

Shaping Poole Survey 2011



Shaping Poole Survey 2011 Older People Key Findings

Older People's Strategy Group
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Summary Findings



Overall positive results

- Improved perceptions of all local public services, the Council and individual council services
- Increased public confidence with community safety issues
- Room for improvement on community cohesion and getting residents involved in the local area
- Differences by areas of Poole

Results show that those aged 60 or over:

- are more positive about life in Poole
- have higher satisfaction with the Council and local public services generally
- are more informed about local public services
- vary for usage and satisfaction with council services

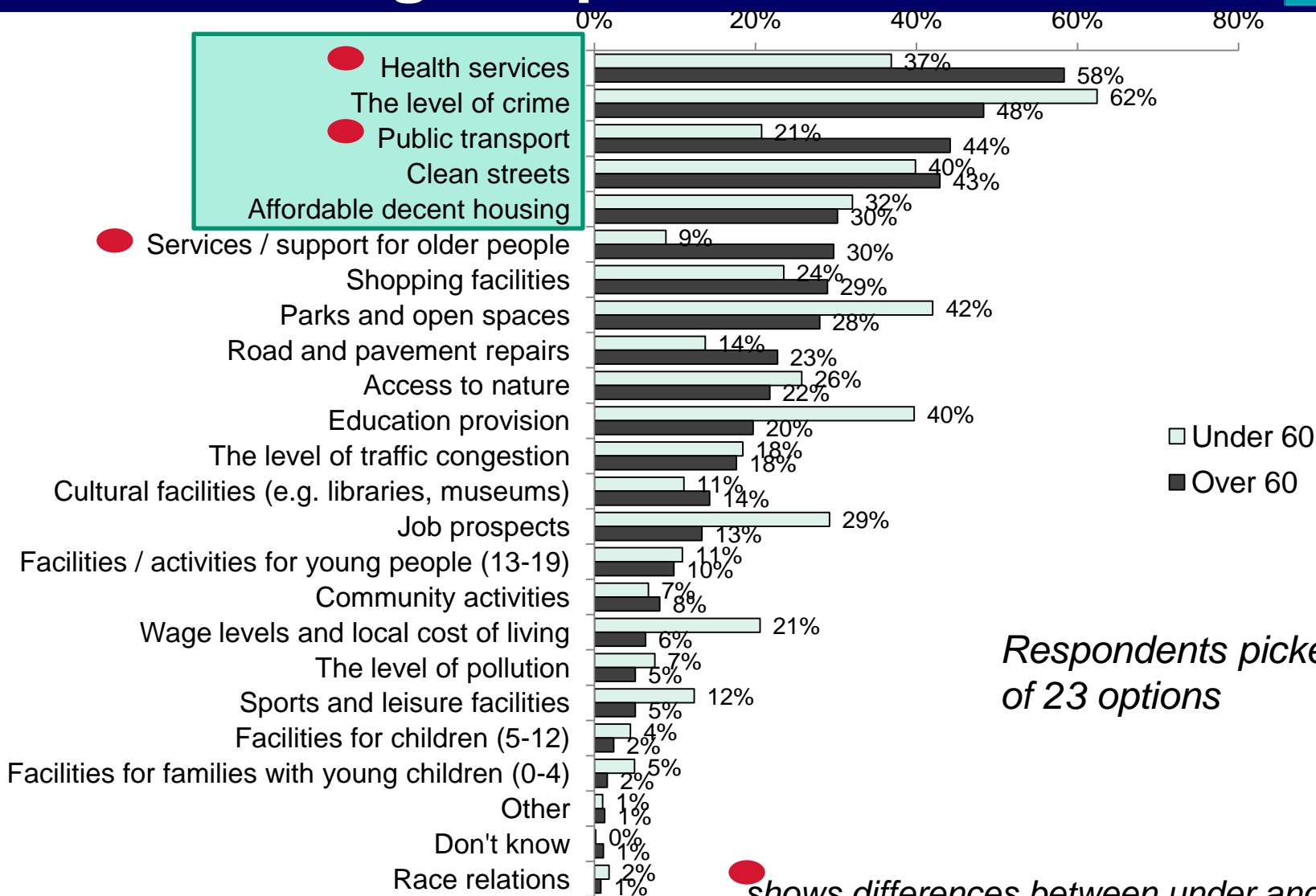
Survey Methodology



- Partnership Survey carried out every three years
- Place Survey methodology used so results could be compared (postal survey with 2 reminders)
- Random sample of 5,500 addresses (enables analysis by area and population groups)
- 2,265 surveys returned (41% response)
 - 787 responses from people aged 60 or over
 - (On a statistic of 50%, a sample size of 787 has a +/-3.5% confidence interval)
- Respondents weighted by age and gender to make them representative of Poole
 - 2008 data re-weighted to make results comparable. As a result some figures vary.

Poole as a place to live

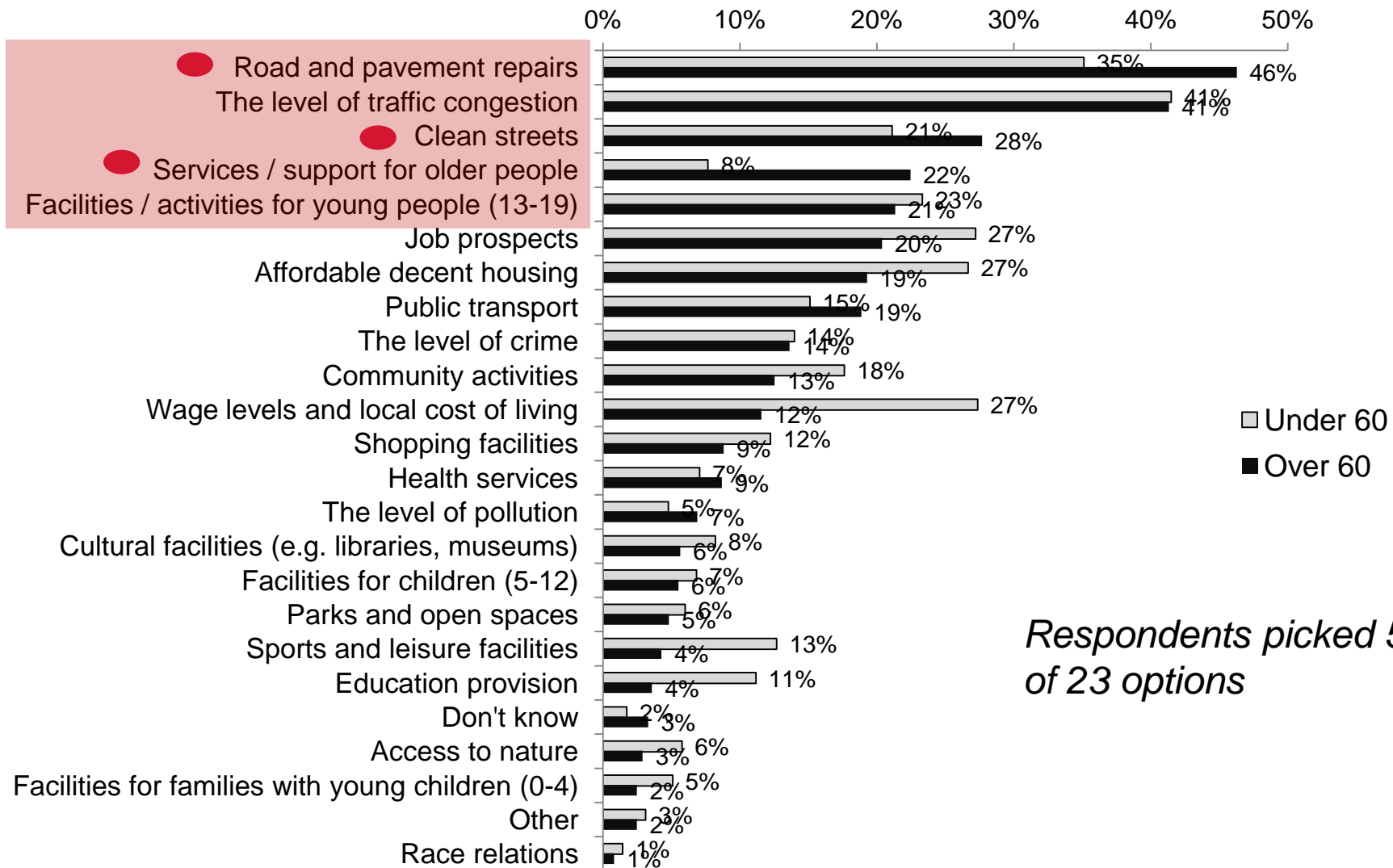
Most important factors in making somewhere a good place to live



