



Ipsos MORI



Life in London

**Report on the 2008/09 Place Survey
findings for London**

November 2009



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Summary of key findings

What matters most to Londoners?

The aspects of the local area that Londoners consider both most important and most in need of improvement are the level of crime and clean streets. Public transport, health services and parks and open spaces are also seen as important, but far lower proportions think they require improvement.

Most people in London are satisfied with their local area (75%). Using statistical analysis we have found a number of factors that may affect how they regard it. The strongest is people's satisfaction with their local authority. This is closely followed by perceptions of safety and anti-social behaviour, as well as by 'street-scene' issues, such as how well rubbish and litter is cleared away. There is considerable overlap between anti-social behaviour and the quality of the visual environment because some of the ways people behave clearly affect the appearance of an area. For example, there is a very strong correlation between satisfaction with the local area and perception that burnt out-and abandoned cars are a local problem.

Public services and local democracy

Over a third of Londoners (35%) agree they can influence decisions that affect their local area. The most important influences on this are how responsive public services are perceived to be, such as whether they promote residents' interests and act on their concerns. Closely connected with this are effective communications. Feelings of influence are greater if people feel well informed about local public services and about how they can get involved in local decision-making. These are both more powerful influences than the actual level of participation in decision-making bodies. It is important to note that the ability to influence decisions is a key factor affecting Londoners' satisfaction with their local authority and their perception that it offers value for money.

Factors affecting attitudes to local councils

One in two people in London are satisfied with their local authority (49%). The most significant associations with satisfaction centre around the way public services are seen to respond to local people, and most particularly whether people think public services have treated them with respect and consideration. Other key factors are whether public services treat everyone fairly and whether they act on people's concerns. Agreement that people can influence decisions is also a strong factor, as is satisfaction with environmental services and how informed residents feel about their local public services.

As public spending comes under pressure, efficiency and value for money are likely to become even more important issues for the reputation of local authorities. Over a third of Londoners (35%) currently agree their council offers value for money, with the most closely associated factors being how informed people feel about council tax spending and how they rate their influence over local decisions. Being treated with respect and consideration by public services and feeling informed as a whole about these services are also key factors. All this underlines the importance of consultation, responsiveness and effective communications in shaping public attitudes.

Much of this is about communicating successes. Since 2006/07, perception of anti-social behaviour has fallen significantly across the city. Conveying such positive messages effectively may go some way to improving the way local government is perceived in London. However, there is also a real need for continued public reassurance, indicated by the fact that only three in ten residents express confidence that crime and anti-social behaviour are dealt with successfully in their local area.

Trends and comparisons

Throughout England, the results of the 2008/09 Place Survey show some considerable improvements in the way people regard their local area, reflecting a wider national trend. Compared with 2006/07, satisfaction with the local area has increased across the city from 68% to 75%.

Furthermore, fewer Londoners are concerned about anti-social behaviour. In particular, residents are less likely to say their local area has big problems with teenagers hanging around (down 12 percentage points), drugs (down 10 percentage points), vandalism and graffiti (down 10 points) and rubbish and litter on the streets (down 8 percentage points). They are also less likely to cite a lack of respect between local people (down from 55% to 38%).

However, in other respects, findings are less positive than in 2006/07. Fewer Londoners agree that residents from different backgrounds get on well locally (down from 79% to 76%) or that people can influence decisions affecting their local area (down from 39% to 35%). Ratings for local authorities have also fallen, as they have for councils across England. Average satisfaction with local authorities in London now stands at 49%, compared with 53% in 2006/07.

When compared with the national picture, people in London are generally less positive; even though ratings have improved since 2006/07, this is in the context of more positive views generally across England. For example, Londoners are less likely than the England average to be satisfied with their local area (75% vs. 80%), to feel safe outdoors after dark (44% vs. 51%) or to say local public services have treated them with respect (67% vs. 72%). Regarding health services, Londoners are less satisfied than the national average for hospitals (by 8 percentage points) and GPs (by 7 percentage points). They are more likely than the national norm to perceive a high level of anti-social behaviour (27% vs. 20%) and to cite a lack of respect between locals (38% vs. 31%).

To a large extent, this reflects the challenges faced by the capital, such as pockets of very high deprivation and ethnic fractionalisation. Despite this, London performs better than average in attitudes to local government and democracy. Satisfaction with councils, although lower than in 2006/07, remains above the norm for England (49% vs. 45%) and there is greater agreement in London that people can influence decisions (35% compared with 29% nationally). Londoners are also more likely to belong to decision-making bodies and to perform regular voluntary work.

Inner and Outer London: the continuing divide

After the 2006/07 round of BVPI general surveys, Ipsos MORI noted the significant differences between Inner and Outer London, with people in outer boroughs being more critical despite living in areas which are generally more affluent than Inner London.¹ This disparity remains strong. For example, people in Outer London have lower levels of area satisfaction than their counterparts in inner boroughs (79% compared with 73%) and they feel slightly more unsafe after dark (39% vs. 35%). Compared with Inner London, the boroughs of Outer London have lower satisfaction scores (55% vs. 46%) and, notably, their residents are less likely to agree they offer value for money (43% vs. 30%).

However, the picture is more complex than a simple division between inner and outer zones, because within both zones there are sharp differences between neighbouring areas. For example, Southwark and Tower Hamlets are both Inner London authorities with areas of very high deprivation and that lie next to each other. However, the views of their residents are significantly different in many important respects.

	Southwark	Tower Hamlets
% satisfied with local area	77	69
% agree people from different backgrounds get on	75	63
% satisfied with council	48	42
% belong to neighbourhood	49	43
% of people with high perception of ASB	29	46

As such, one of the most striking findings is how widely opinions vary across the city. For satisfaction with the local area and perception of anti-social behaviour, there is more variation in responses in London than in any other government office region of England. This is all the more notable because London has the smallest geographical area of any government office region.

¹ *Understanding London Life: Ipsos MORI and Capital Ambition, 2008*

Differences between population groups

Views differ significantly between groups within London's population. For example, older people and owner-occupiers are generally more positive than younger residents and social tenants, as shown in the following table. The exception to this is in satisfaction with the council, with social tenants holding more favourable views than owner-occupiers.

	Aged 18-34	Aged 65+	Owner- occupiers	Social tenants
% satisfied with local area	76	80	76	68
% agree people from different backgrounds get on	74	83	78	70
% problem with a lack of respect and consideration	41	27	35	48
% of people with high perception of ASB	30	17	23	40
% satisfied with council	48	62	46	53
% agree council offers value for money	33	45	32	39

There are significant differences by ethnicity but no consistent pattern. For example, BME residents are less likely than their white counterparts to be satisfied with their local area or to say local public services have treated them well in the last year. On the other hand, BME residents are the more likely to feel they can influence local decisions and to want more involvement in decisions.

	White	BME
% satisfied with local area	77	72
% agree people from different backgrounds get on	77	77
% agree they can influence affecting decisions	30	46
% of people with high perception of ASB	23	34
% want more involvement in decisions	30	39
% treated with respect by local public services	71	59

Overview

This report sets out findings of the 2008/09 Place Survey for all 33 London Boroughs. The report was commissioned from Ipsos MORI by Capital Ambition, acting on behalf of London Councils. The aim is to examine the overall trends in responses across London, with particular analytical focus on several key areas.

Introduction

The Place Survey is the new biennial statutory survey which all lower and upper tier local authorities in England are required to carry out. Together with the tenant satisfaction (STATUS) survey, it replaces the series suite of Best Value Performance Indicator (BVPI) user satisfaction surveys, which have been carried out since 2000².

The findings from the Place Survey are important because they help local authorities and their partners on the local strategic partnership (LSP)³ to understand how they perform in relation to each of the new citizen perspective indicators⁴ prioritised by the government. The Place Survey also shows how residents' views have changed over time in relation to their quality of life and key aspects of local public service.

This report summarises the key findings from the Place Survey, along with a more detailed analysis of attitudes to the local area and quality of life. This analysis shows how views have changed over time, and how they differ between population groups in London. It also makes comparison, where possible, between the inner and outer zones of London and with the national Place Survey results for England as a whole.

In addition, the report provides technical details relating to the conduct of the survey, a consideration of response rates and the respondent (sample) profile.

² The BVPI surveys were carried out in 2000/01, 2003/04 and 2006/07.

³ The Local Strategic Partnership (LSP) is a statutory partnership body that brings together organisations from the public, private, community and voluntary sector within a local authority area, with the objective of improving people's quality of life.

⁴ The Place Survey collects 18 of the 198 national indicators prioritised by government. These indicators are common to all areas. Government requires local authorities and their partners to monitor all indicators in order to measure progress made in meeting key quality of life priorities.

Background and context

Since the publication of the 2006 Local Government White Paper, *Strong and Prosperous Communities*⁵, there has been a new focus in the way local public sector agencies work and report performance. Improving outcomes for local people and places is now at the heart of local service provision, with a move away from the previous emphasis on processes, institutions and inputs.

The Place Survey plays an important role in measuring these improved outcomes. It replaces the BVPI general surveys⁶, which focused much more on the local authority and its services. The Place Survey addresses people's views, experiences and perceptions of local areas rather than councils specifically, so solutions for each Borough can reflect local opinions and preferences. It is also vital to track people's changing perceptions over time (by comparing results to previous waves of the BVPI General User Satisfaction Survey, which asked a number of the same questions). This helps determine whether interventions made in an area result in the right outcomes for local people, for example, whether they feel happier and safer.

Importantly, results from the Place Survey will be used to measure 18 of the 'citizen perspective' indicators, which the government has charged local government and its partners to monitor and improve. These indicators are drawn from the government's new National Indicator Set⁷, which will measure how well the government's priorities, as set out in the Comprehensive Spending Review 2007, are being delivered at the local level over the next three years. They form an important part of the new, streamlined local performance framework (the Comprehensive Area Assessment) which has come into effect this year. It is intended that the survey will be carried out every two years.

Importantly, the Place Survey was carried out using a prescribed postal self-completion methodology – as were the BVPI general surveys – to allow for robust comparison of data between local areas in England, and against previous BVPI survey data where relevant. Details of the approach appear in Appendix 2.

⁵ Strong and Prosperous Communities - The Local Government White Paper, October 2006, CLG

⁶ The Place Survey and tenant satisfaction 'STATUS' survey were conducted in 2008/09 and replace the suite of BVPI surveys undertaken in previous years.

⁷ Further information about the 198 indicators which form the National Indicator Set can be found at: <http://www.communities.gov.uk/documents/localgovernment/pdf/543055.pdf>. Details of the 18 citizen perspective indicators collected via the Place Survey can be found in the 2008/ 09 Communities and Local Government (CLG) Manual

Fieldwork

The guidance required that fieldwork for the surveys take place between 29 September and 19 December 2008. Local authorities were required to commence mailing out the initial questionnaire and covering letter from the 25 September, and reminder mailings from the 15 October 2008.

For the 33 London Boroughs the breakdown in mailings was as follows:

- The first mailing was sent to 173,243 addresses in September and October 2008
- Two further reminder questionnaires were sent to residents who had not responded

Fieldwork was finally closed on the 19 December as per the guidance. The **overall adjusted response rate** achieved from the main sample, removing all non-effective addresses, was **32%**. This represents 54,346 valid questionnaires from an effective sample of 170,586 addresses (2,657 non-effective addresses).

Interpreting the data

It should be remembered that a sample of residents, and not all Londoners, participated in the survey. Therefore, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Crudely speaking, overall results are accurate to +/- 3 to 4 percentage points at the 95% confidence level, but this assumes a perfect random sample has been achieved (in practice, margins of error may be slightly larger). Further information on this, and a full guide to statistical reliability, is provided in Appendix 3.

In accordance with the Communities and Local Government (CLG) Place Survey guidance, the base for each question is “valid responses” or all those providing an answer. Those stating “don’t know” or who do not complete the question are excluded from some – but not all – of the calculations. The base size does, therefore, vary from question to question, depending on the extent of non response, and whether there was a requirement to remove don’t know responses. Where don’t knows *are* included in the base size this is illustrated on the charts.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the report, an asterisk (*) denotes any value less than half a per cent, but greater than zero.

Throughout the questionnaire, local residents were asked to think about their local area when responding to questions. The local area is defined as the area within 15 to 20 minutes walking distance from the respondents' home.

In order for London Boroughs and their partners to understand how levels of satisfaction and perceptions about quality of life have changed over time, data from the previous two waves of the BVPI general surveys have been included for comparative purposes (only where it is valid to compare). A similar methodology was followed for the Place Survey as for the BVPI General User Satisfaction Survey, making comparisons between them relatively robust.⁸

Where possible, the national Place Survey average has been included for comparison. This is the average for all local authorities in England. Also included in the report are the average figures for Outer and Inner London Boroughs and for London as a whole.

Acknowledgements

Ipsos MORI would like to thank the 54,346 residents of London took part in the 2008/09 Place Survey. We would also like to thank Paul Warren from Capital Ambition for his help in the production of this report.

Publication of data

As Capital Ambition has engaged Ipsos MORI to undertake an objective report, it is important to protect the organisation's interests by ensuring that it is accurately reflected in any press release or publication of the findings. As part of our standard terms and conditions, the publication of the findings of this report is therefore subject to the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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Checked
Approved:

&

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Luke Daxon

⁸ A small cautionary note should be added when comparing data - due to the possible impact on people's responses to questions because of the change in questionnaire design and question ordering for the 2008/09 Place Survey, and the timing of fieldwork.

Key findings

1. Attitudes to the local area

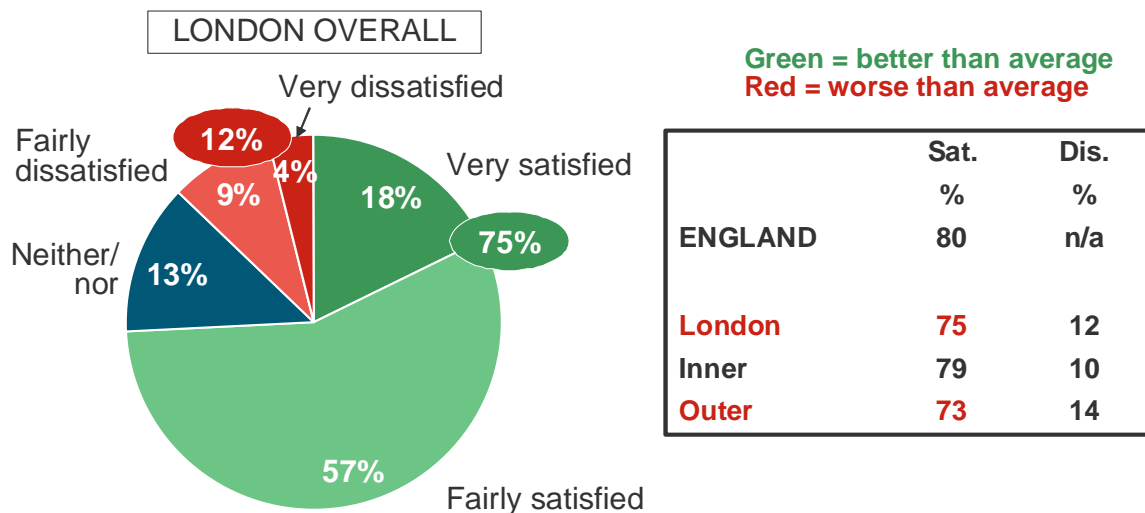
Satisfaction with the local area

Three in four Londoners (75%) express satisfaction with their local area as a place to live, compared with one in eight (12%) who are dissatisfied. This NI 5 score of 75% is below the Place Survey average for England (80%), and is the lowest for any of England's nine government office regions.

However, attitudes vary widely between different parts of the city. As shown in the following chart, area satisfaction across inner boroughs (79%) mirrors the national norm. It is the lower levels of satisfaction in Outer London (73%) which pull down the average score for the city as a whole.

Satisfaction with the local area (NI 5)

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Ipsos MORI Base: All valid responses (50,178); fieldwork: Oct – Dec 2008



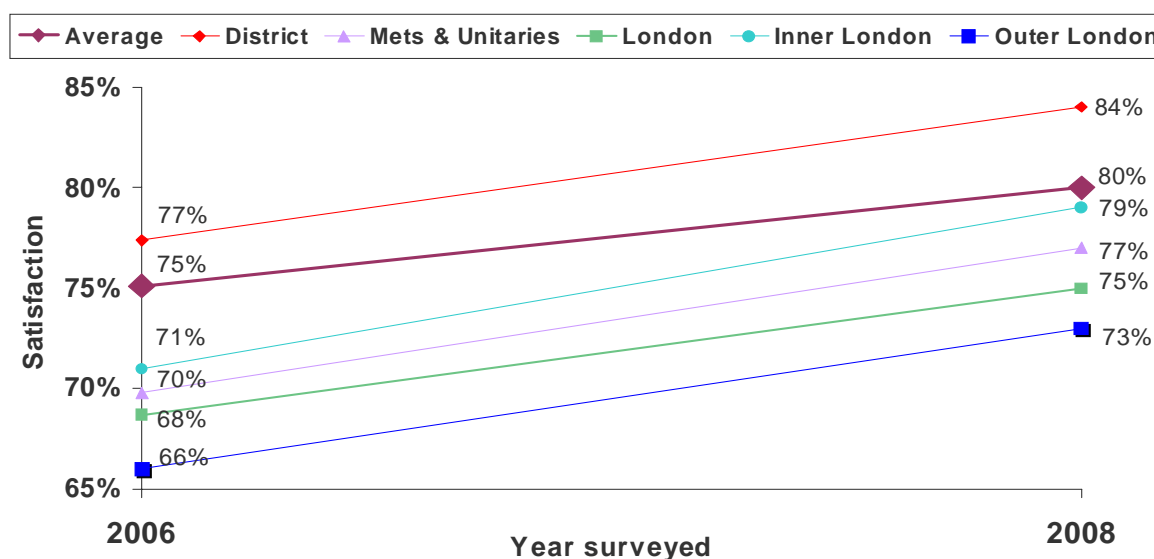
The 2008/09 Place Survey shows people across England have become more satisfied with their local area. In London, average satisfaction with it increased from 68% in 2006/07 to 75%. However, the change is uneven. Satisfaction has risen more in Inner London (eight percentage points) than across outer boroughs (seven percentage points).

This continues a trend Ipsos MORI noted after the 2006/07 BVPI general surveys; Outer London residents are less happy with where they live than people across Inner London, even though Outer London boroughs are generally the more affluent. This disparity has widened. The gap in area satisfaction between inner and outer zones increased from five percentage points in 2006/07 (71% vs. 66%) to six points in 2008/09 (79% vs. 73%).

Looking at the following chart, area satisfaction in Inner London is above that found in urban locations outside London, in metropolitan and unitary authorities (79% vs. 77%). Conversely, Outer London Boroughs have lower levels of area satisfaction than any other kind of local authority.

Satisfaction with area over time

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Base: Place Survey 2008/09 (352 local authorities), BVPI 2006 and 2003 (387 local authorities)

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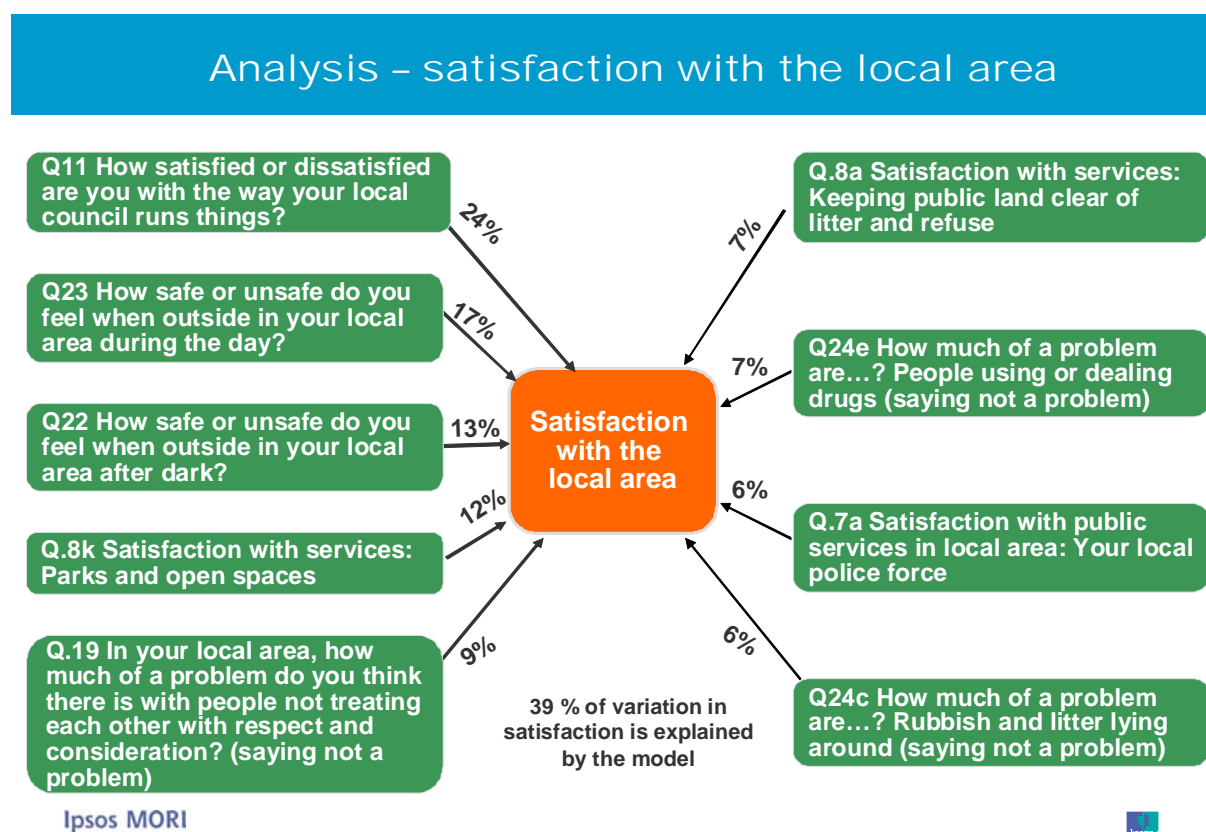
Source: Ipsos MORI



Satisfaction with the local area – further analysis

To understand satisfaction with the local area more fully, Ipsos MORI used an analytical technique called multiple regression which finds patterns and associations in the data (for a fuller explanation of this, please see Appendix 4).

The following chart shows the factors most associated with satisfaction with the local area. By far the largest is **satisfaction with the local council**. This emphasises the key role for local authorities as ‘place-shapers’, to impact upon people’s opinions of where they live.



The other factors closely linked with area satisfaction closely reflect their relative importance to residents when they are asked what matters most to them in making somewhere a good place to live, namely crime levels, cleanliness and parks and open spaces.

Specifically, the perceptions of **safety and anti-social behaviour** which are important are how safe people feel during the day and after dark, their satisfaction with the local police and whether they think there are major local problems with drugs and littering, as well as a lack of respect shown by local people to each other. The **quality of the visual environment** also has a close link with how people regard their local area. This is reflected by the importance as factors of satisfaction with cleanliness and with local parks and open spaces.

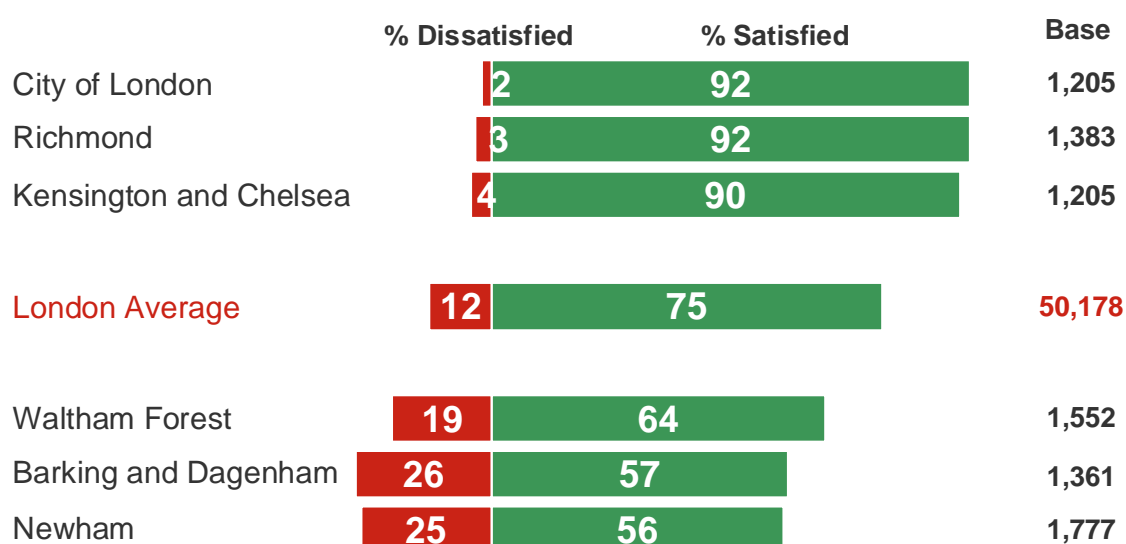
Key variations in area satisfaction

The degree of variation by authority appears clearly in the next chart. This shows that some boroughs have some of the most satisfied residents in the country, namely in the City of London, Richmond upon Thames and Kensington and Chelsea. Conversely, London also has three local authorities with some of the lowest levels of area satisfaction: Waltham Forest, Barking and Dagenham and Newham.⁹

The difference between the boroughs with highest satisfaction (the City of London) and lowest (Newham) is 36 percentage points, **which means people's perceptions of their local area vary more in London than in any other government office region of England.**

Satisfaction with the local area – variation between authorities

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Ipsos MORI Base: valid responses; fieldwork: Oct - Dec 2008



Across England as a whole, people in poorer neighbourhoods are generally less happy with where they live; there is a strong, negative correlation between satisfaction with the area and the local level of deprivation.¹⁰ However, in London, this correlation is considerably weaker. This reflects the fact that area satisfaction tends to be lower in Outer London, despite its relative affluence compared with Inner London.

⁹ A list of national indicator results for all London Boroughs features in the appendices of this report.

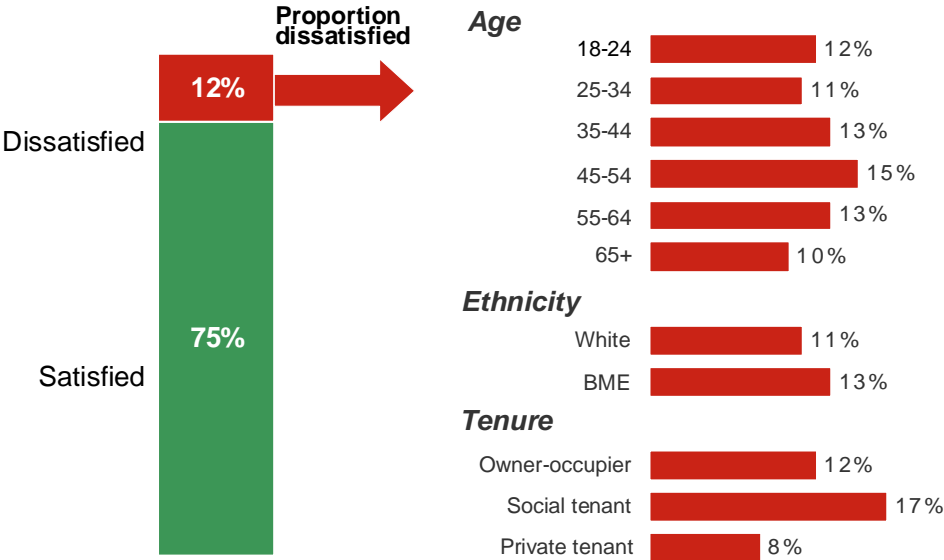
¹⁰ Deprivation is measured using the 2007 Index of Multiple Deprivation scores local authorities. See the Ipsos MORI report "People, Perceptions and Place". Deprivation is measured in IMD 2007.

There are some differences between certain groups within London's population. Dissatisfaction with the local area is above average among people aged 45-54 (15% compared with 12% overall), and, marginally, for BME residents compared with white Londoners (13% compared with 11%).

The greatest differences are between forms of housing tenure. One in six social tenants (17%) are unhappy with their local area, which is higher than among either owner-occupiers (12%) or private sector tenants (8%).

Dissatisfaction with area: key groups

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Ipsos MORI Base: All valid responses (50,178); fieldwork: Oct – Dec 2008

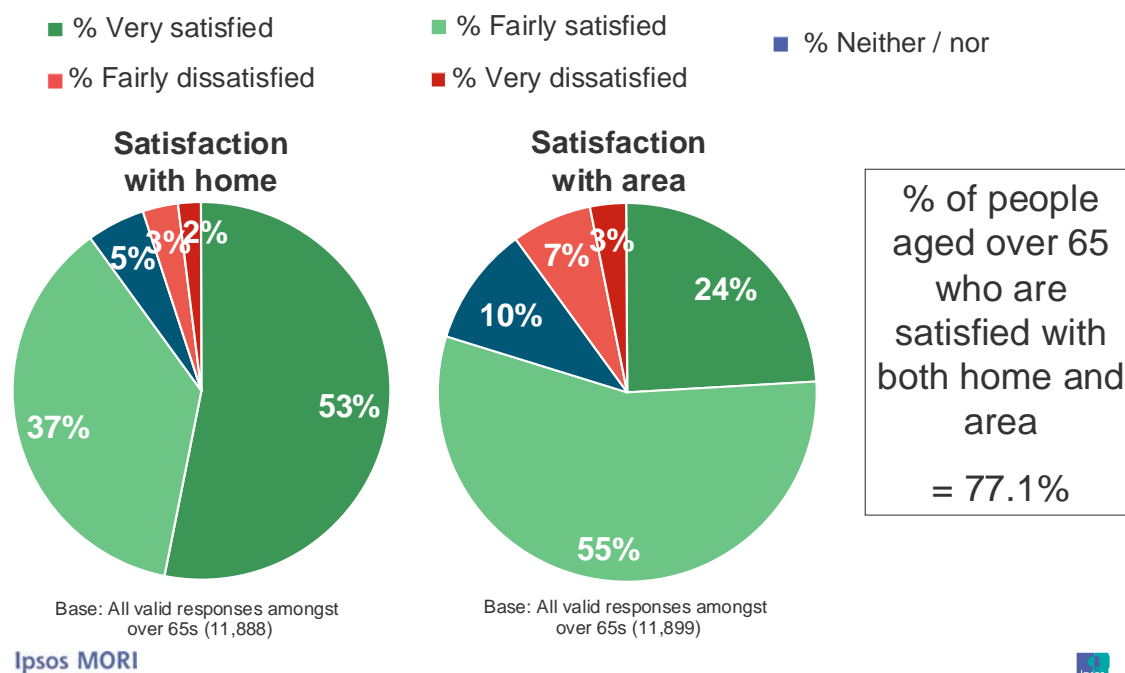


Attitudes of older people towards their home and their area

An important priority for government is to understand how older people (aged 65 or older) live, and the quality of their environment. NI 138 provides an overall assessment of this, by combining the satisfaction scores of residents aged at least 65 with the local area and with their home.

Over three in four are satisfied with both their home and their local area (77%). This is below the figure for England as a whole (84%) and is the lowest score for any of its nine government office regions.

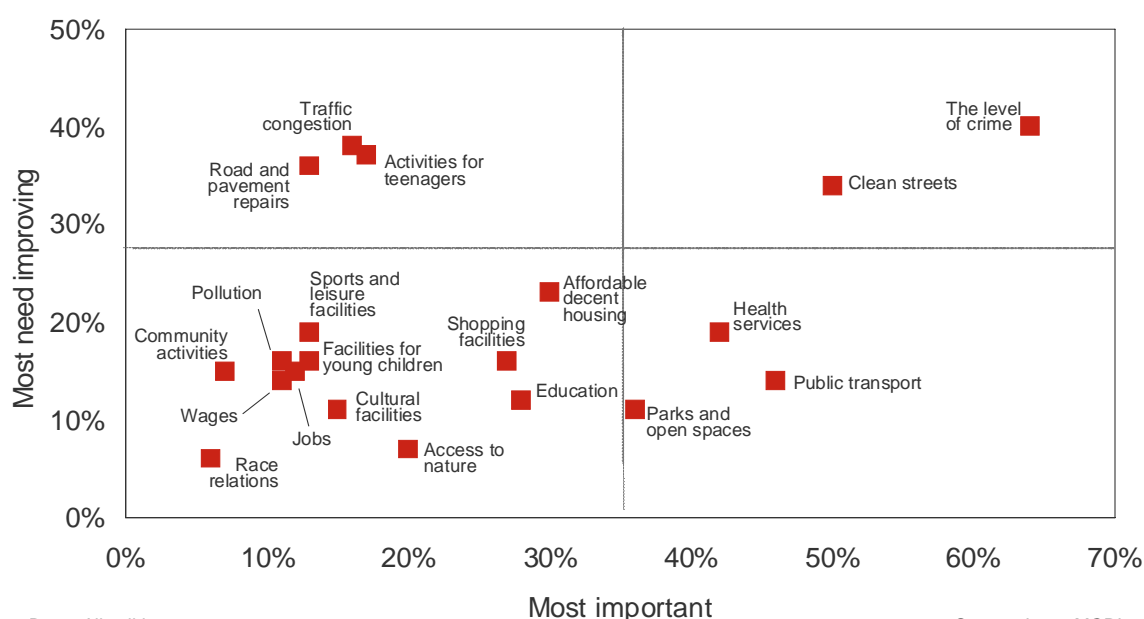
Satisfaction of people over 65 with both home and neighbourhood (NI 138)



Residents' priorities for their area

By looking at the following chart, we can compare what residents see as important to making somewhere a good place to live, and what they think needs improving most in their local area. Issues that are closer to the top-right hand corner are the main priorities, i.e. Londoners consider them important and in need of improvement. As can clearly be seen, the top priorities are **the level of crime** and **clean streets**. This was also the case in 2006/07.

Residents' priorities: what is important vs. what needs improving



Base: All valid responses

Source: Ipsos MORI

Ipsos MORI



Emphasis on **crime reduction** is generally consistent across population groups, although it is above average among the middle-aged (43% of people aged 45-64 compared with 40% overall) and is below average among tenants in private housing (34%). Better **street cleaning** is mentioned more often by owner-occupiers (35%) than tenants in social housing (30%) or private housing (31%).

Among other top priorities for improvement, **transport** is more important for older, white Londoners and for homeowners. People are more likely to emphasise **traffic reduction** if they are aged 65+ (43%) than aged 18-34 (34%) or if they are white (41%) rather than BME (30%). It is also emphasised more by owner-occupiers (43%) than either social renters (24%) or private sector tenants (35%). The pattern is the same for **road and pavement repairs**, which people are more likely to want improved if they are white, aged 65+ or owner-occupiers. It is also important to note that roads and pavements are more likely to be

mentioned as areas for improvement in Outer London, where it is the second highest priority (39%). Also, the main issue cited for improvement in Outer London is activities for teenagers (40%).

Positively, health services, public transport and parks and open spaces, which are all seen as very important in making somewhere a good place to live, are generally not thought to require attention. That said, one in five (19%) do think health services are one of the issues that need most improving, and ratings for hospitals and GPs are below the national average in London (see p. 47).

The following chart shows how priorities for improvement have changed since 2006/07. The most notable change is reduced mention of crime; two in five Londoners say crime reduction needs greater effort (40%), a fall of seven percentage points since 2006/07 and an encouraging sign.

The emphasis on most other issues has largely stayed the same. However, more people now want better road and pavement repairs (up from 32% to 36%), sports and leisure facilities (up from 15% to 19%) and community activities (up from 11% to 15%).

Priorities for improvement and changes over time

Q Thinking about this local area, which of the things below, if any, do you think most need improving?



