



Quality of Life Indicators
Survey of the Darnall Action Area
October-November 2001

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QUALITY OF LIFE INDICATORS

Introduction

A survey of local residents was undertaken in the Darnall Action Area in October-November 2001. Locally recruited interviewers asked residents what indicators they felt should be used to measure quality of life in the area. This report details how the survey was undertaken and what people said. It concludes by proposing the next steps in establishing a baseline for measuring quality of life and monitoring agreed indicators in the future.

Why the survey was undertaken

Part of the East End Quality of Life Initiative's brief, as a contribution to the overall aims of the Health Action Zone (HAZ), was to develop locally agreed quality of life indicators. In order to bring about changes in health inequalities, the project proposed to build capacity through community research and community profiling, and to develop, monitor and review locally agreed indicators to measure progress. The Government's handbook¹ on indicators to monitor sustainable development suggests that **'the process of developing indicators is at least as important as the indicators themselves'** and propose that their list of indicators **'could be used as a starting point to help to stimulate discussion and debate within ... the local community'** (p7). One of the expected outcomes of the HAZ project was that locally agreed indicators would be reported annually², although the Government's handbook points out that a 3 or 5-year cycle of data collection would be more appropriate for indicators which change slowly or are affected by seasonal variations.

How the survey was carried out

During October-November 2001, the East End Quality of Life Initiative (EEQOL) carried out a survey in Tinsley, Darnall and Handsworth to find out what indicators local people thought should be used to monitor changes in their quality of life. People living in the Darnall Action Area were asked to select their "top ten" indicators from both the Government's list³, and from a list based on issues which Darnall residents had identified as affecting their quality of life in earlier research⁴.

Before the survey took place, a short article appeared in the *Tinsley Tribune* (August 2001), distributed to all Tinsley residents, headed "What would you use to measure your quality of life?" The text can be found in Appendix 1.

Darnall and Tinsley libraries were approached with a view to conducting the survey in these locations, along with a small exhibition illustrating some of the data that had been collected from various sources. These locations proved extremely valuable as a way of contacting local residents and engaging their interest. Unfortunately no similar location was found in Handsworth. A larger exhibition was put on for Darnall and Tinsley On Track's Fun Day (10 November at the Darnall Education Centre). Besides EEQOL's

¹ DETR's *Local quality of life counts: a handbook for a menu of local indicators of sustainable development*, July 2000

² HAZ Project Plan, 1999

³ DETR (2000) as above

⁴ EEQOL's *Darnall Community Research*, August 2000, used 10 locally recruited interviewers to talk to 288 local people about problems that affected their quality of life, and asked for suggestions about how things might be improved.

research worker, 10 locally recruited interviewers worked at these locations, and at shops and other venues (lunch clubs, aerobics classes, health walks, tenants and residents groups, youth groups, etc) as well as in respondents' own homes. The interviewers came from varying ages and ethnic backgrounds with language skills which would maximise the possibility of obtaining views from a range of age groups, ethnic groups and locations within the Action Area. However, the views of less active members of the community may not have been adequately covered.



Exhibition at the Darnall and Tinsley On Track Fun Day, Darnall Education Centre, Saturday 10 November 2001

High Hazels Health Walk, Monday 29 October 2001



294 questionnaires were also mailed out to people who had taken part in previous surveys with EEQOL and with Tinsley SureStart and who had indicated that they would be willing to take part in further surveys. The questionnaires were accompanied by a personalised letter explaining the purpose of the survey and a pre-paid return envelope. 56 replies were received from these, a response rate of 19%. The same questionnaire was used by interviewers, and is included in Appendix 2.

Including the postal responses, a total of 792 responses were obtained. Table 1 below shows the distribution of respondents in terms of sex, age group and ethnic origin, with an approximate estimate of the distribution of the population of the Action Area⁵ for these factors. In order to judge whether a more representative sample would have influenced the responses, they have been weighted to reflect age, sex and ethnic origin. The results have then been analysed in terms of actual and weighted responses. However, caution should be exercised in the assumption that the views of a relatively small number of people (e.g. Black and Other ethnic groups) are representative of those sub-groups for the

⁵ It is difficult to establish an exact picture of the Action Area, as many statistics are ward based, and the Action Area includes the whole of Darnall ward and parts of Handsworth, Manor and Castle wards. The sources used here are Sheffield Health Authority, January 1998 (age), and the 1991 Census (ethnic origin), both covering the Action Area, and supplied by Sheffield City Council Housing Services, Research & Policy Section. The male/female split is ward-based for Darnall and Handsworth, from *Sheffield Trends 1999* using the 1991 Census, <http://dis.shef.ac.uk/trends/>.

whole Action Area. No reliable data was available for the population in terms of occupation or disability, and no adjustment has been attempted for these factors.

