Ipsos MORI
Social Research Institute

Mind the Gap: Frontiers of Performance in Local Government V

Analyses based on the findings of the 2008/09 Place Surveys

January 2010

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Executive Summary

Introduction

A focus on 'place-shaping' lies at the heart of the modern vision for local public services. It looks beyond silo delivery of public services, to the broader impact of services and the spending of tax payers' money. This is reflected in the Comprehensive Area Assessment (CAA), which provides a framework where, for the first time, local public services are collectively held to account for delivering improved outcomes for local people.

What people think of the services they receive is crucial for understanding how well local authorities and their partners are performing. The Place Surveys[1], conducted across all English local authority areas, give us this information, and the CAA's focus on such public perceptions data is important, as it encourages services to concentrate on what actually matters to local people, rather than counting outputs. However, as we have outlined before, there are 'perils' in perception measures when assessing performance[2] – in particular, perceptions are often determined to a large degree by the nature of the population a local authority serves, as much as the local authority itself.

This latest report attempts to take this into account, by looking at the extent to which perception ratings in different local areas are higher or lower than we would expect given local circumstances (and in turn providing a 'gap' score which shows whether perceptions are more or less positive than we would expect given local circumstances). In the simplest terms, our aim is to level the playing field when considering scores on perception measures, while highlighting which councils do best and worst given their local circumstances.

We include here, for the first time, the full version of our new *Area Challenge Index,* which provides a single score indicating how 'easy' or 'difficult' a job an individual local authority area will face in achieving positive perception ratings from residents.

Summary

Analysis confirms that one group of Conservative councils, and inner London, perform very well…

- Three inner London, Conservative-led councils – Wandsworth, Westminster and Kensington and Chelsea – stand out when we look at perceptions of council performance. These three strikingly outdo predictions for overall satisfaction with the council and/ or perceived value for money, even after we take account of the nature of their local populations. In addition, satisfaction with both Wandsworth and Westminster councils has actually *increased* since 2006/07, in marked contrast with the average downward trend for council satisfaction.

- Another consistent theme is the more general prominence of a number of inner London boroughs in our top performing areas across a number of variables, including Hackney, Tower Hamlets, the City of London and Newham, as well as the three listed above. Ipsos MORI's preliminary analysis of the Place Survey data in June 2009 –

[1] The biennial Place Survey replaces the BVPI General Users Satisfaction Survey and is a requirement of all English local authorities. Fieldwork for the Place Survey was carried out from September to December 2008, and results were published by the Department for Communities and Local Government (CLG) during the course of 2009. The survey asks for residents' views about a number of local quality of life and service satisfaction issues.
[2] See *Understanding Society – Perils of perception*, Ipsos MORI: Summer 2009. Available for download from www.ipsos-mori.com/researchpublications/publications/publication.aspx?oItemId=1269

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see our *People, Perceptions and Place*[3] report - showed inner London areas tend to do well even before we take account of their generally more difficult context. Inner London residents stand out as among the most positive in the country on a range of measures (along with people living in the North East). It has seen some of the greatest improvements in satisfaction with the local area, and is the only part of England where satisfaction with councils has generally remained steady. So it should be no surprise a number of inner London boroughs also out-perform what we would expect given local circumstances. In contrast, outer London's performance is more negative – a reversal of the position a decade ago. While there are structural challenges in outer London, inner London's success is a testament to local political and managerial leadership.

…but, other key themes and high-performing areas emerge

- But it is not only Conservative-led inner London boroughs that emerge as top performers. In fact, broadly speaking, while these authorities stand out in terms of overall satisfaction with the council and value for money, it is often Labour-led urban authorities that do better than we would expect on wider measures of place, including feelings of cohesion, influence and overall satisfaction with the area. These include London boroughs such as Newham and Hackney, but also other urban areas in the north such as Manchester and Gateshead, and some districts like Corby and Stevenage.

- This pattern of the best Conservative-led local authorities being seen as particularly efficient and effective in their service delivery, while the best Labour-led authorities excelling on the wider aspects of engagement and cohesion is very broad-brush, but does seem to be reflected in the data. Does this reflect differing political priorities in these different authorities?

- When it comes to perceptions of place more widely, it is also those areas with relatively high deprivation levels that appear to over-perform in terms of positive 'gap scores'. A number of London boroughs, metropolitan boroughs or unitary authorities do well when it comes to satisfaction with the local area, including Hull, Knowsley, Barrow-in-Furness, Tower Hamlets and Hackney. At the other extreme, relatively affluent areas such as the Ribble Valley (Lancashire), Richmondshire (North Yorkshire), Rochford (Essex) and Broadlands (Norfolk) also perform strongly, even after accounting for their natural advantages.

- We know from our recent work on *People, Perceptions and Place*, that economic, housing and education deprivation have a negative effect on perceptions of community cohesion in an area. Yet places like Birmingham and Manchester, which have high IMD[4] scores, perform well on this measure. They are likely to have had to work that much harder to achieve their positive levels of perceived cohesion, and it would be interesting to investigate why it is they perform so well here.

- Interestingly, when it comes to perceived feelings of influence on local decision-making, we find a much broader spectrum of local authority areas perform well (and proportionally fewer urban areas). That said, London is over-represented with strong performance being seen from the City of London, Hackney, Barking and Dagenham and Newham.

[3] *Ipsos MORI Local: People, Perceptions and Place*, Ipsos MORI: June 2009. Available for download from www.ipsos-mori.com/researchpublications/publications/publication.aspx?oItemId=1270
[4] Index of Multiple Deprivation - combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England.

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- Who performs worst? A range of local authority areas perform poorly across the variables or indicators for which we ran models. In contrast to the high performing inner London boroughs noted earlier, outer London councils appear disproportionately in our bottom 20 on value for money. When it comes to satisfaction with the council, the pattern is less clear, with no obvious local authority type, political control or region dominating the bottom 20 performers.

- When it comes to wider perceptions of place, it is districts which tend to fare worse in terms of under performance for satisfaction with area, with few unitary authorities or metropolitan boroughs falling into the bottom 20. While we know London fares well when it comes to feelings of influence, London still features significantly in our bottom 20 performers for satisfaction with area and cohesion.

As in our previous reports, excellence looks different in different areas…

- The overall message from the analysis is that excellence in terms of public perceptions looks very different in different places. A range of different types of local authorities serving very different populations emerge as top performers once we take account of their circumstances. This is the practical benefit of this analysis – it should help us to examine what these local authorities are doing differently, and point to what other areas with similar circumstances can realistically do to improve perceptions.

…but we need to do more to understand what's driving some measures

- The fact that attitudes are to a large degree set by the characteristics of those you serve is not the only problem with perception measures – we also need to do more to understand what is driving some. For example, the impact of local media coverage can have a major impact, but is not covered by the Place Survey questionnaire. Similarly, the leadership style of the top performers, irrespective of political control, is worthy of further examination.

- Moreover, the models developed as part of this analysis are generally strong, but rely on what we can measure about background characteristics - clearly there will be other important factors that may explain patterns, but which we cannot measure directly. For example, the feelings of influence over local decisions measure (NI 4) shows some unusual patterns, with it generally being higher in more ethnically diverse areas with high proportions of new immigrants – other perception measures tend to show the opposite. So, for example, Newham is the most diverse borough in the country and also scores highest on feelings of influence – even *after* controlling for its diverse population in our model, it still comes in our top 20 on influence. Is this pattern, therefore, to do with the actions of local services in successfully engaging local people, or the greater representation some ethnic minority residents may feel they have through religious or cultural groups, or the lower expectations of influence among more recent residents? Or is this influence question not actually measuring what it seems? We are exploring this further in current work.

Resident perceptions and CAA – do they agree?

- It is reassuring that a very high proportion of our top 20 performers on satisfaction with the council are also achieving the top grades in CAA – the vast majority achieve a level 3 or 4 (the top score possible) in the latest organisational assessment.

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- However, it is also clear from our analysis that the highest CAA scores in our top 20 tend to go to those with the highest absolute level of satisfaction, rather than those that seem to be most out-performing what we would expect given their local circumstances (i.e. those with the biggest 'gap' scores). While the weakest performers when it comes to satisfaction 'gap' scores do not always have poor CAA scores. Clearly much more goes into CAA than just these simple survey measures, and CAA involves expert professional judgement of services most residents know little about, so we should not expect complete agreement. Our analysis suggests that more could be done to take account of the impact of local background factors on resident perception measures when coming to assessments of performance, while at the same time still setting challenging aspirations for perception – which will differ in different areas.

Who has the most 'challenging' areas?

- In this report our *Area Challenge Index* attempts to sum up into one score all the factors that make it easy or difficult for local councils to achieve positive perceptions. It does this by looking across seven domains that consistently come out as being related to perception measures, and then scoring each area on these characteristics. From this, the top most challenged areas by local authority type are Newham, Hackney and Tower Hamlets among the London boroughs; Birmingham, Blackburn and Manchester among the metropolitan boroughs/ unitary authorities; and Oxford, Burnley and Hastings among the districts.

- The *Area Challenge Index* scores should not be seen as an excuse for poor performance or negative perceptions (indeed a number of these local authority areas significantly out-perform what we would expect), but rather they provide another way to make sure that perceptions are interpreted in context and to help local authorities and their partners make more meaningful comparisons with others in similar situations.

As we enter a period of ever tougher decisions about public spending priorities, our analyses of the Place Survey data should help local government focus on what matters most to residents, and key quality of life issues. By highlighting those local authority areas which appear to be doing the best given their local circumstances, this report should provoke debate about what 'good' performance looks like, beyond the headline statistics.

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The publication of the findings of this report, Frontiers V analyses and Area Challenge Index is subject to the advance approval of Ipsos MORI.

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PART 1: Frontiers of Performance V

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Frontiers V: Introduction

An increasing focus on 'place-shaping' lies at the heart of the modern vision of local public services. This requires a deeper understanding of the factors affecting the quality of life of individuals and communities, not just what might improve service delivery.

This is reflected in the Comprehensive Area Assessment (CAA), which provides a new framework where, for the first time, local public services are collectively held to account for delivering improved outcomes for local people.

As part of this, CAA makes even greater use of the views of citizens and service users than its predecessor, Comprehensive Performance Assessment (CPA). Local data – including the latest round of Place Surveys[5] - are a crucial component for understanding how well local authorities and their partners are performing.

This increased focus on public perceptions is generally a good one, as it encourages services to concentrate their efforts on what actually matters to local people, rather than counting outputs. However, as we have outlined before, there are 'perils' in these perception measures when assessing performance – in particular, they are determined to a large degree by the nature of the population you serve.

This report, therefore, builds on our analyses in our *People, Perceptions and Place*[6] report from June 2009, and our previous *Frontiers of Performance*[7] reports. In simple terms these use statistical techniques to identify which background factors that are beyond the immediate control of local services, such as the level of ethnic diversity, are most related to these perception measures. The models generally show that we can explain a great deal of the variation in perceptions knowing only very simple facts about the local population.

We can then produce a 'predicted' level of satisfaction with key outcomes given the circumstances of the local area. By comparing these *predicted* levels to *actual* perceptions, we can calculate a 'gap' score which shows whether perceptions are more or less positive than we would expect given local circumstances. At its most basic level, this approach is a way of levelling the playing field when considering scores on perception measures across different local authority areas.

For this report we have looked at five key outcomes from the Place Survey:

- Satisfaction with the local area (NI 5).
- Agreement that people from different backgrounds get on well locally (NI 1).
- Agreement that people can influence decisions that affect their local area (NI 4).
- Satisfaction with the way the local authority runs things (as with previous *Frontiers* reports).

[5] The biennial Place Survey replaces the BVPI General Users Satisfaction Survey and is a requirement of all English local authorities. Fieldwork for the Place Survey was carried out from September to December 2008, and results were published by the Department for Communities and Local Government (CLG) during the course of 2009. The survey asks for residents' views about a number of local quality of life and service satisfaction issues, and measures 18 citizen perspective indicators from the National Indicator Set.

[6] *Ipsos MORI Local: People, Perceptions and Place*, Ipsos MORI: June 2009. Available for download from www.ipsos-mori.com/researchpublications/publications/publication.aspx?oItemId=1270

[7] See previous *Frontiers of Performance in Local Government IV: Place shapers or shaped by place?*, Ipsos MORI: June 2007. Available for download from www.ipsos-mori.com/researchpublications/publications/publication.aspx?oItemId=1222

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- Agreement that the local authority offers value for money.

Satisfaction with the local area is arguably the most important question in the Place Survey, acting as an overall measure of people's attitudes to where they live. The extent to which people of different backgrounds get on with each other is also a vital measure of community life and social cohesion, and is an increasing focus of public policy. Both of these questions have, therefore, been analysed to determine the best performing local authority areas.

The perceived ability to influence decisions is also an important gauge of local democracy and of engagement with the community, and has become an increasing focus for local government thanks to the new *Duty to Involve*[8]*.*

Lastly, we have also analysed the overall satisfaction with the council question (as in previous years) and the perceived value for money question. We have consistently seen a close relationship between perceived value for money and the level of satisfaction with councils, and so we have used the *Frontiers V* modelling to identify those local authorities which out-perform expectations on both of these measures.

To take the findings further, the analyses also look at over-performing local authority areas in context of the local political make-up of the council[9]. Do particular party affiliated areas fare better than others on individual measures? In addition, the analyses draw on previous CPA, and the latest CAA scores. Are the top performing local authorities under CAA the same authorities our *Frontiers V* models show as having the largest positive 'gap' scores? Do the CAA scores reflect the challenging environments in which a number of local authorities and other local public service providers operate?

It is important to note that one should not compare gap scores across the five Place Survey questions or indicators we are looking at. The models on which the predicted scores are derived are different for each variable and, therefore, are not designed to be comparable. Rather one should only look at gap scores within each variable as a means of ranking a local authority area's performance relative to others.

For a more detailed explanation of the approach we have used and the full models of which background characteristics are most related to each perception measure, please refer to the technical note in Appendix A.

[8] Since April 2009 all best value organisations across England, including all local authorities, have been required to meet a new *Duty to Involve*. The new duty requires local councils to 'embed a culture of engagement and empowerment'.

[9] Based on political control in late 2008, at the time the Place Surveys were carried out.

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Main findings

In this section we identify, according to our *Frontiers V* analysis, the best performing local authority areas. By this, we mean the 20 areas that achieve the largest positive gap between their *actual* Place Survey score and the score we would *expect* them to have taking their local circumstances into account.

We also take a brief look at the profile of over-performing areas across each of the five variables (or Place Survey questions) being examined, and present a profile of 'star performers', i.e. those local authority areas which do better than expected most consistently across the five variables.

Within the charts and tables that appear in this report three different figures are shown:

- The predicted percentage score (the level our models suggest each area should reach in the light of local circumstances).
- The actual percentage score recoded by the Place Survey.
- The gap between the predicted and actual score (displayed as '+' or '-' percentage point figure).

The gap between the predicted and actual score is the most useful to focus on as this summarises the extent to which a local authority area is exceeding predictions (indicated by positive gaps) or falling short of them (indicated by negative gaps).

Please note that due to rounding some of the gap scores may appear to be a percentage point out. For example, the gap between Broadland's predicted NI 5 score (88%) and its actual score (94%) is given as five percentage points and not six percentage points. This is because the predicted score is really 88.3% and the actual score is 93.7%. The gap between these figures is 5.4%.

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Satisfaction with the local area (NI 5)

Looking at NI 5 in more detail, the following chart shows the 20 local authority areas which achieve the largest positive gap between actual levels of satisfaction with the area and the expected level, as predicted by our model.

Prominent among these are a number which cover areas of acute deprivation. Five of the top six best performers (Hull, Knowsley, Barrow-in-Furness, Tower Hamlets and Hackney) are among the 10% most deprived local authorities in England. Other local authority areas with a high level of deprivation also seem to be performing well and exceeding predicted scores, particularly in the North East (Middlesbrough, Sunderland and Gateshead).

At the other extreme, relatively affluent areas such as the Ribble Valley (Lancashire), Richmondshire (North Yorkshire), Rochford (Essex) and Broadland (Norfolk) are also performing strongly, bettering their very high predicted scores by some five percentage points or more.

The high representation of deprived, urban areas is reflected in the types of local authority areas which make it into this top 20. Half of them (50%) are either London boroughs, metropolitan boroughs or unitary authorities. These three types of authority make up a third (35%) of all English local authorities; therefore, they are over-represented among those which most exceed their predicted area satisfaction.

In terms of the political dimension of the 20 local authority areas which most exceed predicted area satisfaction, two fifths have Labour-controlled councils. Across England, Labour control only a tenth of local authorities, so it is over-represented in this list of best performing authority areas on NI 5. While it may initially seem that this pattern could be more about the fact that Labour tend to do better in more deprived, urban areas, the aim of the analyses is precisely to control for these sort of factors. It makes the point that, if we are interested in which areas are doing best in terms of area satisfaction given their circumstances (rather than just in absolute terms), some areas with not particularly high actual satisfaction scores can be considered as exemplars. These could provide better comparison sets and outliers for local authorities that face similar local circumstances. Of course, this should not lead us to conclusions about causal relationships between political control and area satisfaction (as there will be many other contributing factors that cannot be measured or controlled in the model), but the pattern is still notable.

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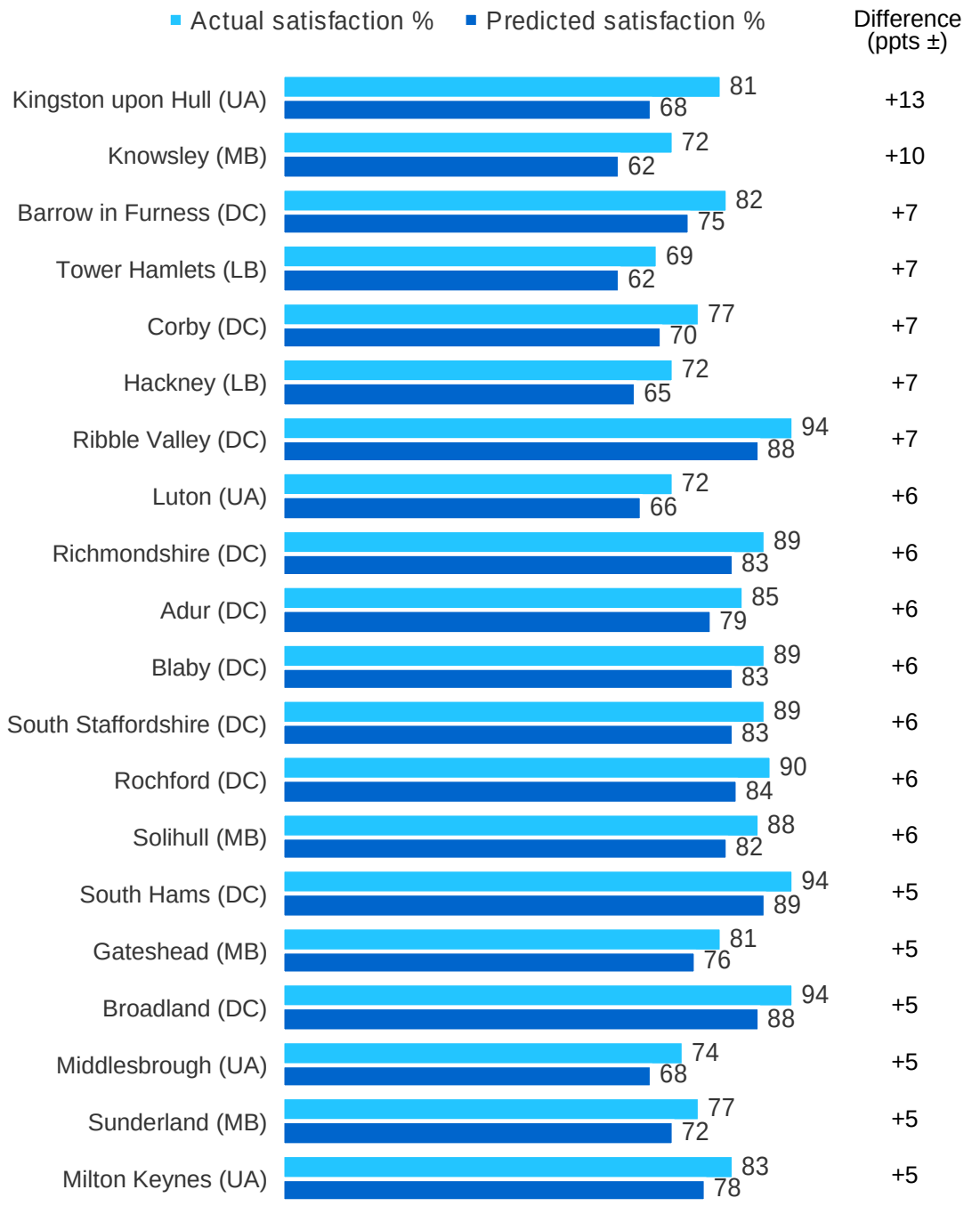
Top 20 performing authorities – Satisfaction with local area (NI 5)



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Agreement people from different backgrounds get on well together locally (NI 1)

Agreement that people from different backgrounds get on well together is a vital measure of how strong communities are in a local area. Looking at the 20 local authority areas which most exceed anticipated levels of agreement on NI 1, cities and large towns are well represented. Leicester, Birmingham, Luton, Manchester and Nottingham are all near the top of the rankings - places that also have highly diverse populations.

Areas with acute deprivation are also prominent among those which most outdo their predicted agreement score. Six of the 20 best-performing local authority areas are among the 10% most deprived in the country[10]. As noted in our recent report *People, Perceptions and Place*, economic, housing and education deprivation have a negative effect on agreement that people of different backgrounds get on locally. Places like Birmingham and Manchester which have a high IMD score are likely to have had to work that much harder to achieve the levels of perceived cohesion that they have.

The strongly urban profile of the best performing areas for NI 1 is reflected in the type of local authority areas which fall into the top 20. Three-fifths (60%) of the top 20 are either unitary authorities, London boroughs or metropolitan boroughs. Across England, these types of authorities only make up a third of councils (35%).

Nevertheless, there is some strong performance by smaller and more affluent local authority areas such as Stroud and North Hertfordshire, which break the general mould of the top 20 here. As with previous *Frontiers* work, the aim is to level the playing field to provide a better picture of who is out-performing their given circumstances, which in turn should help us identify what the best-rated areas are doing differently.

Again, a disproportionate share of the best performing areas has a Labour-led local authority. In seven of the top 20 areas (or 35%), Labour holds the council. In comparison, only four of the best-performing areas have a Conservative-led council (representing 20%, whereas nationally they represent 57% of councils). As before, these should not be seen as necessarily causally linked, as there are a wide range of other possible unmeasured differences that could explain this pattern.

