



Coventry Partnership Household Survey 2007 /08

Strategic Overview

May 2008



Measurement ♦ Evaluation ♦ Learning
Helping you deliver better public services

Household Survey Strategic Overview

1. Background and Aims

M-E-L Research Limited has been commissioned to undertake the fifth annual Coventry Partnership Household Survey, fieldwork for which was carried out in December 2007 and January 2008.

The aim of this Strategic Overview Report is to take an overarching view of the evidence from this and previous surveys, highlighting what it says about the extent to which quality of life is improving in Coventry, and identifying continuing or emerging issues of concern.

The household survey results come at an important time for the Coventry Partnership. With the transfer from Neighbourhood Renewal Fund (NRF) to Working Neighbourhoods Fund (WNF), the opportunities for using targeted government grant are changing. The New Performance Framework, and newly defined Local Area Agreements, together with the newly defined National Indicators Set and the Place Survey, create an environment for measuring performance in terms of public perceptions of service outcomes and satisfaction with 'place'. The government is placing great store by the forthcoming Empowerment White Paper and it will be important for Coventry to connect what it is doing in this sphere, to this national policy framework.

Against this national setting, Coventry has an ambitious Sustainable Communities Strategy and some key growth priorities, together with a challenging cohesion and equalities strategy. Good, well-defined public perception data is vital in tracking whether residents feel these ambitions are being met, and highlighting where the major gaps are.

In this overview report we have therefore pulled together the basic messages that have now emerged after five years of the Coventry Household Survey, in the shape of an overarching 'position statement' for the City.

In future this kind of strategic tracking could develop and be absorbed within a wider Annual 'State of the City' Report.

2. Field report and methodological developments

In total, 1,218 interviews were carried out with Coventry residents aged 16 and over, during December 2007 and January 2008. This means headline results are accurate to within +/- 3% at 95% confidence.¹ The questionnaire was largely a replica of previous versions but with new questions on housing and aspirations to move. Improvements have been instituted this year in the sampling regime to ensure an even geographical spread of interview respondents has been achieved across the City linked to census (Middle Super Output Areas) areas.

In the analysis of data, a new standardisation protocol has been introduced so that all data are re-weighted to an accepted baseline profile of all adults in Coventry. For the purpose of tracking trends, previous survey results have been re-adjusted to this standardised basis. This means the annual data are more robust and the year-on-year trends are based on a more reliable like-for-like footing. We have also developed a more extensive electronic technical data report with an easy-to-use look-up facility.

¹ In other words, we can be 95% confident that the 'true' results for all residents in Coventry lie within the range of 3% higher or 3% lower than the survey figures reported for the 'city'.

3. **Headline Findings**

We have sub-divided the headline findings into those primarily related to the ten Coventry Sustainable Communities Strategy Themes. These are reported separately in more detail in the Theme Reports and summarised below.

Economy, learning, skills and employment

- ◆ Approaching two-thirds (64%) of working age survey respondents in Coventry had undertaken taught learning or training since leaving school (57% in priority neighbourhoods, and 69% in the rest of city). This has been mainly a taught course for use in a job, or for gaining qualifications.
- ◆ The main barriers to taking up training have been lack of time (15% in priority neighbourhoods, 11% in rest of city), and caring responsibilities (9% in priority neighbourhoods, 5% in rest of city). Cost and awareness have not been major barriers but the large proportion (66%) of people who give no reason for not taking up training, indicates low motivation and lack of perceived purpose or benefit from it.
- ◆ Most working age residents in the survey (66%) have some form of formal qualification and 19% have a degree. These categories of educational attainment are some 5-8% higher in the rest of city than in priority neighbourhoods.
- ◆ In priority neighbourhoods 9% of working age respondents classify themselves as being at home not seeking work, and a further 6% as having a long term illness or disability. The corresponding figures for the rest of city are 6% and 3% respectively.
- ◆ The economically inactive proportion of working age respondents has fallen in priority neighbourhoods from 37% in 2003 to 30% in 2007. This is now not significantly different from that in the rest of city (27%), although other labour force data need to be examined to check this is not just a result of sampling.
- ◆ The main employment barriers cited by respondents not seeking work, are having caring responsibilities (19% in both priority neighbourhoods and rest of city), lack of suitable job opportunities (19% in priority neighbourhoods, 8% in rest of city), illness and infirmity (14% priority neighbourhoods, 9% rest of city), and lack of skills or experience (8% priority neighbourhoods, 1% rest of city).
- ◆ One in six residents (16%) in the Coventry survey overall live in households where no-one is earning an income. This rises to 21% in priority neighbourhoods, and falls to 12% in the rest of city.
- ◆ For this theme as a whole, the survey evidence shows that people living in the priority neighbourhoods still face more economic problems than those in the rest of the city. It also shows that there are many complex and closely interlinked problems that have been around for a long time and are likely to take a long time to overcome.