Table 1: Proportion of respondents compared to actual population

Sex	sample %	actual %	weight
male	41.0	48.0	1.17
female	59.0	52.0	0.88
Age group			
0-24	18.7	33.1	1.77
25-64	71.3	49.5	0.69
65+	10.0	17.4	1.74
Ethnic group			
White	30.1	84.4	2.80
Black	3.9	1.2	0.31
Indian sub-continent	56.3	12.8	0.23
Other	9.7	1.5	0.15

The indicators that people selected, both from the local and Government lists, may have been influenced by events in the area at the time. Table 2 lists headlines from the local paper (*The Star*). This highlights the problems of anti-social behaviour that were prevalent in the area at the time, e.g.

- the closure of the local Co-op store and the Pike and Heron pub in Tinsley;
- a spate of broken windows and firework-related problems in Darnall;
- a long-standing problem of groups of young people gathering in Handsworth.



Pike and Heron, Tinsley, Wednesday
31 October 2001

Graffiti by the canal at Tinsley, under
the motorway viaduct, Wednesday
31 October 2001



These problems, and others, were discussed at a Community and Police Consultation at the Darnall Education Centre on 18 October just before the survey took place. Many local people who attended that meeting voiced their concerns, and their dissatisfaction with how

problems of anti-social behaviour and car crime in particular were being handled by the police.

Table 2: Headlines relating to Darnall, Handsworth and Tinsley from *The Star* during October-November 2001

17.10.01	Extra police patrols to curb youth terror gangs [in Darnall and Handsworth]
letter 25.10.01	I live in fear of youths [from a 37 year old resident of Main Road, Darnall]
27.10.01 David Dunn & Gail Robinson	Troubled city store is closed by gangs: Yobs denied people 'basic right to shop' [Tinsley co-op]
29.10.01 Tony Belshaw	City pub shut down by wrecking spree: call for police action after second business closed [Pike and Heron, Tinsley]
30.10.01 Tony Belshaw and Claire Lewis	We'll sort out the hooligans: police tell troubled residents of plans to combat teen yobs [in Tinsley]
30.10.01	Handsworth to tackle violence
1.11.01 Kate Lahive	Doctors pay for guards: health centre targeted in raids [Swinden and Chapman GP practice]
letter 2.11.01	Now's the time to be tough on crime [Pike and Heron, Darnall and Handsworth]
6.11.01	Centre hit by firework prank [Ouseburn Croft, Darnall]
6.11.01 Paul Whitehouse	Pubs stoned by yobs on rampage: chaos in area of 'successful' police operation
13.11.01 Claire Lewis	Thrill-seekers endanger us all [teenage arsonists, and house on Norborough Road set on fire]
14.11.01 Paul Whitehouse	Wanted posters blasted: police slam tactics by crime-plagued residents [in Handsworth]
14.11.01 Bill Brotherton	Tinsley's troubles not Asians against whites: top police officer says problems in area are criminal and not down to race issues
19.11.01 Lucy Ashton	Darnall: a community still worth fighting for [and Opinion column about Tinsley]
19.11.01 Paul Whitehouse	Homes torched in gang terror: new tactic to step up fear in community at Tinsley
letters 27.11.01	Community must act [Tinsley crime problems]

What people said

A full list of the findings (actual and weighted), ranked in order of importance, can be found in Appendix 3. Table 3 below shows a summary of the "top ten" local and government issues. The actual results (based on the 792 responses received) and the weighted results (where a combination of factors have been applied to try to reflect the same population composition as the Action Area) are shown.

Approximately 250 people made comments in addition to ticking the boxes. Comments were mostly about safety, security and policing (over 70 comments), key services (local shops; health, education, community, leisure and play facilities; post offices and banks; libraries; public transport - over 70 comments), and litter and rubbish dumping (over 30 comments). Other concerns included the lack of jobs and money, public participation and

apathy, general feelings about the area, hopes and fears for the future, and the usefulness (or otherwise) of surveys. Some of these comments are included in the text (*in italics*). Whilst they cannot be taken as representative of everyone in the area, they do illustrate in more depth how many people feel about the issues concerned.

Table 3: Top Ten Quality of Life Indicators

<p>Local issues (actual):</p> <ol style="list-style-type: none"> 1 Fear of burglary 2 Drug-related activities 3 Litter and rubbish dumping 4 Fear of car theft 5 Disruptive/threatening behaviour by children/youths 6 Vandalism 7 Lack of safe play areas 8 Speeding traffic 9 Graffiti 10 Lack of maintenance to public places <p>Local issues (weighted):</p> <ol style="list-style-type: none"> 1 Litter and rubbish dumping 2 Fear of burglary 3 Vandalism 4 Disruptive/threatening behaviour by children/youths 5 Drug-related activities 6 Fear of car theft 7 Speeding traffic 8 Lack of safe play areas 9 Graffiti 10 Lack of maintenance to public places 	<p>Government issues (actual):</p> <ol style="list-style-type: none"> 1 Houses fit to live in 2 Fear of crime 3 Adult education 4 Crime rate (recorded crime) 5 Qualifications of young people 6 Access to key services 7 Air pollution 8 Homelessness 9 Employment (and unemployment) rates 10 The amount of household waste collected <p>Government issues (weighted):</p> <ol style="list-style-type: none"> 1 Fear of crime 2 Crime rate (recorded crime) 3 Air pollution 4 Houses fit to live in 5 The amount of household waste recycled 6 Qualifications of young people 7 Access to key services 8 The amount of household waste collected 9 Homelessness 10 Public concern over noise
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The government issues chosen by local people mainly reflect their concerns with social and environmental problems in the area. The only indicator classed as "economic" is that of employment, which appears in the unweighted top ten:

No job prospects. Lack of money to provide little extras in life (i.e. swimming lessons, an occasional visit to the pictures, a good holiday or even a trip to relatives). Leisure facilities - either too expensive, or too expensive to get to.