Respondents picked 5 out of 23 options

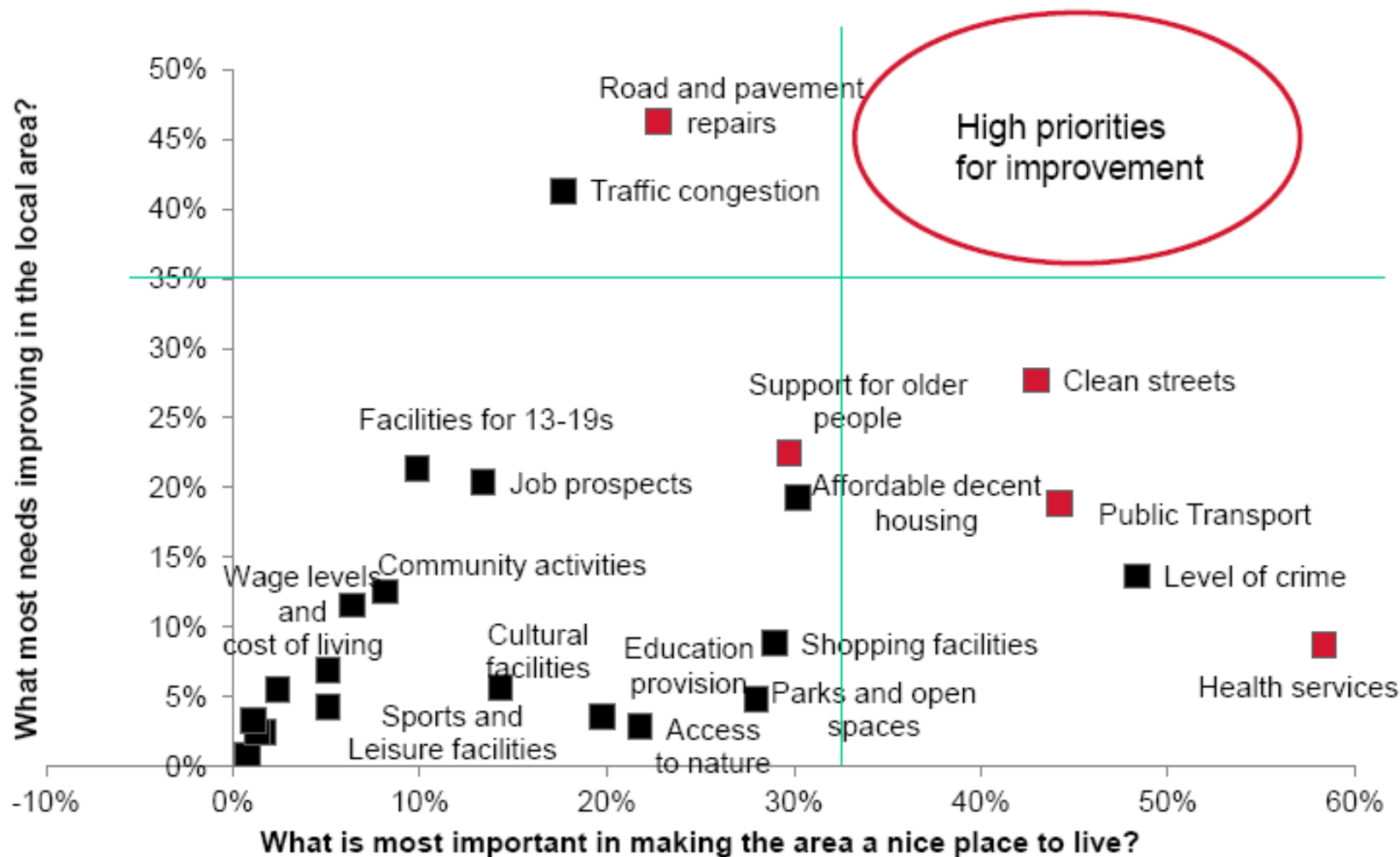
shows differences between under and over 60s

Q2 Things that most need improving in the local area



Respondents picked 5 out of 23 options

Residents priorities for improvement (Over 60s)