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Base: All valid responses 2008/09 (43,160)

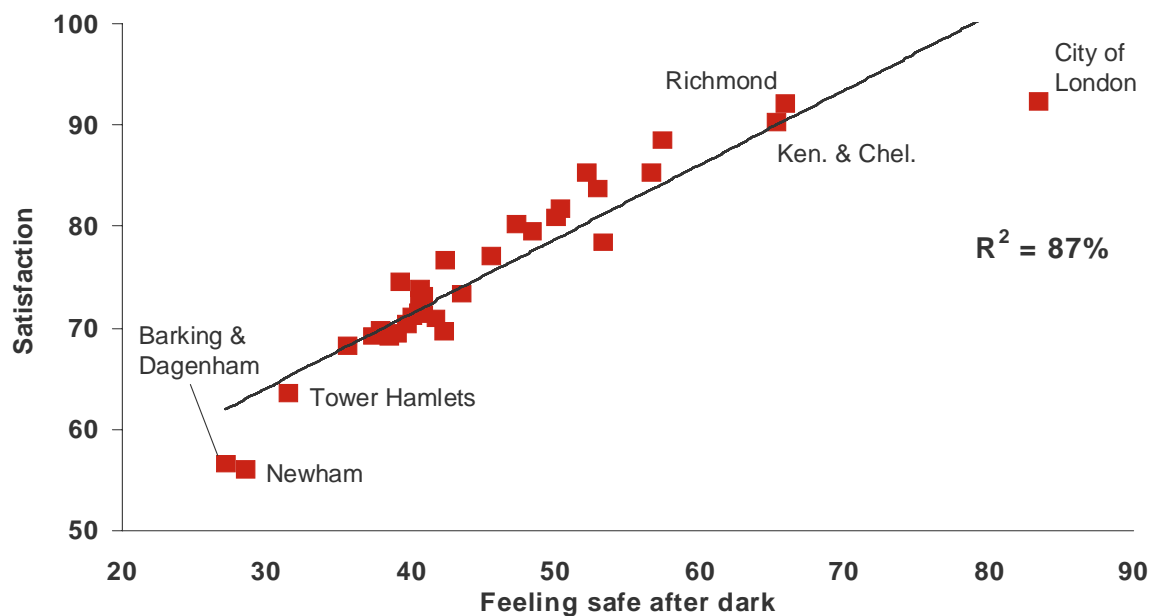


2. Crime and safety

Feeling safe in the local area

How safe people feel in their area has a very strong connection with how they regard it as a place to live. This is displayed in the following chart, which shows the results for London's 33 boroughs. The strong correlation supports the analysis Ipsos MORI conducted on the national Place Survey data which showed that feeling safe during the day and after dark are both key drivers of satisfaction with the local area.¹¹

Satisfaction with local area vs feeling safe after dark



Base: All valid responses, 33 London Boroughs, Place Survey 2008/09

Ipsos MORI

Source: Ipsos MORI



¹¹ *People, Perceptions and Place*, Ipsos MORI 2009

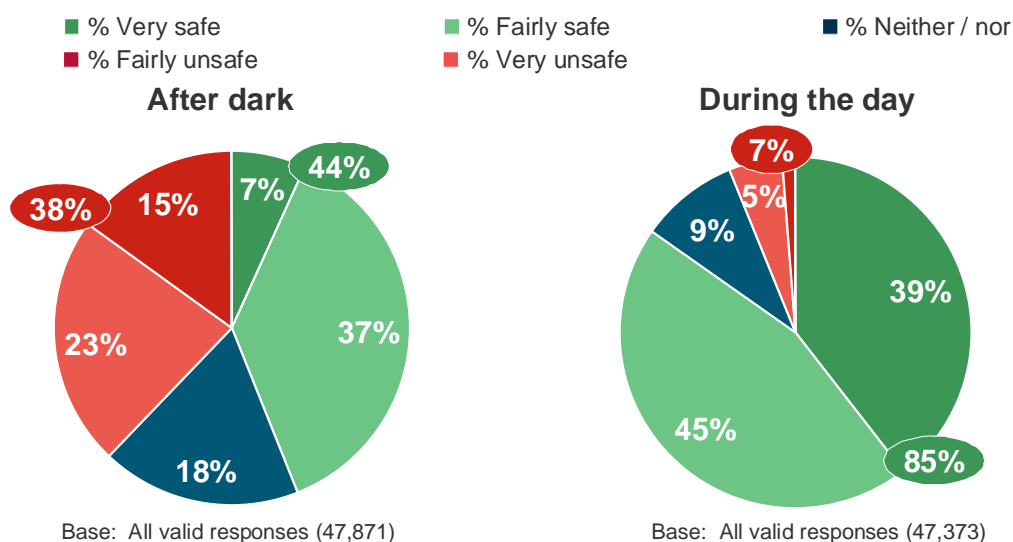
The importance of feeling safe helps to place the perceptions of Londoners in context. Generally, they feel less safe in their local area than people in most other parts of England. This may go some way to explaining why they are also significantly less positive about where they live than the national average.

The following chart shows fewer than half of Londoners (44%) feel safe after dark, seven percentage points below the Place Survey national average (51%). The great majority (85%) feel safe outside in daylight, although again this is below the national norm (88%).

Feeling safe or unsafe in the local area

Q How safe or unsafe do you feel when outside in your local area after dark?

Q How safe or unsafe do you feel when outside in your local area during the day?



Ipsos MORI

Source: Ipsos MORI

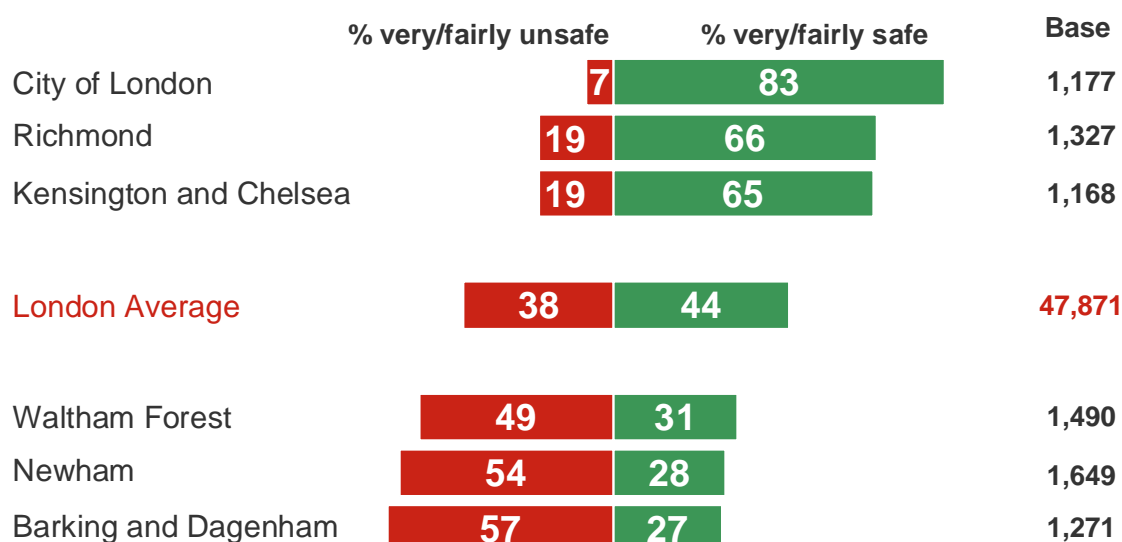


The next chart confirms the close link between feelings of safety and general attitudes to the local area. The three boroughs where people feel safest at night are also those where residents are most satisfied with their local area. Similarly, the three boroughs where people feel least safe are those where residents are least satisfied.

Looking across the city, people feel more unsafe at night if they live in Outer than Inner London (39% vs. 35%). This may help to explain why Outer London residents are the less satisfied with their local area overall (see p.12)

Feeling safe after dark – variation

Q How safe or unsafe do you feel when outside in your local area after dark?



Ipsos MORI Base: All valid responses; fieldwork: Oct - Dec 2008



Concerns about safety are also greater among certain population groups. Feeling unsafe after dark is higher among women than men (44% vs. 30%). It is also higher among the youngest and oldest people compared with the age groups in between (48% of Londoners aged 18-24 and 40% of those aged 65+ compared with 35% in the 45-54 age band).

Social tenants (45%) are more likely to feel unsafe after nightfall than either owner-occupiers (36%) or those renting from private landlords (34%). BME people also feel more unsafe than white residents (39% vs. 37%), as do those who have a disability (44%) compared with people who do not (36%).

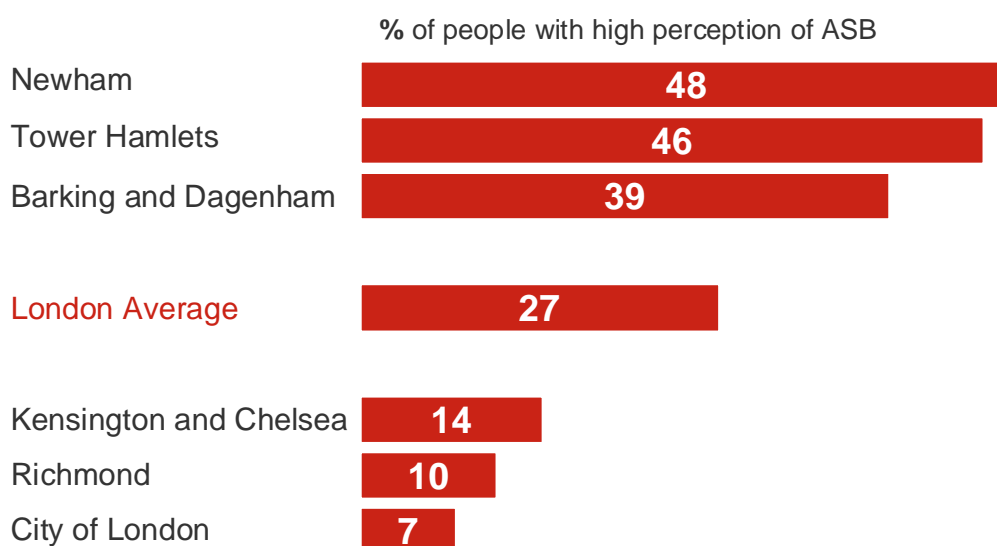
Perception of anti-social behaviour

Over a quarter of Londoners (27%) have a high perception of anti-social behaviour in their area.¹² As with most other key findings of the Place Survey, it is more negative than the national picture. Across England as a whole, this figure is only 20%.

There is no major difference between and Outer and Inner London overall. Nonetheless, variation between individual boroughs is very wide. Residents of the City of London, Richmond upon Thames and Kensington and Chelsea are among the least concerned in England about anti-social behaviour. On the other hand, London has the three areas where people are most worried about it: Newham, Tower Hamlets and Barking and Dagenham.

Perception of anti-social behaviour (NI 17)

Q Thinking about this local area, how much of a problem do you think each of the following are?



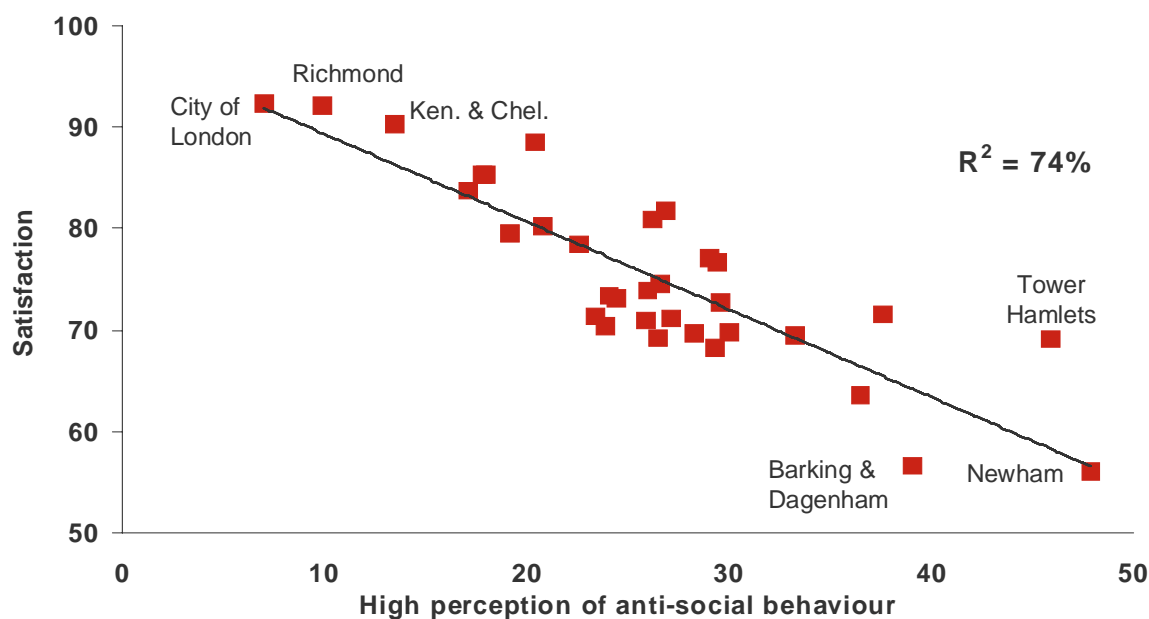
Ipsos MORI Base: All valid responses; fieldwork: Oct - Dec 2008



¹² Overall perceptions of anti-social behaviour are used to form a national indicator, NI 17, which measures how serious people consider local ASB problems to be. The calculation is reached as follows: people are asked to rate how big a problem their area has with seven forms of anti-social behaviour. Each answer they give gets a score. A big problem means a high score; therefore 0 = Not a problem at all, 1 = Not a very big problem, 2 = Fairly big problem, 3 = Very big problem. The maximum possible score is 21. High perception of ASB is a score of 11 or above. The indicator is the percentage of respondents whose score was 11 or above out of the total answering the question.

The probable effect of anti-social behaviour on people's opinion of their local area is strong. The next chart compares area satisfaction across London against the proportions of people with a high perception of anti-social behaviour. As can be seen, the correlation is strikingly high at $R^2 = 74\%$.

Satisfaction with local area vs perception of anti-social behaviour



Base: All valid responses, 33 London Boroughs, Place Survey 2008/09

Ipsos MORI

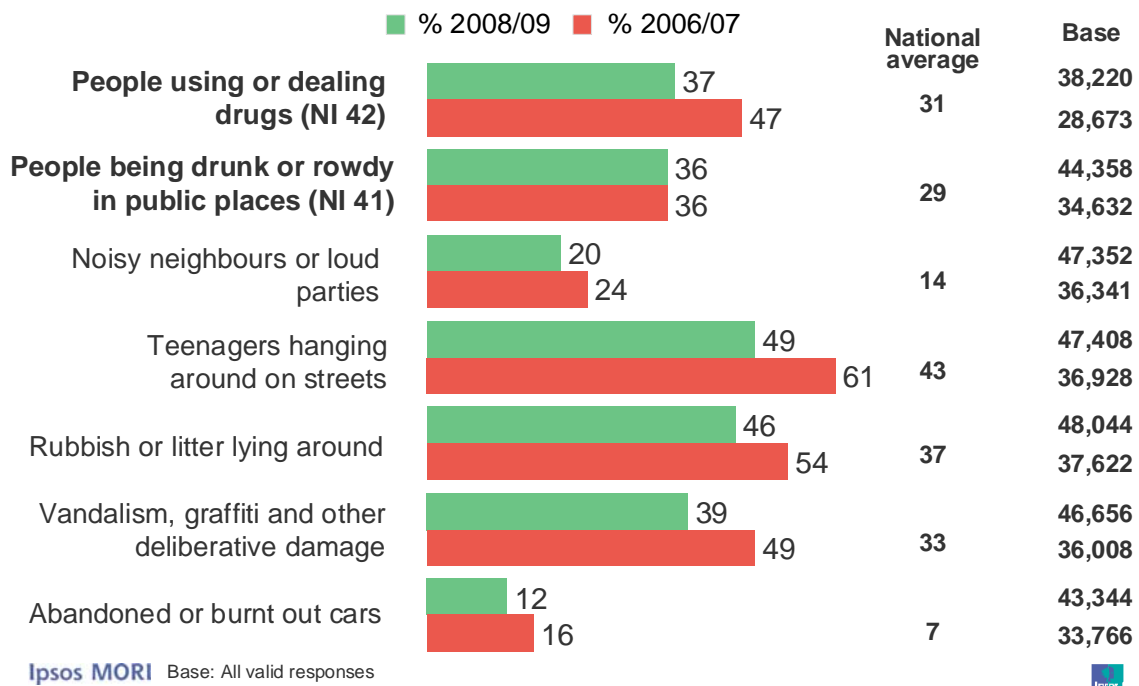
Source: Ipsos MORI



Looking at each of seven anti-social behaviour problems mentioned in the Place Survey, the strongest correlations with area satisfaction are for burnt out and abandoned cars ($R^2 = 77\%$) and vandalism and graffiti ($R^2 = 76\%$).

Concerns about anti-social behaviour have fallen considerably in London since 2006/07. This mirrors a wider national trend. The decline in concern is greatest for teenagers hanging around (down 12 percentage points), drugs (down 10 points), vandalism and graffiti (down 10 points) and rubbish and litter lying around (down 8 points).

Perceptions of anti-social behaviour: Comparative data



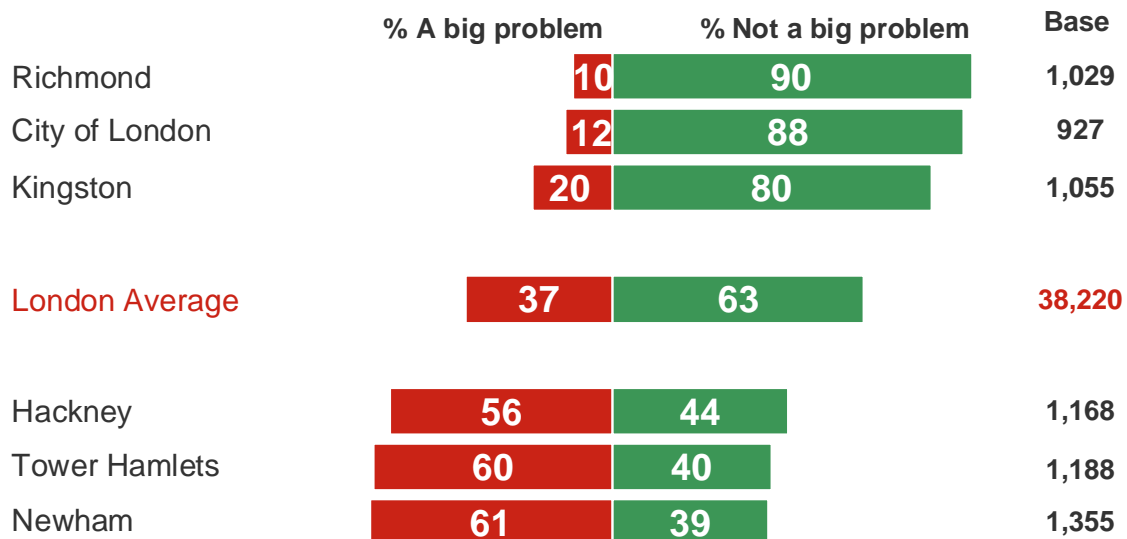
Nonetheless, concerns about specific problems remain generally higher in London than the rest of the country. For example, Londoners are more likely than the Place Survey national norm to say there is a big local problem with rubbish and litter (46% vs. 37%) and noisy neighbours and parties (20% vs. 14%).

Problems with drugs and drunk or rowdy behaviour are both national indicators themselves (NI 42 and NI 41 respectively). The following chart shows over a third of Londoners (37%) think their area has a fairly or very big problem with drugs. This places the city's NI 42 score above the national average (31%).

Again, the degree of variation is very wide. People are six times more likely to say drugs are a problem in Newham (61%) than Richmond upon Thames (10%). People living in Inner London are more likely than their counterparts in Outer London to cite a problem in their area (40% vs. 35%).

Problems with drugs (NI 42)

Q Thinking about this local area, how much of a problem do you think each of the following are ...people using or dealing drugs?



Ipsos MORI Base: All valid responses; fieldwork: Oct - Dec 2008



Over a third of Londoners (36%) cite drunk or rowdy behaviour as a major problem (NI 41). Again, this figure is above the Place Survey national average (29%). It is unchanged from the level found in London in 2006/07.

Levels of concern are about the same in Outer and Inner London (35% and 37% respectively) and there is less difference between boroughs than for drugs. People in Newham are twice as likely as Richmond residents to say drunkenness is a problem (52% vs. 24%).

Problems with drunkenness (NI 41)

Q Thinking about this local area, how much of a problem do you think each of the following aredrunk or rowdy behaviour in public places?

	% A big problem	% Not a big problem	Base
Richmond	24	76	1,244
Barnet	25	75	1,064
Bromley	27	73	1,269
London Average	36	64	44,358
Barking and Dagenham	45	55	1,162
Tower Hamlets	47	53	1,305
Newham	52	48	1,532

Ipsos MORI Base: All valid responses; fieldwork: Oct - Dec 2008

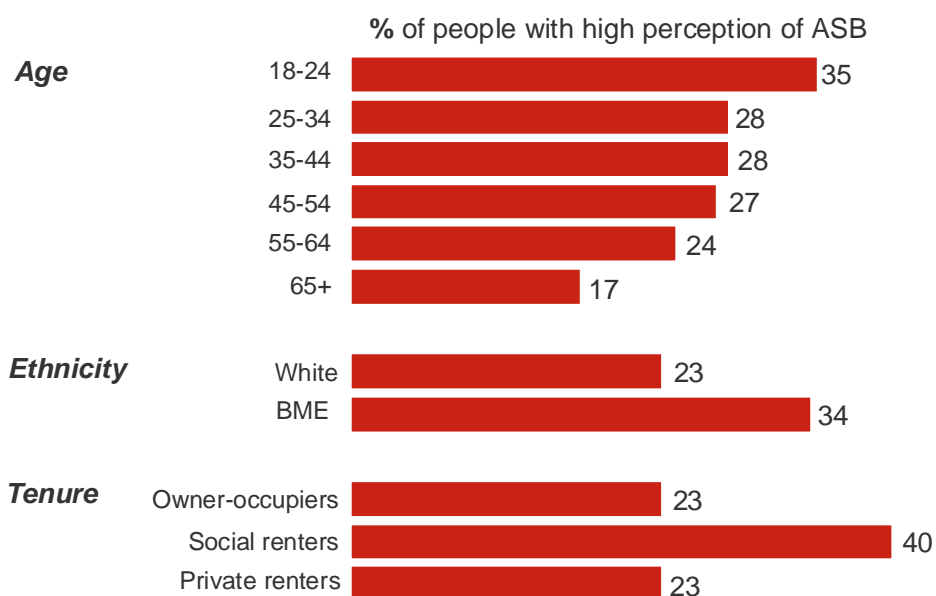


Perception of anti-social behaviour – demographic profile

The experience of anti-social behaviour varies substantially between groups within London's population. The next chart compares the proportions of people with a high perception of this problem. This is particularly concentrated among the young (those aged 18-24), among BME residents and among social tenants. Those less likely to perceive serious problems tend to be older (especially those aged 65+), white, and either owner-occupiers or private sector tenants.

Perception of anti-social behaviour

Q Thinking about this local area, how much of a problem do you think each of the following are?



Ipsos MORI Base: All valid responses; fieldwork: Oct - Dec 2008

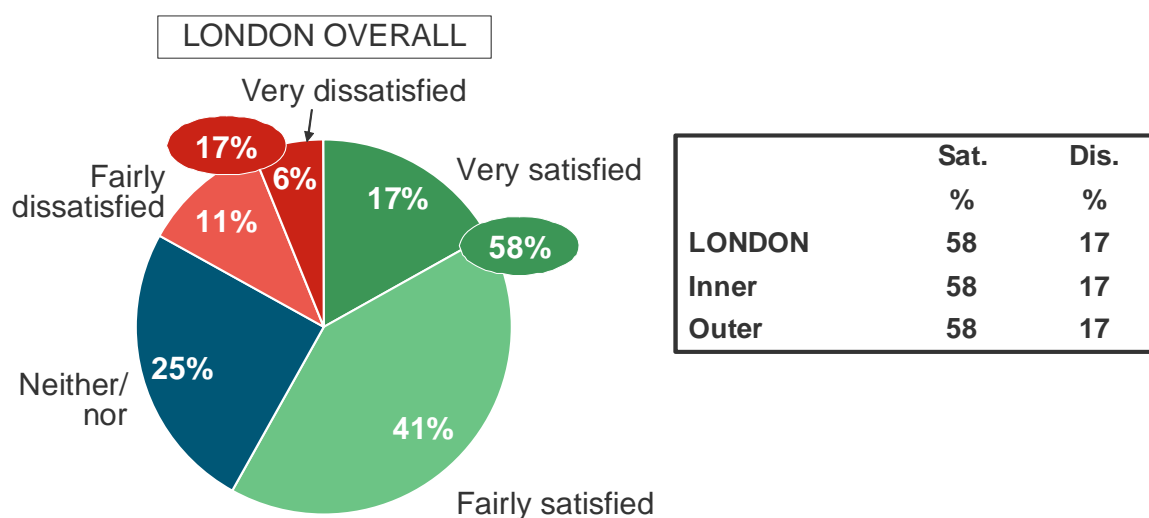


Attitudes towards the Metropolitan Police and other public agencies

Almost three in five Londoners (58%) say they are satisfied with their local police, which is above the national average (56%) and is the highest figure for any of England's nine government office regions. About one in six Londoners (17%) expresses dissatisfaction. There are no differences in satisfaction between Inner and Outer London.

Satisfaction with the police

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area....Metropolitan Police



Ipsos MORI Base: All valid responses (41,613); fieldwork: Oct – Dec 2008



Older people are happier with the police; seven in ten Londoners aged 65+ say they are satisfied with the service (70%), compared with fewer than three in five of those aged 18-34 (56%). Satisfaction is also significantly higher among social tenants (64%) than either owner-occupiers (55%) or private sector tenants (60%).

Two new questions have been included in the Place Survey to help inform two national indicators (NI27 and 21). These examine, respectively, how well local police and other local public sector agencies are dealing with crime and anti-social behaviour in the eyes of local people, and how well they are engaging with the public about these matters.

Londoners are evenly split on the responsiveness of the police and public services. Almost three in ten (28%) agree they seek people's views on anti-social behaviour. Similar numbers disagree that this happens (31%). The picture is much the same for how anti-social behaviour is actually tackled. Three in ten (29%) agree police and public services tackle it effectively. One in four (24%) disagree.

Police, public services and ASB

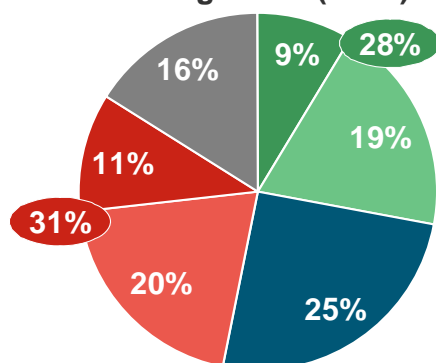
- Q So, how much would you agree or disagree that the police and other local public service seek people's views about these issues in your local area?
- Q And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

■ % Strongly agree
■ % Strongly disagree

■ % Tend to agree
■ % Tend to disagree

■ % Neither / nor
■ Don't know

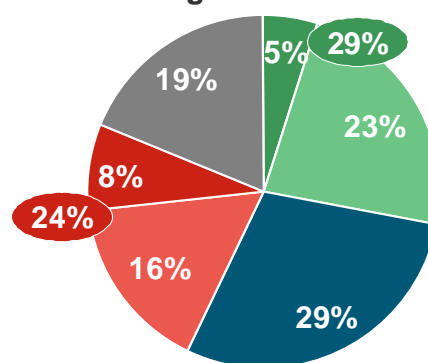
Seeking views (NI 27)



Base: All valid responses (47,538)

Ipsos MORI

Dealing with ASB NI 21



Base: All valid responses (46,365)

Source: Ipsos MORI



For both of these questions, London is close to the national Place Survey average. Nor are there key differences between Inner and Outer London. However, City of London residents are much more positive than the London average, both in agreeing that police and other services seek people's views (54% vs. 28%) and that they deal with problems effectively (53% vs. 29%).

3. Community and cohesion

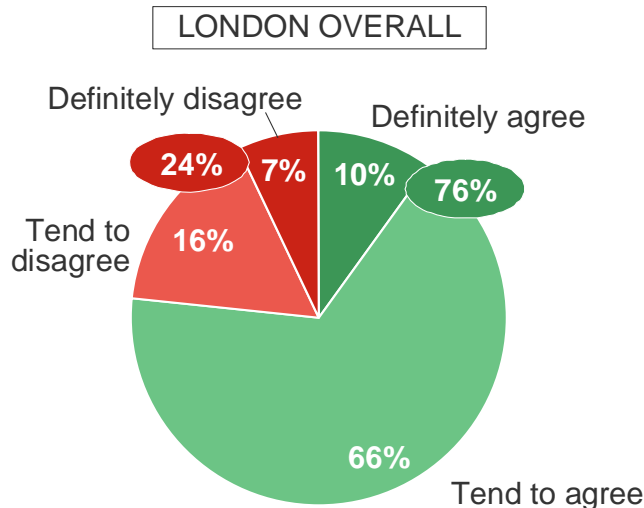
Different backgrounds getting along

A recognised way of measuring community cohesion is by asking people how well they think local residents from different backgrounds get on together (NI 1). Three in four Londoners (76%) agree that people of different backgrounds do get on in their area. One in four (24%) disagree.

London is in line with the Place Survey national average (76%). Fewer Londoners than in 2006/07 think their area is cohesive (down three percentage points from 79%). However, this reflects a wider decline across the country. The degree of decline is greater in Inner London (down four percentage points to 77%) than in Outer London (down only two percentage points to 75%).

Different backgrounds getting on together (NI 1)

Q To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?



Green = better than average
Red = worse than average

	Agree	Disagree
	%	%
ENGLAND	76	24
London	76	24
Inner	78	22
Outer	75	25

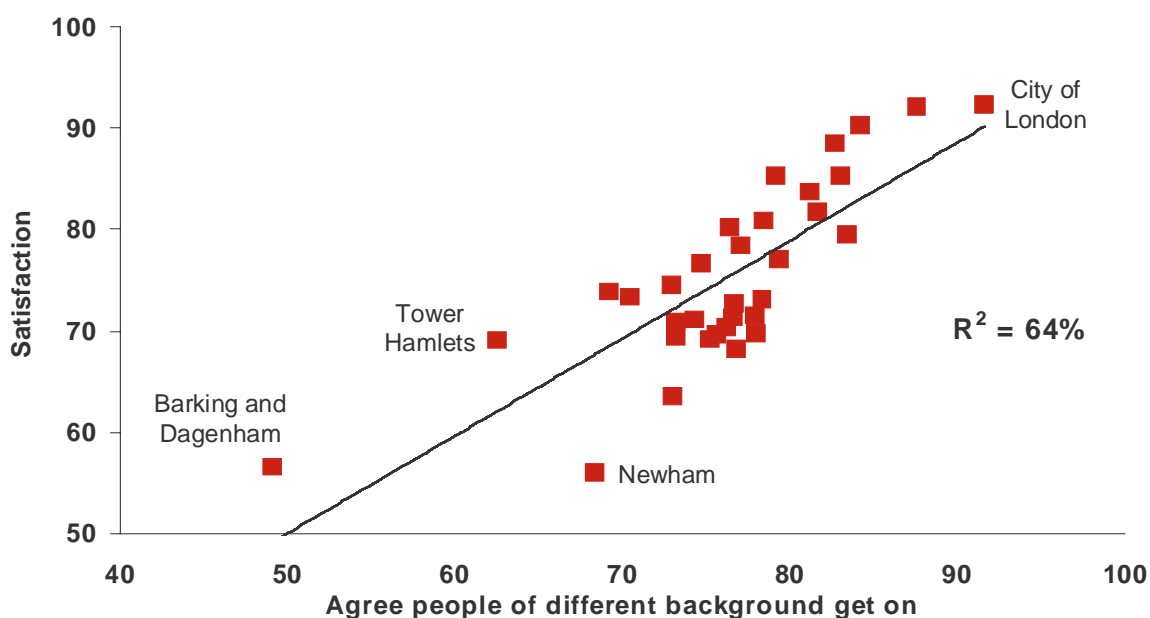
Ipsos MORI Base: All valid responses (39,836); fieldwork: Oct – Dec 2008



The following chart shows a strong correlation between social cohesion and general satisfaction with the local area in London. Barking and Dagenham, where people are least satisfied with where they live, also has fewest people who think residents from different backgrounds get on well. On the other hand, the City of London, where residents are happiest with their local area, has London's highest level of social cohesion.

The chart also illustrates the wide disparity of views across the city. The difference between social cohesion in the City of London (92%) and Barking and Dagenham (49%) is 45 percentage points. Again, this variation is the broadest in any government office region.

Satisfaction with local area vs social cohesion



Ipsos MORI Base: All valid responses, 33 London Boroughs, Place Survey 2008/09

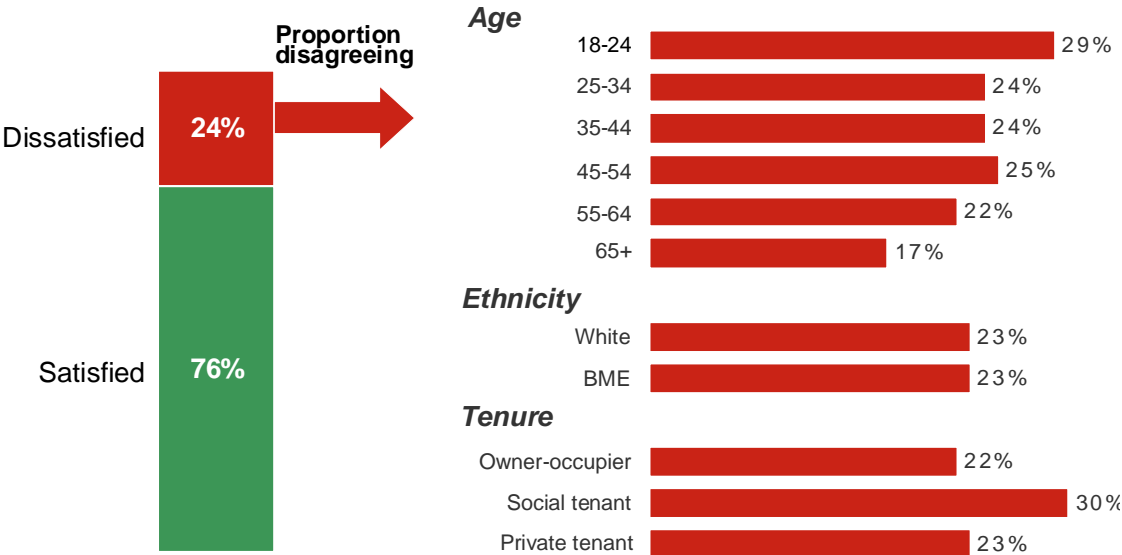


Looking at specific population groups, there are no differences according to ethnicity. However, older people are more positive than younger Londoners; only in one six people aged 65+ disagree residents of different backgrounds get on well (17%). This compares with three in ten of those aged 18-24 (29%).

There are also major differences across housing tenure. Three in ten social tenants (30%) disagree their local area is cohesive, more than among either owner-occupiers (22%) or private renters (23%). This may well reflect other pressures and characteristics inherent within different types of communities, for example higher levels of deprivation, a more ethnically heterogeneous mix of people and possibly a more transient population.

Different background getting on: key groups

Q Overall, how satisfied or dissatisfied are you with your local area as a place to live?



Ipsos MORI Base: All valid responses (39,836); fieldwork: Oct – Dec 2008

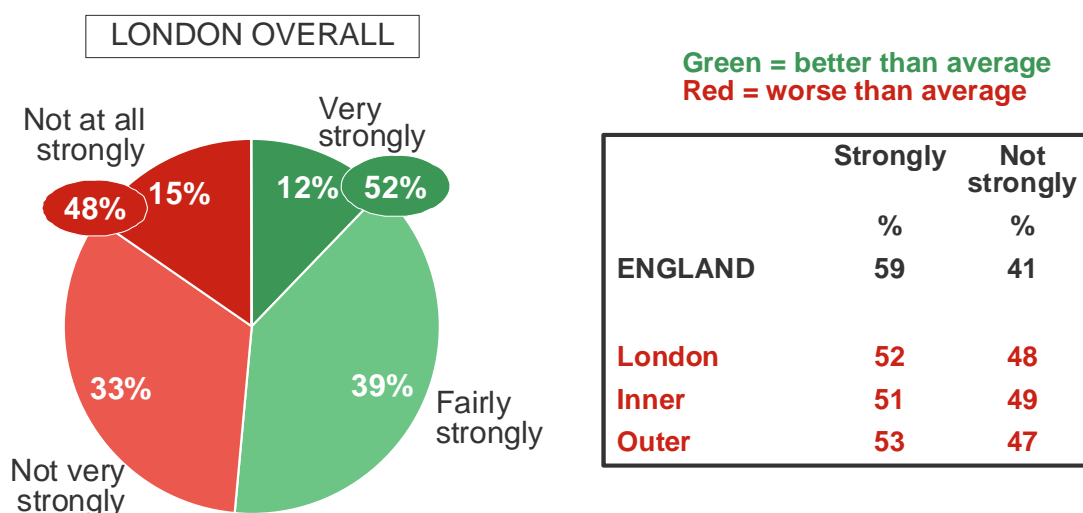


Belonging to the neighbourhood

As a way of measuring cohesiveness in the local area, the Place Survey also asked residents about the degree to which they feel they belong to their neighbourhood (NI 2). Although three in five people across England (59%) say they feel they belong to their locality fairly or very strongly, this proportion is lower among Londoners (52%). This NI 2 score is the lowest for any government office region. There are no significant differences between Inner and Outer London.

Identification with the neighbourhood (NI 2)

Q How strongly do you feel you belong to your immediate neighbourhood?



Ipsos MORI Base: All valid responses (47,509); fieldwork: Oct – Dec 2008



As with other findings, a sense of belonging is greatest in Richmond upon Thames and Kensington and Chelsea (64% in both). It is lowest in Tower Hamlets (43%) and Barking and Dagenham (45%).

Looking at other groups in the population, age and housing tenure are important factors. People aged 65+ are over twice as likely as those aged 18-24 to say they belong to their neighbourhood (70% vs. 32%). Owner-occupiers (56%) and social tenants (53%) also have a much stronger sense of belonging than private sector tenants (35%).

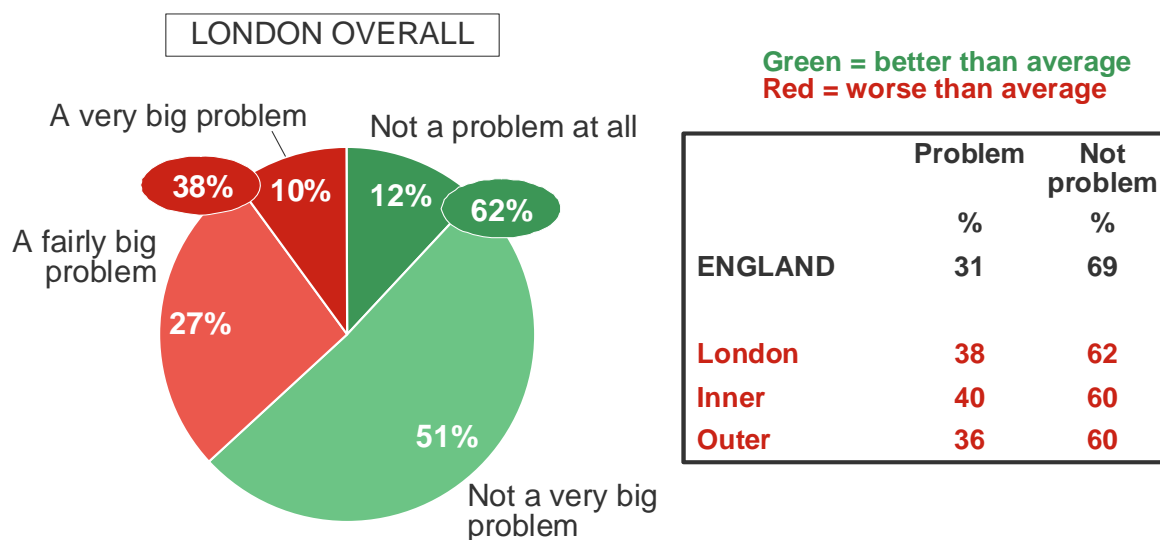
Respect and consideration

As part of its stance on community cohesion, local authorities and their partners are encouraged to take action to promote strong communities with shared values where local people treat one another with respect and consideration (NI 23). Accordingly, residents were asked about how much of a problem they think there is with people not treating each other with respect and consideration.

