

## Place Survey: Answers to Frequently Asked Questions

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**Answers:**

1. **What is the purpose of the survey? How will the information I provide be used?**

As part of new government requirements, each Local Authority in the country is required to conduct the survey with a random sample of its residents. The purpose of the survey is to find out how well the County and District Councils and their partners, such as the Police and NHS, are doing at delivering the services that matter to you and to decide what needs doing differently in the future. The information will form part of the 'evidence base' on the area and will be used to inform priorities in the Sustainable Community Strategy, organisational/agency priorities for improvement and to show how areas are performing in comparison with others and improving/changing over time.
2. **Who is conducting the survey?**

In Leicestershire, the survey is being carried out by Leicestershire County Council and the District Councils (Blaby District Council, Charnwood Borough Council, Harborough District Council, Hinckley & Bosworth Borough Council, Melton Borough Council, North West Leicestershire District Council and Oadby & Wigston Borough Council) on behalf of Leicestershire Together and the seven district Local Strategic Partnerships (Blaby Together, Charnwood Together, Harborough District Local Strategic Partnership, Hinckley and Bosworth Local Strategic Partnership, Melton Community Partnership, Partnership for Improving North West Leicestershire, and Oadby & Wigston Local Strategic Partnership). BMG Research have been appointed to carry out the survey on behalf of partners.
3. **What is a Local Strategic Partnership?**

A Local Strategic Partnership is an agreement between all the organisations that deliver public services to work together. By working together they aim to improve the quality of life, including the places where people live and work.

In Leicestershire there are 8 Local Strategic Partnerships; one which covers the whole of the county (Leicestershire Together) and seven which cover the district areas:

- Blaby Together
- Charnwood Together
- Harborough District Local Strategic Partnership
- Hinckley and Bosworth Local Strategic Partnership
- Melton Community Partnership
- Partnership for Improving North West Leicestershire
- Oadby & Wigston Local Strategic Partnership

**4. Why have I been chosen to receive a questionnaire?**

Your postal address was selected at random from a sample of all the household addresses in your district. The sample of addresses was provided to us by the government.

**5. Do I have to fill the questionnaire in? What will happen if I don't fill the questionnaire in?**

We would urge everyone who receives a questionnaire to reply as it's important that we hear everybody's views. Completing the questionnaire is not compulsory. However, we are required by government to send a minimum of two reminders if a return is not received. If you do not intend to complete the questionnaire and do not wish to receive any reminders please contact BMG Research on 0800 358 0337 or let us know by emailing [haveyoursay@leics.gov.uk](mailto:haveyoursay@leics.gov.uk) or calling Jo Miller on 0116 305 7341.

**6. What is the barcode for?**

The questionnaire includes a barcode. The purpose of this barcode is to enable reminders to be sent out if a return is not received. We are required by the government to send a minimum of two reminders to people who do not reply.

**7. Can I be identified from the information I provide?**

The questionnaire includes a barcode. The purpose of this barcode is to enable reminders to be sent out if a return is not received. Once the information is received the barcode will be removed from the questionnaire prior to any onward processing thus ensuring your privacy is protected and your response is anonymous. Final responses will not include personal information such as names and addresses. The results from individual questionnaires will only be used aggregated up with the other completed returns. All of your answers will be treated in the strictest confidence and will only be used to monitor the local authority's services.

**8. I have returned my completed questionnaire but have been sent a reminder. Why?**

A record is made of which questionnaires are returned (using the barcode on the questionnaire to match the return back to the original mailing address). We are required to send a minimum of two reminders if

a return is not received. Households who have returned their completed questionnaire should not get sent a reminder but in some instances there may be some overlap between you sending your completed questionnaire back, and the printing and sending of the reminders. Also, reminders will be sent if the barcode as been obscured or removed as we will not be able to identify the fact that the questionnaire has been returned. If you have already replied to the survey please ignore the reminder letter.

**9. I don't want to complete the questionnaire. Why do you keep sending me reminders?**

We are required by government to send a minimum of two reminders if a return is not received. If you do not intend to complete the questionnaire and do not wish to receive any reminders please contact BMG Research on 0800 358 0337 or let us know by emailing [haveyoursay@leics.gov.uk](mailto:haveyoursay@leics.gov.uk) or calling Jo Miller on 0116 305 7341.

**10. Will the information I provide be passed on to anyone else?**

To ensure personal information about you is secure, all of your answers will be treated in the strictest confidence and will be stored securely. Responses, which will not include personal information such as names and addresses, will only be used by public service organisations to monitor public services and assess how well they are performing. Anonymised responses will be submitted for national comparisons to the Department for Communities and Local Government so that national patterns of service satisfaction can be studied and to a third party to carry out further analysis. Your anonymised responses may also be shared with partner organisations to Leicestershire County Council, in order that they can be used to try to improve services to you.

