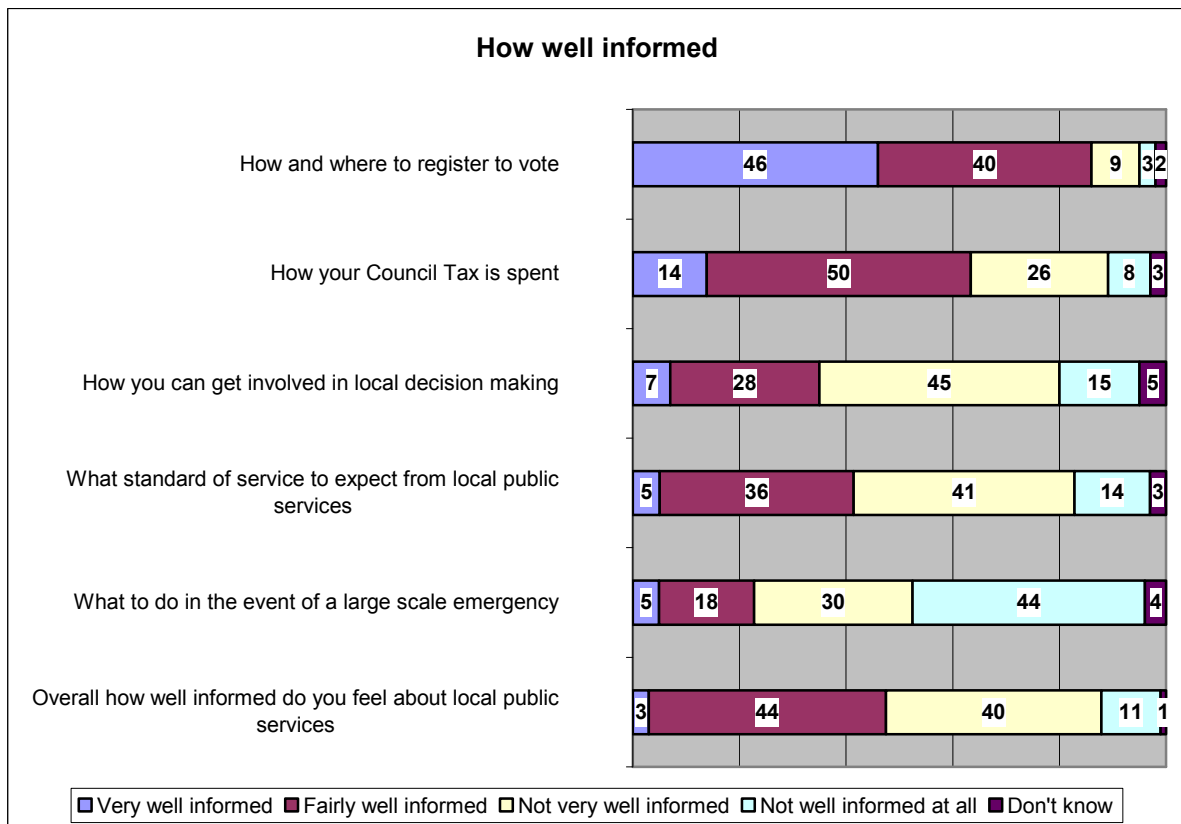
18.4 This is in line with what has happened nationally as public satisfaction with county councils has continued to decrease - from 62% average in 2000 to 54% in 2003, 50% in 2006 and now 45% in 2008.

18.5 More recently the Ipsos MORI baseline survey for the Kent & Medway Citizens' Panel recorded satisfaction at 55% against 20% dissatisfaction, although the question wording was different.



18.6 KCC's score of 51% is higher than the scores from all the other county councils and the Kent Districts' average score of 44% and the south east average score of 47% – although it needs to be remembered that all these have been achieved with postal questionnaires.