Over a third of Londoners (38%) think there is a problem in this regard. This places the city substantially above the average for England as a whole (31%). Nonetheless, far fewer people in London think this a problem than in 2006/07 (down 17 percentage points from 55%). Unlike many other findings, Inner London residents are less positive here, being more likely than their Outer London counterparts to cite this as a problem (40% vs. 36%).

Respect and consideration (NI 23)

Q In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?



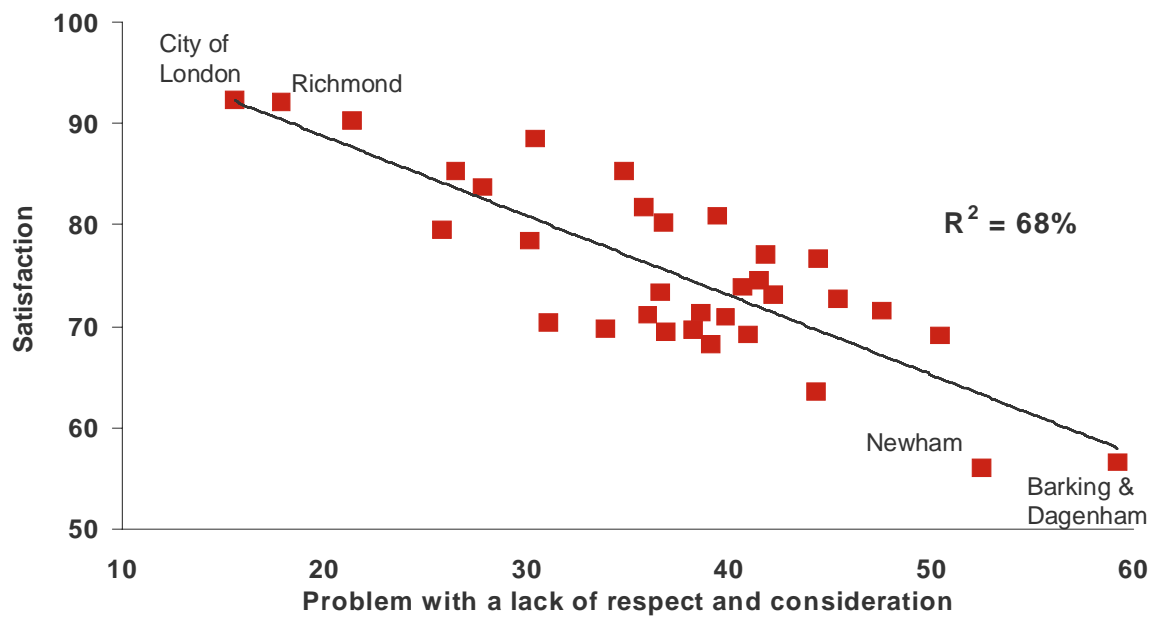
Ipsos MORI Base: All valid responses (44,796); fieldwork: Oct – Dec 2008



The main variations are, again, by age and housing tenure. Young people aged 18-24 are particularly likely to report a lack of respect (46%), compared with a much lower proportion of those aged 65+ (27%). Perceptions are also more negative among social tenants (48% cite a problem with the level of respect) than either owner-occupiers (35%) or private sector tenants (36%).

Opinions about the local area are closely tied with how much respect local people are thought to give each other. The next chart illustrates this very clearly, showing a correlation of 68% between these two factors. In Newham and Barking and Dagenham, where most people think there is a big problem with the level of respect, satisfaction with the local area is lower than in any other parts of the city. Where the problem is reported least, in the City of London and Richmond, people are happiest with their area.

Satisfaction with local area vs problem with respect and consideration



Base: All valid responses, 33 London Boroughs, Place Survey 2008/09

Ipsos MORI

Source: Ipsos MORI



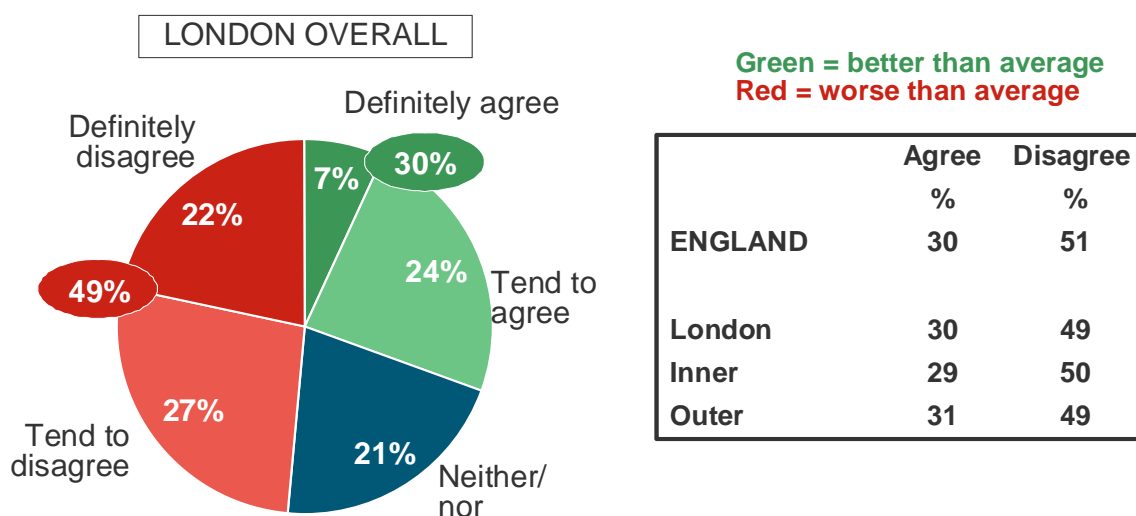
Parents taking responsibility

Local authorities and their partners are being encouraged to use a range of tools to support effective parenting and to take action that ensures parents are held responsible where their children behave in an unacceptable manner (NI 22). As such, the Place Survey asked residents how much they agree or disagree that parents in the local area take enough responsibility for the behaviour of their children.

Only three in ten Londoners (30%) agree that parents do take responsibility, compared with half (49%) who disagree. These figures are almost the same as the national average. Residents of Outer London are slightly more likely to agree than people in Inner London Boroughs (31% compared with 29%).

Parental responsibility (NI 22)

Q To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?



Ipsos MORI Base: All valid responses (45,024); fieldwork: Oct – Dec 2008



As with many other findings, the areas with the most positive views are Kensington and Chelsea, Richmond upon Thames and the City of London. People are least likely to agree parents take responsibility in Barking and Dagenham, Tower Hamlets and Lambeth.

Looking at population groups, variation is less wide than for other national indicators. Older Londoners aged 65+ are more likely than those aged 18-34 to agree that parents take responsibility (33% vs. 28%). So are BME residents compared with white people (36% vs. 28%).

4. Democracy and civic involvement

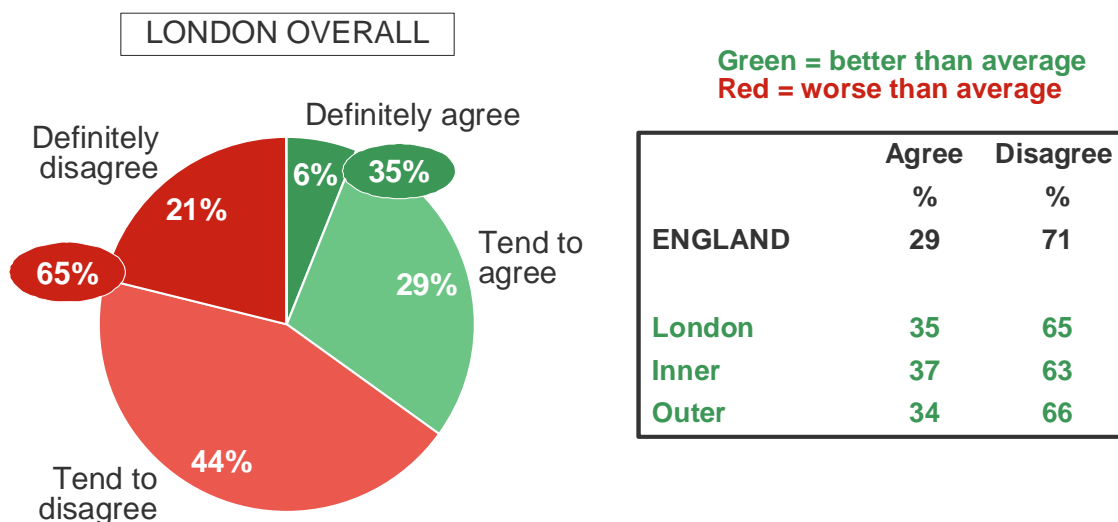
Influencing decisions

The Place Survey measures how well local authorities and their partners engage with local residents in the community, and the degree to which local residents believe they are able to influence decisions (NI 4). Over a third of people in London (35%) agree that they can influence decisions, compared with almost two-thirds (65%) who disagree. Agreement in London is better than the national average (29%) and is the highest score for any government office region.

Across the country, agreement that people can influence decisions has fallen since 2006/07 and this is also the case in London. The decline is slightly more in Inner London (five percentage points) than in Outer London (three percentage points). Nonetheless, residents of inner boroughs remain the more likely to say they can affect decisions.

Influence over local decisions (NI 4)

Q Do you agree or disagree that you can influence decisions affecting your local area?



Ipsos MORI Base: All valid responses (41,950); fieldwork: Oct – Dec 2008



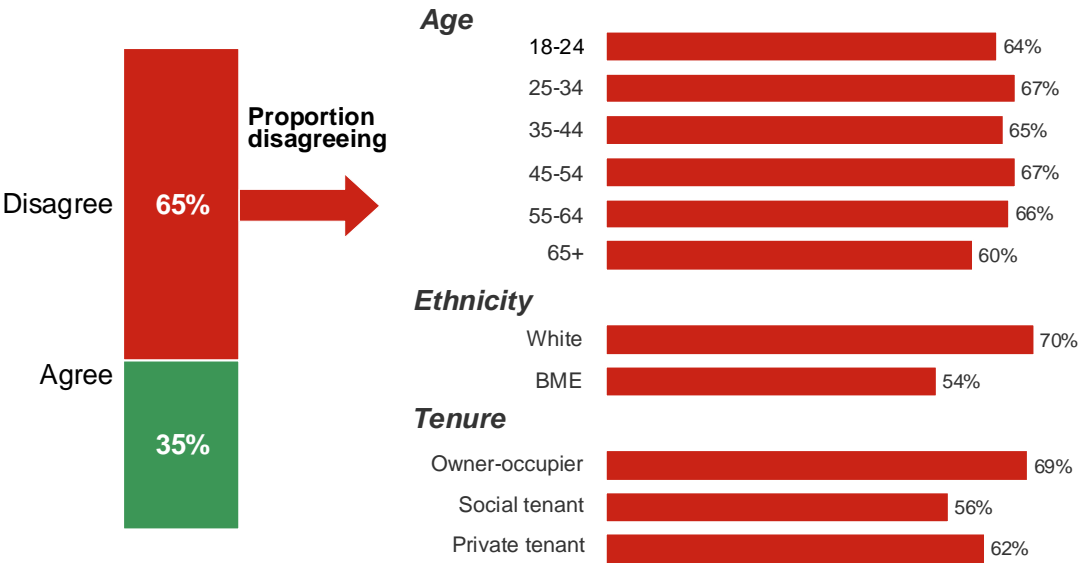
Attitudes vary less widely between boroughs than for some other key questions. People are most likely to think they can influence decisions if they live in Newham (46%), followed by the City of London (42%) and Hackney (42%). Agreement is lowest in Bexley (26%) and Havering (25%).

The amount of influence people feel they possess varies by their demographic characteristics. The next chart shows that white Londoners are far more likely than BME residents to disagree they can influence decisions (70% compared with 54%). This is something Ipsos MORI has found in other research.¹³ The reasons for this are not altogether clear, but it seems white people are more disenchanted with the political process than the BME population and therefore perceive their influence more negatively.

People are also more likely to disagree they have influence if they are owner-occupiers (69%) rather than tenants in social or private housing (56% and 62% respectively). At least for social tenants, involvement in residents' associations and greater contact with their council may lead to more involvement in consultations, increasing their perceptions of influence.

Influencing local decisions - variations

Q Do you agree or disagree that you influence decisions affecting your local area?



Ipsos MORI Base: All valid responses (41,950); fieldwork: Oct – Dec 2008



¹³ Index of Political Engagement Wave 6: Ipsos MORI/Hansard Society (2008)

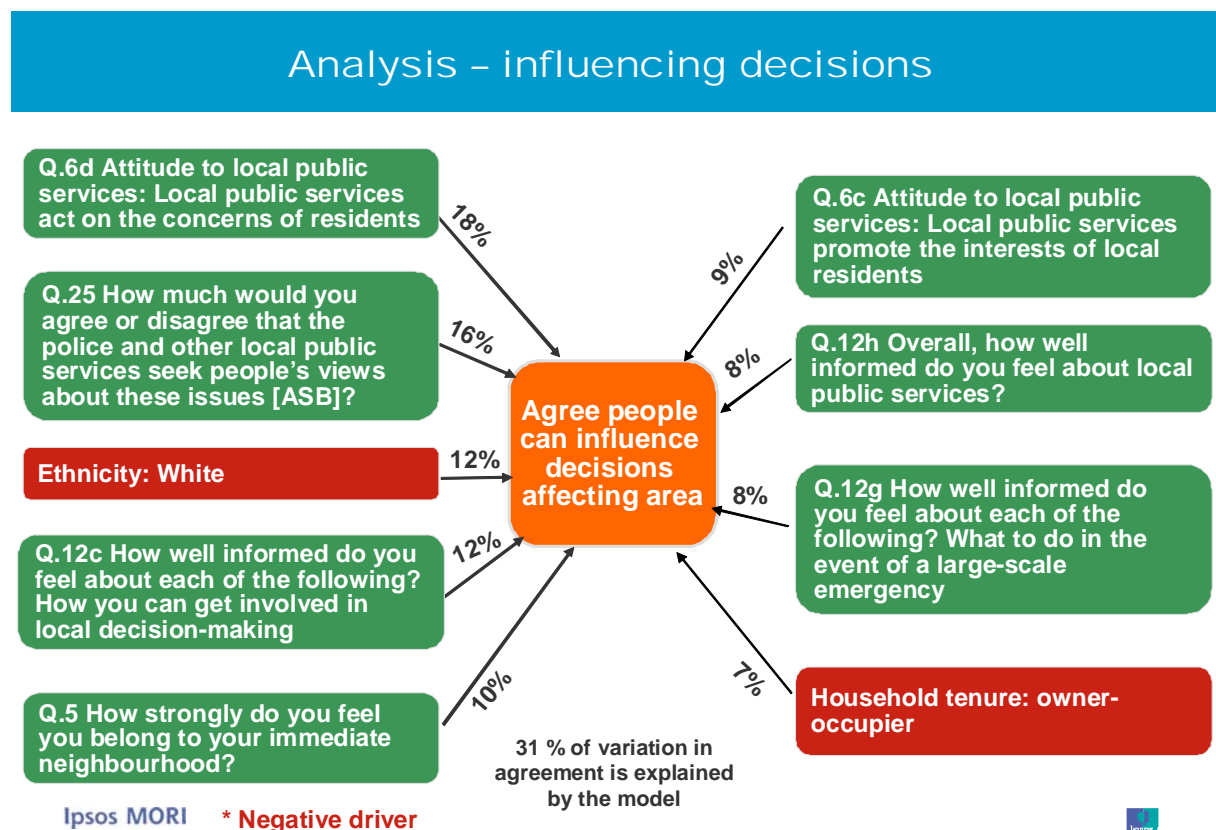
Influencing decisions – further analysis

To understand the issues that might affect how people rate their level of influence, we conducted regression analysis on their responses to this key question. A key theme is the **responsiveness of public services**. There is a close link between agreeing that people can affect decisions and believing that public services take people's views seriously and respond to them.

Key factors are

- Whether local public services act on residents' concerns;
- Whether they promote the interests of residents, and
- Whether police and public services seek public views on anti-social behaviour

Closely connected with this is **information provision**. There is a strong relationship between agreement that people have influence and feeling informed about how to get involved in local decision-making. Other major factors are feeling informed about local public services in general and about emergency procedures. **Demographic factors** also play a role. Being white and being an owner-occupier both have a significant, negative relationship with agreement that people can influence decisions.



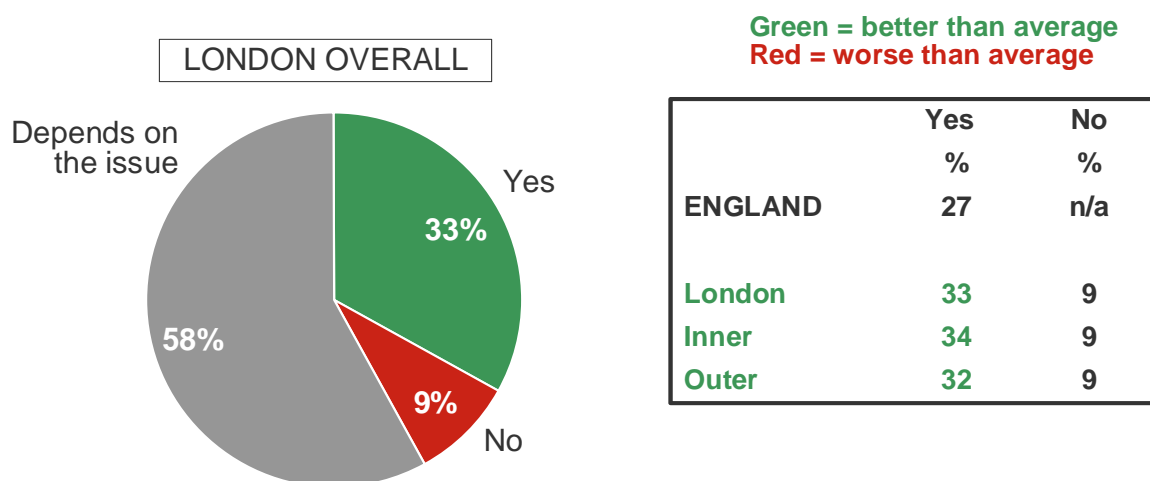
Involvement in decisions

A third of Londoners say they want more say in local decisions in general (33%) and only one in eleven (9%) say they want no involvement. However, for most people it depends on the issue (58%).

Compared with England as a whole, Londoners are more enthusiastic about decision-making. They are more likely than the national average to want more involvement (33% vs. 27%). This is roughly the same across Inner and Outer London.

Involvement in local decisions

Q Generally speaking, would like to be more involved in decisions affecting your local area?



Ipsos MORI Base: All valid responses (47,144); fieldwork: Oct – Dec 2008



The desire for more involvement is greatest in Hackney (39%), Waltham Forest (38%) and Newham (38%). It is lowest in Kingston upon Thames (27%).

Looking across population groups, young people aged 18-34 want more involvement than those aged 65+ (35% compared with 22%). BME people want more say in decisions than white Londoners (39% compared with 30%). This is the also case among owner-occupiers (34%) compared with social tenants (30%).

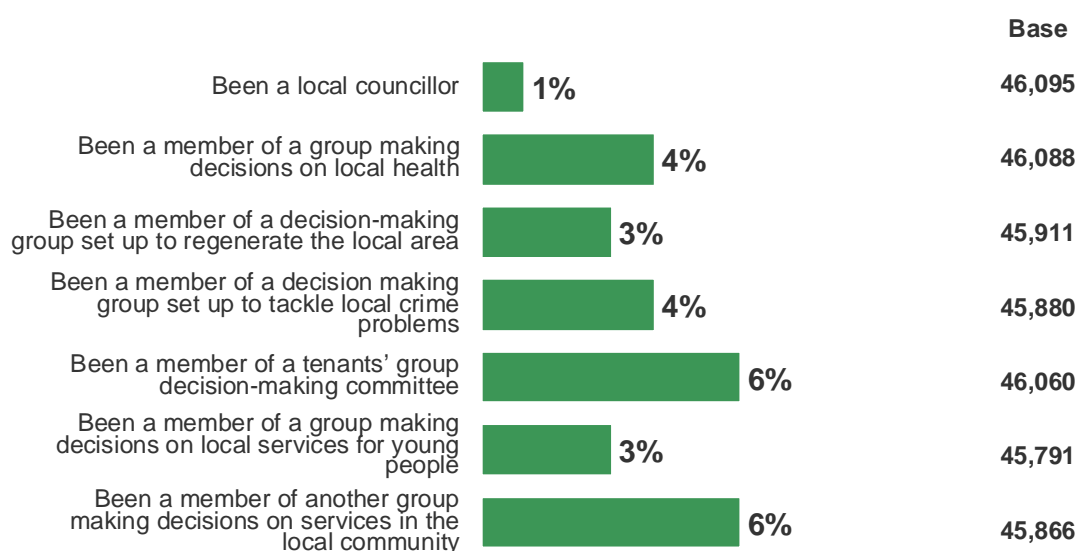
Civic involvement

Helping out in the local community, through activities like volunteering, is one sign of a strong, active community. As such, civic participation and participation in regular volunteering form two of the new national indicators (NI 3 and 6), and are both measured through the Place Survey.

The following chart shows Londoners are most likely to say they have been part of a tenants' group or decision-making committee (six per cent), followed by a group making decisions on crime problems or local health issues (four per cent in both cases). Overall, one in six Londoners (17%) say they have been a member a decision making group of some kind in the last 12 months.

Civic participation in the local area (NI 3)

Q In the past 12 months have you. . .?



Overall civic participation = 17%

Ipsos MORI

Base: All valid responses; fieldwork: Oct – Dec 2008. *Civic participation (NI3) is % of respondents who take part in at least one of any of the activities in last 12 months



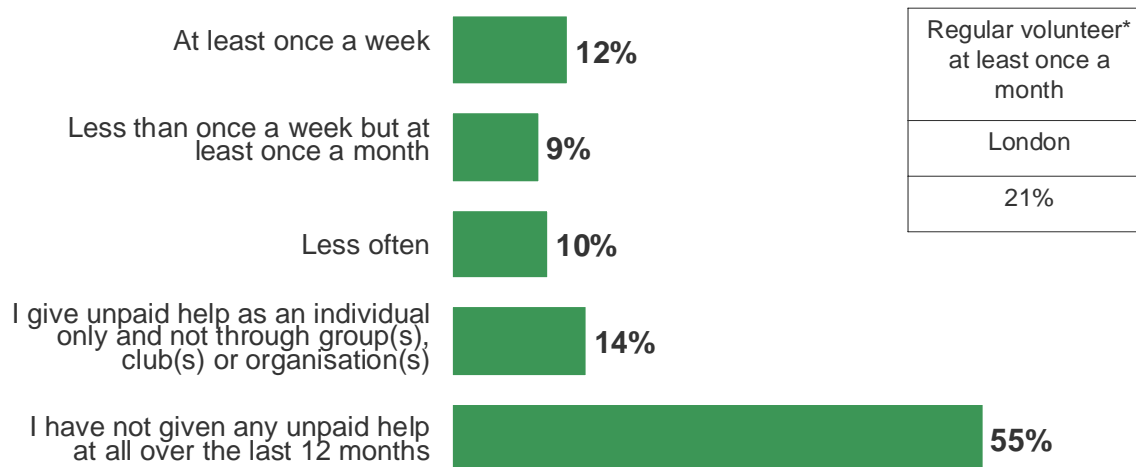
Civic involvement is considerably greater across Inner London, where one in five (20%) say they have been involved in a decision-making body, compared with one in six in outer boroughs (16%). However, both Inner and Outer London exceed the national average for civic participation (14%).

Voluntary work

A fifth of Londoners (21%) say they have done unpaid voluntary work at least once a month over the last year. This NI 6 score is just below the Place Survey national average (23%). Looking across the city, regular volunteering is about the same in Inner and Outer London (20% and 21% respectively).

Unpaid voluntary work (NI 6)

Q Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?



Ipsos MORI Base: All valid responses (43,658); fieldwork: Oct – Dec 2008. * Regular voluntary work is defined as doing voluntary at least once a month over the last 12 months



Looking at individual boroughs, Barnet has the highest rate of voluntary work (26% of people there say they do this regularly). Volunteering is rarest in Barking and Dagenham (16%).

Younger Londoners are less likely to be regular volunteers; one in six of those aged 18-34 say they do voluntary work frequently (16%), compared with one in four Londoners aged 45-54 (26%). Regular volunteering is also more widespread among owner-occupiers (23%) than social tenants (19%) or private renters (16%).

5. Public health and local services

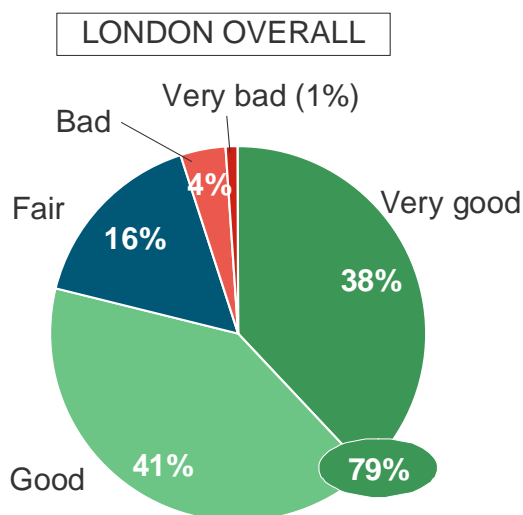
Quality of health

Local primary care trusts (PCTs) are jointly responsible for delivering health and well being for local communities in co-operation with local councils and other agencies through the Local Area Agreement and LSP. Subjective measures of fitness and well-being are an important indicator of the general health of the population and are used to measure changes in the local area.

Four in five Londoners (79%) rate their health as 'good' or 'very good' and only four per cent consider it 'bad' or 'very bad'. These figures compare favourably with the rest of England; Londoners are more likely than the national average (76%) to rate their health favourably. As with most other findings, Inner London residents are more positive, being more likely than those in outer boroughs to rate their health favourably (81% compared with 78%).

Quality of health (NI 119)

Q How is your health in general? Would you say it is ...



Green = better than average
Red = worse than average

	Good	Bad
	%	%
ENGLAND	76	n/a
London	79	4
Inner	81	5
Outer	78	4

Ipsos MORI Base: All valid responses (48,974); fieldwork: Oct – Dec 2008

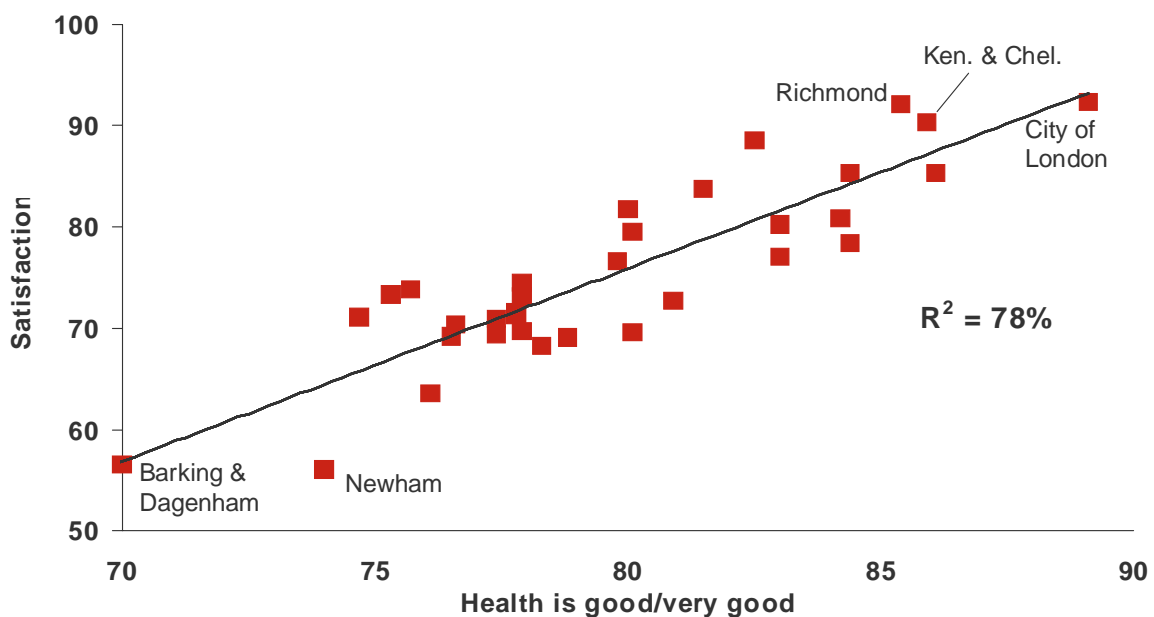


As might be expected, younger people are the most positive. Over half of those aged 18-34 say they have very good health (53%), in contrast with only one in seven Londoners aged 65+ (14%). White people are also more likely than their BME counterparts to report very good health (40% vs. 34%).

On the other hand, poor health is concentrated among social tenants. One in eight (12%) say their health is bad or very bad, compared with only two per cent of both owner-occupiers and private sector tenants.

Quality of health is closely related to general satisfaction with the local area. The following chart shows a strong correlation of 78% between these two issues in London. For example, in the City of London and Richmond upon Thames, people are not the only the happiest with their local area but speak the most positively about their health. In Newham and Barking and Dagenham the opposite is true; local residents are the most negative about where they live and about their health.

Satisfaction with local area vs quality of health



Base: All valid responses, 33 London Boroughs, Place Survey 2008/09

Ipsos MORI

Source: Ipsos MORI



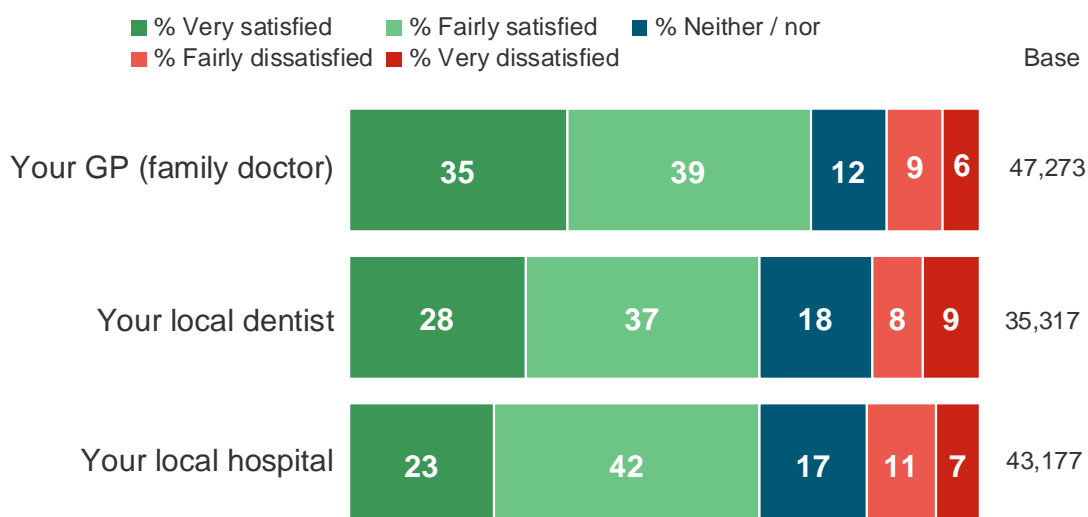
Local health services

Of the other health services asked about, Londoners speak the most favourably about their local GP, three-quarters (74%) being satisfied with the service they provide. About two-thirds express satisfaction with local hospitals and dentists (65% in both cases).

These figures are all below the average for England as a whole. In particular, Londoners are less satisfied than the national norm for hospitals (by 8 percentage points) and GPs (by 7 percentage points). Looking across the city, hospital satisfaction ratings are higher in Inner London (71% vs. 62% across Outer London). On the other hand, people in outer boroughs are more satisfied with their dentists (66% vs. 62% in Inner London).

Satisfaction with local health services

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



Ipsos MORI Base: All valid responses; fieldwork: Oct – Dec 2008

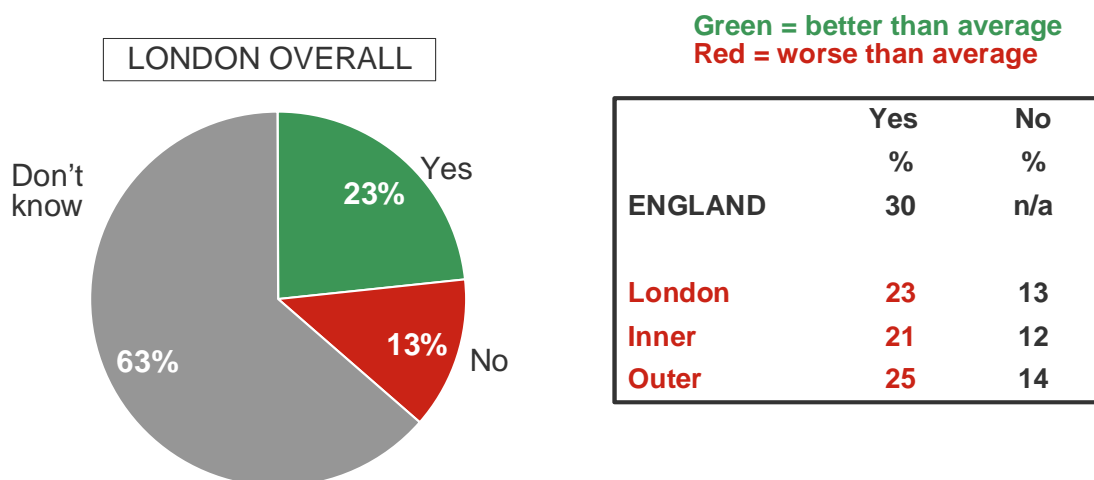


Services for older people

The Place Survey asks whether or not older people in the area get enough support to allow them to remain at home (NI 139). Nationally, three in ten people think there is enough support (30%). However, this proportion is significantly lower in London (23%). Agreement that there are enough services for older people is higher in Outer London (25%) than across inner boroughs (21%).

Services for older people (NI 139)

Q In your opinion, are older people in your local area able to get the services and support they need to continue to live as long at home as they want to?



Ipsos MORI Base: All valid responses (49,210); fieldwork: Oct – Dec 2008



The perception that older people get enough support is highest in Barking and Dagenham, Barnet and Newham (29% in each of these boroughs). It is lowest in Islington (16%).

6. Information provision

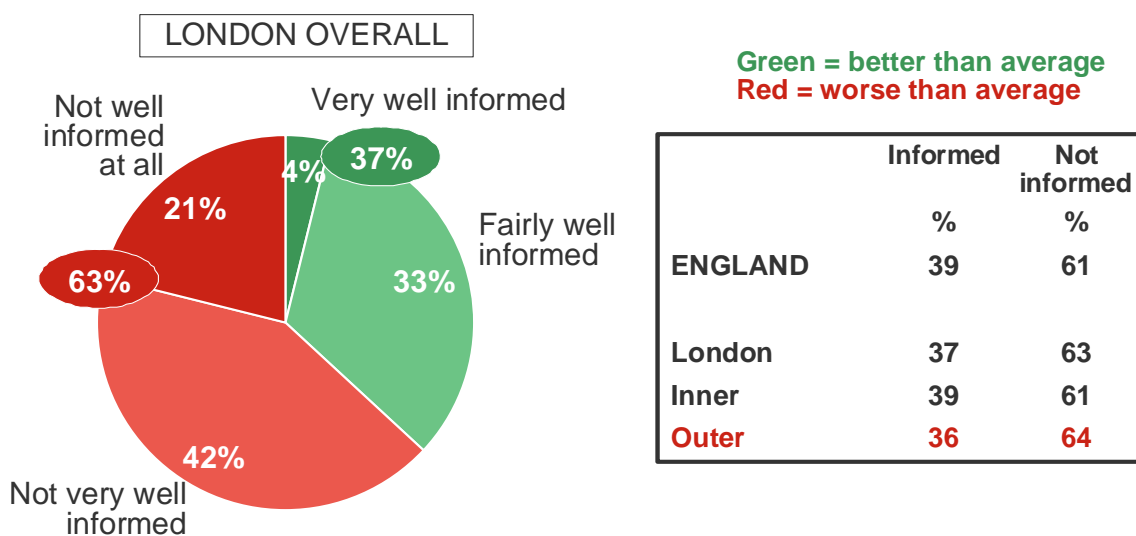
Awareness of public services overall

A vital factor in the reputation of public services (and of any organisation) is how well informed people feel about them. Those who do feel informed about an organisation or the services it provides almost always speak more positively about it.

The Place Survey asks residents how well informed they feel about public services in their local area.¹⁴ Nationwide, two in five say they well informed (39%). This proportion is slightly lower in London (37%). Looking across the city, people in Inner London feel more informed than their counterparts in outer boroughs (39% compared with 36%).

Informed about public services

Q Overall, how well informed do you feel about local public services?



Ipsos MORI Base: All valid responses (46,849); fieldwork: Oct – Dec 2008



Residents who do feel informed about local public services have a better opinion of their local council than most Londoners. They are more likely than the London average to be satisfied with it (55% vs. 49%) and to agree it offers value for money (61% vs. 35%).