[10] Birmingham, Manchester, Nottingham, Leicester, Kingston upon Hull, Barrow-in-Furness

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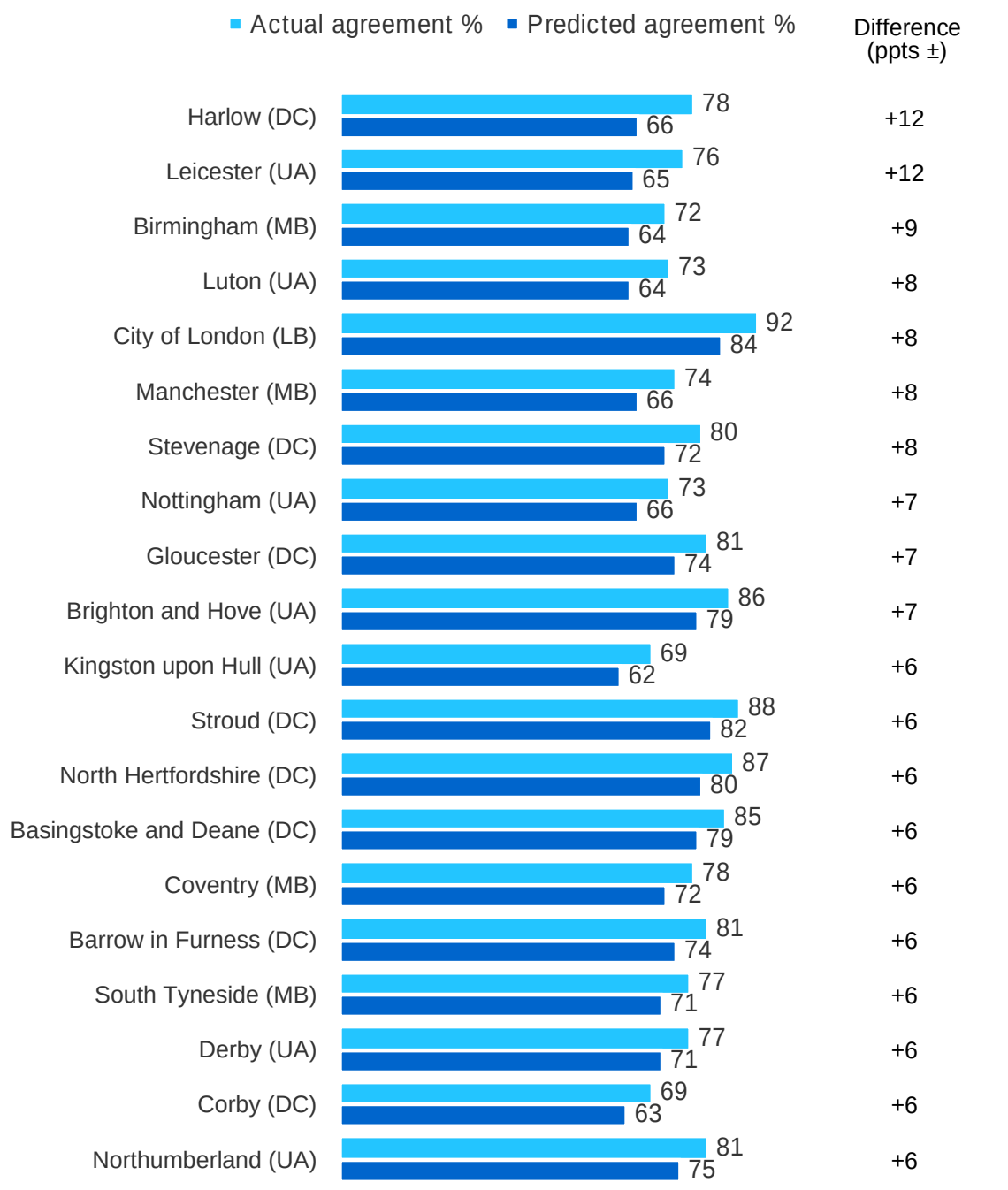
Top 20 performing authorities – Agree people of different backgrounds get on (NI 1)



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Agreement that people can influence decisions that affect their local area (NI 4)

The following chart shows the 20 local authority areas which most exceed predicted agreement that people can influence decisions affecting their local area (NI 4).

Although the list shows a broad spectrum of local authority type areas, London is overrepresented, with four of its boroughs appearing in the top 20 (City of London, Hackney, Barking and Dagenham and Newham). However, in general, there are fewer highly urban areas represented in the top 20 when compared to the previous chart shown for cohesion (NI 1). NI 4 is also the one perception measure from all those we modelled with a strong *positive* association with ethnic diversity (this is the strongest variable in the model we constructed, outlined in the appendices). Independent of this is the proportion of new immigrants coming into a local authority area, which is also positively related. It is not clear what is driving this unusual pattern - it could be related to the more established alternative means that new communities have for making their views known (through religious or cultural groups), because of a greater focus on these groups among local agencies, or because of lower expectations of influence among these communities[11].

Compared with the chart for cohesion, deprived areas are also slightly less well represented in this list of best-performing authorities. Only four of the top 20 (Knowsley, Newham, Hackney and Barking and Dagenham) feature in the top 10% most deprived authority areas in the country.

On the other hand, Labour political control is again over-represented. Although it controls only one in ten local authorities in England (11%), it holds six (or 30%) of the top 20 which most exceed their predicted level of influence. Labour-controlled Newham performs top in the country for absolute levels of agreement that people can influence decisions (NI 4).

[11] An Ipsos MORI/ Manchester University/ Urban Forum consortium is exploring this further as part of a project for the Community Development Foundation and the National Empowerment Partnership – more details available on request.

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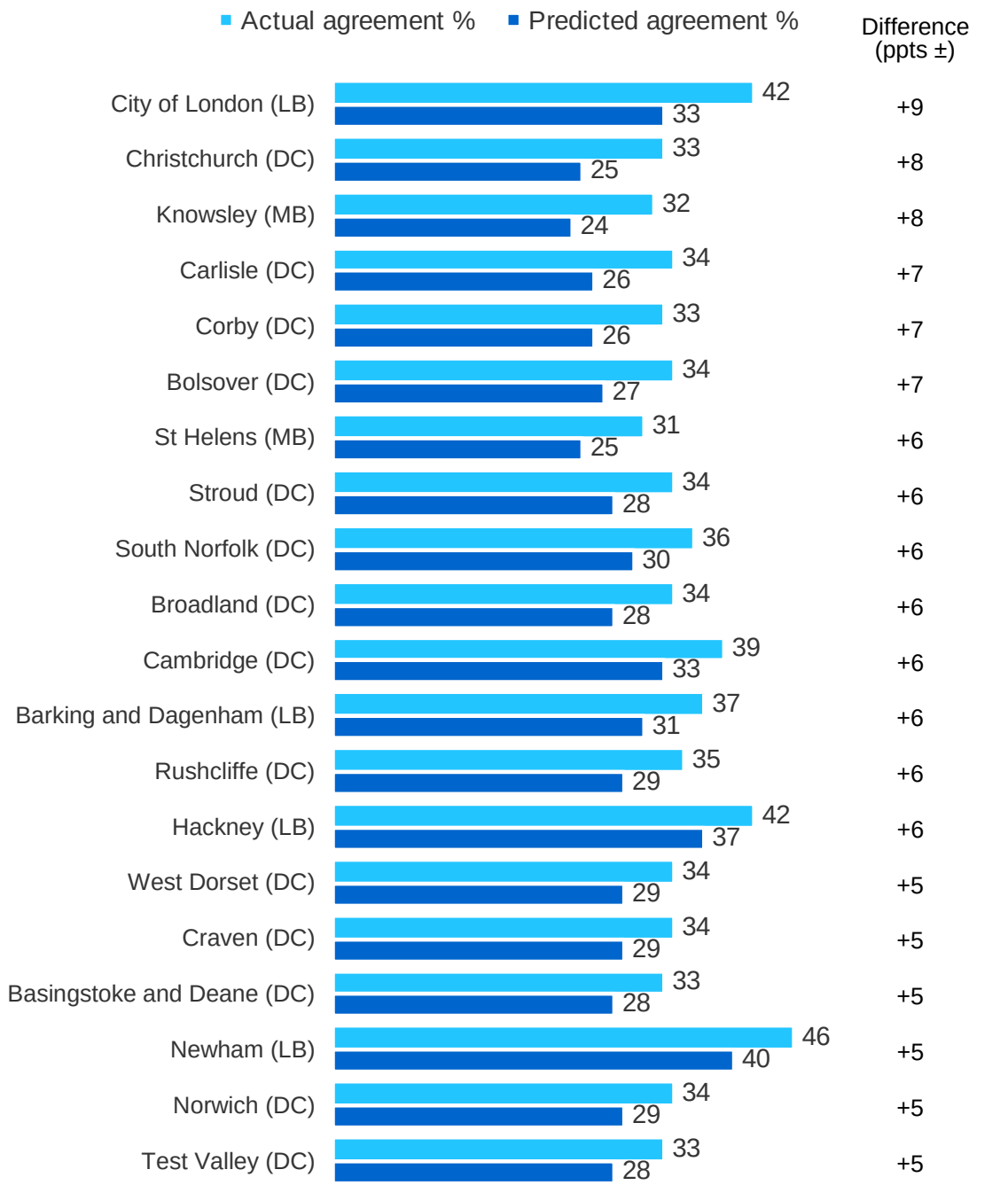
Top 20 performing authorities – Agree can influence local decisions (NI 4)



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Satisfaction with the way the local authority runs things (previously BV 3)

Looking at satisfaction with local authorities, unlike attitudes towards the local area, deprived authorities are less likely to outdo prediction scores by such a large margin.

Of the 10% most deprived local authority areas, only Knowsley and Manchester make it into the top 20 top performers on satisfaction with the council. Furthermore, 13 out of the top 20 are smaller district or borough councils, with Broadland DC as the top ranking district, placed third with a positive gap of +14 points.

The profile of political control is different compared with other questions which address attitudes to place. Among the 20 areas where satisfaction with the council is farthest above predictions, the Conservatives control 13 councils (or 65%). Nationally, they hold 57% of all English local authorities, so their political control is slightly over-represented in these top 20 best-performers. Three Conservative-controlled *inner* London boroughs feature in the list of best-performers (Wandsworth, Kensington and Chelsea and Westminster). However, the best performing area of all is Knowsley in Merseyside, which has a Labour-led council.

The Liberal Democrats are the least represented; they control none of the councils in the top 20 local authority areas.

More generally speaking, the Place Survey results appear to show that there are a handful of councils leading the way in the reputation stakes, and who appear to be moving away from the rest of the pack when it comes to satisfaction with council. This is particularly so in London (where we note that Hammersmith and Fulham and Westminster have seen substantial improvements on this measure, and where Wandsworth maintains impressively high levels of satisfaction). These top performing councils also have some of the biggest 'positive' gaps in our *Frontiers V* analysis. What is it that these councils appear to be getting so right when it comes to managing their reputation?

In addition, almost all the best performing local authority areas have a track record of exceeding predicted satisfaction with their councils based on our previous *Frontiers* analyses. Of the top 20, 19 also outdid their predicted score for satisfaction with their council during the 2006/07 round of BVPIs[12].

[12] *Frontiers of Performance in Local Government IV: Place shapers or shaped by place?*, Ipsos MORI: June 2007. Available for download from www.ipsos-mori.com/researchpublications/publications/publication.aspx?oItemId=1222

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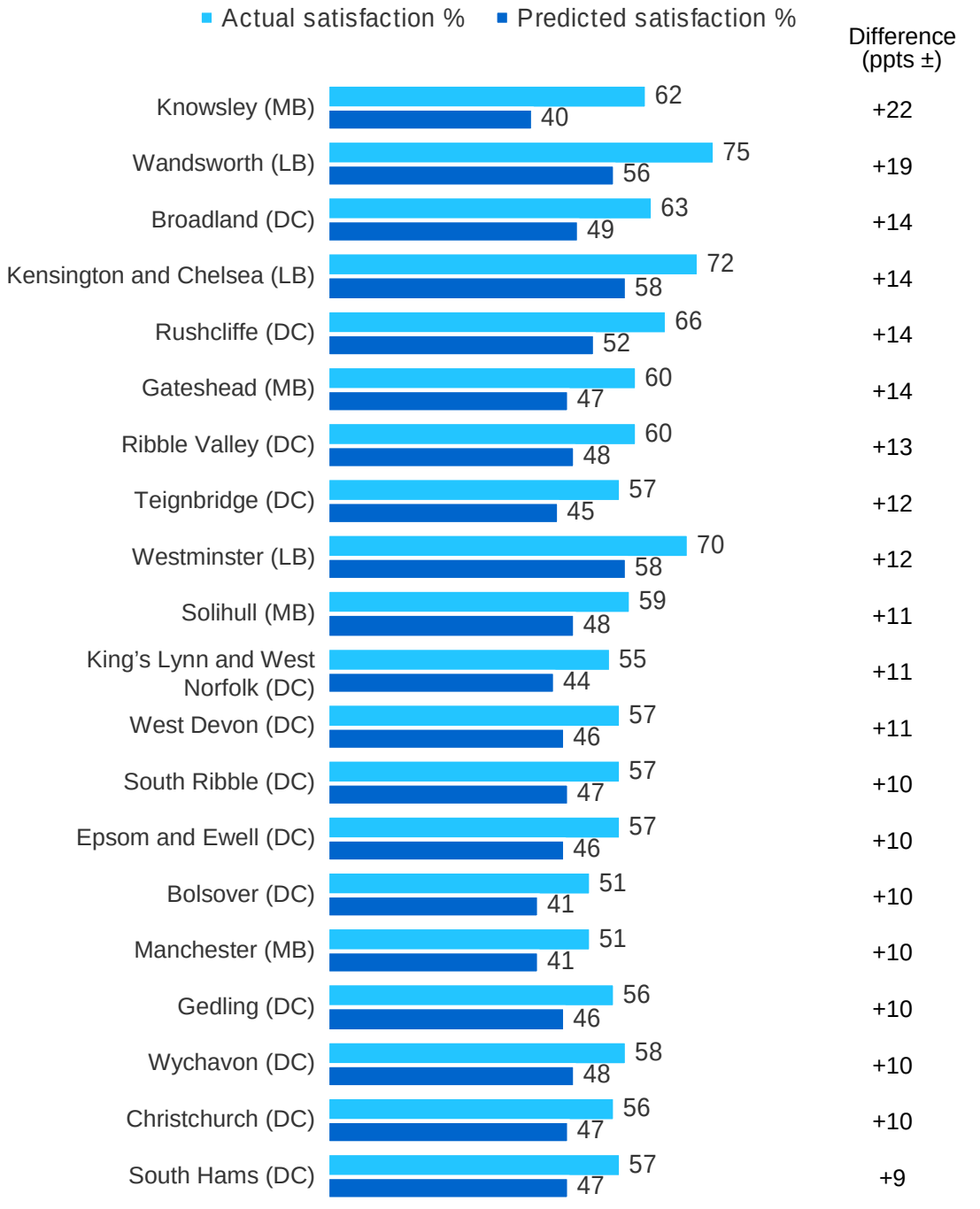
Top 20 performing authorities – Satisfaction with the council



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Of course, our commentary on satisfaction with the council would not be complete without looking at whether our top 20 are considered top performers by an independent assessment.

Looking at the old Comprehensive Performance Assessment (CPA) regime, areas with a strongly performing council are over-represented in our top 20 when it comes to satisfaction with the council. Nine of the top 20 (45%) received a council CPA rating of either '4 stars' or 'excellent'[13]. In contrast, only 30% of all English local authorities achieved a '4 stars' or 'excellent' rating.

When we turn to the latest Comprehensive Area Assessment (CAA) results, published on 9 December 2009, the picture is more mixed. CAA provides a more holistic view of how a local area is performing compared to its predecessor, which focused much more on local authority performance. Gone are the star ratings and direction of travel statements for each local authority. In their place come an overall council organisational assessment score which measures their performance in terms of how effectively they manage their finances, govern their business and manage their resources[14], and a set of green or red flags which highlight exceptional or substandard performance against a series of local area criteria.

It is important to be cautious when comparing the new CAA organisational assessment score against the simple *Frontiers V* gap score for overall satisfaction with the council, but it is still interesting to note that a higher proportion of our top 20 score the top grade than is the case nationally[15]. Four of the top 20 (20%) achieve a top rating of 4 (performs excellently) compared to just four per cent nationally, and the large majority are either 3 of 4 scoring authorities; none of our top performers achieve a rating of 1.

Whilst none of our top rated perform below the national average of 45% satisfied, there is still a considerable variation in absolute satisfaction scores. This begs the question, could more be done to take account of the impact of local background factors on resident perception measures when it comes to assessing performance?

Fewer of our top 20 performers achieve the top score than was the case with CPA. This is likely to reflect the fact that under CAA there are far fewer top rated performers than there were under CPA - only 14 authorities now achieve level 4 status compared to 59 achieving '4 stars' under the old assessment regime.

[13] Comprehensive Performance Assessment (CPA) is the outgoing system for grading the performance of English local authorities (replaced by CAA). Single and upper tier authorities were graded on a 'star' scale, receiving anywhere between 1 and 4 stars (with 4 representing the top performance). District councils were graded on a five point scale, receiving one of the following scores: 'excellent', 'good', 'fair', 'weak' or 'poor'.

[14] Under CAA an organisational assessment score from 1 to 4 is provided for each local authority (with 4 representing the top performance).

[15] Out of a total of 343 English local authorities (nine new unitary authorities did not receive a CAA rating).

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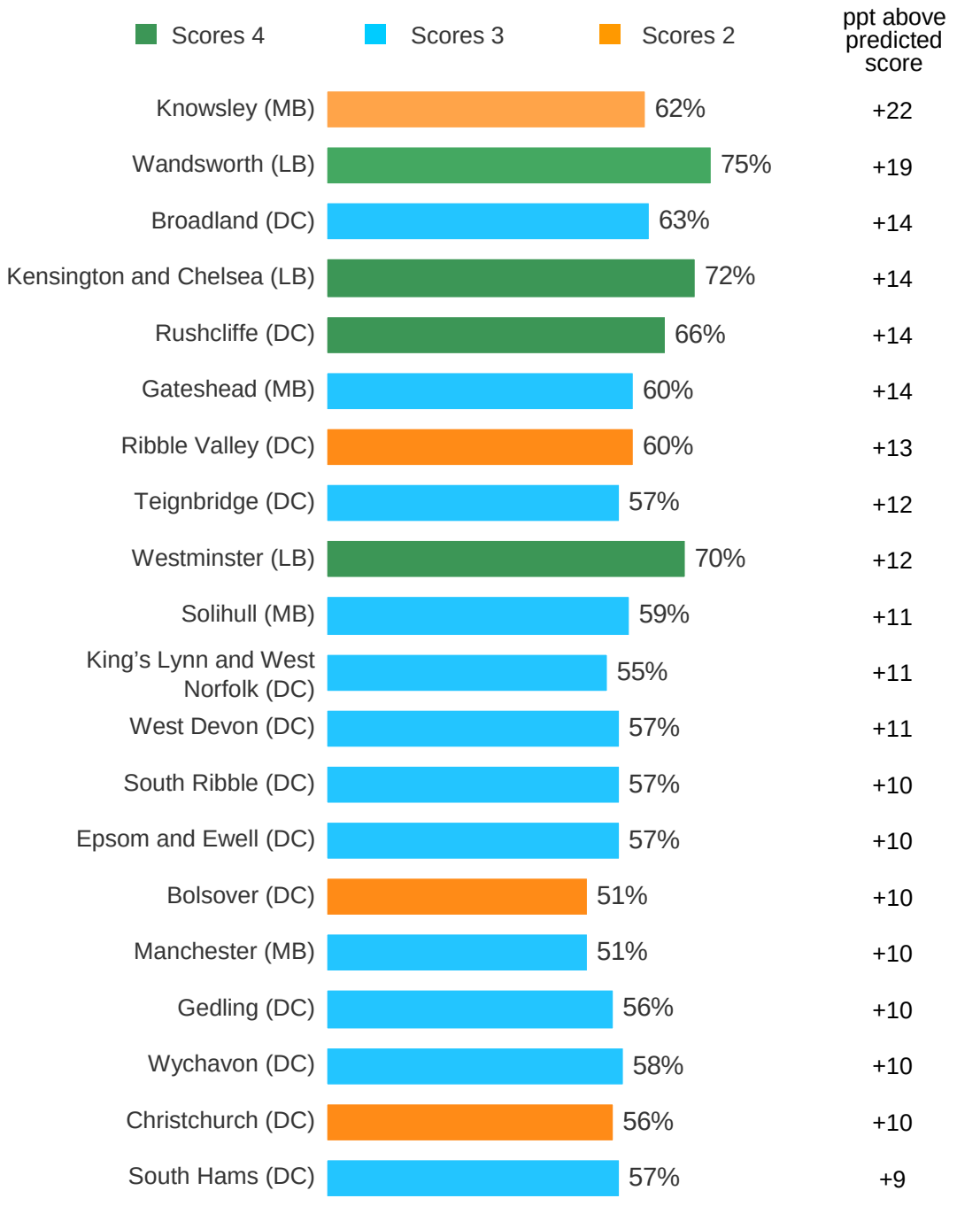
Top 20 performing authorities – Satisfaction with council (CAA rating)



Ipsos MORI Base: All local authorities in England Source: Ipsos MORI

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Agreement that the local authority offers value for money

As we might expect, there appears to be a close relationship between satisfaction with local authorities and the perception that they offer value for money. Thirteen local authority areas appear in the top 20 for exceeding predicted scores for both council satisfaction and value for money.

The following chart shows that the London boroughs of Wandsworth and Westminster top the list for outdoing their expected value for money score by some margin. Wandsworth does particularly well, coming 31 percentage points above its predicted figure, which no doubt reflects the authority's mission[16] for *"distinctively high quality services with the lowest possible council tax"* (it has the lowest council tax in the country).

The prominent position of Westminster within the value for money rankings may well reflect the effectiveness of its communications with residents. At the recent LGcommunications Reputations Awards, Westminster Council was recognised for its media relations, internal communications, community reassurance and reputation management.

Again, London boroughs are well represented among those areas where perceived value for money most exceeds expectations, accounting for five of the top 20 best performers[17]. Metropolitan boroughs are also disproportionately represented; they constitute 10% of all local authorities in England, but they make up 20% of those which most outdo predicted value for money (four of the top 20).

As with council satisfaction, Conservative and Labour political control is over-represented among the top 20 best-performing areas. In 14 of the top 20 (or 70%) the Conservatives are leading the council (they hold 57% of all English local authorities nationally). The remaining six (or 30%) all have Labour-led local authorities (Labour only holds 11% of all English local authorities nationally).

[16] Taken from Cllr Edward Lister's (Wandsworth's Conservative Leader) blog at: http://conservativehome.blogs.com/localgovernment/2009/09/wandsworths-guide-to-value-for-money.html

[17] Wandsworth, Westminster, Barking and Dagenham, Newham and Kensington and Chelsea.