19. How well informed Kent residents feel

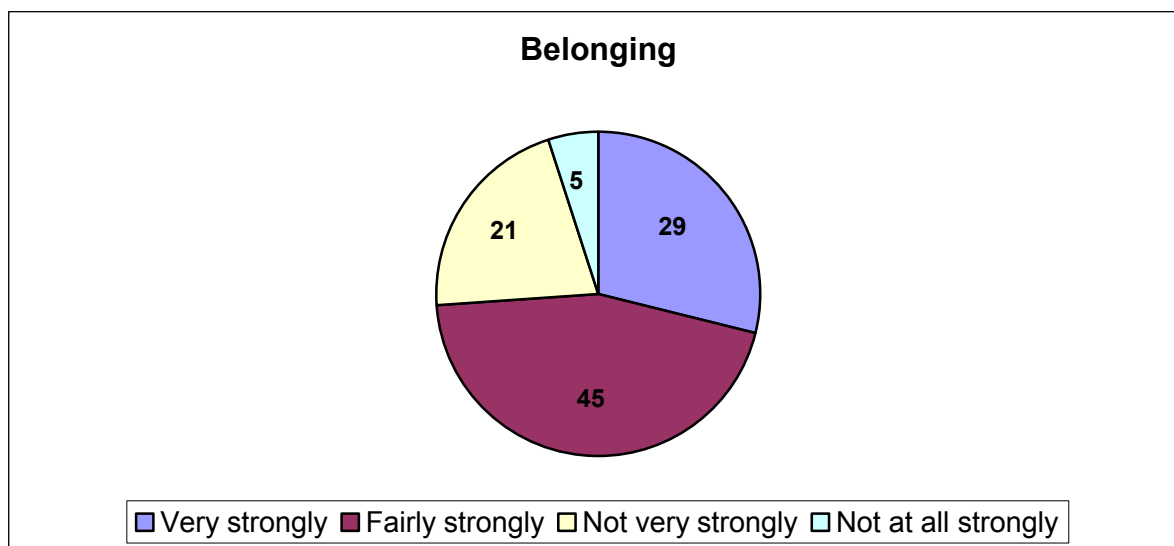


19.1 Kent residents feel most well informed about how and where to register to vote (86% informed compared with 12% not informed), followed by how Council tax is spent (64% informed against 34% not), how to get involved in local decision making (35% informed against 60% not informed), standards of public services (41% informed against 55% not informed), and what to do in the event of an emergency (23% informed against 74% not informed).

19.2 Overall 47% of Kent residents felt informed about local public services compared with 51% who felt not informed.

19.3 NI 37 is the percentage of local residents feeling informed of what to do in the event of a large scale emergency. KCC's score of 23% compares with a national average of 15%, a south east average of 16% and a Kent Districts' average of 17%.

20. About the residents of Kent - Belonging



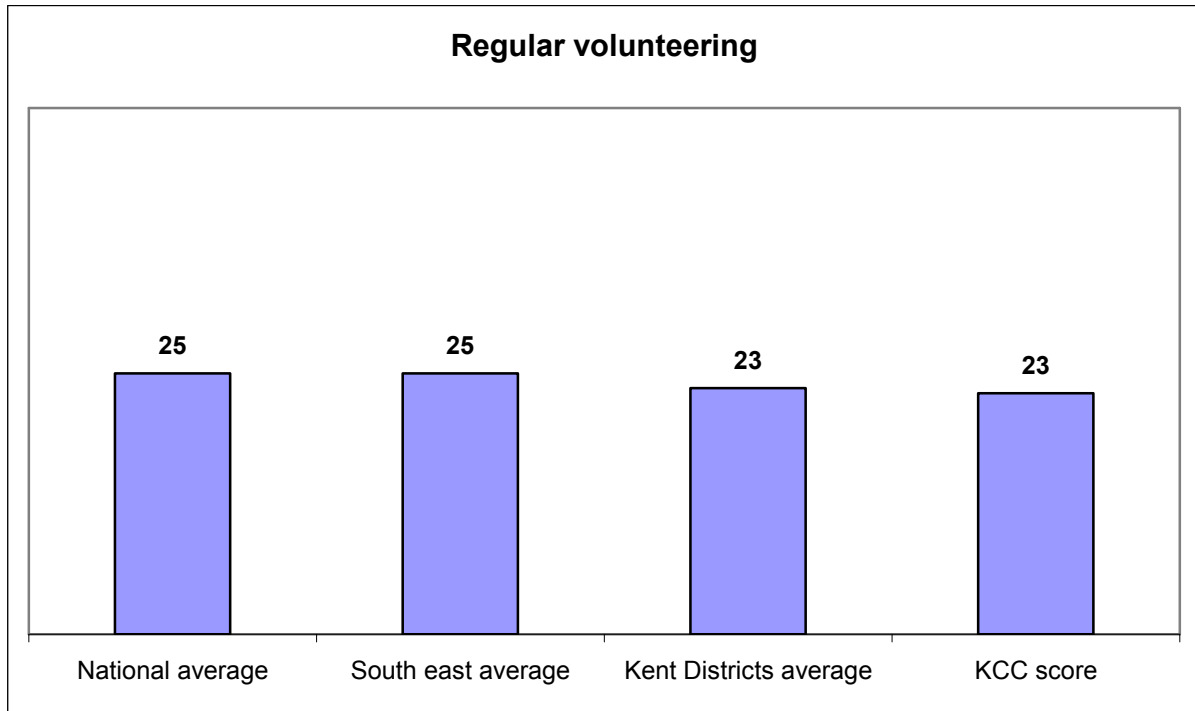
20.1 Most Kent residents feel a bond with their local area. Three in four (74%) say they belong at least fairly strongly to their local area and three in ten (29%) say they belong very strongly to it. In comparison only one in four (26%) report little or no sense of connection to their area. These scores place Kent squarely in line with national findings from the Citizenship Survey (April – June 2008) which show 76% feeling a fair or strong sense of belonging.