¹⁴ It differs from the BVPI surveys which asked how informed people felt specifically with their local council. This rules out direct comparison of results between BVPI surveys and the Place Survey for this question.

Looking at individual boroughs, those where residents feel best informed are the City of London (61%), Wandsworth (46%) and Westminster (44%) and these local authorities also have high satisfaction ratings. However, Harrow and Havering residents are least likely to feel well informed (31% in both cases) and are also among the least satisfied with their council.

Feeling informed also varies by age and housing tenure. Older residents aged 65+ are twice as likely as those aged 18-24 to feel well informed (52% vs. 28%). Social tenants also feel better informed (43%) compared with owner-occupiers (37%) and private renters (30%).

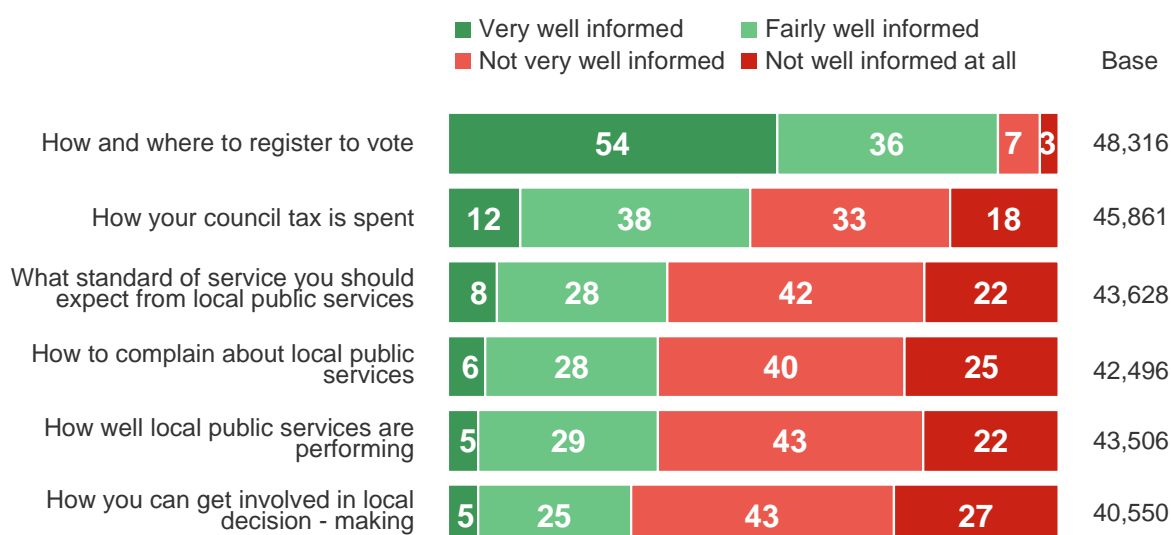
Feeling informed about specific issues

Awareness varies widely for more specific aspects of local public services. Voting procedures are the most well known, with almost all Londoners (91%) saying they feel informed about them. Half also feel informed about how their council tax is spent (50%).

Conversely, most Londoners do not feel knowledgeable how public services operate in practice. Only about a third feel informed about the standard these services should meet (36%), how well they are currently performing (34%) and how to make a complaint (35%). They feel least informed about how to get involved in local decision-making (30%).

Feeling informed about specific issues

Q How well informed do you feel about each of the following?



Ipsos MORI Base: All valid responses; fieldwork: Oct – Dec 2008



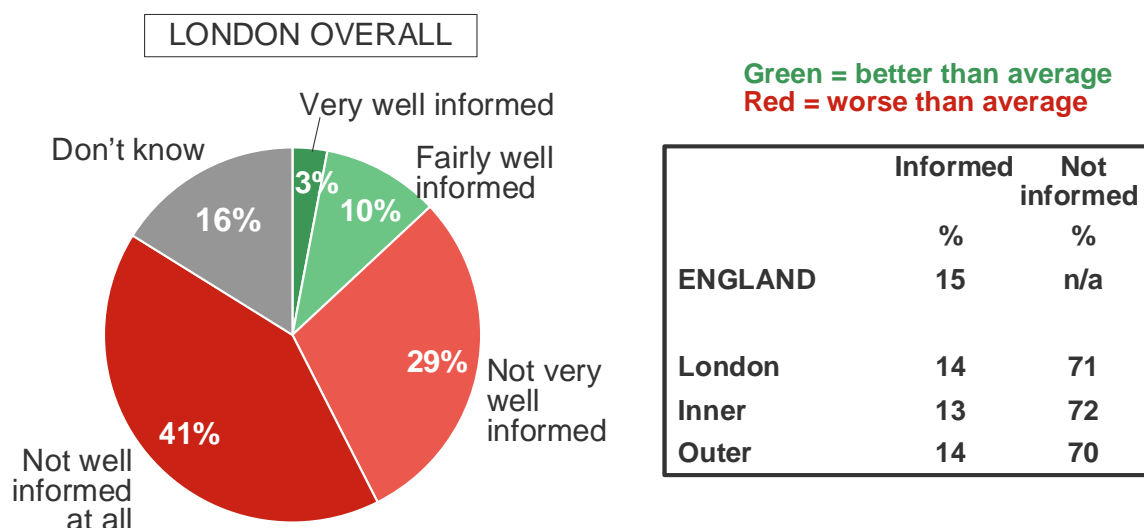
For most of these issues, London is only slightly below the Place Survey national average. However, Londoners are significantly below the national average for feeling informed about how council tax is spent (50% compared with 62%).

Feeling informed about civil protection

Awareness of what to do in an emergency, such as flooding, is a Place Survey national indicator (NI 37). Only a small proportion of people say they know a lot about this. Nationally, only one in seven people (15%) feel well informed about emergency procedures. This is much the same in London (14%) and there is little difference between the outer and inner zones of the city.

Informed about emergency procedures (NI 37)

Q How well informed do you feel about each of the following...what to do in the event of a large scale emergency, e.g. flooding, human pandemic flu?



Ipsos MORI Base: All valid responses (49,072); fieldwork: Oct – Dec 2008



7. Attitudes to local public services

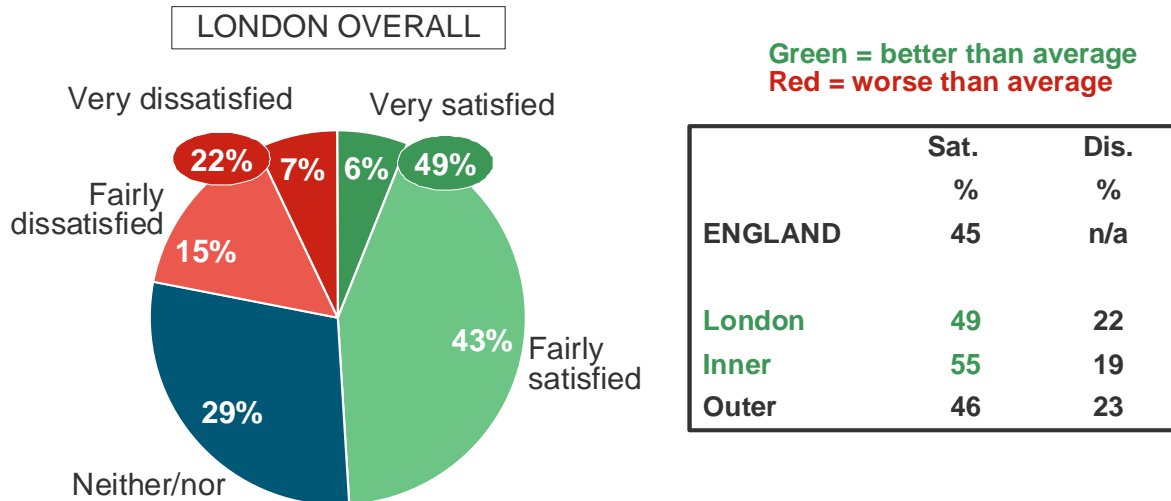
Satisfaction with the local council

One of the principal findings of the Place Survey is that attitudes towards local authorities have become more negative since 2006/07. Across England, the average level of satisfaction has fallen from 53% to 45%. This trend is also visible in London, although it is less pronounced and varies significantly across the city.

Half of Londoners are satisfied with their council (49%), the highest level for any government office region. Satisfaction is down from 53% in 2006/07, although this is mainly in Outer London where it has fallen five percentage points. It has only fallen two points across Inner London. Unlike elsewhere in England, most Inner London residents remain satisfied with how their council runs things (55%).

Satisfaction with the local council

Q Taking everything into account, how satisfied or dissatisfied are you with the way your local council runs things?



Ipsos MORI Base: All valid responses (48,272); fieldwork: Oct – Dec 2008



As might be expected, the boroughs with highest satisfaction ratings all lie in Inner London: Wandsworth, the City of London and Kensington and Chelsea. Conversely, the areas where people are least happy with their council are all in Outer London: Waltham Forest, Harrow and Havering.

Satisfaction with the council – variation

Q Taking everything into account, how satisfied or dissatisfied are you with the way your local council runs things?

	% Dissatisfied	% Satisfied	Base
Wandsworth	8	75	2,020
City of London	10	73	1,186
Kensington and Chelsea	8	72	1,164
London Average	22	49	48,272
Waltham Forest	29	39	1,479
Harrow	30	38	1,222
Havering	30	36	1,206

Ipsos MORI Base: valid responses; fieldwork: Oct - Dec 2008



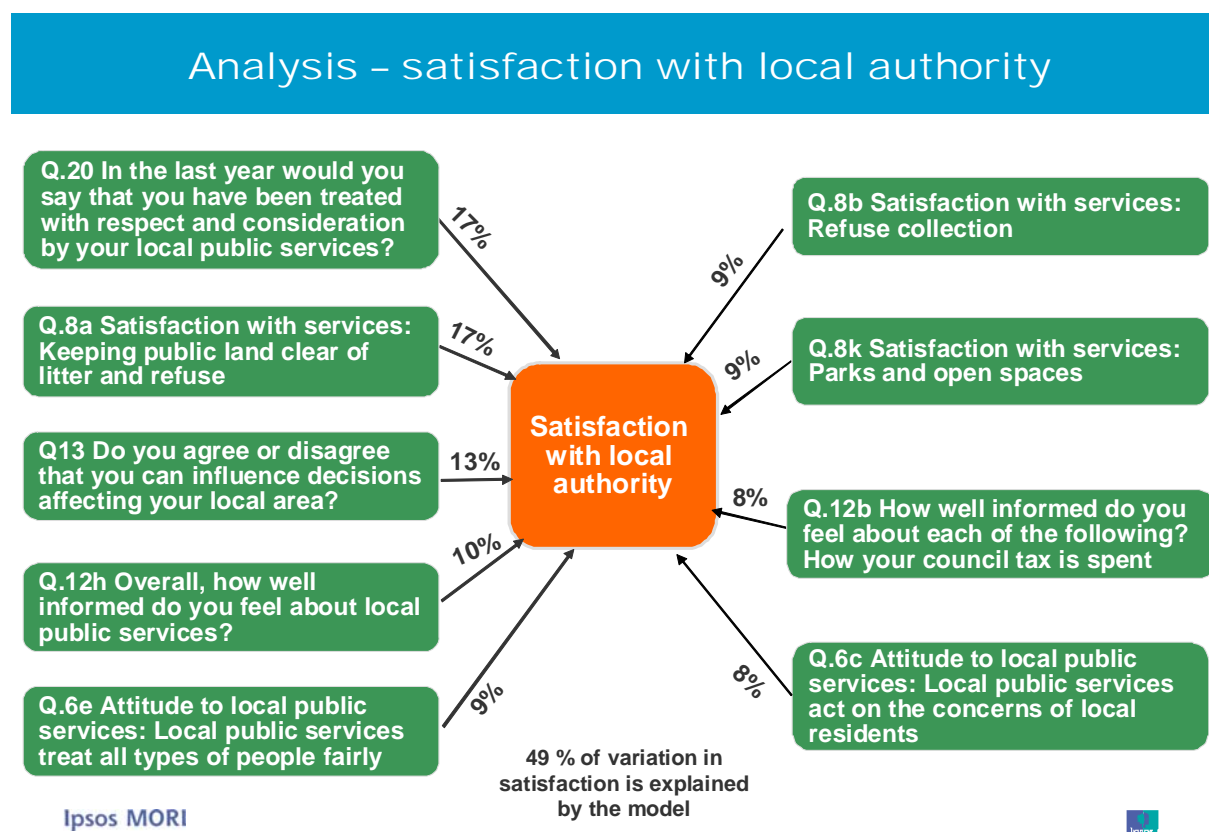
Consistent with many other findings, attitudes vary by age and housing tenure. Older Londoners aged 65+ are more satisfied with their council than their younger counterparts aged 18-34 (62% compared with 48%). Social tenants are also more satisfied than owner-occupiers (53% compared with 46%).

Satisfaction with the council – further analysis

As with some other key questions, we have conducted regression analysis on Londoners' attitudes towards their local authority. The most important influences on satisfaction relate to the way **public services respond to local people** and to **the quality of certain services**.

As shown in the following chart, the most important single factor is whether people think public services have treated them with respect and consideration. This underlines the importance of polite, friendly contact between council staff and local people. Other key factors are whether public services treat everyone fairly and whether they act on people's concerns. So too is agreement that people can influence decisions. All this suggests that attitudes towards local councils are strongly affected by whether residents think their council listens to them with respect, takes their views seriously and then makes the effort to act upon what they say.

Environmental services figure as important factors. There is a close relationship between satisfaction with the council and satisfaction with the cleanliness of the area, the waste collection service and local parks and open spaces. **Effective communications** are also important. As we would expect, there is a positive link between attitudes to the council and feeling informed about public services and about how council tax is spent.



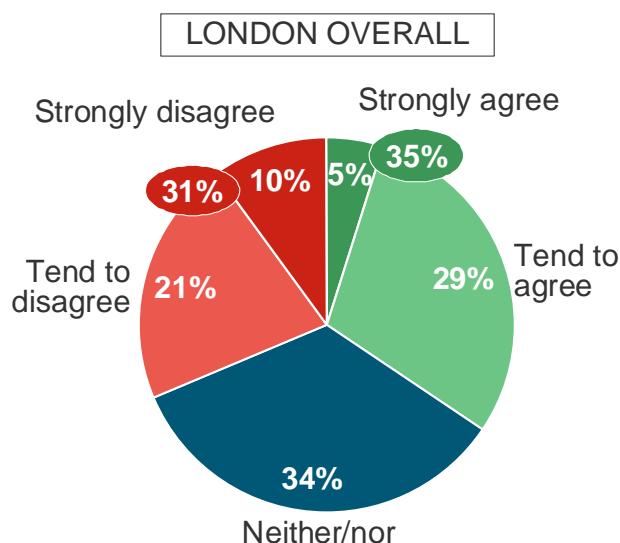
Value for money

Another critical measure of public attitudes to local government is whether people think their council offers good value for money. Nationally, the Place Survey has found only a third of people (33%) agree their council does this. In London this proportion is only slightly higher (35%).

The difference between the inner and outer zones of London is even greater than for overall satisfaction ratings. Over two-fifths of people in Inner London agree their council offers value for money (43%), 13 percentage points above the norm for Outer London and 10 percentage points above the national average. Why this is the case is debatable. Is it that Inner London authorities are better at communicating, information provision being a key driver of perceived value for money? Are they able to provide more efficient services, or are lower expectations at play?

Value for money

Q To what extent do you agree or disagree that your local council provides value for money?



Green = better than average
Red = worse than average

	Agree	Disagree
	%	%
ENGLAND	33	n/a
London	35	31
Inner	43	26
Outer	30	34

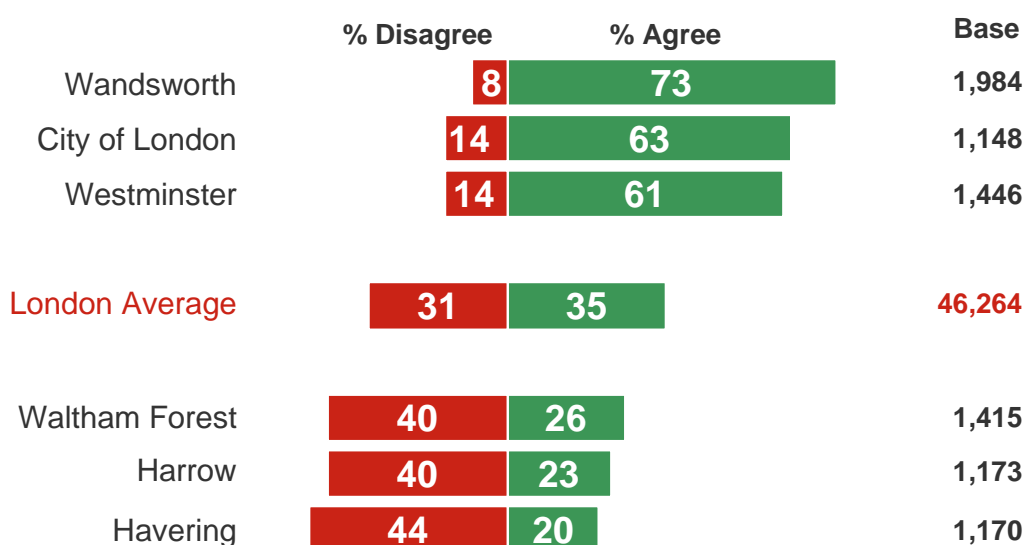
Ipsos MORI Base: All valid responses (46,264); fieldwork: Oct – Dec 2008



Again, Wandsworth and the City of London have the highest value for money ratings (73% and 63% respectively), followed by Westminster (61%). These three local authorities also have the highest satisfaction ratings in England. On the other hand, Waltham Forest, Harrow and Havering Councils have the lowest perceived value for money in London, just as they have the lowest levels of residents' satisfaction.

Value for money – variations

Q To what extent do you agree or disagree that your local council provides value for money?



Ipsos MORI Base: valid responses; fieldwork: Oct - Dec 2008



As with satisfaction with the council, value for money is perceived more often by those aged 65+ compared with younger residents aged 18-34 (45% vs. 33%). It is also perceived more often by social and private sector tenants (39% in both cases) than by owner-occupiers (32%).

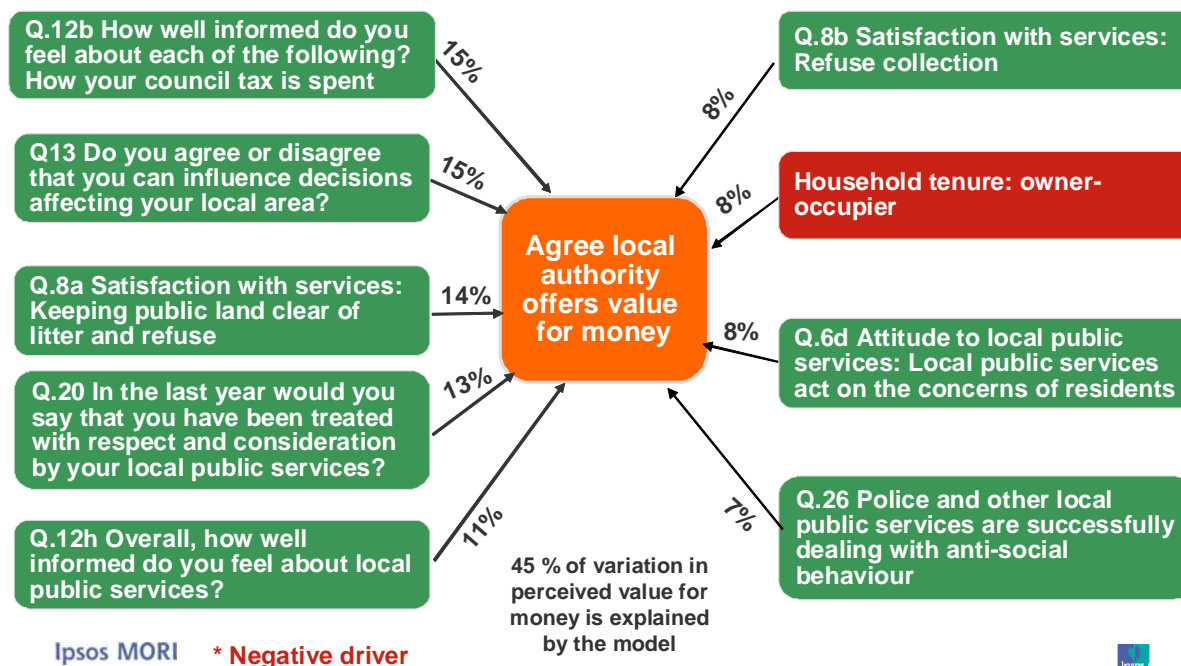
Value for money – further analysis

Looking at the regression analysis of perceived value for money, most of the key factors are the same as for overall satisfaction with the council. This suggests a close relationship between how satisfied people are with their local authority and how efficiently they think it functions as an organisation.

The factors most closely associated with value for money are how well informed people feel about council tax spending and how much influence they consider themselves to have over local decisions. This is followed by being treated with respect and consideration by public services and feeling informed as a whole about these services. These all emphasise the importance of **consultation**, **responsiveness** and **effective communications** in shaping public attitudes to local authorities.

Other prominent factors are satisfaction with the cleanliness of the local area and refuse collection, as well as how successfully police and public services are thought to tackle anti-social behaviour. There is a strong, negative link between agreement that the council offers value for money and being an owner-occupier.

Analysis – local authority and value for money



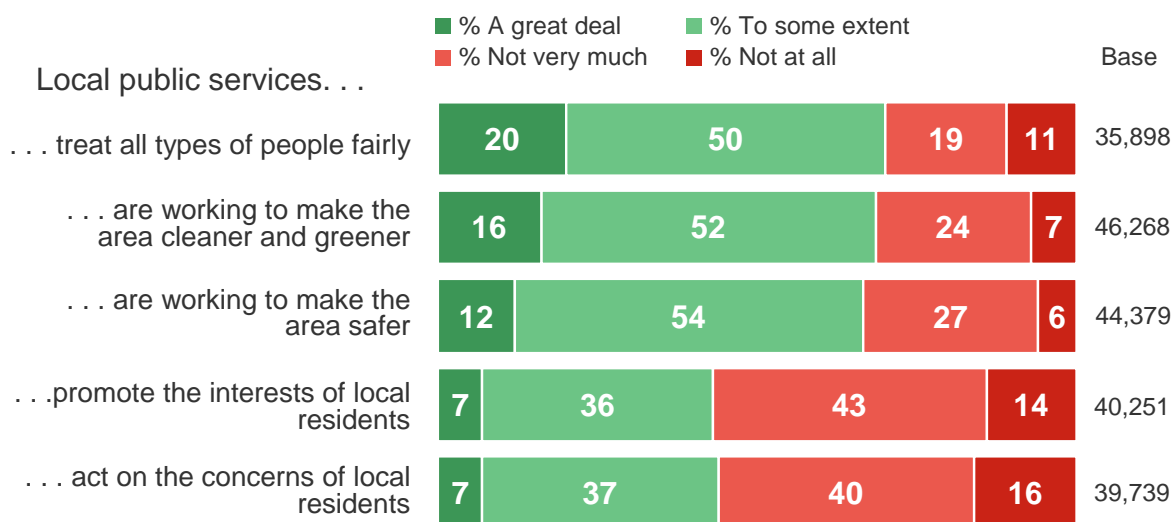
Public services and the local area

Most Londoners speak positively about the work of public services in their local area. They are most likely to say they treat all types of people fairly (70%), and two-thirds think public services work to make the area cleaner and greener (68%) as well as safer (67%). However, Londoners are more critical about the level of responsiveness. Only about two in five believe public services promote the interests of local people (43%) or act on their concerns (44%).

The findings are all in line with the Place Survey national average. Looking across the city, public services enjoy a better reputation in Inner London. For example, residents there are more likely than those in outer boroughs to say that local public services promote their interests (48% vs. 40%) or act on their concerns (48% vs. 42%).

Public services in the local area

Q To what extent do you think that these statements apply to public services in your local area?



Ipsos MORI Base: All valid responses; fieldwork: Oct – Dec 2008



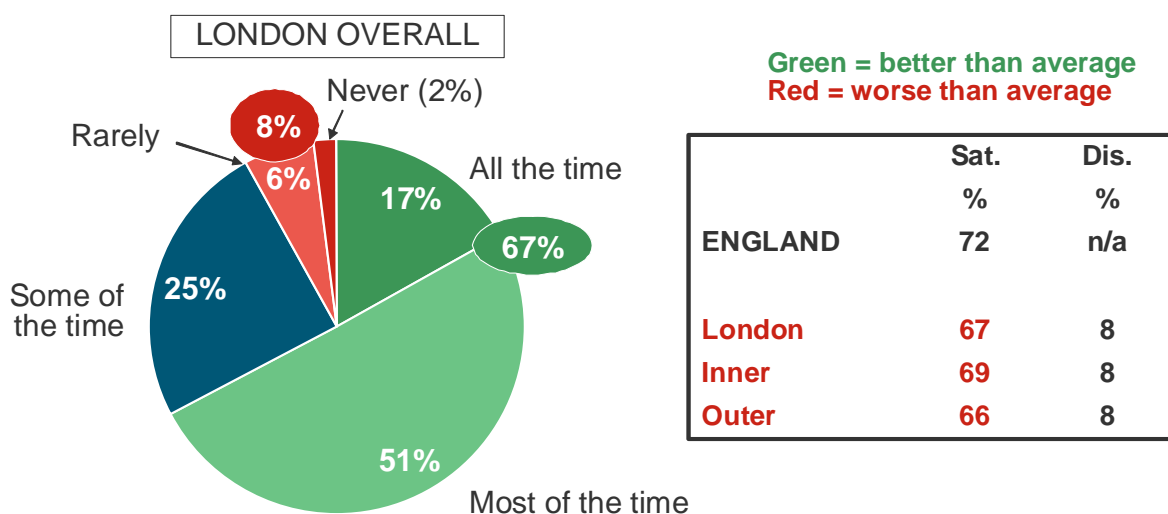
Fair treatment from public services

The Place Survey asks people how often they have been treated with respect and consideration by local public services in the last year. Their responses form NI 140. Across London, two-thirds of people (67%) say public services have treated them with respect most or all of the time, compared with only eight per cent who say they have rarely or never been treated well.

As with most other key findings, London's NI 140 score is significantly below the national average (72%) and is the lowest figure for any government office region. People are more likely to feel well treated if they live in Inner rather than Outer London (69% vs. 66%), which tallies with the higher satisfaction and value for money ratings of Inner London councils.

Treated with respect by public services (NI 140)

Q In the last year, would you say you have been treated with respect and consideration by your local public services...?



Ipsos MORI Base: All valid responses (44,061); fieldwork: Oct – Dec 2008

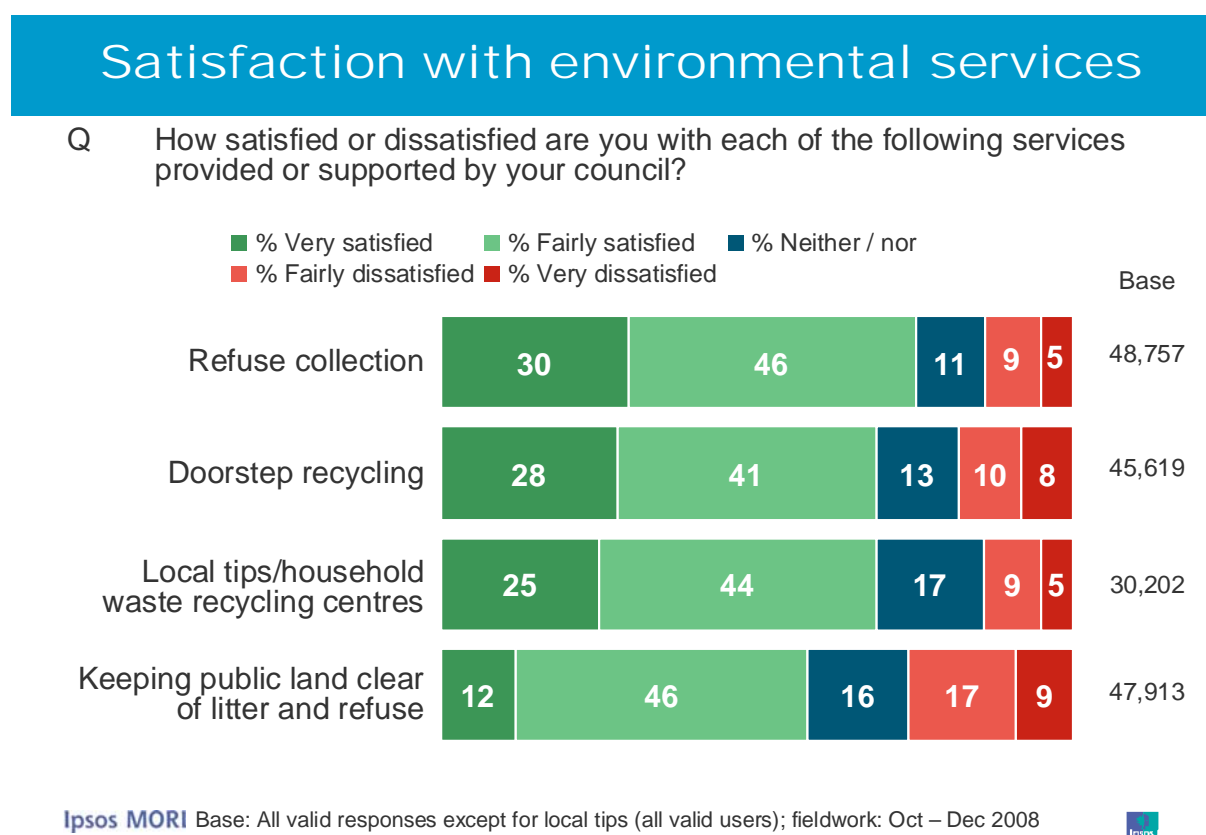


Compared with London overall (67%), people are more likely to say they have been treated with respect if they are aged 65 or more (78%) or if they are white (71%). They are less likely to say this if they are BME (59%) or social tenants (60%).

Environmental services

In the experience of Ipsos MORI, the appearance and cleanliness of a neighbourhood are important factors in how its residents regard it. These services can help shape people's perception of their area, and, being more 'visible' than most council services, they have more effect on the overall reputation of local authorities.

The following chart shows Londoners are the most satisfied with their refuse collection (76%), followed by doorstep recycling and local tips (69% in both cases). They are least satisfied with how well public land is kept clear of litter and refuse (58%).



Satisfaction mirrors the national Place Survey average for all four of these services. Compared with 2006/07, ratings have remained much the same for refuse collection and doorstep recycling. However, there is less satisfaction with local tips (down from 73% to 69%), and, particularly, with how public land is kept clean (down from 65% to 58%).

Inner and Outer London have similar levels of satisfaction with waste collection and recycling. However, Inner London residents are significantly more satisfied with how well land is kept clean of litter and waste (62% vs. 56% in Outer London).

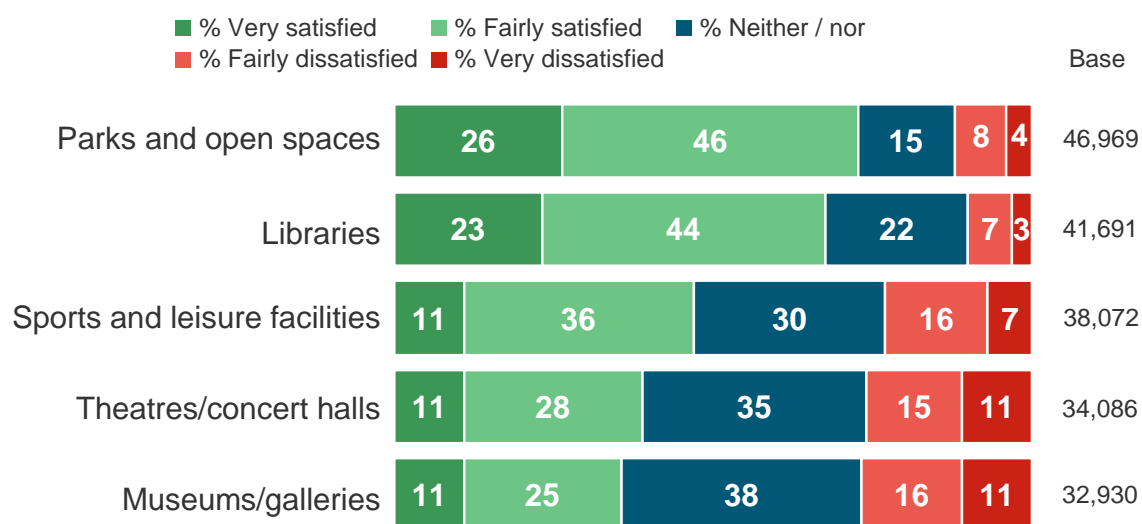
Cultural and leisure services

Londoners are the most satisfied with their parks and open spaces (72%), followed by libraries (68%). However, fewer than half are satisfied with sports and leisure facilities (47%). Satisfaction is lowest for theatres and concert halls (39%) and museums and galleries (36%).

Compared with the national average, Londoners are less satisfied with theatres and concert halls (by four percentage points) and museums and galleries (by five percentage points). On the other hand, London exceeds the national average for satisfaction with parks and open spaces (by three percentage points).

Satisfaction with cultural and leisure services

Q Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area?



Ipsos MORI Base: All valid responses; fieldwork: Oct – Dec 2008



Satisfaction with cultural and leisure services is generally higher across Inner London boroughs compared with those of Outer London. This is especially the case for museums and galleries (47% vs. 28%) and theatres and concert halls (44% vs. 36%).

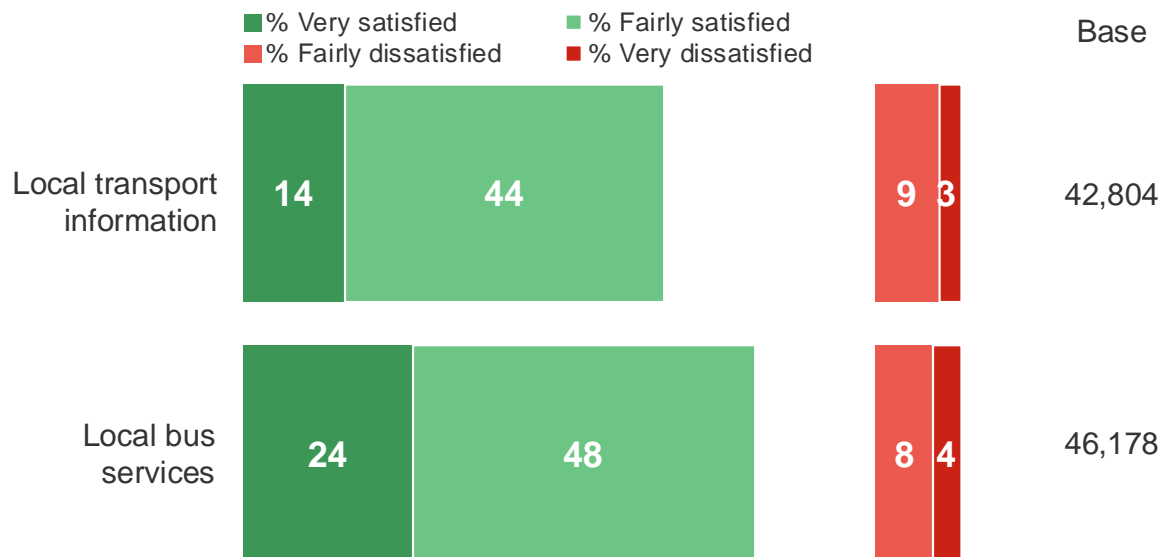
Local transport services

Most Londoners express satisfaction with the local bus service (72%) and local transport information (58%). For both services, they are considerably more positive than the national average, particularly with regards to local buses (satisfaction is 17 percentage points above the Place Survey norm for England).

Transport services receive more praise in Inner London where people are more satisfied than in outer boroughs with their local buses (75% vs. 70%) and with the transport information provided (60% vs. 57%).

Satisfaction with local transport

Q How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?



Ipsos MORI Base: All valid responses: fieldwork: Oct – Dec 2008



Appendix 1: the Ipsos MORI Area Challenge Index

Through our *Frontiers of Performance* reports, Ipsos MORI has been at the forefront of placing the results of local government research within its demographic context. By analysing the relationship between individuals' perceptions of their area and contextual factors such as levels of deprivation and ethnic diversity, this approach shows that 'excellence' can look different in different areas. Ultimately, some areas will find it much harder to achieve high levels of resident satisfaction than other places, and this is important to understand when assessing local authority performance.

Ipsos MORI's new *Area Challenge Index (ACI)* takes the *Frontiers* work further. It provides a framework through which to identify how 'easy' or 'difficult' is it to achieve satisfaction and influence positive perceptions given particular local circumstances.

Seven common themes have been identified through our *Frontiers* modelling which are consistently shown to be associated with making satisfaction harder to achieve. These are: the Index of Multiple Deprivation (IMD) score, ethnic diversity, the number of young people, population churn, physical living conditions (over occupancy), urbanity and geographic region. Equal weighting is given to each of these factors and combined to give a 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 table shows, respectively, the five London Boroughs which are most challenged and the five that are least challenged. It is important for any performance assessment to take this local context into appreciation.

5 most challenged London Boroughs	Area Challenge Index Score
Newham	100
Hackney	88
Tower Hamlets	86
Barking and Dagenham	80
Haringey	77
5 least challenged London Boroughs	
Kensington and Chelsea	47
Richmond upon Thames	44
Bromley	44
Havering	42
City of London	34

Appendix 2: Methodology

This appendix provides a detailed description of the methodology used for the Place Survey. A postal self-completion methodology was prescribed by CLG for all 2008/09 Place Surveys.