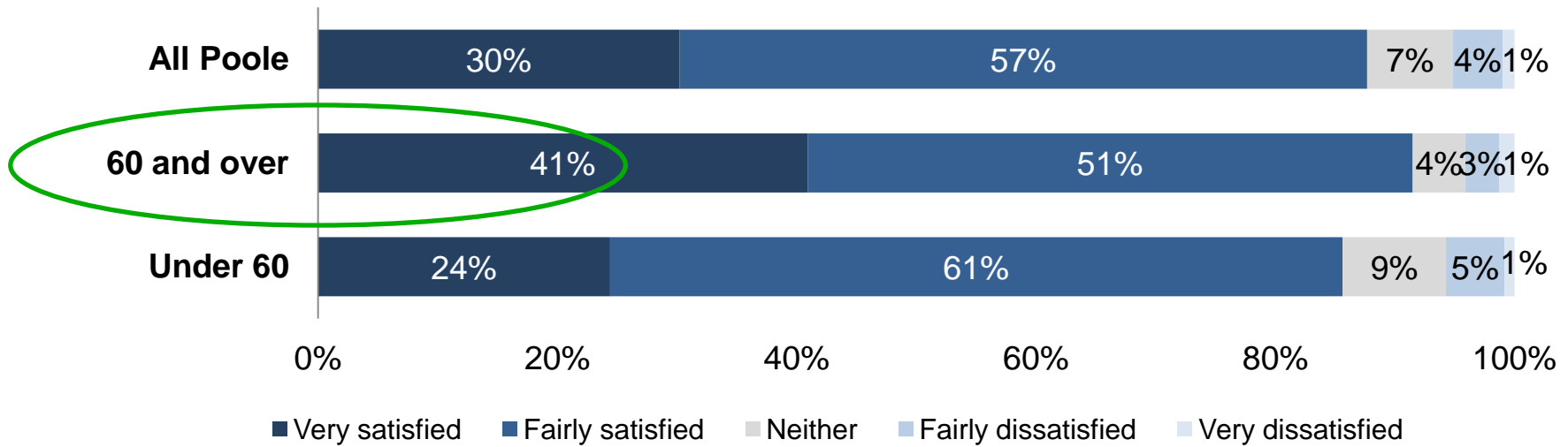


Communities

Satisfaction with the local area



Satisfaction with the local area as a place to live

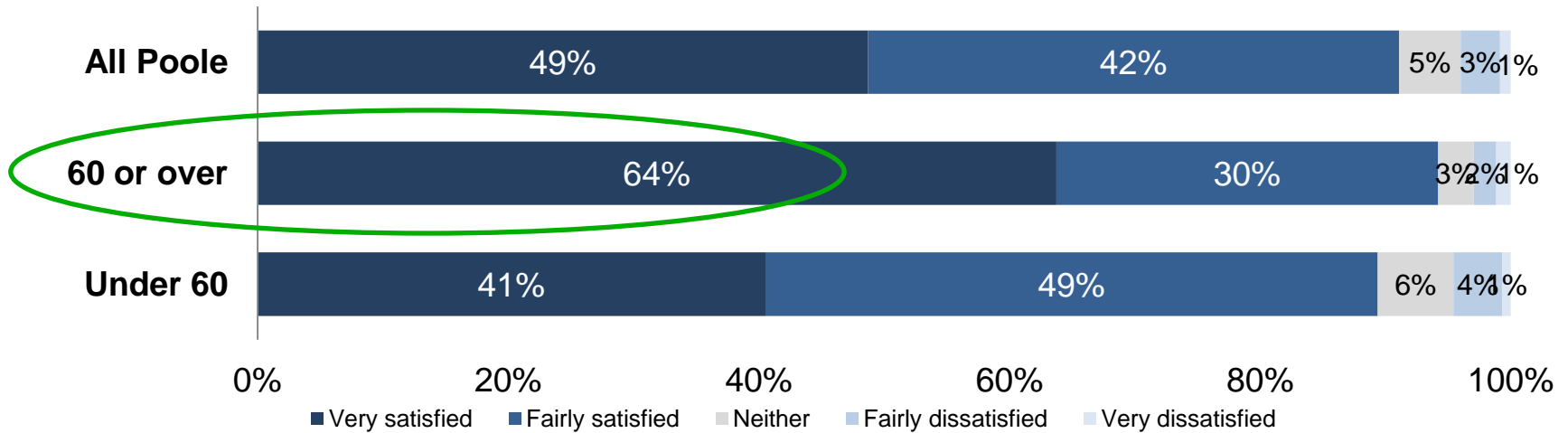


- Satisfaction with the local area as a place to live is high.
- Higher proportion of those aged 60 or over 'very satisfied'

Satisfaction with the home

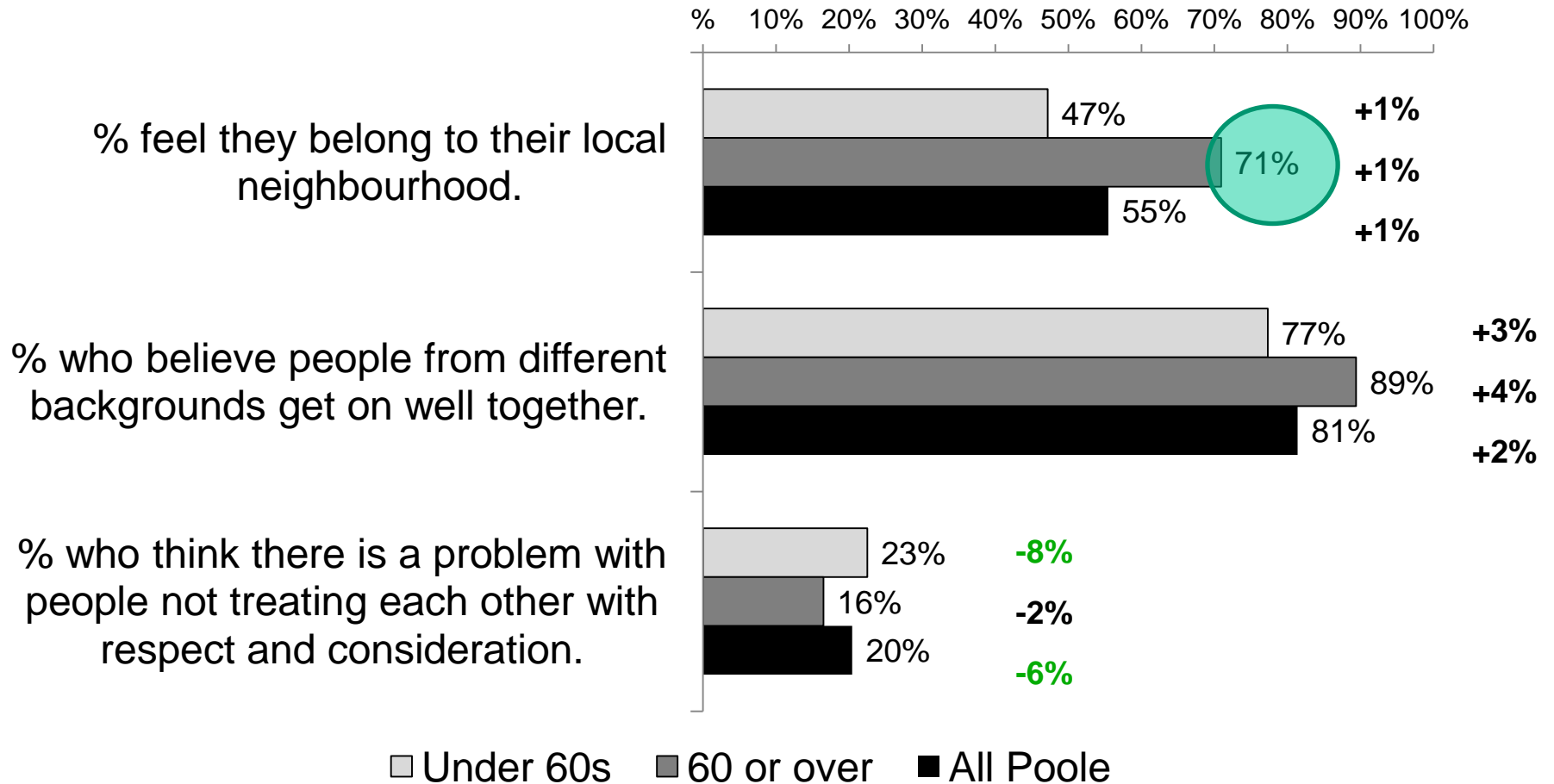


Satisfaction with the home as a place to live



Those aged 60 or over are more satisfied with their home as a place to live.

Communities indicators



Local area = 15-20 minutes walking distance from your home

Not significant

Communities indicators (age comparisons)