Health, well-being and independence

- ◆ Smoking rates of respondents have remained broadly constant over the 5 years of the survey, and currently lie at 29%, some 6% above the national average which in contrast has fallen 3% over the past 5 years.
- ◆ The majority of all smokers are aged under 45, and prevalence rates are highest (38%) in the 16-24 and 35-44 age bands. Smoking is concentrated in specific sub-sectors of the population and this suggests there are opportunities for the Coventry Partnership to develop a more personalised and targeted approach to smoking prevention, rather than just using mass media communications.
- ◆ Healthy eating appears to be in decline, with only a fifth (20%) saying they eat the recommended portions of fruit and vegetables, compared to 39% in 2003. This reported decline may have resulted because people are now more aware of what a healthy diet consists of (and hence can now answer the question more accurately), as well as people actually eating less healthily.
- ◆ Around a fifth (21% in priority neighbourhoods, 18% in rest of city) worry about making ends meet, peaking (25%) in the 35-44 age band. This group are also more likely to be smokers.

- ◆ Nearly a half (47%) of all respondents drink above the safe recommended limits of alcohol at least once a week, and 24% at least twice a week. Alcohol consumption peaks in the 35-54 age brackets.
- ◆ A third (34%) of residents think 'people being drunk or rowdy in public places' is a problem in their neighbourhood, and this group are more likely also to feel their neighbourhood is unsafe.
- ◆ There has been relatively little improvement for the indicators in this Theme and it may be time for current strategies and interventions to be reviewed.

Community safety

- ◆ Perceptions of neighbourhood safety are very high in daytime (over 95% feel safe) but are lower at night. The percentage feeling safe outdoors at night has fallen from 71% to 66% over the five year period of the survey. The deterioration has been greatest in the rest of city (down 12%) compared to priority neighbourhoods (down 2%). Perceptions of safety in priority neighbourhoods are still lower than in the rest of city, and has fallen, but this gap has declined from 12% to 6% over the survey period owing to the even more rapid fall in the rest of city.
- ◆ Feelings of safety appear to have a significant negative influence on people's overall satisfaction with their neighbourhood as a place to live.
- ◆ Perceptions about problems with drug use and drug dealing have declined overall during the five year period although in the most recent period this trend appears to have stabilised to a more constant level.
- ◆ Of all the list of public neighbourhood concerns, 'teenagers hanging around' remains the problem most frequently cited by respondents, although when the long term trends are analysed in detail there is some evidence to suggest that in more recent years this problem may be starting to decline.
- ◆ 'Litter and rubbish lying around' is the second most frequently listed neighbourhood problem, and is increasing overall, reaching its highest point (45%) this year. However when analysed in detail, there has been a slight improvement in priority neighbourhoods, but more than offset by a statistically significant deterioration (increase) in the rest of city, where the perceived problem has risen over the past year from 36% to 42%.
- ◆ A similar pattern is evident for the important question on 'people having experienced any anti-social behaviour in their neighbourhood'. This now lies at 80%, a figure now identical in priority neighbourhoods and the rest of city. In priority neighbourhoods this figure has tended to go up and down a lot from year to year but without any clear long term trend emerging. In the rest of city however there has been a clear deteriorating trend, the figure having risen by 8% since 2003, and now 'catching up' with the priority neighbourhoods score.
- ◆ Satisfaction with police presence has substantially improved however, and has risen overall by 17% over the 5 year period, now standing at 53%. The satisfaction is now higher (by 3%) in priority neighbourhoods compared to the rest of city, and indicates a marked positive impact of the more visible and accessible Neighbourhood Policing approach.
- ◆ In some significant aspects therefore, community safety perceptions have improved over the past five years. Coventry reflects the national position however in that falling crime rates are not matched by improvements in perceived night time neighbourhood safety, and this parallels the continued concern about potentially intimidating street environments.