However, qualifications of young people and adult education, which the government class as "social" (better health and education for all) are also related to peoples' employment opportunities:

*The schools are very poor in the area.
People don't want to go to school, so they end up on the streets.
Education standard could be improved. Evening classes for adults, ranging from different courses.
Young mums need training, studying, otherwise they can't do anything.*

Safety and security issues continue to be of great concern to local people. Fear of crime and the recorded crime rate (classed as "social - shaping our surroundings" by the

government) are directly reflected by residents' concerns about fear of burglary and car theft, drug-related activities, and disruptive or threatening behaviour by children or youths:

Young people scare other people from going out, especially at night.

I feel very intimidated by the youth in this area, and would not venture out after dark alone.

I don't go out at night since I got mugged.

Gangs of Asian youths hanging around the Greenlands pub, shouting abuse to passers by going to local shop which I no longer use because of these youths.

There is a lot of anti-social behaviour from Asian youths in this area, everything from underage drinking to verbal abuse.

I have lived in Handsworth for 33 years and I am horrified that in the last 12-18 months I am afraid to take my dog out near certain areas (Handsworth Recreation Ground) due to gangs of youths drinking and probably drug taking.

It is getting worse. I would not go in these areas after 6.30pm or near dusk.

Gangs of youth in the Handsworth area is starting to become a problem - needs addressing before it gets worse.

Increasing number of young people hanging around in threatening, intimidating groups.

Youths and girls congregating in the gennel from main road and end of Handsworth Crescent spitting, using foul language and leaving mess (including used condoms) causes concern.

Buses diverted because of people throwing stones at them.

Destruction of shops and pubs; dumping of burnt out cars.

Drug-dealing in derelict building nearby (Scarborough Road).

Drug-related activities - on Staniforth Road, near Bangla Bazaar.

A lot of the older tenants lives are being made a complete misery and a living hell by some of the anti-social behaviour of a minority of people.

Older people are afraid and they are dismayed by the ineptitude and incompetence of the police force. Hooligans, thugs and drug dealers seem to be able to operate with impunity.

Lack of police presence.

More police should make a difference.

Lack of adequate policing in this area is the cause of most of the problems. It is becoming a "no-go" area as far as the police are concerned.

Could do with more police patrolling.

More police on streets to deal with youths, children, causing trouble, ie drink, drugs, and general anti-social behaviour. We now see gangs of 10-20 youths regularly, but can't remember when we last saw any police in the area!

More police presence advantageous.

How many cameras are on Staniforth Road where crime is reported several times every week?

Cannot leave home alone for fear of burglary.

My house has been burgled twice.

My real concern is the fear of crime. I am always in fear about how my mother is at home when I am at work, fear of someone who is really a criminal but posing as a professional or something at the door. We have had our car broken into twice whilst parked in the driveway, once during the night and once it happened in broad daylight.

Some people linked problems of anti-social behaviour with the lack of facilities or employment for young people:

*Young boys are the main concern to the people of Darnall, as well as the burglary and car theft. Activities for the young boys should be arranged. Otherwise nobody is safe in this environment.
Maybe arrange any youth clubs and activities like this for younger people. Should be more facilities for young people.
Children don't seem to care about anybody except themselves. Not much for them to do. Need club for youngsters.
Should engage young people in different activities.
Lack of clubs for kids to join (fishing, football, camping).
Too many young people hanging around/unemployment.*

Other concerns, for example vandalism and graffiti, show how safety and security issues are linked to the way in which the physical environment affects residents' quality of life.

Local environmental concerns mainly focused on litter and rubbish dumping, and the lack of maintenance to public places:

*Litter and dumping of rubbish is ruining the area, especially on the Parkway layby near Bowden Housteads woods.
Litter and rubbish - Staniforth Road appalling.
Litter bins are not present on Shirland Lane, that's why this lane is very dirty. Moreover, cleaner comes after many days. Also dog poo is very dirty and becomes more dirty on rainy days, and all this dirty material comes in the house with the shoes of my children.
The hotels and eat areas should be clean and hygienic, not full of RATS.
Behind the Ribston estate there is a lot of rubbish dumped and the smell is awful. There has been 2 corpses (dead bodies) found there.*

These issues link with residents' concerns about the amount of household waste collected and recycled on the Government's list of indicators. Previous surveys⁶ also found that local people wanted a cleaner environment with more opportunities to recycle waste:

Re rubbish - I have just visited Hampshire. Every house there has 2 bins, one of which is used for recyclable rubbish. I have to walk 1 mile to an Asda store to dump my old newspapers, tins and bottles. I suggest we should have 2 bins. More pollution emitted getting to recycling sites - need household collection.