20.2 Unlike satisfaction with the area, the sense of belonging is even throughout the County – it is as high in east Kent (74%) as in mid Kent (75%) and west Kent (73%). Only at District level are there some differences, with the highest sense of belonging in Canterbury (80%) and the lowest in Tonbridge & Malling (67%) and Thanet (66%).

20.3 Older people tend to feel a stronger attachment to the area with 82% of residents aged 65 and over belonging at least fairly strongly compared with 67% of those aged 18-34.

20.4 Home ownership also correlates with a greater sense of rootedness with 78% of those who own their own home outright saying they belong very or fairly strongly compared with 71% social renters and 60% of private renters.

21. Participation in regular volunteering

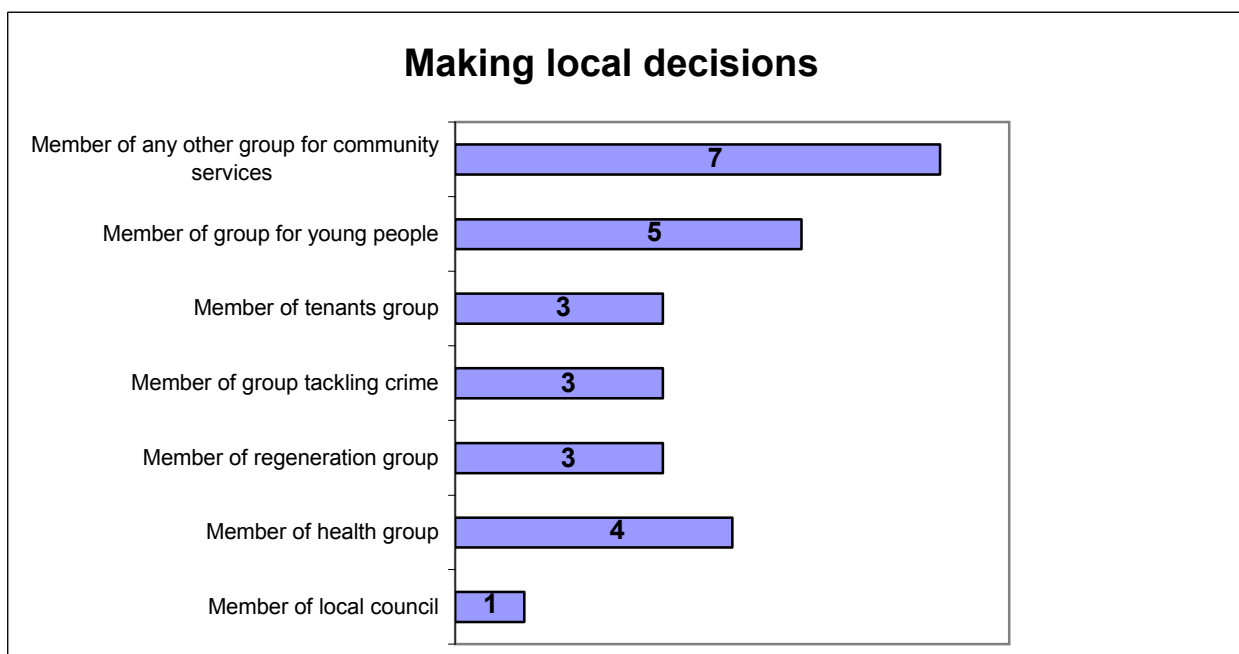