Cleaner, greener streets and open spaces

- ◆ Less than half of Coventry residents in the survey are satisfied with street cleanliness. Although results have varied somewhat from year to year, reaching a low point in 2005, the results for 2007 remain 10% below those at the start of the 5 year period of the survey (47% satisfied for 2007). Priority neighbourhood residents give lower than average ratings (43% satisfied), and while the gap between them and the rest of city has reduced from 11% to 6%, this is mainly because the satisfaction level has fallen faster in the rest of city (49% satisfied in 2007). This finding is in conflict with the

visual inspection surveys, which show that streets are getting cleaner, however the public perception data show there is evidently a concern that warrants closer attention.

- ◆ Participation in recycling amongst survey respondents has risen rapidly from 57% in 2003 to 88% in the latest 2007 survey. The gap between priority neighbourhoods and the rest of city has also reduced, from 27% to 9%. Satisfaction with recycling services has also increased by 12% to 66% across the city, and the gap between priority neighbourhoods and rest of city has been eliminated.
- ◆ Satisfaction with street lighting has increased by 17%; two-thirds (68%) are satisfied and the gap between priority neighbourhoods and the rest of city has been virtually eliminated. Satisfaction with street lighting is positively correlated with perceptions of community safety. This is a key finding that should guide the future PFI programme.
- ◆ Satisfaction with road maintenance has fallen by 5% since 2006, to 38% this year, probably owing to the disruption resulting from recent maintenance works.
- ◆ Satisfaction with the quality of local parks and open spaces has improved by 13% in priority neighbourhoods in the past 3 years, but not in the rest of city. As a result, satisfaction in priority neighbourhoods has now risen 3% above that for the rest of city, and now standing at 68%. A similar pattern occurs for access to parks and open spaces
- ◆ Overall this Theme is marked by contrasting achievements – strong improvement in many aspects but partially offset by factors mainly around perceptions of cleanliness.

Children and young people

- ◆ The survey shows Coventry's young people aged 16-24 who took part in the survey, have some significantly different socio-demographic characteristics when compared to the Coventry survey respondent population as a whole. Although these may in part be influenced by the effects of sampling, together with the specific impact of the overseas students resident in the City, the differences are notable and statistically significant. For example they are more likely to be ethnically diverse (41% not being white British, compared to 24% for the population as a whole), more likely to have a faith affiliation other than Christian (49% compared to 32%); and more likely to live in private rented accommodation (31% compared to 15%).
- ◆ A fifth (22%) are looking to move home in the next 4-5 years, more than twice that of the population as a whole, mainly in order to look for jobs and live nearer family and friends.
- ◆ Young people in the survey aged 16-24, identified 'facilities for young people' (44%) and 'activities for teenagers' (40%) as their top local priorities for improvement, figures significantly higher than for the population as a whole (37% and 36% respectively). These aspirations may respond positively to the concern about 'teenagers hanging around' (see below) and a concerted policy initiative on this front might address both concerns.
- ◆ The perception that 'teenagers hanging around' is a problem is continuing (53% of the general population, and 49% of the young people's group have stated this is a problem). Initiatives are needed to tackle this negative perception.
- ◆ Young people (16-24) are the equal top age group most likely to smoke (38%, compared to the average of 29%), and less (12%) eat a healthy diet than the general population (21%). Around a fifth (22%) of this age-group drink more than the recommended amount of alcohol 2 or more times a week and although this is not dissimilar to the population average of 24% it is a noteworthy finding given that a quarter of the 16-24 age group are below the legal drinking age, This group is clearly a key target for healthy lifestyles messages.
- ◆ Young people are less likely to feel that people locally treat them with respect and consideration; only 19% strongly agreed the felt this, compared to 26% amongst the general population.
- ◆ More than half of Coventry residents generally, felt parents took responsibility for their children, but this was lower in the priority neighbourhoods. People's views on this issue are strongly correlated with their perception of community safety. Young people's views on this issue are no different to those in the population at large.

- ◆ Overall representatives from the Theme Group felt there was a need for a more dedicated needs assessment and service response to get a clearer picture of the aspirations and quality of life issues for this younger population group. This has added significance given the reliance of the growth strategy on attracting and retaining this age cohort to settle and prosper in Coventry (see below).