Sampling

The sampling frame set out by the Audit Commission and Communities and Local Government (CLG) is the small-user Postcode Address File (PAF). As the government wishes to be able to compare results across local areas, it specified that data on all of the indicators must be collected using the principle of random selection. This meant that each of the residents in the sampling frame should have an equal, calculable and non-zero probability of being selected to receive a questionnaire.

CLG and the Audit Commission required a minimum of 1,100 returns to the questionnaire for each local authority. In total, Ipsos MORI selected a random sample of 173,243 addresses from the PAF file supplied by the Audit Commission. This allowed each London Borough to meet the 1,100 responses required.

The questionnaire

The new Place Survey questionnaire was designed and piloted by Ipsos MORI and CLG in early 2008. The resulting questionnaire 'template' comprised of a combination of questions which: i) would allow CLG and the Audit Commission accurately to measure the 18 citizen perspective national indicators collected through the survey, and ii) would measure attitudes towards quality of life, local public services and other matters of interest to local authorities and their partners.

As a result, the questionnaire comprised of a mix of questions previously asked on the BVPI General User Satisfaction Survey (to allow for performance tracking against previous waves of the BVPI surveys), and new questions (some of which were drawn from national surveys such as the Citizenship Survey). A series of standard 'demographic' questions was also asked to enable results to be analysed by key demographic groups (e.g. gender, age and ethnic group), to assess the level of engagement with the survey from different members of the community, and to weight the data by demographic characteristics (see later section).

Altering the wording of questions or omitting questions was prohibited since it would reduce the ability to make comparisons with other local authorities using the same questionnaire.

Additional questions could be added to the end of the questionnaire, assuming the commissioning authority did not make the questionnaire longer than 12 pages and were put at the end of the 'core questionnaire' to eliminate any possible bias that the ordering of the questions could have. Local authorities were urged to do this with caution, due to the length of the questionnaire and the possible detrimental effect doing so might have on response rates. If authorities did wish to ask supplementary questions, they were asked to use the Audit Commission's bank of approved questions.

To meet the requirements of the Data Protection Act, CLG and the Audit Commission specified that a covering letter stating the purpose for which the data were being collected must be sent with each questionnaire. The wording used in the covering letter was derived from CLG and Audit Commission guidance, although this was amended slightly to reflect the requirements of each local authority. It was not possible to address letters personally to a named resident of the household as the PAF was the sampling frame used. Letters were therefore addressed to "Dear local resident". As the target population specified was all adult local authority residents (aged 18 and over) the questionnaire asked that only someone aged 18 or over completed it.

A number of steps were taken in order to encourage a good response rate to the survey. The guidance stipulated that "authorities should take all reasonable steps to maximise their response rates":

- The front page of each questionnaire was branded with the logos of the relevant London Borough and Ipsos MORI, and contained a covering letter bearing the signature of at least one of the following people: the leader of the council, its chief executive, or the chair of the local strategic partnership.
- Details of the dedicated Ipsos MORI Place Survey Helpdesk were provided with the covering letter. Respondents were able to ask questions and request a large print questionnaire through the telephone and e-mail Helpdesk. In some instances questionnaires were conducted over the telephone in English where respondents were unable to complete a written questionnaire (in accordance with the Place Survey guidance).
- In line with the guidance, two reminder mailings of the questionnaire were also sent out to those residents who had yet to respond to the survey. The covering letter was adjusted to reflect the fact that it was a reminder, whilst still meeting data protection requirements.

- All questionnaires were distributed through the UK Royal Mail postal system. In addition, respondents were required to return their completed questionnaires using the pre-paid envelope provided with the questionnaire.

Fieldwork

The guidance required that fieldwork for the surveys take place between 29 September and 19 December 2008. Local authorities were required to commence mailing out the initial questionnaire and covering letter from the 25 September, and reminder mailings from the 15 October 2008.

For London Boroughs the breakdown in mailings was as follows:

- The first mailing was sent to 173,243 addresses in September and October 2008
- Two further reminder questionnaires were sent to residents who had not responded

Fieldwork was finally closed on the 19 December as per the guidance.

Survey Management System (SMS)

Returned questionnaires were booked in on a daily basis. The number of valid and void returns – known as ‘deadwood’ (e.g. those not completed because they were sent to derelict, demolished, business or vacant addresses) - was recorded in the Ipsos MORI Survey Management System. This allowed for the daily calculation and monitoring of response rates, and to ensure that reminder mailings were not sent to deadwood addresses. The use of the SMS also helped to ensure that only households who had not returned a completed questionnaire would be sent a reminder.

Data processing and upload

All questionnaires returned by respondents were processed through a scanning and manual verification procedure, enabling a more reliable and faster turnaround time than manual data entry.

Unweighted data was then provided in the data and metadata templates supplied by the Audit Commission. These were submitted to the Audit Commission for weighting. Weighted data was then returned from the Audit Commission for subsequent analysis.

Response rates and sample profile

A maximum +/- 3 percentage points at the 95 per cent confidence level is required to calculate the national indicators collected in the Place Survey. With this in mind, CLG and the Audit Commission required each local area to achieve a minimum sample size of 1,100 completed Place Survey questionnaires. The achieved sample size is based on the total number of respondents to the survey as a whole, and not the number of respondents to individual questions. (The lowest number of responses to achieve this level of confidence for each question is 808.)

Further guidance on statistical reliability is provided in [Appendix 3](#).

The **overall unadjusted response rate**¹⁵ achieved from the main sample was **31%**, representing 54,346 returned questionnaires from an original sample of 173,243 addresses.

The **overall adjusted response rate**, removing all non-effective addresses, achieved from the main sample was **32%**. This represents 54,346 valid questionnaires from an effective sample of 170,586 addresses (2,657 non-effective addresses).

Weighting

As well as maximising the response rate overall it is also important, particularly when analysing survey responses, to consider how the responses received compare with the local population as a whole. As noted previously, if certain groups in the survey are under-represented, it may generate results which are not representative of the wider population.

CLG and Audit Commission guidance outlines weighting as a way of tackling the issue of over- and under-representation of certain demographic groups in the sample. Therefore, to generate results which would be more representative, data were weighted by the Audit Commission using a standard weighting scheme. Weighting was applied by CLG's data processing supplier, Cobalt Sky. The appropriate weight for each individual respondent contained in the dataset was applied after submission of the raw unweighted data to the Audit Commission.

The principles of the weighting scheme used are available on the Place Survey website. In the first instance, data were weighted by sex, age and ethnicity to the known profile of the

¹⁵ The unadjusted response rate does not allow for invalid or business addresses, vacant properties, etc. which will be an element of any sample drawn from the Postal Address File, as well as incomplete responses. The adjusted response rate does take these into account however.

district, as recorded in the 2006 Census mid-year population estimates¹⁶, and then by a further weight to adjust for household size.

Ensuring quality

Ipsos MORI places great emphasis on quality assurance and associated policies, and on data protection. The quality of data is assured through checks embedded in the scanning process. The software used is set up to accept only valid responses. With all tick box information, the confidence or tolerance of the scanning software is set at a tested level and anything outside this confidence level is filtered through to a human verification process. In the verification process any questionable responses are highlighted and subsequently confirmed or corrected. All responses which contain text were also sent for verification.

In addition, all data outputs were given thorough checks by both the Ipsos MORI data analysts and research executive teams.

Confidence intervals

The base size – i.e. the number of respondents providing a valid response – was different for each question answered in the Place Survey. On the basis of all respondents who answered each question (as specified by CLG and the Audit Commission), and assuming that the confidence interval is unaffected by the survey response rate, the overall margin of error for this survey therefore ranges from $\pm 0.4\%$ to $\pm 0.5\%$. The specific margin of error for each national indicator measured through the survey is set out in the following table. Further explanation about confidence intervals is provided in Appendix 2.

¹⁶ Gender, age and ethnicity figures based on ONS 2006 sub national population projections; the data is an interpolation between the projections for mid-2008 and mid-2009.

National indicator	Indicator	Base size	Confidence Interval
NI1	% of people who believe people from different backgrounds get on well together in their local area	39,836	+/- 0.5%
NI2	% of people who feel that they belong to their neighbourhood	47,509	+/- 0.4%
NI3	Civic participation in the local area	46,623	+/-0.4 %
NI4	% of people who feel they can influence decisions in their locality	41,950	+/- 0.5%
NI5	Overall/ general satisfaction with the local area	50,178	+/- 0.4%
NI6	Participation in regular volunteering	43,658	+/- 0.5%
NI17	Perceptions of anti-social behaviour	53,062	+/- 0.4%
NI21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	46,365	+/- 0.5%
NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	45,024	+/- 0.5%
NI23	Perceptions that people in the area treat one another with respect and consideration	44,796	+/- 0.5%
NI27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	47,538	+/- 0.4%
NI37	Awareness of civil protection arrangements in the local area	49,072	+/- 0.4%
NI41	Perceptions of drunk or rowdy behaviour as a problem	44,358	+/- 0.5%
NI42	Perceptions of drug use or drug dealing as a problem	38,220	+/- 0.5%
NI119	Self-reported measure of people's overall health and wellbeing	48,974	+/- 0.4%
NI138	Satisfaction with people over 65 with both home and neighbourhood	12,524	+/- 0.9%
NI139	The extent to which older people receive the support they need to live independently	49,210	+/- 0.4%
NI140	Fair treatment by local services	44,061	+/- 0.5%

It is important to note that the above confidence interval calculations relate only to samples that have been selected using strict random probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

Appendix 3:

Guide to statistical reliability

The residents who took part in the Place Survey are only a sample of the total population of London, so we cannot be certain that the figures obtained are exactly those that would have been reached were everyone had responded (the "true" values). We can, however, predict the variation between the sample results and the "true" values from knowledge of the size of the samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The following illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	\pm	\pm	\pm
100 responses	6	9	10
200 responses	4	6	7
500 responses	3	4	4
1,000 responses	2	3	3
50,000 responses	0.3	0.4	0.4

For example, with a sample size of 50,000 where 50% give a particular answer, the chances are, 19 in 20 that the "true" value (i.e. the one which would have been obtained if the whole population had been interviewed) will fall within the range of ± 0.4 percentage points from the survey result (i.e. between 49.6% and 50.4%).

It is important to note that, strictly speaking, the above confidence interval calculations relate only to samples that have been selected using strict probability sampling methods. However, in practice it is reasonable to assume that these calculations provide a good indication of the confidence intervals relating to the Place Survey and the sampling approach used.

When results are compared between separate groups within a sample (e.g. males versus females), different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant" - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	\pm	\pm	\pm
100 vs. 100	8	13	14
200 vs. 200	6	9	10
500 vs. 500	4	6	6
1,000 vs. 1,000	3	5	5
25,000 vs. 25,000	0.5	1	1

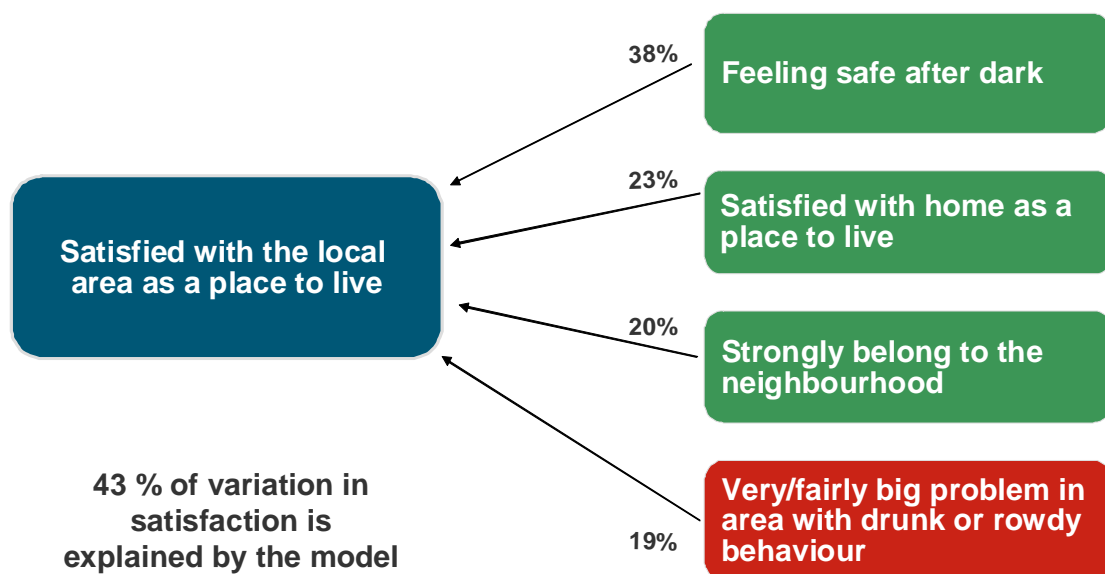
Appendix 4: Multiple Regression Analysis

To understand more fully the responses to some key questions, Ipsos MORI used an analytical technique called multiple regression. This works by finding patterns in the data that show how responses to one question (the dependent variable) are associated with how people answer other questions (independent variables). So for example, people may be particularly satisfied with their local area if they also feel safe after dark. Therefore, knowing how safe people feel can help predict their satisfaction with their area. However, It is important to bear in mind that association does not mean causation. There may be a close relationship between two variables, but this does not mean that one is governed by the other.

The main factors connected with the dependent variable are called 'drivers'. So in the example below, feeling safe after dark is a 'key driver' of satisfaction with the area. It is also a 'positive' driver, because the safer people feel, the more likely they are to be satisfied with where they live. A 'negative' driver would be a problem like drunk and rowdy behaviour; the more people who are concerned about it, the lower satisfaction with the area is likely to be.

The example also shows how much the model 'explains' variation. This means how well the drivers predict the level of satisfaction with the local area. For example, an ideal model would predict satisfaction accurately 100% of the time.

Multiple regression – example model



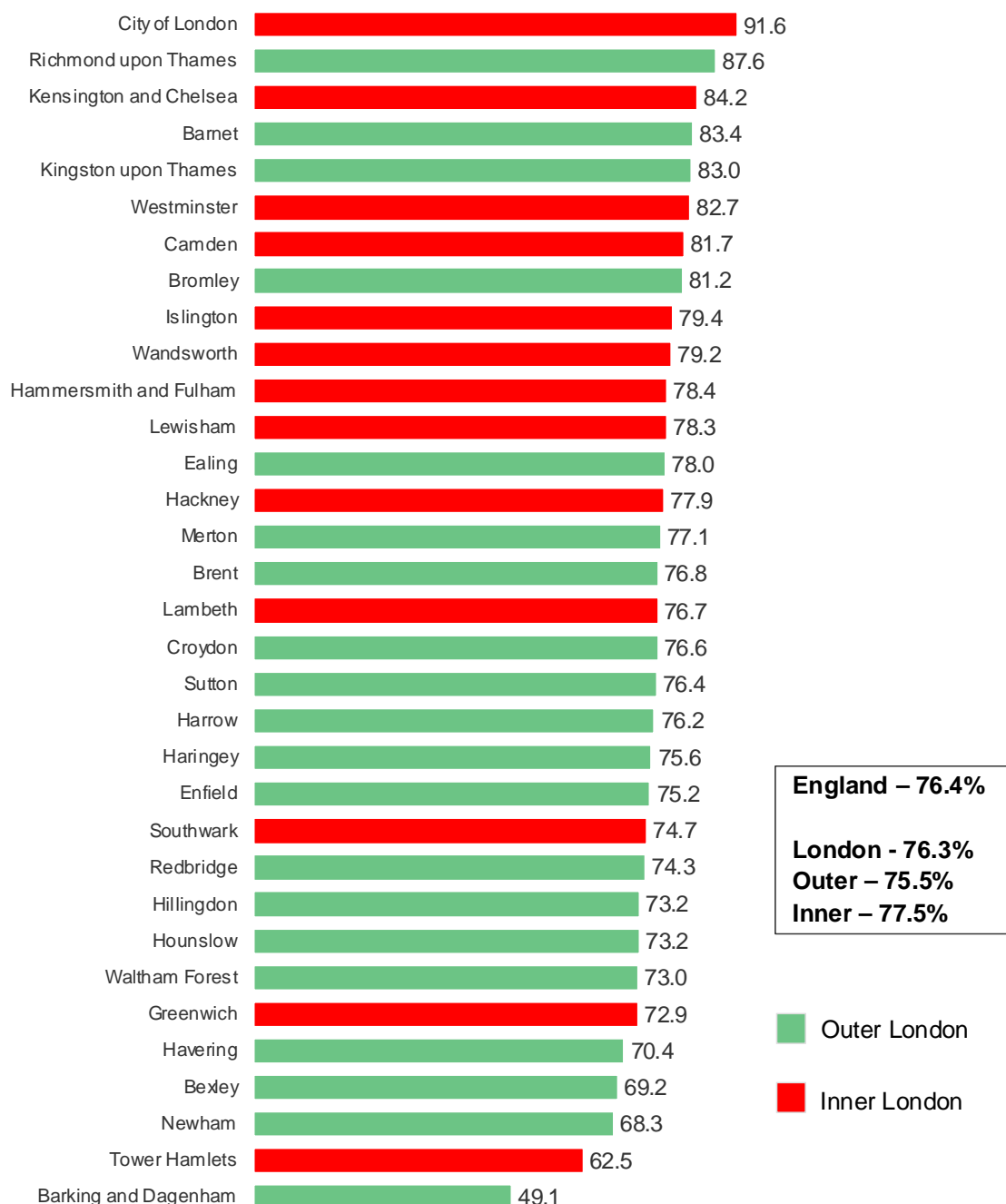
Not all drivers are equally associated with the dependent variable. Some are stronger than others and the strength of the driver (the strength of association) is expressed as a percentage of the multiple regression model. So in the example model, feeling safe after dark is twice as strong as perceiving a problem with drunkenness (38% compared with 19%).

Appendix 5: National indicators and other key questions

London NI rankings – NI 1

1

NI 1 - % of people who believe people from different backgrounds get on well together in their local area *



Ipsos MORI

*Proportion who say they 'definitely agree', or 'tend to agree' that their local area is a place where people from different backgrounds get on well.

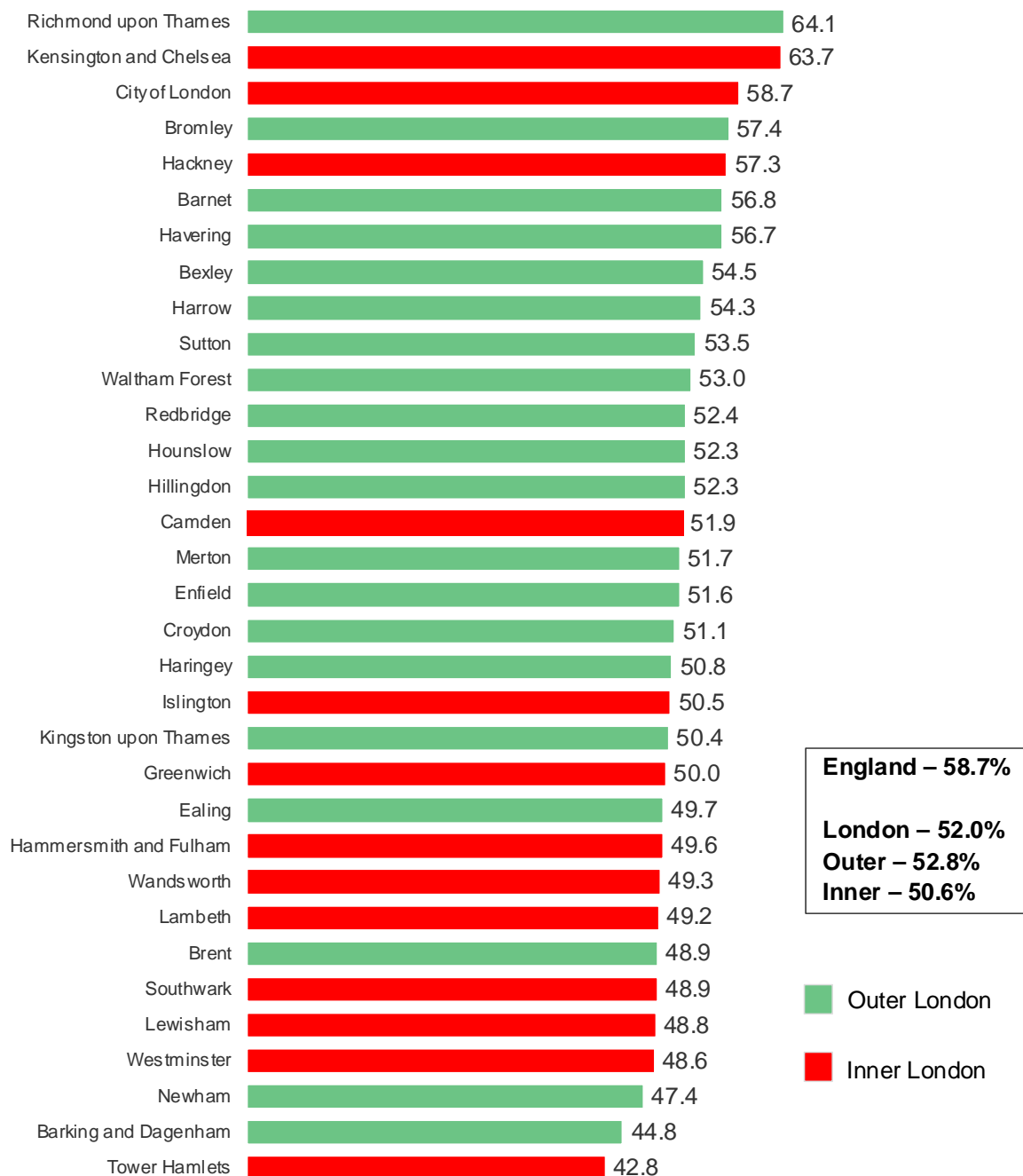


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 39,836 responses)

London NI rankings – NI 2

2

NI 2 - % of people who feel that they belong to their neighbourhood *



Ipsos MORI

*Proportion who feel 'very strongly', or 'fairly strongly' that they belong to their immediate neighbourhood.

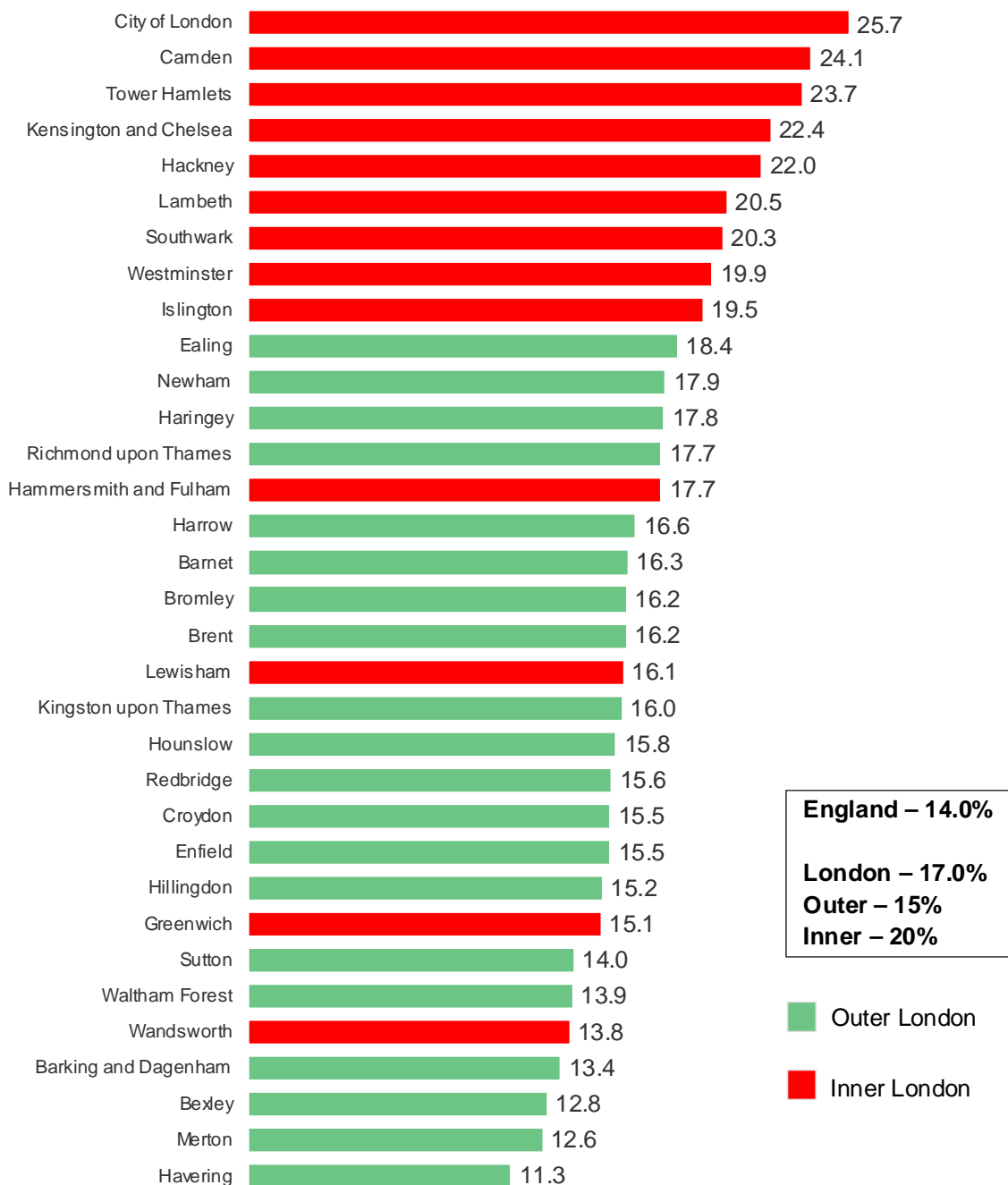


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 47,509 responses)

London NI rankings – NI 3

3

NI 3 – Civic participation in local area *



Ipsos MORI

* Proportion who say they have been involved in civic activities in the past 12 months. Note: Inner/ Outer London figures based on simple average; London figure based on weighted average.

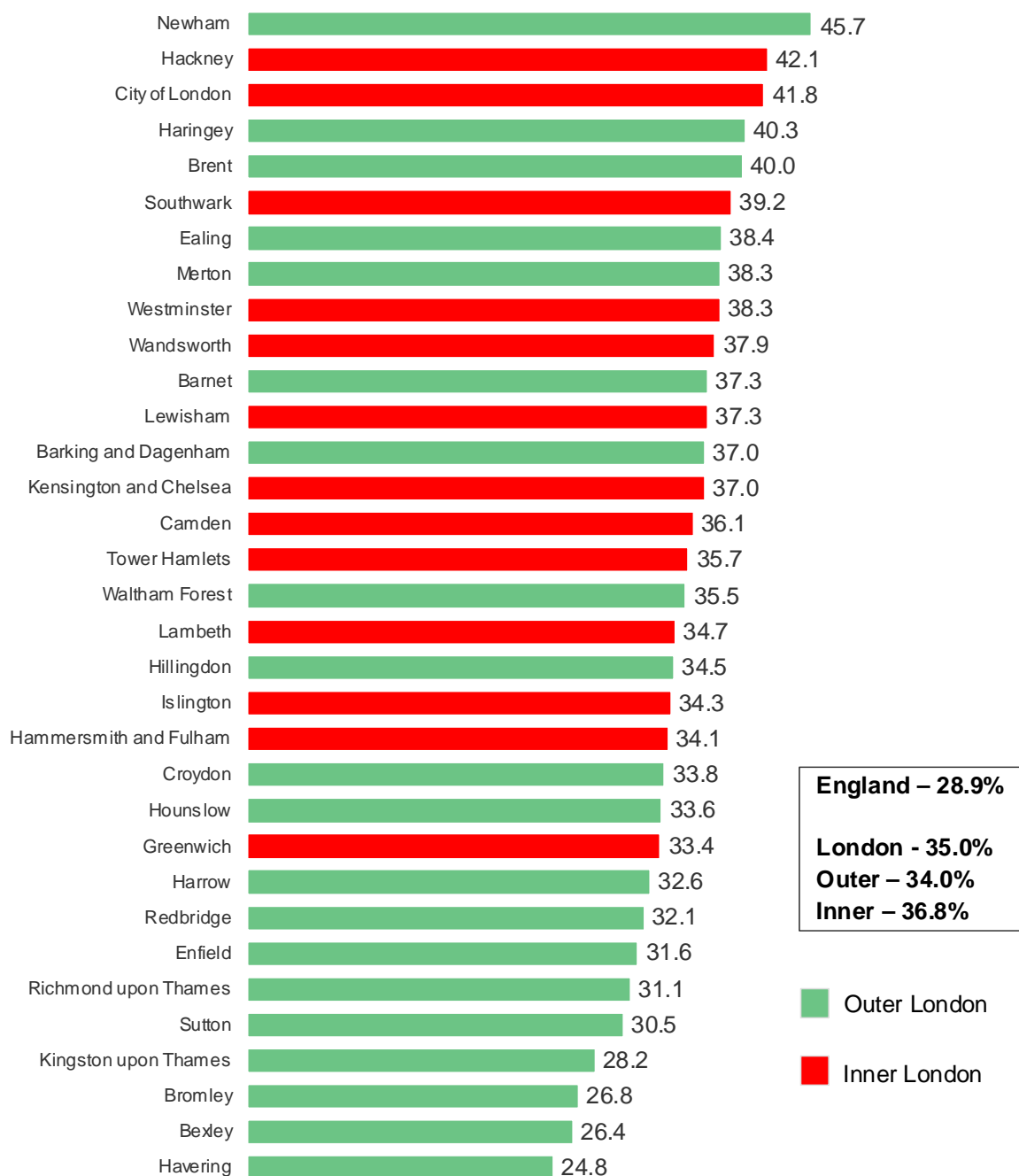


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, all valid responses)

London NI rankings – NI 4

4

NI 4 - % of people who feel they can influence decisions in their locality *



Ipsos MORI

* Proportion who say they 'definitely agree', or 'tend to agree' that they feel able to influence decisions affecting their local area.

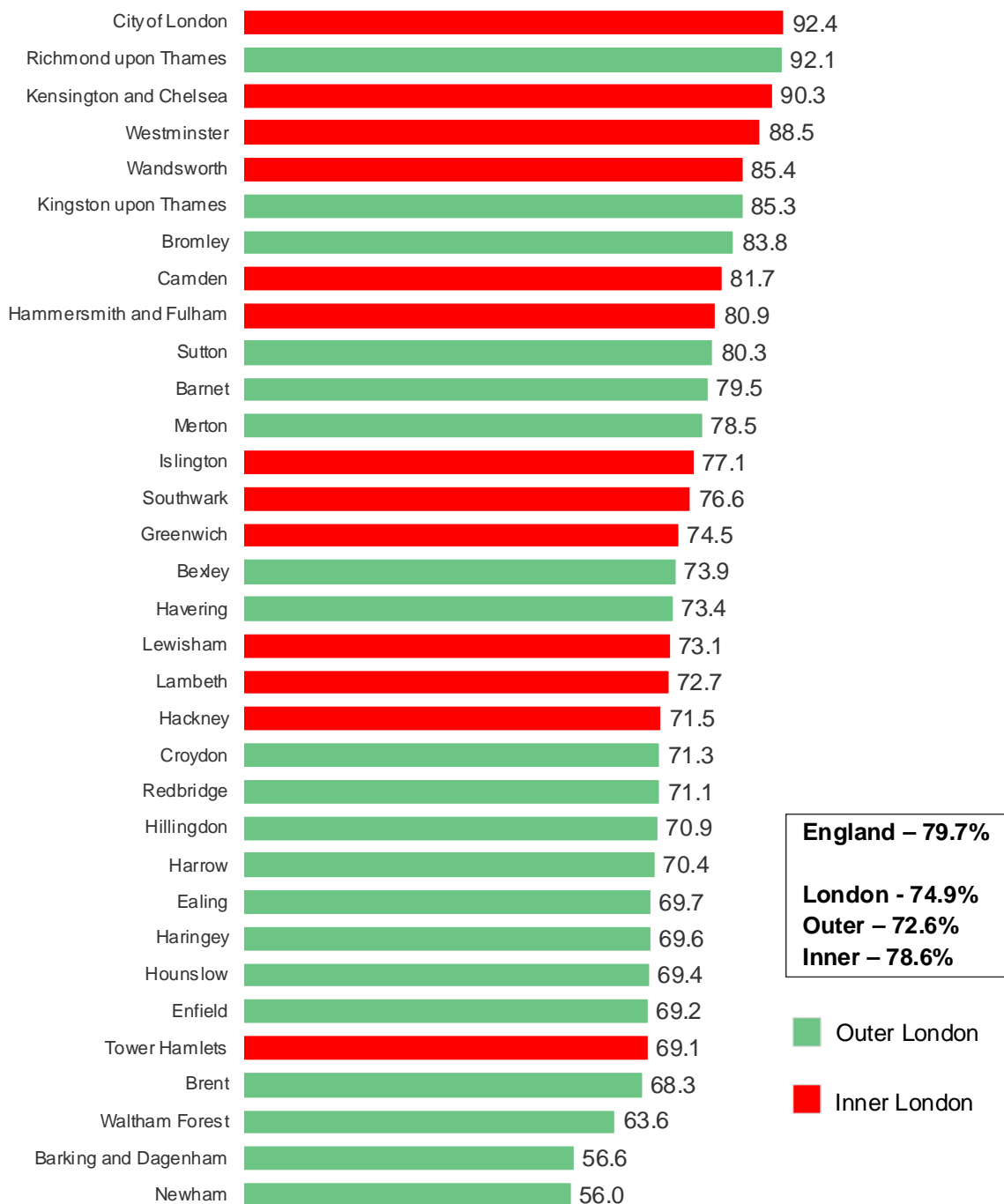


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 41,950 responses)

London NI rankings – NI 5

5

NI 5 – Overall/general satisfaction with local area *



Ipsos MORI

* Proportion who say they are 'very satisfied', or 'fairly satisfied' with the area as a place to live.

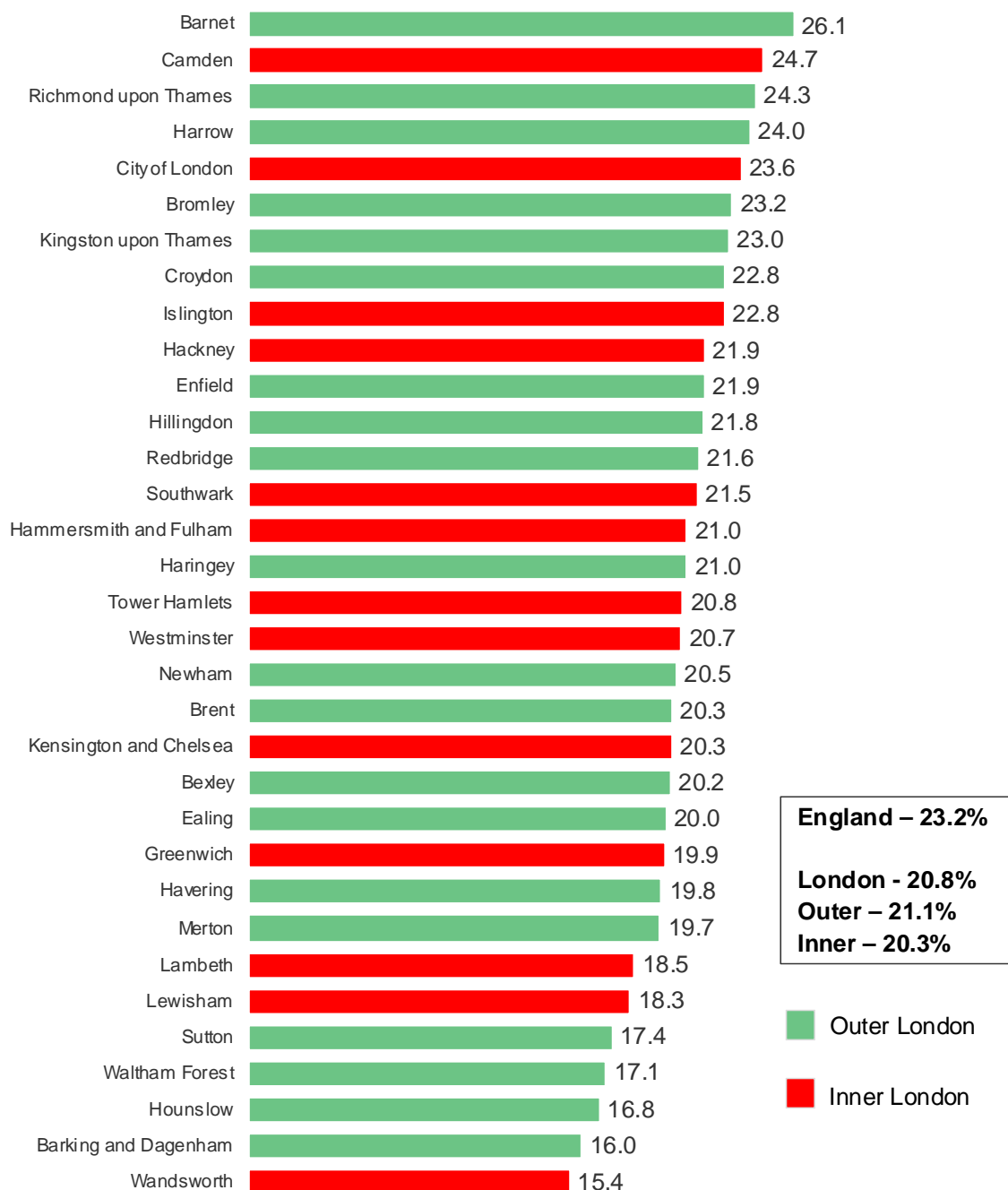


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 50,178 responses)

London NI rankings – NI 6

6

NI 6 – Participation in regular volunteering *



Ipsos MORI

* Proportion who say they have given unpaid help at least once per month to any group(s), club(s) or organisation(s) in the past 12 months.