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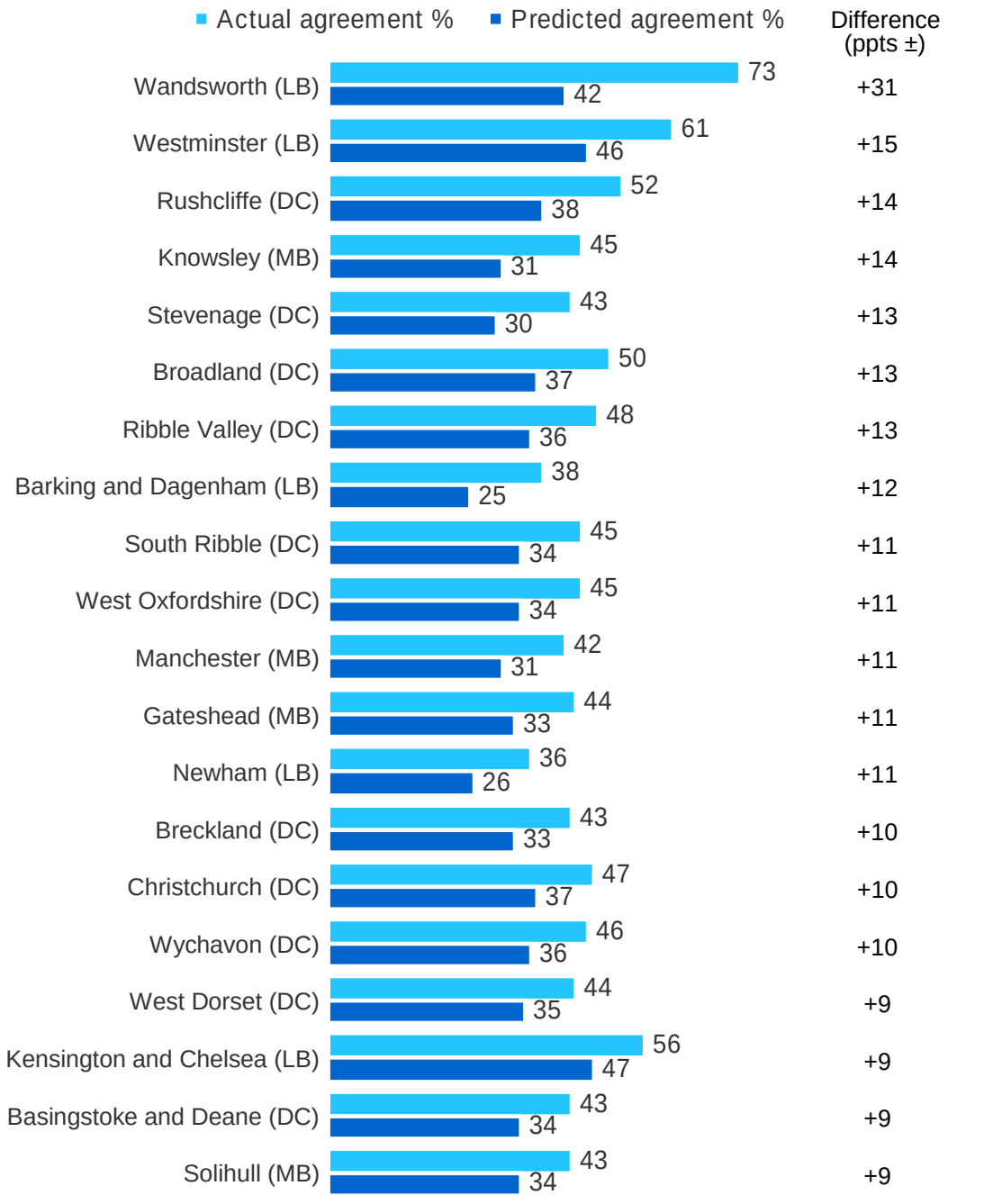
Top 20 performing authorities – Agree council offers value for money



Ipsos MORI Base: All local authorities in England Source: Ipsos MORI

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Again, there seems to be a more marked observed relationship between CPA scores and our top 20 for value for money, as opposed to CAA scores. Almost half (nine) of our top 20 local authority areas on value for money have a council which gained a top CPA score of either '4 stars' or 'excellent', meaning that the best graded councils are over-represented among those which perform most positively on value for money.

When we turn to CAA though, fewer of our top 20 performers achieve the top score for organisational assessments. But, once again, it is still pertinent to note that a higher proportion of our top 20 score the top grade of 4 than is the case nationally.

The proportions of top 20 *Frontiers V* performers for value for money mirror those for satisfaction with council when it comes to CAA ratings – with again the large majority achieving ratings of 4 and 3, and none being rated as 1.

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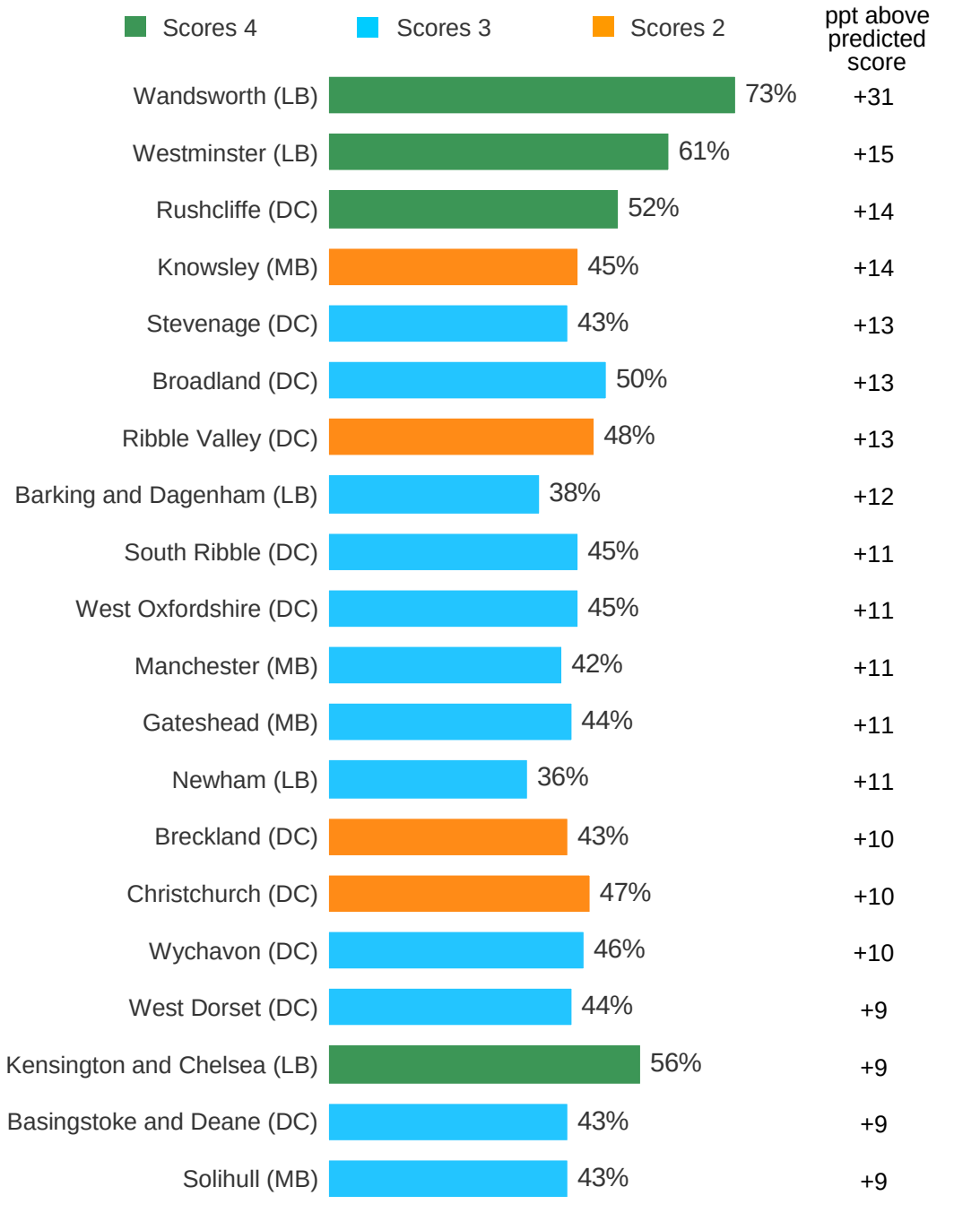
Top 20 performing authorities – Agree council offers value for money (CAA rating)



Ipsos MORI Base: All local authorities in England Source: Ipsos MORI

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Star performers

In order to establish which local authority areas are the 'star performers' - those doing consistently better than expected across a number of variables (or questions) analysed - we have produced a standardised average for each area.

The following chart shows the top 10% of local authority areas which achieve the highest positive gaps scores, using this standardised scoring system. These figures are not intended to be used as an 'average gap score'; rather as a way of determining which local authority areas perform best across the piece[18]. It is also important to note that they are averages. So there will be some areas that do particularly well on certain variables, but perform less well on others. For example, Wandsworth handsomely outdoes its predicted value for money score, but comes in line with its predicted score for area satisfaction. Of the top local authority areas that perform consistently well, Knowsley and Broadland are the only two which feature in the top 20 for four of the five variables (or questions) examined in this report[19].

Places with high levels of deprivation are well represented. Of the 11 most deprived local authority areas in England, seven feature among this list of star performers[20]. Urban areas are also over-represented. Together, London boroughs, unitary authorities and metropolitan boroughs make up half (46%) of the best performing areas. In comparison, they only make up about a third of all English local authority areas (35%).

Labour is also in control in a disproportionate number of them. Three in ten (29%) of the 'star performers' is Labour-controlled, compared to 11% of all English local authorities. Nevertheless, Conservative-led urban authorities also feature in this top bracket. The London borough of Wandsworth leads this pack of blue alongside Westminster, Kensington and Chelsea and Solihull.

[18] Because each model differs in its fit across the five variables or questions analysed, in order to produce an overall average gap score for each local authority area it has been necessary to standardise them. When calculating average gap scores, equal weight is given to each variable. Therefore, the overall average scores on the following chart appear to be lower than a straight average taken across the five variables would be. For more details on this approach please see Appendix A.

[19] Both Knowsley and Broadland are in the top 20 for satisfaction with the area, satisfaction with the council, agreement that people can influence decisions and agreement the council provides value for money.

[20] Knowsley, Kingston upon Hull, Newham, Manchester, Birmingham, Middlesbrough and Hackney.

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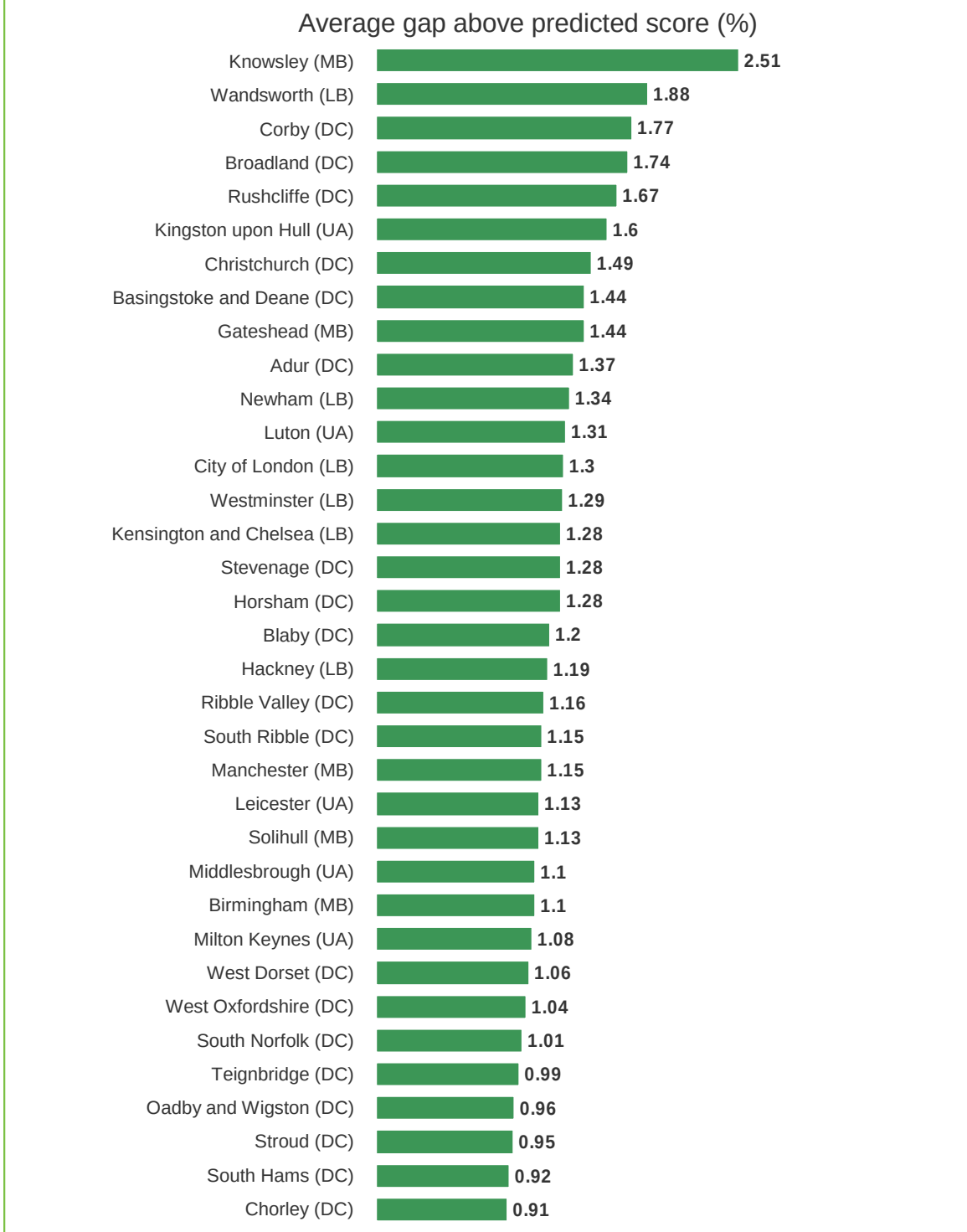
Standardised average gap score: Top 10%



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Frontiers V: Scores by local authority area type

1. Satisfaction with the local area (NI 5)

a) Alphabetical listings – Metropolitan and unitary authorities

LA name	Actual Percentages	Expected	Gap
Barnsley	76	73	3
Bath and North East Somerset	85	88	-3
Bedford	80	83	-4
Birmingham	71	68	3
Blackburn with Darwen	68	67	1
Blackpool	72	76	-4
Bolton	75	74	0
Bournemouth	82	83	-1
Bracknell Forest	83	82	1
Bradford	71	69	2
Brighton and Hove	86	82	3
Bristol, City of	79	83	-4
Bury	81	79	2
Calderdale	78	78	1
Central Bedfordshire District Council	80	85	-5
Cheshire East	85	87	-2
Cheshire West and Chester	83	84	0
Cornwall	84	85	-1
Coventry	76	72	4
Darlington	79	81	-2
Derby	78	78	0
Doncaster	69	74	-5
Dudley	77	75	2
Durham	76	79	-3
East Riding of Yorkshire	85	85	0
Gateshead	81	76	5
Halton	70	70	1
Hartlepool	77	73	3
Herefordshire	87	85	2
Isle of Wight	85	83	2
Kingston upon Hull, City of	81	68	13
Kirklees	77	75	2
Knowsley	72	62	10
Leeds	79	77	1
Leicester	72	67	5
Liverpool	71	72	-1
Luton	72	66	6
Manchester	70	71	-1
Medway	68	72	-4
Middlesbrough	74	68	5
Milton Keynes	83	78	5
Newcastle upon Tyne	79	78	2
North East Lincolnshire	75	75	0
North Lincolnshire	81	81	1
North Somerset	85	87	-2

LA name	Actual Percentages	Expected	Gap
North Tyneside	76	81	-5
Northumberland	81	85	-4
Nottingham	69	73	-4
Oldham	67	69	-2
Peterborough	77	77	0
Plymouth	79	79	0
Poole	87	85	2
Portsmouth	74	77	-3
Reading	76	80	-4
Redcar and Cleveland	72	73	-2
Rochdale	65	70	-5
Rotherham	74	74	1
Rutland	92	89	3
Salford	66	76	-10
Sandwell	62	65	-3
Sefton	79	80	-1
Sheffield	79	78	1
Shropshire	88	88	0
Slough	64	63	1
Solihull	88	82	6
South Gloucestershire	83	85	-2
South Tyneside	78	74	4
Southampton	74	75	-1
Southend-on-Sea	83	80	3
St. Helens	74	74	1
Stockport	85	83	1
Stockton-on-Tees	78	77	1
Stoke-on-Trent	70	71	0
Sunderland	77	72	5
Swindon	80	82	-1
Tameside	67	72	-5
Telford and Wrekin	78	77	1
Thurrock	64	70	-7
Torbay	82	83	-1
Trafford	83	85	-2
Wakefield	72	75	-3
Walsall	71	70	1
Warrington	83	81	2
West Berkshire	85	84	0
Wigan	72	74	-3
Wiltshire	86	86	-1
Windsor and Maidenhead	86	88	-1
Wirral	82	82	1
Wokingham	88	88	0
Wolverhampton	71	72	-1
York	87	85	2

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b) Alphabetical listings – London boroughs

LA name	Actual Percentages	Expected	Gap
Barking and Dagenham	57	59	-2
Barnet	80	81	-1
Bexley	74	74	-1
Brent	68	66	2
Bromley	84	84	0
Camden	82	82	0
City of London	92	92	0
Croydon	71	78	-6
Ealing	70	74	-4
Enfield	69	71	-2
Greenwich	75	73	2
Hackney	72	65	7
Hammersmith and Fulham	81	81	0
Haringey	70	75	-5
Harrow	70	78	-7
Havering	73	75	-2
Hillingdon	71	73	-2

LA name	Actual Percentages	Expected	Gap
Hounslow	69	71	-2
Islington	77	78	-1
Kensington and Chelsea	90	86	4
Kingston upon Thames	85	84	1
Lambeth	73	79	-6
Lewisham	73	74	-1
Merton	79	83	-5
Newham	56	51	5
Redbridge	71	74	-3
Richmond upon Thames	92	91	2
Southwark	77	73	4
Sutton	80	80	0
Tower Hamlets	69	62	7
Waltham Forest	64	70	-6
Wandsworth	85	86	-1
Westminster	89	85	3

c) Alphabetical listings – Counties

LA name	Actual Percentages	Expected	Gap
Buckinghamshire	86	83	3
Cambridgeshire	86	88	-2
Cumbria	85	84	1
Derbyshire	79	82	-2
Devon	88	87	1
Dorset	89	87	3
East Sussex	84	84	0
Essex	85	85	0
Gloucestershire	85	86	-1
Hampshire	86	84	1
Hertfordshire	84	85	-1
Kent	80	82	-2
Lancashire	79	83	-4
Leicestershire	85	83	2

LA name	Actual Percentages	Expected	Gap
Lincolnshire	83	86	-3
Norfolk	85	85	0
North Yorkshire	87	85	2
Northamptonshire	78	81	-4
Nottinghamshire	79	83	-4
Oxfordshire	87	82	4
Somerset	86	89	-3
Staffordshire	81	83	-2
Suffolk	86	85	1
Surrey	84	85	-1
Warwickshire	83	83	-1
West Sussex	85	85	0
Worcestershire	84	84	-1

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d) Alphabetical listings – Districts

LA name	Actual Percentages	Expected	Gap
Adur	85	79	6
Allerdale	86	82	4
Amber Valley	80	81	-1
Arun	84	84	0
Ashfield	67	74	-7
Ashford	84	81	3
Aylesbury Vale	87	83	4
Babergh	89	88	1
Barrow-in-Furness	82	75	7
Basildon	76	76	0
Basingstoke and Deane	87	84	3
Bassetlaw	74	81	-7
Blaby	89	83	6
Bolsover	72	75	-4
Boston	74	80	-6
Braintree	85	84	1
Breckland	82	84	-2
Brentwood	90	89	1
Broadland	94	88	5
Bromsgrove	81	86	-5
Broxbourne	74	75	-2
Broxtowe	84	84	0
Burnley	69	71	-3
Cambridge	87	89	-2
Cannock Chase	74	73	1
Canterbury	85	82	3
Carlisle	83	82	1
Castle Point	80	80	0
Charnwood	85	81	4
Chelmsford	89	87	2
Cheltenham	85	88	-3
Cherwell	84	82	1
Chesterfield	82	79	3
Chichester	91	88	3
Chiltern	89	90	-1
Chorley	84	83	1
Christchurch	92	88	4
Colchester	85	84	1
Copeland	76	80	-4
Corby	77	70	7
Cotswold	89	90	-1
Craven	92	87	5
Crawley	75	75	0
Dacorum	82	86	-4
Dartford	72	75	-4
Daventry	83	86	-3
Derbyshire Dales	90	88	2
Dover	81	81	0
East Cambridgeshire	87	87	0
East Devon	89	89	-1
East Dorset	92	90	2
East Hampshire	88	86	2
East Hertfordshire	90	89	1
East Lindsey	84	83	1
East Northamptonshire	76	84	-8
East Staffordshire	79	81	-3
Eastbourne	85	81	3

LA name	Actual Percentages	Expected	Gap
Eastleigh	85	82	3
Eden	88	86	2
Elmbridge	86	90	-5
Epping Forest	87	84	3
Epsom and Ewell	86	87	-1
Erewash	78	79	-1
Exeter	84	82	1
Fareham	88	85	3
Fenland	75	80	-5
Forest Heath	77	83	-6
Forest of Dean	83	84	-2
Fylde	86	89	-3
Gedling	84	83	1
Gloucester	78	80	-3
Gosport	71	77	-6
Gravesham	72	73	-1
Great Yarmouth	80	76	3
Guildford	84	87	-3
Hambleton	91	89	2
Harborough	91	88	4
Harlow	75	72	4
Harrogate	89	88	1
Hart	89	88	1
Hastings	75	76	-1
Havant	82	78	3
Hertsmere	84	84	0
High Peak	85	83	2
Hinckley and Bosworth	80	83	-3
Horsham	91	87	5
Huntingdonshire	88	87	1
Hyndburn	68	70	-2
Ipswich	82	78	4
Kettering	76	82	-7
King's Lynn and West Norfolk	83	84	-1
Lancaster	80	82	-2
Lewes	84	85	-1
Lichfield	81	85	-4
Lincoln	78	77	2
Maidstone	85	82	3
Maldon	86	86	-1
Malvern Hills	91	89	2
Mansfield	73	74	-1
Melton	85	86	-1
Mendip	86	86	0
Mid Devon	84	86	-1
Mid Suffolk	91	88	3
Mid Sussex	87	86	0
Mole Valley	89	89	0
New Forest	90	86	4
Newark and Sherwood	82	83	-1
Newcastle-under-Lyme	78	80	-2
North Devon	87	84	3
North Dorset	85	87	-2
North East Derbyshire	84	81	2
North Hertfordshire	87	88	-1
North Kesteven	89	85	4
North Norfolk	87	88	0