Housing

- ◆ More than five in six residents (87%) are satisfied with the quality of their home, a figure that has remained broadly constant over the period of this survey. This most recent figure peaks at 93% for home owners, but falls amongst renters. This factor may explain differences between priority neighbourhoods and the rest of city, as renting is more prevalent in the priority neighbourhoods.
- ◆ Across the population as a whole, about a quarter (24%) think they are likely to move home in the next 4 to 5 years. This is highest amongst residents aged under 35 and for BME residents.
- ◆ Reasons for moving differ by age. For those aged 16-24, their main reason is to move nearer a job; for those aged 25 – 44 it is more likely to be to move to a larger house.
- ◆ The aspiration to 'move to a more desirable location' was a less prevalent driver, with 17% in priority neighbourhoods and 10% in the rest of city giving this as a reason to move.
- ◆ Of strategic significance is the finding that amongst those wanting to move, over a third (35%) are looking to move out of Coventry altogether, and this rises to 42% for those aged 16-24, an age band which includes students recently resident in the City as well as long term established residents. This presents a policy pressure and potential threat to the growth strategy where retention of this age cohort (including graduate retention) is a key goal.
- ◆ In summary, these new questions added this year help to produce data that will assist the City's housing and economic strategy. They show which population segments are most mobile, and confirm the higher satisfaction levels of home owners compared to renters.

Transport

- ◆ Satisfaction with bus services overall has risen from 53% in 2004 to 67% in 2007, and with punctuality from 48% to 59%. Amongst bus users specifically, general satisfaction is higher (68%) than for non-users (50%), and for punctuality bus users are more satisfied (61%) than non-users (46%) Priority neighbourhood residents are if anything more satisfied now, than those in the rest of city.
- ◆ A similar pattern has been identified when asking about specific features of the bus services – for example satisfaction with frequency of buses has risen from 54% in 2003 to a record high of 63% in 2007, with punctuality from 48% to 59%, and the state of the bus stops from 55% to 62%, again in each case a record high. Overall this implies the general experience of using buses is progressively getting better..
- ◆ The types of transport people use most have remained pretty much the same, but in the case of journeys to a place of education within priority neighbourhoods, there has been an increase in those using public transport. This may represent generally the growth in young people using this sector, and the specific expansion of City College and its priority neighbourhood catchment.
- ◆ Those satisfied generally with conditions for walking have increased by 3% to 83%, again a five year record high. The gap has been closed (in fact reversed) between priority neighbourhoods and the rest of city.
- ◆ Generally the indicators for the Transport theme appear to be making sustained underlying progress.

Culture, sport and physical activity

- ◆ The key indicator covering the percentage of people 'visiting at least one museum and one art gallery a year' has increased by 6% in priority neighbourhoods since 2005, now standing at 28%. For the rest of city however there has been little change

and the indicator stands at 34%, resulting in a closing of the gap between priority neighbourhoods and the rest of city.

- ◆ Cinema and live music remain the most popular cultural activities, especially amongst younger people aged under 35.
- ◆ Across all the various cultural and artistic activities, the survey shows that different types of people visit the different types of attractions. These profiles of current users and non-users could provide useful material for targeting promotional and marketing communications campaigns.
- ◆ Monthly participation in sport has risen 7% since 2005 and now stands at a majority, 51%. The gap between priority neighbourhoods and the rest of city has fallen from 8% in 2005 to 1% in 2007.
- ◆ There has been an even more rapid reported rise in physical activity, with 67% overall stating they undertake the recommended minimum levels of physical activity every week. The overall improvement in the statistics may however be attributed in part to a clarification in the wording of the question.
- ◆ Looking across the city, the physical activity rate rises to 70% in priority neighbourhoods, exceeding the 65% recorded in the rest of city.
- ◆ Overall therefore, participation in culture sport and physical activity appear to be improving, and the gap narrowing. To improve uptake further the data from this survey could be used to make sure promotional initiatives are effectively targeted.