21.1 Just under a quarter of Kent residents (23%) say that they have given unpaid help to a group, club or organisation and have done so at least once a month or more frequently. This excludes giving money or anything that was part of a job or done for the family.

21.2 This level of activity is slightly less than the national and south east average and equal with the Kent Districts' average.

21.3 Analysis shows that such activism is higher among middle and older age groups, in the west of Kent and in more affluent areas.

22. Making decisions

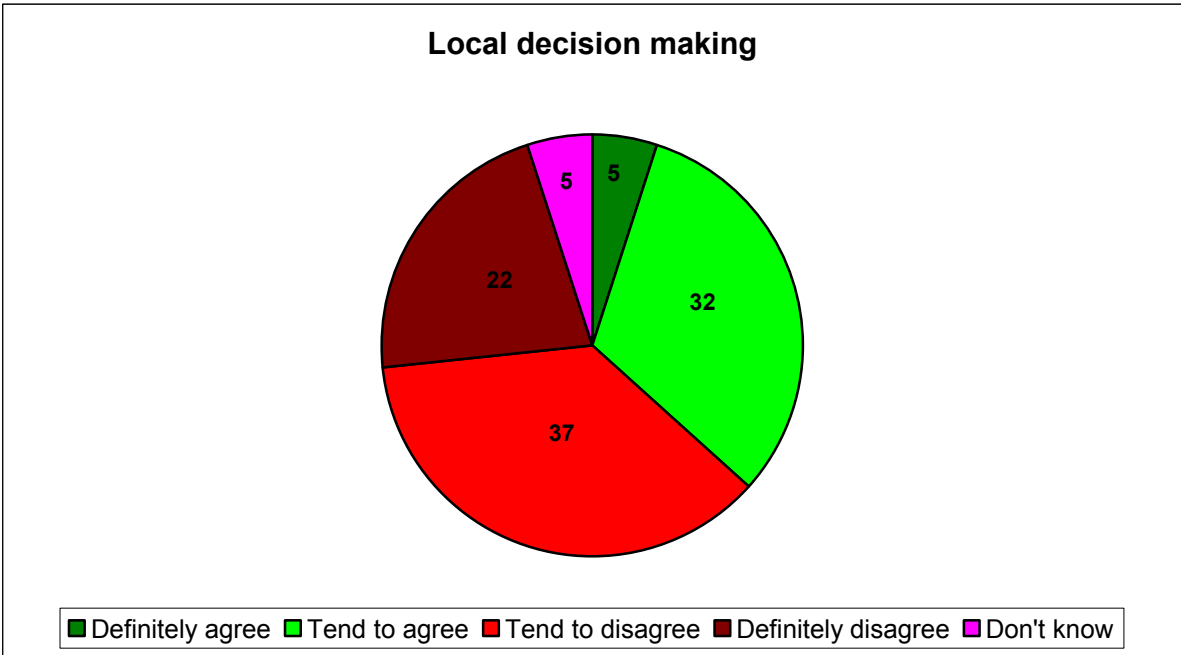


22.1 Three percent of Kent residents have been involved in groups making decisions locally tackling crime as well as tenants' and regeneration groups.

22.2 Four percent have been members of groups making decisions on health and five percent of groups making decisions about young people's issues. One percent reported having been a member of their local council and 7% had been members of other groups making decisions on community services.