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LA name	Actual Percentages	Expected	Gap
North Warwickshire	85	80	5
North West Leicestershire	80	83	-3
Northampton	74	79	-4
Norwich	80	81	-1
Nuneaton and Bedworth	75	75	0
Oadby and Wigston	83	81	2
Oxford	83	83	0
Pendle	66	73	-7
Preston	78	76	2
Purbeck	90	86	4
Redditch	77	75	3
Reigate and Banstead	82	86	-5
Ribble Valley	94	88	7
Richmondshire	89	83	6
Rochford	90	84	6
Rossendale	72	77	-6
Rother	86	87	-1
Rugby	80	84	-4
Runnymede	81	85	-4
Rushcliffe	93	90	3
Rushmoor	71	76	-5
Ryedale	87	87	0
Scarborough	83	83	0
Sedgemoor	84	85	-1
Selby	81	83	-1
Sevenoaks	87	86	1
Shepway	79	81	-1
South Bucks	84	89	-5
South Cambridgeshire	90	91	-1
South Derbyshire	84	83	2
South Hams	94	89	5
South Holland	79	84	-5
South Kesteven	83	85	-2
South Lakeland	91	88	3
South Norfolk	91	89	2
South Northamptonshire	89	86	3
South Oxfordshire	91	88	3
South Ribble	84	82	1
South Somerset	87	86	0
South Staffordshire	89	83	6
Spelthorne	75	81	-6
St Albans	90	91	-1
St Edmundsbury	88	87	1
Stafford	84	87	-3

LA name	Actual Percentages	Expected	Gap
Staffordshire Moorlands	84	82	2
Stevenage	80	78	2
Stratford-on-Avon	88	89	0
Stroud	88	88	0
Suffolk Coastal	92	90	3
Surrey Heath	87	88	-1
Swale	73	74	-1
Tamworth	72	72	-1
Tandridge	87	86	0
Taunton Deane	88	87	1
Teignbridge	89	86	3
Tendring	79	82	-3
Test Valley	87	85	3
Tewkesbury	86	88	-2
Thanet	70	79	-9
Three Rivers	89	87	2
Tonbridge and Malling	84	82	2
Torridge	85	85	0
Tunbridge Wells	86	85	0
Uttlesford	92	90	2
Vale of White Horse	86	87	-1
Warwick	86	88	-1
Watford	80	81	-1
Waveney	81	82	0
Waverley	87	89	-2
Wealden	87	87	1
Wellingborough	71	79	-8
Welwyn Hatfield	77	84	-7
West Devon	90	88	2
West Dorset	91	89	2
West Lancashire	83	81	2
West Lindsey	87	85	2
West Oxfordshire	90	86	5
West Somerset	89	88	1
Weymouth and Portland	85	83	2
Winchester	92	89	3
Woking	84	86	-2
Worcester	84	82	2
Worthing	80	83	-3
Wychavon	89	86	2
Wycombe	84	83	1
Wyre	84	84	0
Wyre Forest	79	81	-2

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2. Agreement that people from different backgrounds get on well locally (NI 1)

a) Alphabetical listings – Metropolitan and unitary authorities

LA name	Actual Percentages	Expected	Gap
Barnsley	65	68	-3
Bath and North East Somerset	83	82	1
Bedford	81	77	4
Birmingham	72	64	9
Blackburn with Darwen	61	61	0
Blackpool	74	72	2
Bolton	69	70	-1
Bournemouth	79	80	0
Bracknell Forest	82	81	1
Bradford	65	59	5
Brighton and Hove	86	79	7
Bristol, City of	76	74	2
Bury	75	76	-1
Calderdale	66	71	-5
Central Bedfordshire District Council	81	80	1
Cheshire East	79	81	-3
Cheshire West and Chester	77	79	-2
Cornwall	80	78	1
Coventry	78	72	6
Darlington	80	74	6
Derby	77	71	6
Doncaster	69	71	-1
Dudley	72	72	0
Durham	72	69	3
East Riding of Yorkshire	79	81	-2
Gateshead	74	71	2
Halton	75	71	3
Hartlepool	73	71	2
Herefordshire	76	81	-5
Isle of Wight	77	78	-1
Kingston upon Hull, City of	69	62	6
Kirklees	66	68	-2
Knowsley	72	69	3
Leeds	74	74	0
Leicester	76	65	12
Liverpool	70	73	-3
Luton	73	64	8
Manchester	74	66	8
Medway	70	74	-3
Middlesbrough	71	68	3
Milton Keynes	76	75	1
Newcastle upon Tyne	73	72	1
North East Lincolnshire	70	71	-1
North Lincolnshire	78	74	4
North Somerset	81	82	-1
North Tyneside	76	75	1
Northumberland	81	75	6
Nottingham	73	66	7
Oldham	50	63	-13
Peterborough	68	69	-2

LA name	Actual Percentages	Expected	Gap
Plymouth	70	76	-6
Poole	79	79	-1
Portsmouth	70	75	-5
Reading	78	76	1
Redcar and Cleveland	70	73	-3
Rochdale	57	65	-8
Rotherham	62	70	-8
Rutland	82	84	-2
Salford	65	70	-5
Sandwell	65	62	3
Sefton	81	80	1
Sheffield	73	72	1
Shropshire	84	80	4
Slough	69	65	3
Solihull	78	80	-2
South Gloucestershire	81	80	1
South Tyneside	77	71	6
Southampton	73	73	0
Southend-on-Sea	76	76	0
St. Helens	74	74	0
Stockport	81	79	1
Stockton-on-Tees	73	74	-1
Stoke-on-Trent	61	62	-1
Sunderland	67	70	-3
Swindon	80	75	5
Tameside	67	70	-3
Telford and Wrekin	73	71	2
Thurrock	54	69	-15
Torbay	78	77	0
Trafford	84	81	3
Wakefield	67	68	-1
Walsall	71	66	5
Warrington	81	78	3
West Berkshire	79	81	-2
Wigan	69	72	-3
Wiltshire	83	79	4
Windsor and Maidenhead	80	83	-3
Wirral	80	79	0
Wokingham	86	84	1
Wolverhampton	75	70	5
York	79	81	-1

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b) Alphabetical listings – London boroughs

LA name	Actual Percentages	Expected	Gap
Barking and Dagenham	49	60	-11
Barnet	83	81	2
Bexley	69	79	-9
Brent	77	77	0
Bromley	81	82	-1
Camden	82	80	2
City of London	92	84	8
Croydon	77	79	-2
Ealing	78	77	1
Enfield	75	76	-1
Greenwich	73	73	0
Hackney	78	72	6
Hammersmith and Fulham	78	80	-1
Haringey	76	75	0
Harrow	76	81	-5
Havering	70	79	-8
Hillingdon	73	77	-4

LA name	Actual Percentages	Expected	Gap
Hounslow	73	74	-1
Islington	79	77	2
Kensington and Chelsea	84	81	3
Kingston upon Thames	83	82	1
Lambeth	77	78	-1
Lewisham	78	76	2
Merton	77	79	-2
Newham	68	67	1
Redbridge	74	78	-4
Richmond upon Thames	88	83	5
Southwark	75	76	-2
Sutton	76	79	-3
Tower Hamlets	63	69	-6
Waltham Forest	73	72	1
Wandsworth	79	80	-1
Westminster	83	81	2

c) Alphabetical listings – Counties

LA name	Actual Percentages	Expected	Gap
Buckinghamshire	80	80	0
Cambridgeshire	79	79	0
Cumbria	79	75	3
Derbyshire	74	73	1
Devon	81	80	2
Dorset	82	81	1
East Sussex	80	79	1
Essex	80	77	3
Gloucestershire	83	79	4
Hampshire	81	80	1
Hertfordshire	81	79	2
Kent	76	77	-1
Lancashire	74	74	0
Leicestershire	82	78	4

LA name	Actual Percentages	Expected	Gap
Lincolnshire	74	76	-2
Norfolk	75	76	-1
North Yorkshire	81	80	1
Northamptonshire	76	73	3
Nottinghamshire	77	73	4
Oxfordshire	81	79	2
Somerset	77	78	-1
Staffordshire	75	76	-1
Suffolk	80	76	4
Surrey	80	82	-2
Warwickshire	81	77	4
West Sussex	80	80	0
Worcestershire	77	78	-1

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d) Alphabetical listings – Districts

LA name	Actual Percentages	Expected	Gap
Adur	79	74	5
Allerdale	77	77	0
Amber Valley	69	74	-5
Arun	75	79	-4
Ashfield	67	65	3
Ashford	78	78	-1
Aylesbury Vale	82	79	3
Babergh	86	80	5
Barrow-in-Furness	81	74	6
Basildon	71	72	-2
Basingstoke and Deane	85	79	6
Bassetlaw	73	74	-1
Blaby	86	81	4
Bolsover	68	68	1
Boston	55	71	-17
Braintree	78	78	0
Breckland	68	77	-9
Brentwood	83	84	-1
Broadland	85	83	1
Bromsgrove	82	83	-1
Broxbourne	72	76	-5
Broxtowe	82	80	2
Burnley	56	65	-10
Cambridge	86	83	3
Cannock Chase	75	71	4
Canterbury	82	81	1
Carlisle	75	75	0
Castle Point	81	78	3
Charnwood	81	80	1
Chelmsford	85	82	3
Cheltenham	82	81	1
Cherwell	75	78	-3
Chesterfield	75	73	2
Chichester	82	83	-1
Chiltern	81	84	-3
Chorley	82	78	3
Christchurch	83	83	0
Colchester	81	79	2
Copeland	75	74	1
Corby	69	63	6
Cotswold	82	83	-1
Craven	78	82	-5
Crawley	73	74	0
Dacorum	81	79	2
Dartford	71	76	-5
Daventry	80	80	0
Derbyshire Dales	86	82	4
Dover	75	77	-3
East Cambridgeshire	79	80	0
East Devon	82	84	-2
East Dorset	85	84	0
East Hampshire	83	83	0
East Hertfordshire	82	83	-1
East Lindsey	76	77	-2
East Northamptonshire	77	77	-1
East Staffordshire	71	74	-3
Eastbourne	78	79	-1

LA name	Actual Percentages	Expected	Gap
Eastleigh	83	81	2
Eden	80	81	-1
Elmbridge	80	83	-3
Epping Forest	78	79	-1
Epsom and Ewell	81	84	-3
Erewash	74	74	-1
Exeter	79	79	1
Fareham	86	84	2
Fenland	62	70	-8
Forest Heath	74	74	0
Forest of Dean	80	78	2
Fylde	86	85	1
Gedling	80	80	0
Gloucester	81	74	7
Gosport	75	74	1
Gravesham	74	75	-1
Great Yarmouth	65	71	-6
Guildford	79	83	-3
Hambleton	86	83	4
Harborough	85	83	2
Harlow	78	66	12
Harrogate	82	83	-1
Hart	84	84	0
Hastings	70	73	-3
Havant	79	77	3
Hertsmere	81	81	0
High Peak	80	79	1
Hinckley and Bosworth	82	77	5
Horsham	86	84	3
Huntingdonshire	80	80	0
Hyndburn	58	66	-8
Ipswich	77	73	4
Kettering	77	76	1
King's Lynn and West Norfolk	70	76	-6
Lancaster	80	79	1
Lewes	85	80	5
Lichfield	79	81	-2
Lincoln	68	74	-7
Maidstone	81	80	0
Maldon	85	82	3
Malvern Hills	82	83	-1
Mansfield	73	68	5
Melton	83	80	3
Mendip	78	80	-2
Mid Devon	75	79	-4
Mid Suffolk	85	82	3
Mid Sussex	85	83	2
Mole Valley	87	84	3
New Forest	79	83	-4
Newark and Sherwood	75	76	-1
Newcastle-under-Lyme	73	76	-3
North Devon	80	79	1
North Dorset	80	82	-2
North East Derbyshire	80	77	3
North Hertfordshire	87	80	6
North Kesteven	82	82	-1
North Norfolk	81	79	2

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LA name	Actual Percentages	Expected	Gap
North Warwickshire	80	76	4
North West Leicestershire	75	76	-1
Northampton	71	73	-3
Norwich	74	72	1
Nuneaton and Bedworth	74	70	4
Oadby and Wigston	83	80	3
Oxford	82	78	4
Pendle	52	61	-8
Preston	76	73	3
Purbeck	82	82	1
Redditch	72	71	1
Reigate and Banstead	78	82	-4
Ribble Valley	79	84	-4
Richmondshire	85	81	3
Rochford	87	82	5
Rossendale	61	73	-12
Rother	81	83	-2
Rugby	80	80	0
Runnymede	80	83	-3
Rushcliffe	87	84	3
Rushmoor	67	77	-10
Ryedale	81	81	0
Scarborough	77	79	-2
Sedgemoor	77	79	-2
Selby	75	79	-4
Sevenoaks	78	82	-4
Shepway	77	77	0
South Bucks	82	85	-3
South Cambridgeshire	82	83	-1
South Derbyshire	77	77	0
South Hams	88	84	4
South Holland	64	76	-12
South Kesteven	81	81	0
South Lakeland	83	83	0
South Norfolk	83	83	0
South Northamptonshire	88	82	6
South Oxfordshire	83	82	1
South Ribble	81	81	0
South Somerset	75	79	-4
South Staffordshire	79	83	-3
Spelthorne	74	81	-6
St Albans	85	83	2
St Edmundsbury	82	79	4
Stafford	84	82	2

LA name	Actual Percentages	Expected	Gap
Staffordshire Moorlands	79	80	-1
Stevenage	80	72	8
Stratford-on-Avon	85	83	2
Stroud	88	82	6
Suffolk Coastal	84	82	2
Surrey Heath	86	83	2
Swale	73	72	1
Tamworth	72	70	1
Tandridge	81	84	-2
Taunton Deane	78	80	-2
Teignbridge	81	81	0
Tendring	77	74	3
Test Valley	82	81	1
Tewkesbury	84	82	2
Thanet	66	74	-8
Three Rivers	83	81	2
Tonbridge and Malling	77	80	-3
Torridge	81	80	1
Tunbridge Wells	77	82	-5
Uttlesford	87	84	3
Vale of White Horse	83	82	0
Warwick	84	82	2
Watford	78	76	2
Waveney	75	74	1
Waverley	82	83	-1
Wealden	84	83	0
Wellingborough	76	71	4
Welwyn Hatfield	79	81	-2
West Devon	84	83	1
West Dorset	83	83	0
West Lancashire	84	79	4
West Lindsey	84	80	4
West Oxfordshire	83	81	2
West Somerset	83	82	1
Weymouth and Portland	77	77	0
Winchester	83	84	0
Woking	78	80	-2
Worcester	75	77	-1
Worthing	78	80	-2
Wychavon	79	81	-2
Wycombe	77	79	-2
Wyre	83	81	3
Wyre Forest	73	77	-4

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3. Agreement that people can influence decisions that affect their local area (NI 4)

a) Alphabetical listings – Metropolitan and unitary authorities

LA name	Actual Percentages	Expected	Gap
Barnsley	25	26	0
Bath and North East Somerset	28	29	-1
Bedford	32	31	1
Birmingham	32	33	-1
Blackburn with Darwen	30	30	0
Blackpool	25	25	0
Bolton	28	28	0
Bournemouth	28	27	1
Bracknell Forest	28	28	0
Bradford	28	32	-4
Brighton and Hove	28	29	-1
Bristol, City of	25	29	-5
Bury	24	27	-3
Calderdale	26	28	-2
Central Bedfordshire District Council	24	29	-5
Cheshire East	24	26	-2
Cheshire West and Chester	27	26	1
Cornwall	27	30	-4
Coventry	29	30	-2
Darlington	30	29	1
Derby	29	29	0
Doncaster	22	26	-4
Dudley	27	26	0
Durham	24	25	-2
East Riding of Yorkshire	31	28	3
Gateshead	31	28	2
Halton	25	25	0
Hartlepool	31	29	3
Herefordshire	29	28	1
Isle of Wight	28	27	1
Kingston upon Hull, City of	30	26	4
Kirklees	25	29	-5
Knowsley	32	24	8
Leeds	31	29	2
Leicester	34	35	-1
Liverpool	27	27	0
Luton	36	36	0
Manchester	34	33	1
Medway	23	27	-4
Middlesbrough	35	31	4
Milton Keynes	33	29	4
Newcastle upon Tyne	33	32	0
North East Lincolnshire	27	25	2
North Lincolnshire	22	28	-6
North Somerset	22	27	-4
North Tyneside	27	29	-2
Northumberland	28	25	4
Nottingham	32	31	1
Oldham	25	29	-4
Peterborough	30	29	0

LA name	Actual Percentages	Expected	Gap
Plymouth	22	26	-4
Poole	27	25	2
Portsmouth	28	27	0
Reading	29	31	-2
Redcar and Cleveland	21	28	-7
Rochdale	26	28	-2
Rotherham	25	26	-1
Rutland	30	32	-1
Salford	24	27	-3
Sandwell	26	30	-4
Sefton	23	25	-1
Sheffield	27	29	-2
Shropshire	30	30	-1
Slough	30	35	-4
Solihull	30	27	3
South Gloucestershire	25	27	-2
South Tyneside	30	29	1
Southampton	28	29	-1
Southend-on-Sea	26	27	-1
St. Helens	31	25	6
Stockport	30	26	4
Stockton-on-Tees	28	29	-1
Stoke-on-Trent	27	26	1
Sunderland	26	29	-3
Swindon	27	28	-1
Tameside	25	26	-1
Telford and Wrekin	28	26	2
Thurrock	27	28	-1
Torbay	21	25	-4
Trafford	26	28	-2
Wakefield	23	26	-3
Walsall	23	28	-5
Warrington	30	26	4
West Berkshire	27	28	-1
Wigan	23	25	-2
Wiltshire	32	30	2
Windsor and Maidenhead	29	31	-2
Wirral	26	25	1
Wokingham	28	29	-1
Wolverhampton	30	31	-1
York	32	27	4

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b) Alphabetical listings – London boroughs

LA name	Actual Percentages	Expected	Gap
Barking and Dagenham	37	31	6
Barnet	37	34	3
Bexley	26	28	-1
Brent	40	39	1
Bromley	27	28	-1
Camden	36	37	-1
City of London	42	33	9
Croydon	34	34	0
Ealing	38	37	2
Enfield	32	33	-1
Greenwich	33	33	1
Hackney	42	37	6
Hammersmith and Fulham	34	34	0
Haringey	40	36	4
Harrow	33	35	-3
Havering	25	27	-2
Hillingdon	35	32	3

LA name	Actual Percentages	Expected	Gap
Hounslow	34	35	-2
Islington	34	35	-1
Kensington and Chelsea	37	36	1
Kingston upon Thames	28	32	-3
Lambeth	35	36	-2
Lewisham	37	35	2
Merton	38	34	4
Newham	46	40	5
Redbridge	32	35	-3
Richmond upon Thames	31	30	2
Southwark	39	38	2
Sutton	31	29	2
Tower Hamlets	36	37	-1
Waltham Forest	36	36	0
Wandsworth	38	34	4
Westminster	38	37	1

c) Alphabetical listings – Counties

LA name	Actual Percentages	Expected	Gap
Buckinghamshire	30	32	-2
Cambridgeshire	31	32	-2
Cumbria	29	30	-1
Derbyshire	24	29	-5
Devon	28	31	-3
Dorset	31	30	0
East Sussex	27	30	-2
Essex	27	30	-3
Gloucestershire	29	31	-2
Hampshire	28	29	-1
Hertfordshire	27	30	-3
Kent	27	30	-3
Lancashire	28	30	-2
Leicestershire	28	31	-3

LA name	Actual Percentages	Expected	Gap
Lincolnshire	28	30	-2
Norfolk	32	31	1
North Yorkshire	30	31	-1
Northamptonshire	26	32	-7
Nottinghamshire	28	30	-1
Oxfordshire	30	32	-2
Somerset	28	30	-2
Staffordshire	25	29	-3
Suffolk	28	31	-3
Surrey	28	30	-2
Warwickshire	28	31	-3
West Sussex	28	30	-2
Worcestershire	28	30	-3

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d) Alphabetical listings – Districts

LA name	Actual Percentages	Expected	Gap
Adur	29	26	3
Allerdale	27	28	-2
Amber Valley	25	26	-1
Arun	27	26	1
Ashfield	22	24	-2
Ashford	29	29	0
Aylesbury Vale	33	30	3
Babergh	31	29	2
Barrow-in-Furness	26	25	0
Basildon	24	26	-2
Basingstoke and Deane	33	28	5
Bassetlaw	25	27	-2
Blaby	29	27	2
Bolsover	34	27	7
Boston	25	27	-3
Braintree	31	28	3
Breckland	32	30	2
Brentwood	31	29	2
Broadland	34	28	6
Bromsgrove	24	27	-3
Broxbourne	25	27	-2
Broxtowe	31	27	4
Burnley	26	27	-1
Cambridge	39	33	6
Cannock Chase	22	25	-4
Canterbury	28	28	0
Carlisle	34	26	7
Castle Point	25	25	0
Charnwood	26	30	-3
Chelmsford	29	28	1
Cheltenham	30	27	3
Cherwell	31	28	3
Chesterfield	27	25	2
Chichester	32	29	2
Chiltern	30	28	2
Chorley	32	27	5
Christchurch	33	25	8
Colchester	30	30	0
Copeland	24	28	-4
Corby	33	26	7
Cotswold	30	31	-1
Craven	34	29	5
Crawley	26	29	-3
Dacorum	23	27	-5
Dartford	28	27	0
Daventry	29	30	-1
Derbyshire Dales	32	30	2
Dover	28	27	1
East Cambridgeshire	28	31	-3
East Devon	25	28	-4
East Dorset	29	26	3
East Hampshire	31	28	3
East Hertfordshire	28	28	0
East Lindsey	28	30	-2
East Northamptonshire	26	29	-4
East Staffordshire	26	28	-2
Eastbourne	28	26	2