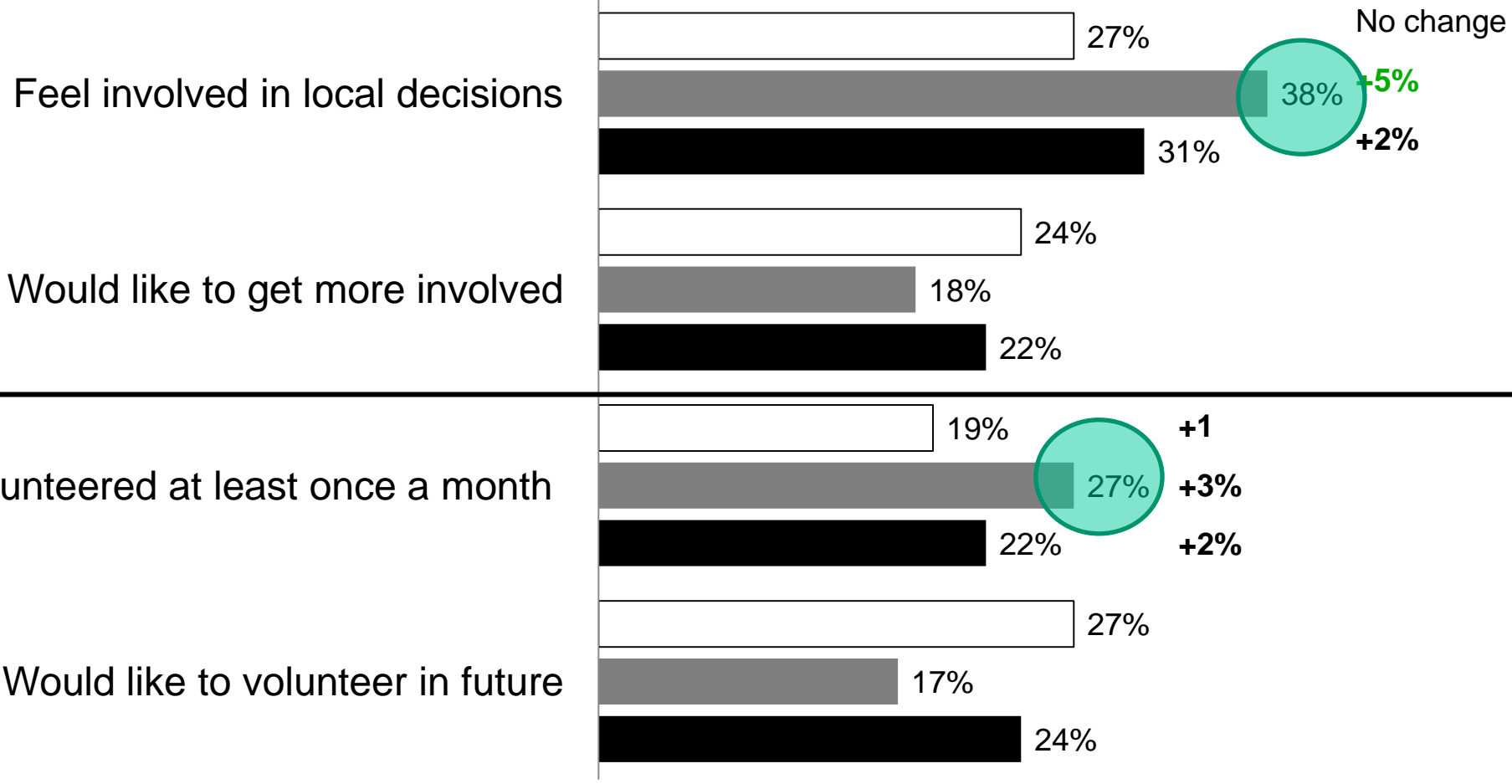
Communities	Age							Total
	18-34	35-44	45-54	55-64	65-74	75-84	85+	
% satisfied with the local area as a place to live	84%	86%	86%	88%	91%	92%	98%	88%
% feel they belong to their local neighbourhood.	37%	53%	49%	67%	66%	78%	78%	55%
% who believe people from different backgrounds get on well together.	76%	79%	77%	82%	88%	93%	96%	81%
% who think there is a problem with people <u>not</u> treating each other with respect and consideration.	15%	23%	24%	22%	14%	10%	13%	18%

Overall those aged 60 or over are more positive about Poole as a place to live

Getting involved indicators



0% 5% 10% 15% 20% 25% 30% 35% 40%

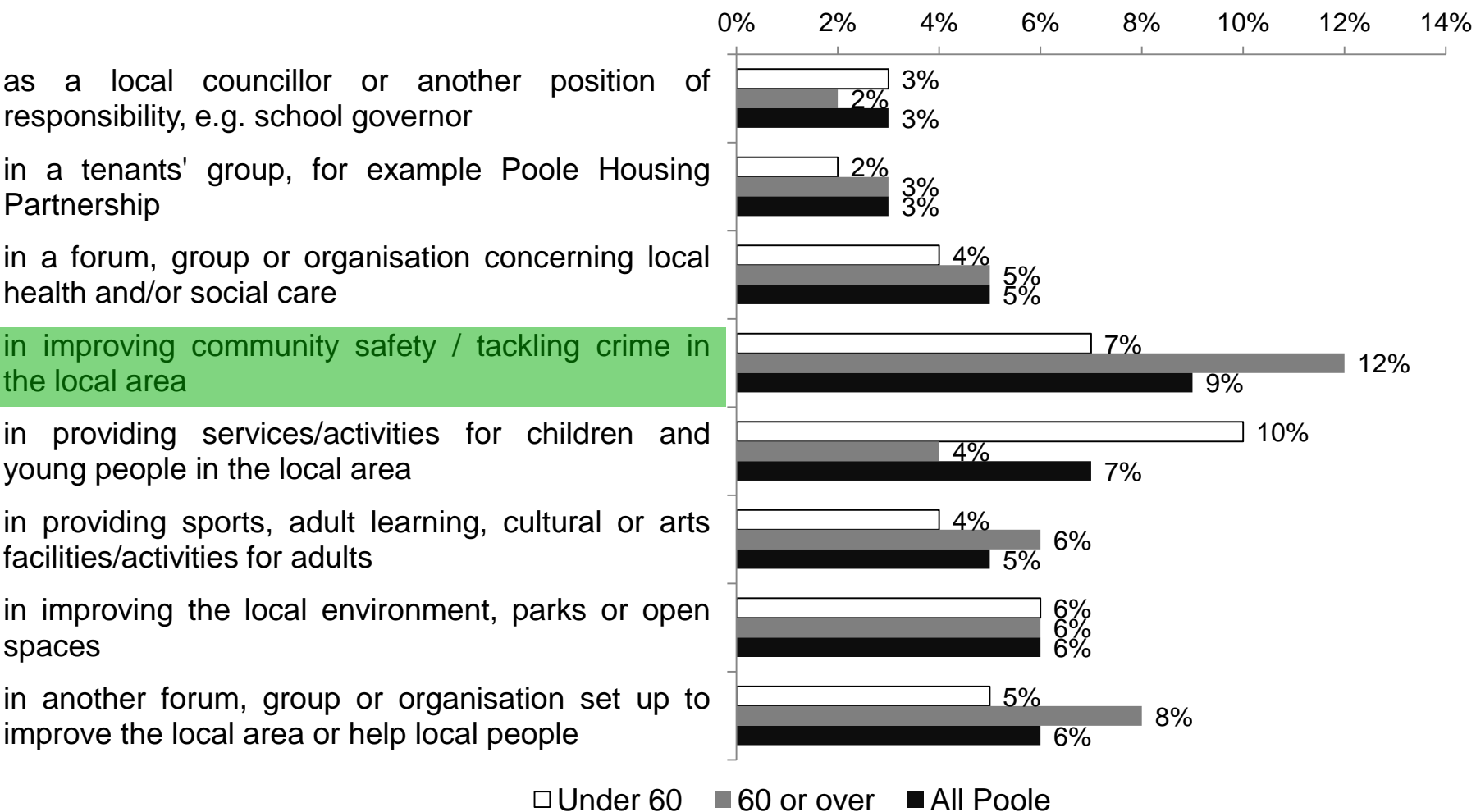


□ Under 60 ■ 60 or over ■ All Poole

Getting involved in local forums, groups or organisations in the local area



27% of residents of all ages are involved in at least one group that affect or deliver services in the local area.