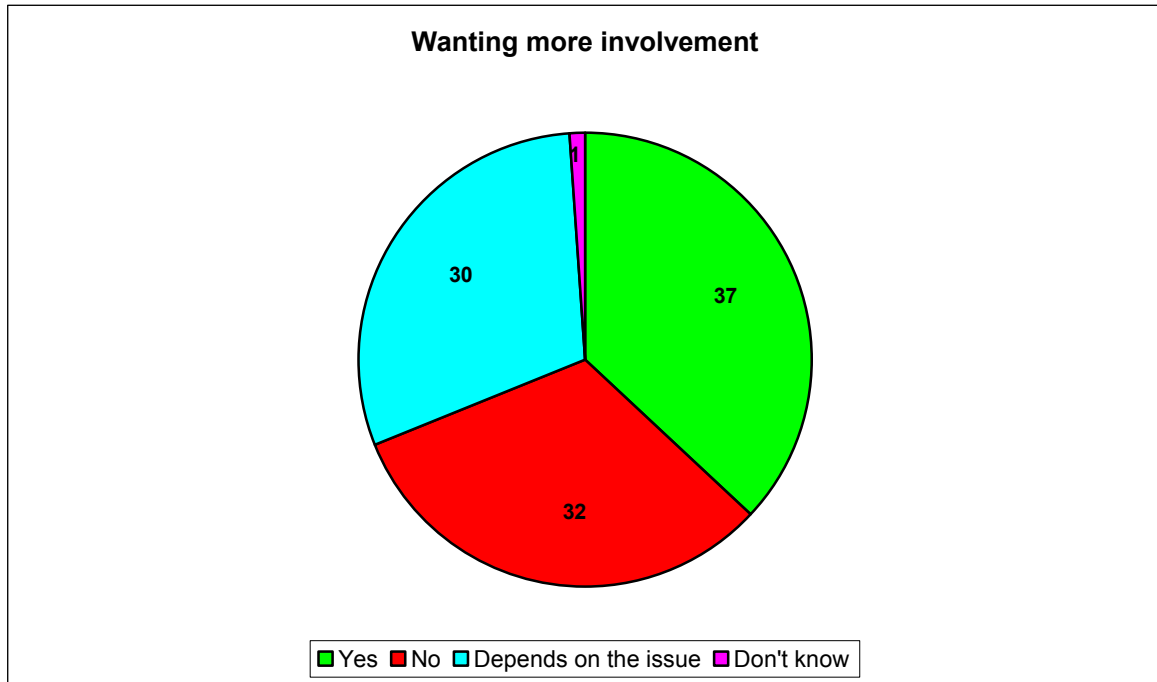
22.3 Adding the different groups together provides an aggregate score for NI 3 of 15% for KCC, which compares with 14% as a national average, 14% as a south east average and 13% as an average for Kent Districts.