Equality of opportunity and involved, cohesive communities and neighbourhoods

- ◆ Residents in the survey have become steadily more satisfied with their neighbourhood as a place to live. For the city as a whole, satisfaction has risen 9% over the five years of the survey, to stand at 85% in 2007.
- ◆ Of even greater strategic significance is the strong and steady, year-on-year narrowing of the gap between priority neighbourhoods and the rest of city. Satisfaction has improved in both areas, but faster in priority neighbourhoods, such that the overall gap has narrowed from 12% in 2003 to 4% in 2007.
- ◆ Using key driver analysis, it appears the factors most influencing overall satisfaction with the neighbourhood include: satisfaction with the quality of the home; parents taking responsibility for their children; feeling that people treat others with respect and consideration; people getting on together well in the neighbourhood; and satisfaction with street cleanliness.
- ◆ The top five priorities for improvement of neighbourhoods across the whole of Coventry in 2007 were: the condition of roads and pavements (46%); cleanliness of streets (39%); facilities for young people (37%); activities for teenagers (36%); and the level of crime (21%).
- ◆ A problem area has been identified in that residents are increasingly less likely to feel their views are sought regarding developments in their neighbourhood. Apart from a more positive peak in 2004, this has been a slow, small but broadly consistent decline over the duration of the survey. The city average has fallen from 49% in 2003, to reach its lowest point this year of 45%. The decline is most rapid in the rest of city, which has fallen from 51% to 44%, now below the 46% found in the priority neighbourhoods.
- ◆ This trend is matched by a further finding, that fewer residents feel able to influence decisions affecting their neighbourhood than in any of the previous surveys. The Coventry average is now 17%, barely half of the 30% who agreed in 2003. The Coventry average is also well behind the national average of 38% in the latest 2007 Citizenship Survey, and even lower than the MORI national NDC² average of 26% (although these surveys do not follow precisely the same methodology as the Coventry Household Survey).
- ◆ Residents who feel then can influence decisions are more likely to be very satisfied with their neighbourhood (35%) than those who feel they cannot (28%), although a range of other factors are more important in determining overall neighbourhood satisfaction. The scores for priority neighbourhoods (12%) are steadily getting lower

² The New Deal for Communities survey involves a sample of residents from 39 of the most disadvantaged neighbourhoods in the country

than for the rest of city (21%) - one of the few topics in the survey which shows the gap increasing.

- ◆ The message is further reinforced by the relatively low proportions of residents working to improve their neighbourhood (14%) and doing unpaid voluntary work (11%). The forthcoming Empowerment White Paper provides a policy opportunity for Coventry to address this issue and work on developing a localised version of an approach which genuinely reflects local Coventry people's aspirations for consultation, influence and civic involvement, as opposed to the risk of just following a standard approach proposed by central government.
- ◆ On cohesiveness by contrast to the above, there is a strong positive message. Over 90% believe their neighbourhood is one where people of different backgrounds get on well together, and where ethnic differences between people are respected. There is no gap now between priority neighbourhoods and the rest of city. This finding is highly valuable in reinforcing a the reputation that Coventry has as a city of peace and reconciliation.

Making a positive environmental contribution

- ◆ Many more Coventry residents have now started making positive pro-environmental behaviour changes. For those reducing water consumption, the Coventry average has increased from 38% to 65% (up 27%), one of the most rapid changes across the whole survey. Similarly, the percentages saying they have reduced energy usage over the past 12 months has risen over the four³ surveys from 55% to 88% (up 33%). There is no difference between priority neighbourhoods and the rest of city.
- ◆ Those claiming to be reducing the amount of household waste they produce has also risen, from 26% to 41% (up 15%). On this indicator, the rest of city has improved much faster than priority neighbourhoods – opening up a 14% point gap compared to just 4% difference in 2004. However the Theme Group felt that the wording of this question should be expanded in future to help clarify how answers can be fully interpreted. Those saying they recycle have risen from 57% to 88% (up 31%) over the five years this specific question has been asked. Residents in the rest of city (92%) continue to score better than those in priority neighbourhoods (83%) but the gap has narrowed; from 25% in 2003 to 9% this year.
- ◆ A rise of 6% has occurred in those who state that they encourage wildlife in the garden, the Coventry average now standing at 25%. The proportion of residents who have grown their own fruit and vegetables in the past 12 months has stayed broadly the same over the four years of these questions, the average now being 11%. There are no significant differences between priority neighbourhood and rest of city.
- ◆ The proportion of respondents who state that their household is using energy efficient light bulbs has grown steadily to reach a record high of 85% in the most recent 2007 survey. On average 95% of households have double glazed windows. This has not changed much over the four years of the survey, although there is some indication that priority neighbourhoods may have increased a little to reach the same average as the rest of city.
- ◆ In summary, the environmental behaviours amongst Coventry residents have improved substantially over the past four years and there are relatively few examples of a significant gap between priority neighbourhoods and the rest of city. The Partnership may benefit from tracing and developing its progress using the recently issues Defra Framework for Pro-environmental Behaviours.