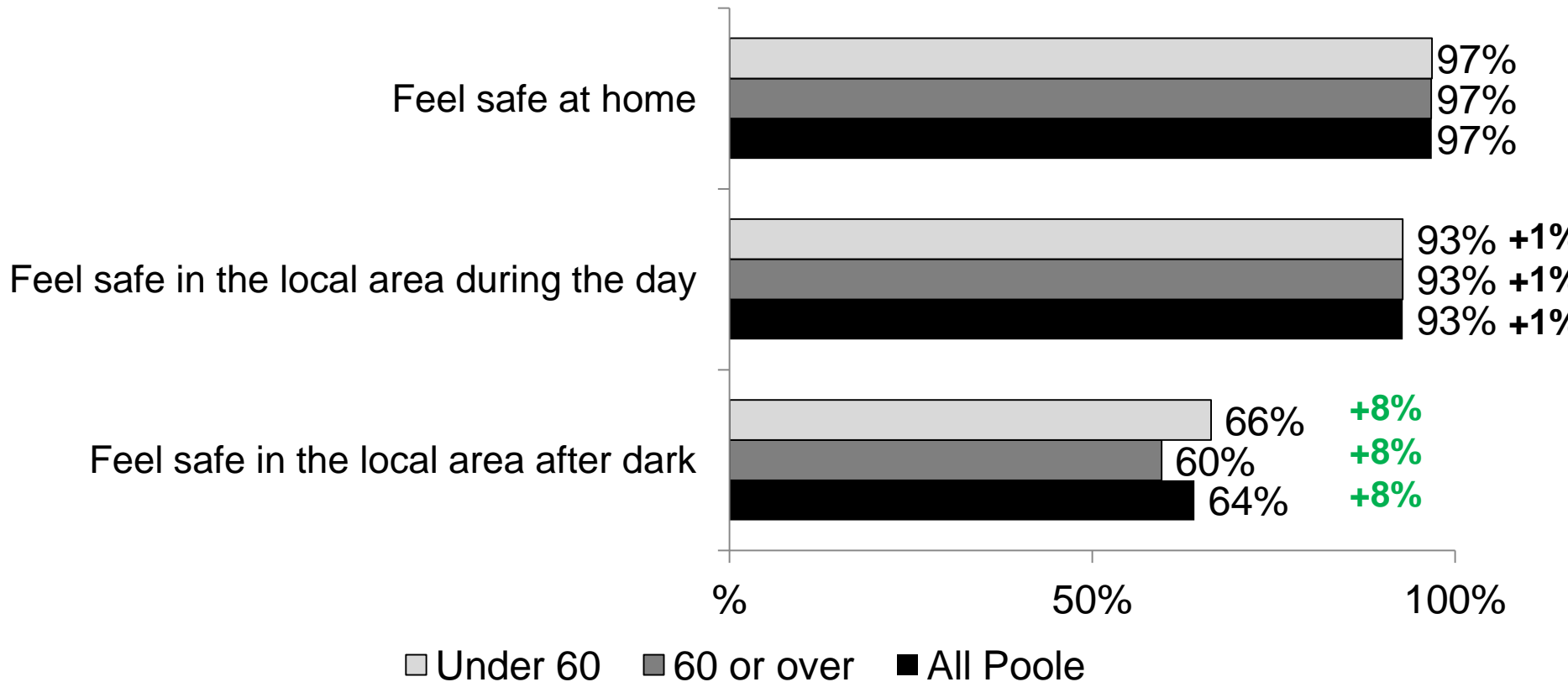
Getting involved



Getting involved	Age							Total
	18-34	35-44	45-54	55-64	65-74	75-84	85+	
% who feel they can Influence decisions	24%	26%	29%	34%	35%	41%	51%	31%
% who volunteer at least once a month	14%	22%	25%	21%	33%	24%	14%	22%

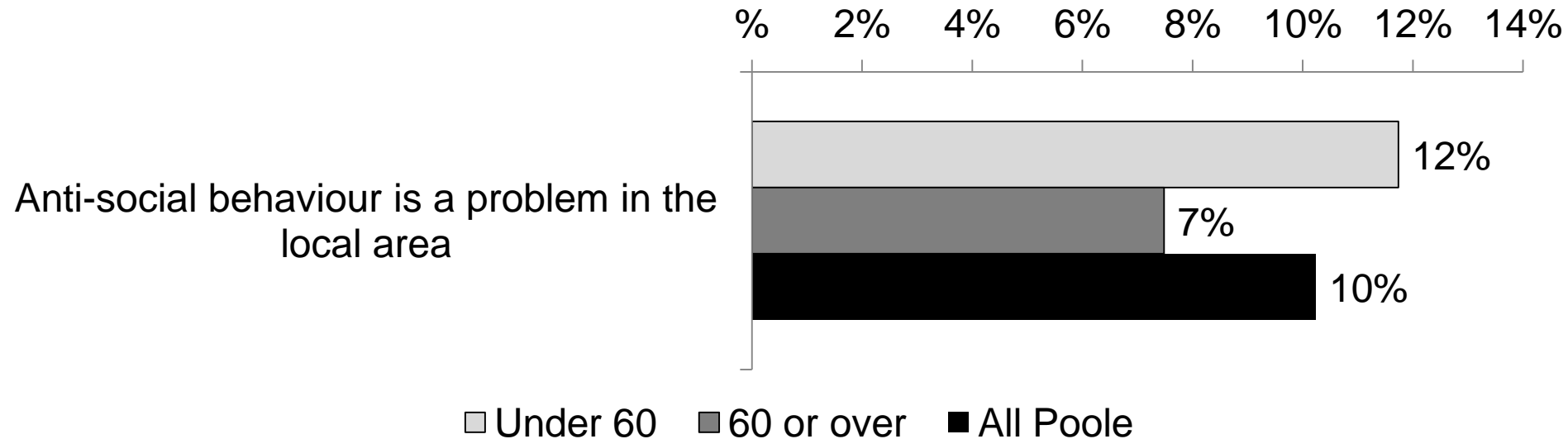
- Feelings of influencing decisions increases with age, with 51% of those aged 85+ feeling they can influence decisions.
- Volunteering is highest amongst those aged 65-74 (33%).

Feeling of safety



- Feeling of safety after dark has increased by 8% since 2008.
- 12% aged 60 or over feel 'very safe', compared to 16% aged under 60.

Perceptions of anti-social behaviour



- Those aged 60 or over feel there is less of a problem with anti-social behaviour (and the seven aspects of it) than those aged under 60.
- Perceptions of anti-social behaviour amongst those aged 60 or over show no change since 2008. The question was altered.

* Question changed from 'groups of teenagers hanging around' in 2008 to 'intimidating groups of people hanging around the streets' in 2011.

Perceptions of anti-social behaviour (differences by age)



% who feel there is a problem in their local area with...	Age							Total
	18-34	35-44	45-54	55-64	65-74	75-84	85+	
...anti-social behaviour	14%	11%	11%	11%	8%	4%	2%	10%
...people using/dealing in drugs.	18%	14%	19%	15%	13%	9%	5%	15%
...people being drunk/rowdy in public places.	31%	23%	26%	20%	16%	9%	10%	22%
...noisy neighbours	17%	16%	14%	13%	8%	8%	1%	13%
...intimidating groups of people hanging around the streets*	26%	20%	23%	19%	13%	9%	13%	20%
...rubbish or litter	35%	27%	30%	29%	26%	26%	15%	29%

Overall perceptions of anti-social are better amongst older age groups.

* Question changed from 'groups of teenagers hanging around' in 2008 to 'intimidating groups of people hanging around the streets' in 2011.