LA name	Actual Percentages	Expected	Gap
Eastleigh	27	26	1
Eden	31	30	1
Elmbridge	30	29	0
Epping Forest	25	29	-4
Epsom and Ewell	33	29	4
Erewash	23	25	-2
Exeter	28	28	0
Fareham	24	25	-1
Fenland	24	27	-3
Forest Heath	26	35	-9
Forest of Dean	25	29	-4
Fylde	27	26	0
Gedling	30	27	3
Gloucester	23	27	-4
Gosport	20	25	-5
Gravesham	30	29	2
Great Yarmouth	26	27	-1
Guildford	29	29	0
Hambleton	32	29	2
Harborough	31	29	1
Harlow	24	27	-3
Harrogate	30	28	2
Hart	28	28	0
Hastings	25	26	0
Havant	23	25	-2
Hertsmere	28	29	-2
High Peak	31	28	3
Hinckley and Bosworth	25	27	-2
Horsham	34	30	4
Huntingdonshire	28	30	-3
Hyndburn	27	27	0
Ipswich	29	27	1
Kettering	23	28	-4
King's Lynn and West Norfolk	31	30	1
Lancaster	26	28	-1
Lewes	28	27	1
Lichfield	25	27	-2
Lincoln	26	26	0
Maidstone	25	28	-2
Maldon	23	29	-6
Malvern Hills	31	28	2
Mansfield	28	25	3
Melton	24	28	-4
Mendip	29	29	1
Mid Devon	28	29	-1
Mid Suffolk	34	30	4
Mid Sussex	25	28	-3
Mole Valley	32	28	5
New Forest	28	27	1
Newark and Sherwood	27	29	-1
Newcastle-under-Lyme	27	26	1
North Devon	25	29	-4
North Dorset	30	32	-2
North East Derbyshire	33	28	5
North Hertfordshire	25	28	-3
North Kesteven	30	29	1
North Norfolk	32	30	2

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LA name	Actual Percentages	Expected	Gap
North Warwickshire	27	28	-1
North West Leicestershire	25	27	-3
Northampton	23	29	-6
Norwich	34	29	5
Nuneaton and Bedworth	28	26	2
Oadby and Wigston	33	29	4
Oxford	29	32	-3
Pendle	29	29	0
Preston	32	29	3
Purbeck	31	30	2
Redditch	28	26	1
Reigate and Banstead	27	28	-1
Ribble Valley	31	29	2
Richmondshire	28	32	-3
Rochford	24	27	-3
Rossendale	25	26	-1
Rother	28	28	0
Rugby	28	28	0
Runnymede	27	29	-2
Rushcliffe	35	29	6
Rushmoor	26	26	0
Ryedale	31	30	1
Scarborough	27	27	0
Sedgemoor	29	28	1
Selby	28	29	-1
Sevenoaks	30	29	1
Shepway	22	28	-6
South Bucks	27	30	-3
South Cambridgeshire	34	31	2
South Derbyshire	26	28	-2
South Hams	31	30	0
South Holland	28	29	-1
South Kesteven	28	27	1
South Lakeland	30	29	1
South Norfolk	36	30	6
South Northamptonshire	28	32	-3
South Oxfordshire	33	30	3
South Ribble	30	25	5
South Somerset	28	29	-1
South Staffordshire	28	27	1
Spelthorne	22	27	-5
St Albans	27	28	-2
St Edmundsbury	29	28	1
Stafford	28	27	1

LA name	Actual Percentages	Expected	Gap
Staffordshire Moorlands	25	26	-1
Stevenage	30	27	3
Stratford-on-Avon	31	31	0
Stroud	34	28	6
Suffolk Coastal	28	28	0
Surrey Heath	27	28	-1
Swale	24	27	-3
Tamworth	23	25	-2
Tandridge	29	29	0
Taunton Deane	28	27	1
Teignbridge	31	28	2
Tendring	26	27	-1
Test Valley	33	28	5
Tewkesbury	28	27	0
Thanet	21	26	-5
Three Rivers	32	28	3
Tonbridge and Malling	29	28	1
Torridge	26	29	-3
Tunbridge Wells	26	29	-2
Uttlesford	31	30	1
Vale of White Horse	27	29	-2
Warwick	27	29	-2
Watford	32	30	2
Waveney	23	26	-3
Waverley	29	29	0
Wealden	28	28	0
Wellingborough	24	30	-5
Welwyn Hatfield	25	29	-4
West Devon	32	30	2
West Dorset	34	29	5
West Lancashire	27	27	1
West Lindsey	29	29	-1
West Oxfordshire	29	29	0
West Somerset	27	31	-4
Weymouth and Portland	26	26	-1
Winchester	32	29	2
Woking	29	29	0
Worcester	26	26	0
Worthing	26	26	0
Wychavon	31	29	2
Wycombe	29	30	-1
Wyre	28	26	1
Wyre Forest	25	26	-1

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4. Satisfaction with the way the local authority runs things (as before)

a) Alphabetical listings – Metropolitan and unitary authorities

LA name	Actual Percentages	Expected	Gap
Barnsley	34	40	-7
Bath and North East Somerset	38	50	-12
Bedford	37	44	-7
Birmingham	46	38	8
Blackburn with Darwen	35	35	0
Blackpool	35	38	-3
Bolton	43	41	3
Bournemouth	51	45	6
Bracknell Forest	50	52	-2
Bradford	38	37	0
Brighton and Hove	45	49	-4
Bristol, City of	33	46	-13
Bury	41	44	-3
Calderdale	35	42	-7
Central Bedfordshire District Council	35	43	-9
Cheshire East	40	44	-4
Cheshire West and Chester	44	44	0
Cornwall	33	40	-7
Coventry	45	41	4
Darlington	47	46	1
Derby	35	41	-6
Doncaster	30	40	-10
Dudley	46	44	2
Durham	41	44	-3
East Riding of Yorkshire	49	46	3
Gateshead	60	47	14
Halton	48	41	8
Hartlepool	37	44	-7
Herefordshire	33	43	-10
Isle of Wight	34	44	-11
Kingston upon Hull, City of	42	37	5
Kirklees	41	41	0
Knowsley	62	40	22
Leeds	46	45	1
Leicester	40	38	3
Liverpool	46	42	5
Luton	46	39	7
Manchester	51	41	10
Medway	39	42	-3
Middlesbrough	48	42	6
Milton Keynes	49	44	6
Newcastle upon Tyne	54	50	4
North East Lincolnshire	40	37	3
North Lincolnshire	38	41	-4
North Somerset	38	46	-8
North Tyneside	43	45	-2
Northumberland	38	41	-3
Nottingham	47	41	6
Oldham	22	38	-16
Peterborough	45	39	6

LA name	Actual Percentages	Expected	Gap
Plymouth	30	42	-12
Poole	54	47	7
Portsmouth	40	44	-4
Reading	40	53	-12
Redcar and Cleveland	33	42	-9
Rochdale	28	39	-12
Rotherham	36	41	-4
Rutland	44	47	-3
Salford	34	42	-8
Sandwell	37	38	-1
Sefton	40	46	-6
Sheffield	39	44	-4
Shropshire	42	42	0
Slough	40	45	-5
Solihull	59	48	11
South Gloucestershire	50	47	3
South Tyneside	49	48	1
Southampton	42	45	-3
Southend-on-Sea	45	44	1
St. Helens	47	43	4
Stockport	48	48	1
Stockton-on-Tees	49	44	5
Stoke-on-Trent	30	38	-8
Sunderland	45	48	-3
Swindon	41	45	-4
Tameside	44	42	2
Telford and Wrekin	50	40	9
Thurrock	40	43	-3
Torbay	30	42	-12
Trafford	51	48	2
Wakefield	36	43	-6
Walsall	32	38	-6
Warrington	47	46	1
West Berkshire	48	49	-1
Wigan	41	42	-1
Wiltshire	48	41	7
Windsor and Maidenhead	53	50	3
Wirral	42	43	-2
Wokingham	52	51	1
Wolverhampton	40	40	-1
York	44	50	-7

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b) Alphabetical listings – London boroughs

LA name	Actual Percentages	Expected	Gap
Barking and Dagenham	49	40	9
Barnet	50	48	3
Bexley	51	44	7
Brent	45	45	-1
Bromley	53	46	7
Camden	50	56	-6
City of London	73	73	0
Croydon	45	45	0
Ealing	46	47	-1
Enfield	46	42	4
Greenwich	53	44	9
Hackney	46	42	4
Hammersmith and Fulham	59	53	5
Haringey	43	46	-3
Harrow	38	46	-8
Havering	36	45	-8
Hillingdon	47	42	5

LA name	Actual Percentages	Expected	Gap
Hounslow	41	45	-3
Islington	49	54	-5
Kensington and Chelsea	72	58	14
Kingston upon Thames	49	51	-2
Lambeth	40	50	-11
Lewisham	50	45	5
Merton	49	51	-2
Newham	46	38	8
Redbridge	46	43	3
Richmond upon Thames	53	54	0
Southwark	48	47	2
Sutton	50	47	3
Tower Hamlets	42	46	-4
Waltham Forest	39	43	-4
Wandsworth	75	56	19
Westminster	70	58	12

c) Alphabetical listings – Counties

LA name	Actual Percentages	Expected	Gap
Buckinghamshire	47	44	3
Cambridgeshire	41	44	-3
Cumbria	36	38	-3
Derbyshire	43	37	6
Devon	43	41	2
Dorset	47	40	6
East Sussex	38	42	-5
Essex	47	43	3
Gloucestershire	40	41	-1
Hampshire	45	43	1
Hertfordshire	44	44	0
Kent	41	42	-1
Lancashire	40	41	0
Leicestershire	43	40	3

LA name	Actual Percentages	Expected	Gap
Lincolnshire	40	39	0
Norfolk	44	38	6
North Yorkshire	46	41	5
Northamptonshire	30	37	-7
Nottinghamshire	40	39	1
Oxfordshire	43	43	0
Somerset	43	41	2
Staffordshire	41	39	1
Suffolk	42	38	4
Surrey	42	47	-5
Warwickshire	43	40	4
West Sussex	49	44	4
Worcestershire	40	40	0

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d) Alphabetical listings – Districts

LA name	Actual Percentages	Expected	Gap
Adur	56	48	8
Allerdale	40	45	-5
Amber Valley	36	45	-9
Arun	51	47	4
Ashfield	41	40	2
Ashford	44	42	2
Aylesbury Vale	50	48	2
Babergh	52	46	5
Barrow-in-Furness	33	41	-8
Basildon	43	43	0
Basingstoke and Deane	58	50	8
Bassetlaw	35	42	-7
Blaby	56	47	9
Bolsover	51	41	10
Boston	37	41	-4
Braintree	50	45	4
Breckland	50	44	6
Brentwood	57	49	8
Broadland	63	49	14
Bromsgrove	34	49	-15
Broxbourne	49	42	7
Broxtowe	54	49	5
Burnley	36	39	-3
Cambridge	50	60	-10
Cannock Chase	37	42	-5
Canterbury	49	47	2
Carlisle	40	43	-3
Castle Point	50	47	2
Charnwood	49	49	0
Chelmsford	54	50	4
Cheltenham	48	48	0
Cherwell	53	47	6
Chesterfield	48	42	6
Chichester	54	49	5
Chiltern	53	48	4
Chorley	51	47	4
Christchurch	56	47	10
Colchester	45	45	0
Copeland	28	45	-17
Corby	45	36	8
Cotswold	45	50	-4
Craven	49	48	0
Crawley	49	48	0
Dacorum	43	49	-6
Dartford	49	45	5
Daventry	40	47	-7
Derbyshire Dales	50	50	-1
Dover	43	44	-1
East Cambridgeshire	44	46	-2
East Devon	51	46	5
East Dorset	53	47	5
East Hampshire	49	48	0
East Hertfordshire	44	49	-5
East Lindsey	42	36	5
East Northamptonshire	42	43	-1
East Staffordshire	43	43	0
Eastbourne	45	42	3

LA name	Actual Percentages	Expected	Gap
Eastleigh	51	49	3
Eden	38	35	3
Elmbridge	53	49	4
Epping Forest	49	46	3
Epsom and Ewell	57	46	10
Erewash	41	44	-3
Exeter	54	47	6
Fareham	54	50	4
Fenland	43	41	2
Forest Heath	46	44	1
Forest of Dean	46	46	0
Fylde	42	51	-10
Gedling	56	46	10
Gloucester	42	41	1
Gosport	35	41	-6
Gravesham	50	44	6
Great Yarmouth	39	40	-1
Guildford	54	53	1
Hambleton	55	49	5
Harborough	43	48	-5
Harlow	32	47	-15
Harrogate	53	49	4
Hart	47	51	-4
Hastings	36	37	-2
Havant	42	45	-3
Hertsmere	47	45	2
High Peak	52	47	5
Hinckley and Bosworth	43	47	-4
Horsham	58	49	9
Huntingdonshire	50	48	3
Hyndburn	42	39	3
Ipswich	46	42	4
Kettering	34	42	-8
King's Lynn and West Norfolk	55	44	11
Lancaster	40	45	-5
Lewes	45	48	-3
Lichfield	52	47	5
Lincoln	45	41	4
Maidstone	44	47	-3
Maldon	44	47	-3
Malvern Hills	52	50	2
Mansfield	44	41	4
Melton	36	46	-11
Mendip	43	45	-2
Mid Devon	38	43	-5
Mid Suffolk	47	45	2
Mid Sussex	45	47	-3
Mole Valley	53	48	5
New Forest	56	47	9
Newark and Sherwood	41	44	-3
Newcastle-under-Lyme	51	46	5
North Devon	38	37	1
North Dorset	41	45	-4
North East Derbyshire	48	47	2
North Hertfordshire	41	51	-10
North Kesteven	53	46	7
North Norfolk	48	47	1

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LA name	Actual Percentages	Expected	Gap
North Warwickshire	49	47	2
North West Leicestershire	42	43	-2
Northampton	27	43	-16
Norwich	46	44	2
Nuneaton and Bedworth	49	43	6
Oadby and Wigston	55	49	6
Oxford	46	53	-7
Pendle	40	38	1
Preston	42	43	-1
Purbeck	43	50	-7
Redditch	44	42	1
Reigate and Banstead	48	47	0
Ribble Valley	60	48	13
Richmondshire	47	45	2
Rochford	56	48	8
Rossendale	31	42	-11
Rother	39	45	-7
Rugby	46	46	0
Runnymede	55	50	5
Rushcliffe	66	52	14
Rushmoor	49	47	1
Ryedale	49	47	2
Scarborough	34	39	-5
Sedgemoor	45	44	1
Selby	40	46	-6
Sevenoaks	49	48	1
Shepway	35	43	-9
South Bucks	46	49	-3
South Cambridgeshire	44	53	-9
South Derbyshire	49	44	5
South Hams	57	47	9
South Holland	48	44	3
South Kesteven	43	44	-1
South Lakeland	40	49	-9
South Norfolk	55	48	7
South Northamptonshire	43	48	-5
South Oxfordshire	52	51	1
South Ribble	57	47	10
South Somerset	45	45	0
South Staffordshire	50	50	1
Spelthorne	41	47	-7
St Albans	42	50	-8
St Edmundsbury	43	44	-1
Stafford	45	49	-4

LA name	Actual Percentages	Expected	Gap
Staffordshire Moorlands	46	48	-1
Stevenage	54	50	4
Stratford-on-Avon	45	52	-7
Stroud	51	47	4
Suffolk Coastal	52	46	6
Surrey Heath	44	49	-5
Swale	36	42	-6
Tamworth	33	40	-7
Tandridge	54	47	7
Taunton Deane	48	44	4
Teignbridge	57	45	12
Tendring	45	45	0
Test Valley	46	48	-1
Tewkesbury	52	49	3
Thanet	34	41	-7
Three Rivers	54	47	7
Tonbridge and Malling	51	46	5
Torridge	40	43	-2
Tunbridge Wells	42	47	-5
Uttlesford	49	49	0
Vale of White Horse	50	52	-2
Warwick	50	54	-3
Watford	52	48	3
Waveney	39	42	-3
Waverley	39	49	-10
Wealden	50	47	3
Wellingborough	42	42	1
Welwyn Hatfield	41	49	-8
West Devon	57	46	11
West Dorset	54	47	8
West Lancashire	51	46	6
West Lindsey	46	44	2
West Oxfordshire	57	49	8
West Somerset	32	35	-3
Weymouth and Portland	40	43	-3
Winchester	48	51	-3
Woking	44	50	-6
Worcester	45	45	0
Worthing	44	45	-2
Wychavon	58	48	10
Wycombe	45	48	-2
Wyre	49	47	2
Wyre Forest	42	46	-4

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5. Agreement that the local authority offers value for money

a) Alphabetical listings – Metropolitan and unitary authorities

LA name	Actual Percentages	Expected	Gap
Barnsley	22	30	-8
Bath and North East Somerset	27	36	-9
Bedford	27	30	-4
Birmingham	36	29	8
Blackburn with Darwen	25	25	0
Blackpool	26	28	-3
Bolton	30	30	0
Bournemouth	35	35	0
Bracknell Forest	35	33	2
Bradford	28	27	1
Brighton and Hove	32	38	-6
Bristol, City of	23	34	-12
Bury	30	32	-2
Calderdale	24	30	-6
Central Bedfordshire District Council	23	30	-7
Cheshire East	25	30	-5
Cheshire West and Chester	28	31	-3
Cornwall	24	25	-2
Coventry	36	30	6
Darlington	36	31	5
Derby	27	31	-4
Doncaster	24	30	-7
Dudley	33	32	1
Durham	34	36	-3
East Riding of Yorkshire	32	34	-2
Gateshead	44	33	11
Halton	38	30	8
Hartlepool	28	28	0
Herefordshire	24	33	-9
Isle of Wight	25	34	-8
Kingston upon Hull, City of	27	26	1
Kirklees	31	30	1
Knowsley	45	31	14
Leeds	33	33	1
Leicester	33	27	6
Liverpool	34	33	1
Luton	36	27	8
Manchester	42	31	11
Medway	27	28	-1
Middlesbrough	32	28	4
Milton Keynes	37	28	8
Newcastle upon Tyne	40	34	6
North East Lincolnshire	28	26	2
North Lincolnshire	25	29	-4
North Somerset	20	35	-15
North Tyneside	29	34	-4
Northumberland	29	31	-3
Nottingham	30	32	-2
Oldham	16	28	-12
Peterborough	33	28	5

LA name	Actual Percentages	Expected	Gap
Plymouth	20	30	-10
Poole	39	33	6
Portsmouth	26	30	-4
Reading	31	34	-3
Redcar and Cleveland	19	32	-12
Rochdale	20	29	-9
Rotherham	25	31	-5
Rutland	27	32	-5
Salford	24	32	-8
Sandwell	26	28	-2
Sefton	26	36	-10
Sheffield	32	34	-2
Shropshire	30	31	-1
Slough	30	29	1
Solihull	43	34	9
South Gloucestershire	30	35	-5
South Tyneside	36	31	5
Southampton	26	32	-5
Southend-on-Sea	32	33	-1
St. Helens	40	32	8
Stockport	33	35	-2
Stockton-on-Tees	36	31	5
Stoke-on-Trent	20	26	-6
Sunderland	34	32	2
Swindon	26	31	-5
Tameside	34	31	3
Telford and Wrekin	35	28	7
Thurrock	27	30	-2
Torbay	19	31	-12
Trafford	37	35	2
Wakefield	28	30	-2
Walsall	22	28	-6
Warrington	33	33	0
West Berkshire	31	32	-2
Wigan	30	31	-1
Wiltshire	30	32	-2
Windsor and Maidenhead	37	35	2
Wirral	28	33	-5
Wokingham	35	36	-1
Wolverhampton	25	30	-5
York	32	36	-3

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b) Alphabetical listings – London boroughs

LA name	Actual Percentages	Expected	Gap
Barking and Dagenham	38	25	12
Barnet	33	37	-5
Bexley	32	33	-2
Brent	31	33	-3
Bromley	36	37	-1
Camden	36	44	-8
City of London	63	55	8
Croydon	27	33	-6
Ealing	31	34	-3
Enfield	28	31	-3
Greenwich	39	32	7
Hackney	32	33	-1
Hammersmith and Fulham	45	41	4
Haringey	28	33	-5
Harrow	23	34	-11
Havering	20	35	-15
Hillingdon	30	32	-2

LA name	Actual Percentages	Expected	Gap
Hounslow	28	32	-4
Islington	35	40	-5
Kensington and Chelsea	56	47	9
Kingston upon Thames	27	38	-11
Lambeth	27	38	-11
Lewisham	36	33	2
Merton	29	38	-9
Newham	36	26	11
Redbridge	29	33	-4
Richmond upon Thames	30	41	-11
Southwark	35	36	-1
Sutton	36	34	1
Tower Hamlets	30	34	-3
Waltham Forest	26	32	-6
Wandsworth	73	42	31
Westminster	61	46	15

c) Alphabetical listings – Counties

LA name	Actual Percentages	Expected	Gap
Buckinghamshire	34	31	3
Cambridgeshire	30	34	-4
Cumbria	28	29	-1
Derbyshire	32	30	2
Devon	30	28	2
Dorset	34	27	7
East Sussex	29	29	-1
Essex	35	31	3
Gloucestershire	27	31	-4
Hampshire	32	32	0
Hertfordshire	31	32	-1
Kent	29	31	-2
Lancashire	30	32	-1
Leicestershire	31	32	-1

LA name	Actual Percentages	Expected	Gap
Lincolnshire	31	31	0
Norfolk	33	30	3
North Yorkshire	33	29	3
Northamptonshire	20	30	-10
Nottinghamshire	29	30	-1
Oxfordshire	31	34	-3
Somerset	34	29	5
Staffordshire	27	31	-4
Suffolk	30	30	0
Surrey	31	33	-2
Warwickshire	29	31	-1
West Sussex	36	31	5
Worcestershire	29	30	-1

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d) Alphabetical listings – Districts

LA name	Actual Percentages	Expected	Gap
Adur	43	34	8
Allerdale	32	35	-3
Amber Valley	29	36	-7
Arun	38	37	2
Ashfield	32	32	0
Ashford	35	31	4
Aylesbury Vale	37	33	4
Babergh	37	35	3
Barrow-in-Furness	25	31	-6
Basildon	31	30	0
Basingstoke and Deane	43	34	9
Bassetlaw	28	35	-7
Blaby	42	36	5
Bolsover	41	35	6
Boston	29	34	-5
Braintree	38	33	5
Breckland	43	33	10
Brentwood	42	37	4
Broadland	50	37	13
Bromsgrove	24	36	-12
Broxbourne	35	32	3
Broxtowe	43	40	3
Burnley	28	26	1
Cambridge	41	38	2
Cannock Chase	25	30	-5
Canterbury	35	33	2
Carlisle	33	33	0
Castle Point	39	34	5
Charnwood	35	38	-2
Chelmsford	35	36	-1
Cheltenham	33	34	-1
Cherwell	37	32	5
Chesterfield	38	37	2
Chichester	41	38	2
Chiltern	39	37	2
Chorley	41	35	7
Christchurch	47	37	10
Colchester	33	33	0
Copeland	23	35	-12
Corby	35	26	8
Cotswold	33	37	-4
Craven	34	37	-2
Crawley	36	32	4
Dacorum	31	34	-3
Dartford	35	32	3
Daventry	33	32	1
Derbyshire Dales	36	41	-5
Dover	32	32	0
East Cambridgeshire	32	35	-3
East Devon	39	37	2
East Dorset	39	39	1
East Hampshire	37	34	3
East Hertfordshire	33	35	-2
East Lindsey	33	32	1
East Northamptonshire	28	30	-1
East Staffordshire	31	31	0
Eastbourne	38	32	6