**11. Can I have the questionnaire in a different language or format?**

Translations of the questionnaire are available in the following languages: Gujarati, Punjabi, Bengali, Polish, Urdu, Cantonese, Hindi and Mandarin. If you require a copy of the questionnaire in one of these languages or you require a large print copy or other accessible format please contact BMG Research on 0800 358 0337.

**12. We're a business/organisation and have received a questionnaire. Should we fill it in?**

No. The questionnaire is for householders only and is to be completed by residents rather than by businesses or organisations. While non-residential addresses should already have been removed from the mailing list we received from the government, we are aware that some inaccuracies may exist. If you have received a questionnaire at a premises that is solely for business purposes or is the address of an organisation rather than a private residence, please ignore the questionnaire (and subsequent reminders) or let us know so that we can remove the address from our mailing list so you do not get sent any reminders.

- 13. I've only lived in the area a short time. Do I have to complete the survey?**  
It doesn't matter if you've only just moved into the area or if you don't pay council tax. It's important that we hear everybody's views.
- 14. Some of the questions don't seem relevant to me. Do I have to answer them?**  
We would urge you to complete all the questions unless instructed otherwise in the questionnaire. However, if you do not feel able to answer any of the questions please leave them blank.
- 15. Who in the household should complete the questionnaire?**  
The questionnaire should be completed by any resident aged 18 or over living at this address. If you cannot decide who this should be we suggest the person in the household whose birthday is next.
- 16. Is it possible for more than one person in the household to complete the survey? Can we have additional copies of the questionnaire?**  
No. Unfortunately, only one questionnaire is allowed per household.
- 17. I would like to complete the questionnaire but haven't been sent one. Can I request to take part in the survey?**  
No. Unfortunately you can only take part in the survey if you have been sent the questionnaire. Following strict government guidance, participating households have been selected at random from a sample of all the addresses in your district. To ensure the responses we receive back are as representative as possible, only these households are allowed to take part.  
However, there are other ways of being able to Have Your Say about the services provided by Leicestershire County Council - for more information please visit [www.leics.gov.uk/haveyoursay](http://www.leics.gov.uk/haveyoursay).
- 18. I've misplaced the questionnaire. Can I get a replacement copy?**  
Yes. If you received a questionnaire but have subsequently misplaced it and would like a replacement copy please contact BMG Research on 0800 358 0337 or let us know by emailing [haveyoursay@leics.gov.uk](mailto:haveyoursay@leics.gov.uk) or calling Jo Miller on 0116 305 7341 quoting your full postal address including postcode and if possible leaving a contact telephone number.
- 19. I didn't receive/cannot find the pre-addressed envelope. How can I return my questionnaire?**  
If you cannot find or did not receive the pre-addressed envelope please send your survey (**you do not need a stamp**) to: FREEPOST, BMG Research, 7 Holt Court North, Heneage Street West, Aston Science Park, B7 4BR
- 20. Do I need to use a stamp on the return envelope?**  
No, as long as the envelope is marked with the Freepost address (see Q&A above)

**21. Why have you asked for lots of information about me?**

Asking respondents for information about themselves can tell us which groups are using our services and how satisfied they are with them. This data will help us to highlight possible inequalities and remove any unfairness or disadvantage. Leicestershire County Council and its partners are committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

**22. Who are BMG Research?**

BMG Research are the consultants who have been appointed by Leicestershire County Council and the district councils to conduct the survey across the county on our behalf. They are a large Midlands-based research company with more than 20 years' experience in providing market and customer insight to both the social public sector and the commercial private sector.

**23. How will I be able to find out about the results of the survey?**

The headline results of the Leicestershire survey will be available in the New Year and will be featured in 'Leicestershire Matters' (the County Council's residents newsletter) and will be posted on the Leicestershire County Council website at [www.leics.gov.uk/haveyoursay](http://www.leics.gov.uk/haveyoursay). The national results for every authority in the country will be available at the same time via the Audit Commission's website at [www.auditcommission.gov.uk](http://www.auditcommission.gov.uk). More comprehensive analysis reports will be made available on the Leicestershire Statistics and Research website [www.lsr-online.org](http://www.lsr-online.org) as and when they are produced throughout winter and spring 2009.

**24. I would like to talk to somebody about the survey. Who do I contact?**

You can contact BMG Research on their free phone helpline on 0800 358 0337 or alternatively email [haveyoursay@leics.gov.uk](mailto:haveyoursay@leics.gov.uk) or call Jo Miller on 0116 305 7341.