Perceptions of Community Safety



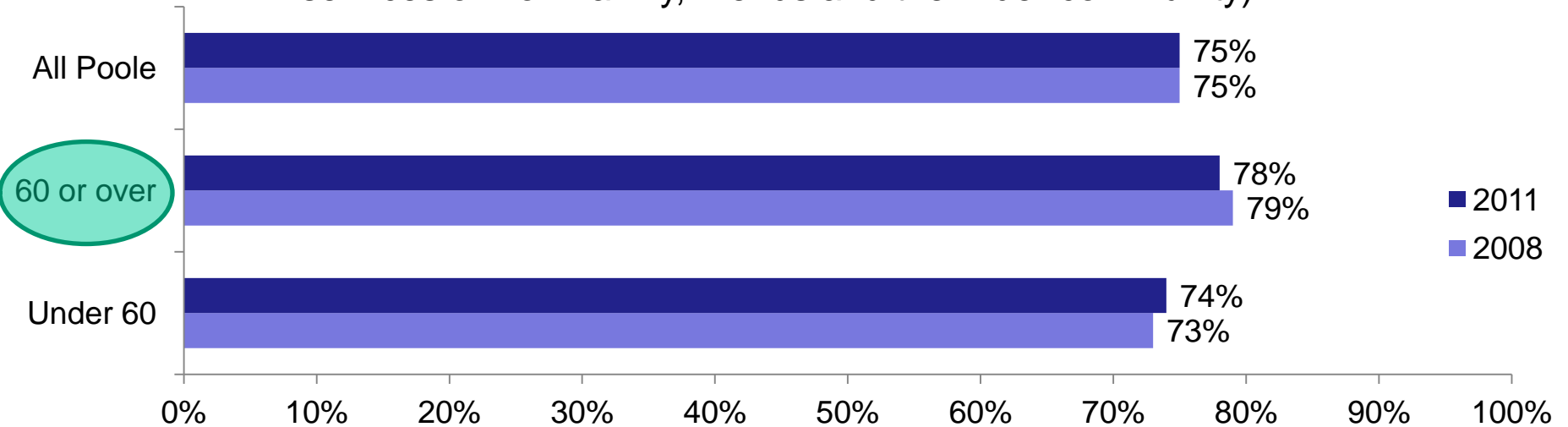
- Those aged 60 or over are more positive about the tackling of anti-social behaviour in their local areas than younger ages.
- Perceptions have significantly increased across all ages since 2008.

% agree the police and local public services ...	Age							Total
	18-34	35-44	45-54	55-64	65-74	75-84	85+	
...seek views about anti-social behaviour and crime	27%	28%	32%	32%	45%	44%	40%	33%
...are successfully dealing with anti-social behaviour and crime	43%	38%	41%	44%	56%	56%	56%	45%

Support for Older People



% agree that older people receive the support they need to live independently (including support from public, private or voluntary services or from family, friends and the wider community).



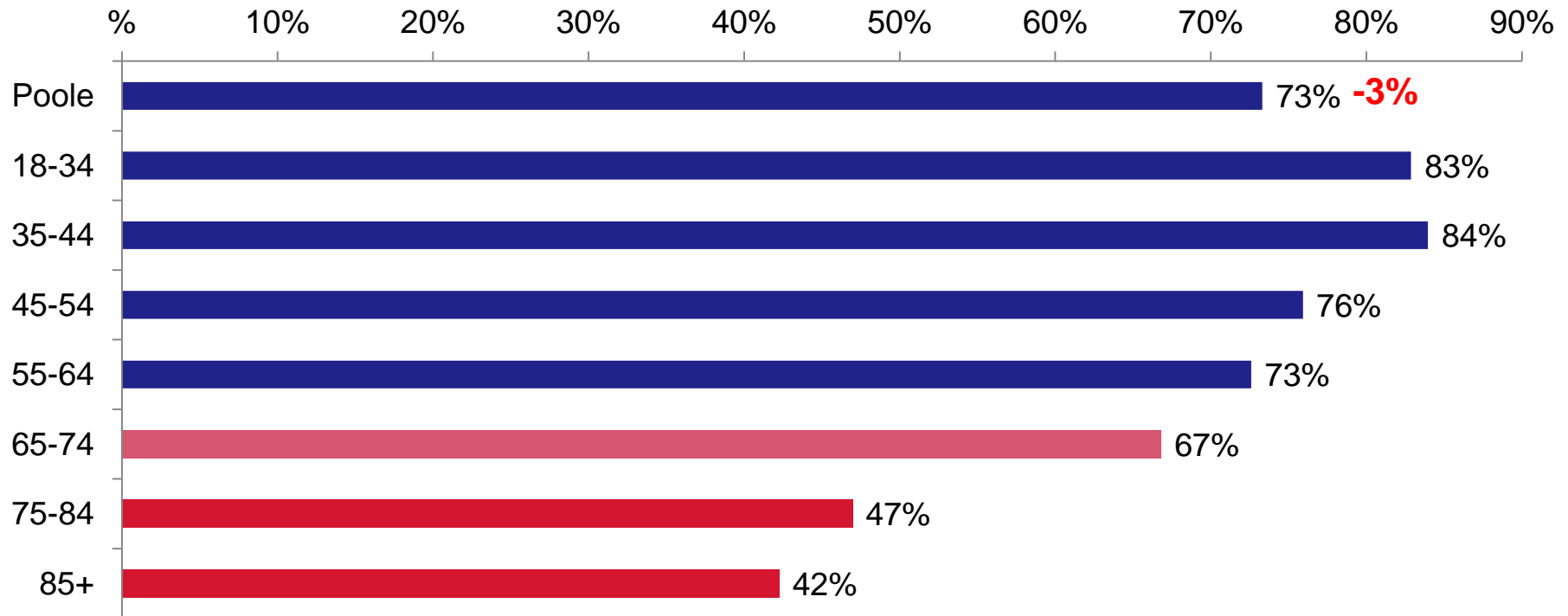
There is no change in perceptions of whether older people are given the support since 2008.

48% of those aged 60 or and 61% of those aged under 60 over answered 'don't know' to this question.

General health by age



Feelings of good general health decrease with age:



- 42% aged under 60 had 'very good' health compared to 16% aged 60+
- 32% of those aged 60+ had 'fair health'.
- 7% had bad or very bad health, this compares to 3% for those under 60.

Health and Wellbeing – carers



17% of all respondents received some form of care in 2011, and 20% of those aged 60 or over.

	Under 60	60 or over	All Poole
Family member	8%	20%	12%
Neighbour or friend	2%	6%	3%
Health professional (e.g. District Nurse)	1%	2%	1%
Home help	%	2%	1%
Voluntary organisation	%	1%	%
Other	1%	4%	2%

22% provide care to a family member, relative or friend.

Provide care	Under 60	60 or over	All Poole
Yes, 1-19 hours per week	15%	16%	16%
Yes, 20-49 hours per week	2%	2%	2%
Yes, 50+ hours per week	3%	7%	4%
No	80%	75%	78%

Indicators by Safer Neighbourhood Areas (All ages)



2011	Safer Neighbourhood Area							Poole
	Hamworthy East, Hamworthy West	Poole Town and Oakdale	Parkstone, Penn Hill and Canford Cliffs	Newtown, Branksome East and Branksome West	Alderney	Creekmoor and Canford Heath East & West	Broadstone and Merley & Bearwood	
% satisfied with their local area as a place to live.	86%	83%	93%	80%	74%	88%	96%	87%
% who feel they belong to local neighbourhood.	58%	48%	56%	49%	52%	56%	70%	55%
% who volunteer at least once a month	16%	25%	23%	15%	26%	21%	28%	22%
% getting involved in their local area	22%	30%	34%	17%	23%	23%	34%	27%
% believe people from different backgrounds get on well together.	73%	74%	88%	75%	79%	86%	89%	81%
% think there is a problem with people not treating each other with respect /consideration.	31%	26%	14%	25%	23%	21%	11%	20%
% think anti-social behaviour is a problem in their area. (Based on answers to 7 questions.)	14%	19%	5%	12%	10%	10%	1%	10%
% think there is a problem with people being drunk/rowdy in public places.	23%	37%	20%	25%	15%	19%	8%	22%
% think there is a problem with people using/dealing in drugs.	22%	24%	11%	17%	14%	17%	4%	15%
% agree the police and local public services seek views about anti-social behaviour and crime.	46%	28%	27%	30%	27%	37%	43%	33%
% agree the police and local public services are successfully dealing with asb and crime.	57%	38%	44%	39%	37%	51%	54%	45%
% reporting their health is very good or good.	69%	70%	79%	69%	64%	73%	79%	73%