Local concerns about traffic are reflected in the government's indicators about air pollution and noise:

*From where I live, the noise, traffic pollution is too much and yet I would like the council to make this their top priority. The dust, fumes all come through the windows, making the nettings very dirty and dust everywhere.
Air pollution worst of all problems
Amount of traffic since Asda opened is horrendous - some juggernauts.
There is a lot of traffic noise. At night (usually) noise of helicopter. There is a lot of train noise.
Noise until 2am.
Playing loud music from cars.*

⁶ EEQOL's *Darnall Community Research*, August 2000, and BCTRA's *Bowden, Clifton and Triangle Residents Association Community Survey*, January 2001

The government indicator regarding access to key services reflects peoples' concerns about services such as health, community and leisure facilities, shops, etc. in general, and locally the lack of safe play areas is of particular concern:

Since Asda has moved to a more key position in the area, some of the local shops have closed. We have no fruit shop, only 1 butcher, no haberdashery shop; this then makes people have to go to the supermarket.

Year on year local community facilities are getting worse. The local community is on the whole apathetic about what is happening in Handsworth. Large developers (Asda) have taken the heart out of the community.

Handsworth seems to lack a 'centre'. The local shops have a busy main road passing through and car parking facilities are poor. I think that the shops on Handsworth are struggling for custom.

Handsworth library was demolished because it contained asbestos, many years ago. A new one was promised but never built.

There's nothing here [in Tinsley], except the Roundabout Centre. Nothing for children, e.g. 4 year olds. Not much in the library.

No dentist in Tinsley.

Co-op closed, and general vandalism.

Not many facilities, particularly educational and recreational.

Buses - no access to Meadowhall with pram.

Not enough leisure facilities, e.g. swimming.

Unable to use Pennine Way because restrictions due to barriers, preventing disabled scooters to pass through.

More schools, medical centres, free newspapers, libraries, corner shops, playing places.

Need more corner shops, more bank facilities, more traffic lights, a park near river.

The park isn't safe for children - dog mess and glass.

Government indicators about houses fit to live in and homelessness reflect local concerns about housing. A few people commented on local house conditions:

Disappointed that home improvement schemes have by-passed the area where I live [Basford Place].

Need to improve housing conditions.

All the housing in this area is new or has been refurbished with grants, except for Barnardiston Road, it is the only road in Darnall that never, for some reason, gets any grants available for the houses.

The government indicators which come lower down on local residents' choices are:

- Social - empowerment and participation
- Economic - local enterprises and environmental management systems
- Environmental - water quality, and changes in habitats and species.

This may be because they feel they are not relevant, that they are not currently a problem, or that they are beyond their influence and control. However, there were some comments on these topics:

I think people of the local community should make more effort.

Residents in this area need to be more involved in what is happening locally; they are apathetic.

I think the various communities need to work together in 'partnership' to create a safe environment for people to live and work.

Some people, particularly those who had lived in the area for a number of years, said how they felt the area had changed:

Darnall is a dirty depressing area and I hate living here. If my family were in a position to move to a better environment with more opportunities and better standards then we would.

Many people think this district's a depressing place to live and after my family have lived and worked in Darnall for many years, we are thinking of moving out. I am nearly forty and grew up in Darnall. It used to be a decent area. When they knocked our houses down for slum clearance, I believe that they rebuilt bigger slums, and ghettos. As a child I played on the sites where they built the new houses. Now I won't let my child play out of the garden. I don't feel that Darnall is a nice place any more.

Darnall has gone downhill in last few years - area declined.

I am a student and I am looking forward to my future but in Darnall there is not anything.

[Tinsley] used to be a nice place to live, even when motorway was here, but not now.

Tinsley was a good place to live. Why is this no longer the case?

Tinsley is very ignored area. There is no superstore in area. No good parks. House conditions are very bad. Due to polluted air, people are getting different diseases.

Not all the comments were negative:

I've always lived here, I'm used to it.

You get to accept what you've got.

No worse than anywhere else.

Area seems generally OK

Lot of character to area, interesting, history, etc.

Good area, close to town, Meadowhall, schools.

I like living on the Triangle Estate. It is within easy access to town with good transport links.

I like the people on Littledale.

During the last 35 years there have been many changes, some good, some bad. It seems the area has been used to put any of the downside of things without giving many pluses.

Some people voiced frustration about the lack of action in the area:

Should develop a good strategy for this area, which has not happened for years.

Several such surveys were done but there seems to be no development.

Many times researchers come to do research, but only research, not practically.

Tinsley is totally forgotten by the authorities in all areas.

The area is in desperate need of regeneration, in terms of buildings, living conditions, social and community activities, cleaner areas are required, poor maintenance, unsightly derelict buildings.