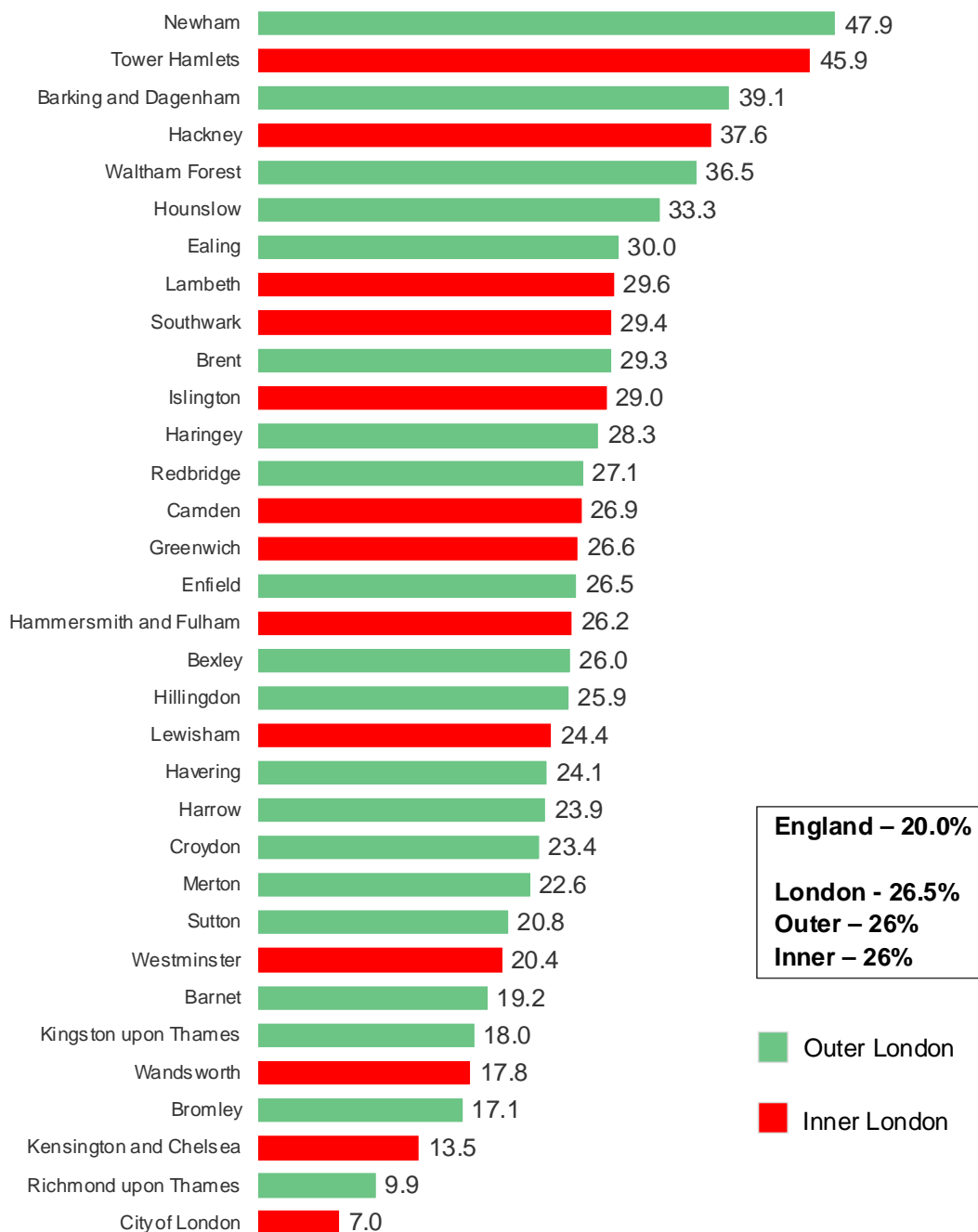


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 43,658 responses)

London NI rankings – NI 17

7

NI 17 – Perceptions of anti-social behaviour *



Ipsos MORI

* Proportion who think that anti-social behaviour is a problem in their local area.
Note: Inner/ Outer London figures based on simple average; London figure based on weighted average.

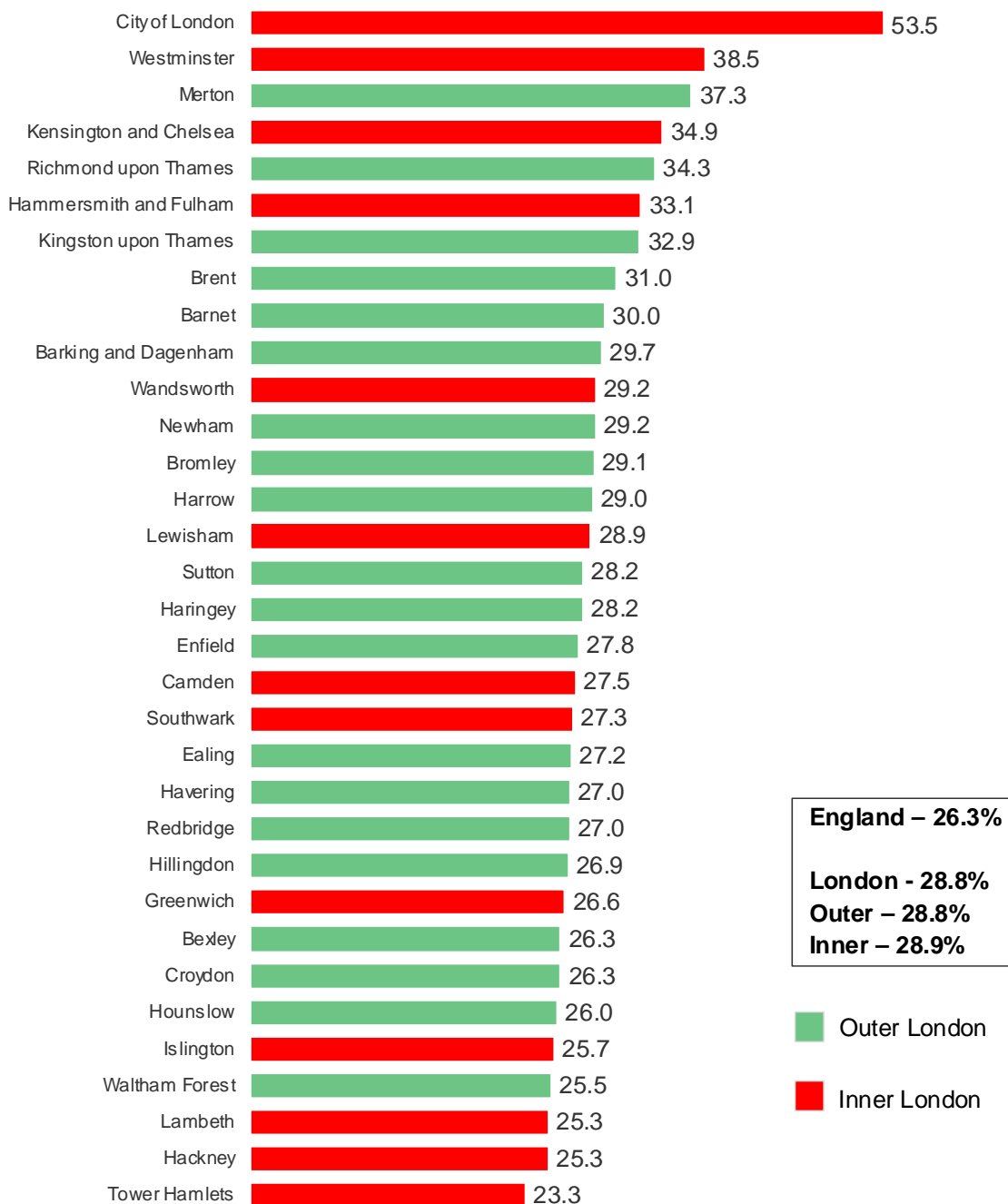


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, all valid responses)

London NI rankings – NI 21

8

NI 21 – Dealing with local concern about anti-social behaviour and crime issues by the local council and police *



Ipsos MORI

* Proportion that 'strongly agree', or 'tend to agree' that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in the local area.

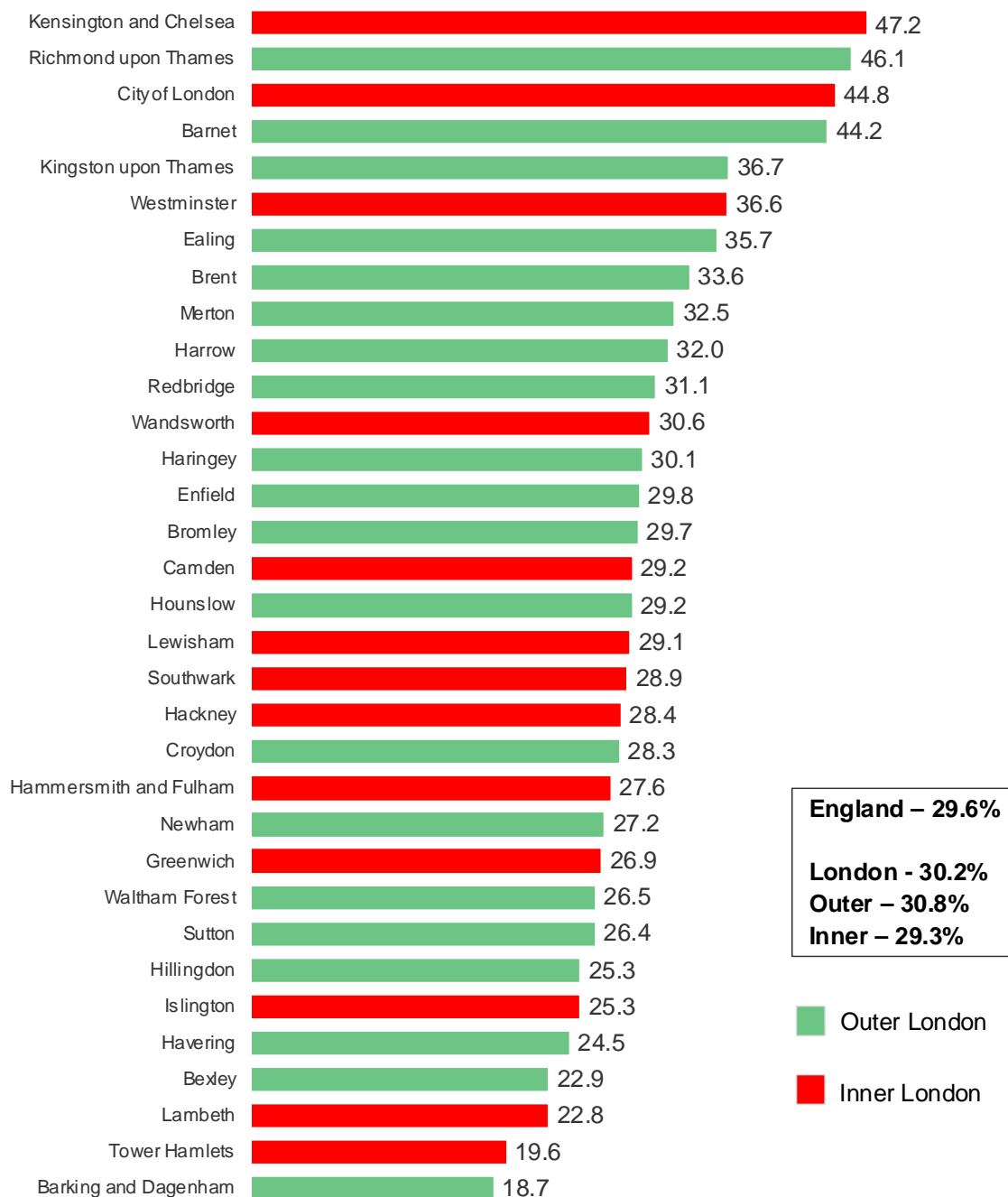


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 46,365 responses)

London NI rankings – NI 22

9

NI 22 – Perceptions of parents taking responsibility for the behaviour of their children in the area *



Ipsos MORI

* Proportion that 'definitely agree', or 'tend to agree' that in their local area, parents take enough responsibility for the behaviour of their children.

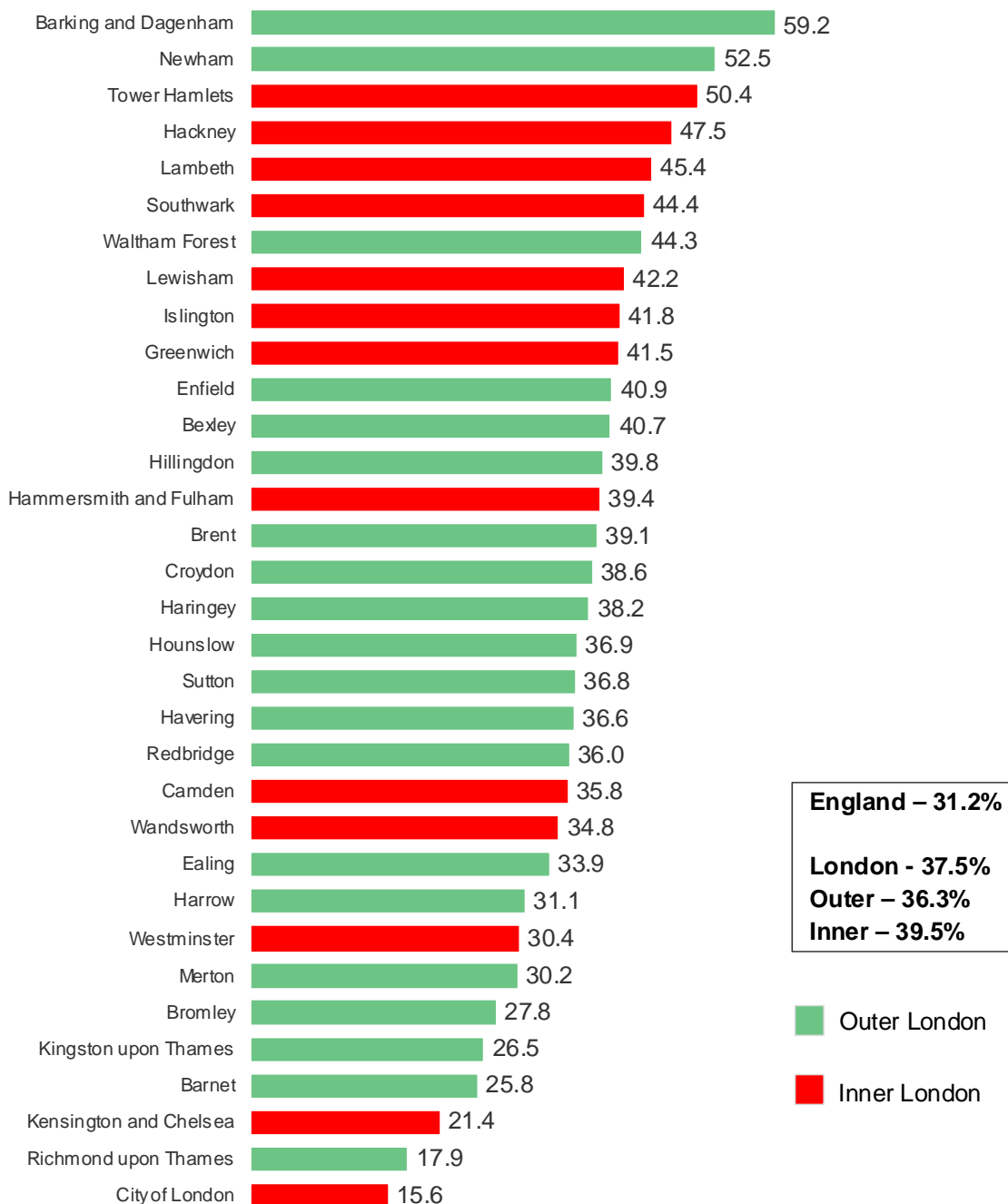


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 45,024 responses)

London NI rankings – NI 23

10

NI 23 – Perceptions that people in the area not treating one another with respect and consideration a problem *



Ipsos MORI

* Proportion who perceive people not treating one another with respect and consideration is a 'very big problem', or fairly big problem' in their local area.

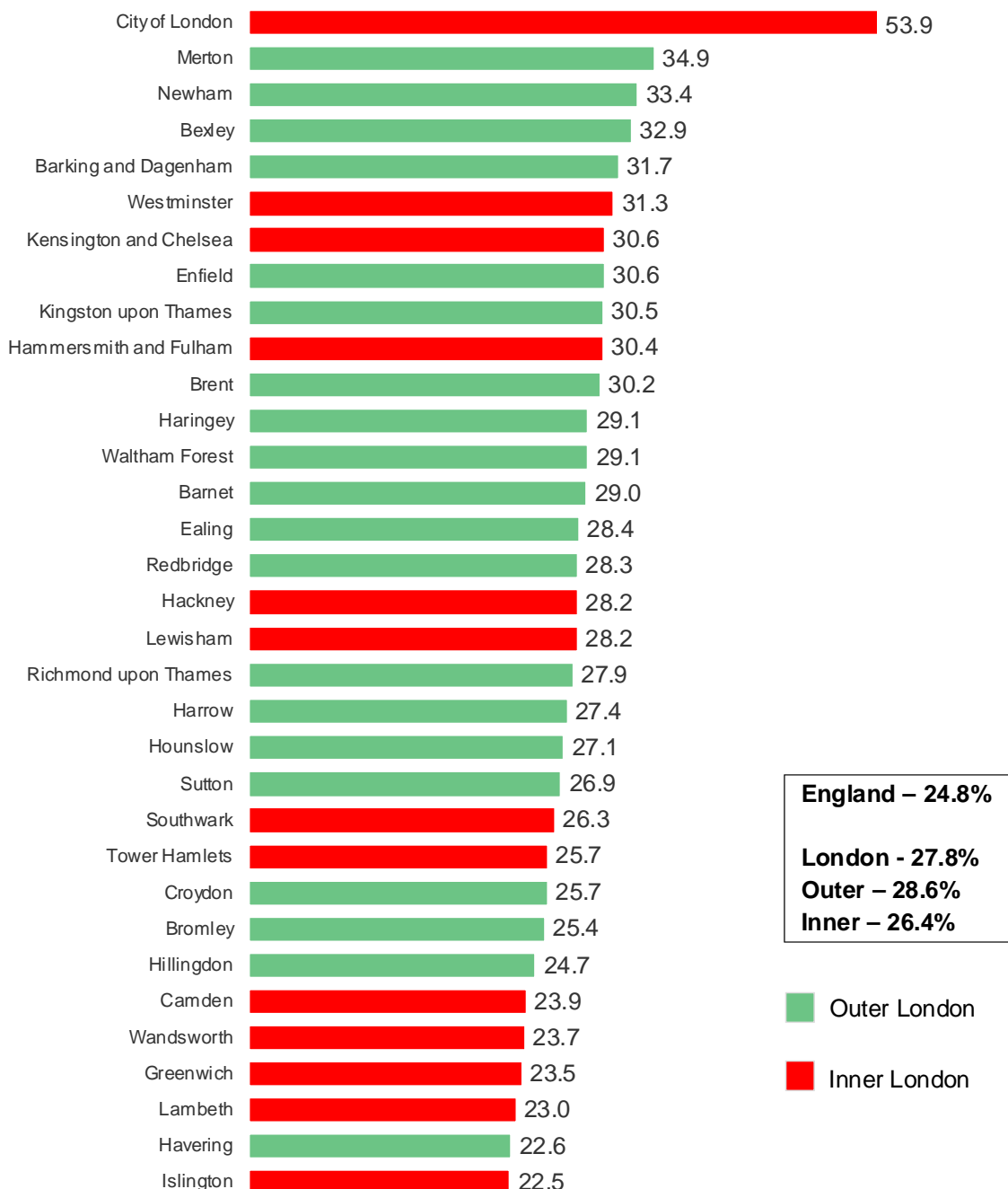


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 44,796 responses)

London NI rankings - NI 27

11

NI 27 – Understanding of local concerns about anti-social behaviour and crime issues by the local council and police *



Ipsos MORI

* Proportion who say they 'strongly agree', or 'tend to agree' that the police and other local public services seek peoples' views about the anti-social behaviour and crime issues that matter in their area

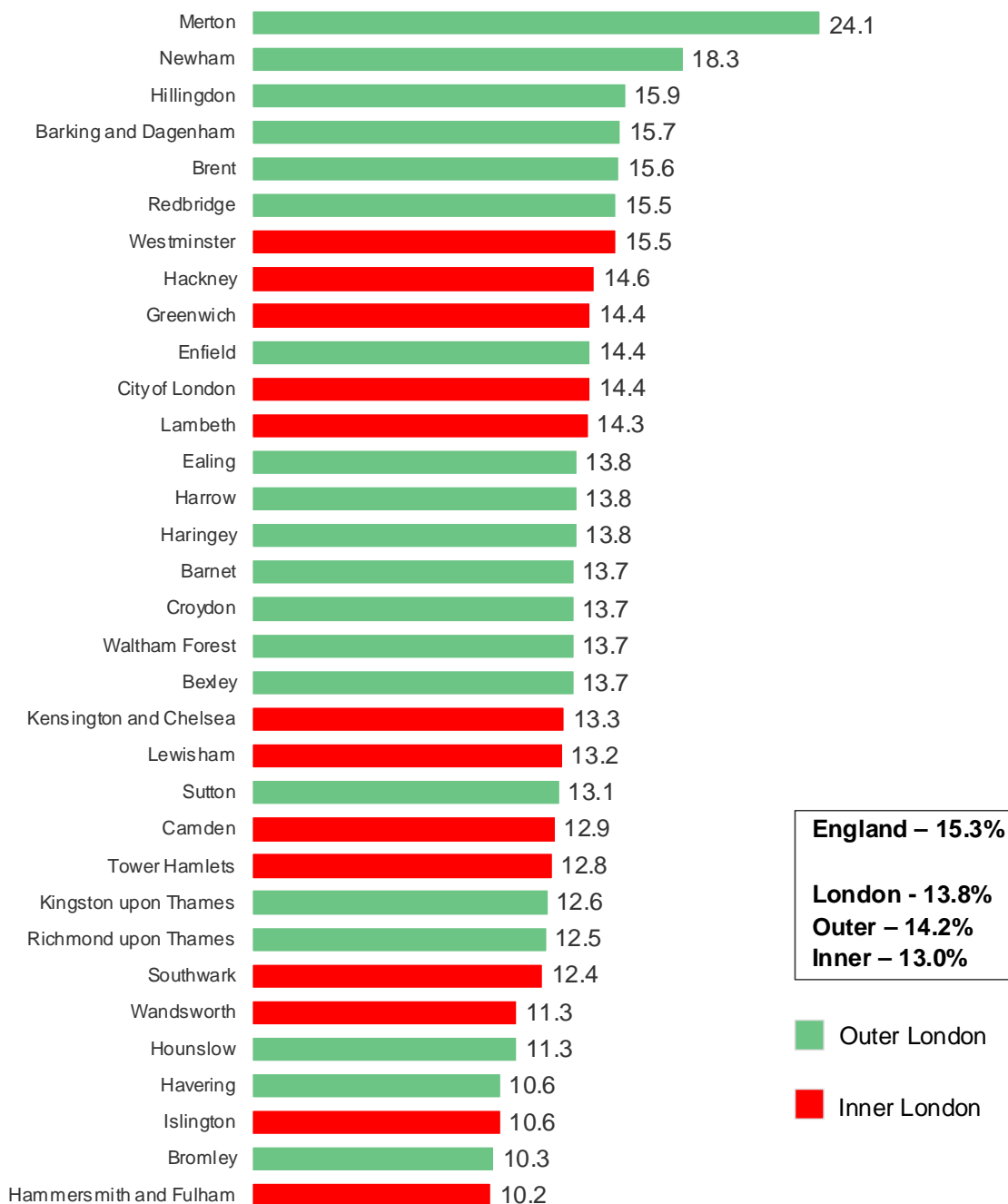


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 47,538 responses)

London NI rankings – NI 37

12

NI 37 – Awareness of civil protection arrangements in the local area *



Ipsos MORI

* Proportion who say they feel 'very well informed', or 'fairly well informed' about what to do in the event of a large-scale emergency.

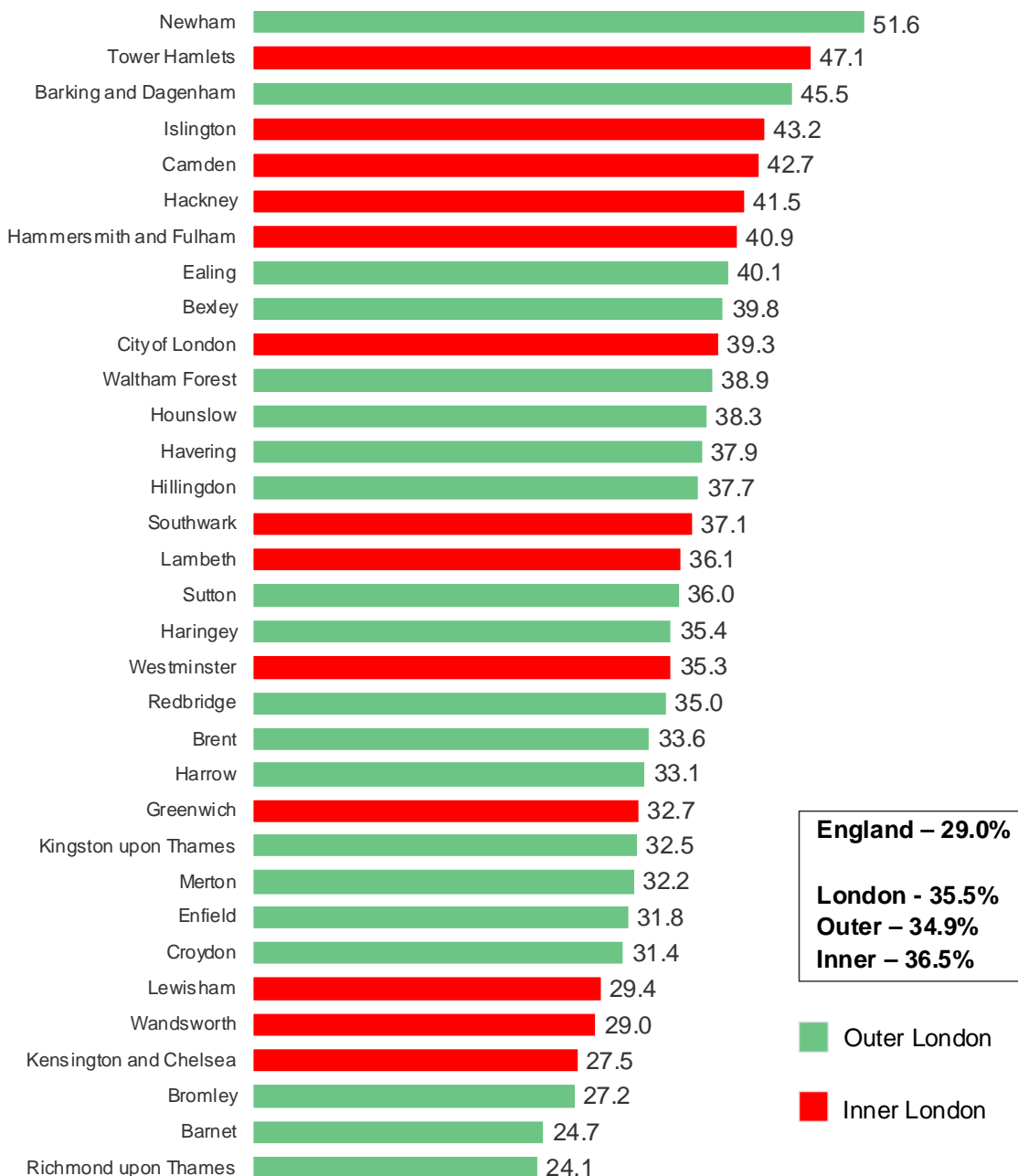


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 49,072 responses)

London NI rankings – NI 41

13

NI 41 – Perceptions of drunk or rowdy behaviour as a problem *



* Proportion who say they think people being drunk or rowdy in public places is a 'very big problem', or 'fairly big problem' in their local area.

Ipsos MORI

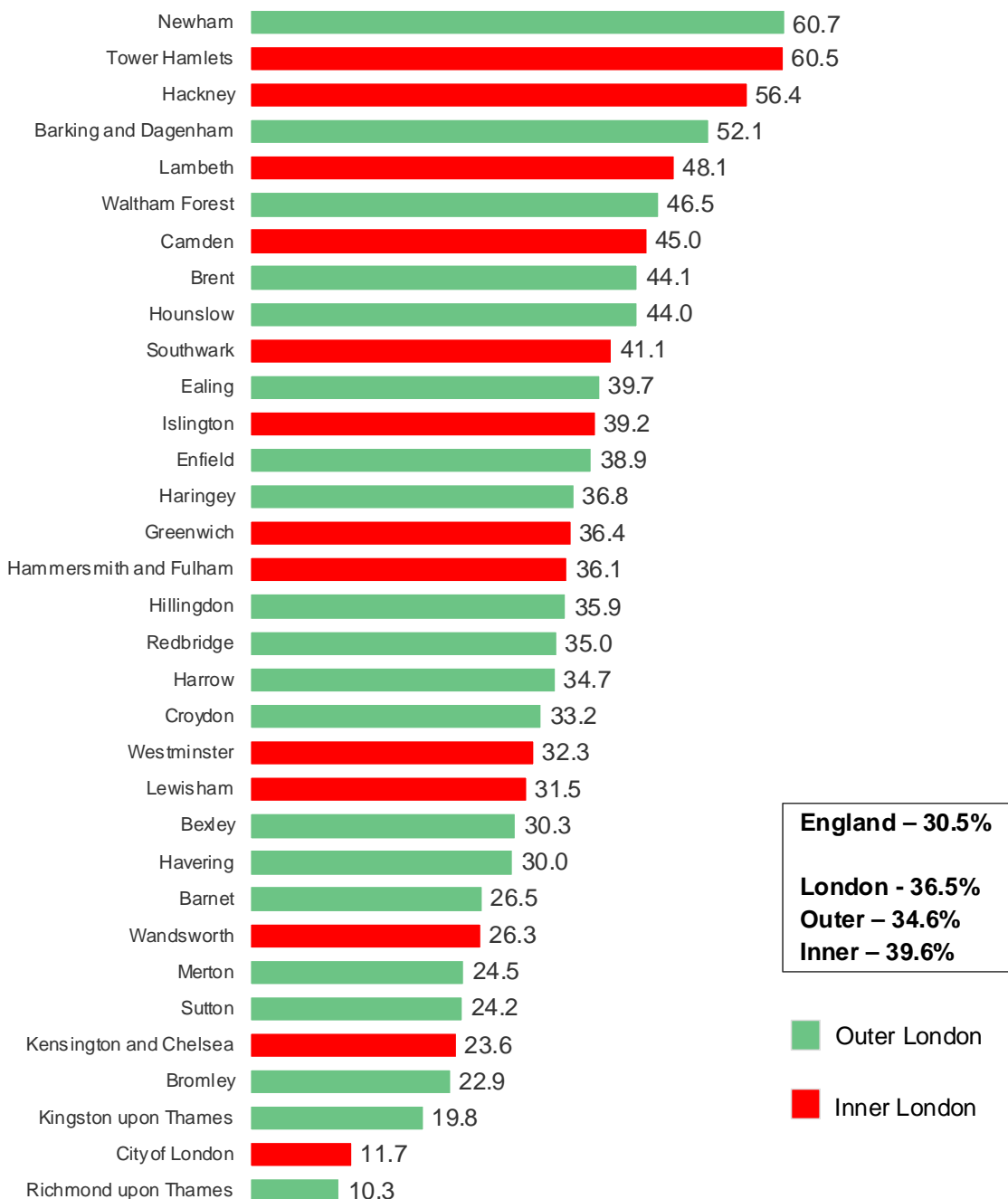


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 44,358 responses)

London NI rankings – NI 42

14

NI 42 – Perceptions of drug use or drug dealing as a problem *



Ipsos MORI

* Proportion who say they think people using or dealing drugs is a 'very big problem', or 'fairly big problem' in their local area.

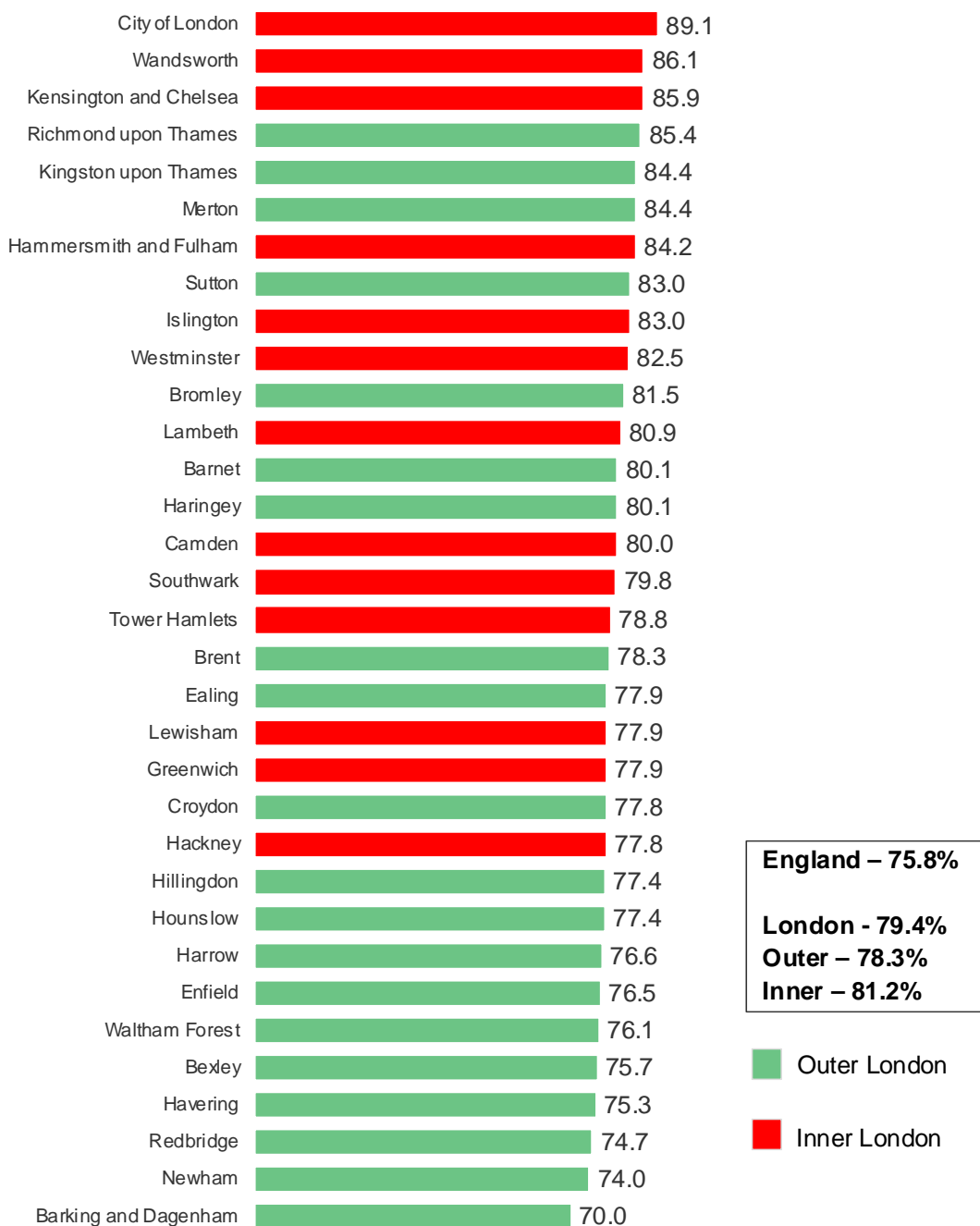


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 38,220 responses)

London NI rankings – NI 119

15

NI119 – Self-reported measure of people's health and wellbeing *



* Proportion who say their health in general is 'very good', or 'good'.