Colour code: the "best" area significantly better than Poole average the "worst" area significantly worse than Poole average

Perceptions of services

Perceptions of Local Public Services



0% 20% 40% 60% 80% 100%

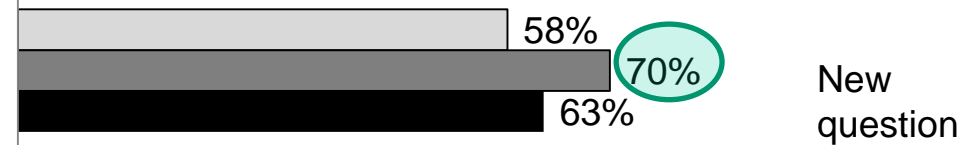
...are working to make the area safer



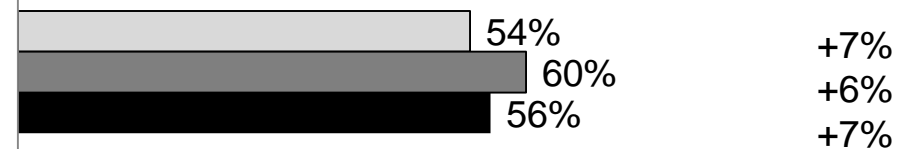
...are working to make the area cleaner and greener



...are working to improve the health and wellbeing of local residents



...act on the concerns of local residents



...treat all types of people fairly

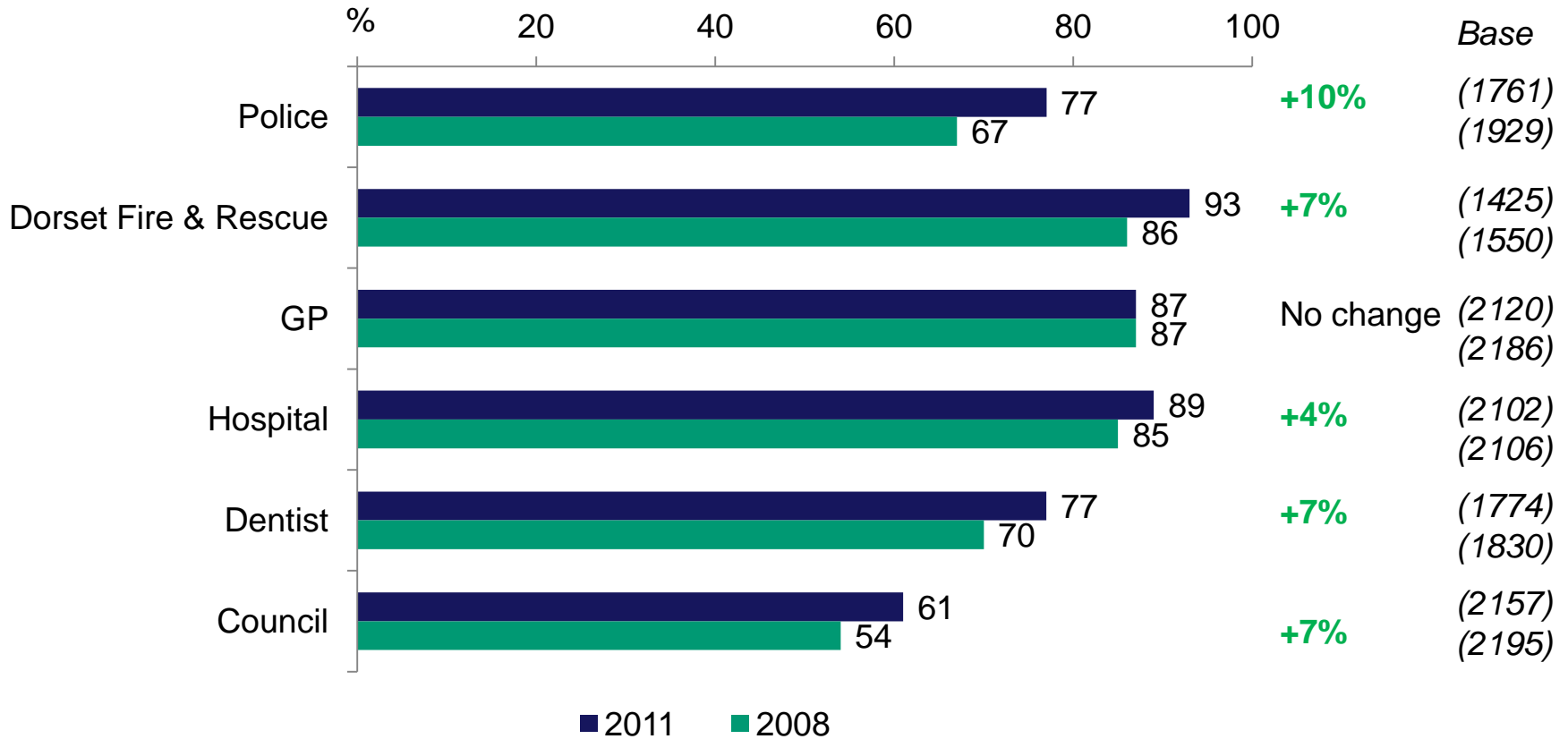


□ Under 60 ■ 60 or over ■ All Poole

Satisfaction with Local Public Services (All respondents)



Satisfaction with local public services



Usage of council services by age



All service usage (apart from bus use) is lower amongst those aged 85+..

Service usage (used in the last 12 months)	Base	Age groups (%)							Poole
		18-34	35-44	45-54	55-64	65-74	75-84	85+	
Household Waste Recycling Centre	1699	74	87	85	83	76	62	53	78
Local transport information	1374	71	65	65	65	64	60	48	66
Bus services	1526	72	63	67	71	79	79	65	71
Sports /Leisure Centres	1137	71	75	57	44	33	23	10	54
Museum	797	35	42	39	39	40	32	20	37
Theatres / concert halls	1911	47	60	63	59	59	51	35	55
Parks and open spaces	2044	96	99	95	95	92	86	71	94

Usage of council services – key predictors



There are different predictors of service use...

Council service	% usage (and range)	Primary Predictor	Secondary Predictor
Bus services	70% (56%-71%)	Economic activity	IMD Quartile
Sports and leisure	54% (27%-73%)	Age	General Health
Libraries	58% (42%-75%)	Ward	Economic activity or gender
Museums	37% (25%-48%)	Safer Neighbour'd Area	Disability
Theatres and concert halls	56% (42%-70%)	General health	Age and safer neighbourhood area
Parks and open spaces	93% (89%-96%)	General health	-

Usage of sports and leisure centres



Sports and Leisure Centre Users

Age is the biggest predictor of usage.