The next steps

A baseline survey is needed in order to monitor changes in Quality of Life indicators over time. The Government's handbook⁷ provides guidance on what data is collected by statutory agencies and how gaps in the data might be filled. It also highlights the difficulties of collecting some data. For example, energy use (gas and electricity), where local households are no longer supplied by publicly owned local companies, and the data may be considered commercially sensitive even if the companies who supply individual households in the local area can be identified. Other data, such as domestic water use, may not be available at local authority level, and even less so at ward or neighbourhood level. Some of the data that the handbook suggests should be readily available are not easy to collect, or are available at local authority or ward level. It is generally difficult to collect data for the Action Area, or at neighbourhood level at present. Where possible, local data have been collated in EEQOL's *Quality of Life Indicators for the Darnall Action Area* (2001). Based on the Government's handbook, this report discusses each indicator in turn, the problems involved in collecting the data and any alternative indicators that might be more readily available, or more relevant to the local area.

Whilst the Government's handbook suggests that monitoring should be done on a 3 or 5-yearly cycle for indicators which change only slowly over time, some local people suggested that monitoring should be done more frequently:

These surveys should be done once a year.

Good work done in our community from these surveys.

Some indicators are best measured by local household surveys. These include:

- access to key services
- travel to work
- travel to school
- public concern over noise
- fear of crime
- community well being
- general satisfaction with the local area.

Travel to work and travel to school may also be collected through workplace or school surveys respectively.

EEQOL proposes to pilot a questionnaire in the Action Area to establish baseline data for the above indicators. A face-to-face interview in residents' own homes would be quite costly and labour intensive, but would probably achieve a higher response rate than a postal survey, especially if the questionnaire was quite long. Whilst adequate resources and time are available for EEQOL to undertake a pilot survey, further funding is needed to enable a large-scale representative survey to be undertaken.

⁷ DETR's *Local quality of life counts: a handbook for a menu of local indicators of sustainable development*, July 2000

Appendix 1: Article from *Tinsley Tribune* Vol.1, Issue 10, August 2001

Sustainable Development is about making sure everyone, both now and in the future, has a better quality of life. It recognises that our economy, environment and social well-being are all connected and interdependent. This means that we must protect and, where possible, enhance the environment to ensure continuing economic development. Sustainable development is also about ensuring people's basic needs for warm homes and safe streets are satisfied, and that they enjoy a good quality of life through education, participation, good health and employment. A sustainable economy creates the wealth needed to satisfy those needs, now and in the future.

Quality of Life Indicators are tools to measure important issues and trends. They help us understand the relationships between sustainable development issues. As well as measuring progress towards sustainable development, they raise awareness about the issues and help people understand what they can do to live in a more sustainable way.

The government has suggested some indicators for communities to use to measure sustainable development in their area. These include:

- energy use
- water use
- household waste and recycling
- air and water quality
- changes in natural habitats and species
- deaths
- educational qualifications
- housing
- transport
- noise concerns
- crime
- social participation
- community well-being
- employment/unemployment
- people receiving benefits
- business start-ups and closures

The East End Quality of Life Initiative is currently finding out what data already exists for Tinsley, Darnall and Handsworth. We want to hear from local people what **you** think are the most important issues for **your** quality of life. In the autumn we will arrange meetings in the area, in conjunction with the Area Panel, to find out what people think.

3 This is the list of things the government has suggested might be measured. From this list, please choose up to 10 items that you feel are the most important things to be measured:

Prudent use of energy (gas and electricity)	1
Prudent use of domestic water	2
The amount of household waste collected	3
The amount of household waste recycled	4
Air pollution	5
River water quality	6
Changes in wildlife habitats	7
Changes in the population of birds and wildlife	8
Death rates	9
Qualifications of young people	10
Adult education	11
Houses fit to live in	12
Homelessness	13
Access to key services (shops, post offices, health services, information and advice, schools, leisure, etc)	14
How people travel to work	15
How school children travel to school	16
Overall traffic volumes	17
Using brownfield sites for new homes	18
Public concern over noise	19
Crime rate (recorded crime)	20
Fear of crime	21
Participation and involvement in your local community	22
Overall satisfaction with your local community	23
Tenant satisfaction and participation	24
Employment (and unemployment) rates	25
Number of people on benefits	26
Number of new business start-ups and business closures	27
Companies with environment management systems	28
Number of social and community enterprises	29

4 Have you got any other comments about living in this area?

5 How old are you? (*write in number*) years

6 Are you (*tick one box*) 1 male 2 female

7 Which of these activities best describes what you are doing at present?

employee in full time job (30 hours or more a week)	1	unemployed and available for work	6
employee in part time job (up to 30 hours a week)	2	permanently sick/disabled	7
self employed full or part time	3	wholly retired from work	8
on a government supported training scheme	4	looking after the home or family	9
full time education at school, college or university	5	doing something else (please specify below)	10

8 Do you suffer from any long standing illness, health problem or disability which limits your daily activities or work in any way?

yes	no
1	2

9 To which of these groups do you consider you belong?

White - British	1
White - Irish	2
White - Other	3
Black British	4
Black - Caribbean	5
Black - African	6
Black - Other	7
Indian	8
Pakistani	9
Bangladeshi	10
Yemeni	11
Somali	12
Chinese	13
Mixed Race	14
Other _____	15