LA name	Actual Percentages	Expected	Gap
Eastleigh	38	34	4
Eden	32	26	5
Elmbridge	41	38	3
Epping Forest	36	36	0
Epsom and Ewell	44	36	8
Erewash	32	35	-3
Exeter	40	35	6
Fareham	39	35	4
Fenland	30	29	0
Forest Heath	33	34	-1
Forest of Dean	31	34	-3
Fylde	32	39	-7
Gedling	44	37	7
Gloucester	27	29	-2
Gosport	26	29	-3
Gravesham	34	30	4
Great Yarmouth	30	30	0
Guildford	40	38	2
Hambleton	41	37	4
Harborough	29	35	-6
Harlow	24	29	-5
Harrogate	38	35	2
Hart	30	36	-6
Hastings	27	29	-1
Havant	28	31	-3
Hertsmere	31	35	-4
High Peak	43	35	8
Hinckley and Bosworth	33	36	-3
Horsham	45	36	8
Huntingdonshire	39	34	5
Hyndburn	35	28	6
Ipswich	34	30	5
Kettering	23	31	-8
King's Lynn and West Norfolk	41	34	6
Lancaster	32	33	-2
Lewes	36	36	0
Lichfield	37	34	2
Lincoln	36	33	2
Maidstone	32	34	-2
Maldon	32	35	-4
Malvern Hills	39	36	3
Mansfield	36	34	2
Melton	27	37	-10
Mendip	35	31	4
Mid Devon	28	32	-5
Mid Suffolk	34	34	0
Mid Sussex	34	36	-2
Mole Valley	41	38	3
New Forest	41	37	4
Newark and Sherwood	29	36	-6
Newcastle-under-Lyme	39	32	7
North Devon	29	28	1
North Dorset	32	30	1
North East Derbyshire	38	41	-3
North Hertfordshire	30	36	-6
North Kesteven	45	36	8
North Norfolk	39	38	1

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LA name	Actual Percentages	Expected	Gap
North Warwickshire	37	34	3
North West Leicestershire	32	33	-1
Northampton	20	30	-11
Norwich	35	31	4
Nuneaton and Bedworth	37	29	8
Oadby and Wigston	43	36	7
Oxford	35	34	1
Pendle	32	27	5
Preston	32	31	0
Purbeck	31	38	-7
Redditch	34	30	5
Reigate and Banstead	35	37	-2
Ribble Valley	48	36	13
Richmondshire	33	33	-1
Rochford	44	37	7
Rossendale	22	30	-8
Rother	28	37	-8
Rugby	30	30	-1
Runnymede	44	39	4
Rushcliffe	52	38	14
Rushmoor	39	31	7
Ryedale	33	34	-1
Scarborough	25	29	-5
Sedgemoor	35	31	3
Selby	30	32	-3
Sevenoaks	35	37	-2
Shepway	26	32	-7
South Bucks	30	38	-7
South Cambridgeshire	33	36	-3
South Derbyshire	38	32	6
South Hams	40	38	2
South Holland	40	37	3
South Kesteven	33	34	-1
South Lakeland	31	38	-7
South Norfolk	42	35	6
South Northamptonshire	30	33	-4
South Oxfordshire	39	35	3
South Ribble	45	34	11
South Somerset	36	32	4
South Staffordshire	39	37	1
Spelthorne	30	37	-8
St Albans	29	37	-8
St Edmundsbury	32	32	0
Stafford	30	36	-6

LA name	Actual Percentages	Expected	Gap
Staffordshire Moorlands	39	35	4
Stevenage	43	30	13
Stratford-on-Avon	29	38	-8
Stroud	37	35	2
Suffolk Coastal	37	35	2
Surrey Heath	31	37	-6
Swale	27	29	-2
Tamworth	25	27	-2
Tandridge	43	37	7
Taunton Deane	38	33	5
Teignbridge	43	35	7
Tendring	35	35	0
Test Valley	35	33	2
Tewkesbury	36	37	0
Thanet	25	30	-5
Three Rivers	39	36	3
Tonbridge and Malling	37	33	4
Torridge	30	33	-3
Tunbridge Wells	30	34	-4
Uttlesford	36	35	1
Vale of White Horse	36	33	2
Warwick	34	39	-5
Watford	41	34	7
Waveney	29	32	-3
Waverley	29	34	-5
Wealden	37	37	1
Wellingborough	32	30	2
Welwyn Hatfield	30	34	-4
West Devon	42	36	6
West Dorset	44	35	9
West Lancashire	39	34	5
West Lindsey	38	36	2
West Oxfordshire	45	34	11
West Somerset	26	28	-2
Weymouth and Portland	29	32	-3
Winchester	35	35	0
Woking	38	36	1
Worcester	33	32	2
Worthing	32	35	-4
Wychavon	46	36	10
Wycombe	34	34	0
Wyre	36	37	-1
Wyre Forest	31	32	-1

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PART 2: Area Challenge Index

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Area Challenge Index: Introduction

The Ipsos MORI *Frontiers of Performance* modelling allows us to accurately 'predict' the score that we would expect the local authority and its partners to achieve given local circumstances – and compare this to how they score in reality (providing a positive or negative 'gap' score).

Ipsos MORI's new *Area Challenge Index (ACI)* takes this *Frontiers* work further. It provides a framework through which to identify how 'easy' or 'difficult' it is to achieve positive perceptions for a range of key indicators given particular local circumstances.

Seven common themes have been identified through our *Frontiers V* modelling which are consistently shown to be associated with making satisfaction or agreement with key question statements (including the key National Indicators measured through the Place Survey)[21] harder to achieve. These are:

- the Index of Multiple Deprivation (IMD) score (i.e. how deprived an area is)
- ethnic diversity
- the proportion of young people living in the area
- population churn
- physical living conditions (over or under occupancy)
- urbanity, and
- geographic region.

Equal weighting is given to each of these factors and combined to give an ACI score from 1 to 100 for each local authority area, with 1 representing the 'least challenged' area, and 100 the 'most challenged'. It is important to stress that this is a 'relative' index, whereby the least and most challenged areas are given a fixed score of 1 and 100 respectively, and all other areas are allocated a score within this scale accordingly.

The following Index scores will show that a number of areas face particular challenges when it comes to achieving high scores on key **perceptions-based** indicators measured through the Place Survey – and it is important for any performance assessment, such as the new Comprehensive Area Assessment (CAA), to take this local context on board.

Whilst we accept this is no panacea for assessing local area performance - and certainly does not aim to replace 'nearest neighbours' tools such as CIPFA[22] - the Index lends itself well to the notion that not all areas perform on a level playing field when it comes to changing **perceptions** – and nor should they be judged that way, whether through CAA or otherwise.

The scores for each local authority area are published in full in the following tables, according to local authority type. The 'most' and 'least' challenged local authority areas are also listed according to local authority type.

This is a revised and updated version of the Index, further to that published as part of the *People, Perceptions and Place* report. Tables now include scores for the nine new unitary and 27 county councils.

[21] For example, how much they agree or disagree they can influence local decisions in their area (NI 4), or how satisfied or dissatisfied they are with how their local council runs things.
[22] Chartered Institute of Public Finance and Accountancy. For more information visit /www.cipfastats.net/resources/nearestneighbours/default.asp

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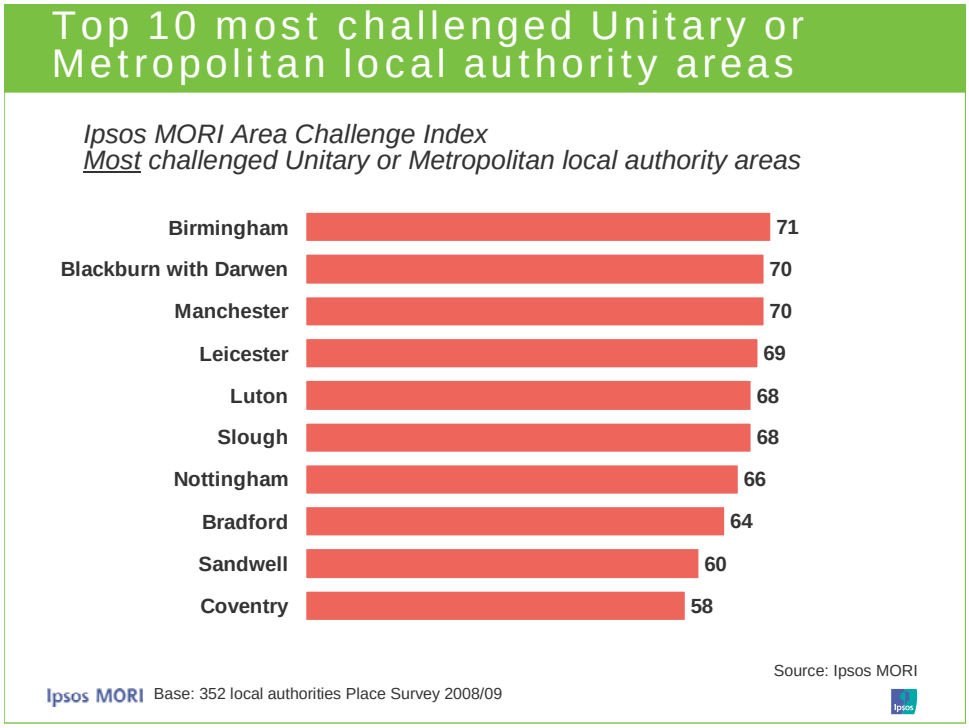
Area Challenge Index: Scores by local authority area type

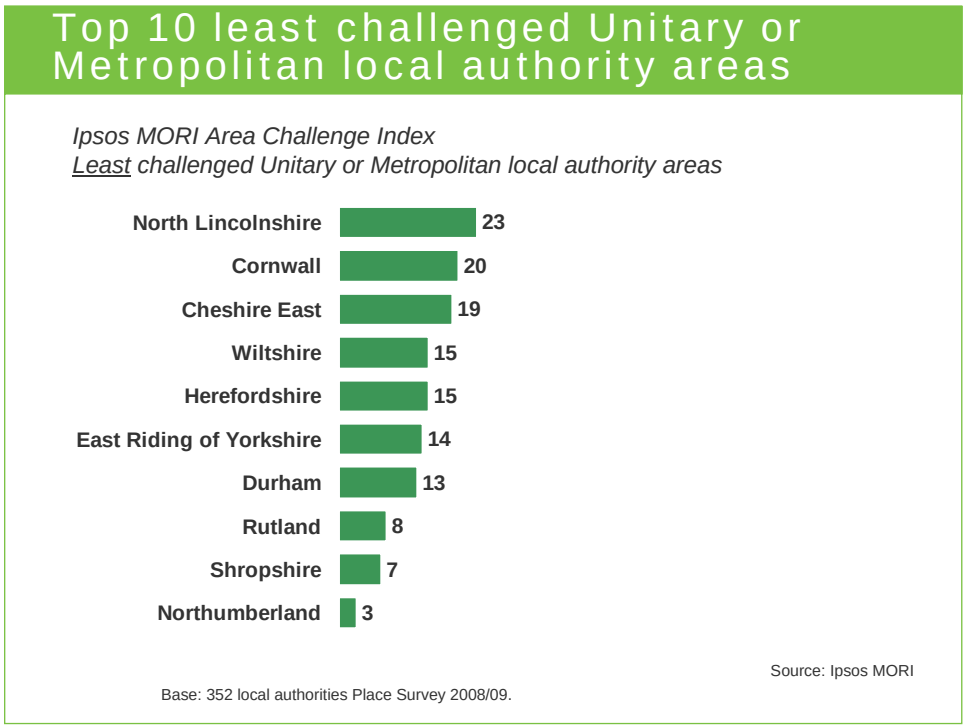
Metropolitan and unitary authorities

The top five most challenged metropolitan and unitary authority areas are Birmingham, Blackburn with Darwen, Manchester, Leicester and Luton. The five least challenged areas are Northumberland, Shropshire, Rutland, Durham and East Riding of Yorkshire.

Most challenged



Least challenged



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All Unitary or metropolitan local authority areas

Name of local authority area	Area Challenge Index
Birmingham	71
Blackburn with Darwen	70
Manchester	70
Leicester	69
Luton	68
Slough	68
Nottingham	66
Bradford	64
Sandwell	60
Coventry	58
Oldham	57
Rochdale	57
Southampton	56
Reading	55
Peterborough	55
Liverpool	55
Kingston upon Hull, City of	55
Brighton and Hove	55
Wolverhampton	54
Middlesbrough	54
Walsall	53
Bristol, City of	53
Milton Keynes	51
Bolton	51
Portsmouth	51
Derby	51
Stoke-on-Trent	50
Kirklees	50
Bournemouth	50
Leeds	50
Blackpool	50
Knowsley	49
Salford	49
Sheffield	48
Medway	48
Thurrock	48
Newcastle upon Tyne	48
Tameside	46
Southend-on-Sea	46
Plymouth	46
Telford and Wrekin	45
North East Lincolnshire	44
Bury	43
Calderdale	42
Bracknell Forest	41
Swindon	41

Name of local authority area	Area Challenge Index
Halton	41
Bedford	41
Torbay	40
Hartlepool	39
Dudley	38
Rotherham	37
Trafford	37
South Tyneside	36
Sunderland	36
Doncaster	36
Poole	36
Solihull	34
Wirral	34
Windsor and Maidenhead	34
Wigan	34
Wakefield	34
Stockton-on-Tees	34
Stockport	33
Barnsley	33
St. Helens	33
Gateshead	32
York	32
Darlington	32
Bath and North East Somerset	32
Wokingham	31
Warrington	30
Sefton	30
West Berkshire	29
North Tyneside	29
Redcar and Cleveland	28
South Gloucestershire	28
Central Bedfordshire	27
North Somerset	24
Isle of Wight	24
Cheshire West & Chester	23
North Lincolnshire	23
Cornwall	20
Cheshire East	19
Wiltshire	15
Herefordshire	15
East Riding of Yorkshire	14
Durham	13
Rutland	8
Shropshire	7
Northumberland	3

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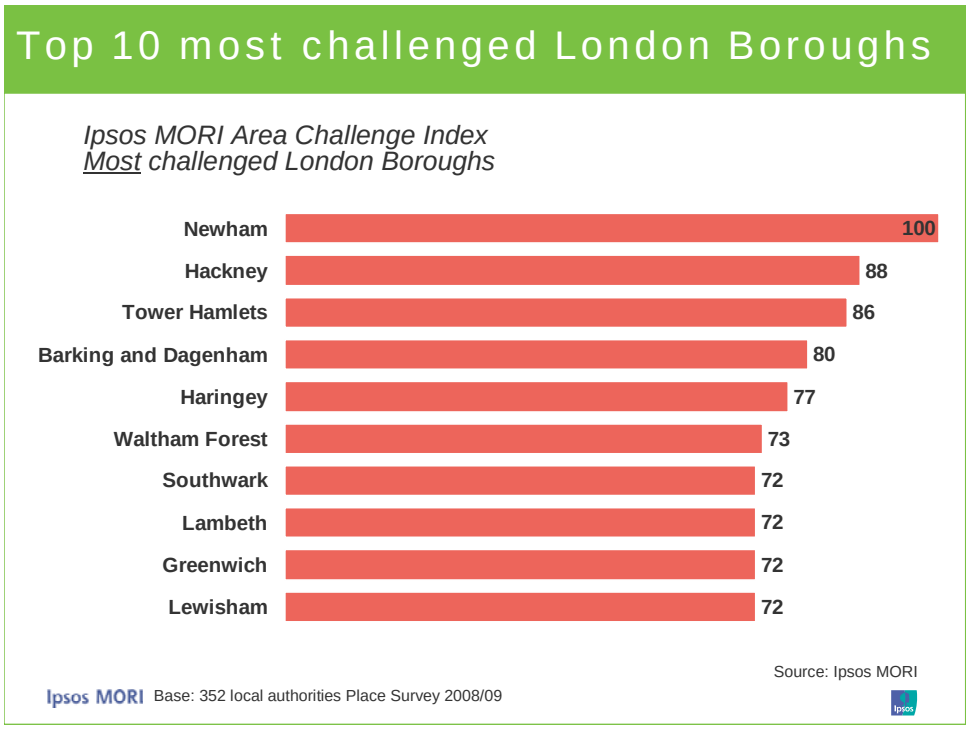
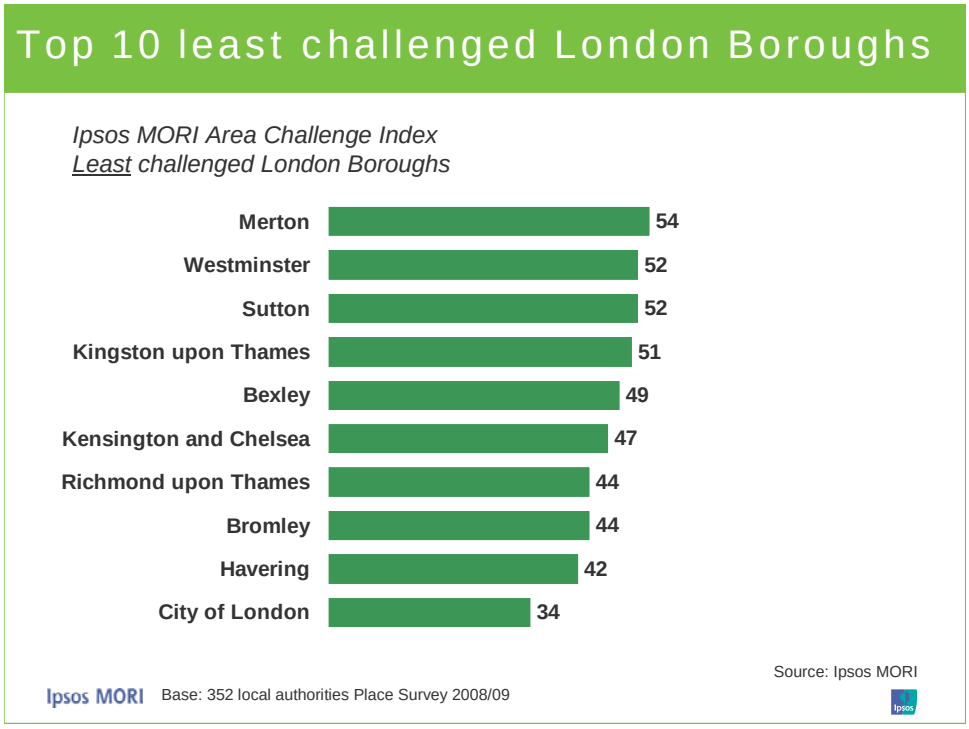
London boroughs

The top five most challenged London Boroughs are Newham, Hackney, Tower Hamlets, Barking and Dagenham and Haringey. The five least challenged London Boroughs are the City of London, Havering, Bromley, Richmond upon Thames and Kensington and Chelsea.

Most challenged



Least challenged



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All London boroughs

Name of local authority area	Area Challenge Index
Newham	100
Hackney	88
Tower Hamlets	86
Barking and Dagenham	80
Haringey	77
Waltham Forest	73
Southwark	72
Lambeth	72
Greenwich	72
Lewisham	72
Brent	71
Islington	71
Hounslow	70
Ealing	70
Enfield	67
Croydon	63
Redbridge	63
Hammersmith and Fulham	62
Hillingdon	62
Camden	61
Harrow	59
Barnet	59
Wandsworth	59
Merton	54
Westminster	52
Sutton	52
Kingston upon Thames	51
Bexley	49
Kensington and Chelsea	47
Richmond upon Thames	44
Bromley	44
Havering	42
City of London	34

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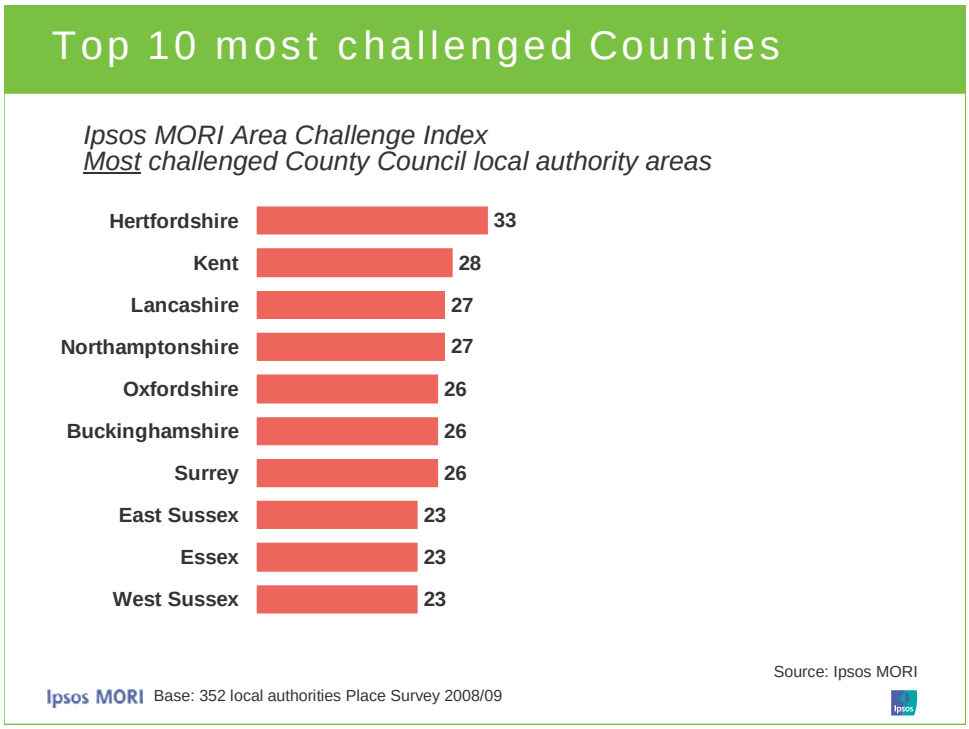
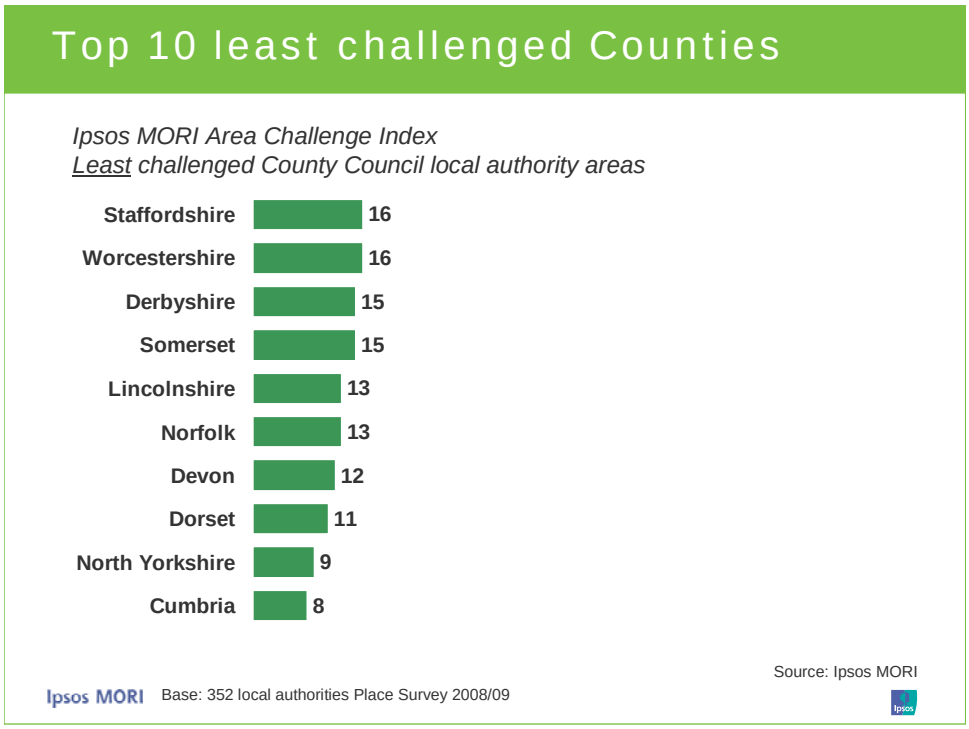
Counties

The top five most challenged counties are Hertfordshire, Kent, Lancashire, Northamptonshire and Oxfordshire. And the five least challenged are Cumbria, North Yorkshire, Dorset, Devon and Norfolk.