23. Influencing decisions



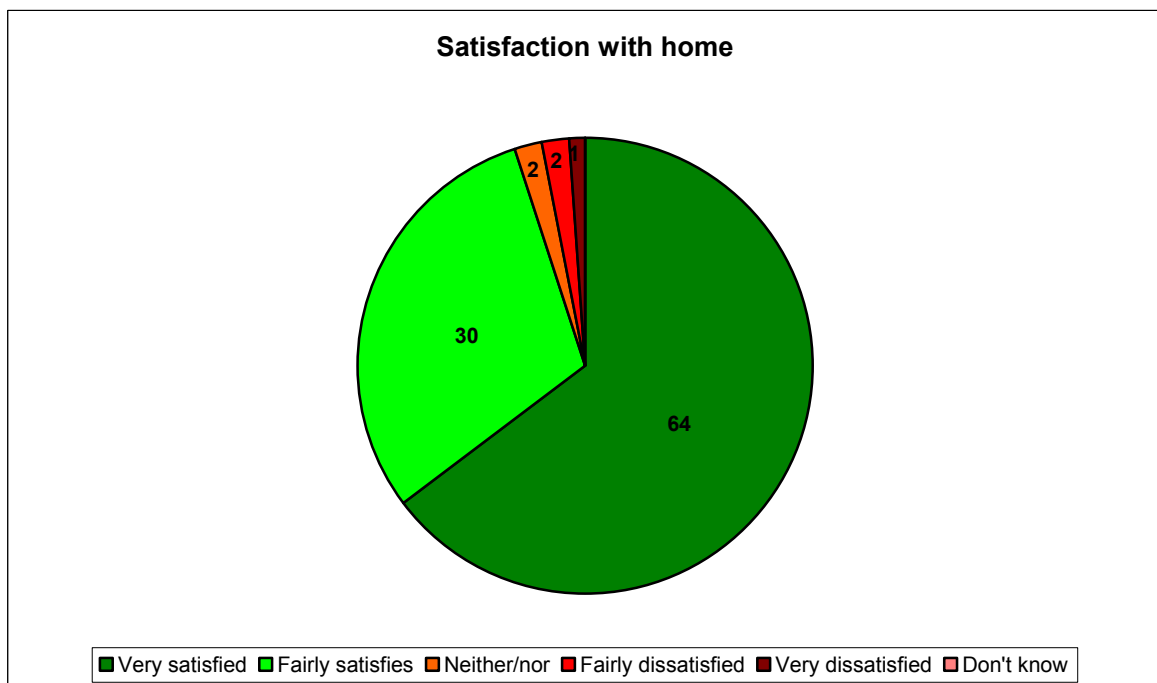
23.1 Nearly two fifths (39%) of Kent residents agree they can influence decisions in their local area and this compares with a national average of 29%, a south east average of 27% and a Kent Districts average of 27%. Three fifths (59%) of Kent residents disagreed that they could influence local decision making.

24. More involvement



24.1 When asked if they would like to be more involved in the decisions that affect their local area well over a third (37%) of Kent residents say yes with just under a third (32%) saying no. A further three in ten (30%) say that more involvement was possible but would depend on the issue.