10 Would you be interested in taking part in further surveys or focus groups in the area? *(This might involve completing a more detailed questionnaire with an interviewer, or coming to a meeting locally to discuss some of the issues raised)*

yes	no	<i>(If yes to questions 10 or 11, please give your name and address)</i>
1	2	

11 Would you like to receive the results of this survey?

yes	no
1	2

Thank you for taking part in this survey

(please return your form in the envelope provided)

Appendix 3: Quality of Life Indicators ranked in order of importance
(where 1 is the most important)

A3.1a Local issues - actual responses (*Items in italics are what people added*):

Rank	Indicator
1	Fear of burglary
2	Drug-related activities
3	Litter and rubbish dumping
4	Fear of car theft
5	Disruptive/threatening behaviour by children/youths
6	Vandalism
7	Lack of safe play areas
8	Speeding traffic
9	Graffiti
10	Lack of maintenance to public places
11	Poor street lighting
12	Access to leisure facilities
13	Air pollution
14	Access to community facilities
15	Access to health facilities (doctors, dentists, etc)
16	Traffic noise
17	Access to shops, post offices and banks
18	Poor housing/run down properties
19	Traffic congestion
20	Derelict land
21	Public transport
22	<i>Not enough garages/parking spaces/car parking facilities and consequent road safety/grass verge problems</i>
=23	<i>Need something to keep young people occupied/place to meet</i>
=23	<i>Lack of decisive action by police/marked police car/patrols</i>
=25	<i>Noise until early hours of morning</i>
=25	<i>Noise from factory nearby; noise from dogs</i>
=27	<i>Disabled access (pavements etc)/facilities</i>
=27	<i>No job prospects</i>
=27	<i>Lack of money for little extras/poverty</i>
=27	<i>Dog fouling</i>
=27	<i>Poor traffic flow through area</i>
=27	<i>Lack of secondary school facilities</i>
=27	<i>Rape</i>
=27	<i>Racism</i>
=35	<i>Police don't act fairly</i>
=35	<i>Need to move out asylum seekers</i>
=35	<i>Lack of support for community initiatives</i>
=35	<i>Keep advice service open</i>
=35	<i>Inconsiderate use of motorbikes etc on footpaths</i>
=35	<i>Lack of public toilets</i>
=35	<i>Poor service from doctors</i>
=35	<i>Dumping garden rubbish in Bowden Howsteads Wood</i>
=35	<i>Mobile phone masts</i>
=35	<i>More planes needed for airport</i>

A3.1b Government list - actual responses

Rank	Indicator
1	Houses fit to live in
2	Fear of crime
3	Adult education
4	Crime rate (recorded crime)
5	Qualifications of young people
6	Access to key services (shops, post offices, health services, information and advice, schools, leisure, etc)
7	Air pollution
8	Homelessness
9	Employment (and unemployment) rates
10	The amount of household waste collected
11	Death rates
12	How school children travel to school
13	Prudent use of domestic water
14	Overall traffic volumes
15	Public concern over noise
16	The amount of household waste recycled
17	Prudent use of energy (gas and electricity)
18	Number of people on benefits
19	Participation and involvement in your local community
20	How people travel to work
21	River water quality
22	Overall satisfaction with your local community
23	Changes in the population of birds and wildlife
24	Changes in wildlife habitats
25	Using brownfield sites for new homes
26	Number of new business start-ups and business closures
27	Number of social and community enterprises
28	Tenant satisfaction and participation
29	Companies with environment management systems

A3.2a Local issues - responses weighted for sex only (*Items in italics are what people added*):

Rank	Indicator
1	Fear of burglary
2	Drug-related activities
3	Litter and rubbish dumping
4	Fear of car theft
5	Disruptive/threatening behaviour by children/youths
6	Vandalism
7	Lack of safe play areas
8	Speeding traffic
9	Graffiti
10	Lack of maintenance to public places
11	Poor street lighting
12	Access to leisure facilities
13	Air pollution
14	Access to community facilities
15	Access to health facilities (doctors, dentists, etc)
16	Traffic noise
17	Access to shops, post offices and banks
18	Poor housing/run down properties
19	Traffic congestion
20	Derelict land
21	Public transport
22	<i>Not enough garages/parking spaces/car parking facilities and consequent road safety/grass verge problems</i>
23	<i>Lack of decisive action by police/marked police car/patrols</i>
24	<i>Need something to keep young people occupied/place to meet</i>
25	<i>Noise until early hours of morning</i>
=26	<i>Noise from factory nearby; noise from dogs</i>
=26	<i>Disabled access (pavements etc)/facilities</i>
28	<i>Dog fouling</i>
=29	<i>Poor traffic flow through area</i>
=29	<i>Lack of secondary school facilities</i>
=29	<i>Racism</i>
=32	<i>No job prospects</i>
=32	<i>Lack of money for little extras/poverty</i>
=32	<i>Rape</i>
=35	<i>Police don't act fairly</i>
=35	<i>Need to move out asylum seekers</i>
=35	<i>Lack of support for community initiatives</i>
=35	<i>Lack of public toilets</i>
=35	<i>Poor service from doctors</i>
=35	<i>Mobile phone masts</i>
=41	<i>Keep advice service open</i>
=41	<i>Inconsiderate use of motorbikes etc on footpaths</i>
=41	<i>Dumping garden rubbish in Bowden Howsteads Wood</i>
=41	<i>More planes needed for airport</i>