Most challenged



Least challenged



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All Counties

Name of local authority area	Area Challenge Index
Hertfordshire	33
Kent	28
Lancashire	27
Northamptonshire	27
Oxfordshire	26
Buckinghamshire	26
Surrey	26
East Sussex	23
Essex	23
West Sussex	23
Cambridgeshire	22
Hampshire	20
Warwickshire	19
Gloucestershire	19
Nottinghamshire	18
Suffolk	18
Leicestershire	17
Staffordshire	16
Worcestershire	16
Derbyshire	15
Somerset	15
Lincolnshire	13
Norfolk	13
Devon	12
Dorset	11
North Yorkshire	9
Cumbria	8

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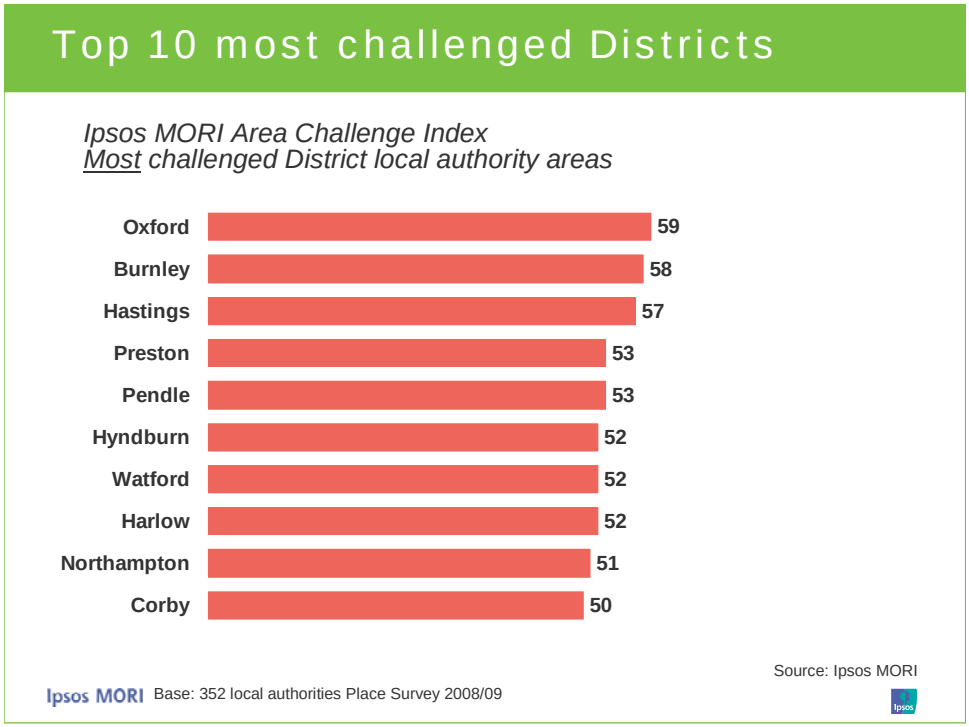
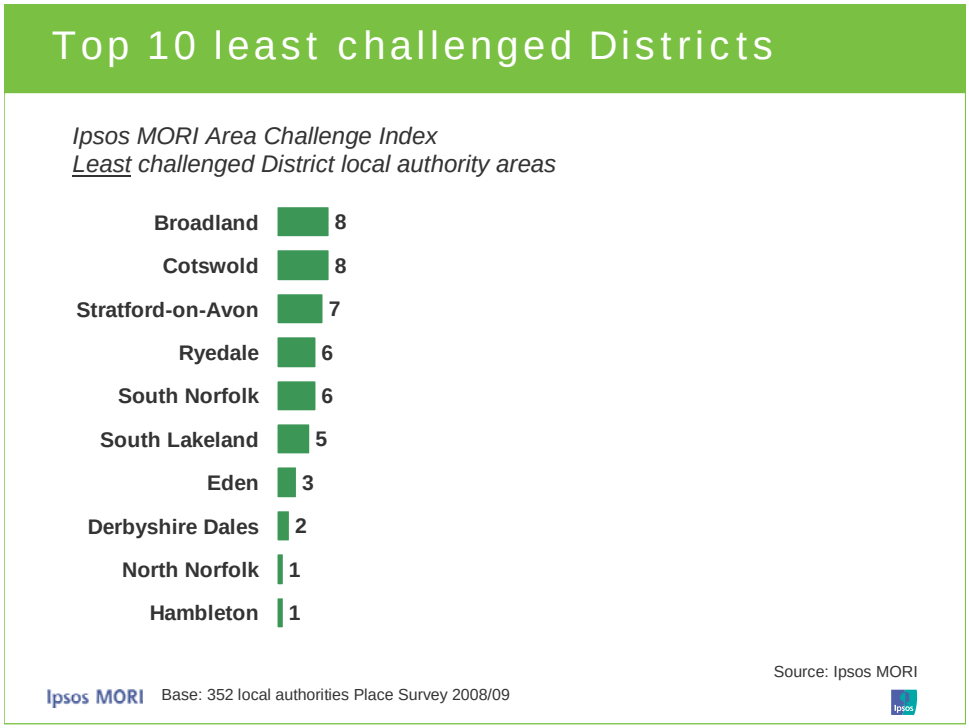
Districts

The top five most challenged districts are Oxford, Burnley, Hastings, Preston and Pendle. While four of these are located in the most challenged counties (Oxfordshire and Lancashire), Hastings appears to face particular challenges that some of its neighbouring districts (such as Lewes, Wealden and Rother) do not. The five least challenged districts are Hambleton, North Norfolk, Derbyshire Dales, Eden and South Lakeland.

Most challenged



Least challenged



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All Districts

Name of local authority area	Area Challenge Index
Oxford	59
Burnley	58
Hastings	57
Preston	53
Pendle	53
Hyndburn	52
Watford	52
Harlow	52
Northampton	51
Corby	50
Lincoln	50
Crawley	49
Gloucester	48
Stevenage	48
Norwich	47
Cambridge	47
Ipswich	47
Eastbourne	46
Basildon	46
Thanet	46
Broxbourne	45
Rushmoor	45
Redditch	45
Gravesham	44
Welwyn Hatfield	44
Dartford	43
Tamworth	42
Exeter	42
Canterbury	41
Rossendale	40
Nuneaton and Bedworth	40
Woking	40
Cheltenham	40
Worcester	40
Hertsmere	39
Gosport	39
Wycombe	39
Swale	39
Oadby and Wigston	38
Worthing	38
Mansfield	38
St Albans	37
Wellingborough	37
Adur	36
Three Rivers	36
Spelthorne	36
Epsom and Ewell	36
Dacorum	35
Barrow-in-Furness	35
Havant	35

Name of local authority area	Area Challenge Index
Lancaster	35
Ashfield	35
Great Yarmouth	34
Cannock Chase	34
Charnwood	33
Shepway	33
Cherwell	33
Colchester	33
Reigate and Banstead	33
Rugby	33
Chesterfield	32
Ashford	32
Elmbridge	32
Weymouth and Portland	32
Epping Forest	32
North Hertfordshire	31
Kettering	31
Dover	31
Tunbridge Wells	31
Castle Point	31
East Staffordshire	30
Basingstoke and Deane	30
Eastleigh	30
Aylesbury Vale	30
Runnymede	30
Fenland	29
Erewash	29
East Hertfordshire	29
Forest Heath	29
Guildford	29
Warwick	29
Maidstone	28
Broxtowe	28
Boston	28
Tonbridge and Malling	28
Braintree	27
Mid Sussex	27
Chelmsford	27
Lewes	27
Newcastle-under-Lyme	27
Scarborough	27
Arun	27
Taunton Deane	27
Waveney	26
South Ribble	26
Tandridge	26

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Name of local authority area	Area Challenge Index
Gedling	26
Waverley	25
Tendring	25
Surrey Heath	25
Carlisle	25
Test Valley	25
Mendip	25
Brentwood	25
South Bucks	25
Bolsover	24
Chiltern	24
Vale of White Horse	24
Wyre Forest	24
Christchurch	24
North Devon	24
Bassetlaw	24
St Edmundsbury	24
Fareham	23
East Northamptonshire	23
East Hampshire	23
Huntingdonshire	23
Mole Valley	23
Rochford	23
South Derbyshire	23
Amber Valley	22
Harrogate	22
South Kesteven	22
Blaby	22
Hart	22
Sedgemoor	22
High Peak	21
West Lancashire	21
Sevenoaks	21
Winchester	21
Wyre	20
Stroud	20
South Oxfordshire	19
Chorley	19
Horsham	19
Teignbridge	19
Lichfield	19
West Oxfordshire	19
North West Leicestershire	19
Hinckley and Bosworth	19
Wealden	18
Rother	18
Daventry	18
South Somerset	18
Mid Devon	17
Bromsgrove	17
Torridge	17
East Cambridgeshire	17
Breckland	17
King's Lynn and West Norfolk	16
East Lindsey	16
Newark and Sherwood	16
Stafford	16
Tewkesbury	16
New Forest	16
North Warwickshire	15
West Dorset	15

Name of local authority area	Area Challenge Index
Suffolk Coastal	15
Maldon	15
North Dorset	15
Rushcliffe	15
South Cambridgeshire	14
Selby	14
Fylde	14
Malvern Hills	13
Uttlesford	13
Copeland	13
Forest of Dean	13
South Staffordshire	13
Staffordshire Moorlands	13
Chichester	13
Purbeck	13
Babergh	13
East Dorset	13
Craven	12
Melton	12
North East Derbyshire	12
South Northamptonshire	12
Harborough	11
South Holland	11
West Lindsey	11
Ribble Valley	11
East Devon	10
Wychavon	10
West Devon	10
West Somerset	9
North Kesteven	9
South Hams	9
Richmondshire	9
Allerdale	9
Mid Suffolk	9
Broadland	8
Cotswold	8
Stratford-on-Avon	7
Ryedale	6
South Norfolk	6
South Lakeland	5
Eden	3
Derbyshire Dales	2
North Norfolk	1
Hambleton	1

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Area Challenge Index: Full list of scores in rank order

Name of local authority area	Authority Type	Area Challenge Index score
Newham	London Borough	100
Hackney	London Borough	88
Tower Hamlets	London Borough	86
Barking and Dagenham	London Borough	80
Haringey	London Borough	77
Waltham Forest	London Borough	73
Southwark	London Borough	72
Lambeth	London Borough	72
Greenwich	London Borough	72
Lewisham	London Borough	72
Brent	London Borough	71
Birmingham	Metropolitan Authority	71
Islington	London Borough	71
Blackburn with Darwen	Unitary Council	70
Manchester	Metropolitan Authority	70
Hounslow	London Borough	70
Ealing	London Borough	70
Leicester	Unitary Council	69
Luton	Unitary Council	68
Slough	Unitary Council	68
Enfield	London Borough	67
Nottingham	Unitary Council	66
Bradford	Metropolitan Authority	64
Croydon	London Borough	63
Redbridge	London Borough	63
Hammersmith and Fulham	London Borough	62
Hillingdon	London Borough	62
Camden	London Borough	61
Sandwell	Metropolitan Authority	60
Harrow	London Borough	59
Barnet	London Borough	59
Wandsworth	London Borough	59
Oxford	District	59
Coventry	Metropolitan Authority	58
Burnley	District	58
Oldham	Metropolitan Authority	57
Rochdale	Metropolitan Authority	57
Hastings	District	57
Southampton	Unitary Council	56
Reading	Unitary Council	55
Peterborough	Unitary Council	55
Liverpool	Metropolitan Authority	55
Kingston upon Hull, City of	Unitary Council	55
Brighton and Hove	Unitary Council	55
Wolverhampton	Metropolitan Authority	54
Middlesbrough	Unitary Council	54
Merton	London Borough	54
Preston	District	53
Walsall	Metropolitan Authority	53
Pendle	District	53
Bristol, City of	Unitary Council	53
Hyndburn	District	52
Watford	District	52
Harlow	District	52
Westminster	London Borough	52
Sutton	London Borough	52

Name of local authority area	Authority Type	Area Challenge Index score
Kingston upon Thames	London Borough	51
Milton Keynes	Unitary Council	51
Bolton	Metropolitan Authority	51
Portsmouth	Unitary Council	51
Northampton	District	51
Derby	Unitary Council	51
Stoke-on-Trent	Unitary Council	50
Kirklees	Metropolitan Authority	50
Bournemouth	Unitary Council	50
Corby	District	50
Leeds	Metropolitan Authority	50
Lincoln	District	50
Blackpool	Unitary Council	50
Bexley	London Borough	49
Knowsley	Metropolitan Authority	49
Salford	Metropolitan Authority	49
Crawley	District	49
Gloucester	District	48
Stevenage	District	48
Sheffield	Metropolitan Authority	48
Medway	Unitary Council	48
Thurrock	Unitary Council	48
Newcastle upon Tyne	Metropolitan Authority	48
Norwich	District	47
Kensington and Chelsea	London Borough	47
Cambridge	District	47
Ipswich	District	47
Tameside	Metropolitan Authority	46
Southend-on-Sea	Unitary Council	46
Eastbourne	District	46
Basildon	District	46
Thanet	District	46
Plymouth	Unitary Council	46
Broxbourne	District	45
Telford and Wrekin	Unitary Council	45
Rushmoor	District	45
Redditch	District	45
Richmond upon Thames	London Borough	44
North East Lincolnshire	Unitary Council	44
Bromley	London Borough	44
Gravesham	District	44
Welwyn Hatfield	District	44
Bury	Metropolitan Authority	43
Dartford	District	43
Calderdale	Metropolitan Authority	42
Havering	London Borough	42
Tamworth	District	42
Exeter	District	42
Canterbury	District	41
Bracknell Forest	Unitary Council	41
Swindon	Unitary Council	41
Halton	Unitary Council	41
Bedford	New Unitary	41
Rossendale	District	40
Torbay	Unitary Council	40
Nuneaton and Bedworth	District	40

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Name of local authority area	Authority Type	Area Challenge Index score
Woking	District	40
Cheltenham	District	40
Worcester	District	40
Hertsmere	District	39
Gosport	District	39
Hartlepool	Unitary Council	39
Wycombe	District	39
Swale	District	39
Oadby and Wigston	District	38
Dudley	Metropolitan Authority	38
Worthing	District	38
Mansfield	District	38
St Albans	District	37
Wellingborough	District	37
Rotherham	Metropolitan Authority	37
Trafford	Metropolitan Authority	37
Adur	District	36
Three Rivers	District	36
South Tyneside	Metropolitan Authority	36
Sunderland	Metropolitan Authority	36
Doncaster	Metropolitan Authority	36
Spelthorne	District	36
Epsom and Ewell	District	36
Poole	Unitary Council	36
Dacorum	District	35
Barrow-in-Furness	District	35
Havant	District	35
Lancaster	District	35
Ashfield	District	35
Great Yarmouth	District	34
Solihull	Metropolitan Authority	34
Wirral	Metropolitan Authority	34
Windsor and Maidenhead	Unitary Council	34
Wigan	Metropolitan Authority	34
City of London	London Borough	34
Cannock Chase	District	34
Wakefield	Metropolitan Authority	34
Stockton-on-Tees	Unitary Council	34
Charnwood	District	33
Shepway	District	33
Cherwell	District	33
Colchester	District	33
Reigate and Banstead	District	33
Stockport	Metropolitan Authority	33
Rugby	District	33
Barnsley	Metropolitan Authority	33
St. Helens	Metropolitan Authority	33
Hertfordshire	County Council	33
Chesterfield	District	32
Gateshead	Metropolitan Authority	32
Ashford	District	32
Elmbridge	District	32
Weymouth and Portland	District	32
Epping Forest	District	32
York	Unitary Council	32
Darlington	Unitary Council	32
Bath and North East Somerset	Unitary Council	32
North Hertfordshire	District	31
Kettering	District	31
Dover	District	31
Tunbridge Wells	District	31
Castle Point	District	31

Name of local authority area	Authority Type	Area Challenge Index score
Wokingham	Unitary Council	31
East Staffordshire	District	30
Warrington	Unitary Council	30
Basingstoke and Deane	District	30
Eastleigh	District	30
Sefton	Metropolitan Authority	30
Aylesbury Vale	District	30
Runnymede	District	30
West Berkshire	Unitary Council	29
Fenland	District	29
Erewash	District	29
East Hertfordshire	District	29
Forest Heath	District	29
North Tyneside	Metropolitan Authority	29
Guildford	District	29
Warwick	District	29
Maidstone	District	28
Redcar and Cleveland	Unitary Council	28
Broxtowe	District	28
Boston	District	28
Kent	County Council	28
South Gloucestershire	Unitary Council	28
Tonbridge and Malling	District	28
Central Bedfordshire	New Unitary	27
Braintree	District	27
Lancashire	County Council	27
Mid Sussex	District	27
Chelmsford	District	27
Lewes	District	27
Newcastle-under-Lyme	District	27
Northamptonshire	County Council	27
Scarborough	District	27
Arun	District	27
Taunton Deane	District	27
Waveney	District	26
Oxfordshire	County Council	26
South Ribble	District	26
Buckinghamshire	County Council	26
Surrey	County Council	26
Tandridge	District	26
Gedling	District	26
Waverley	District	25
Tendring	District	25
Surrey Heath	District	25
Carlisle	District	25
Test Valley	District	25
Mendip	District	25
Brentwood	District	25
South Bucks	District	25
North Somerset	Unitary Council	24
Isle of Wight	Unitary Council	24
Bolsover	District	24
Chiltern	District	24
Vale of White Horse	District	24
Wyre Forest	District	24
Christchurch	District	24
North Devon	District	24
Bassetlaw	District	24
St Edmundsbury	District	24
Fareham	District	23
Cheshire West & Chester	New Unitary	23
North Lincolnshire	Unitary Council	23

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Name of local authority area	Authority Type	Area Challenge Index score
East Northamptonshire	District	23
East Sussex	County Council	23
Essex	County Council	23
East Hampshire	District	23
Huntingdonshire	District	23
Mole Valley	District	23
West Sussex	County Council	23
Rochford	District	23
South Derbyshire	District	23
Amber Valley	District	22
Harrogate	District	22
South Kesteven	District	22
Blaby	District	22
Cambridgeshire	County Council	22
Hart	District	22
Sedgemoor	District	22
High Peak	District	21
West Lancashire	District	21
Sevenoaks	District	21
Winchester	District	21
Hampshire	County Council	20
Cornwall	New Unitary	20
Wyre	District	20
Stroud	District	20
South Oxfordshire	District	19
Warwickshire	County Council	19
Cheshire East	New Unitary	19
Chorley	District	19
Horsham	District	19
Teignbridge	District	19
Lichfield	District	19
West Oxfordshire	District	19
Gloucestershire	County Council	19
North West Leicestershire	District	19
Hinckley and Bosworth	District	19
Wealden	District	18
Rother	District	18
Daventry	District	18
Nottinghamshire	County Council	18
Suffolk	County Council	18
South Somerset	District	18
Mid Devon	District	17
Bromsgrove	District	17
Torridge	District	17
East Cambridgeshire	District	17
Breckland	District	17
Leicestershire	County Council	17
King's Lynn and West Norfolk	District	16
East Lindsey	District	16
Newark and Sherwood	District	16
Staffordshire	County Council	16
Stafford	District	16
Tewkesbury	District	16
New Forest	District	16
Worcestershire	County Council	16
Derbyshire	County Council	15
North Warwickshire	District	15
Somerset	County Council	15
West Dorset	District	15
Suffolk Coastal	District	15
Maldon	District	15
Wiltshire	New Unitary	15

Name of local authority area	Authority Type	Area Challenge Index score
North Dorset	District	15
Herefordshire	Unitary Council	15
Rushcliffe	District	15
South Cambridgeshire	District	14
Selby	District	14
East Riding of Yorkshire	Unitary Council	14
Fylde	District	14
Malvern Hills	District	13
Lincolnshire	County Council	13
Uttlesford	District	13
Copeland	District	13
Forest of Dean	District	13
South Staffordshire	District	13
Durham	New Unitary	13
Staffordshire Moorlands	District	13
Chichester	District	13
Norfolk	County Council	13
Purbeck	District	13
Babergh	District	13
East Dorset	District	13
Devon	County Council	12
Craven	District	12
Melton	District	12
North East Derbyshire	District	12
South Northamptonshire	District	12
Harborough	District	11
South Holland	District	11
West Lindsey	District	11
Dorset	County Council	11
Ribble Valley	District	11
East Devon	District	10
Wychavon	District	10
West Devon	District	10
West Somerset	District	9
North Kesteven	District	9
South Hams	District	9
Richmondshire	District	9
Allerdale	District	9
Mid Suffolk	District	9
North Yorkshire	County Council	9
Rutland	Unitary Council	8
Broadland	District	8
Cotswold	District	8
Cumbria	County Council	8
Stratford-on-Avon	District	7
Shropshire	New Unitary	7
Ryedale	District	6
South Norfolk	District	6
South Lakeland	District	5
Northumberland	New Unitary	3
Eden	District	3
Derbyshire Dales	District	2
North Norfolk	District	1
Hambleton	District	1

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Appendices

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Appendix A: Frontiers V technical note

Introduction

Central government have implemented '*The New Performance Framework for Local Authorities and Local Authority Partnerships: Single Set of National Indicators'* to help measure the performance of local authorities in meeting the government's national priorities.