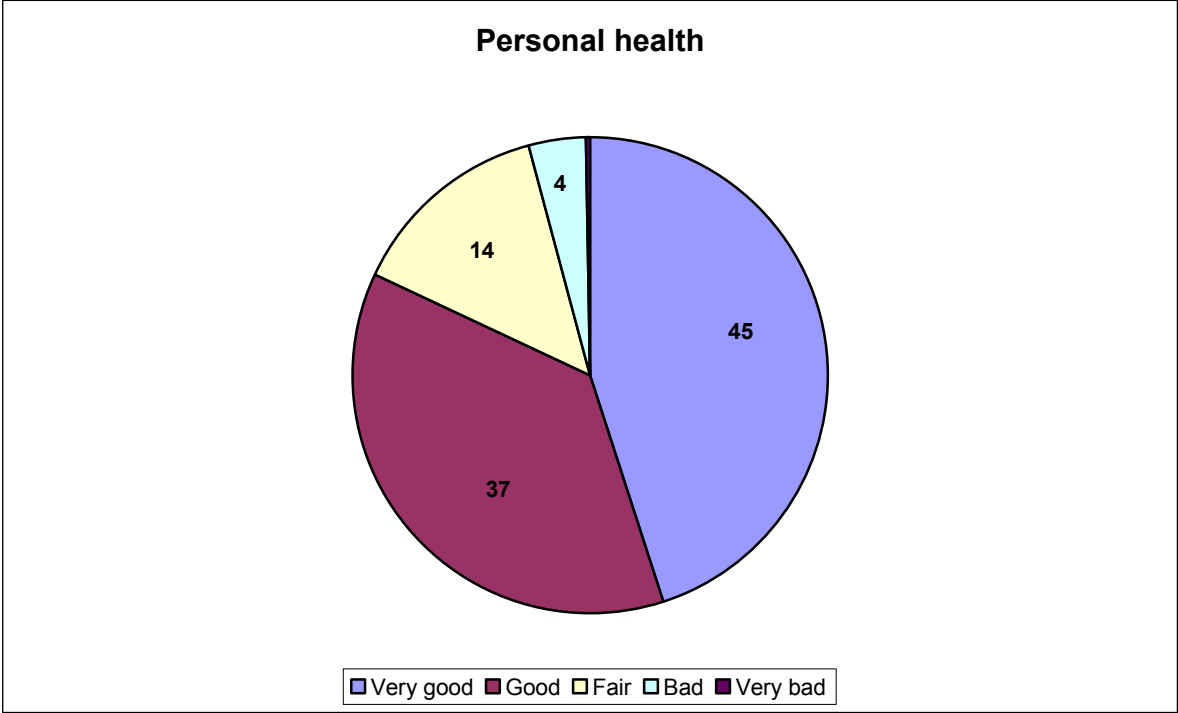
25. Satisfaction with home



25.1 Most Kent residents are very happy with their own accommodation. Over nine in ten (94%) say they are at least fairly satisfied with their home as a place to live, with almost two in three (64%) very satisfied. Only 3% express discontent.

25.2 The proportion of residents who are very satisfied is highest in Sevenoaks (75%) and Canterbury (73%) and lowest in Swale (53%). It is also considerably higher among people in rural locations compared with built-up areas (85% compared with 63%) and among residents of the most affluent places compared with those in the most deprived (69% compared with 59%).

26. Self reported state of health



26.1 When asked how their health was in general, over four fifths (82%) reported it good or very good, compared with less than one in 20 (4%) who reported bad or very bad.

26.2 Older residents are more likely to rate their health as fair or bad than younger residents. Still more than seven in ten of those aged 65+ consider their health to be either good or very good.

27. Summarised findings from Ipsos MORI’s report of KCC’s Place Survey are:

27.1 Kent residents are satisfied with their local area as a place to live – the 89% positive rating represents a small improvement since the question was last asked in 2006.

27.2 More are satisfied with their home – most Kent residents (94%) are very or fairly satisfied with their home and only 3% express dissatisfaction.

27.3 Over eight in ten regard their health as good – 45% of Kent residents rate their health as being very good and 37% as fairly good, making a 82% good compared with only 4% considering it to be bad or very bad.

27.4 Residents prioritise respect and roads – although the level of crime is seen as something that requires improvement locally, road issues (cited as repairs and congestion levels) feature more prominently as major areas for improvement.

27.5 Residents satisfied with public services – satisfaction with public services in Kent is very positive and with regard to health and police services compares well with national benchmarks.

27.6 KCC is viewed positively – with just over half satisfied with the way KCC runs things, but ratings of KCC have fallen and more are now dissatisfied.

27.7 Public less positive about the extent to which services work for people – while generally satisfied with health, police and local government services, residents are less positive about the way public services work for, and involve people.

27.8 Looking ahead – KCC and partners will face the challenge of engaging residents while also delivering timely and relevant communications about what it is doing. Communications success will be complicated by the recent trend for public scepticism about data and statistics.

27.9 For the future – KCC will need to work with the twin challenges of falling satisfaction with its performance and a changing and more difficult economic backdrop.

Recommendations:

CPOSC is asked to:

- a) Note KCC's Place Survey scores as produced by the Ipsos MORI face to face survey, the national comparison scores and the commentary as to what the scores mean.
- b) Identify any further reports the CPOSC may require analysing in further detail any aspect of Kent residents' views, perceptions and priorities and KCC's services, satisfaction and reputation.

Accountable officer: Robert Hardy, Director of Performance, Improvement and Engagement – CED Tel: 7000 1343

Background documents

Place Survey Manual, Department of Communities and Local Government, January 2009

Kent Place Survey 2008 Summary report, Ipsos MORI, March 2009

Place Survey 2008, England, Department of Communities and Local Government, Local Government Statistical Release. June 2009

Place Survey 2008, England, Department of Communities and Local Government, Local Government Statistical Release. September 2009

Appendix 1 – KCC Place Survey 2008 NI results

Using the methods prescribed by the Department of Communities and Local Government (CLG) for calculating the results, the NI scores for KCC are as shown in the following table, together with the national average, the south east authorities' average and the average for the 12 Kent District Councils for comparison purposes. All scores are given rounded to the nearest whole number, following the convention used in the national publication.