A3.2b Government list - responses weighted for sex only

Rank	Indicator
1	Houses fit to live in
2	Fear of crime
3	Adult education
4	Crime rate (recorded crime)
5	Qualifications of young people
6	Access to key services (shops, post offices, health services, information and advice, schools, leisure, etc)
7	Air pollution
8	Homelessness
9	Employment (and unemployment) rates
10	Death rates
11	The amount of household waste collected
12	How school children travel to school
13	Prudent use of domestic water
14	Overall traffic volumes
15	Public concern over noise
16	The amount of household waste recycled
17	Prudent use of energy (gas and electricity)
18	Number of people on benefits
19	How people travel to work
20	Participation and involvement in your local community
21	River water quality
22	Overall satisfaction with your local community
23	Changes in the population of birds and wildlife
24	Changes in wildlife habitats
25	Using brownfield sites for new homes
26	Number of new business start-ups and business closures
27	Number of social and community enterprises
28	Tenant satisfaction and participation
29	Companies with environment management systems

A3.3a Local issues - responses weighted for ethnic group only (*Items in italics are what people added*):

Rank	Indicator
1	Fear of burglary
2	Litter and rubbish dumping
3	Disruptive/threatening behaviour by children/youths
4	Vandalism
5	Drug-related activities
6	Fear of car theft
7	Speeding traffic
8	Graffiti
9	Lack of safe play areas
10	Lack of maintenance to public places
11	Poor street lighting
12	Air pollution
13	Access to leisure facilities
14	Access to shops, post offices and banks
15	Traffic congestion
=16	Public transport
=16	Access to health facilities (doctors, dentists, etc)
18	Access to community facilities
19	Poor housing/run down properties
20	Traffic noise
21	Derelict land
22	<i>Not enough garages/parking spaces/car parking facilities and consequent road safety/grass verge problems</i>
23	<i>Lack of decisive action by police/arked police car/patrols</i>
=24	<i>Need something to keep young people occupied/place to meet</i>
=24	<i>Noise until early hours of morning</i>
26	<i>Disabled access (pavements etc)/facilities</i>
27	<i>Noise from factory nearby; noise from dogs</i>
=28	<i>Lack of money for little extras/poverty</i>
=28	<i>Poor traffic flow through area</i>
=28	<i>Lack of secondary school facilities</i>
=31	<i>No job prospects</i>
=31	<i>Dog fouling</i>
=33	<i>Lack of support for community initiatives</i>
=33	<i>Inconsiderate use of motorbikes etc on footpaths</i>
=33	<i>Lack of public toilets</i>
=33	<i>Dumping garden rubbish in Bowden Howsteads Wood</i>
=33	<i>Mobile phone masts</i>
=38	<i>Rape</i>
=38	<i>Racism</i>
40	<i>Poor service from doctors</i>
=41	<i>Police don't act fairly</i>
=41	<i>Need to move out asylum seekers</i>
=41	<i>Keep advice service open</i>
=41	<i>More planes needed for airport</i>

A3.3b Government list - responses weighted for ethnic group only

Rank	Indicator
1	Fear of crime
2	Crime rate (recorded crime)
3	Air pollution
4	Houses fit to live in
5	Qualifications of young people
6	Access to key services (shops, post offices, health services, information and advice, schools, leisure, etc)
7	The amount of household waste recycled
8	Adult education
9	Homelessness
10	Overall traffic volumes
11	Public concern over noise
12	The amount of household waste collected
13	Employment (and unemployment) rates
14	Number of people on benefits
15	How school children travel to school
16	Death rates
17	Prudent use of domestic water
18	Prudent use of energy (gas and electricity)
19	Changes in the population of birds and wildlife
20	River water quality
21	Participation and involvement in your local community
22	Overall satisfaction with your local community
23	How people travel to work
24	Number of new business start-ups and business closures
25	Changes in wildlife habitats
26	Number of social and community enterprises
27	Using brownfield sites for new homes
28	Companies with environment management systems
29	Tenant satisfaction and participation

A3.4a Local issues - responses weighted for age only (*Items in italics are what people added*):