18 of the 198 National Indicators (NIs) used to assess local authority area performance are perceptions-based, taken from the statutory Place Survey, which was carried out across all English local authority areas in late 2008. This emphasis on local authority area performance based on perceptions data begs the question: can we fairly measure and compare council performance?

Objective

To provide a level playing field for all English local authority areas when assessing their performance on perceptions-based indicators it is important to account for the prevailing conditions under which they operate.

Simply comparing the performance of local authorities and local areas on perception based metrics without taking into account the local circumstances under which an authority operates can be misleading. English local authority areas vary enormously on a number of conditions that are known to impact on residents' perceptions, such as deprivation, so accounting for these when assessing performance can provide a more level playing field when comparing performance across local authority areas.

Contextual/ background data

A programme of work was undertaken by Ipsos MORI to collect a raft of contextual variables from administrative/census sources. The criterion for collection of a contextual variable was that there was some theoretical/ empirical underpinning to suggest that the variable would have a significant association with one or more of the survey indicators used in the *Frontiers V* analysis. In total over 300 variables were collected covering the following 11 themes:

- Deprivation
- Population density
- Household over crowding
- Population Churn
- Ethnicity
- Place of Birth
- Age
- Health
- Qualifications
- Religion
- NS-Sec

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Where possible every attempt was made to collect the most up-to-date data available and information on the reliability of the data was used to determine its suitability for the *Frontiers V* analysis. The majority of the variables were downloaded from the Neighbourhood Statistics (NeSS) website.

Place Survey indicators

Unlike previous BVPI surveys, the Place Surveys consider a much wider variety of issues, not only in terms of service satisfaction, but also local quality of life. While it was not feasible within the parameters of this study to run our *Frontiers V* analyses against every variable or question in the Place Survey, it was important for us to reflect a good range of those issues. With this in mind, the following five indicators were selected and models run accordingly:

1. NI 1 - % residents who agree that people from different backgrounds get on well together in the local area.
2. NI 4 % residents who feel they can influence decisions in their local area.
3. NI 5 % residents who are satisfied with their local area.
4. % residents who are satisfied with the way their local Council runs things.
5. % residents who agree their council provides value for money.

The Frontiers model

Frontiers modelling refers to a statistical technique used by Ipsos MORI to place all authorities in England on a more level playing field. At present there are a number of toolkits on the market that use distance based techniques to identify 'nearest neighbours' for comparator and benchmarking local authority performance. These 'nearest neighbour' methods find local authorities that operate under similar prevailing conditions and use these as the comparator/ benchmarking group. The choice of what conditions they incorporate into the tool to identify statistical neighbours will be dependent on the requirements of the user. These nearest neighbour techniques can be bespoke or fairly generic; the CIPFA23 nearest neighbours comparator tool is an example of a fairly generic method by which to group local authorities, whilst the Children's services statistical neighbours benchmarking tool24 is much more bespoke.

The technique we use in *Frontiers* to place local authority areas on a level playing field by accounting for the important prevailing conditions differs from these 'nearest neighbour' tools in three key ways:

1. It is a regression based method rather than a distance based technique.
2. It places all authorities on a level playing field allowing comparisons to be made outside of just the 'nearest neighbours'.
3. It has the flexibility to allocate an importance score (beta weight) to each contextual variable/ prevailing condition based on its relationship with the performance metric, rather than giving equal weight to each condition.

Regression models are used widely by social researchers and academics to try and address the imbalance in league tables based on performance-related metrics. Probably the most

[23] http://www.cipfastats.net/resources/nearestneighbours/default.asp
[24] http://www.dcsf.gov.uk/rsgateway/DB/STA/t000712/index.shtml

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popular area for these techniques is in education, where they are used to account for pupil, parent and school level characteristics in estimating school performance.

We have used logistic regression models in the *Frontiers V* work to account for local authority area level contextual factors outside the control of the authority, that are shown to be strongly associated with the five local area level performance indicators listed above.

Logistic regression models are used since the outcome we are regressing against is a proportion (e.g. the proportion of satisfied residents in a local authority area) and, therefore, some of the assumptions required for us to use the standard linear regression model are not met, e.g. non-normality and heteroscedasticty[25] of the error terms. Logistic regression also has the added benefit of not having expected proportions that are outside the values 0 and 1.

In brief, we have assumed that the number of residents in a local authority area responding positively to an indicator follows a Binomial distribution i.e.

$n_i \sim \mathrm{Bin}(\mathrm{N_i}, \pi_i)$, where

n_i is the (weighted) number of residents in authority i responding positively to indicator,

N_i is the total number of residents responding to indicator in authority i, and

π_i is the unknown population proportion we want to estimate for each authority i.

The true (unknown) proportions π_i are modelled using the logit link function as

$$\mathrm{logit}(\pi_i) = \ln\left(\frac{\pi_i}{1-\pi_i}\right) = \beta_0 + \beta_1 X_{1i} + ... + \beta_k X_{ki}, \text{ where}$$

X_{ki} are the contextual variables for each authority i and β_k are the unknown population parameters.

We can use the following model to estimate values for our unknown population parameters β_k and π_i:

$$\mathrm{logit}(\hat{\pi}_i) = \ln\left(\frac{\hat{\pi}_i}{1-\hat{\pi}_i}\right) = \hat{\beta}_0 + \hat{\beta}_1 X_{1i} + ... + \hat{\beta}_k X_{ki}, \text{ where}$$

$\hat{\pi}_i$ are the estimates of the proportion of residents agreeing or who are satisfied with each indicator based on the model(s) and $\hat{\beta}_k$ are the estimated parameters for β_k based on the maximum likelihood function.

The output of interest to us from each model is an estimate $\hat{\pi}_i$ of the proportion of residents in each authority i that are agreeing or are satisfied with each of the five indicators. Using this information we can then calculate the 'gap' between what percentage of residents are

[25] Heteroscedasticity is an issue in OLS regression if the error term does not have a constant variance, e.g. for each value of the dependent the error in the model is the same. This is not the case with proportions as your dependent variable, as the variance in the error terms, is related to the value of the proportion. Therefore, we have to use logistic regression models to model proportions.

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actually satisfied - let's call this P_i - and what the estimated proportion was from the model(s) $\hat{\pi}_i$. In formulaic terms we can express the 'Gap' as

Gap = P_i - $\hat{\pi}_i$

Using this gap score we can then rank the local authority areas. The authority with the largest positive gap score is ranked top (1st) and the authority with the largest negative gap score is ranked bottom (352nd).

It is important to note that one should not compare gap scores across the five Place Survey variables or questions/ indicators, as they are not designed to be comparable. Rather, one should only look at gap scores for each variable in isolation as a means of ranking a local authority area's performance relative to others. There are two key reasons why they are not comparable:

1. Model Fit - each model differs in its fit across the five questions/ indicators considered in the analyses (some being a much better fit than others). Therefore, the gaps will naturally be larger for some models than for others.

2. Indicator variability – the spread in the actual percentages across the local authority areas for each question/ indicator differs, with some questions/ indicators having more variability across the local authority areas than others. Indicators that vary more will tend to have larger gaps.

Because each model differs in its fit across the five performance indicators/ questions, in order to produce an overall average gap score for each local authority area and identify the 'star performers' it has been necessary to standardise them, so that the standardised gap score for any one indicator has a mean of 0 and a standard deviation of 1. Once standardised we can identify those local authority areas that tend to have the highest positive and negative gap scores across all five indicators. We have done this by taking the average standardised gap score across all five indicators for each local authority area and using this average to rank the areas. The top 10% of local authority areas based on this rank have then been flagged.

Model fit

To assess our five models we have looked at measures of model fit. These are statistics based of how well the contextual variables predict the performance indicator. Most people will probably be aware of R^2 from Ordinary Least Squares (OLS) regression, which is often used as a goodness of fit measure. The following formula (ratio) provides us with information on how R^2 is calculated in OLS. In the formula $\hat{y}_i$ is the model predicted value of y_i and $\bar{y}_i$ is the mean of y_i

$$R^2 = 1 - \frac{\sum_{i=1}^{n}(y_i - \hat{y}_i)^2}{\sum_{i=1}^{n}(y_i - \bar{y}_i)^2}$$

We can see from this formula that in OLS R^2 can be viewed as the total variation in the dependent variable y_i explained by the model.

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The denominator of the ratio can be thought of as the sum of squared errors from the null model, a model predicting the dependent variable without any independent variables, whilst the numerator of the ratio would then be the sum of squared errors of the fitted model.

The ratio is indicative of the degree to which the variables in the model improve upon the prediction of the null model. The smaller this ratio, the greater the improvement and the higher the R^2.

In logistic regression there is no equivalent statistic to R^2. However, several pseudo R^2 values have been developed to measure goodness of fit. Although one cannot interpret them in quite the same way, they do have similar proprieties. For example, they have a minimum value of 0 and a maximum of 1, or 0 and 100% and a value closer to 1 (100%) indicates a better fitting model. With this in mind we produced McFadden's pseudo R^2 values for each of the five models.

Important: In our analyses, model fit is not an important statistic as we are not concerned with trying to predict as well as possible the indicators, rather what we are trying to do is calculate a more appropriate measure of performance by accounting for some of the key contextual factors, outside of the control of the local authorities and other service providers, that show a significant level of association with the performance indicator or variable we are looking at. If the model for a performance indicator has a very low pseudo R^2 value then this suggests that the performance of the local authority areas on this indicator is less influenced by contextual variables than perhaps a model where the pseudo R^2 value is much higher. A good example of this is shown in our five indicators, as NI 1 (community cohesion) and NI 5 (satisfaction with the local area) both have very high pseudo R^2 values, whilst satisfaction with how the council runs things and value for money both have lower pseudo R^2 values. Therefore, one could conclude that local authorities can have less influence over residents' levels of satisfaction with the area they live in, or in how they feel about how well people from different backgrounds get on well together, than they can on residents' satisfaction with how the council runs things and whether the council provides value for money.

Summary

In summary, Ipsos MORI believes these 'gap' scores are a useful and more appropriate way of ranking local authority area performance across each of the five specified indicators than simply using 'actual' scores, because they control for key prevailing conditions that have a significant relationship with the indicator of interest. They also allow one to compare across all local authority areas rather than just those classified as one's 'nearest neighbour'.

Lastly they are more bespoke than the nearest neighbour method, as they a) use contextual variables that show a significant relationship with the performance metric you want to compare authority areas on, and b) allocate a weight to each contextual variable based on its relationship with the performance metric; the stronger the relationship the larger the weight and, therefore, importance this contextual variable has in calculating an expected level of agreement/ satisfaction for the authority areas.

However, please note that Ipsos MORI accepts that with any ranking exercise based on survey data there will be some degree of uncertainty about the ranking of the authority areas, as there is with the actual percentage scores from the Place Survey data for each indicator (hence confidence intervals). Therefore, we cannot say with certainty that a local authority area whose gap score is calculated as +5 ppts has a significantly higher score than an authority area with a gap score of +3 ppts. There will be some degree of uncertainty in these gap scores and, therefore, also on the ranking based on them. For the purposes of this work we have not tried to calculate the uncertainty around the gap score or indeed the ranks; rather we have argued that if local authorities want to compare themselves to one another

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based on performance metrics from survey data then this piece of work goes some way to providing an improved method by which to do so, rather than by simply using the direct survey estimates themselves.

The final models

The following information sets out the contextual variables used in each of our *Frontiers V* models.

NI 5 % residents who are satisfied with their local area

The final model for NI 5 includes the following contextual variables at authority level:

- Proportion of residents with level 4/5 qualifications.
- Proportion of residents living in households with up to 0.5 persons per room.
- Indices of Multiple Deprivation.
- Proportion of residents aged under 21.
- Live in London or South West Government Office Regions.

McFadden's Pseudo R-sq Value = 71%

NI 1 - % residents who agree that people from different backgrounds get on well together in the local area

The final model for NI 1 includes the following contextual variables at authority level:

- Proportion of residents working in professions classified as NS-Sec Routine Occupations.
- Education deprivation score.
- Proportion of residents living in households with occupancy rating +2.
- Proportion of residents aged 10 or under.
- Proportion of residents born in Pakistan.
- Live in North East Government Office Region.

McFadden's Pseudo R-sq Value = 61%

NI 4 % residents who feel they can influence decisions in their local area

The final model for NI 4 includes the following contextual variables at authority level:

- Ethnic fractionalisation score.
- Proportion of LSOAs classified as urban > 10K in authority.
- Net international migration.

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- Live in North East Government Office Region.

McFadden's Pseudo R-sq Value = 37%

% residents who are satisfied with the way their local council runs things

The final model for satisfaction with how the council runs things includes the following contextual variables at authority level. Please note two separate models were calculated to account for the different question used for single-tier and upper-tier authorities.

District and Single tier model:

- Proportion of LSOAs classified as urban > 10K in authority.
- Proportion of residents working in professions classified as NS-Sec Higher Managerial & professional.
- Proportion of residents aged under 10.
- Proportion of households classified into council tax band C.
- Rating scale based on number of children aged under 15 moving into MSOAs in authority.
- Live in North East Government Office Region.

McFadden's Pseudo R-sq Value = 25%

County Council and new unitary model[26]:

- Proportion of residents with level 4/5 qualifications.
- Proportion of residents working in professions classified as NS-Sec Routine Occupations.
- Rating scale based on net change in 15-24 year olds moving into and out of MSOAs in authority.
- Live in North East Government Office Region.

McFadden's Pseudo R-sq Value = 32%

% residents who agree council provides value for money

The final model for satisfaction with value for money includes the following contextual variables at authority level. Please note two separate models were calculated to account for the different question used for single-tier and upper-tier authorities.

District and Single tier model:

- Proportion of residents aged under 19.

[26] The scores for the new unitary authorities were calculated using the County Council model because the final published CLG scores related to the question about satisfaction with the County Council or satisfaction with local councils overall.

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- Proportion of LSOAs classified as urban > 10K in authority.
- Proportion of residents working in professions classified as NS-Sec Routine Occupations.
- Rating scale based on number of children aged under 15 moving into MSOAs in authority.
- Live in East of England Government Office Region.

McFadden's Pseudo R-sq Value = 20%

County Council and new unitary model[27]:

- Proportion of residents working in professions classified as NS-Sec Higher Managerial & professional.
- Proportion of residents with level 4/5 qualifications.
- Rating scale based on net change in 15-24 year olds moving into and out of MSOAs in authority.
- Live in South West or North East Government Office Region.

McFadden's Pseudo R-sq Value = 30%

[27] The scores for the new unitary authorities were calculated using the County Council model because the final published CLG scores related to the question about value for money with the County Council or value from local councils overall.

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Appendix B: Area Challenge Index technical note

Summary

The Area challenge Index (ACI) is a measure of how 'challenged' a local authority area is. The ACI is a relative Index therefore the most 'challenged' authority will have an ACI score of 100, and the least 'challenged' will have a score of 1. All other local authority area ACI scores will be calculated relative to these two.

The ACI is built from a number of background and/ or contextual variables which have been identified as being significant in explaining the variation in local authority area performance on some key Place Survey indicators. These contextual variables have been picked from over 300 as they consistently emerge as those that help explain the gap between an area's performance on key **perceptions-based** Place Survey indicators.

Place Survey indicators

Unlike previous BVPI surveys, the Place Surveys consider a much wider variety of issues, not only in terms of service satisfaction, but also local quality of life. While it was not feasible within the parameters of this study to run our analysis against every variable or question in the Place Survey, it was important for us to reflect a good range of those issues. With this in mind, the following 10 indicators were selected:

1. NI 1 - % agreement that people from different backgrounds get on well together in the local area.
2. NI 4 % residents who feel they can influence decisions in their local area.
3. NI 5 % residents who are satisfied with their local area.
4. NI 17 Anti Social Behaviour 7 strand index.
5. % residents who are satisfied with the way their local council runs things.
6. % residents who agree council provides value for money.
7. % residents who feel very/ fairly **unsafe** when outside in local area after dark.
8. % residents who are satisfied with the GP.
9. % residents who are satisfied with the local hospital.
10. % residents who are satisfied with the local police.

Background and contextual data

The contextual data chosen to include in the Index are those factors that have been found to best explain the local authority area level variation in performance for the 10 Place Survey indicators listed above.

Regression based models have been used to identify these factors. Due to the nature of the variables we wanted to regress against (i.e. local authority proportions), **binomial** regression

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models have been used rather than the standard linear ones. Based on the results of the models we can group the factors that consistently came out into seven domains.

1. **The Indices of Multiple Deprivation (IMD):** this itself is a composite index. It has been seen in our analyses time and again to be very powerfully related to perceptions – the more deprived your area, the harder it will be to achieve satisfaction across a range of issues.

2. **Ethnic diversity (the level of ethnic fractionalisation):** again, this has come up in previous analyses, with the more diverse an area the harder it is to achieve satisfaction. Interestingly, one key factor that is *positively* related to diversity is feelings of influence in local areas. This again chimes with other work (white communities tend to have lower feelings of local influence than Asian communities, for example).

3. **Young people:** the more young people in an area, the harder it is to achieve high levels of satisfaction. The point needs to be made that the analysis does not prove that this *causes* dissatisfaction, but it does not have to, as the aim is only to assess which areas will have the hardest job in achieving high satisfaction levels. The challenge from having a large proportion of young people in your area comes out more strongly and consistently in this analysis than we have seen in any previous studies.

4. **Population churn:** fairly intuitively, the greater the turnover of local populations, the harder it is to achieve satisfaction.

5. **Physical living conditions:** a number of these measures correlate with perceptions, but over-occupancy comes out most consistently. The more households with over-crowding in an area, the harder it is to achieve satisfaction.

6. **Urbanity:** the more urban, the harder it is to achieve positive perceptions.

7. **Region:** in particular, being in the North East is associated with higher satisfaction (even after accounting for the other characteristics listed above).

For more information on how each of these variables was measured see later section, entitled *Measurement of the contextual data.*

Calculating the Area Challenge Index

To calculate the Index we wanted to give equal weight to each domain and avoid outliers having an undue influence on the ACI score for each local authority area. Therefore, prior to the calculation of the Index we performed two checks on the variables to test for:

- the distributional skewness in the data
- the distributional spread in the data, how it was measured.

To address any skewness in the variables and reduce the impact of outliers on the final Index we transformed them. After transforming the variables we standardised all of them. Standardising the variables ensures that the spread of some variables relative to others does not have undue influence on the final Index score. Each variable was standardised to have a mean of 0 and a standard deviation of 1 using the following formula:

$$Zi = \frac{\mathrm{X}i - \overline{\mathrm{X}}}{\sigma}$$, where

Z_i is the standardised score on variable X for authority i, X_i is the unstandardised score, $\overline{X}$ is the mean of variable X and σ is the standard deviation of variable X.

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The Area Challenge Index was calculated as an average of the 7 domains.

$\mathbf{ACI_i} = (Z_{1i} + Z_{2i} + Z_{3i} + Z_{4i} + Z_{5i} + Z_{6i} + Z_{7i}) / 7$, where

Z_1 = Indices of Deprivation

Z_2 = Ethnic Fractionalisation

Z_3 = Proportion of people aged 19 or under

Z_4 = Measure of total population churn (Inflow and Outflow)

Z_5 = Combined score on occupancy based on overcrowding indicator and people per room

Z_6 = Proportion of Output Areas in authority classified as Urban10K.

Z_7 = Region flag for North East

Measurement of the contextual data

IMD

The model of multiple deprivation that underpins the IMD 2007 is based on distinct dimensions of deprivation, which can be recognised and measured separately. The 2007 IMD has seven domains including Income Deprivation, Employment Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and Services, Living Environment Deprivation and Crime. Each dimension is measured independently using the best indicators available to generate a score or domain index. These domain scores are then combined with explicit weightings to generate an Index of Multiple Deprivation that is an aggregate of the component domains.

Ethnic Fractionalisation (EF)

Ethnic fractionalisation is a measure of the amount of ethnic mix there is in an area. It is calculated from the proportions of each ethnic group in that area. The calculation is based on the Herfindahl Index[28]. The score can range from 0 to 1, with a lower score identifying areas with less mixed ethnic populations and a higher score more mixed ethnic populations. The formula is:

$Hi = 1 - \sum_{j=1}^{n} Pj$, where

Pj = Proportion of ethnic group j in area i

n = number of different ethnic groups (usually 16 based on ONS data)

Proportion of people aged 19 and under

This proportion is calculated based on the latest mid year population estimates by age from the Office of National Statistics (ONS) for each local authority area.

Population Churn

Population churn is a measure of the number of people who have moved into and out of (inflow + outflow) all Middle Layer Super Output Areas (MSOA) in the local authority area within the last year. The latest available statistics from the ONS were used, July 2007 to

[28] http://en.wikipedia.org/wiki/Herfindahl_index

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June 2008. Included in the measure are all people that might have moved from one MSOA to another within the same local authority area or people that have moved from other authority areas or from other countries.

Physical Living Conditions

This domain includes two measures of overcrowding produced by the ONS.

The **occupancy rating** provides a measure of under-occupancy and over-crowding. For example, a value of -1 implies that there is one room too few and that there is overcrowding in the household. It relates the actual number of rooms to the number of rooms 'required' by the members of the household (based on an assessment of the relationship between household members, their ages and gender). The room requirement is calculated as follows:

A one person household is assumed to require three rooms (two common rooms and a bedroom), where there are two or more residents it is assumed that they require a minimum of two common rooms plus one bedroom for:

- each couple (as determined by the relationship question)
- each lone parent
- any other person aged 16 or over
- each pair aged 10 to 15 of the same sex
- each pair formed from a remaining person aged 10 to 15 with a child aged under 10 of the same sex
- each pair of children aged under 10 remaining
- each remaining person (either aged 10 to 15 or under 10).

The **persons per room** figure is simply the count of the number of people in a household divided by the number of rooms in the household. A room in a household's accommodation does not include bathrooms, toilets, halls or landings, or rooms that can only be used for storage. All other rooms, for example, kitchens, living rooms, bedrooms, utility rooms and studies are counted. If two rooms have been converted into one they are counted as one room. Rooms shared between a number of households, for example, a shared kitchen, are not counted.

The population for these variables is all households.

Urbanity

The rural and urban classification of Output Areas (OAs) was developed by Birkbeck College for the ONS and other government agencies. It classifies OAs into one of four morphology codes. This domain is based on the proportion of OAs in a local authority area classified into the morphology code 'Urban > 10K'. An OA with a morphology code 'Urban > 10K' means that the majority of the population in that OA fall inside an urban area with a population of 10,000 or more.

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