³ This question was not included in the first survey so there is only 4 years worth of data

4. Summary of cross-cutting issues and strategic messages

a) Where things are going well

Reducing the gap

Broad, fundamental and far-reaching progress has been made in closing the perceptions gap between priority neighbourhoods and the rest of city. This has been a key goal for the Coventry Partnership, which has targeted the use of Neighbourhood Renewal Fund. For a lot of indicators, the gap has been virtually eliminated. This suggests in looking forward longer term, that fresh and more sharply focussed ways may now be required to identify localised pockets of need scattered throughout the city and targeting interventions and resources.

Improving local neighbourhoods

Satisfaction with the neighbourhood as a place to live is steadily increasing and has reached a relatively high level consistently across the city.

Improving the infrastructure and improving cultural activity

Perceptions of street lighting, conditions for walking and public transport all seem to be improving. Most are satisfied with the quality of their home, although renters continue to be less satisfied than home owners. Parks and open spaces are also improving in terms of access and general public satisfaction in priority neighbourhoods, although not in the rest of city. Participation in sport, and visiting cultural attractions are increasing within priority neighbourhoods, although less so in the rest of city. The potential beneficial impact of the current road maintenance works has yet to be fully felt and this needs to be more closely examined in the coming years.

Cutting the carbon footprint

Pro-environmental behaviours are improving significantly, participation in recycling is going up and perceptions of public transport are improving. More detail is needed on other aspects of environmentally positive behaviour (e.g. on cycling and reducing short trip car travel) for the Coventry Partnership to have a more complete picture of its progress in reducing the City's carbon footprint.

Better police presence

Police presence is a major headline indicator and satisfaction with this has improved a lot.

Cohesive and harmonious communities

A powerful message emerges of a city strongly believing in harmonious community relationships, and respecting the growing ethnic differences that will be intrinsic to the city's long term future development.

b) Where things are not going so well

Litter, rubbish and street cleanliness

The general public view is that this is getting worse, especially in the rest of city, and it is the headline priority for improving neighbourhoods.

Young people and things for them to do

A persistent view prevails that 'teenagers hanging round' is a negative neighbourhood feature, and is likely to be a key contributor to the perception that local community safety is getting worse after dark. People also think more needs to be done to provide activities and facilities for young people, and for teenagers in particular. New ways could be found of engaging young people in devising local solutions.

Smoking and healthy eating

There has been no progress in cutting smoking levels in the city and fewer people appear to be eating a healthy diet. A targeted and more personalised intervention strategy may be required. Young people would be a key target group for this.

Structural economic barriers

In priority neighbourhoods in particular, there remains a skills and training gap, a fifth live in workless households, and aspirations and ambitions to train and develop skills are low.

Outward migration

It is encouraging that a clear majority of Coventry residents intending to move house in the next few years still want to stay in Coventry. However a third want to move outside Coventry, and this is even higher for young people. Although it is not yet clear how this compares to other authorities in the region - it may in fact be more favourable - it may potentially pose a risk to the city's competitive growth and retention strategy. The main drivers to move out are jobs and larger houses, rather than a 'more desirable location' and an integrated strategy on new jobs and new homes might respond to this pressure.

Influence and engagement

A headline problem appears to exist with people not feeling their views are sought on local developments, and not feeling they can influence local decisions. The data on these indicators show Coventry lagging well behind national performance. The problem needs to be better understood and an effective long term strategic response developed.

c) Future monitoring and evaluation

Coventry Partnership has developed a powerful and distinctive information base from its regular and evolving annual household surveys. It is a pioneering exemplar of local 'market and community intelligence' from which to track progress and refine strategic policy and mission.

It is timely for the partnership now to consider how its tracking research should be carried out over the coming period, looking forward over a time span of five years or so. There may be better ways to gather some data, and the forthcoming Place Survey may substitute for some of the resources expended on the annual household survey. Nevertheless annual tracking data may continue to be valuable in selected cases, and new indicators (for example relating to Coventry's carbon footprint, and contributory indicators to the new LAA targets) may also now need to be added.

May 2008, M·E·L Research, Aston Science Park, Birmingham B7 4AX web: www.m-e-l.co.uk

M.E.L Research Ltd. 8, Holt Court, Aston Science Park, Birmingham, B7 4AX

Tel: 0121 604 4664

Fax: 0121 604 677

Measurement ◆ Evaluation ◆ Learning
Helping you deliver better public services