Rank	Indicator
1	Fear of burglary
2	Litter and rubbish dumping
3	Drug-related activities
4	Fear of car theft
5	Vandalism
6	Disruptive/threatening behaviour by children/youths
7	Lack of safe play areas
8	Speeding traffic
9	Graffiti
10	Lack of maintenance to public places
11	Access to leisure facilities
12	Air pollution
13	Poor street lighting
14	Access to community facilities
15	Traffic noise
16	Access to health facilities (doctors, dentists, etc)
17	Access to shops, post offices and banks
18	Poor housing/run down properties
19	Traffic congestion
20	Public transport
21	Derelict land
22	<i>Not enough garages/parking spaces/car parking facilities and consequent road safety/grass verge problems</i>
23	<i>Lack of decisive action by police/marked police car/patrols</i>
24	<i>Noise until early hours of morning</i>
25	<i>Need something to keep young people occupied/place to meet</i>
26	<i>Rape</i>
=27	<i>No job prospects</i>
=27	<i>Racism</i>
29	<i>Poor traffic flow through area</i>
=30	<i>Noise from factory nearby; noise from dogs</i>
=30	<i>Disabled access (pavements etc)/facilities</i>
32	<i>More planes needed for airport</i>
33	<i>Lack of public toilets</i>
=34	<i>Lack of money for little extras/poverty</i>
=34	<i>Dog fouling</i>
=34	<i>Lack of secondary school facilities</i>
=37	<i>Police don't act fairly</i>
=37	<i>Need to move out asylum seekers</i>
=37	<i>Lack of support for community initiatives</i>
=37	<i>Keep advice service open</i>
=37	<i>Inconsiderate use of motorbikes etc on footpaths</i>
=37	<i>Poor service from doctors</i>
=37	<i>Dumping garden rubbish in Bowden Howsteads Wood</i>
=37	<i>Mobile phone masts</i>

A3.4b Government list - responses weighted for age only

Rank	Indicators
1	Fear of crime
2	Houses fit to live in
3	Crime rate (recorded crime)
4	Qualifications of young people
5	Adult education
6	Air pollution
7	Access to key services (shops, post offices, health services, information and advice, schools, leisure, etc)
8	Homelessness
9	The amount of household waste collected
10	Employment (and unemployment) rates
11	How school children travel to school
12	Prudent use of domestic water
13	Public concern over noise
14	Overall traffic volumes
15	The amount of household waste recycled
16	Death rates
17	Prudent use of energy (gas and electricity)
18	Number of people on benefits
19	Participation and involvement in your local community
20	How people travel to work
21	River water quality
22	Changes in the population of birds and wildlife
23	Overall satisfaction with your local community
24	Changes in wildlife habitats
25	Number of new business start-ups and business closures
26	Using brownfield sites for new homes
27	Number of social and community enterprises
28	Tenant satisfaction and participation
29	Companies with environment management systems

A3.5a Local issues - responses weighted for all aspects (*Items in italics are what people added*):

Rank	Indicator
1	Litter and rubbish dumping
2	Fear of burglary
3	Vandalism
4	Disruptive/threatening behaviour by children/youths
5	Drug-related activities
6	Fear of car theft
7	Speeding traffic
8	Lack of safe play areas
9	Graffiti
10	Lack of maintenance to public places
11	Poor street lighting
12	Air pollution
13	Access to leisure facilities
14	Access to shops, post offices and banks
15	Public transport
16	Traffic congestion
17	Access to community facilities
18	Traffic noise
19	Access to health facilities (doctors, dentists, etc)
20	Poor housing/run down properties
21	Derelict land
22	<i>Not enough garages/parking spaces/car parking facilities and consequent road safety/grass verge problems</i>
23	<i>Noise until early hours of morning</i>
24	<i>Lack of decisive action by police/arked police car/patrols</i>
25	<i>Need something to keep young people occupied/place to meet</i>
26	<i>Poor traffic flow through area</i>
27	<i>Disabled access (pavements etc)/facilities</i>
28	<i>Lack of public toilets</i>
29	<i>Noise from factory nearby; noise from dogs</i>
30	<i>Lack of secondary school facilities</i>
31	<i>Lack of money for little extras/poverty</i>
32	<i>Dog fouling</i>
=33	<i>Lack of support for community initiatives</i>
=33	<i>Mobile phone masts</i>
35	<i>No job prospects</i>
=36	<i>Inconsiderate use of motorbikes etc on footpaths</i>
=36	<i>Dumping garden rubbish in Bowden Howsteads Wood</i>
38	<i>Rape</i>
39	<i>Racism</i>
40	<i>More planes needed for airport</i>
41	<i>Poor service from doctors</i>
=42	<i>Police don't act fairly</i>
=42	<i>Need to move out asylum seekers</i>
44	<i>Keep advice service open</i>

A3.5b Government list - responses weighted for all aspects

Rank	Indicator
1	Fear of crime
2	Crime rate (recorded crime)
3	Air pollution
4	Houses fit to live in
5	The amount of household waste recycled
6	Qualifications of young people
7	Access to key services (shops, post offices, health services, information and advice, schools, leisure, etc)
8	The amount of household waste collected
9	Homelessness
10	Public concern over noise
11	Adult education
12	Overall traffic volumes
13	Number of people on benefits
14	How school children travel to school
15	Employment (and unemployment) rates
16	Changes in the population of birds and wildlife
17	Prudent use of domestic water
18	Prudent use of energy (gas and electricity)
19	Death rates
20	River water quality
21	Participation and involvement in your local community
22	Overall satisfaction with your local community
23	How people travel to work
24	Number of new business start-ups and business closures
25	Changes in wildlife habitats
26	Number of social and community enterprises
27	Using brownfield sites for new homes
28	Companies with environment management systems
29	Tenant satisfaction and participation