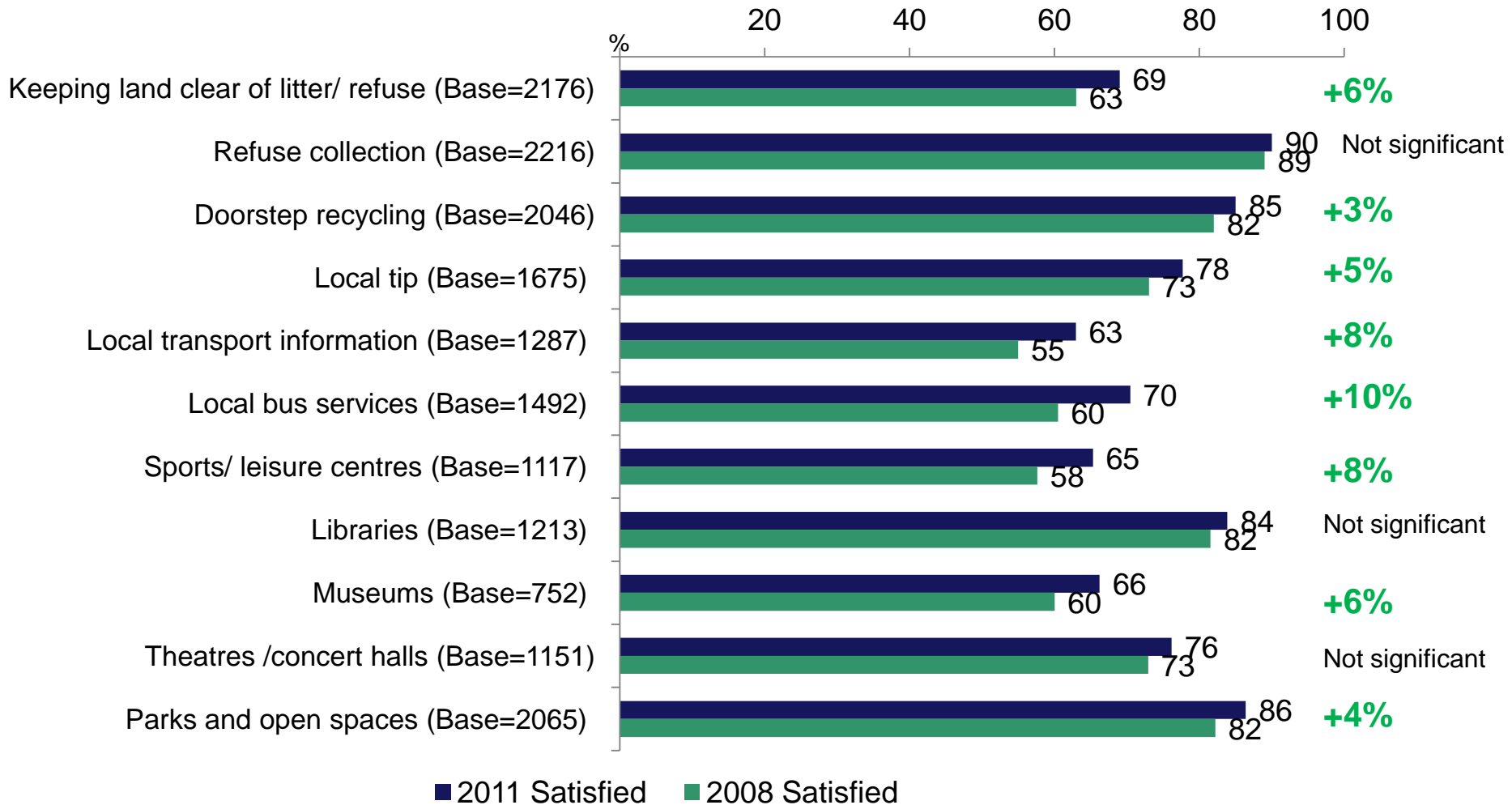
Key Predictor	Secondary Predictor	Percent
Age	General Health	
Poole		
Aged 45 or under		73
Aged 46-58		55
Aged 59 or over	Good health	41
	Very good, fair, bad or very bad health	27

73% of those aged 45 or under used sports or leisure centres in the last 12 months, compared to 27% of those aged 59 or over with very good or poor health.

Q8 Satisfaction with council services (all users)



Satisfaction with Council Services



User dissatisfaction with council services (key predictors – all ages)



Council Service	% dissatisfied (and range)	Primary predictor	Secondary Predictor
Keeping land clear of litter and refuse	19% (13-25%)	IMD Quartile	-
Parks and open spaces	5% (2%-10%)	Age (older more dissatisfied)	-
Doorstep recycling	7% (3%-13%)	Age (younger more dissatisfied)	-
Household Waste Recycling Centre	10% (5%-19%)	Age	Gender
Sports and leisure	14% (6%-23%)	Age (older more dissatisfied)	Ward
Libraries	5% (3%-10%)	Economic Activity	-
Bus services	15% (11%-23%)	Economic activity	IMD Quartile
Local transport information	12% (9%-17%)	Safer Neighbourhood Area	-
Museums	12% (8%-16%)	Adult Locality Areas	-
Theatres / concert halls	7% (2%-13%)	Children's Localities	Gender

Satisfaction with council services (all respondents – users and non-users)



Council services	Age group							Total
	18-34	35-44	45-54	55-64	65-74	75-84	85+	
Land clear of litter and refuse	not significant							
Refuse collection	85%	85%	88%	95%	96%	98%	98%	90%
Household recycling	77%	80%	82%	91%	93%	93%	91%	84%
Household waste recycling centre	71%	78%	75%	80%	87%	83%	82%	78%
Local transport information	59%	63%	51%	65%	75%	77%	71%	63%
Bus services	72%	68%	59%	69%	75%	81%	75%	70%
Sports and leisure centres	not significant							
Libraries	82%	84%	75%	87%	90%	91%	94%	84%
Museums and galleries	41%	48%	37%	53%	62%	58%	56%	48%
Theatres and concert halls	61%	60%	60%	70%	75%	73%	67%	65%
Parks and open spaces	84%	83%	81%	89%	89%	90%	83%	85%

Keeping Informed (differences by age)



Those aged 60 or over are more informed than younger age groups.

	Age Group							Poole
	18-34	35-44	45-54	55-64	65-74	75-84	85+	
(a) Where and how to register to vote	91%	94%	97%	97%	97%	97%	99%	95%
(b) how your Council tax is spent	58%	69%	75%	79%	82%	80%	86%	72%
(c) How you can get involved in local decision making	25%	36%	36%	48%	47%	45%	55%	38%
(d) What standard of service you should expect from local public services	33%	44%	44%	56%	59%	63%	68%	48%
(e) How well local public services are performing	28%	39%	41%	56%	58%	67%	68%	45%
(f) How to complain about local public services	37%	47%	43%	52%	54%	49%	52%	46%
(g) What to do in the event of a large scale emergency	20%	23%	26%	29%	34%	39%	47%	28%
(h) How you can get involved in delivering services in your local area	15%	21%	22%	32%	31%	37%	49%	24%
(i) About local public services overall	33%	46%	43%	54%	57%	60%	68%	47%

Overall positive results for older people in Poole:

- Improved perceptions of local public services, satisfaction with the Council, services, keeping informed and improved perceptions of value for money
- Increased public confidence with community safety issues

Although the survey results do highlight differences according to geographical areas.

Lower usage of many council services, particularly amongst the oldest old

Priorities for improvement include; Road and pavement repair, level of congestion, clean streets, services/support for older people and facilities for young people.

Are there any surprises in the results?

What are the implications for your service or organisation?

- What will you do as a result?
- Do you need any further information to understand the findings?

For Further Information



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www.boroughofpoole.com/opinions - our research and consultation results and on-line consultations

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