Ipsos MORI

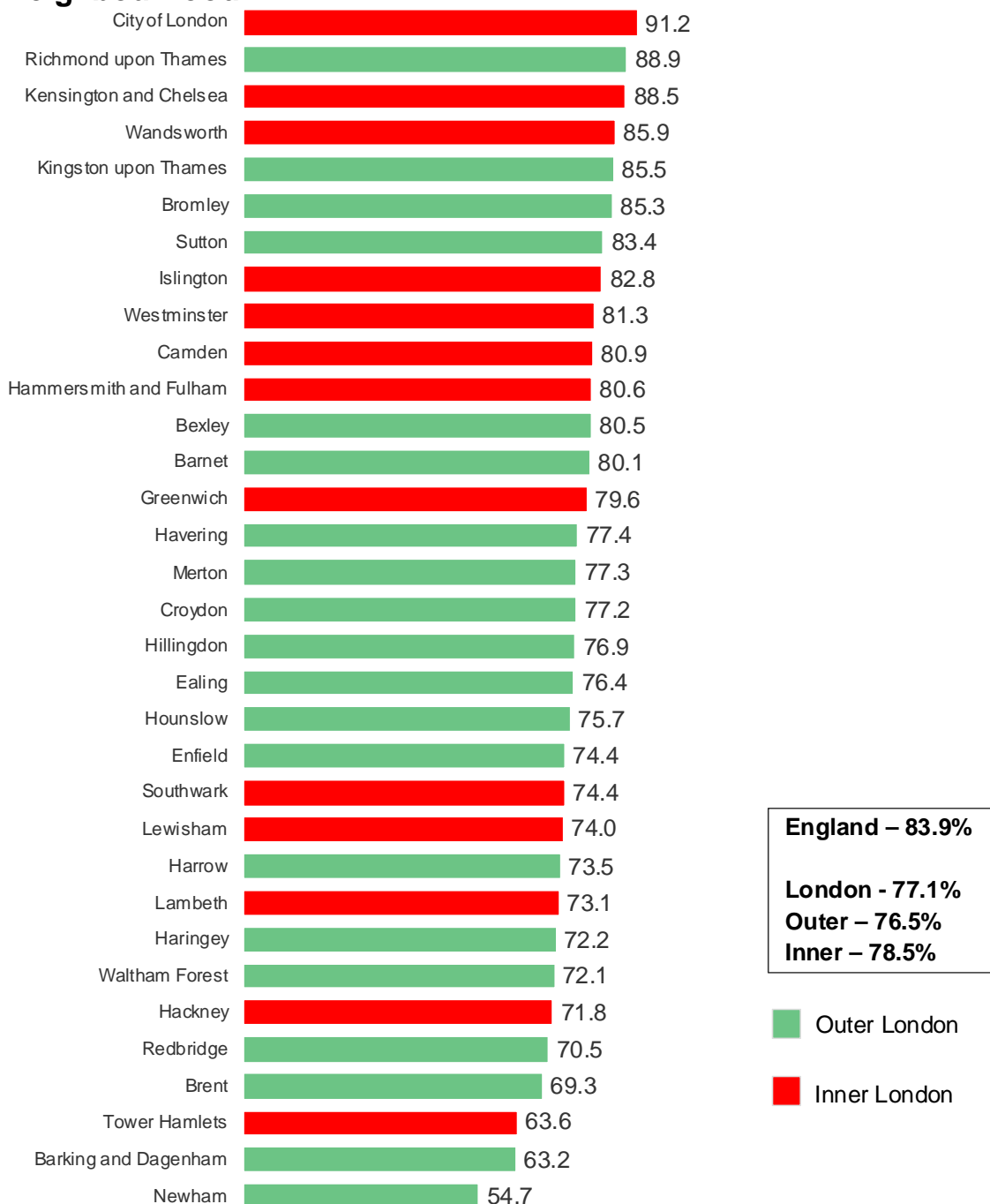


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 48,974 responses)

London NI rankings – NI 138

16

NI 138 – Satisfaction of people over 65 with both the home and neighbourhood *



Ipsos MORI

* Proportion of over 65s who say they are 'very satisfied', or 'fairly satisfied' with their local area and home as a place to live.

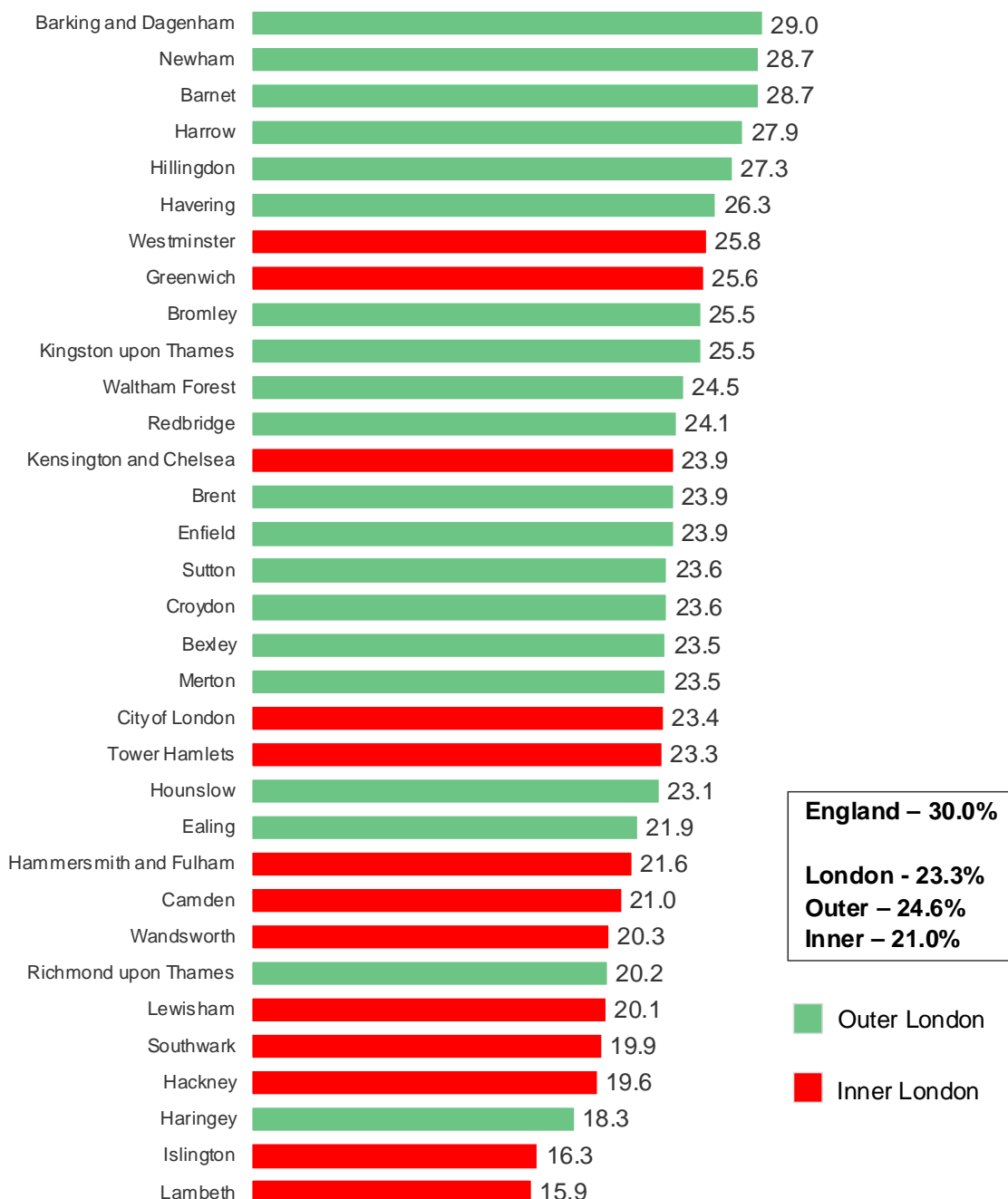


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 50,597 responses – filtered by over 65s)

London NI rankings – NI 139

17

NI 139 – The extent to which older people receive the support they need to live independently *



Ipsos MORI

* Proportion who say that older people in their local area get the services and support they need to continue to live at home for as long as they want to.

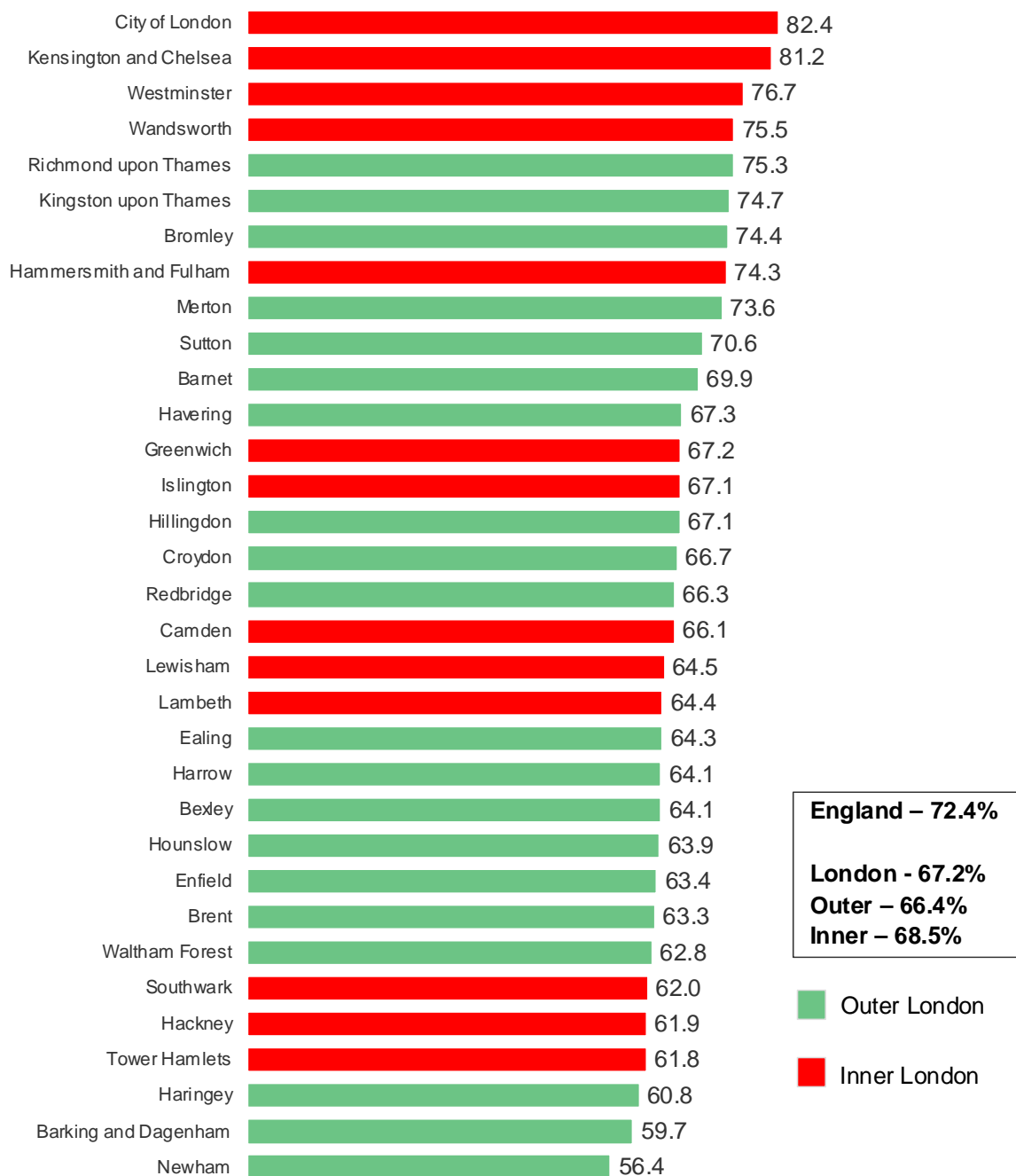


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 49,210 responses)

London NI rankings – NI 140

18

NI 140 – Fair treatment by local services *



Ipsos MORI

* Proportion of adults who say they have been treated with respect and consideration by their local public services 'all of the time', or 'most of the time'.

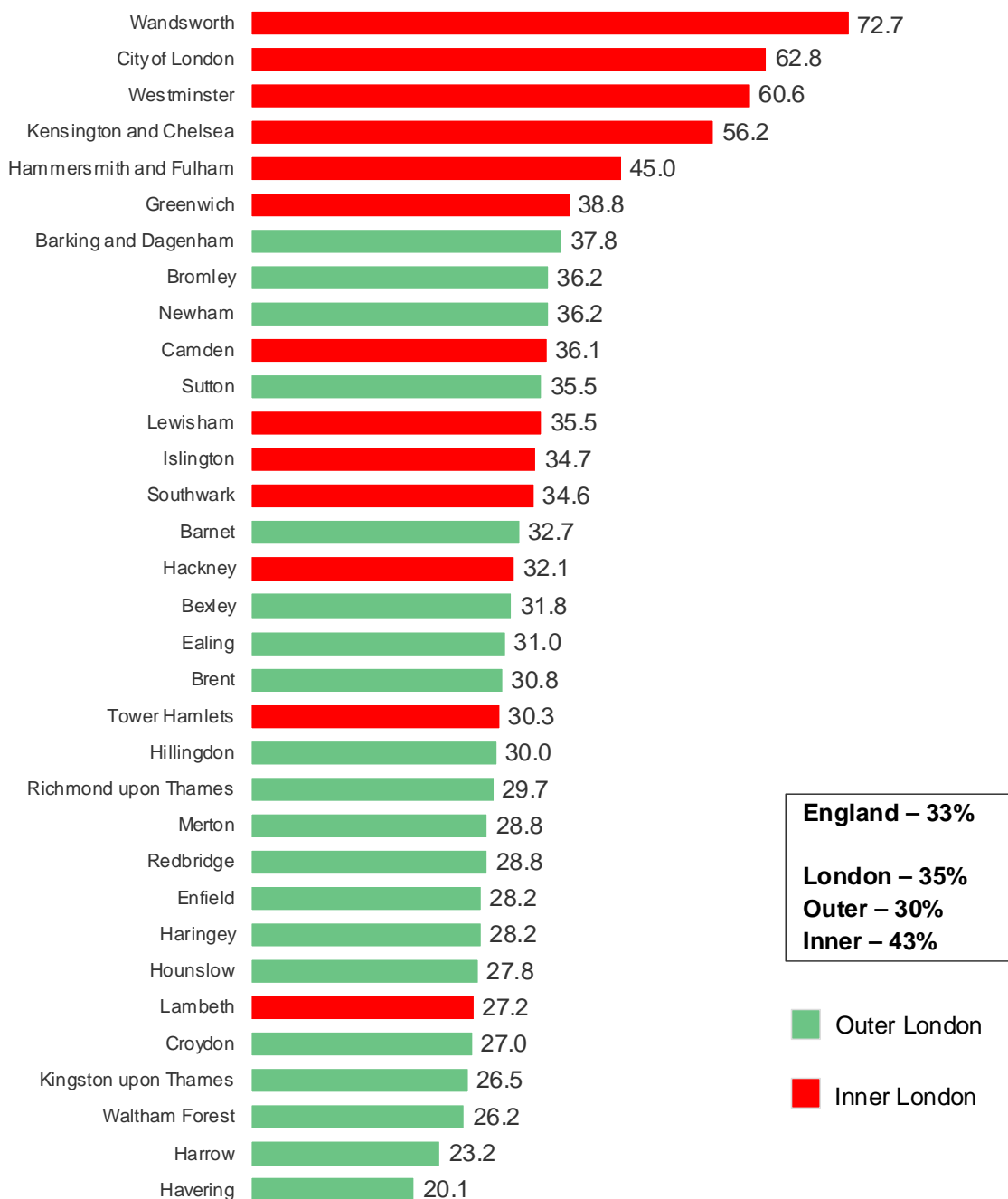


Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 44,061 responses)

To what extent do you agree or disagree that your local council provides value for money?

19

% overall agree (strongly agree + tend to agree)



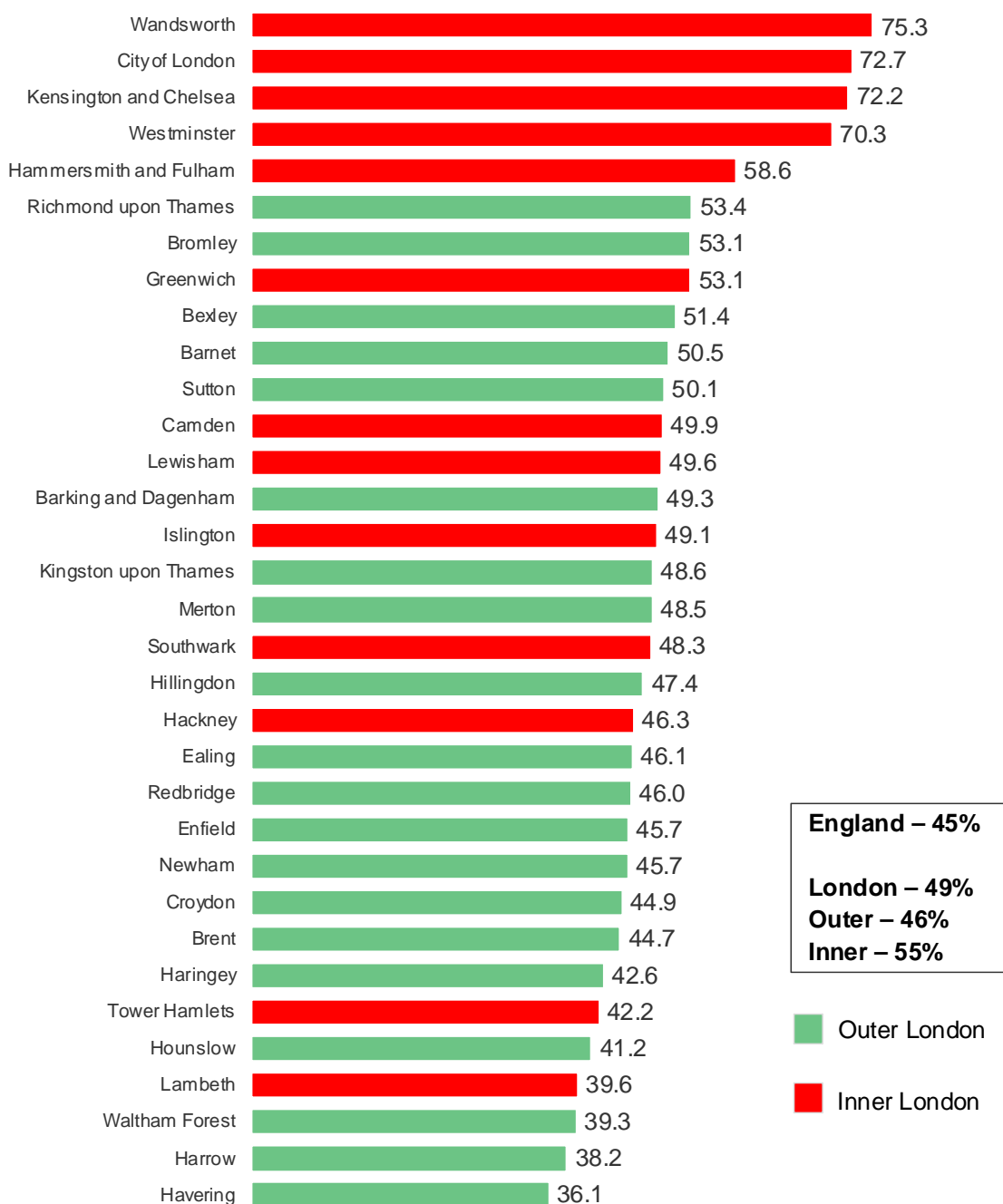
Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 46,264 responses)



Taking everything into account, how satisfied or dissatisfied are you with the way your local council runs things? 20

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

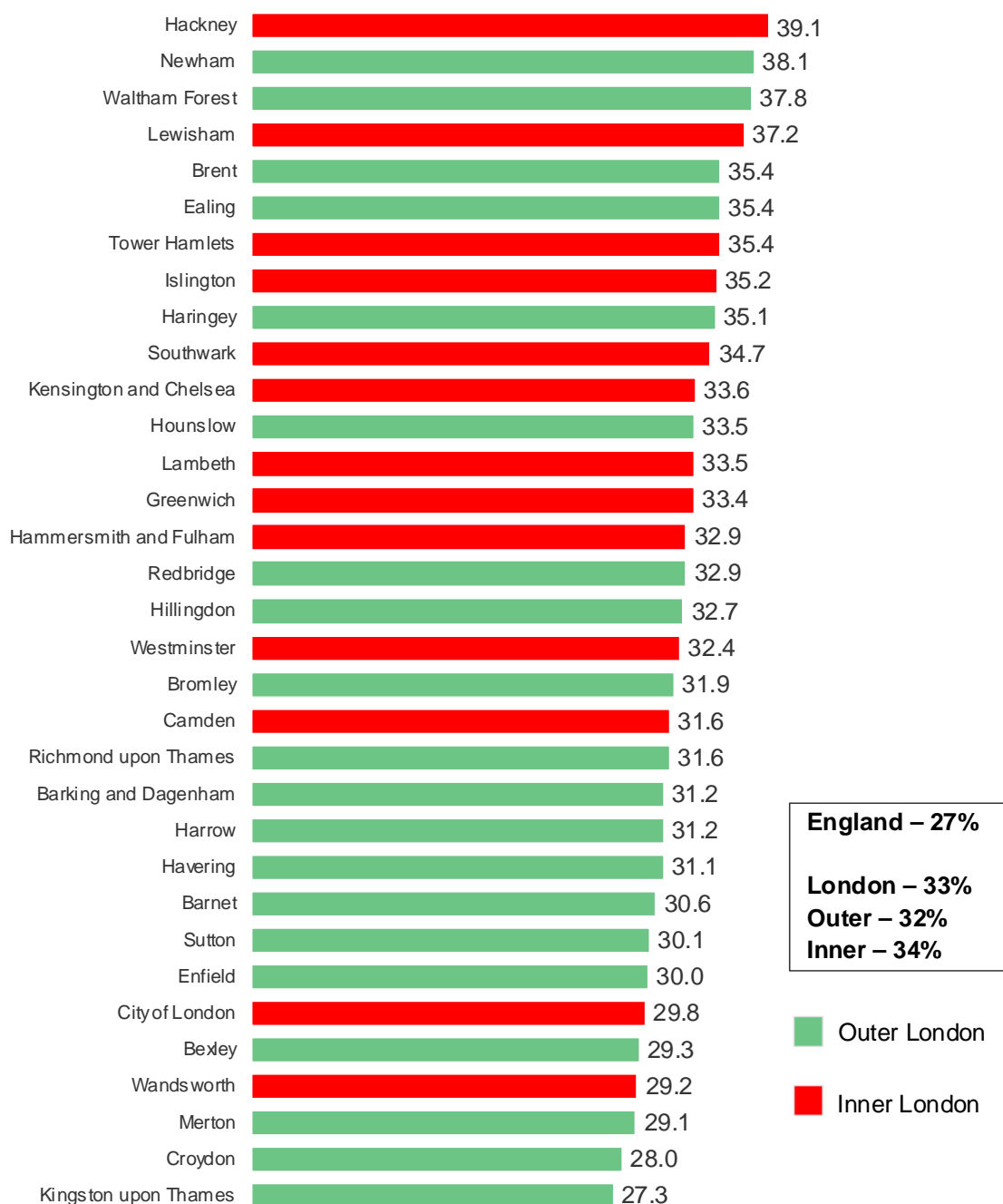
Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 48,272 responses)



Generally speaking would you like to be more involved in the decisions that affect your local area?

21

% yes



Ipsos MORI



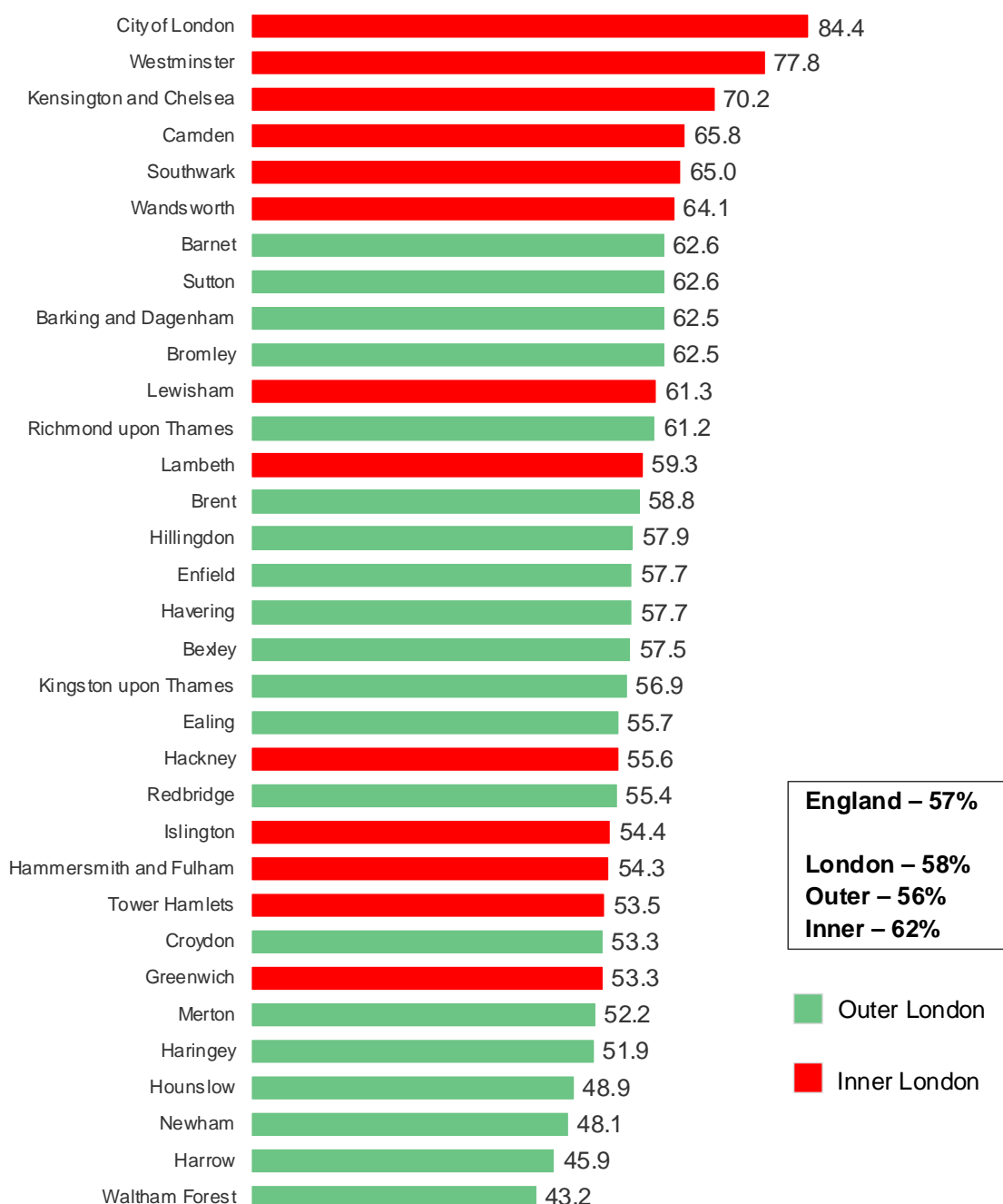
Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 47,144 responses)

How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

22

Keeping public land clear of litter and refuse

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 47,913 responses)

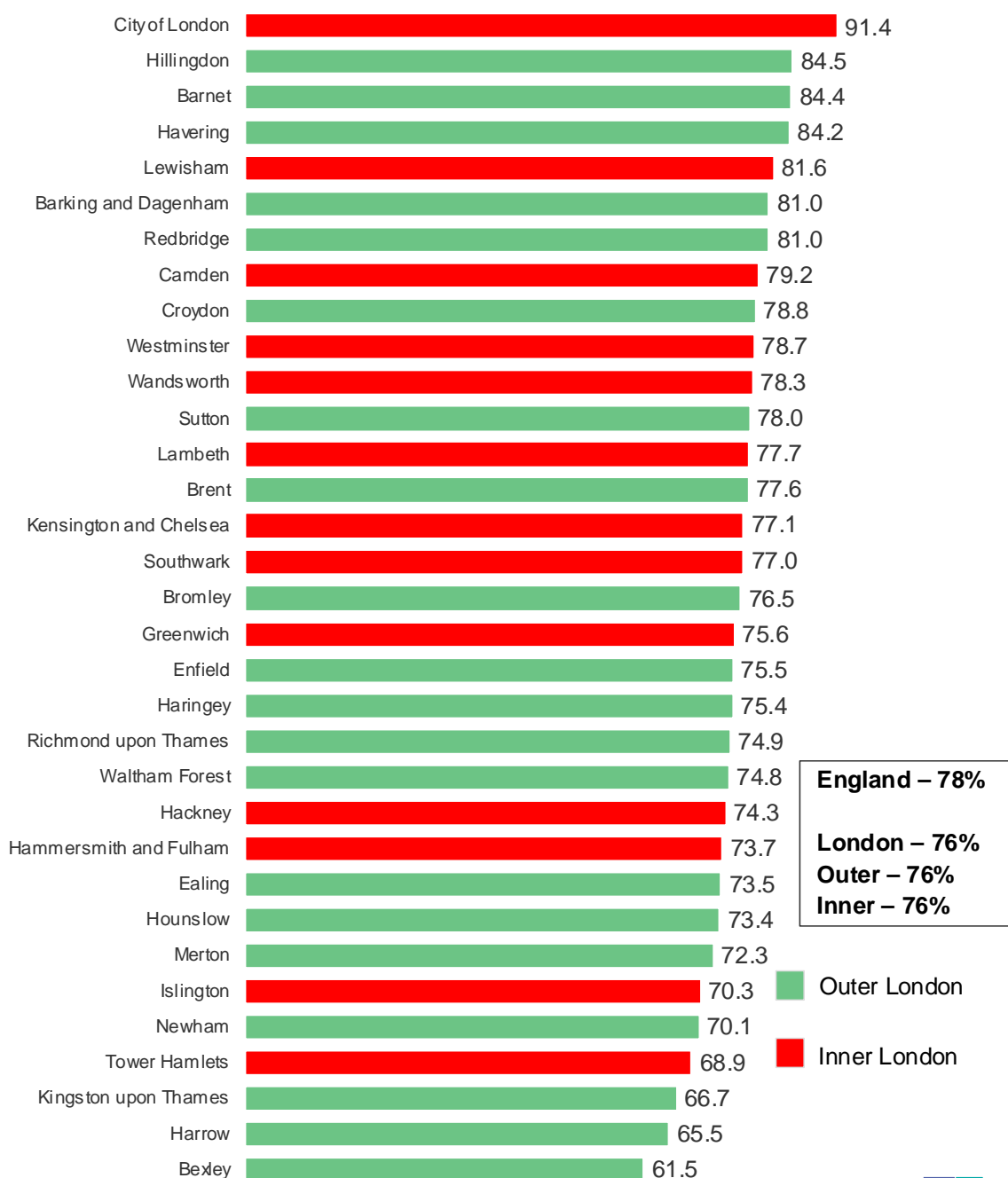


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

23

Refuse collection

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 48,757 responses)

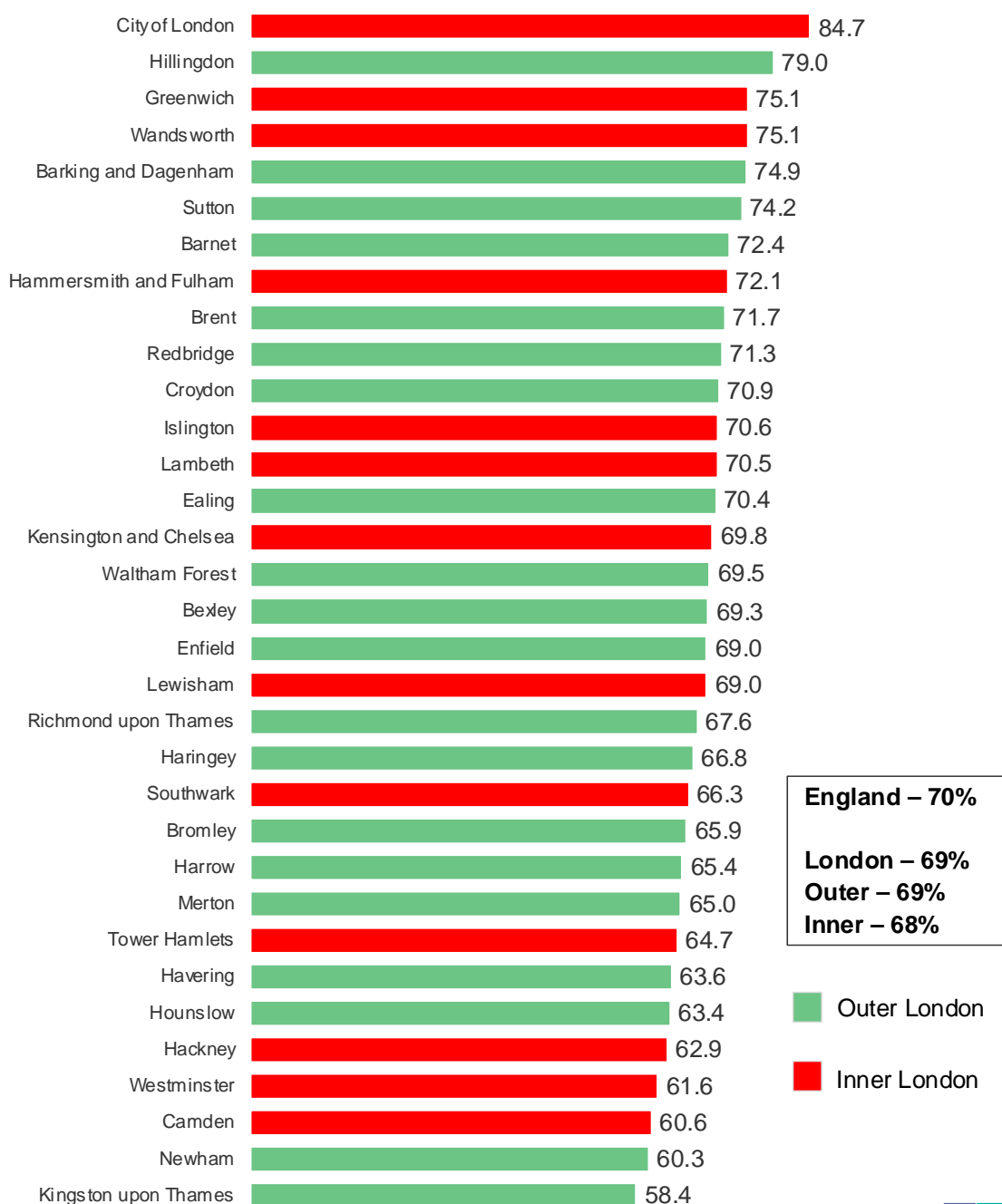


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

24

Doorstep recycling

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI



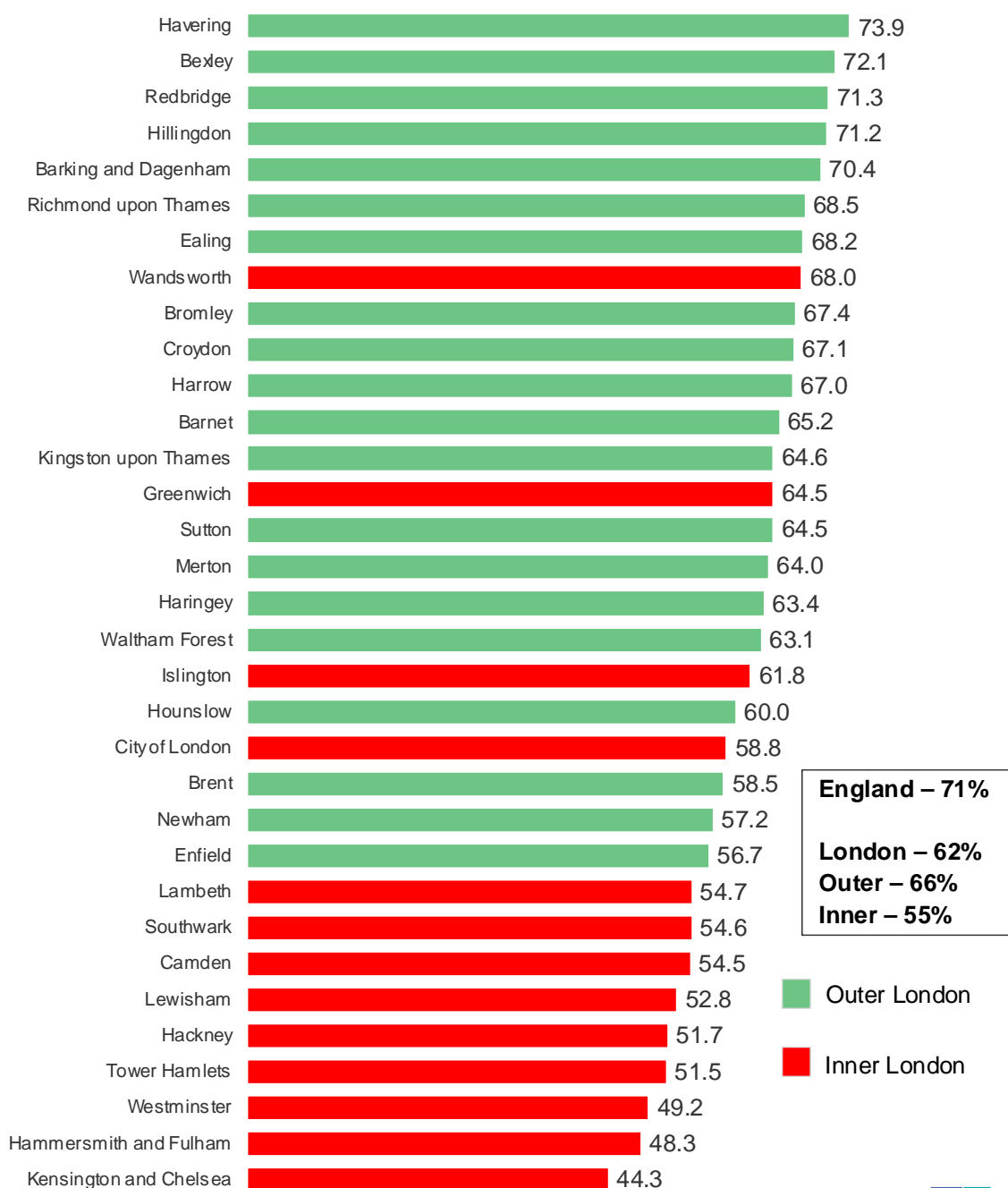
Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 45,619 responses)

How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

25

Local tips/household waste recycling centres

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 39,196 responses)