NI	Topic - Definition	KCC score	National average	South east average	Kent Districts' average
1	Social cohesion - % of people who believe people from different backgrounds get on well together in their local area	77%	78%	79%	76%
2	Belonging - % of people who feel that they belong to their neighbourhood	74%	60%	58%	59%
3	Making decisions - % who have been involved in decisions that affect the local area in the past 12 months	15%	14%	14%	13%
4	Influence - % of people who agree they can influence decisions in their locality	39%	29%	27%	27%
5	Overall / general satisfaction with local area	89%	81%	83%	80%
6	Participation in regular volunteering	23%	24%	25%	23%
17	Perceptions of anti-social behaviour	NA	20%	16%	19%
21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	40%	27%	26%	25%
22	Perceptions of parents taking responsibility for the behaviour of their children in the area	34%	30%	31%	27%
23	Respect - Perceptions that people in the area treat one another with respect and consideration	36%	31%	28%	33%
27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	31%	25%	24%	24%
37	Awareness of civil protection arrangements in the local area	23%	16%	16%	17%
41	Perceptions of drunk or rowdy behaviour as a problem	25%	29%	27%	28%
42	Perceptions of drug use or drug dealing as a problem	22%	31%	24%	26%
119	Self-reported measure of people's overall health and wellbeing	82%	77%	79%	76%
138	Satisfaction of people over 65 with both home and neighbourhood	NA	84%	NA	84%
139	The extent to which older people receive the support they need to live independently at home	42%	30%	28%	30%
140	Fair treatment by local services	77%	74%	76%	74%

Appendix 2 - KCC Place Survey 2008 non-NI results

The results of Place Survey questions which were not based on NIs are shown below, with an indication of the results from the 2006 BVPI survey, if asked, for comparison purposes.

Question	Place Survey 2008	BVPI survey 2006
Which things are most important to make a place good to live in	Level of crime Clean streets Health services Parks and open spaces Level of traffic congestion Public transport Education provision	Level of crime Health services Clean streets Affordable decent housing Education provision Level of traffic congestion
Which things most need improving in the local area	Road and pavement repairs Activities for teenagers The level of traffic congestion The level of crime Clean streets Job prospects	Activities for teenagers The level of traffic congestion Road and pavement repairs The level of crime Public transport Affordable decent housing
Agreement with statements about local public services	Work to make area safer 65% Work to make area cleaner 68% Promote interests of locals 42% Act on concerns of residents 45% Treat all types of people fairly 66%	46% 54% 36% 33% 40%
Satisfaction with local public services – Police, Fire, GP, local hospital and dentist	Kent Police 57% satisfaction Kent Fire 67% satisfaction GP 84% satisfaction Hospital 67% satisfaction Dentist 58% satisfaction	Not asked
Satisfaction with particular public services including local tips, bus services, libraries, parks	Local tips 75% satisfaction Public transport info 40% satisfaction Local bus services 43% satisfaction Sports 47% satisfaction Libraries 63% satisfaction Galleries 26% satisfaction Arts activities 37% satisfaction Country parks 79% satisfaction Education 57% satisfaction Social care 26% satisfaction Highways 43% satisfaction BUT 41% dissatisfaction	88% 46% 51% 55% 70% 37% 42% 74% 31% 21% Not asked
Extent of agreement that KCC provides value for money	40% agree National average 33%	31% agree
Overall satisfaction with KCC	51% satisfied National average 45% satisfied	46% satisfied
How well informed residents feel about specific issues and overall about local public services	How ... to vote 86% well informed ...Council Tax is spent 64% well informed ...to get involved ... 35% well informed ...standards to expect 41% well informed ...services perform 38% well informed ...to complain 41% well informed Public services overall 47% well informed	90% 57% but different wording 35% 48% 33% but different wording 46% 40% but different wording
Residents wanting to be more involved in local decision making	37% want to be more involved with a further 30% wanting to depending on the issue	21% and 51% wanted to be more involved, but the Q wording was different
Feelings of safety outside in local area after dark	23% feel very safe and 41% feel safe outside after dark = 64% overall National average = 51% overall	Not asked
Feelings of safety outside in local area during the day	72% feel very safe and 25% feel safe outside during the day = 97% overall National average = 88% overall	Not asked