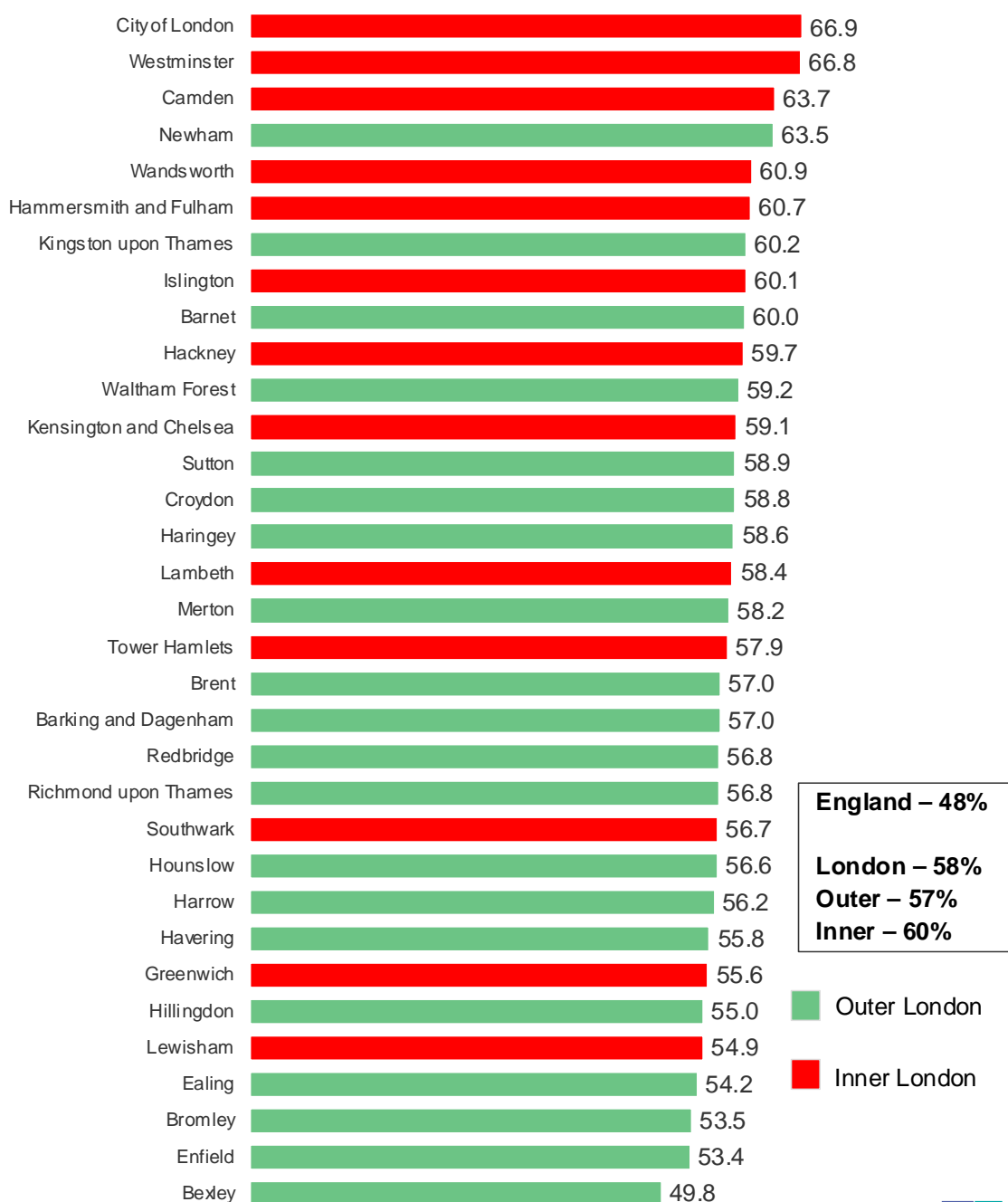


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

26

Local transport information

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 42,804 responses)

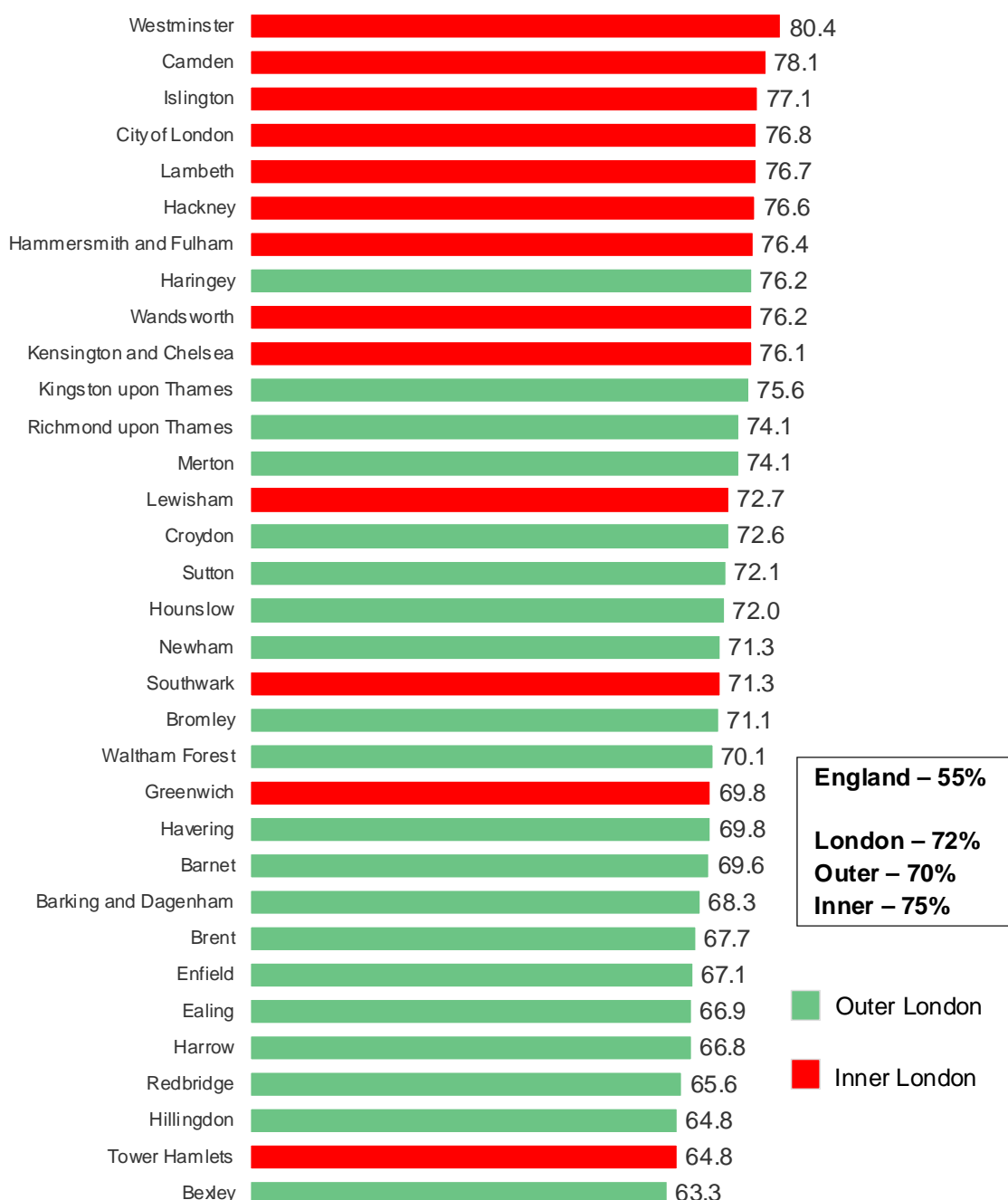


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

27

Local bus services

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI



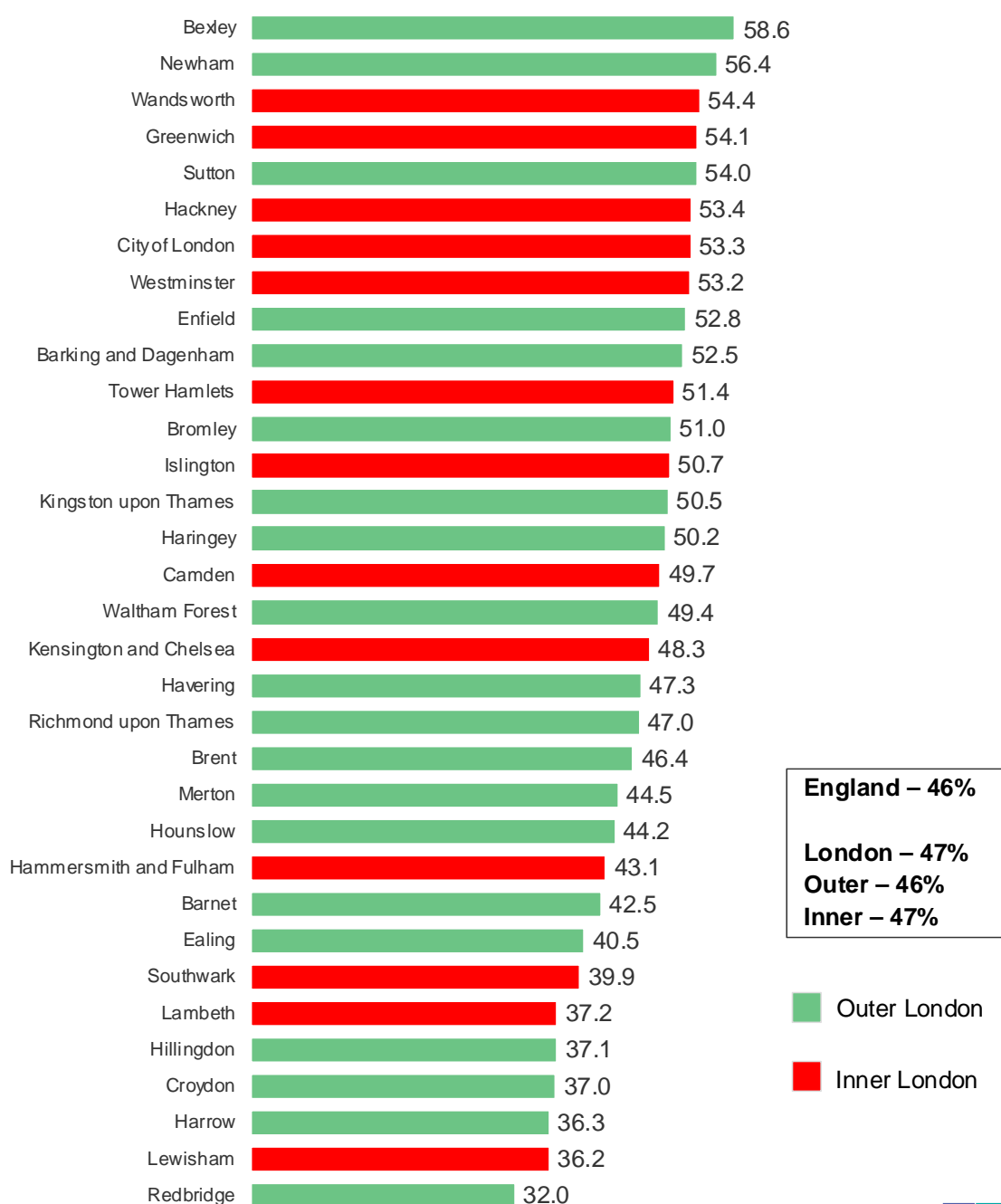
Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 46,178 responses)

How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

28

Sport/leisure facilities

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 38,072 responses)

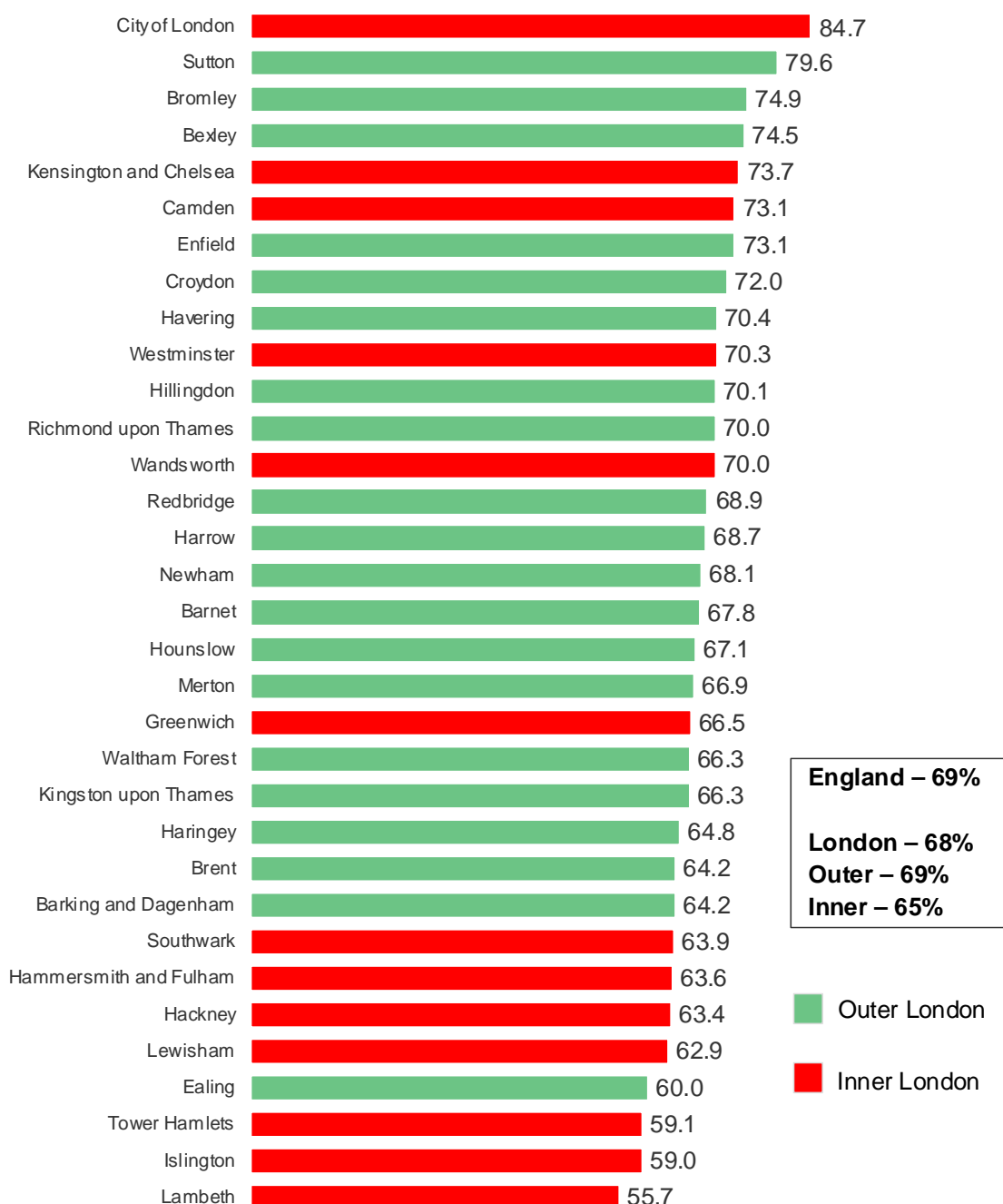


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

29

Libraries

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 41,691 responses)

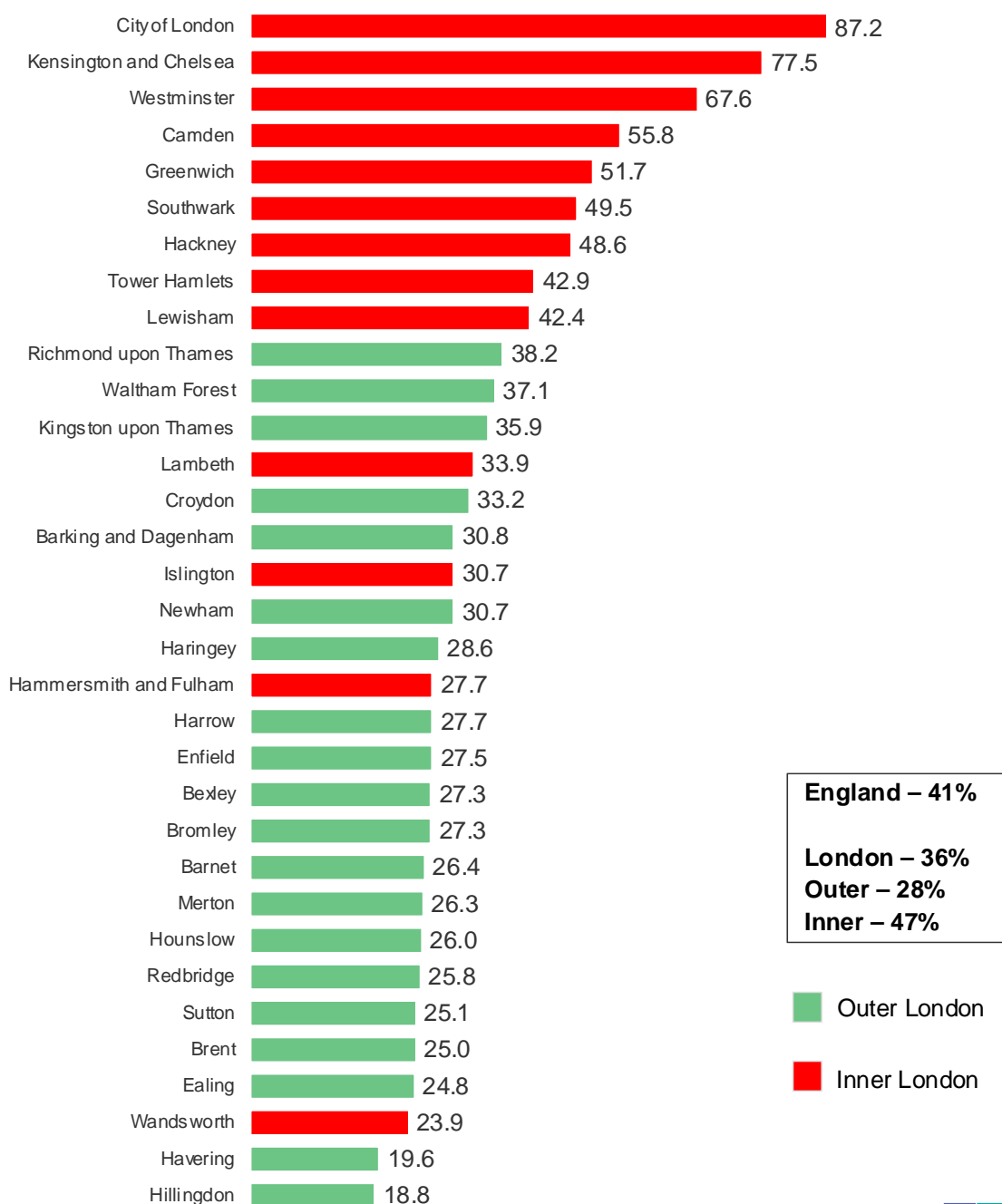


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

30

Museums/galleries

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 32,930 responses)

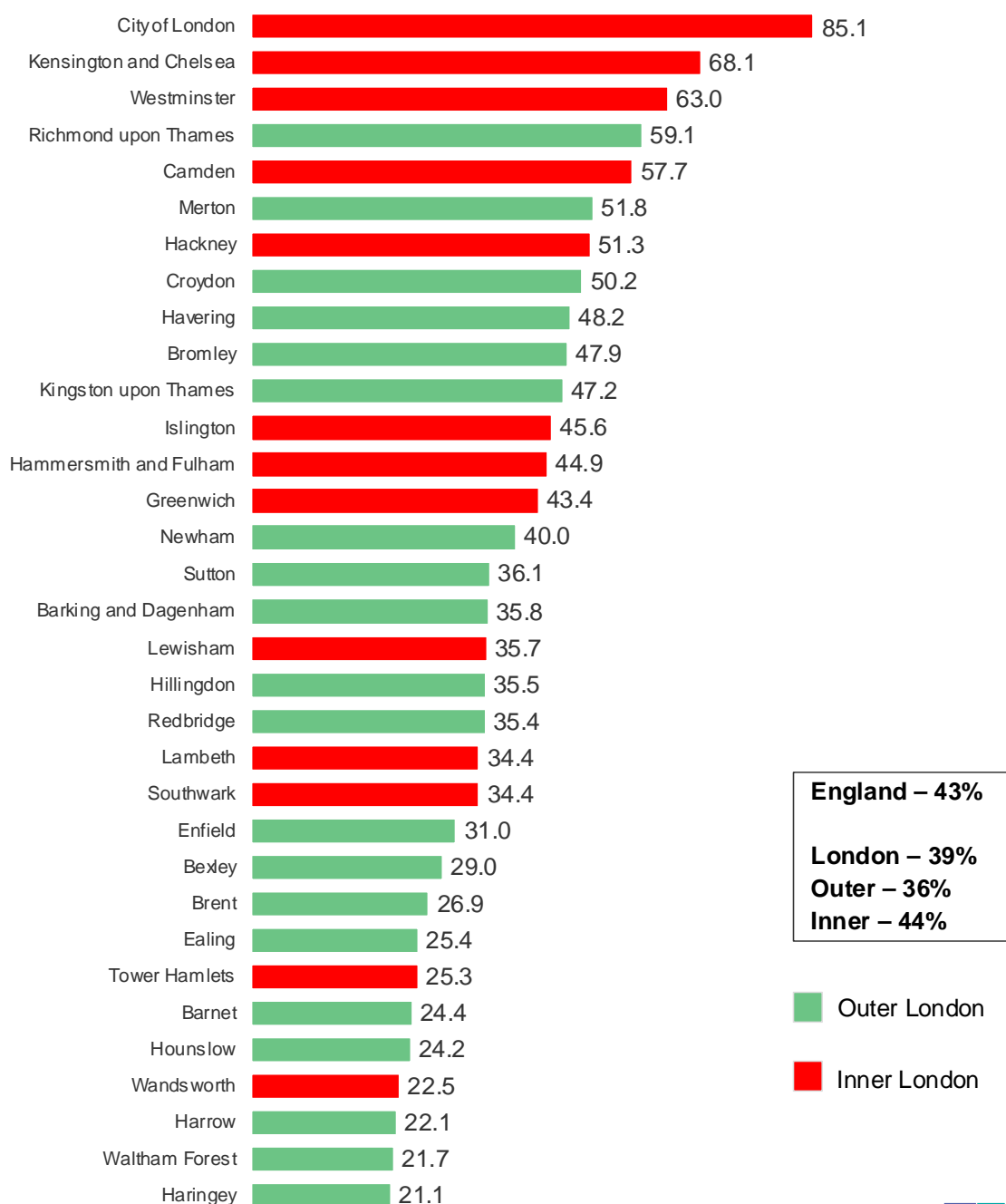


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

31

Theatres/concert halls

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 34,086 responses)

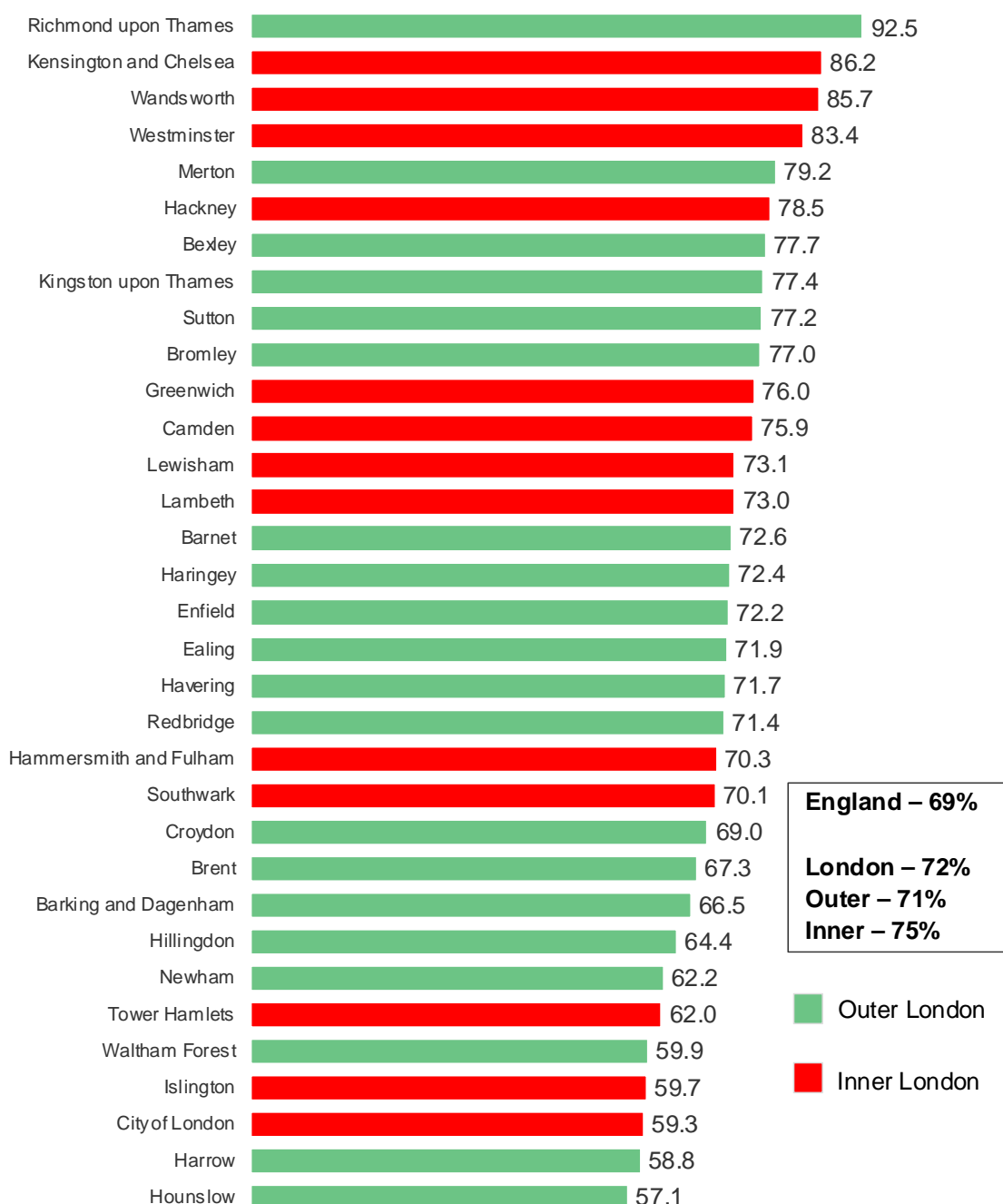


How satisfied or dissatisfied are you with each of the following services provided or supported by your local council?...

32

Parks and open spaces

% overall satisfied (very satisfied + fairly satisfied)



Ipsos MORI

Base: 2008/9 Place Survey for the London Councils Consortium (33 London Boroughs, 46,969 responses)



Appendix 6: Place Survey core questions

ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
POSTCODE

Dear local resident,

I am writing to you to ask for your views.

<INSERT COUNCIL NAME> Council works closely with other public services such as the police, health, business and community representatives to make decisions about the provision of services for local people. They now need to know what you think about what it's like to live in your area so they can be certain they are dealing with the issues that concern and matter to you.

This questionnaire asks for your opinions about aspects of the quality of life in your local area (such as community safety, local services etc) which we know are important to local people. By your local area, we mean the area within 15-20 minutes walking distance from your home. The findings from this research will be used to see how well <COUNCIL NAME> Council and its partners are doing at delivering the services that matter to you and to decide what needs doing differently in the future.

Please take this opportunity to have your say. 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.

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.

If you have any questions or concerns about this survey please do not hesitate to contact the Ipsos MORI helpline on FREEPHONE 0808 238 5402 or email having.your.say@ipsos-mori.com.

I very much hope you will be able to take part and thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire as soon as possible or by 19 December 2008.

No stamp is required.

Yours sincerely,

<SIGNATURE>
<NAME>

If you require a large print copy please contact the Ipsos MORI helpline FREEPHONE 0808 238 5402 or email having.your.say@ipsos-mori.com

Helpful hints for completing this questionnaire

The questionnaire should be completed by any resident aged 18 or over living at this address.

Please read each question carefully and tick a box to indicate your answer.

In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.

Answer the next question unless asked otherwise.

Some questions include an 'other' option. If you would like to include an answer other than one of those listed within the question, please tick the 'other' box and write in your answer in the space provided.

Once you have finished please take a minute to check you have answered all the questions that you should have answered.

This questionnaire consists of 12 pages and should take no longer than 15 minutes to complete. Thank you in advance for your time.

Once you have completed the questionnaire please return in the pre-addressed envelope supplied. **You do not need to add a stamp.**

<INSERT A SENTENCE IN EACH OF THE MOST COMMONLY USED LANGUAGES TO EXPLAIN HOW RESIDENTS CAN OBTAIN A TRANSLATED COPY OF THE QUESTIONNAIRE>

Section 1: About your local area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

- Q1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? **PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE LEFT HAND COLUMN BELOW**
- Q2 And thinking about this local area, which of the things below, if any, do you think most need improving? **PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE RIGHT HAND COLUMN BELOW**

	Q1 Most important in making somewhere a good place to live	Q2 Most needs improving in this local area
Access to nature.....	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing.....	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. libraries, museums).....	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion.....	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities.....	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living.....	<input type="checkbox"/>	<input type="checkbox"/>
Q1 - Other (PLEASE TICK BOX AND WRITE IN BELOW).....	<input type="checkbox"/>	
Q2 - Other (PLEASE TICK BOX AND WRITE IN BELOW).....		<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know.....	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	<input type="checkbox"/>	Fairly dissatisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>	Very dissatisfied.....	<input type="checkbox"/>
Neither satisfied nor dissatisfied ..	<input type="checkbox"/>		

Q4 And how satisfied or dissatisfied are you with your home as a place to live?

PLEASE TICK ✓ ONE BOX ONLY

Very satisfied	<input type="checkbox"/>	Fairly dissatisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>	Very dissatisfied.....	<input type="checkbox"/>
Neither satisfied nor dissatisfied ..	<input type="checkbox"/>		

Q5 How strongly do you feel you belong to your immediate neighbourhood?

PLEASE TICK ✓ ONE BOX ONLY

Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Your local public services

Q6 Here are some things that people have said about their local public services. To what extent do you think that these statements apply to public services in your local area?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	A great deal	To some extent	Not very much	Not at all	Don't know
Local public services.....					
...are working to make the area safer .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...are working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...promote the interests of local residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...act on the concerns of local residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...treat all types of people fairly.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Haven't used the service
Metropolitan Police.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
London Fire Brigade.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your GP (Family doctor)....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your local hospital.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your local dentist.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 <COUNCIL NAME> Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by <COUNCIL NAME> Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep recycling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tips/Household waste recycling centres.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/concert Halls.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Please indicate how frequently you have used the following public services provided or supported by <COUNCIL NAME> Council.

PLEASE TICK ✓ ONE BOX FOR EACH SERVICE

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	It does not apply/ Don't know
Local tips/Household waste recycling centres.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/concert Halls....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 To what extent do you agree or disagree that <COUNCIL NAME> Council provides value for money?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH COUNCIL

Strongly Agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 And now taking everything into account, how satisfied or dissatisfied are you with the way <COUNCIL NAME> Council runs things?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH COUNCIL

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Information

Q12 How well informed do you feel about each of the following?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How your council tax is spent.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well local public services are performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain about local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What to do in the event of a large- scale emergency e.g. flooding, human pandemic flu.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you feel about local public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Local decision-making

As with previous questions, when answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q13 Do you agree or disagree that you can influence decisions affecting your local area?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Generally speaking, would you like to be more involved in the decisions that affect your local area?

PLEASE TICK ✓ ONE BOX ONLY

Yes	No	Depends on the issue	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Helping out

We are interested to know about the unpaid help people give.

Please think about any group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administrative work.

Please exclude giving money and anything that was a requirement of your job.

Q15 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

Please only include work that is unpaid and not for your family.

PLEASE TICK ✓ ONE BOX ONLY

At least once a week..... ☐

Less than once a week but
at least once a month..... ☐

Less often..... ☐

I give unpaid help as an
individual only and not
through groups(s), club(s)
or organisation(s)..... ☐

I have not given any unpaid
help at all over the last 12
months..... ☐

Don't know..... ☐

Section 6: Getting involved

Please think about any group(s) to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

Q16 In the past 12 months have you...

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Yes	No
Been a local councillor (for the local authority, town or parish).....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a group making decisions on local health or education services.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a decision-making group set up to regenerate the local area.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a decision-making group set up to tackle local crime problems.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a tenants' group decision-making committee.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of a group making decisions on local services for young people.....	<input type="checkbox"/>	<input type="checkbox"/>
Been a member of another group making decisions on services in the local community.....	<input type="checkbox"/>	<input type="checkbox"/>

Section 7: Respect and consideration

Q17 To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Neither agree or disagree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

PLEASE TICK ✓ ONE BOX ONLY

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same background
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?

PLEASE TICK ✓ ONE BOX ONLY

A very big problem

☐

A fairly big problem

☐

Not a very big problem

☐

Not a problem at all

☐

Don't know/No opinion

☐

Q20 In the last year would you say that you have been treated with respect and consideration by your local public services.....

PLEASE TICK ✓ ONE BOX ONLY

All of the time

☐

Most of the time

☐

Some of the time

☐

Rarely

☐

Never

☐

Don't know/no opinion

☐

Q21 In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).

PLEASE TICK ✓ ONE BOX ONLY

Yes

☐

No

☐

Don't know

☐

Section 8: Community safety

Q22 How safe or unsafe do you feel when outside in your local area after dark?

PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW

Q23 How safe or unsafe do you feel when outside in your local area during the day?

PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW

	Q22 After dark	Q23 During the day
Very safe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly safe.....	<input type="checkbox"/>	<input type="checkbox"/>
Neither safe nor unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly unsafe.....	<input type="checkbox"/>	<input type="checkbox"/>
Very unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Don't know.....	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Thinking about this local area, how much of a problem do you think each of the following are...

PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers hanging around the streets...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out cars.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

Q25 So, how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

PLEASE TICK ✓ ONE BOX ONLY IN THE LEFT HAND COLUMN BELOW

Q26 And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

PLEASE TICK ✓ ONE BOX ONLY IN THE RIGHT HAND COLUMN BELOW

	Q25 Seek people's views	Q26 Are successfully dealing with
Strongly agree	<input type="checkbox"/>	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>	<input type="checkbox"/>
Neither agree or disagree.....	<input type="checkbox"/>	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	<input type="checkbox"/>
Don't know.....	<input type="checkbox"/>	<input type="checkbox"/>

The London Fire Brigade works closely with your borough and other organisations to deliver its services in your area.

Q27 Are you aware that the London Fire Brigade works in your area to:
PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Aware	Not aware
Respond quickly to 999 calls	<input type="checkbox"/>	<input type="checkbox"/>
Carry out fire safety visits in homes most likely to have a fire.....	<input type="checkbox"/>	<input type="checkbox"/>
Fit smoke alarms for people more likely to have a fire.....	<input type="checkbox"/>	<input type="checkbox"/>
Talk to children in schools about the dangers of fire	<input type="checkbox"/>	<input type="checkbox"/>
Work with children and young people (including those who start fires deliberately).....	<input type="checkbox"/>	<input type="checkbox"/>

Section 9: About yourself

Please complete these questions which will help us to see if there are differences between the views of different residents. All the information you give will be kept completely confidential.

Q28 Are you male or female?
PLEASE TICK ✓ ONE BOX ONLY

Male ☐ Female ☐

Q29 What was your age on your last birthday?
PLEASE WRITE IN BOX BELOW

	Years
--	-------

Q30 How is your health in general? Would you say it is.....

PLEASE TICK ✓ ONE BOX ONLY

Very good	Good	Fair	Bad	Very bad
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q31 In which of these ways does your household occupy your current accommodation?
PLEASE TICK ✓ ONE BOX ONLY

Owned outright.....	<input type="checkbox"/>	Rent from Housing Association/ Trust	<input type="checkbox"/>
Buying on mortgage.....	<input type="checkbox"/>	Rented from private landlord	<input type="checkbox"/>
Rent from council	<input type="checkbox"/>	Other (✓ AND WRITE IN BELOW)	<input type="checkbox"/>

Q32 How many children aged 17 or under are living here?
PLEASE TICK ✓ ONE BOX ONLY

None	<input type="checkbox"/>	Three	<input type="checkbox"/>
One	<input type="checkbox"/>	Four	<input type="checkbox"/>
Two	<input type="checkbox"/>	More than four (✓ AND WRITE IN BELOW)	<input type="checkbox"/>

Q33 And how many adults aged 18 or over are living here?
PLEASE TICK ✓ ONE BOX ONLY

None	<input type="checkbox"/>	Three	<input type="checkbox"/>
One	<input type="checkbox"/>	Four	<input type="checkbox"/>
Two	<input type="checkbox"/>	More than four (✓ AND WRITE IN BELOW)	<input type="checkbox"/>

Q34 Which of these activities best describes what you are doing at present?
PLEASE TICK ✓ ONE BOX ONLY

Employee in full-time job (30 hours plus per week)	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Employee in part-time job (under 30 hours per week)	<input type="checkbox"/>	Permanently sick/disabled	<input type="checkbox"/>
Self employed full or part-time	<input type="checkbox"/>	Wholly retired from work	<input type="checkbox"/>
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	<input type="checkbox"/>	Looking after the home	<input type="checkbox"/>
Full-time education at school, college or university	<input type="checkbox"/>	Doing something else (PLEASE WRITE IN BELOW)....	<input type="checkbox"/>

Q35 **Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time). PLEASE TICK ✓ ONE BOX ONLY**

Yes (PLEASE CONTINUE TO Q35) ☐

No (PLEASE GO TO Q36) ☐

Q36 **Does this illness or disability limit your activities in any way? PLEASE TICK ✓ ONE BOX ONLY**

Yes ☐

No ☐

Q37 **To which of these groups do you consider you belong to? PLEASE TICK ✓ ONE BOX ONLY**

White

British ☐

Irish ☐

Any other White background
(✓ AND WRITE IN BELOW)

Mixed

White & Black Caribbean ☐

White & Black African ☐

White & Asian ☐

Any other Mixed background
(✓ AND WRITE IN BELOW)

Chinese and Other ethnic groups

Chinese ☐

Black or Black British

Caribbean ☐

African ☐

Any other Black background
(✓ AND WRITE IN BELOW)

Asian or Asian British

Indian ☐

Pakistani ☐

Bangladeshi ☐

Any other Asian background
(✓ AND WRITE IN BELOW)

Other ethnic group
(✓ AND WRITE IN BELOW) ☐

Q38 **Is there anything else you would like to add? PLEASE WRITE IN BELOW**

Thank you very much for taking part in this survey.